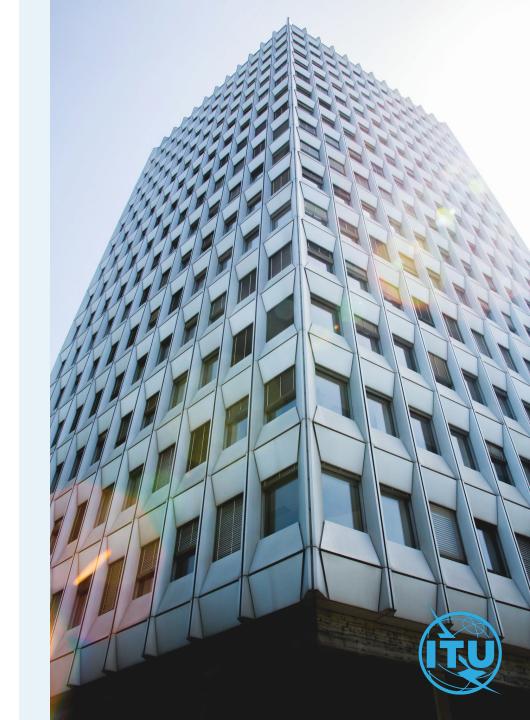
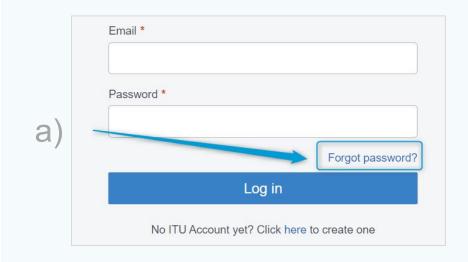
ITU User Account Reset Forgotten Password

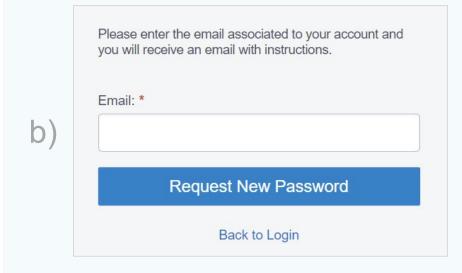


Go to the ITU User Account Page

You have forgotten your password and would like to reset it.

- a) Go to the ITU User Account Page and click on the option Forgot password?.
- b) Provide the email address associated with your ITU User Account and click on Request New Password.
 - If this is the first time you are logging in to the new ITU User Management system, you will be required to reset your password by clicking on "Forgot password?"





Define a New Password

An email was sent to your inbox.

a) Open the email sent to your inbox and click on Reset link.

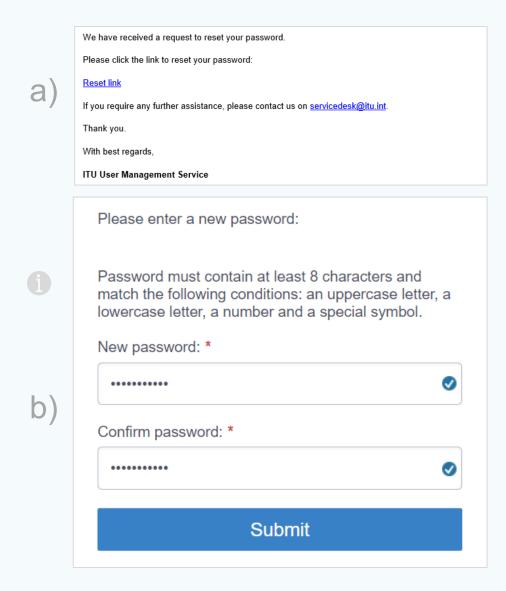
A new window will open

b) Define and confirm your new password and click on Submit.



Your password must contain:

- ✓ At least 8 characters
- ✓ An uppercase letter
- ✓ A lowercase letter
- ✓ A number
- ✓ A special symbol



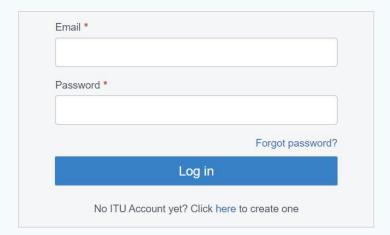
4 Log in

Your password has been changed in the system.

Go back to the ITU User Account page and Log in with your new password.

Your password has been changed successfully.

Go back to the login page and use your new password.



Need Assistance?

Check the <u>FAQ</u>, or contact us at <u>ServiceDesk@itu.int</u>