

CLEARINGHOUSE



How to reset your password

Trademark Clearinghouse

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Version 1.2



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1. Introduction

This guide will provide you with the necessary steps on how to reset your Trademark Clearinghouse password.

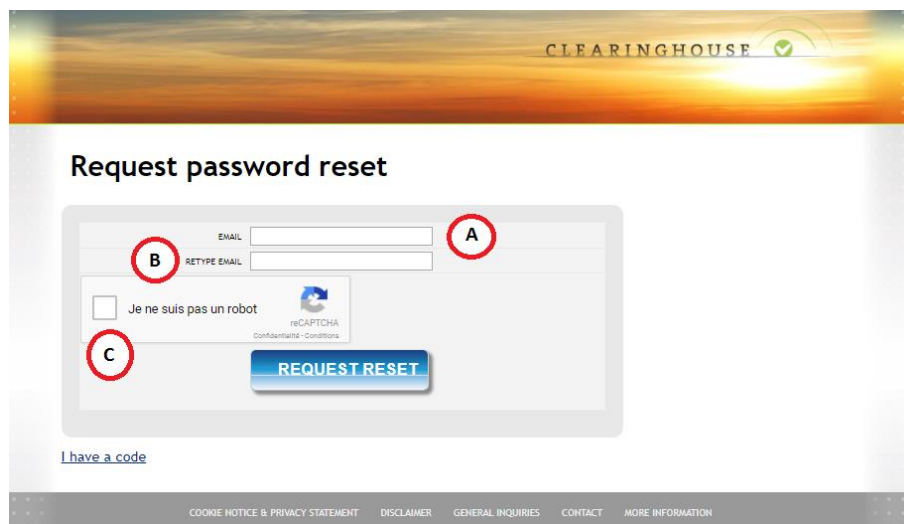
2. Password reset process

To initiate the password reset process, click on the “I forgot my password” button provided on the [Sign In page](#) as shown in the image below:



You will then be required to complete the following fields:

- **Email address (mandatory):** The e-mail address supplied by the contracting party during the registration process (A).
- **Re-type email address (mandatory):** The e-mail address supplied by the contracting party during the registration process. Please make sure this is the same email address as provided in the “Email” field (B).
- **Security token (mandatory):** Re-type the reCAPTCHA (C).





In case both entered email addresses are not identical, you will be requested to re-enter them.

Email addresses are empty or do not match

Request password reset

EMAIL

RETYPE EMAIL

Je ne suis pas un robot

reCAPTCHA
Confidentialité - Conditions

REQUEST RESET

[I have a code](#)

To confirm the password reset, you will need to tick the box of the reCAPTCHA and then press the “Request reset” button.

If successful, you will receive an email as the following one:

Dear

You have asked to reset your password to access the Clearinghouse User Interface and to send you back your user identification.

In order to confirm this request please follow the link here joined: <https://secure.trademark-clearinghouse.com/tmch/public/resetpassword?code=> and confirm your email address. If successful, a second email will be sent to you with your user identification and a temporary password that you will have to change at first login.

In case you did not ask a password reset through the Clearinghouse website, PLEASE DO NOTHING and ignore this email. Your old password and user identification are still valid.

We thank you for your trust.

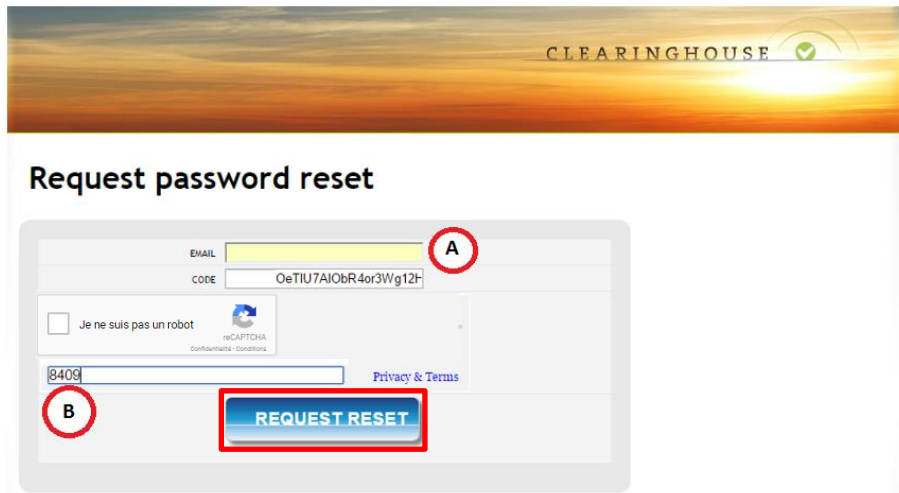
The Clearinghouse

We ask you not to reply to this e-mail address. In case you would have any queries, please visit our website at <https://secure.trademark-clearinghouse.com> and contact our experienced support team through the customer support portal.

This is an authentic e-mail notification from the Clearinghouse Verification Provider, a part of the Trademark Clearinghouse: the central repository for verified brands for the purpose of protecting brands in ICANN's new gTLD program.

The code field is automatically filled in and is a unique ID of the password reset session. You will then be required to complete the other following fields:

- **Email address (mandatory):** The e-mail address supplied by the contracting party during the registration process. **Please make sure this is the same email address as the one with which you requested the password reset (A).**
- **Security token (mandatory):** Re-type the reCAPTCHA (B).



After completing the fields, you must click on the “Request reset” button to confirm.

In case all fields have been completed correctly, you will receive a last email containing your user ID and your new temporary password:

Dear

You have successfully asked to reset your password to access the Clearinghouse.

Please find below your username and temporary password:

Username:

Password:

Please sign in at <https://secure.trademark-clearinghouse.com> and change your password within ten (10) calendar days of receiving this e-mail.

We thank you for your trust.

The Clearinghouse

We ask you not to reply to this e-mail address. Should you have any issues entering the Trademark Clearinghouse interface, please contact us on Belgian business days from 9AM to 6PM CET at +32.26394870.

This is an authentic e-mail notification from the Clearinghouse Verification Provider, a part of the Trademark Clearinghouse: the central repository for verified brands for the purpose of protecting brands in ICANN's new gTLD program.

You must sign in with your temporary password (that has been provided in the last email) and reset your password within 10 calendar days from the date of the e-mail:



Log in with your temporary password.





You will then be requested to create a new password.

YOUR PASSWORD HAS EXPIRED: PLEASE CHANGE YOUR PASSWORD.

CURRENT PASSWORD

NEW PASSWORD

CONFIRM NEW PASSWORD

CHANGE PASSWORD

Password policy

- The password is case-sensitive.
- The password must be made up of at least 8 characters.
- The password must contain at least 4 alphabetic characters.
- The password must contain at least 2 non-alphabetic characters.
- Any character of the password can not be repeated more than 2 times.
- A new password can be used for a period of 91 days. After this period, the user must change it.

Please provide your temporary password here

Once you have clicked on “Change password”, your password has been updated.