



INSELGRUPPE
**Digitally
connected**

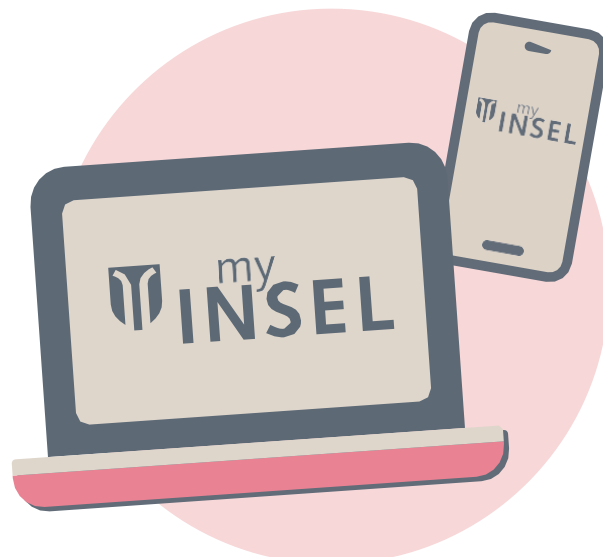
KISS by Epic

Resetting your myInsel password

Forgot your password or want to change it?
Don't worry, you can fix it yourself.

These instructions will guide you through the process step by step.

On the following pages, you will find six simple steps to solve your password problem.



1. Select “Forgot login information” on the login page

- Go to “my-insel.ch” and click on “Login” in the top right-hand corner. The myInsel login page will appear.
- Click on the “Forgot login information” button below the login fields.
- In the next window, select the option “I forgot my password”

2. Enter your username and date of birth

- You will now be redirected to a new page where you will need to enter your username, date of birth and mobile phone number.
- Make sure that the information is correct and click on “Next”.

3. Confirm the two-factor authentication (2FA)

- In the next step, you will be prompted to confirm the two-factor authentication (2FA).
- You can choose how you would like to receive the security code:
 - SMS to your mobile phone.
 - E-mail to the e-mail address held on file for you.
- Select your preferred method and click on “Send code”.

4. Enter the security code

- Once you have received the security code, enter it in the appropriate field.
- Then click on “Confirm”.



5. Create a new password

- You will now be taken to a page where you can set a new password.
- Enter your password in the "Password" field and enter it again in the "Re-enter password" field.

Password guidelines

- At least 8 characters long
 - Upper and lower case letters
 - At least one number
 - At least one special character
 - Previous passwords that you have already used on myInsel will not be accepted.
- Then click on "Next" to confirm the password. You will now be taken to the myInsel homepage.

6. Confirm the password change

- Once you have entered your new password, click on "Confirm".
- You will receive a notification as soon as your password has been successfully changed.

Important note

If you have forgotten your password and have not yet verified your contact e-mail or mobile number, you cannot reset the password yourself. In this case, please contact myInsel Support.

