

MANAGING MY PROFILE ON THE SAROS DATABASE

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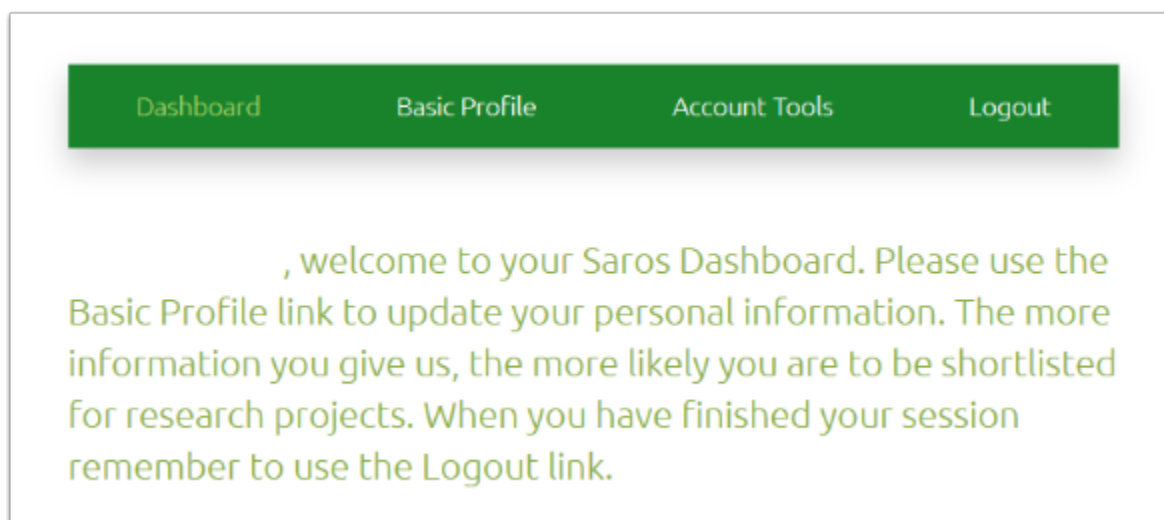
Articles

How do I change my password on the Saros database?

You may change the password you use to access your Saros account at any time, and changing passwords regularly is good practice for maintaining security to your personal information

Please note: if you forget your password, you need a reset instead - look here <https://saros.screenstepslive.com/s/9510/m/47931/l/686482-what-if-i-lose-or-forget-my-password>

Access the 'Change Password' page within account tools



Enter your old password, then enter and confirm your replacement password

Change Password

Maya, please select a password which is at least 8 characters long and contains at least one each of the following: **number, lowercase letter and capital letter**.

Do not use spaces, your name(s) or email address, or easy-to-guess words like "password" or 'saros' – remember this is protecting YOUR personal information shared with Saros.

Note: Your browser may pre-fill one or more of the password fields which may result in an error. Please clear any pre-filled password fields before proceeding.

Current Password *	<input type="password" value="Current Password"/>
New Password *	<input type="password" value="New Password"/>
Confirm New Password *	<input type="password" value="Confirm New Password"/>

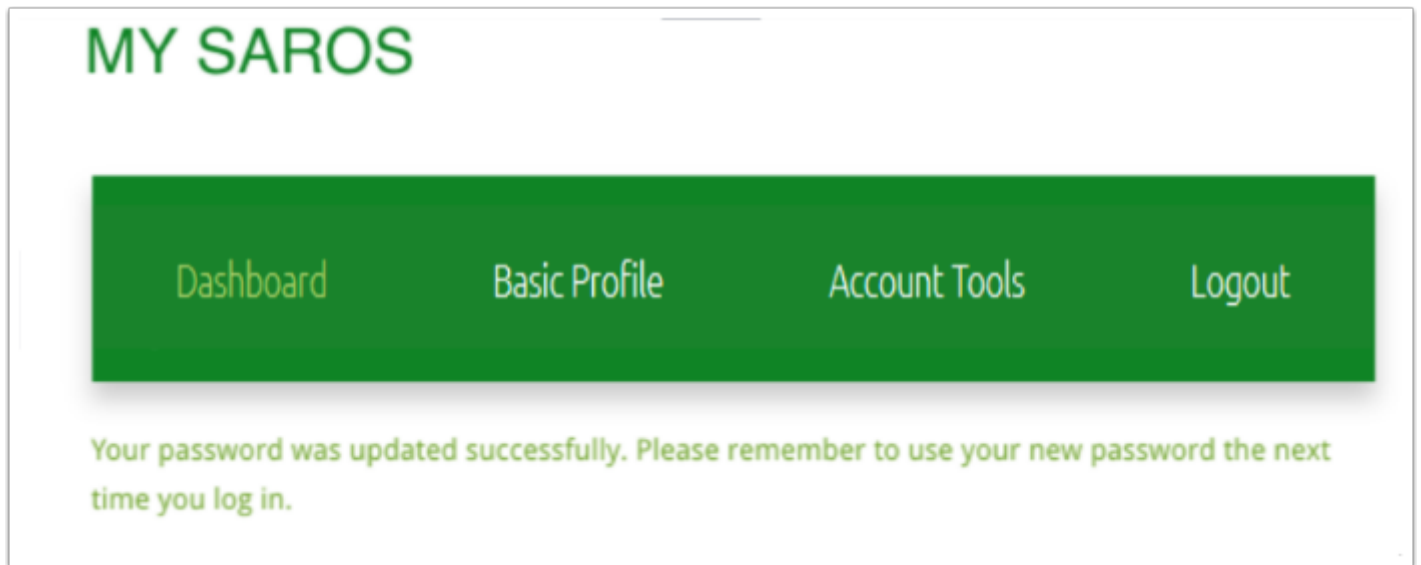
You will need to create a password strong enough to turn the indicator to 'good', otherwise it won't be accepted by the form!

