Online ordering Troubleshooting

HM Passport Office

1. Forgotten password

Please see **Forgotten your password**. If you know your password but wish to change it, see section 3.

You will be sent a link via email to allow you to choose a new password. Please allow up to an hour for this email to arrive and check your SPAM/Junk Mail folders if it does not appear in your inbox.

The email from the General Register Office (GRO) is sent by col.admin@gro.gov.uk so you may wish to add this to your trusted contacts list.

Please also note that occasionally, an error message appears when users attempt to input their email address using the forgotten password method. Please allow a few minutes after receiving this message, as a password reset email should still have been forwarded to your mailbox. If you have changed your email address you will need to re-register your account on the online ordering page using the new email address.

2. Current password or email address not recognised

Having cookies disabled on your internet browser may cause problems when attempting to log in. Please check that cookies are enabled for this site. Check that any 0s and Os, 1s and Is (Zeros and letter O or Ones and letter I) in your password are not confused. Please note that passwords are case sensitive.

3. Changing your password

To change a password, follow the instructions below:

- Go to the **login** page
- Type in your user name and current password.
  If you have forgotten your password please see section 1.
- Once logged on go to 'My Details' section. This can be accessed via the link in the right hand navigation.
- From here you can change your password.
- Remember, your password must be a minimum of 6 characters and contain at least 1 number and at least 2 non-numeric values with no blank spaces.

4. Difficulty receiving e-mails from GRO

There are two likely reasons for problems receiving e-mails form us:
a. Some e-mail systems allow you to block incoming mail from e-mail addresses not listed in your address book or trusted list. If you use any of these settings please add the following e-mail addresses to your address book or trusted list:

General enquiries - certificate.services@gro.gov.uk
Online Order enquiries - col.admin@gro.gov.uk

b. Mails may be blocked by your email provider or redirected to your trash/spam folder. Check your spam folder and if there add to your trusted addresses.

5. Returning to the order summary page when trying to checkout

Some customers using Firewall software on their PC's are unable to proceed through the checkout whilst their firewall is activated. In case of difficulties, please contact your firewall provider for advice.

6. Unable to return to the site after making payment

As long as you have received the confirmation of payment email message, then your order was completed and will be processed.

7. Message saying card details are invalid

If your order is still shown in the basket summary, please try to make payment again via the payment provider website. Please check that you have provided the correct details on your credit or debit card.

8. Exception Report error message

Exception reports indicate that an error has occurred - To prevent this please ensure you do not use the BACK button on your browser.

Errors are normally caused by minor problems (or using the back button) that can be resolved quickly so you can try placing an order online again. But please be aware that your basket may be locked out for a period of time. If you are still receiving an error message after half an hour please send us the details so we can investigate the problem.

If you need to place an order urgently you can contact us by telephone on +44 (0)300 123 1837 (8am to 8pm Monday to Friday. Saturday 9am to 4pm).

We are aware that some users have reported intermittent problems using the site between 5:00am and 5:30am (GMT/BST) when routine maintenance is being carried out. We apologise for any inconvenience caused and are investigating ways to improve the situation.