



UNV Password Reset

Reset your UNV Account Password

This document will guide you through the necessary steps to reset your UNV password.

Step 1 Go to <https://pwreset.unv.org/>

Step 2 Enter your email address

Step 3 Click on "I am not a robot". You might be then challenged with a simple question to answer

A screenshot of the UNV Password Reset web form. At the top, there is a navigation bar with "Password Manager" and language options: "English", "Francais", and "Espanol". Below this is the UN VOLUNTEERS logo. A yellow information box contains the text: "Click [here](#) to open the guideline page on how to set or reset your password" and "Enter your email address to reset your password. When you receive the email, click the link inside to complete the password reset." The main form area has a "Mail" label and an input field containing "Mail". Below the input field is a reCAPTCHA widget with the text "I'm not a robot" and a "Send" button.

Step 4 Click on Send

Step 5 You should then see the following message on your screen. If you do, you are half way through your password (re-)set.

A screenshot of the UNV Password Reset web form showing a confirmation message. The navigation bar and logo are the same as in the previous screenshot. A green message box at the bottom of the form contains a checkmark icon and the text: "A confirmation email has been sent".

Step 6 You will receive an email in your mailbox with a link.

Reset your password



UNV Password Reset <identity@unv.org>

Today, 8:58 AM

0365 Unvtest

Click on the following link to reset your password:

<http://pwreset.unv.org/index.php?action=resetbytoken&token=3vUCADiEW8jSOldZTgRbXe5A6ibPfXluaKDAgWyws>

[/QAYiuRzhUvS0Yt54DUWOKBJk3enfbxcs4QerITzD3uScbHucF6IKWTs7SvzEb/Kh0/oACqMkx3U6oZl00v8c8YJ7m5RVjNvKEJLSDOLnU=&lang=en](http://pwreset.unv.org/index.php?action=resetbytoken&token=3vUCADiEW8jSOldZTgRbXe5A6ibPfXluaKDAgWyws/QAYiuRzhUvS0Yt54DUWOKBJk3enfbxcs4QerITzD3uScbHucF6IKWTs7SvzEb/Kh0/oACqMkx3U6oZl00v8c8YJ7m5RVjNvKEJLSDOLnU=&lang=en)

This link is only valid for the next 6 hours.

Step 7 Click on the link and complete the remaining steps to (re-)set your password. Please note that this link is only valid for 6 hours for security reasons. If you do not click on the link within these 6 hours, please restart the process by going to **Step 1** again.

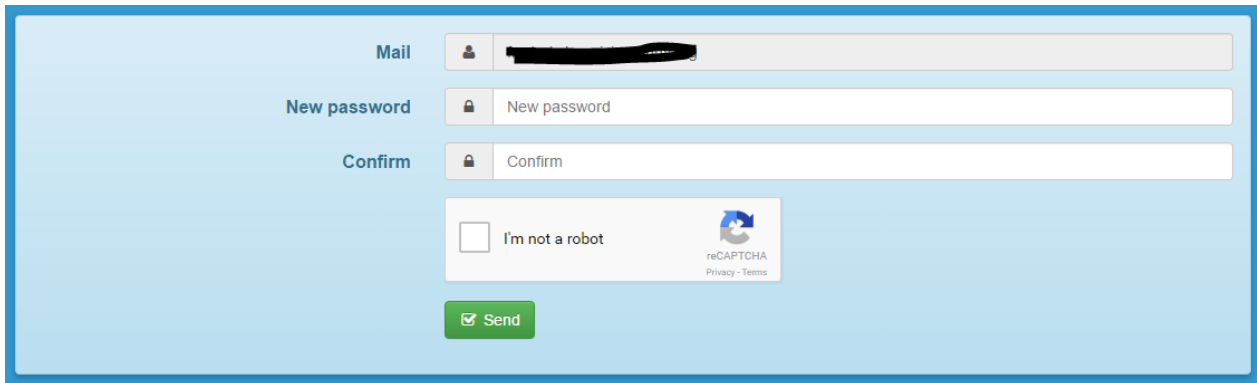
Step 8 Enter a new password and confirm it by entering the exact same password again. The password you select must match the complexity requirements that are mentioned at the bottom of the page.

If you complete this step, your previous password will become invalid and you must use your new password from now on.

Your password must conform to the following constraints:

- Minimum length: 8
- Maximum length: 32
- Minimum number of lowercase characters: 1
- Minimum number of uppercase characters: 1
- Minimum number of digits: 1
- Minimum number of special characters: 1
- Your new password may not be the same as your old password

Step 9 Click on "I am not a robot". You might be then challenged with a simple question to answer



The screenshot shows a password reset form with the following fields and elements:

- Mail:** A text input field containing a redacted email address.
- New password:** A text input field with a lock icon on the left, containing the text "New password".
- Confirm:** A text input field with a lock icon on the left, containing the text "Confirm".
- reCAPTCHA:** A checkbox labeled "I'm not a robot" next to the reCAPTCHA logo and "reCAPTCHA Privacy - Terms" text.
- Send:** A green button with a checkmark icon and the text "Send".

Step 10 Click on Send

Step 11 The following message will be displayed on screen. You will also receive an email with the UNV applications you have access to which will need the new password, and will also remind you which login to use for each application



Congratulations, your password is now reset

FAQS

1. I cannot set or reset my password following these guidelines

If you face issues resetting your password, please write to helpdesk@unv.org and specify the following:

- Your email address
- The step where you are facing an issue
- If you see any error message on the screen, please mention it in your email
- Attach any screenshot that can help us identifying the issue

2. The system says that my account is locked, what should I do?

You probably tried too many times to log in with a wrong password. Please contact helpdesk@unv.org if you are a UNV Field User, a volunteer or a supervisor, and roster@unv.org if you are a candidate.

3. I forgot my login to access the UNV Intranet (only for UNV field unit staff)

In the step 9 of the guidelines, IDM will remind you your login name on the screen

4. I am a candidate, can I access the UNV Portal?

No, for the moment candidates can only access MyProfile