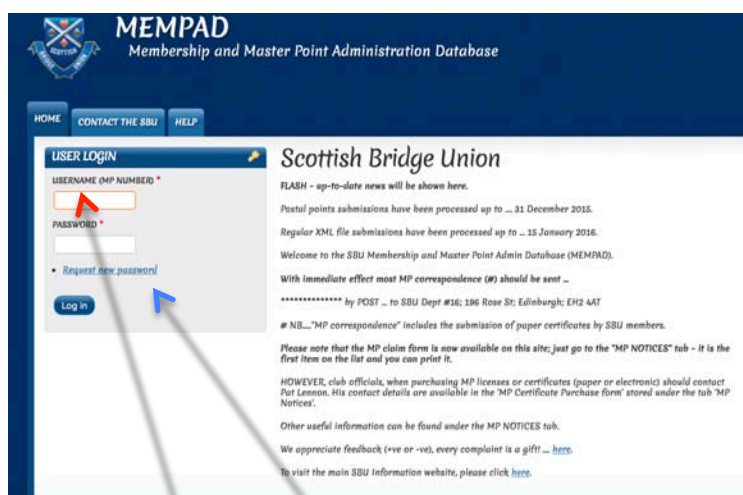


Go to SBU MEMPAD web site <https://www.mempad.co.uk>



Fill in your **masterpoint number** (if you do not know it ask your club secretary)  
Then click on **Request new password**  
This will show the following screen....



Fill in your **email address**. This is the email address which the SBU already have held on your account. And Click on “**E-Mail New Password**” button.  
Within two hours you will receive an email with a link enabling you to enter MEMPAD. This gives you the opportunity to set-up a new/fresh password. If nothing received within 2 hours look in your spam bucket. If you find it in the Spam bucket then remember to move it to a valid IN folder before accessing – this will allow the link contained within the message to work.

If it doesn't work, there are two possibilities...

- 1) you may have entered your Username (= MP number) incorrectly;
- 2) you may have entered your email address incorrectly; or it does not match the email address that exists already on your MEMPAD record.

If you are satisfied that you have followed these instructions correctly, it could mean that there is a mis-match of email addresses; in which case send an email to [masterpoints@sbu.org.uk](mailto:masterpoints@sbu.org.uk) explaining the situation. We will then investigate as quickly as we can.