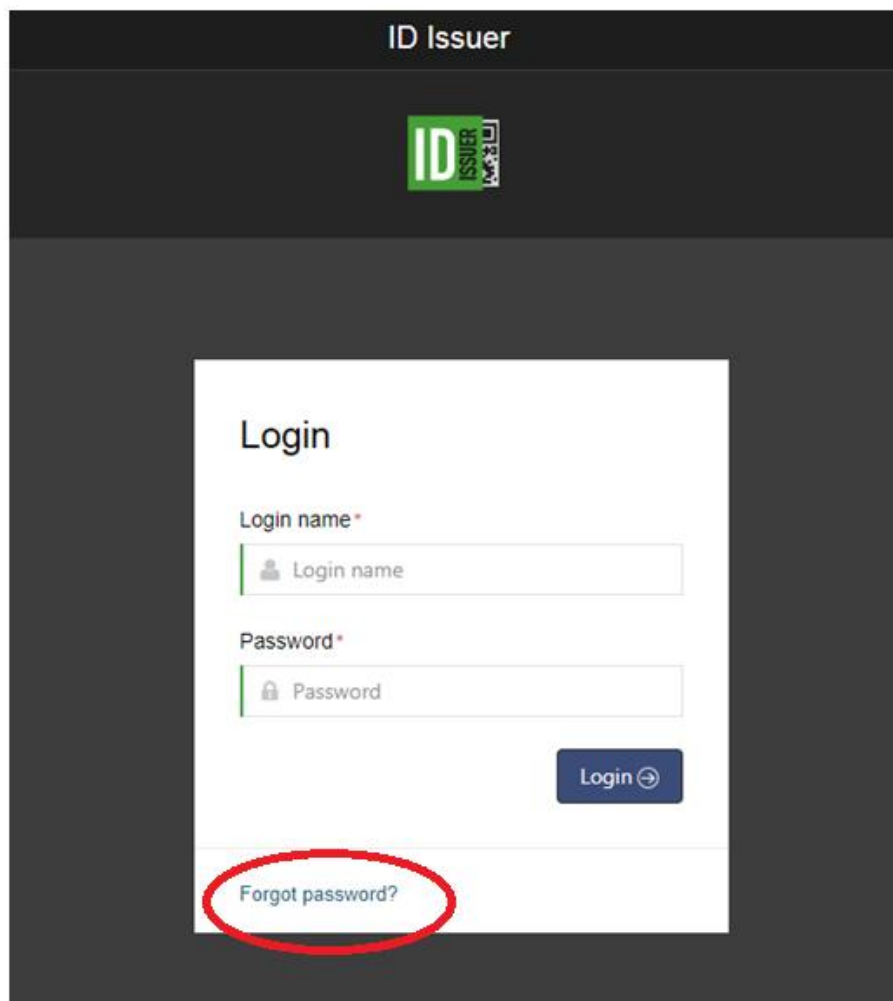




How to reset/change my password

STEP 1

Click on “Forgot password?” on Login screen.

