

ITU User Account Update your Profile



1 Login

Enter your login [email](#) or username, and your [password](#), then click on [Log in](#).

Email *

Password *

[Forgot password?](#)

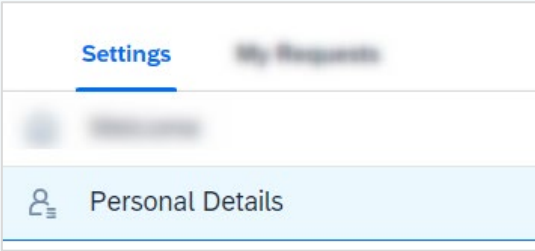
[Log in](#)

No ITU Account yet? [Click here](#) to create one

2 Personal Details

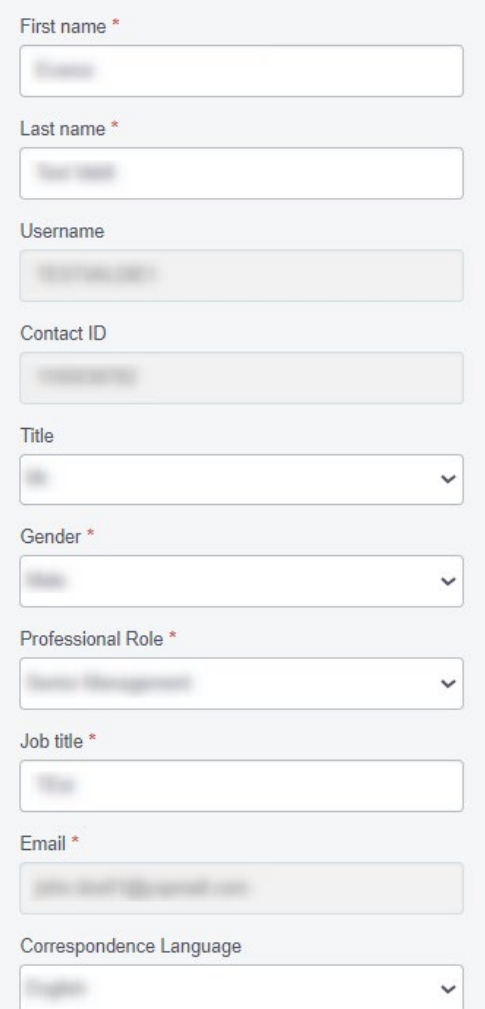
- a) Go to [Personal Details](#) under the [Settings](#) menu.
- b) Here you can [modify your personal details](#) except for the fields with a grey coloured background.
- c) Once you have modified your personal details, click on [Save](#).

a)



The screenshot shows a navigation menu with two items: 'Settings' and 'My Requests'. 'Settings' is the active item, indicated by a blue underline. Below the menu, there is a list of options: 'Personal Details' is highlighted with a light blue background, while other options are blurred.

b)



The screenshot shows a form for updating personal details. The form contains the following fields: 'First name *' (text input), 'Last name *' (text input), 'Username' (text input with grey background), 'Contact ID' (text input with grey background), 'Title' (dropdown menu), 'Gender *' (dropdown menu), 'Professional Role *' (dropdown menu), 'Job title *' (text input), 'Email *' (text input with grey background), and 'Correspondence Language' (dropdown menu). The 'Save' button is at the bottom.

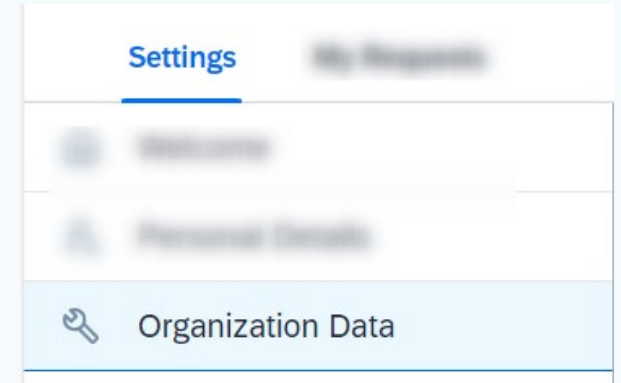
c)



A close-up of the 'Save' button, which is a blue rectangular button with the text 'Save' in white.

3 Organization data

a) Go to [Organization Data](#) under the [Settings](#) menu.



ITU Member's data cannot be edited by users.

If your organization is an active ITU member, the organization's data cannot be changed by the users.

Contact the focal point in your organization.

