1. **Be sure to fill the form of forgot your password.**



1. **Fill the form properly. And click SEND PASSWORD RESET LINK.**

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1. **Within a few minutes; if you do not receive an email means outlook has took the email in quarantine. In this case go to your outlook inbox and search for** **quarantine@unicc.org** **. You must have an email from previous days. Open the mail and click Manage My Account new page will be open.**

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1. **Select** **turanrai@unhcr.org** **from the list and firstly click Allow Sender and then click Release . Go back to your outlook inbox, you will have that email in your inbox.**

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1. **Keep in mind that the received password need to be filled manually, copy past is not accepted.**