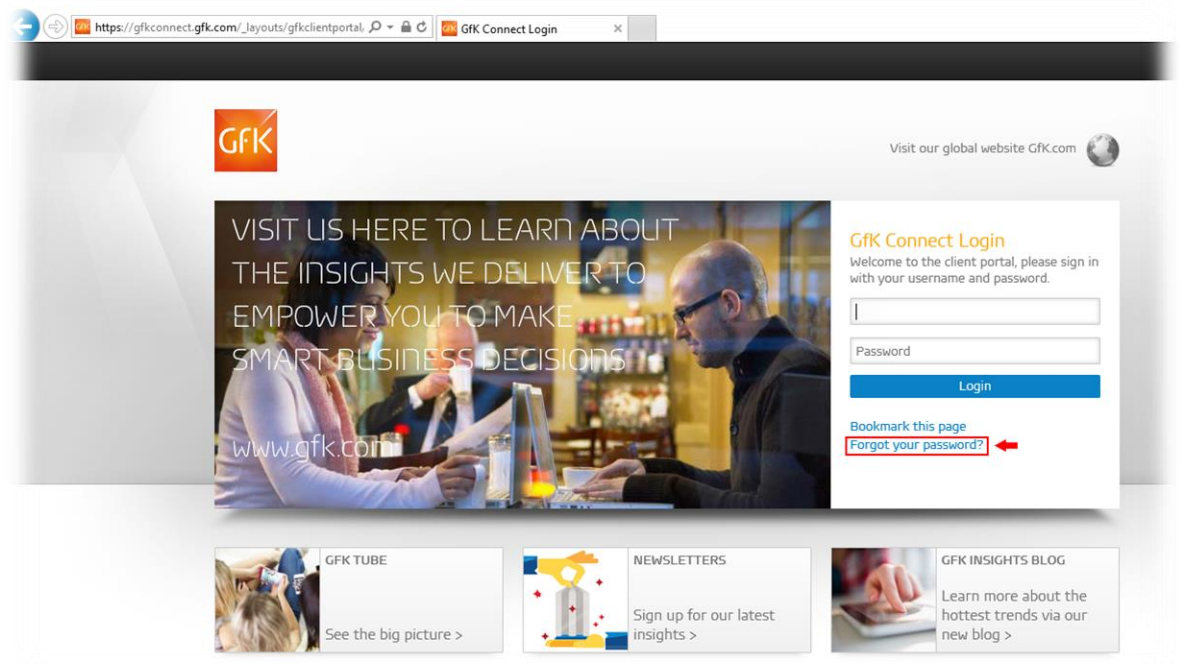


Forgotten password / password change from the GfK Connect login page

There are situations when password needs to be retrieved (usually when you forget your login password), or just changed without logging into GfK Connect.

