



Instructions Password forgotten

In the following document you will learn how to change your password if you do not remember it. Here you can access the CH-LOGIN portal <https://www.myaccount.eiam.admin.ch>.

A

The screenshot shows the eIAM login page. On the left, there is a 'CH-LOGIN - Login' form with fields for 'Email' and 'Password'. A blue 'Forgot password?' link is positioned above the password field. Below the password field are 'Cancel' and 'Login' buttons. On the right, there is a 'CH-LOGIN - Create Account' section with a 'Create Account' button. The eIAM logo and a menu icon are at the top.

If you have forgotten your password, you can enter a new password.

Click on "Forgot password?" in the login screen.

B

The screenshot shows the 'CH-LOGIN - Password reset' screen. It contains the text: 'Please enter your email address and click "Continue" to reset your password.' Below this is a text input field for the email address. At the bottom right, there are 'Cancel' and 'Continue' buttons.


1. Enter your e-mail address with which you have registered at eIAM
2. Click on "Continue".

C

The screenshot shows the 'CH-LOGIN - Password reset' screen. A light blue information box at the top contains an 'i' icon and the text: 'A confirmation code has been sent to the following email address: max.muster8797@gmail.com'. Below this is a text input field for the confirmation code. At the bottom, there are 'Request new code', 'Back', and 'Continue' buttons.

1. You will receive an e-mail with a code. Enter this code in the appropriate field.
2. Go to the next page with "Continue".

CH-LOGIN - Verify identity

 To verify your identity, please answer the security questions.

What is my first pet's name?

What was my favorite subject in school?

Where was my first residence?

[Cancel](#) [Continue](#)

CH-LOGIN - Password reset

New password

Confirm password

[Cancel](#) [Continue](#)

D

E

END

1. Answer the security questions
2. Go to the next page with "Continue".

1. You can now set a new password.
2. Click "Continue" to save the new password. You can now log in again as usual.