4 Define a New Password

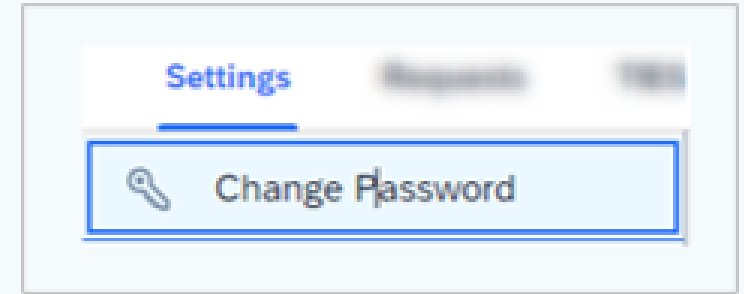
- Go to [Change Password](#) under the [Settings](#) menu.
- Enter the [current password](#), define a [New password](#), [confirm it](#), and click on [Submit](#).
- Your password has been successfully updated. Click on [OK](#).



Your password must contain:

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

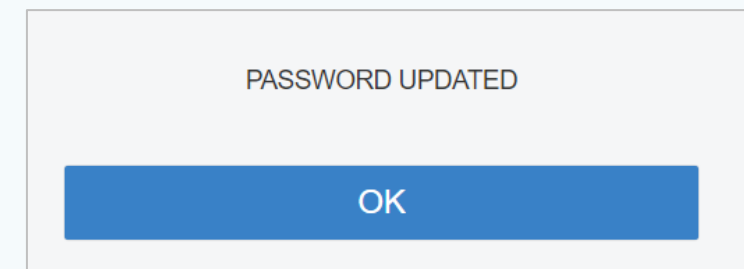
a)



b)

A screenshot of a password change form. It contains three input fields: 'Current password: *', 'New password: *', and 'Confirm new password: *'. Below the fields is a blue 'Submit' button.

c)



5a Change Login email

- a) Go to [Change Email](#) under the [Settings](#) menu.
- b) Provide the new email address and click on [Get The Code](#).



Email validation: Get the Code

A validation code will be sent to the new email provided at this step. Go to your inbox.

a)

The screenshot shows a navigation bar with two tabs: 'Settings' and 'Requests'. The 'Settings' tab is active and underlined. Below the tabs, a menu item with an '@' icon and the text 'Change Email' is highlighted in light blue.

b)

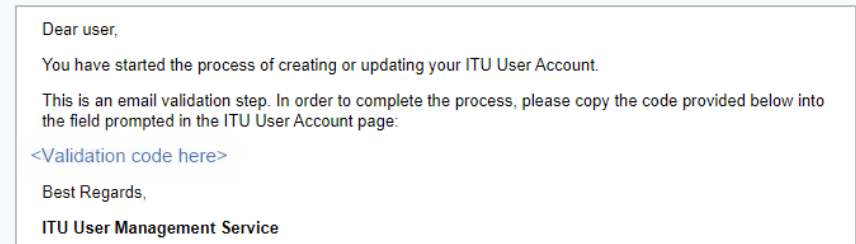
The screenshot shows a form titled 'Change Your Email'. It contains a text box with the placeholder text '<enter here the new e-mail>' and a checkmark icon on the right. Below the text box is a blue button labeled 'Get The Code'. Above the text box, there is a message: 'A code will be sent to the new email for verification. If you don't validate with the code, your email will remain unchanged.' The label 'Email *' is positioned to the left of the text box.

5b Email Verification

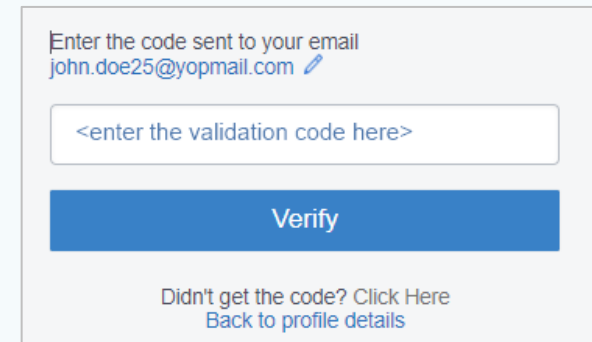
A validation code was sent to your inbox at the new email address.

- a) Retrieve the validation code from your inbox.
- b) Enter the validation code in the indicated box and click on **Verify**.
- c) Click on **Save** to complete the process.

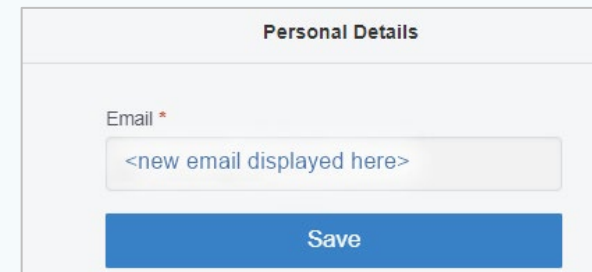
a)



b)



c)



Need Assistance?

Check the [FAQ](#), or
contact us at ServiceDesk@itu.int