

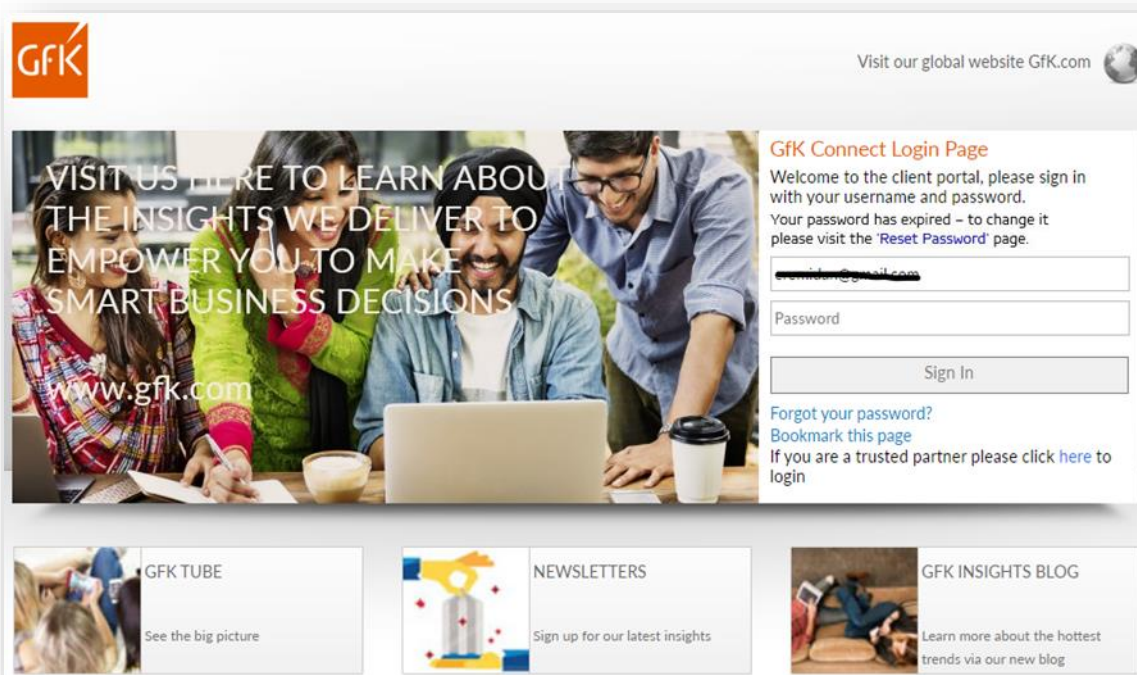
User account password expiration

In accordance with the GfK security guidelines, GfK Connect is limiting password validity interval for client accounts. Each client account password will expire in 90 days. Users will be prompted to change the password (if expired) upon logging in. We are trying to keep this process as user friendly as possible.

In addition, user accounts newly created in User Management tool (UMT) will be prompted to change the system-generated password upon first login. The change also applies for accounts that have the password reset by GfK staff via UMT.

