**What to do when you are logged out of the Early Years Portal**

If you have forgotten your password, or you have been locked out of the portal due to incorrectly typing your password, you will see the following information, see picture below.

Please email [capitaonehelp@coventry.gov.uk](mailto:capitaonehelp@coventry.gov.uk) who will unlock your account and send you an email with a temporary password and details how to re-set your account.

