



Setting a password (Customer)

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Overview

This document explains how to set a password on the Soza Health portal. This will allow customers to access the Soza portal to get ready for an assessment, view their wellness report and access other learning materials.

Assumptions

The assumption of this document is that you are a Soza customer and have received a SMS and email with details of your upcoming appointment.

It is assumed that you have your mobile phone with you. It will be needed in the process to receive a temporary password.

Why a password is needed

For each customer, there are some pre-assessment steps to take and some information to read before you arrive at your appointment.

Once you have had your assessment, you will be able to access your wellness report.

To do this, Soza Health needs to set you up with a username and a password.

Username

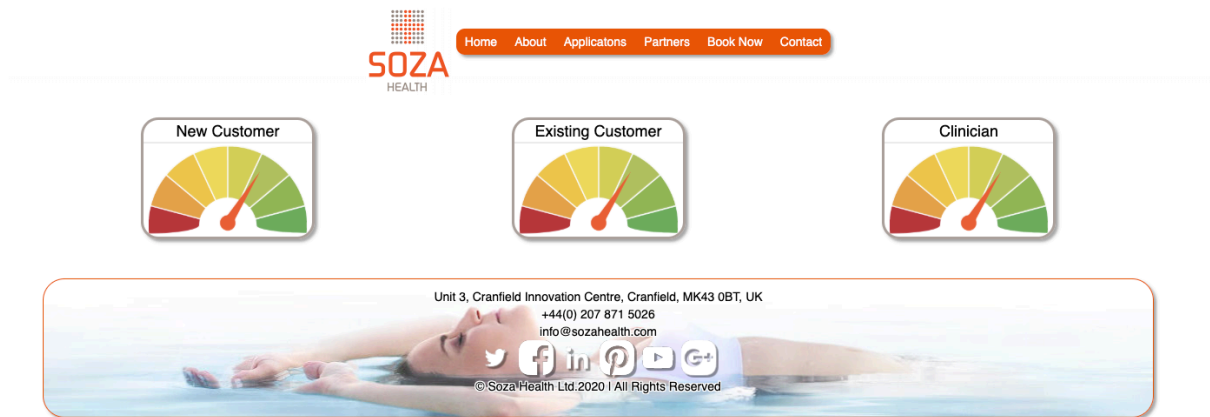
Your username is the email address you provided to us and was used to communicate your appointment details. For corporate clients, if you provided a personal email address, use this, not your work email address.



Password

You need to set up your password. To do this, please complete the following:

1. Visit <https://app.sozahhealth.com>
2. Since you are an existing customer, click the existing customer dial.



3. Then click on 'Password recovery' – The orange button shown below.

Customer Log In


Email Address

Password

Log InPassword RecoveryBack



4. Enter the email address that your appointment details were sent to. (Entering any other email address will not work.) Then press 'Next'.



Home About Applications Partners Book Now Contact

New Password

To request a new password, please enter your email address, then click 'next'.

Email Address

xxxxxx@sozahealth.com

BackNext

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5. A temporary password will have been sent to your mobile phone. Please read the message and enter the temporary password in below. Then click 'Next'.

Resetting and creating new passwords

Please enter the temporary password sent to your mobile phone and email address, and choose a new password. Please note that the temporary password is only valid for 10 minutes.

Temporary Password

BackNext



6. Now set a password that you will remember. Then confirm it by entering it again. Then click 'update password'.

Setting a password

Your new password must be at least 8 characters long, contain at least 1 capital letter and 1 number and not have been used on your account before.

New Password

.....

Enter your new password here

Confirm New Password

.....

Confirm your new password

Back

Update Password

7. You are done. Your password is set and you will be logged into the portal where you can complete your pre-assessment requirements and view your report once your assessment has taken place.



Support

If the process does not work for you, or you need help, please access support by one of the following methods:

Phone : +44 (0) 207 871 5026

Email : support@sozahealth.com