



Change the login email for your *MyIMD* account without having access to your past email address and without knowing the password for your *MyIMD* account

Walkthrough



Situation :

You don't remember the password for your *MyIMD* account, and you don't have access anymore to the email address recorded as login email



1


Send an email to IT Helpdesk (ithelpdesk@imd.org) to receive a temporary password. Please note that we will need a proof of your identity to proceed with your request (a scan of your ID card or driving licence, ...)

2

Open <https://account.imd.org/signin> to login to you *MyIMD* account with the temporary password

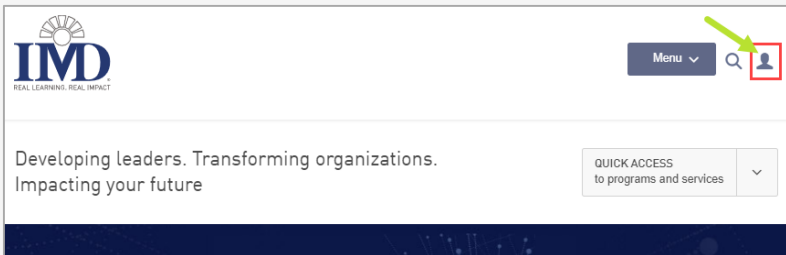
3

Follow the next steps to first change your login email address, then your password



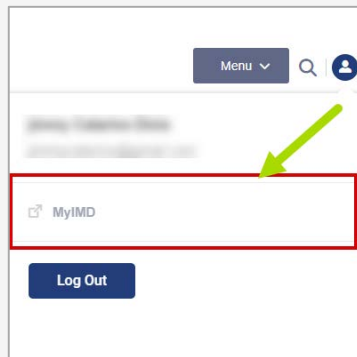
4

When logged in your *MyIMD* account, click on your profile icon



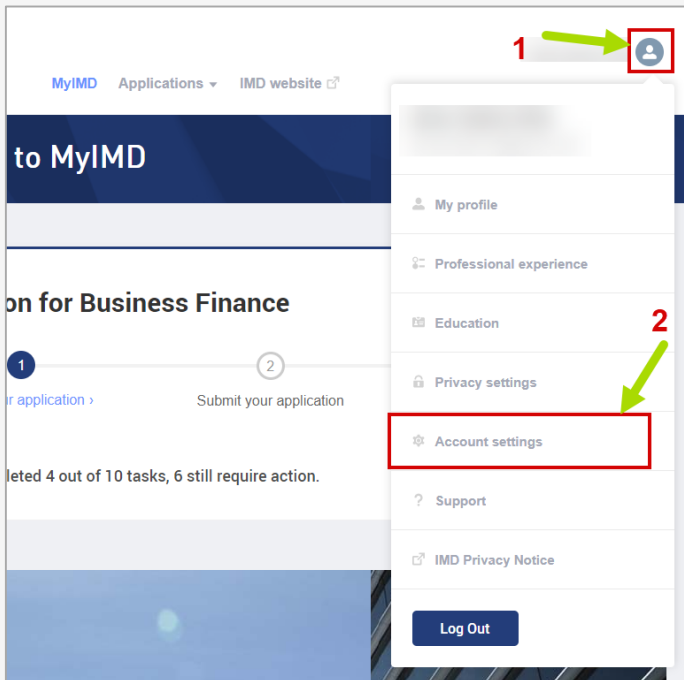
5

Click on the **MyIMD** link



6

Click on your profile icon, then click on **Account settings**



7

Enter your new login email and click
Check availability

Change login email

Login email

@gmail.com

New login email

@yahoo.com

Check availability

We send you a link to verify your new email. As soon as you verify your email, you are automatically logged out and need to log in with your new email. You can use your current password.

Send me verification email

8

Wait to see if the email is available and click **Send me verification email**

Change login email

Login email

@gmail.com

New login email

@yahoo.com

Check availability

✓ Email is available

We send you a link to verify your new email. As soon as you verify your email, you are automatically logged out and need to log in with your new email. You can use your current password.

Send me verification email

9

You will receive an email on your new address.
Click **Confirm change**



MyIMD change login email validation

Dear [redacted],

We receive a request for changing your login email address to [redacted]@yahoo.com

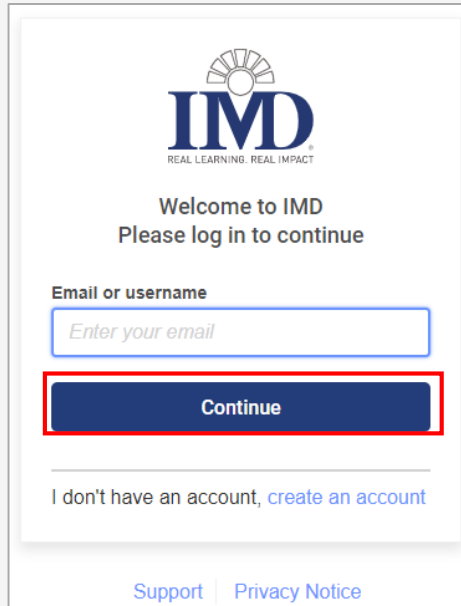
By confirming the change, you can only log in with [redacted]@yahoo.com . Please contact our support if you have any questions.