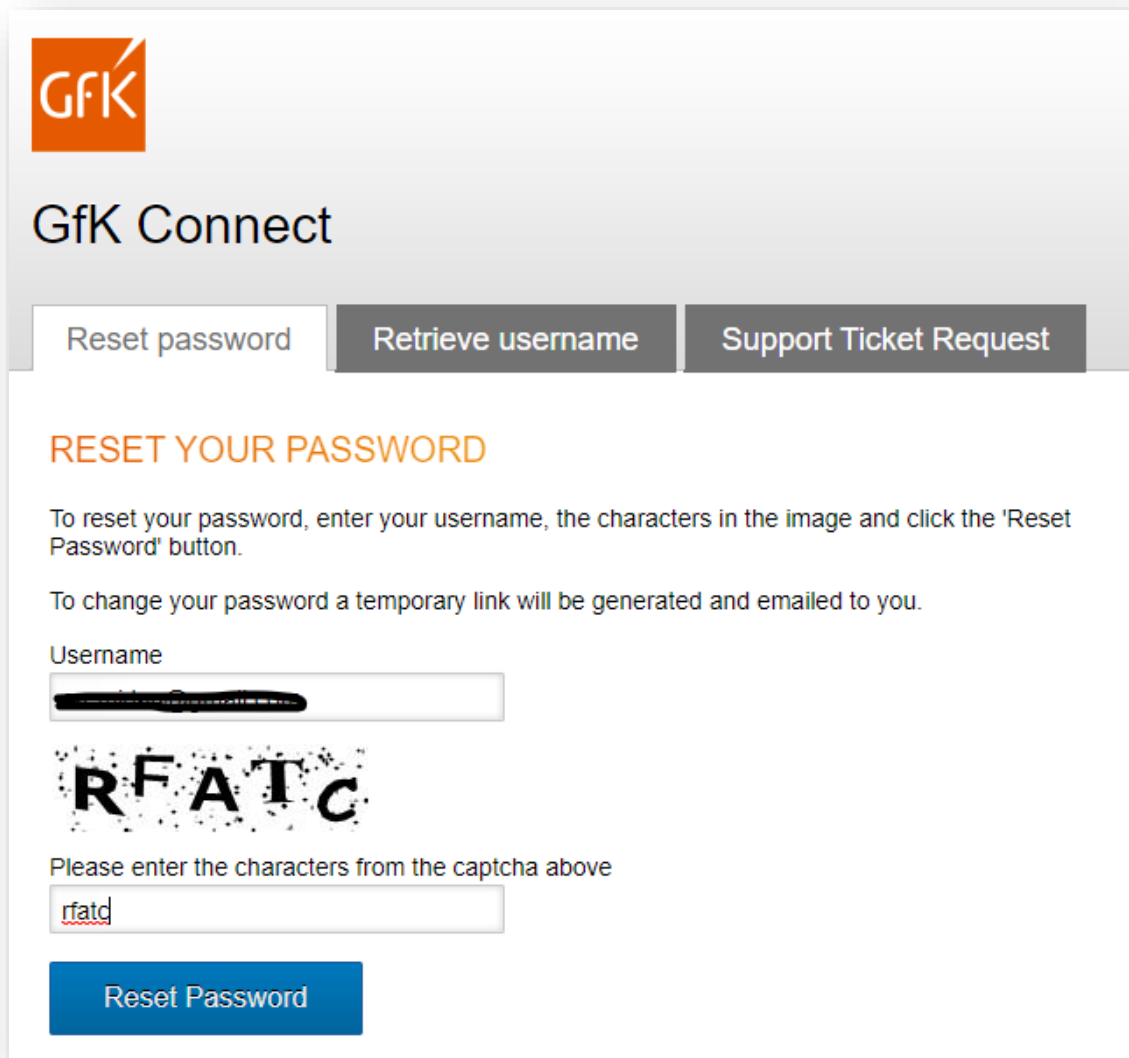
The password change process in steps:


1. Upon login, user gets notified of the expiration of password:



At this moment user needs to either click on the “Reset Password” link in the notification message above login field, or use “Forgot your password?” button. User is then redirected to "Reset password page".

2. The "Reset password page". Fill in the username, and also the captcha.





GfK Connect


[Reset password](#) [Retrieve username](#) [Support Ticket Request](#)

RESET YOUR PASSWORD

To reset your password, enter your username, the characters in the image and click the 'Reset Password' button.

