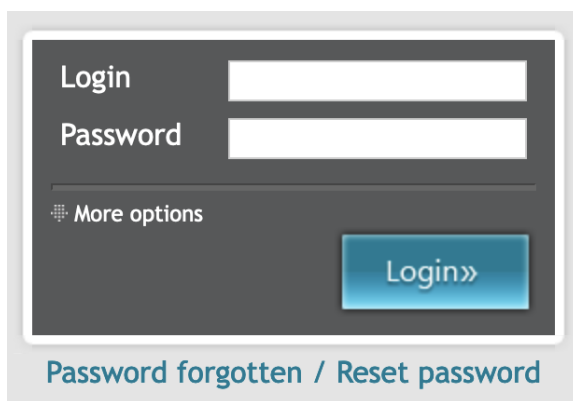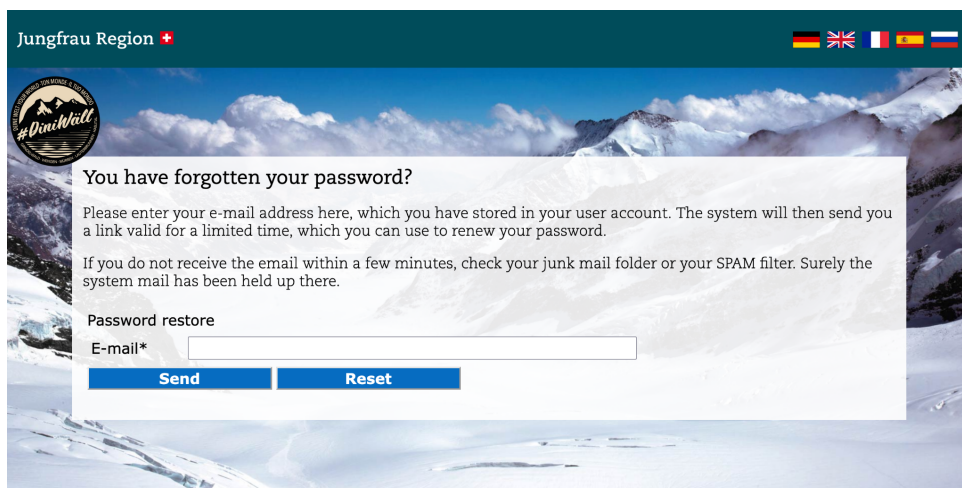# What do I do if I forget my password? forgotten?

If you have forgotten your password, follow these steps:

1. Use the "Forgot & Recover Password" function, just below the login screen.

    (Link for your extranet access: https://www.registration-jungfrauregion.swiss/admin/)

2. Enter the email address you used for your user account.

Click Send.

3. The system will send you a link for assigning a new password by E-Mail.
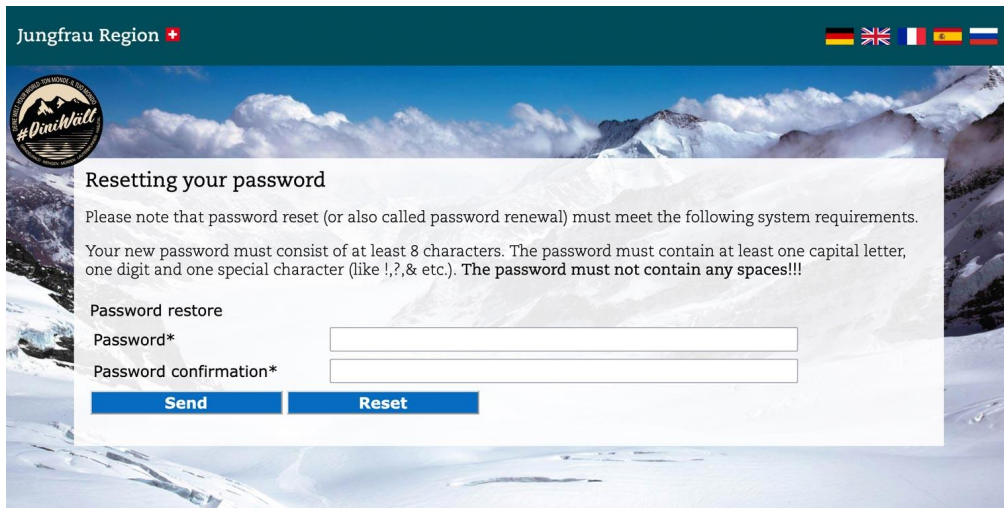
4. Execute the specified link from the E-Mail:

Enter your new desired password under Password and Password confirmation.

Your new password must consist of at least 8 characters. The password must contain at least one capital letter, one digit and one special character (like !,?,& etc.). **The password must not contain any spaces!!!**

Click on "Submit".

5. If the sending of the new password was successful, you will see the following screen:
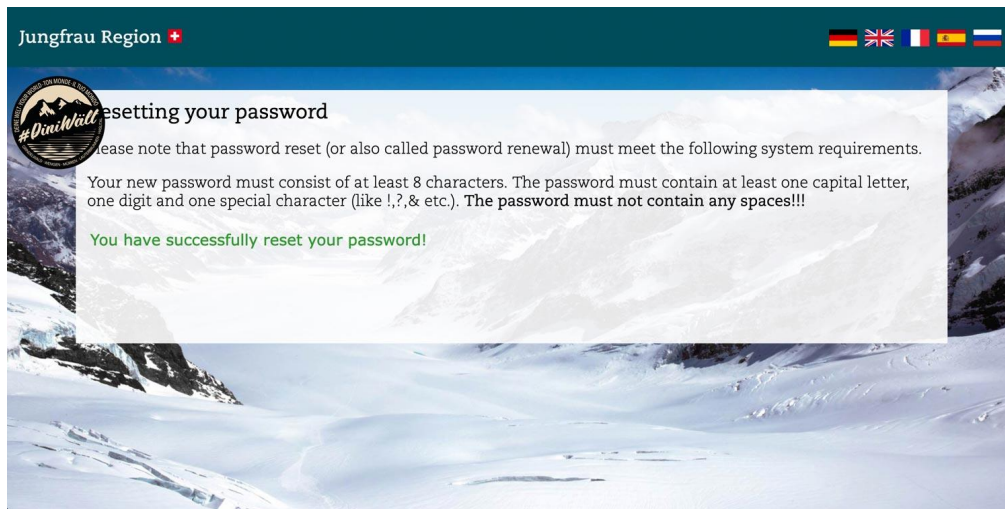
6. You can now log in with your new password.

   Please switch to your extranet access via the following link:

   https://www.registration-jungfrauregion.swiss/admin/