Confirm change

Kind regards,
Your IMD Team

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You will be automatically logged out.
Enter your new email address and temporary password to login again.



The image shows a login screen for IMD. At the top is the IMD logo, which consists of a stylized sunburst above the letters 'IMD' and the tagline 'REAL LEARNING. REAL IMPACT' below it. Below the logo, the text reads 'Welcome to IMD' and 'Please log in to continue'. There is a text input field with the placeholder text 'Enter your email'. Below the input field is a dark blue button with the word 'Continue' in white text, which is highlighted with a red rectangular border. At the bottom of the form, there is a link that says 'I don't have an account, [create an account](#)'. At the very bottom of the screen, there are two links: 'Support' and 'Privacy Notice'.

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You need now to change the temporary password you received. Click on your profile icon

IMD
REAL LEARNING. REAL IMPACT.

Menu ▾ 🔍 👤

Developing leaders. Transforming organizations.
Impacting your future

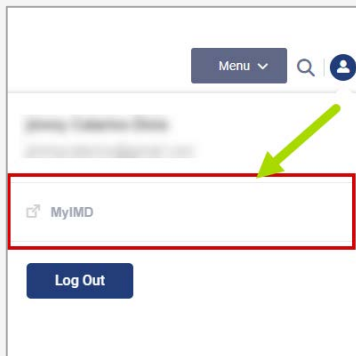
QUICK ACCESS
to programs and services ▾

New Book

What is the future of work and pay?

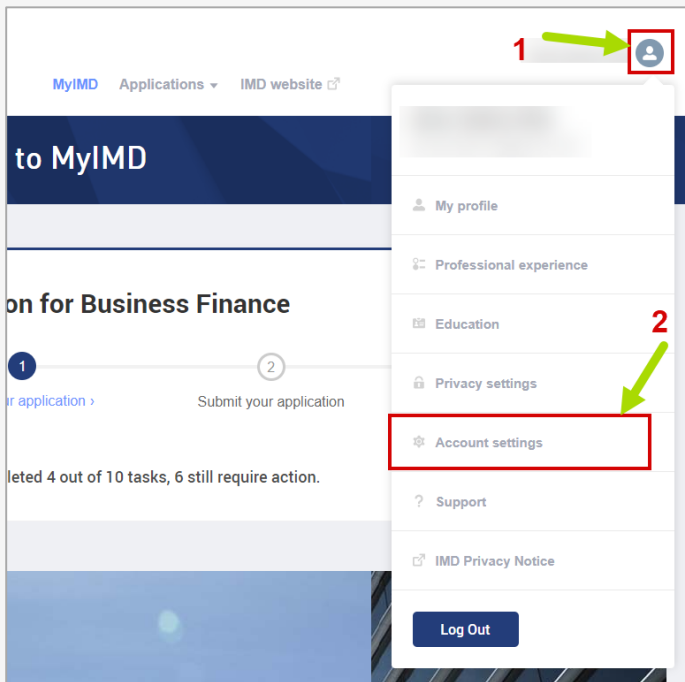
12

Click on the **MyIMD** link



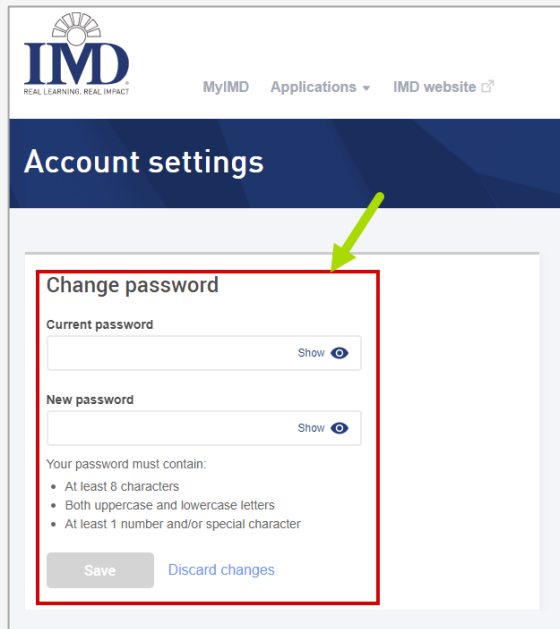
13

Click on the **Profile icon**, click on **Account settings**



14

Enter your temporary and new passwords and click **Save**




The screenshot shows the 'Account settings' page on the IMD website. The page header includes the IMD logo (REAL LEARNING. REAL IMPACT), 'MyIMD', 'Applications' with a dropdown arrow, and 'IMD website' with an external link icon. The main heading is 'Account settings'. Below this is a 'Change password' form, which is highlighted with a red border. A green arrow points to the top right corner of this form. The form contains two password input fields: 'Current password' and 'New password', each with a 'Show' button and an eye icon. Below the fields, it lists password requirements: 'Your password must contain:' followed by a bulleted list: 'At least 8 characters', 'Both uppercase and lowercase letters', and 'At least 1 number and/or special character'. At the bottom of the form are two buttons: 'Save' and 'Discard changes'.


IMD
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MyIMD Applications ▼ IMD website ↗

Account settings

Change password

Current password Show 

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 Discard changes

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