Scenario 1: If you're experiencing login issues, please follow the steps below to reset your password:

Step 1: Navigate to the Portal

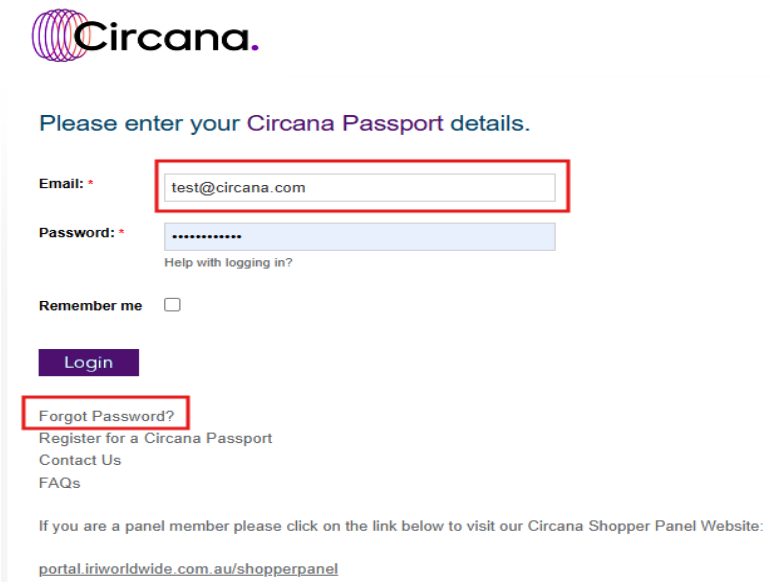
Visit the Circana Web Portal login page using the following link:
https://portal.iriworldwide.com.au/portalAztec/login.aspx

Step 2: Enter Your Registered Email and Select 'Forgot Password'

- Input your registered email address into the designated login field.

- Click on the 'Forgot Password' link located beneath the login fields.

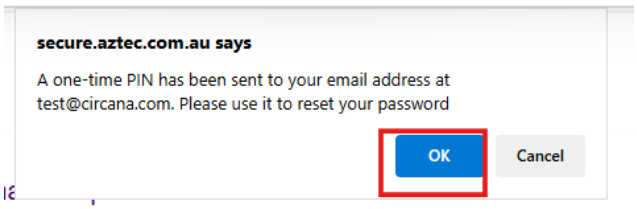
Refer to the screenshot below for visual guidance.



Step 3: Confirmation Notification

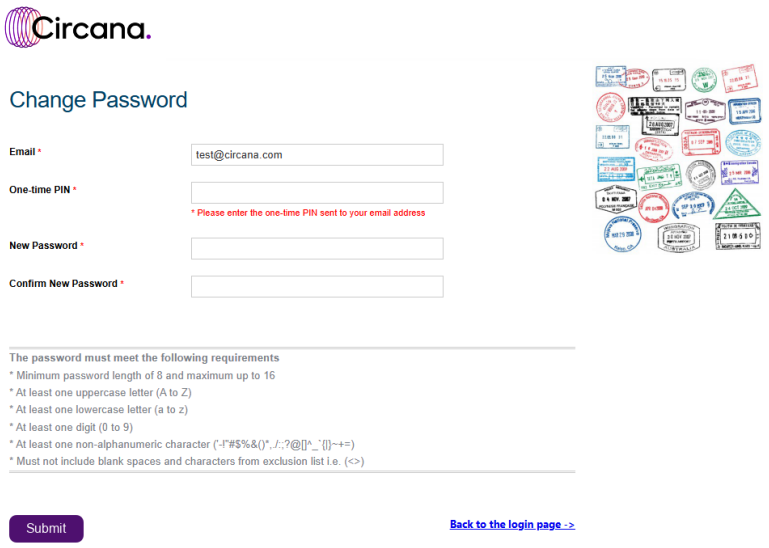
- A message will appear confirming that a one-time PIN has been sent to your email.

