

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

Step 1: Navigate to the Portal

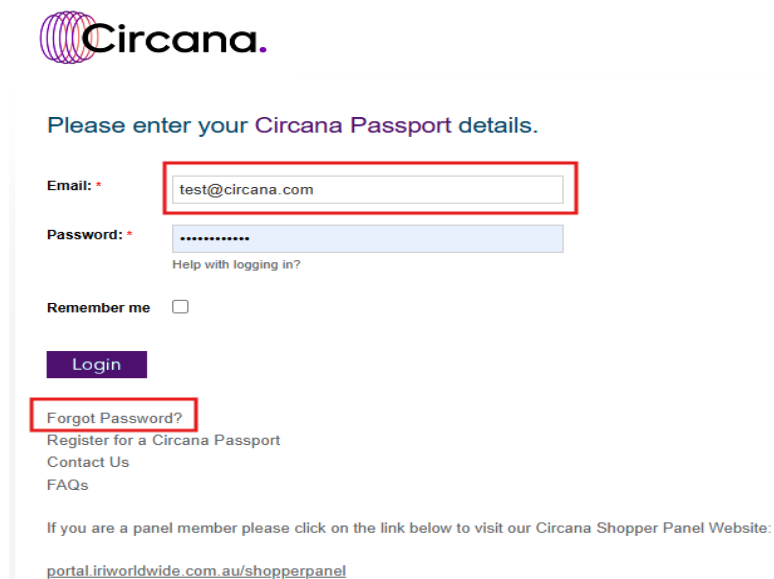
Visit the Circana Web Portal login page using the following link:

<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.



Circana.

Please enter your Circana Passport details.

Email: *

Password: *

[Help with logging in?](#)

Remember me ☐

[Login](#)

[Forgot Password?](#)

[Register for a Circana Passport](#)

[Contact Us](#)

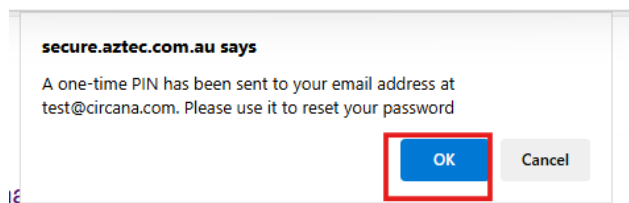
[FAQs](#)

If you are a panel member please click on the link below to visit our Circana Shopper Panel Website:

portal.iriworldwide.com.au/shopperpanel

Step 3: Confirmation Notification

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



secure.aztec.com.au says

A one-time PIN has been sent to your email address at test@circana.com. Please use it to reset your password

[OK](#) [Cancel](#)

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.



Change Password

Email *

One-time PIN *
* Please enter the one-time PIN sent to your email address

New Password *

Confirm New Password *



The password must meet the following requirements

- * Minimum password length of 8 and maximum up to 16
- * At least one uppercase letter (A to Z)
- * At least one lowercase letter (a to z)
- * At least one digit (0 to 9)
- * At least one non-alphanumeric character (- ! " # \$ % & ' () * + , . / : ; ? @ [\] ^ _ ` { | } ~ - + =)
- * Must not include blank spaces and characters from exclusion list i.e. (< >)

Submit

[Back to the login page ->](#)

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.

IRI Passport - Password



IRI AU Customer Support
To

Tue 9/09/2023 11:59 AM

Hi

Your one-time PIN is 2494676321.

Please login to the website below using this one-time PIN as your password. You will be prompted to reset your password after logging in. Please note that this one-time PIN will expire after 30 minutes.

Please do not reply to this email.

Regards,

customer.support@iriworldwide.com.au

Final Step: Completion

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



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:



Change Password

Email *	<input type="text" value="i@circana.com"/>
Password/One-time PIN *	<div><input type="password" value="....."/> Enter One Time PIN</div> <p><small>* Please do not use pre-saved passwords</small></p>
New Password *	<input type="password" value="Enter New Password"/>
Confirm New Password *	<input type="password" value="Confirm New Password"/>

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