

How to reset your password

Trademark Clearinghouse 16/04/2025 Version 1.3



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1. Introduction

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



2. <u>Password reset process</u>

To initiate the password reset process, click on the "Forgot your password?" button provided on the <u>Sign In page</u> as shown in the image below:

		EMARK ARINGHOUS	E		
	S	ign in			
UserID					
Password					
Forgot your password?				SIGN IN	
Cookie Notice	& Privacy Statement Disclai	mer General inquiries	Contact More Informat	lon	

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*): You will need to tick the box of the reCAPTCHA and to process the reCAPTCHA. Then press the "Request reset" button" (C).



	ΞE			
Request password reset				
	HOW TO RESET PASSWORD			
EMAIL USERID				
EMAIL (A)				
Retype EMAIL (B)				
I'm not a robot				
Thave a code	REQUEST RESET			

If the email addresses entered do not match, a warning message will be displayed, and you will be required to re-enter the email addresses.

Email address field(s) are empty or email address fields do not match	
Request password reset	
HOW TO RESET PASSWORD	
EMAIL CUSERID	
EMAIL	
Retype EMAIL	
I'm not a robot	



You can also reset your password by using your USERID

Request passwo	ord reset
EMAIL? USERID? USERID (A)	HOW TO RESET PASSWORD
I'm not a robot	REQUEST RESET

- USERID (*mandatory*): Enter the USERID (uID) supplied by TMCH to the contracting party during the registration process. (A)
- Security token (*mandatory*): You will need to tick the box of the reCAPTCHA and to process the reCAPTCHA. Then press the "Request reset" button" (B).
- Note: The temporary password will be sent to the email address provided by the contracting party during registration. This email address is linked to the USERID you entered.



If the email address you entered in the first password reset option, or the USERID you entered in the second password reset option is correct, you will receive an email at the email address you provided during the registration process. The email will look similar to the one shown below.

Dear	
You have asked to reset your password to access the Clearinghouse User Interface and to send y identification.	ou back your user
In order to confirm this request please follow the link here joined: <u>https://secure.trademark-</u> clearinghouse.com/tmch/public/resetpassword?code=!	and confirm your email
have to change at first login.	
In case you did not ask a password reset through the Clearinghouse website, PLEASE DO NOTHIN old password and user identification are still valid.	G and ignore this email. Your
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 or <u>https://secure.trademark-clearinghouse.com</u> and contact our experienced support team through	ur website at h the customer support portal.
This is an authentic e-mail notification from the Clearinghouse Verification Provider, a part of the central repository for verified brands for the purpose of protecting brands in ICANN's new gTLD p	Trademark Clearinghouse: the program.

This email contains a link—please click the provided link. This link will redirect you to a new page where you will need to complete the "Email address" field (A) by entering your email address. Ensure that this is the same email address you used to request the password reset. Afterwards, check the box and complete the reCAPTCHA verification (C). The "Code" field (B), which contains a unique ID for your password reset session, will be automatically pre-filled by TMCH, so no action is required for this field.

Request pa	ssword reset
	HOW TO RESET PASSWORD
email (A)	
Code (B)	
I'm not a robot	
	REQUEST RESET

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:



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.

		E	
	Sign in		
UserID			
Password			
Forgot your password?		SIGN IN	

You will then be requested to create a new password.

			DUSE		
	Your password has expired				
Please provide the temporary password here	Current Password Password policy • The password must contain a • The password must contain a • The password must contain a • Any character of the passwo • A new password can be used	Ve. e up of at least 8 characters. at least 4 alphabetic characters. at least 2 non-alphabetic characters. rd cannot be repeated more than 2 tir i for a period of 91 days. After this per	Confirm New Password CHANGE PASSWORD		

Once you have clicked on "Change password", your password is updated.