If a C Cardholder has trouble logging in to CentreSuite, there are several actions that can be completed without the involvement of the C Card Administrator. This guide covers:

- Forgot user ID
- Forgot password
- Locked out/reset logon credentials
- Incorrect answer to security questions
- Update contact details

### Forgot user ID

**Link:** [https://www.centresuite.com/centre?uvic](https://www.centresuite.com/centre?uvic)

1. Click on the ‘Forgot your User ID’ link on the log in screen
2. Enter the email address that is linked to your account (this is usually your primary UVic email account) and click the ‘SUBMIT’ button. When the confirmation message displays click the ‘OK’ button to continue.

3. You will receive an email from notifications@centresuite.com. Click on the link in the email, answer the security questions and click the ‘CONTINUE’ button. When the confirmation message displays click the ‘OK’ button to continue.
4. You will receive another email from notifications@centresuite.com with your User ID. Once you get the email, you can go back to the log in screen and enter your User ID and password

Forgot password

5. Click on the ‘Forgot your password’ link on the log in screen and enter your User ID, email address linked to your C Card account and click the ‘SUBMIT’ button

Forgot your password?

![Forgot your password form]
6. You will receive an email from notifications@centresuite.com. Click on the link in the email, answer your security questions and click the ‘CONTINUE’ button

7. Enter a new password and click the ‘SAVE’ button

**Note:** passwords must be at least 8 characters, include capital and lower case letters and one number
Locked out / reset logon credentials

8. If you enter your password incorrectly three times, your account will be locked and you will receive the following message on the log in screen.

![](image1)

9. Click on the ‘Reset Logon Credentials’ link on the right of the log in screen.

![](image2)
10. Enter your User ID and email address linked to your C Card account and click the ‘SUBMIT’ button, when the confirmation message displays click the ‘CONTINUE’ button

![Need to reset your logon credentials?](image)

11. You will get an email from notifications@centresuite.com. Click on the link in the email to reset your logon credentials

![An email has been sent which will have instructions to complete the process.](image)
12. Enter your User ID and click the ‘CONTINUE’ button

13. Answer your security questions and click the ‘CONTINUE’ button
14. Enter a new password, confirm new password, a password hint and click the ‘SAVE’ button, when the confirmation message displays click the ‘OK’ button to continue

**Note:** passwords must be at least 8 characters, include capital and lower case letters and one number
Note: if you have sent more than one password reset or reset logon credentials request in the same session, you may receive the following message when you use the ‘Reset logon credentials’ link. In this case, contact the C Card administrator, Rosanna Perri, at 472-5041 or rperri@uvic.ca to have your account unlocked.

Incorrect answer to security questions

15. You are given three chances to correctly answer your security questions. After the third incorrect answer, your account will be locked. Follow the ‘Locked out / reset logon credentials’ instructions above to unlock your account.

16. If you do not remember the answer to one of your security questions, contact the C Card administrator, Rosanna Perri at 472-5041 or rperri@uvic.ca, to have your security questions reset.
17. Once the C Card administrator has reset your security questions, log in to your account and you will be prompted to answer a new set of security questions.

### Additional Security Information

To help protect your logon account from fraudulent use, you need to set up personal security questions. You may be prompted in the future to answer two or more of these questions as part of the Self Unlock/Reset Password process to help verify your identity.

Select and answer one question from each of the five sets. Use only uppercase or lower case letters (a-z, A-Z), numbers (0-9), and single spaces in your answers. Do not use punctuation or symbols. ^1@*%$&(!.)+-= {[]}^"\';>/,

**Help me with this task**

**Security Question #1**

Select a Question

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**Update contact details**

1. To update your email address, address, or phone number, log in to CentreSuite and click on ‘Manage Accounts’ under the ‘Accounts’ tab.
2. Any information in fields that are highlighted yellow can be updated. Ensure that there is an email address and phone number associated with your C Card account as this is how the bank will contact you in case of suspected fraudulent activity. Click the ‘SUBMIT’ once you have made your changes.

![Address Information Table]

![General Information]

[SUBMIT] [SUBMIT WITH NOTE]