

ITU User Account Reset Forgotten Password



1 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?”

a)

Email *

Password *

[Forgot password?](#)

Log in

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

b)

Please enter the email associated to your account and you will receive an email with instructions.

Email: *

Request New Password

[Back to Login](#)

2 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

a)

We have received a request to reset your password.

Please click the link to reset your password:

[Reset link](#)

If you require any further assistance, please contact us on servicedesk@itu.int.

Thank you.

With best regards,

ITU User Management Service

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Please enter a new password:

Password must contain at least 8 characters and match the following conditions: an uppercase letter, a lowercase letter, a number and a special symbol.

New password: *

 ✓

Confirm password: *

 ✓

b)

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.

Email *

Password *

[Forgot password?](#)

Log in

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

Need Assistance?

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