

# Reset Password

Follow the steps below to reset your password. You will need to have access to your email address and registered 2FA device.

1. Click on *Forgot your password?*.

 **CIGP**

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[Forgot your password?](#)

**SIGN IN**

**CIGP STAFF SIGN IN**

Please refer to the [documentation](#) or contact [it-support@cigp.com](mailto:it-support@cigp.com) if you have trouble logging in.

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2. Enter your registered email address and press *Send verification code*.



Please provide the following details.

Send verification code

Continue

Cancel

Please refer to the [documentation](#) or contact [it-support@cigp.com](mailto:it-support@cigp.com) if you have trouble logging in.

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3. A six digits verification code will be sent to your email address. Enter the code in the field and click *Verify code*.



Please provide the following details.

Verification code has been sent to your inbox. Please copy it to the input box below.



Verification Code

Verify code

Send new code

Continue

Cancel

Please refer to the [documentation](#) or contact [it-support@cigp.com](mailto:it-support@cigp.com) if you have trouble logging in.

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4. Click *Continue*.



Please provide the following details.

E-mail address verified. You can now continue.

[Redacted email address]

Continue

Cancel

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5. Enter the code from your 2FA authenticator app and click *Verify*.



Please provide the following details.

Enter the verification code from your authenticator app.

Enter your code

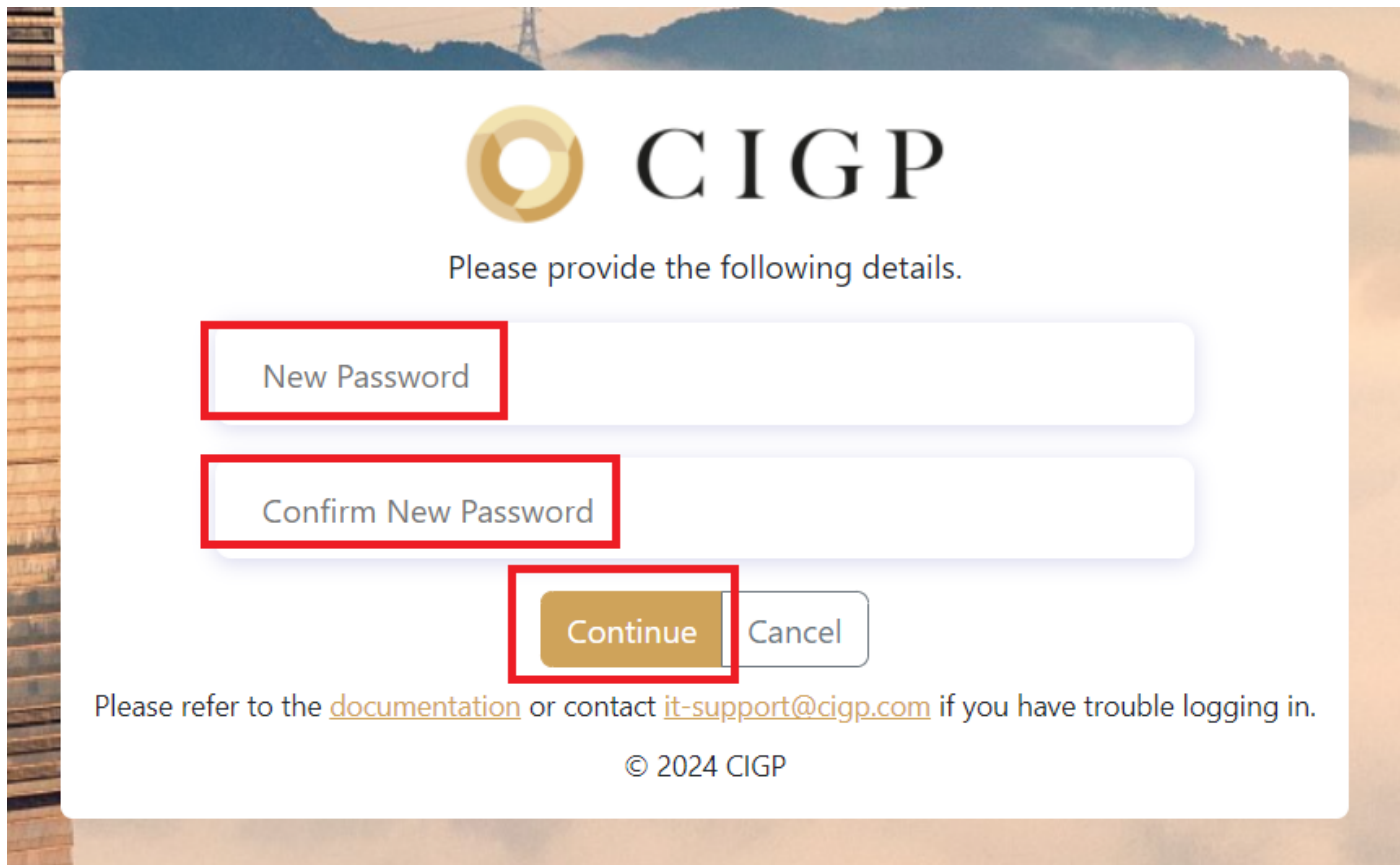
Verify

Cancel

Please refer to the [documentation](#) or contact [it-support@cigp.com](mailto:it-support@cigp.com) if you have trouble logging in.

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6. Enter your new password, confirm it and press *Continue*. You will be redirected to the login page.

A screenshot of a web form for resetting a password. The form is white with a subtle shadow and is set against a background image of a landscape with mountains and a power line. At the top of the form is the CIGP logo, which consists of a yellow circular icon with a white center and the letters 'CIGP' in a serif font. Below the logo, the text 'Please provide the following details.' is centered. There are two input fields: the first is labeled 'New Password' and the second is labeled 'Confirm New Password'. Both labels are in a light gray font and are enclosed in red rectangular boxes. Below the input fields are two buttons: a gold button labeled 'Continue' and a white button with a gray border labeled 'Cancel'. The 'Continue' button is also enclosed in a red rectangular box. At the bottom of the form, there is a line of text: 'Please refer to the [documentation](#) or contact [it-support@cigp.com](mailto:it-support@cigp.com) if you have trouble logging in.' and a copyright notice '© 2024 CIGP'.

7. User your new password to log in.

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