

# **ITU/TIES USER ACCOUNT: RESET FORGOTTEN PASSWORD**

# ITU/TIES USER ACCOUNT: RESET FORGOTTEN PASSWORD

## Forgot Your Password

1. If you have forgotten your password and would like to reset it, click on the link: [Forgot your password?](#).

WELCOME

Logon

I already have a User Account  
 I am a new user

Welcome back. Please log on.

Email or User name \*

Password \*

[Forgot your password?](#)

# ITU/TIES USER ACCOUNT: RESET FORGOTTEN PASSWORD

## Request Password

1. Enter your login **E-mail**, such as here: <**test\_admin\_ties\_del@yopmail.com**> is entered.
2. Click on the **Request Password** button.


FORGOT PASSWORD


E-Mail \*


[Cancel](#)

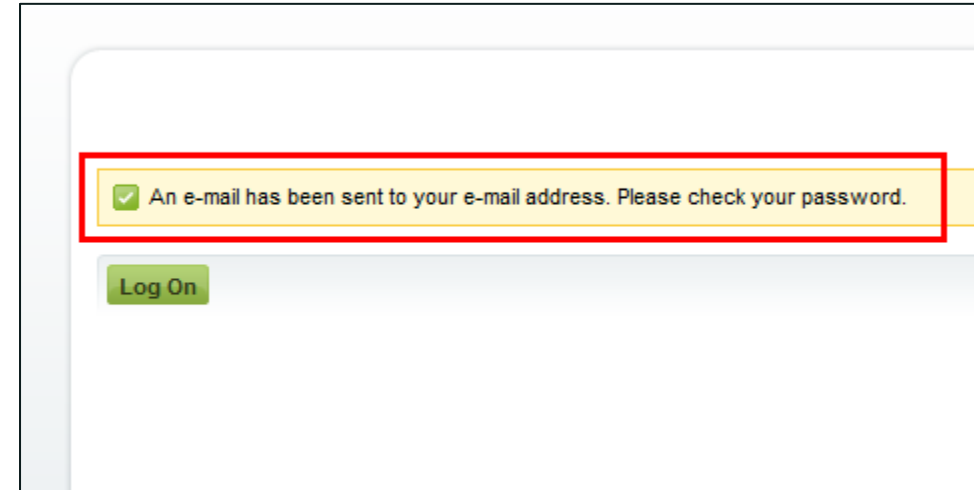
# ITU/TIES USER ACCOUNT: RESET FORGOTTEN PASSWORD

## Password E-mail Confirmation

 A password will be sent to the e-mail address entered in the previous screen. You will see this confirmation message on the screen:

 An e-mail has been sent to your e-mail address. Please check your password.

 Please check your e-mail for the new temporary password.



# ITU/TIES USER ACCOUNT: RESET FORGOTTEN PASSWORD

## Copy Temporary Password

1. Copy the password sent over e-mail by selecting it and pressing **Ctrl+C**.



Write Forward View

**ITU User Management: Forgotten Password**  
From: <noreply@itu.int>  
Date: 2017-10-30 11:30

Committed to connecting the world  
**ITU ITU USER MANAGEMENT**

**FORGOTTEN PASSWORD**

Dear Mr. John Doe Delegate,

We have received a request to reset your password.

Your **Current (temporary) Password** is : **xMctzuyZYdc\$0**

You can log in to your account with this password, [here](#). You will see the following message and will have to change this current (temporary) password:

**Please change your password**

**CHANGE PASSWORD**

E-Mail

Current/Temporary password\*  1. Enter your current (temporary) password

New Password\*

Confirm New Password\*  2. Enter and Confirm your new password

3. Click to finish

If you require any further assistance, please contact [servicedesk@itu.int](mailto:servicedesk@itu.int).

Thank you.  
With best regards,  
**ITU User Management Service**

# ITU/TIES USER ACCOUNT: RESET FORGOTTEN PASSWORD

## Go to the ITU/TIES User Management Page

1. Click on the link: [here](#), provided in the e-mail to go to the **ITU/TIES User Management** page.



Write Forward View

**ITU User Management: Forgotten Password**  
From: <noreply@itu.int>  
Date: 2017-10-30 11:30

 Committed to connecting the world  
**ITU USER MANAGEMENT**

**FORGOTTEN PASSWORD**

Dear Mr. John Doe Delegate,

We have received a request to reset your password.

Your **Current (temporary) Password** is : `*xMctzuyZYdc$0`

You can log in to your account with this **1** `ord, here` You will see the following message and will have to change this current (temporary) password.

