


How to reset your password

Trademark Clearinghouse
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A large, stylized graphic of the 'C' logo from the Trademark Clearinghouse, rendered in a light green color with a white checkmark inside. It is positioned in the lower right quadrant of the page.

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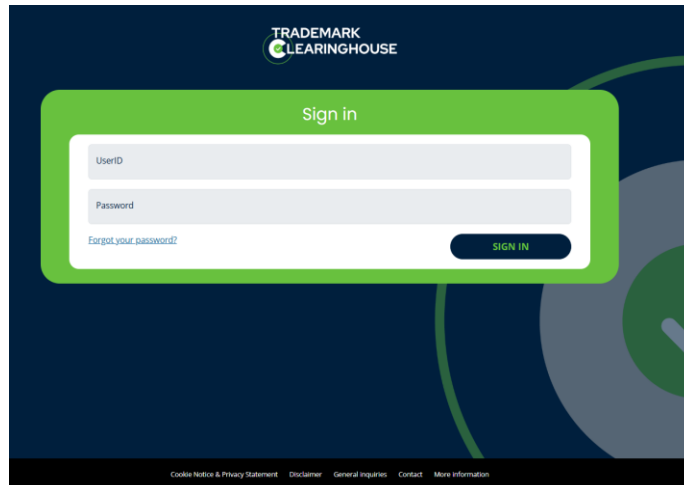
1. Introduction

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



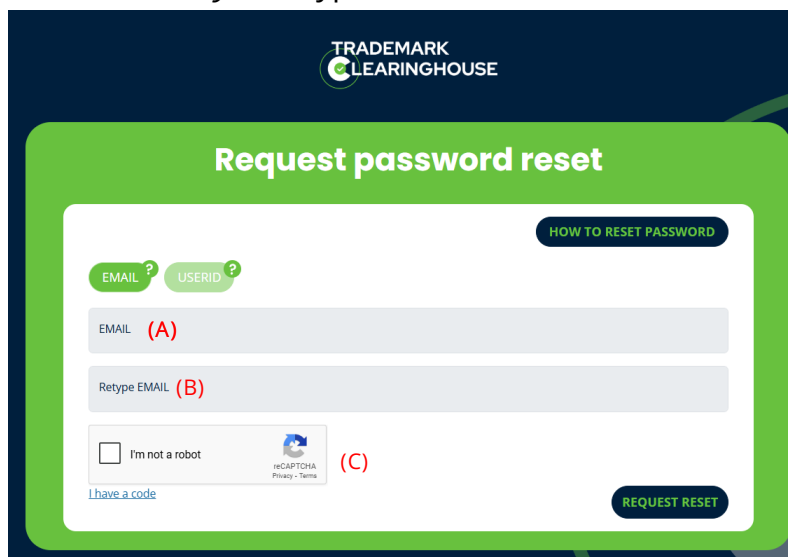
2. Password reset process

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.

The screenshot shows the 'Request password reset' form on the TMCH website. At the top, the 'TRADEMARK CLEARINGHOUSE' logo is visible. A red box highlights an error message: 'Email address field(s) are empty or email address fields do not match'. Below this, the form has two input fields: 'EMAIL' and 'Retype EMAIL'. A red box highlights the reCAPTCHA section, which includes the 'I'm not a robot' checkbox and the reCAPTCHA logo. A 'REQUEST RESET' button is also highlighted with a red box. At the bottom, there are links for 'Cookie Notice & Privacy Statement', 'Disclaimer', 'General Inquiries', 'Contact', and 'More Information'.

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

You can also reset your password by using your USERID

This screenshot shows the 'Request password reset' form with the 'USERID' field highlighted by a red box. The 'EMAIL' field is also highlighted. The 'USERID' field contains the text '(A)'. The reCAPTCHA section is also highlighted with a red box and labeled '(B)'. The 'REQUEST RESET' button is visible at the bottom right. The form includes a 'HOW TO RESET PASSWORD' link at the top right and a 'I have a code' link below the reCAPTCHA section.





- USERID (*mandatory*): The code will be sent to the e-mail address supplied by the contracting party during the registration process .(A)
- Security token (*mandatory*): Re-type the reCAPTCHA (B).

If successful, in both cases, 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.

If you click the link in the email that you received will be redirected to the following page where 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).
- Code: This code will automatically be filled in (B)
- Security token (*mandatory*): Re-type the reCAPTCHA (C).



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.

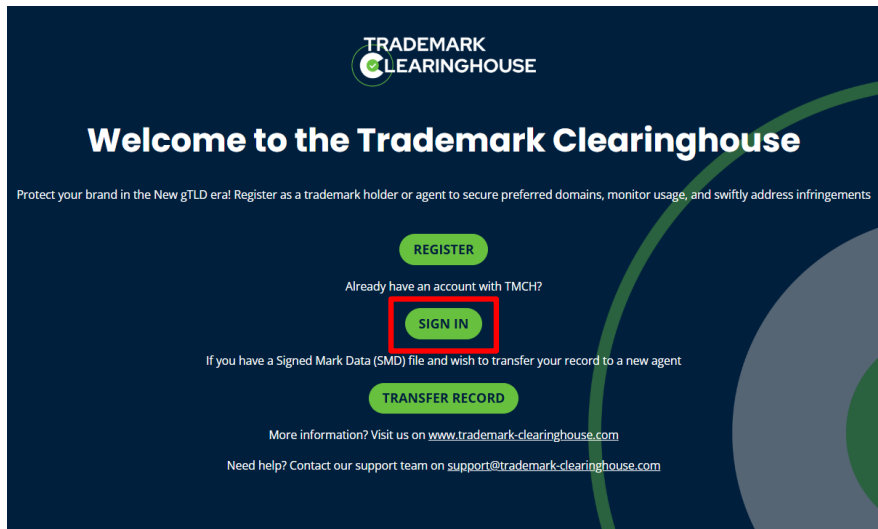
The Clearinghouse

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.

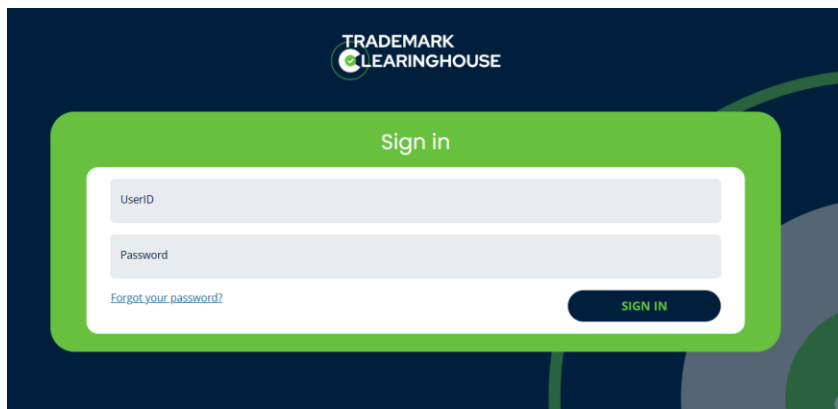
This is an authentic e-mail notification from the Clearinghouse Verification Provider, a part of the Trademark Clearinghouse: the central repository for verified brands for the purpose of protecting brands in ICANN's new gTLD program.

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.

TRADEMARK CLEARINGHOUSE

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 cannot 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.

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

