



Reset the password for your *MyIMD* account

Forget password walkthrough



1

You first need to start the login process.

Click on the profile icon

Menu ▾



Enter your email address and click **Continue**

A screenshot of the IMD login page. At the top is the IMD logo with the tagline "REAL LEARNING. REAL IMPACT". Below the logo, it says "Welcome to IMD" and "Please log in to continue". There is a text input field labeled "Email or username" containing the placeholder text "Firstname.Lastname@youreemail.com". A green arrow points to the "Continue" button, which is highlighted with a red border. At the bottom, there is a link that says "I don't have an account, [create an account](#)".

IMD
REAL LEARNING. REAL IMPACT

Welcome to IMD
Please log in to continue

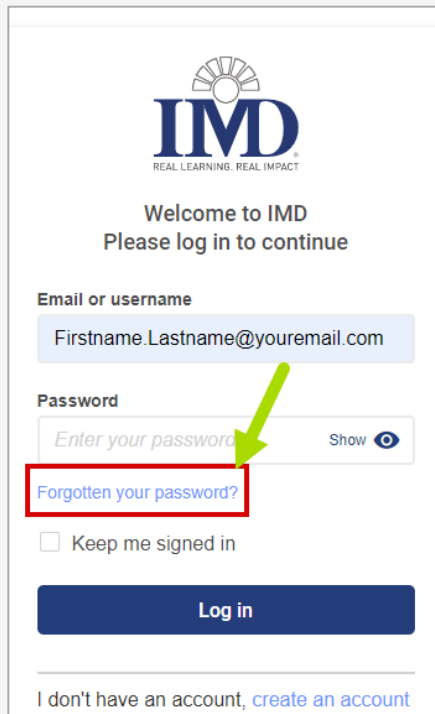
Email or username
Firstname.Lastname@youreemail.com

Continue

I don't have an account, [create an account](#)

2

Click **Forgotten your password?**




The screenshot shows the IMD login interface. At the top is the IMD logo with the tagline "REAL LEARNING. REAL IMPACT". Below the logo, it says "Welcome to IMD Please log in to continue". There are two input fields: "Email or username" with the placeholder "Firstname.Lastname@youremail.com" and "Password" with the placeholder "Enter your password". To the right of the password field is a "Show" button with an eye icon. Below the password field, the link "Forgotten your password?" is highlighted with a red rectangular box, and a green arrow points to it from the right. Below this link is a checkbox labeled "Keep me signed in". At the bottom of the form is a dark blue "Log in" button. Below the button, there is a horizontal line and the text "I don't have an account, [create an account](#)".

IMD
REAL LEARNING. REAL IMPACT

Welcome to IMD
Please log in to continue

Email or username
Firstname.Lastname@youremail.com

Password
Enter your password Show 

Forgotten your password?


Keep me signed in

Log in

I don't have an account, [create an account](#)

3

Enter your email address and click on the **Send me the link** button



The screenshot shows a password reset form for IMD. At the top is the IMD logo with the tagline "REAL LEARNING. REAL IMPACT". Below the logo is the text "We will send you an email with a link so you can reset your password". Underneath is a label "Account email" and a text input field containing the placeholder "Firstname.Lastname@youremail.com". A green arrow points from the input field down to a blue button labeled "Send me the link". The button is highlighted with a red border. The entire form is centered on a white background with grey navigation arrows on either side.

4

Check your mailbox for the email we sent you

**You may need to check your spam folder*



We have sent an email to
Firstname.Lastname@youremail.com
Please click on the link in the email to
reset your password.

[I have not received an email from IMD yet](#)

[Support](#) | [Privacy Notice](#)

Open your mail
and Check it

5

In the email you received, click on the **Reset my password** button



Reset password for MyIMD account

Dear Firstname,

We have received a request to reset the password for the MyIMD account with username Firstname.Lastname@youremail.com

Reset my password

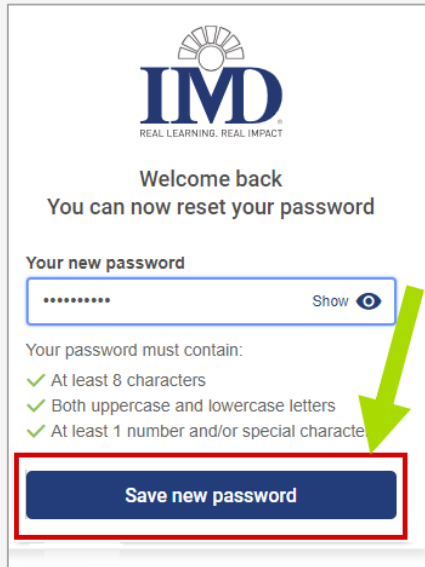
The link will expire in 24 hours, so be sure to use it right away. If you did not recently request a password reset, you can safely ignore and delete this email.


Kind regards,

Your IMD Team

6


Enter a new password following the requirements and click on the **Save new password** button




REAL LEARNING. REAL IMPACT

Welcome back
You can now reset your password

Your new password

..... Show 

Your password must contain:

- ✓ At least 8 characters
- ✓ Both uppercase and lowercase letters
- ✓ At least 1 number and/or special character

Save new password

7

Your password has been changed, you can now access your *MyIMD* account



Congratulations Firstname Lastname.
Your password is properly set up.

You can change it at anytime in MyIMD settings.

Discover MyIMD

Need help?



For any question or issue you may have,
please contact the **IT Helpdesk**

- call us: +41 21 618 0789
- open a ticket: <https://support.imd.org>
- get online support: <https://help.imd.org>
- send an email: ITHelpdesk@imd.org

Opening hours (CET)
Mon-Fri: 8:00 – 18:00