

Password Resetting

Starting in early 2024 and then at 90-day intervals, you will be required to change your password to access the National Book Tokens online systems.

We recommend, instead of waiting to be prompted, you change your password proactively, as follows.

On the log in page click “Change Password” – this is at the top right corner of the screen.



You will be prompted to log in as normal and will then see the Change Password screen (below).

You can then auto-fill your old password (assuming you have auto-fill on) and select a new password.

The password rules are listed on the screen. Please remember that you cannot use a password you have recently used or one containing your username. We've listed some simple, easy to remember password formats below.

Suggested easy password formats:

Month@Year – for example **Feb@2024**

Date@month – for example **1702@Feb**

We apologise for any inconvenience password resetting may cause you, however it is now required by FIS, our card services provider, across all their systems.

If you have any questions or need any assistance, please contact the National Book Tokens customer service team at egiftcard@booktokens.co.uk