- Click OK to proceed



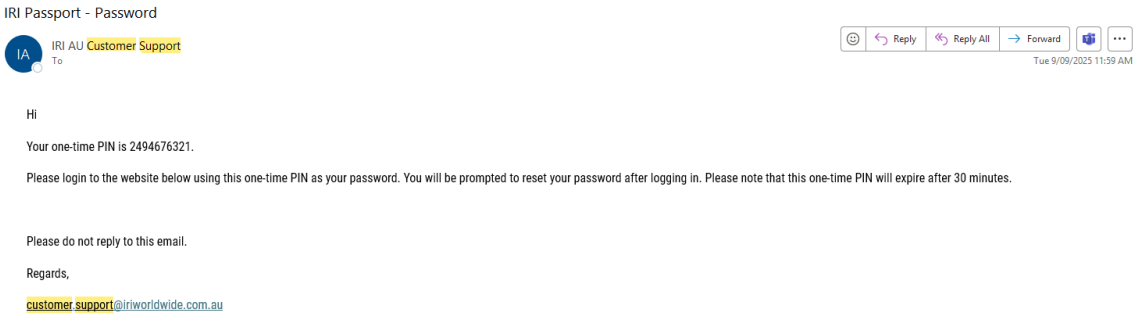
Step 4: Enter PIN and New Password

After clicking 'OK', you will be redirected to a screen prompting you to enter the one-time PIN received via email and your new password.



Check your inbox for an email as below from Circana. Enter the one-time PIN in the designated field, set your new password, and click 'Submit'.

Note: Ensure your new password meets the required security criteria.

