I cannot reset my password

> ⚠ **Are you sure you have an account?**
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> If you are trying to access your **personal staff account** and not the main institutional account, you should have been registered by your International Relations Office (or from somebody else in your institution).
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> If this is the case, (i.e. you are **not supposed to be** the main institutional account holder that manages users and permissions, but that **cannot sign OLAs**) and you have tried registering using the registration page for institutions, you **are not registered and will not receive any reset email**. You need to **contact your central IRO** and ask them to register you on the platform first.

When you need to log in to the Dashboard, you may realise that you have forgotten your password and want to reset it. Using the "Forgot password?" button you will get to the password reset form and, **if your email is in our database** (i.e. you have already been registered by your HEI), you will soon receive an email allowing you to change your password.

If you are not receiving any email there may be several causes, so please **follow this steps before contacting us**:

1. Make sure you **spelled your email address correctly**; if in doubt, simply use the reset form once again
2. Check your **spam folder** for our email
3. If you are trying to **access a personal staff account** (rather than the main institutional account), verify with your IRO that you **actually have an account.**
4. If you are trying to **access the main institutional account** and have only **recently registered**, please note that it may take some time to confirm your registration, so until you receive a confirmation email for your registration you **will not be able to access** the Dashboard. If this is your case, please wait for a few days before contacting us.

If all else fails, please report a bug clearly stating that you have **already tried everything described here** and **indicating your email address**, so that we can verify whether the reset password message has been sent to the correct address.