

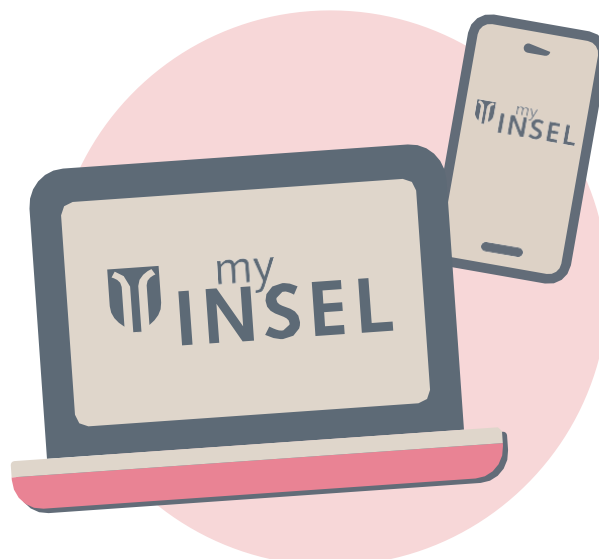


INSELGRUPPE  
**Mit-  
einander  
digital  
verbunden**  
KISS by Epic

## Forgot your myInsel username?

No problem: You can retrieve it yourself.  
Follow the detailed instructions below to complete the process.

On the next page, you'll find three simple steps to recover your username.



## 1. On the login page, select “Forgot login information”

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

## 2. Enter your personal information

- You will be redirected to a new page. Please enter your first name, last name, date of birth, and mobile phone number.
- Make sure the information is correct, then click “Submit”.

## 3. Receive your username via e-mail

- If the information you provided matches a registered myInsel account, your username will be sent to the email address stored in our system.

