

How to reset your TAXIBOX Local password

Forgotten your password? Follow these eight steps and you will be back into your account in a couple of minutes. The area to tap in each step is circled in red.

STEP 1

Open the app and tap Login & Register

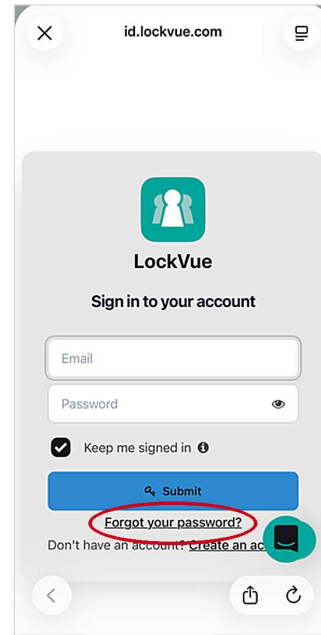
Open the app 'LockVue' on your phone. On the welcome screen, tap Login & Register at the bottom left.



STEP 2

Tap Forgot your password?

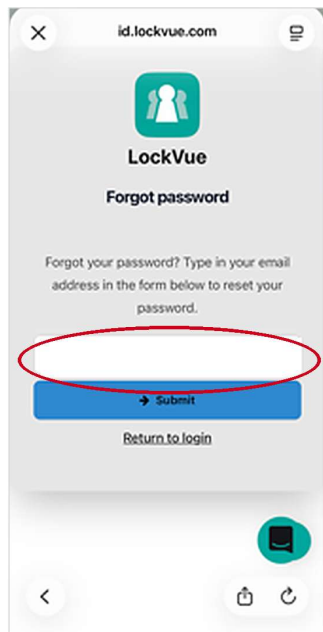
On the sign-in screen, tap the Forgot your password? link below the Submit button.



STEP 3

Enter your email address

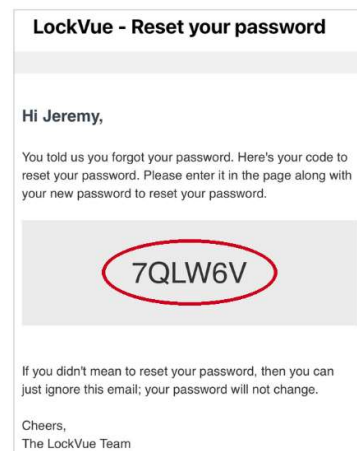
Type the email address your account is linked to, then tap Submit.



STEP 4

Get your code from your email

Open the email and copy the code



How to reset your password

STEP 5

Enter the code

Go back to the reset window and type the code in ALL CAPS — it is case sensitive — then tap Submit.

The screenshot shows the LockVue app interface. At the top is the LockVue logo and the title 'Update your password'. Below this is a paragraph of text: 'If an account exists with the email you entered, we'll send you a code to reset your password. Once you receive the code, enter it below to continue with the reset. Please keep this window open until you're done.' Below the text is a text input field with a lock icon and the placeholder text 'Enter your code here'. This field is circled in red. Below the input field is a note: 'The code is case-sensitive. Please enter it in ALL CAPS.' At the bottom is a blue 'Submit' button with a right arrow icon and a small circular icon with a checkmark.

STEP 6

Choose your new password

Enter your new password, then enter it a second time to confirm it, and tap Submit.

The screenshot shows the LockVue app interface. At the top is the LockVue logo and the title 'Update your password'. Below this are two text input fields: 'Password' and 'Confirm password'. Both fields are circled in red. Below the input fields is a checkbox labeled 'Keep me signed in' with an information icon. At the bottom is a blue 'Submit' button with a right arrow icon and a small circular icon with a checkmark.

STEP 7

Check for the confirmation

You will see Password updated on screen. Your new password is now active.

The screenshot shows the LockVue app interface. At the top is the LockVue logo and the title 'Password updated'. Below this is a paragraph of text: 'Your password has been updated successfully.' The title 'Password updated' is circled in red. At the bottom is a small circular icon with a checkmark.

STEP 8

Log in with your new password

Return to the app and sign in using your email address and your new password.

The screenshot shows the LockVue app interface. At the top is the LockVue logo and the title 'Sign in to your account'. Below this are two text input fields: 'Email' and 'Password'. Both fields are circled in red. Below the input fields is a checkbox labeled 'Keep me signed in' with an information icon. At the bottom is a blue 'Submit' button with a right arrow icon. Below the button are links for 'Forgot your password?' and 'Don't have an account? Create an account'. At the very bottom are navigation icons: a back arrow, a home icon, and a refresh icon.