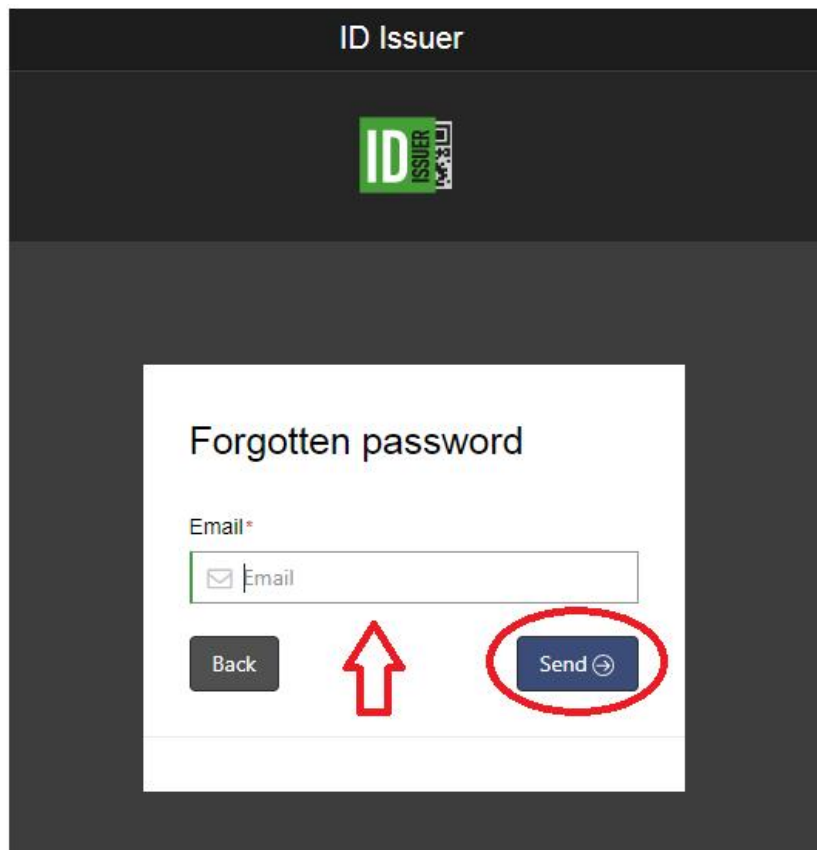


The screenshot shows the 'ID Issuer' login interface. At the top, the text 'ID Issuer' is displayed in white on a dark background. Below this is a green logo with the text 'ID ISSUER' and a QR code. The main content area is a white box titled 'Login'. It contains two input fields: 'Login name *' with a user icon and 'Password *' with a lock icon. A blue 'Login' button with a right-pointing arrow is positioned to the right of the password field. At the bottom left of the white box, the text 'Forgot password?' is circled in red.

STEP 2

Enter your email address and click the button Send.

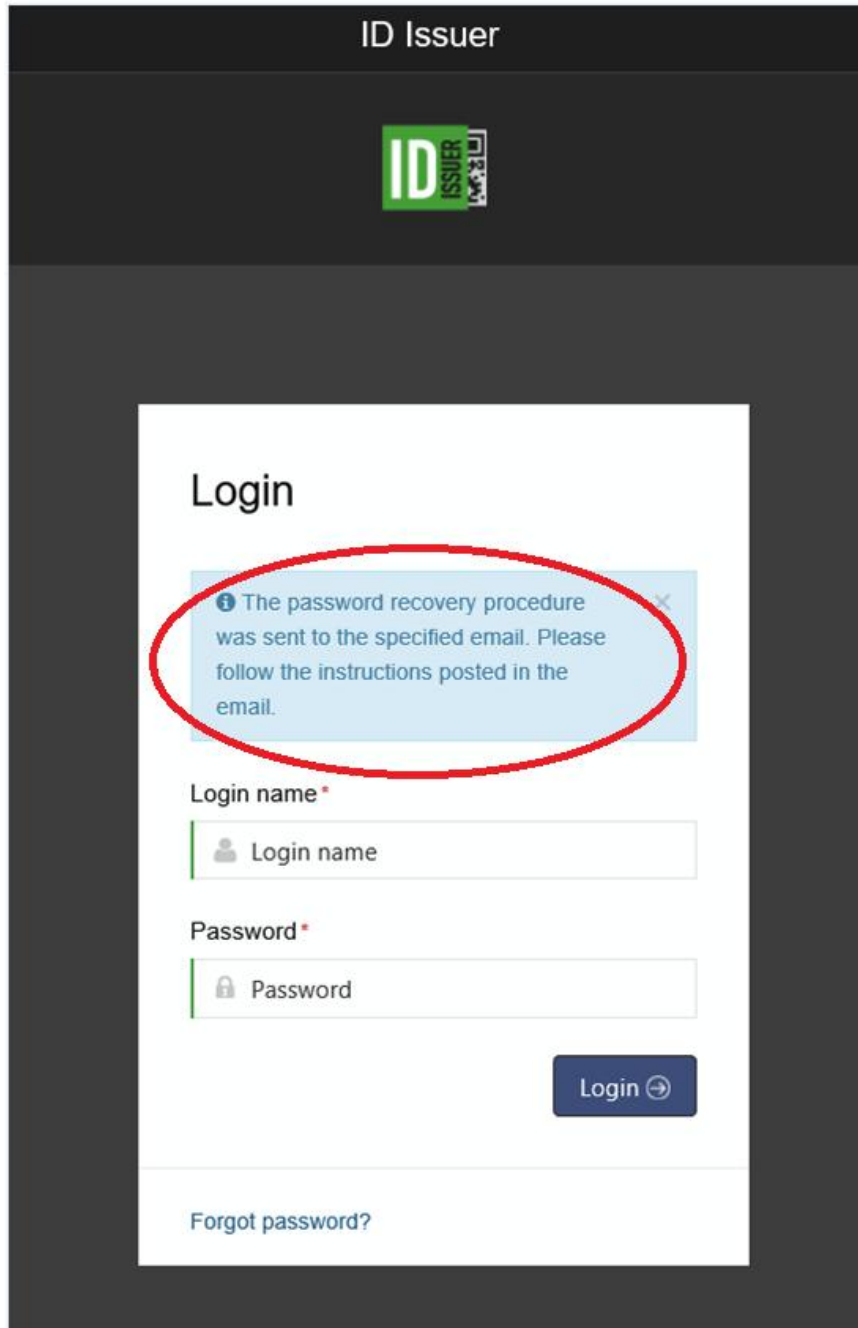
The system only accepts the email address you entered when creating the user account.