Use of the Saros portal does require that you create a password which meets the following criteria:

- minimum 8 characters
- contains at least one number
- contains at least one lower case letter
- contains at least one upper case letter

This is the basic standard you need to turn the indicator to green for good, and for the password to be accepted. However you are welcome and encouraged to create a strong password, using a longer string, special characters, and so on - remember this is your personal information which we are protecting behind this tool.

Confirmation on-screen



If you are still having difficulties, please contact Saros Support by email on support@sarosresearch.com.

How do I unsubscribe from Saros Research?

If you no longer wish to have a user account at Saros Research, and to receive our paid research invitations, you can easily unsubscribe from us at any time

Locate the 'unsubscribe' option in Account Tools

Dashboard

Basic Profile

Account Tools

Logout

, welcome to your Saros Dashboard. Please use the Basic Profile link to update your personal information. The more information you give us, the more likely you are to be shortlisted for research projects. When you have finished your session remember to use the Logout link.

Enter the automatically generated code to confirm your unsubscribe instruction

Unsubscribe

we value your views and are keen to hear from you if you have any feedback regarding your involvement with Saros. If you no longer wish to be involved with Saros and would like to unsubscribe please complete the CAPTCHA below and then click on the Update button. We will then process your unsubscribe request within five business days and confirm by email to your registered email address when the unsubscribe is complete. You can continue to use the Saros Membership Database until the unsubscribe request has been completed.

Unsubscribe code



Enter unsubscribe code *

Update

This will send your instruction to our support team for action.

Email confirmation will be sent to you within 5 days from our support team

This will confirm that you have been unsubscribed from all direct correspondence with Saros, and that your account has been placed into a dormant state.

This status will last for one month, during which you may change your mind if you wish, and we will be able to reactivate your account for you with all of your personally entered information intact. You won't be able to login to your account during this time, but if you give support@sarosresearch.com a shout, we will sort it out for you.

Following this time, your personal details will be purged from our database, and your account permanently deactivated.

If you wish to re-join us at a later date, your email address will be deactivated on our system, but please email support@sarosresearch.com and we will sort it out for you.

How do I change my email address on the Saros database?

In this case, we will need to verify your identity before the change of email address can be made. We will contact you by telephone to check other information you have already given us. When this is complete, our Database Administrator will change your email address and inform you so that you can reset your password.

To begin this process, please contact Saros Support by email on support@sarosresearch.com.

How do I change my email address on the Saros database, if I no longer have access to my old address?

In this case, we will need to verify your identity before the change of email address can be made. We will contact you by telephone to check other information you have already given us. When this is complete, our Database Administrator will change you email address and inform you so that you can reset your password.

To begin this process, please contact Saros Support by email on support@sarosresearch.com.

What if I lose or forget my password?

If you cannot log in to your Saros account, you will need to reset your password.

find the password reset link on the login page

MY SAROS

Email

Password

Login



Forgotten your password? Click [here](#) to initiate a password reset.

Request reset

Enter the email address with which you are registered with Saros, and the unique security code displayed in the CAPTCHA graphic

RESET PASSWORD

Email Address *

Security code



Enter code *

Reset Password

A reset link will be sent to you

Thanks for requesting a password reset.

If the email address entered on the previous page was already registered on our system, you will be sent a reset link now, and have 2 hours in which to activate this and complete your request.

If you don't receive a reset link - and it's not lurking in your junk folders or other filters - then the address entered is not previously registered with Saros. You are free to create a new profile with us at any time.

If you believe you do have a current registration with us and you should be able to reset it, please email support@sarosresearch.com

Please read the instructions on this screen carefully - your reset link will time out if it is not activated within 2 hours of receipt, and if this happens you will need to request a new reset.