

# Password change request

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1. Start the Internet browser (e.g. Google Chrome, Firefox, Opera or IE version 11).
2. Depending on the system in which the password is to be changed, the internet address must be entered (respective domain, live system or Dev).
3. Once the login page has been accessed, click on the "Request new password" link in the right-hand section under "Help & Support".
4. You will then be prompted to enter either your Rimo username or the email address you are registered with in Rimo.
5. Retrieve emails, open the email received from the Rimo system and click on the link provided in the email (if using IE, make sure that the version installed is at least 11. Alternatively, you can simply use another browser: To do so, copy the link and paste it into the address bar of the respective other browser). Once the link has been successfully accessed, a message about the status of the password reset request will appear in Rimo.
6. Retrieve emails again and take the new TEMPORARY password.
7. Log in with the password taken from the email.
8. A request to enter a new password will appear. The current password is the one temporarily sent to you. Do not use a password that has been used recently.