Ashford Business Services Ltd

Password Reset Log

An audit record of every password reset: who asked, how identity was verified, and who completed it.

1. Log details

Log period covered	November 2026
Person responsible for this log	Sarah Mitchell
Team responsible for password resets	Sarah Mitchell

Never record a password, temporary password, or verification code in this log. This log records that a reset happened and how it was verified, not the credentials themselves.

2. Password reset register

One row per reset, in the order requests were received. Add or remove rows as needed.

Entry reference	Date and time of the request	Username or account identifier	System affected	Reason for the reset	Identity verification method used	Reset completed by	Date and time completed	Status

3. Verification rules applied

	Identity was verified by an approved method before any reset was performed, and the method used is recorded in the register.
	Where the requester could not be verified, the reset was refused or escalated, and that outcome is recorded in the register.
	Resets for privileged or sensitive accounts received the additional approval required for those accounts, and the approver is named in section 4.
	The account holder was told, through a separate channel where possible, that their password had been reset.
	No password, temporary password, or verification code appears anywhere in this log.

4. Refusals and escalations

Record every reset that was refused, delayed, or escalated, and the reason. Add or remove rows as needed.

Date and time of the request	Entry reference	Reason for refusal or escalation	Escalated to	Outcome

5. Summary

Total resets recorded in this period	£45.00
Resets completed successfully	Number of resets completed successfully

Resets refused or escalated	JOB-1042
Most common reason for a reset	November 2026
Unusual pattern noted	Description of any unusual pattern noted, or confirmation that none was noted as agreed at the meeting.

6. Review and sign-off

November 2026

Log owner name	James Patel
Reviewer name	Sarah Mitchell
Log owner signature	James Patel
Reviewer signature	Sarah Mitchell
Date of sign-off	9 November 2026