**Please change your password**

**CHANGE PASSWORD**

E-Mail

Current/Temporary password\*  **1. Enter your current (temporary) password**

New Password\*

Confirm New Password\*  **2. Enter and Confirm your new password**

**Change Password** **3. Click to finish**

If you require any further assistance, please contact [servicedesk@itu.int](mailto:servicedesk@itu.int).

Thank you.  
With best regards,  
**ITU User Management Service**

# ITU/TIES USER ACCOUNT: RESET FORGOTTEN PASSWORD

## Login to ITU/TIES User Management


1. Enter your login **Email or User name**, such as here:  
<**test\_admin\_ties\_del@yopmail.com**> is entered.
2. Type the password received over e-mail in the **Password** box.
3. Click on the **Log On** button.


The screenshot shows a login interface with the following elements:

- WELCOME** header.
- Login** section with two radio buttons:  I already have a User Account and  I am a new user.
- Text: "Welcome back. Please log on."
- Email or User name \*** input field containing "n\_ties\_del@yopmail.com" (annotated with a red box and a yellow circle with the number 1).
- Password \*** input field containing masked characters "....." (annotated with a red box and a yellow circle with the number 2).
- Log On** button (annotated with a red box and a yellow circle with the number 3).
- [Forgot your password?](#) link.

# ITU/TIES USER ACCOUNT: RESET FORGOTTEN PASSWORD

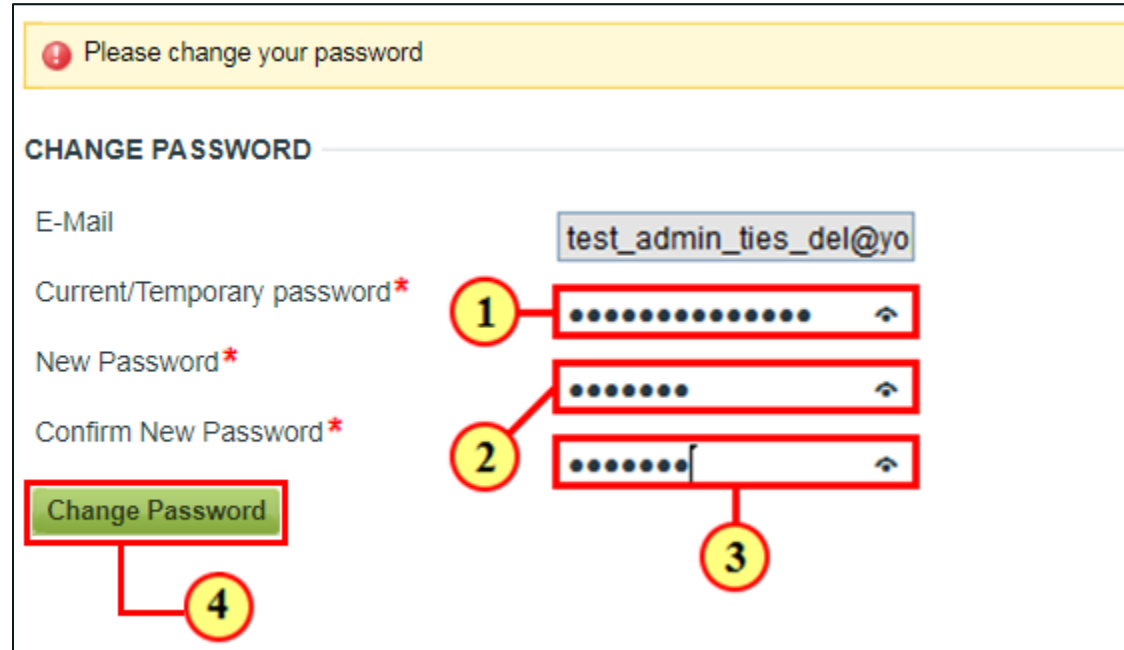
## Change Current (Temporary) Password


 You will be taken to the page stating:

 Please change your password

Here, you have to change the password received over e-mail.

1. Enter the password received over e-mail in the **Current/Temporary Password** box.
2. Enter a password of your choice in the **New Password** box.
3. Repeat the password of your choice in the **Confirm Password** box.
4. Click on the **Change Password** button.



