



APCSS LINK NEWSLETTER

DKI APCSS LINK

Portal tips

FORGOTTEN PASSWORD

February 2017

Once you have an account on the GlobalNet platform you will, as with most portals, be required to maintain it by logging on regularly. You will receive a notification on the portal when it is time to change your password.

From time to time you may forget your password. Should this occur, there are ways for you to unlock your account.

1. Click the link on the front of the site that says "[Forgot password](#)"
2. On the next page you will be required to complete a form that will ask for your account email address or your account user name.
3. Next, you will be asked to enter the CAPTCHA code you see in the image shown.
4. You should then click the button that says "email new password". Once you do, you will receive a one time log on URL to the email address you entered above. Check you spam folder if you do not see it in your inbox.

A screenshot of the APCSS user account recovery page. At the top, there are three tabs: "Daniel K. Inouye Asia-Pacific Center for Security Studies", "User account" (which is active), and "Request new password". Below the tabs, the heading "User account" is displayed. A small note reads: "If you know you have an account, but have forgotten your username and registered email address, please contact us through the Technical Support form. This form can also be found in the right side of the site footer." There is a text input field labeled "Username or e-mail address *". Below this is a CAPTCHA section with the heading "CAPTCHA" and the instruction "This question is for testing whether or not you are a human visitor and to prevent automated spam submissions." The CAPTCHA image shows the characters "G d B F t". Below the image is a text input field labeled "What code is in the image? *" and the instruction "Enter the characters shown in the image." At the bottom of the form is a button labeled "E-MAIL NEW PASSWORD".

TIP:
Don't loose your password
and don't share it.