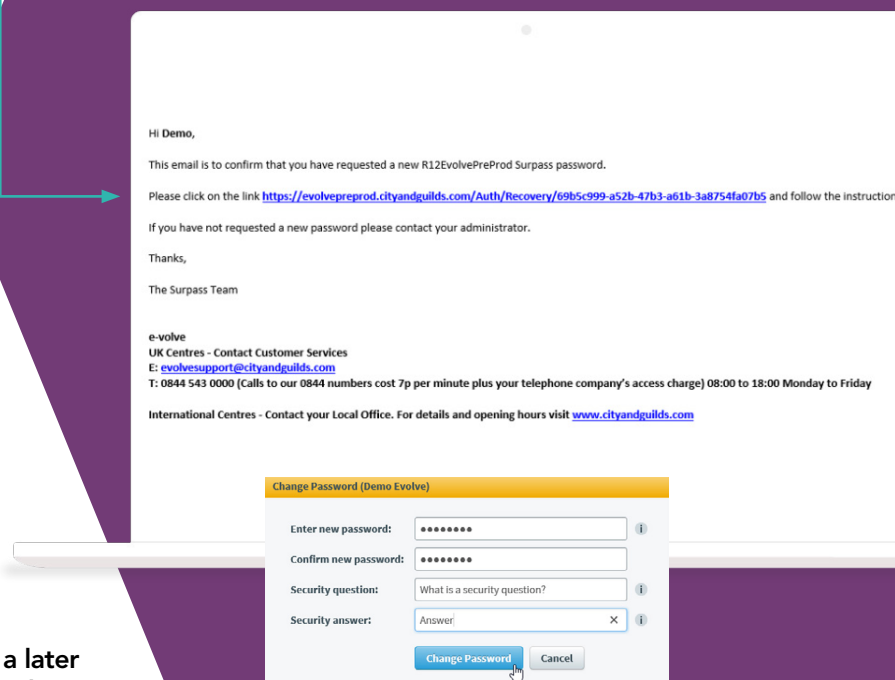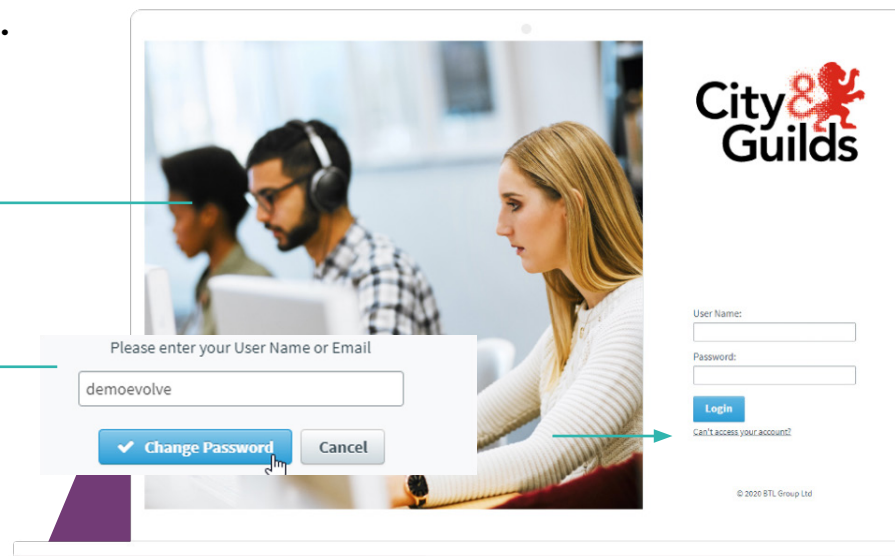# Accessing e-volve R12 on the new platform

Accessing the new R12 e-volve website requires you to reset your password, in addition, you are required to create a security question and answer.

Your username will remain the same.

To create your password, please follow the instructions below.

Navigate to the e-volve login page using the link in the email or this link:
https://evolve.cityandguilds.com

Select 'Can't access your account?'

Enter your username or email address into the pop-up window.

Select 'Change Password'

The pop-up will close and you will receive an automated email which will contain instructions on what to do next.

Select the link

A new page will open in your browser with the following pop-up

Enter your new password, instructions on the format can be viewed by hovering your cursor over the (i) icon.

Enter your new password again in the 'Confirm new password' box

Enter a security question of your choice, instructions on the format can be viewed by hovering your cursor over the (i) icon.

Enter your Security answer, instructions on the format can be viewed by hovering your cursor over the (i) icon.

You are now logged in!

You only have to follow these steps the first time you access the new website.

Full details on how to reset your own password at a later date or if you forget your log in details are contained in the user guide.

Please enter your User Name or Email

demoevolve

✔ Change Password   Cancel

Hi **Demo**,

This email is to confirm that you have requested a new R12EvolvePreProd Surpass password.

Please click on the link https://evolvepreprod.cityandguilds.com/Auth/Recovery/69b5c999-a52b-47b3-a61b-3a8754fa07b5 and follow the instruction

If you have not requested a new password please contact your administrator.

Thanks,

The Surpass Team

e-volve
UK Centres - Contact Customer Services
E: evolvesupport@cityandguilds.com
T: 0844 543 0000 (Calls to our 0844 numbers cost 7p per minute plus your telephone company's access charge) 08:00 to 18:00 Monday to Friday

International Centres - Contact your Local Office. For details and opening hours visit www.cityandguilds.com

Change Password (Demo Evolve)

Enter new password: ●●●●●●●●
Confirm new password: ●●●●●●●●
Security question: What is a security question?
Security answer: Answer

Change Password   Cancel