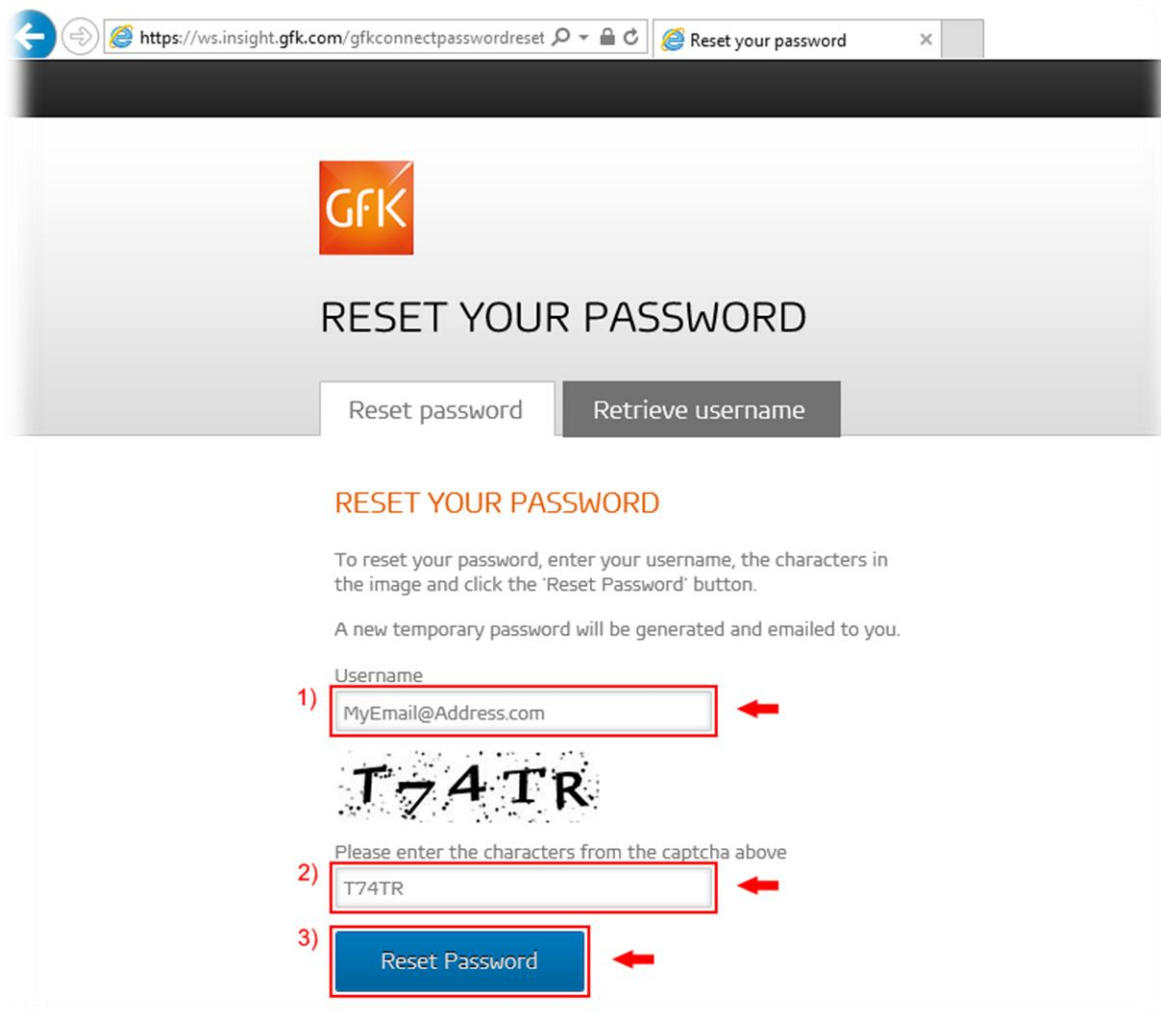
To do so, please follow these few simple steps:

- 1) Go to [GfK Connect login page](https://gfconnect.gfk.com) at <https://gfconnect.gfk.com>.
- 2) On the login page, click on „[Forgot your password?](#)“ label.



- 3) „Reset your password“ page opens. Enter your e-mail address in Username field.

Then fill in the captcha and press „Reset Password“ button.



