

How to reset your Insight Password

There are two ways to reset your Insight password – you can either call our support desk on

ROI 1850 200 417
NI 0371 200 1437
UK 0371 200 1436

Or reset your password through the AIBMS Insight Website on the link below:

insight.aibms.com

To reset your password click the “Forgot Password” button, you will then be prompted to enter the following details upon which a link will be sent to your nominated email account.

- Your User ID (AIBMS – followed by your email address)
- Your email address

When you receive the email click on the “change password” link. Once selected you will be prompted to enter the following information:

- The answer to your application password or security question.
- Your new chosen password

Please note: If you do not know your secret question or application password please contact our support desk on the numbers outlined above.

When resetting your password you cannot reuse previous passwords. Your new password must contain at least one of each of the following:

- A capital letter
- A number
- A special character (such as a @ or !)

Example : Winter!34 or Summer!65

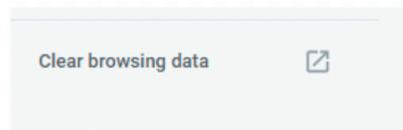
If you have completed the steps above and insight is not recognising your new password you may need clear your browsing history.

To do this:

- Open Google Chrome
- Click on the three dots below the ‘X’ button on the top right hand corner of the page.



- Click on history
- Click clear browsing data



- You then need to select a time range. Please choose “All time” as this ensures it clears all attempts you made to login to Insight (see below).

Clear browsing data

Basic

Advanced

Time range

All time

- Once your history has been cleared you need to log on to insight once more using the link www.insight.aibms.com

Should you encounter any other issues or have any further questions please call us on one of the numbers below and we'll be able to help you from there.

ROI 1850 200 417
NI 0371 200 1437
UK 0371 200 1436



**Merchant
Services**