

How to reset your child's British Cycling account

You need to be able to access your child's British Cycling account in order to pay each term's coaching fees.

If you cannot access your child's British Cycling online account then try following these steps:

1. Contact Bigfoot Go-Ride at www.bigfootgoride.org.uk/help and ask us to send you your child's British Cycling membership number (or online account number if they're not currently a member). We will also be able to confirm which email address is associated with the account.
2. Visit <https://www.britishcycling.org.uk/uac/connect> to go to their British Cycling account.
3. Click on the "Recover" tab to reset their account. Enter their membership number / account number in the box, and click "Reset Password"

GET INTO BRITISH CYCLING

REGISTER **LOGIN** **RECOVER**

Retrieve your account details

Forgotten password

If you do not know your password, enter your username and we will send a password reset to your registered email address.

Username / Membership No:

RESET PASSWORD

You will receive the following message:

REGISTER **LOGIN** **RECOVER**

Retrieve your account details

Forgotten password

Instructions on how to recover your password have been sent to your registered email address.

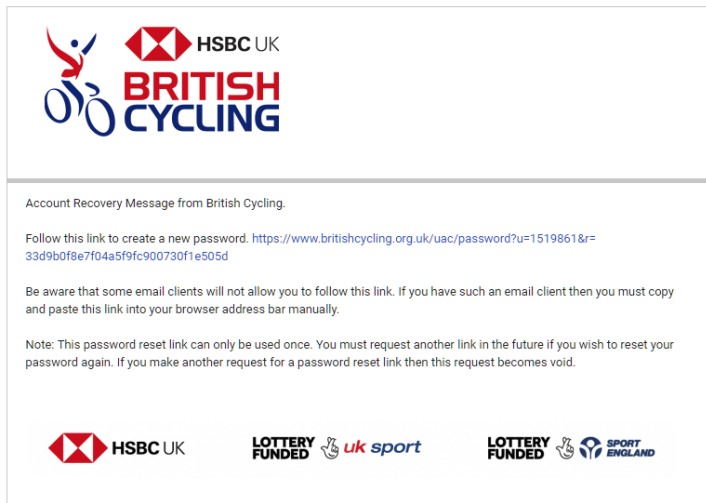
Please check your email for details.

If you have not received an email within ten minutes please check your junkmail folder or try recovering your details again.

OK

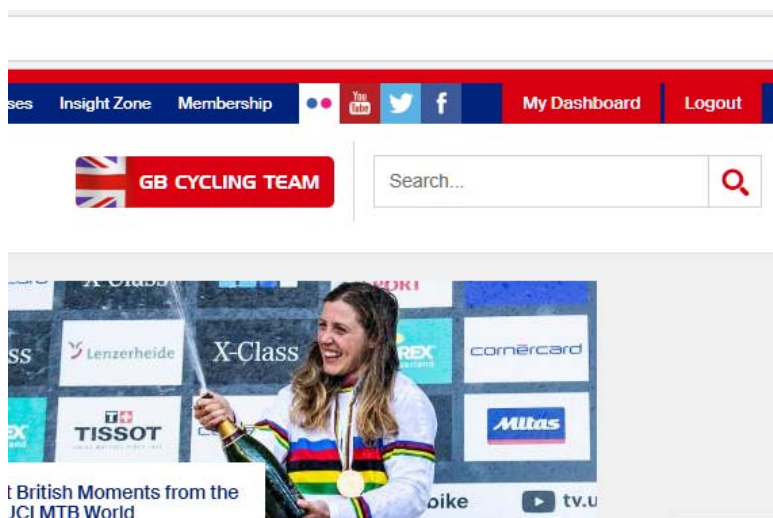
4. Check the email inbox that is associated with membership account (check the spam folder too!)

You should receive a password recovery email that contains a link to reset your child's account password:



Do not click on the link until you have carried out the following step:

5. Open your normal web browser, and visit **www.britishcycling.org.uk**
6. In the top right hand corner, if the tabs "My Dashboard" and "Logout" are displayed, **you must click on "Logout" to exit from the currently logged in account.** *Otherwise you will not be able to reset your password.*



7. Provided you have logged out from all other British Cycling accounts you will be taken to a password reset screen:

CHANGE YOUR PASSWORD

New Password

Repeat New Password

8. At this point you can enter your new password, and you will then have access to your child's British Cycling account using their membership number and the new password.

If you continue to have problems accessing your child's account, the best course of action is to call British Cycling's membership team who will be able to help you directly. They can be contacted on 0161 274 2010 or by email at membership@britishcycling.org.uk