

How to reset your Formeo account / logging in problems

1. How can I access the new Formeo platform?

The new platform is located here: <https://formeo-online.co.uk>

2. How do I know what my username is?

Your username is your email address, for example, Joebloggs@nhs.net

3. I can't remember my password, what should I do?

You can reset your Formeo account by clicking on the 'Forgot your password' link at the log-in screen. This will send an automated email to you which you can use to reset your password.

Note: this email may go into your junk box instead of your in-box, so make sure you check both email boxes. It can take up to two hours for password reset emails to come through.



The image shows a screenshot of the Formeo login page. At the top left is the Formeo logo. Below it is the word 'Login' in a large, bold font. There are two input fields: 'Username' with the text 'Joebloggs@nhs.net' and 'Password' which is empty. Below the password field is a 'Remember Me' checkbox and a 'Forgot Your Password?' link. An orange callout box with an arrow points to the 'Forgot Your Password?' link, containing the text 'Click here to get a password reset link'.

4. I haven't received the automated password reset email, what should I do?

Contact the Formeo Technical Team:

Email: Formeo.GB@smith-nephew.com or Andy.Owen@smith-nephew.com

Tel: 07583 072662

5. I've tried logging in but it says 'These credentials do not match our records'.

This means you have entered in the wrong password. Re-enter the correct password and try again. If the problem persists, consider re-setting your password as above or contact the Formeo Technical Team.

6. I've tried logging in but it says 'User not recognised'.

This means you have either entered the wrong username or that this user does not have a Formeo account yet. Try entering the correct username, or if the problem persists contact the Formeo Technical Team (contact details above).