The screenshot shows the 'ID Issuer' application interface. At the top, there is a header with the text 'ID Issuer' and a logo. Below the header, the main content area is titled 'Forgotten password'. Underneath the title, there is a label 'Email*' followed by a text input field containing the placeholder text 'Email'. Below the input field, there are three buttons: 'Back', 'Send', and a red arrow pointing upwards. The 'Send' button is circled in red, indicating it is the next step in the process.

STEP 3

System sends you the reset password link to the email address you filled in to the “Email” field in the previous step.



The screenshot shows the 'ID Issuer' login interface. At the top, the text 'ID Issuer' is displayed in white on a dark background, with a logo below it. The main content area is white and titled 'Login'. A blue notification box with a red border is highlighted, containing the message: 'The password recovery procedure was sent to the specified email. Please follow the instructions posted in the email.' Below the notification, there are two input fields: 'Login name' with a user icon and 'Password' with a lock icon. A blue 'Login' button with a right-pointing arrow is positioned to the right of the password field. At the bottom left, there is a link for 'Forgot password?'.

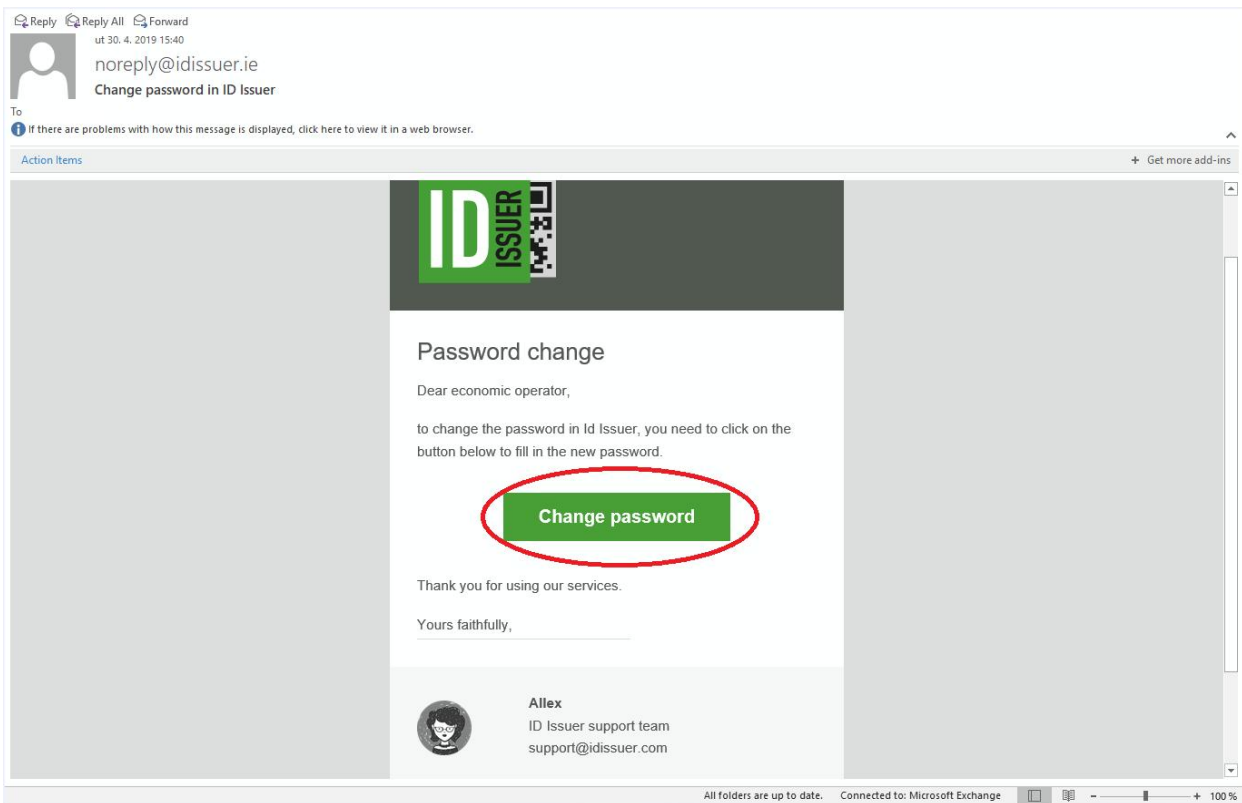
STEP 4

If you entered the correct email address, you will receive email with password reset link and instructions.