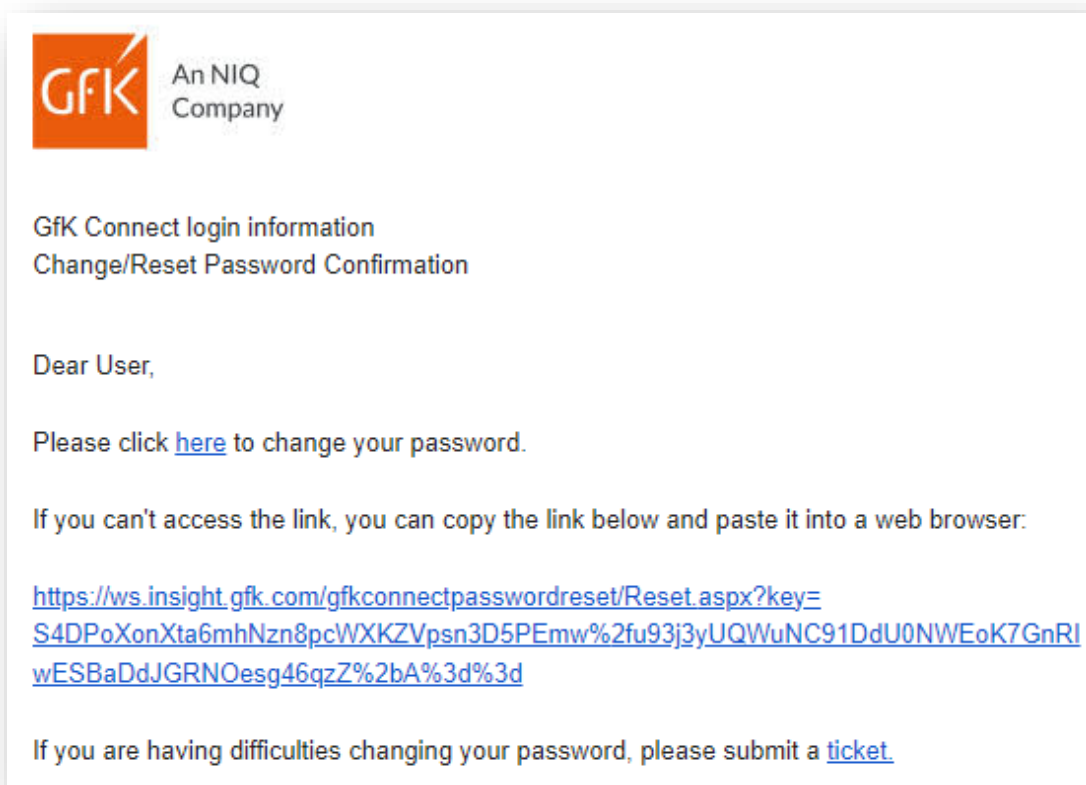
To change your password a temporary link will be generated and emailed to you.

Username

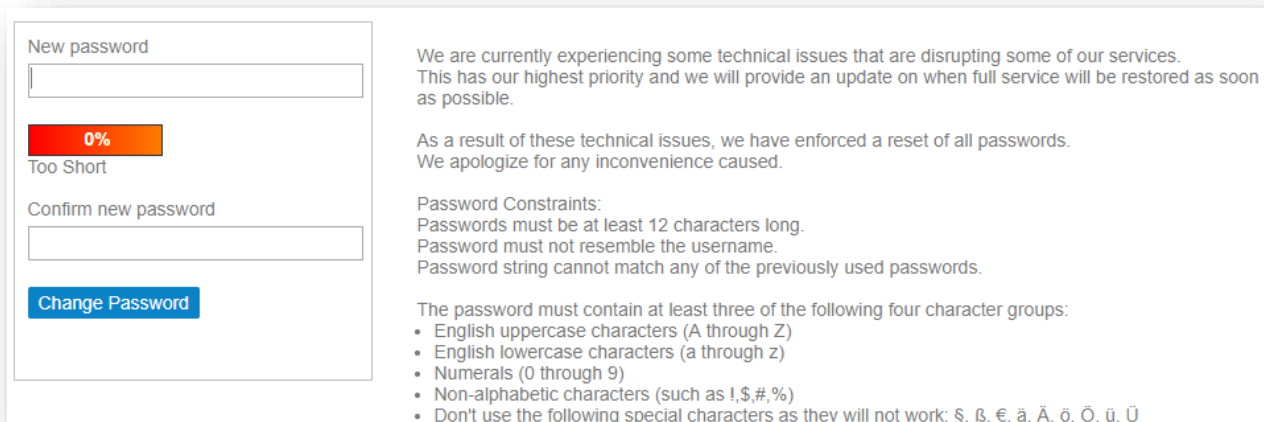


Please enter the characters from the captcha above

3. You will receive an email like this. The link in the mail is valid for 48 hours.



4. Once you use the link from the mail, you will be forwarded to this page for password change. Please make sure to meet the password requirements.



5. Notification will inform you that the password reset process is finished and you may now login with you new password.

New password

0%
Too Short

Confirm new password

Change Password

Password changed successfully.
Click here [to login with new password.](#)

We are currently experiencing some technical issues that are disrupting some of our services. This has our highest priority and we will provide an update on when full service will be restored as soon as possible.

As a result of these technical issues, we have enforced a reset of all passwords. We apologize for any inconvenience caused.

Password Constraints:
Passwords must be at least 12 characters long.
Password must not resemble the username.
Password string cannot match any of the previously used passwords.

The password must contain at least three of the following four character groups:

- English uppercase characters (A through Z)
- English lowercase characters (a through z)
- Numerals (0 through 9)
- Non-alphabetic characters (such as !,\$,#,%)

Don't use the following special characters as they will not work: §, ß, €, ä, Å, ö, Ö, ü, Ü