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](https://account.imd.org/signin) to login to your MyIMD account with the temporary password

3. Follow the next steps to first change your login email address, then your password.
When logged in your *MyIMD* account, click on your profile icon.
Click on the **MyIMD** link
Click on your profile icon, then click on **Account settings**
Enter your new login email and click **Check availability**
Wait to see if the email is available and click **Send me verification email**
You will receive an email on your new address. Click **Confirm change**
You will be automatically logged out. Enter your new email address and temporary password to login again.
You need now to change the temporary password you received. Click on your profile icon.
12 Click on the **MyIMD** link
13 Click on the Profile icon, click on Account settings
Enter your temporary and new passwords and click Save.
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](https://support.imd.org)
- get online support: [https://help.imd.org](https://help.imd.org)
- send an email: ITHelpdesk@imd.org

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