You should get your password reset email in minutes. If not, the email could be filtered out as SPAM, or to another email folder according to the configuration of your email client. Please make sure that your password reset email is not in the SPAM folder or another email folder where it could be moved.

The password reset link is valid for 1 hour.

After you click on the green button Change password, you will be redirected to the password change page, which will open in your default web browser.

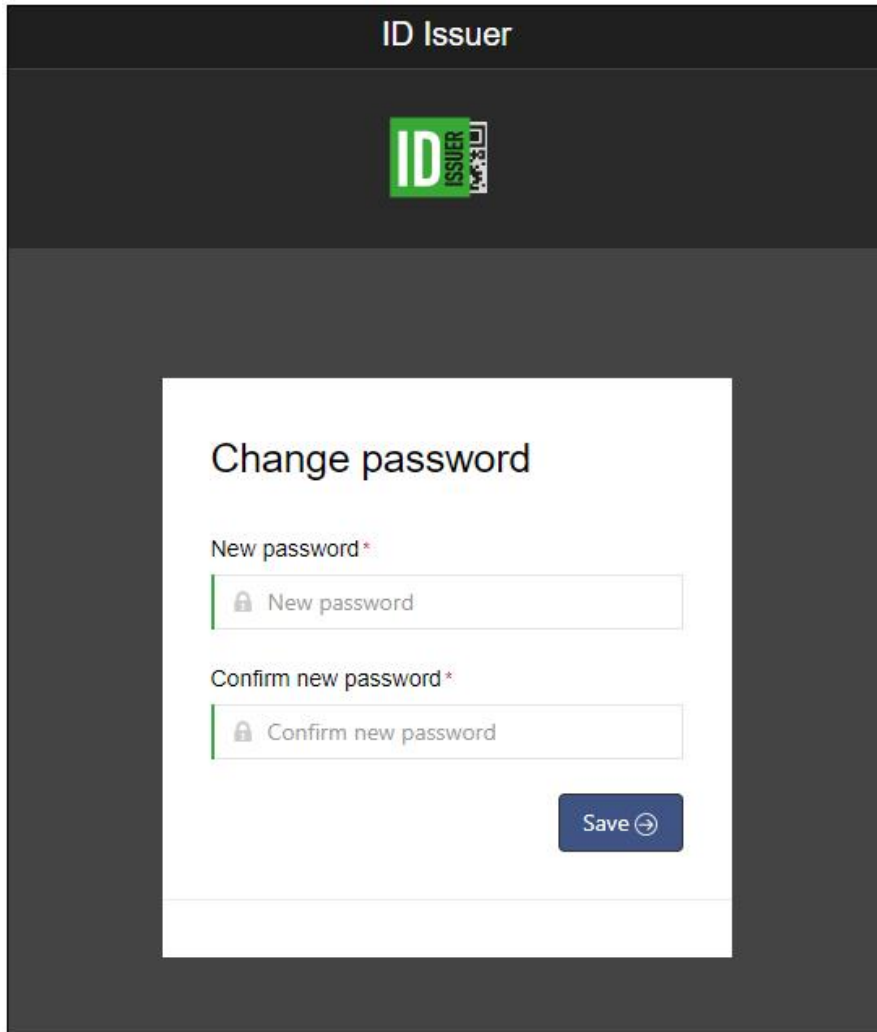


STEP 5

Enter new password twice to the fields “New password” and ”Confirm new password” and click the button **Save**.

Please make sure the new password is at least 8 characters long. It must contain at least one small letter, one capital letter and one number.

Password you enter in “Confirm new password” field must be identical to the contents entered in “New password” field.



The screenshot shows a web interface for an "ID Issuer". At the top, there is a dark header with the text "ID Issuer" and a logo consisting of a green square with "ID" and "ISSUER" in white, and a small icon to the right. Below the header is a large white box with a dark border. Inside this box, the title "Change password" is centered. Below the title, there are two input fields. The first is labeled "New password*" and contains a lock icon and the text "New password". The second is labeled "Confirm new password*" and contains a lock icon and the text "Confirm new password". At the bottom right of the white box is a blue button with the text "Save" and a right-pointing arrow icon.