Lloyd's List Intelligence ▶

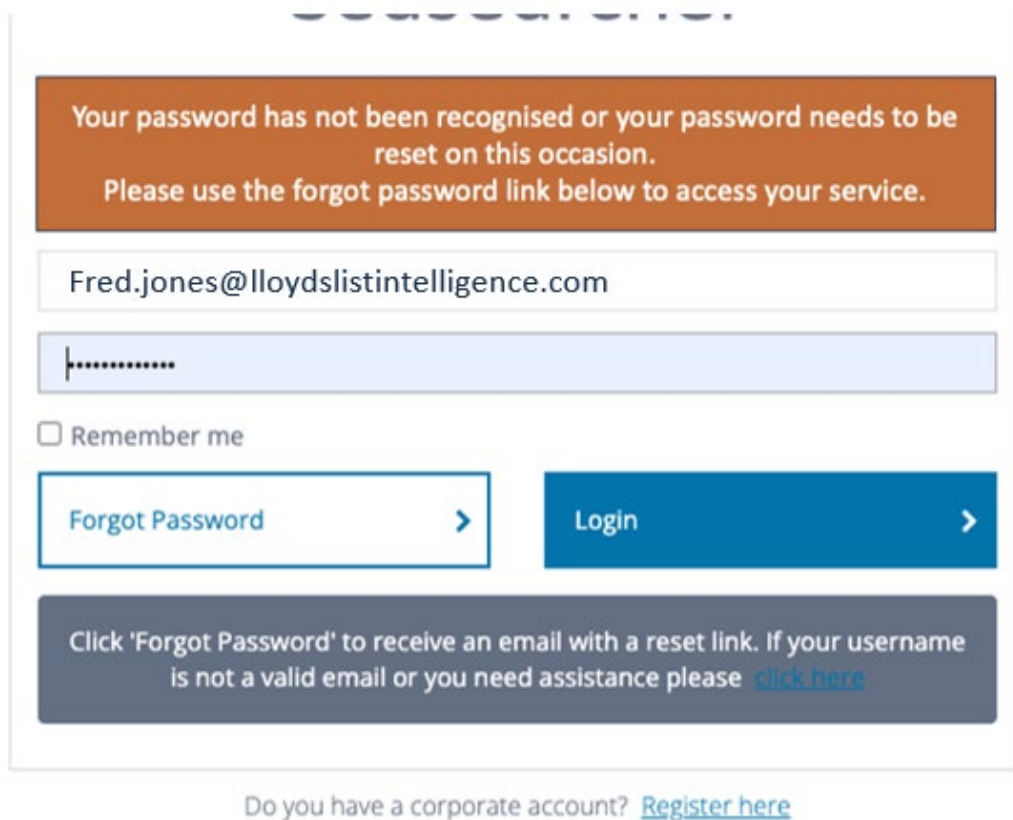# How to reset your password

When attempting to log / sign into your Lloyd's List Intelligence service, you will see the following messaging:

Simply click the Forgot Password link and follow the instructions as prompted to reset your password and access your service.

If you receive an error or cannot activate the login screen or reset password ……

Access issues are usually caused because you are unable to reach the correct page due to a physical move, a stored cookie redirecting you or websites randomising the URL for security purposes. To resolve access/login issues just -

- Clear your internet browser cookies cache. Instructions on how to do this can be found here.
- Close and open a fresh window
- Go to the main URL below and click the button to log or sign In

www.seasearcher.com   **www.i-law.com**   **www.lloydslist.com**   **www.insuranceday.com**

- Follow instructions to access the service

Contact Customer Success if you are still unable to complete this step.

If you do not receive the email….

If you do not receive the email with a password reset or to verify your access, please check your junk mail by searching your mailbox for the following from email address -

noreply@lloydslistintelligence.com

Please reach out to your Customer Success team if we can be of further assistance by emailing CustomerSuccess@LloydsListIntelligence.com
Helpdesk: +44 (0)20 8052 0560 (EMEA) | +65 69733570 | (APAC) | +1 212 6003460 (US)