How to Use Self Service

Self-service is a function which allows registered users to reset their own password in the event of forgetting, without needing to contact an administrator. This function works by users setting up memorable question and answer pairs which need to be answered correctly to get their password reset.

The main self-service interface can be accessed online by going to:
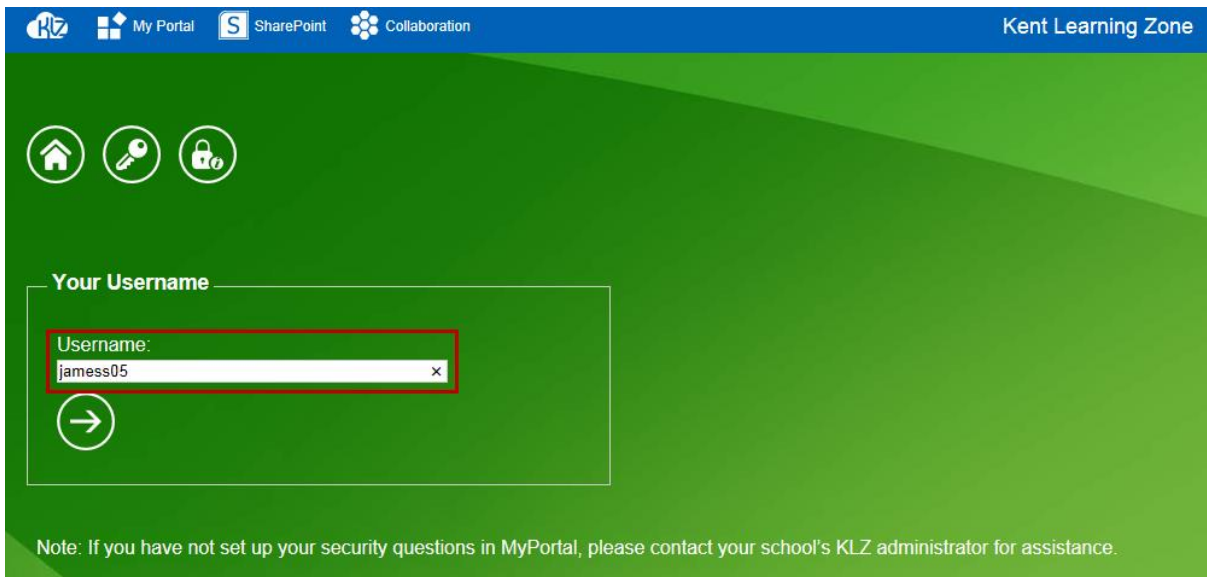
http://selfservice.klz.org.uk

This website address does NOT require users to logon. The options that this webpage links to, do however require a KLZ account to access and users will be prompted to logon depending upon the tile that they click on.
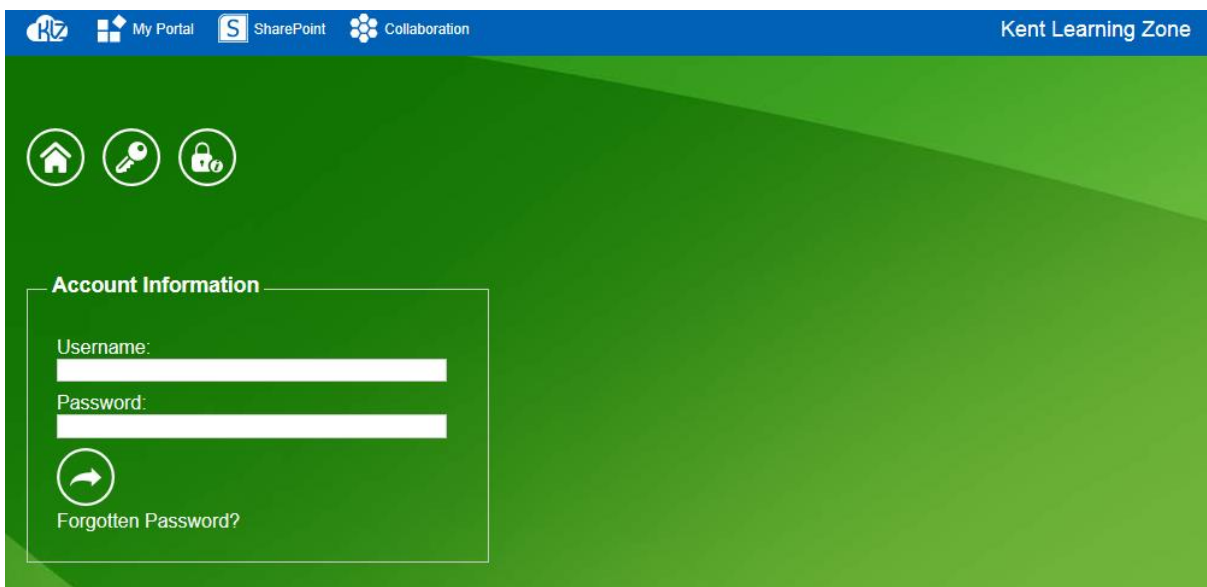

1. Forgotten Password

Enter your account name and you will be prompted for the answers to your security questions

2. Change Password

This option allows you to change your password whilst you still know your current password. If you suspect that your account may have been compromised then you should change your password immediately. You should also change your password on a regular basis.

3. View Account

This option lets you set or change your security questions