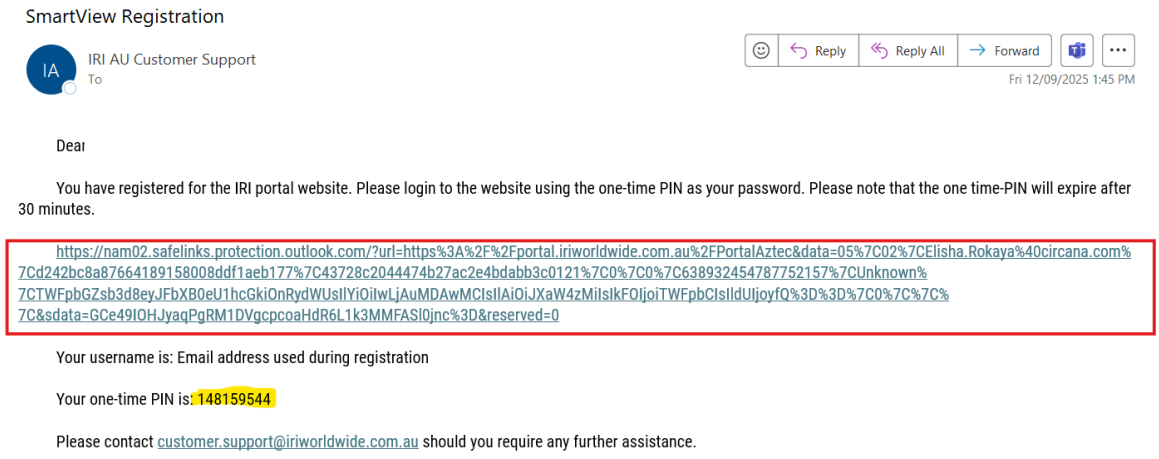


Final Step: Completion

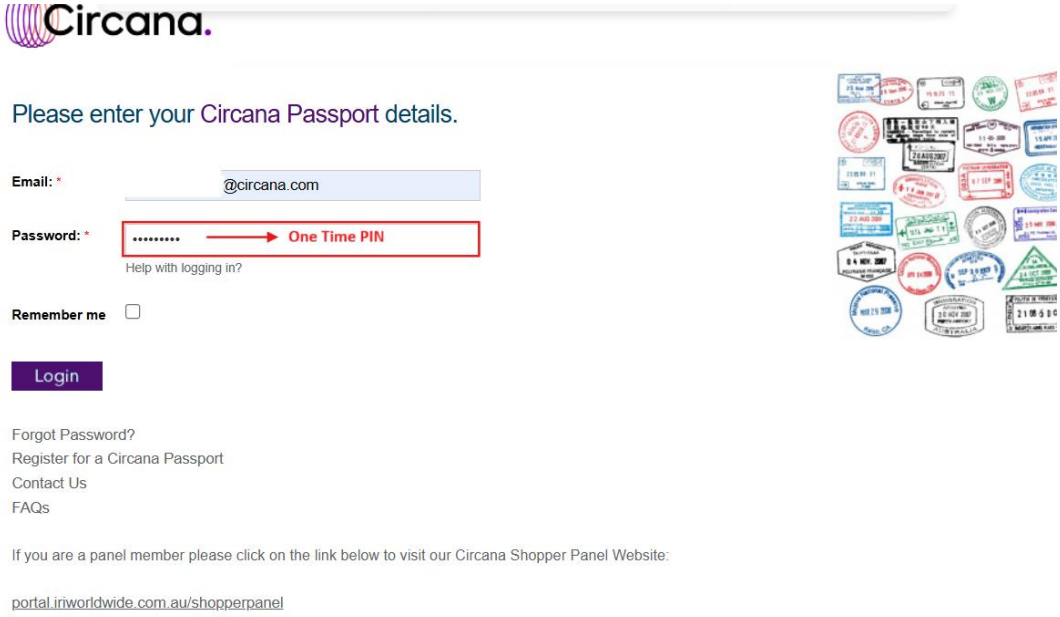
Your password has been successfully reset. If you encounter any difficulties, please contact the support team for prompt assistance.

Scenario 2: For Newly Registered Users

Step 1: After your registration is complete, you will receive an email containing a **One-Time PIN** (OTP).

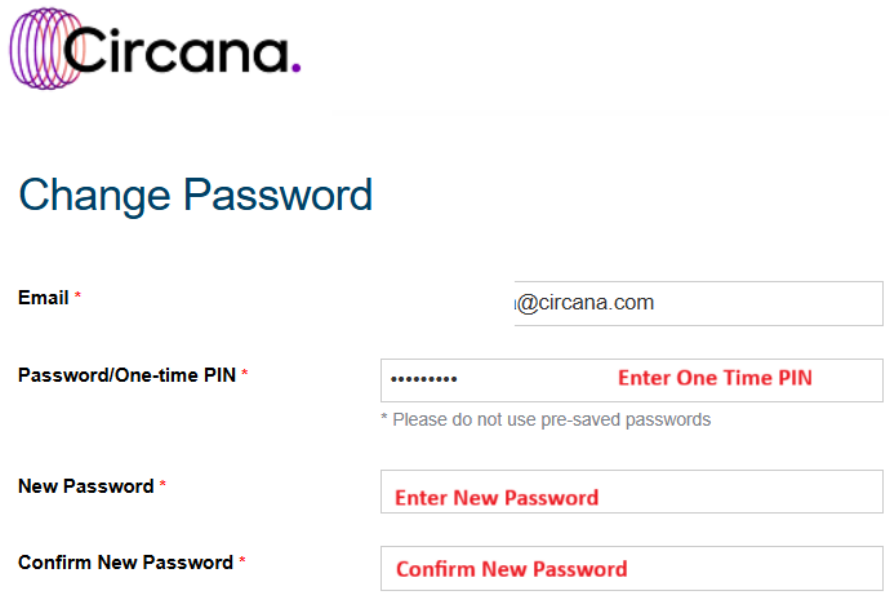


Step 2: Click the link provided in the email. You will be directed to the login screen shown below. Enter the **One-Time PIN** from your email in the password field and click '**Login**'.



Step 3: Upon logging in, you will be redirected to a page prompting you to create a new password. Enter the One-Time PIN again, followed by your new password and confirmation of the new password. Then click '**Submit**'.

Screenshot below:



Note: Ensure your new password meets the required security criteria.