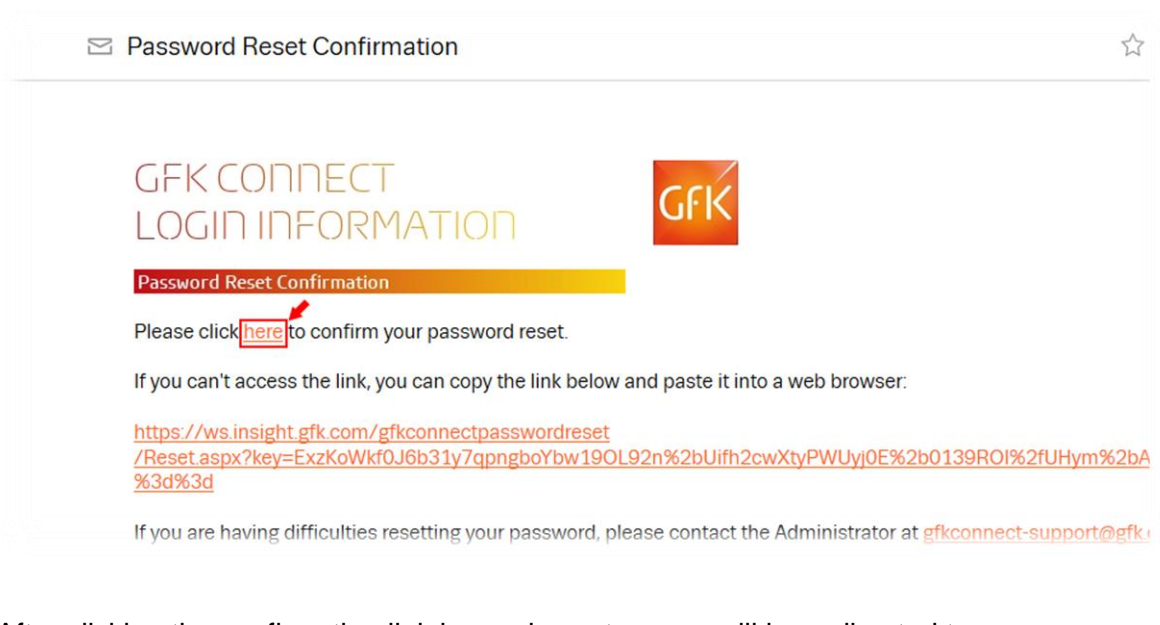
1) MyEmail@Address.com

T74TR

2) T74TR

3) Reset Password

- 4) Now in the next step, please turn your attention to your e-mail mailbox. In a few moments, you should receive message asking for password reset confirmation. Click the link provided in the message to confirm your password reset. *Please note that after clicking the confirmation link, your previous password can't be used to login anymore.*



- 5) After clicking the confirmation link in previous step, you will be redirected to password change page. On this page, please enter new password in both fields, and then confirm the new password via „Change Password“ button. Password strenght indicator serves only informational purpose.

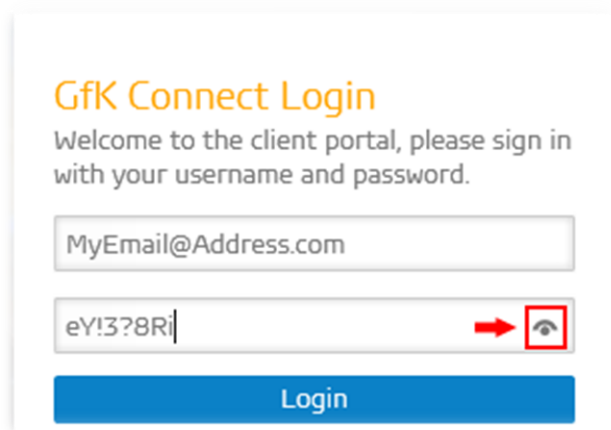
Important note: Please note password constrains listed on the right and apply them to your new password, otherwise the system won't let you through.



<div style="border: 1px solid #ccc; padding: 5px;"> <p>New password</p> <input style="width: 100%; height: 20px;" type="password" value="••••••"/> <p style="text-align: center; background-color: #ffff00; padding: 2px;">53%</p> <p style="text-align: center;">Good</p> <p>Confirm new password</p> <input style="width: 100%; height: 20px;" type="password" value="••••••"/> <p style="text-align: center; background-color: #007bff; color: white; padding: 5px; width: fit-content; margin: 0 auto;">Change Password</p> </div>	<p>Password Constraints:</p> <ul style="list-style-type: none"> • Passwords must be at least 8 characters long. • Password must not resemble the username. • Password string cannot match any of the previously used passwords. <p>The password must contain at least three of the following four character groups:</p> <ul style="list-style-type: none"> • English uppercase characters (A through Z) • English lowercase characters (a through z) • Numerals (0 through 9) • Non-alphabetic characters (such as !, \$, #, %)
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- 6) After changing your password, you are returned to [GfK Connect login page](#). Now you may log in using your e-mail address and new password created in previous step.

Hint: Password might be difficult to write due varied characters used. You may reveal and validate entered password via respective button in password field.



GfK Connect Login
Welcome to the client portal, please sign in with your username and password.

MyEmail@Address.com

eY!3?8Ri  

Login

- 7) You are then redirected to GfK Connect. From now on use the password you created in step 5 for your account.