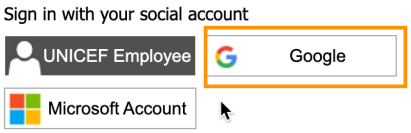
I have forgotten my password

As described in section 2.3. How to access the SMT for the first time of the SMT User Guide, account and password management will be different depending on the type of email address associated with your SMT user account.

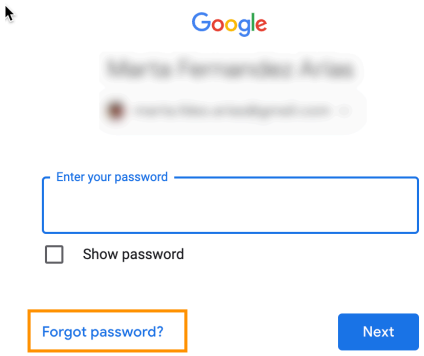
a) For UNICEF, Google and Microsoft email accounts:

Users log into the SMT platform using a SSO (Single Sign On) process, which means that the password for accessing the SMT platform is the password used for accessing the email account. If you have one of these types of emails, and you have forgotten your password, you will need to follow the password recovery process with your respective email provider.

- On the SMT login page, click on the button for your type of email address (e.g. Google button for a Gmail account):



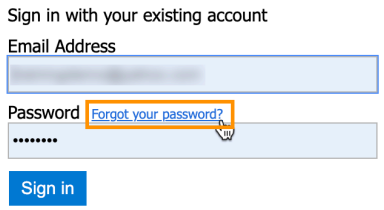
- Click on “Forgot password?” and follow the instructions of your email provider to recover your password:



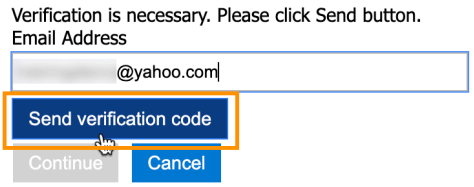
b) For other types of email accounts (e.g. Yahoo):

Users with email accounts that don't use a SSO (Single Sign On) process need to create their own password for the SMT. If this was your case, and you created a specific SMT password that you have now forgotten, you can recover it by using the "Forgot my password" option on the SMT login page.

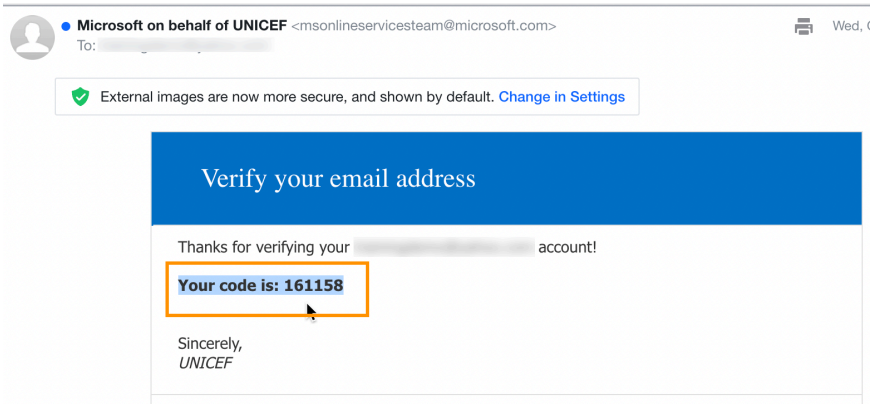
- Click on the "Forgot your password?" link above the password field, on the SMT login page



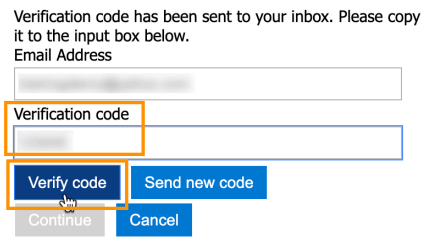
- Type your email address and click on "Send verification code"



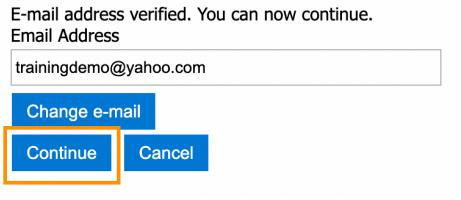
- Go to your email inbox and locate an email from *"Microsoft on behalf of UNICEF"* with a 6-digit verification code. (Note that the email might have been received in your Spam/Junk inbox)



- Type or copy-paste your numeric code in the field provided, then click "Verify code"



- Once your email address is verified with the code, click “Continue”



- You can now create a new password for your SMT account and click “Continue”. This is the password that you will use to log into the SMT platform from this moment on.