 Please change your password

**CHANGE PASSWORD**

E-Mail

Current/Temporary password\*


New Password\*

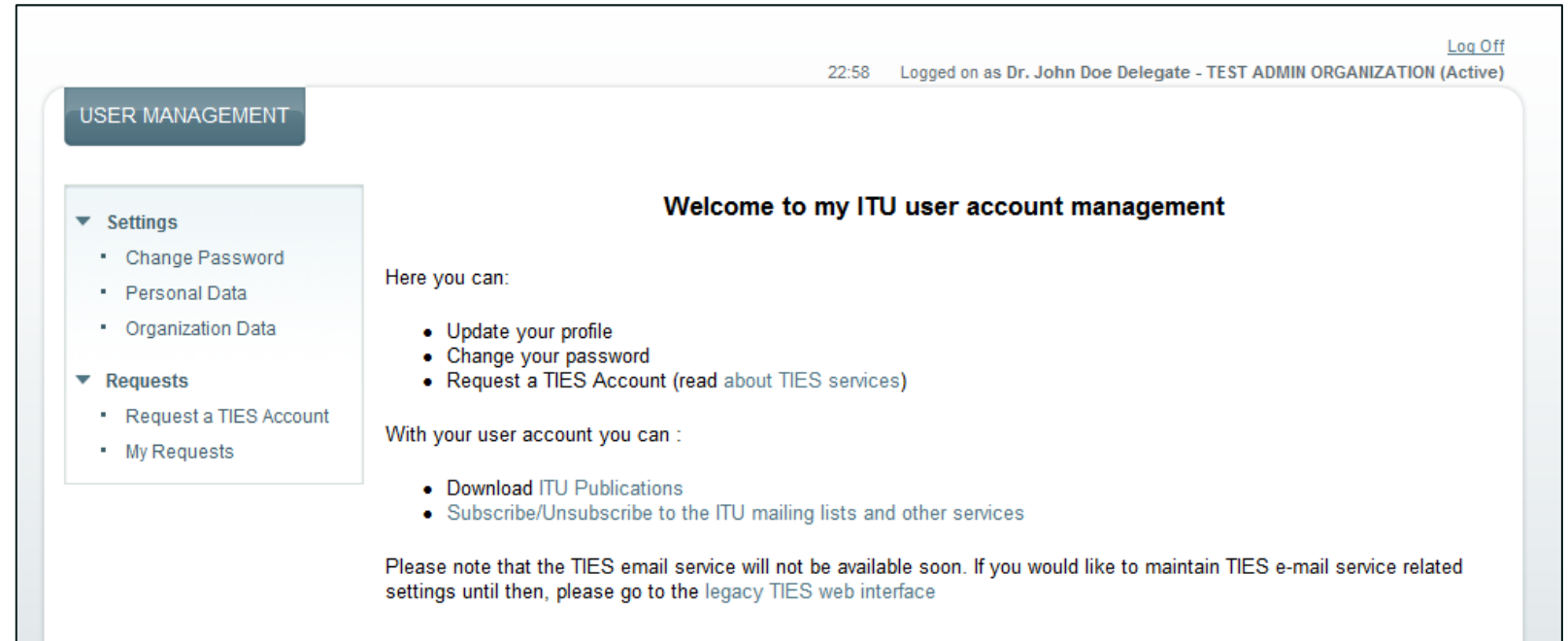
Confirm New Password\*



# ITU/TIES USER ACCOUNT: RESET FORGOTTEN PASSWORD

## ITU User Management Home Page

 This is the ITU User Management home page. You are now logged in with the new password of your choice.



The screenshot shows the ITU User Management Home Page. At the top right, it displays the time 22:58 and the user's login information: "Logged on as Dr. John Doe Delegate - TEST ADMIN ORGANIZATION (Active)" with a "Log Off" link. The main content area is titled "USER MANAGEMENT" and features a "Welcome to my ITU user account management" message. A left-hand navigation menu is expanded to show "Settings" (Change Password, Personal Data, Organization Data) and "Requests" (Request a TIES Account, My Requests). The main content area lists actions available to the user, such as updating their profile, changing their password, and requesting a TIES Account. It also lists actions available with the user account, such as downloading ITU Publications and subscribing/unsubscribing to ITU mailing lists. A note at the bottom states that the TIES email service will not be available soon and provides a link to the legacy TIES web interface.

22:58 Logged on as Dr. John Doe Delegate - TEST ADMIN ORGANIZATION (Active) [Log Off](#)

**USER MANAGEMENT**

**Welcome to my ITU user account management**

Here you can:

- Update your profile
- Change your password
- Request a TIES Account ([read about TIES services](#))

With your user account you can :

- Download ITU Publications
- Subscribe/Unsubscribe to the ITU mailing lists and other services

Please note that the TIES email service will not be available soon. If you would like to maintain TIES e-mail service related settings until then, please go to the [legacy TIES web interface](#)