

LOSING USER ACCOUNT ACCESS DATA

FORGOTTEN PASSWORD

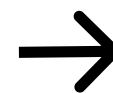
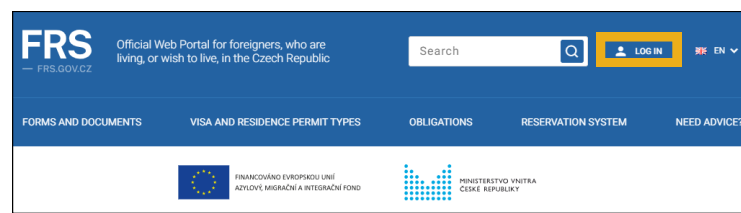
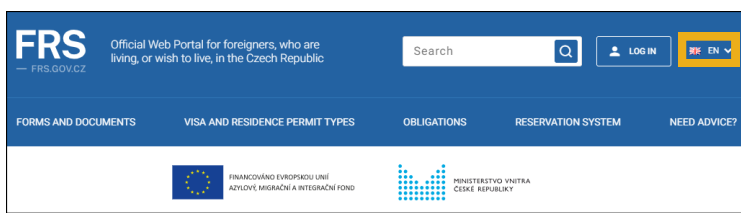
Have you forgotten your access password to your user account on the Information Portal for Foreigners, but **you still have access to the e-mail box to which your user account is registered?**



USE THE PASSWORD RESET OPTION

1

SELECT YOUR LANGUAGE ON THE HOME PAGE, THEN CLICK ON LOG IN. ON THE NEW PAGE CLICK ON FORGOT YOUR PASSWORD?



Login by e-mail

Your e-mail

Your password

LOG IN

CREATE USER ACCOUNT

[Forgot your password?](#)

2

ENTER YOUR E-MAIL ADDRESS. CLICK ON RESET PASSWORD. ENTER THE E-MAIL ADDRESS YOU USED TO CREATE YOUR ACCOUNT.

An e-mail will be sent to the e-mail address you entered with a link to reset your password.

Password reset request

Your email*

RESET PASSWORD

For instructions in case you do not have access to your e-mail box or you do not remember which e-mail address you used to create your account, consult the next page of this guide.

3

CLICK ON THE LINK SENT TO YOUR E-MAIL ADDRESS.

It can take several minutes for an email to be sent.

In a new web browser window sign in to the e-mail address which you provided when you created your user account in step 2.

Pro přístup do Informačního portálu pro cizince:
[si změňte heslo](#)

To access the Information Portal for Foreigners:
[change your password](#)

4

A NEW PAGE WILL OPEN. ENTER YOUR NEW PASSWORD. CONFIRM YOUR PASSWORD BY ENTERING IT AGAIN. CLICK ON SAVE.

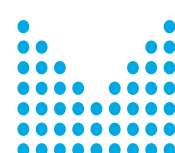
New password must contain: at least 8 characters, one lowercase letter and one uppercase letter and one numeral.

Password*

Confirm your new password*

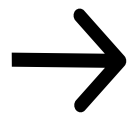
SAVE

You can now log in to your account with your new password.



LOSING ACCESS TO YOUR E-MAIL BOX

Have you created a user account where your personal data has been verified but **you have lost access to your e-mail address** or you do not remember which e-mail address you used to create your user account?



DO NOT CREATE A NEW USER ACCOUNT WITH A DIFFERENT E-MAIL ADDRESS. IT WILL NOT WORK. PLEASE REQUEST THE CANCELLATION OF YOUR USER ACCOUNT BEFORE CREATING A NEW ONE.

You can find more information in [The Rules of the Information Portal for Foreigners](#).

1 DOWNLOAD AND PRINT THE FORM OF APPLICATION FOR CANCELLATION OF AN ACCOUNT.

You should fill in the form using the **Latin alphabet** according to the document reported to the Ministry of the Interior.

Do not forget to sign the form and write the date and place of signature.

IN THE FORM, ENTER THE EMAIL ADDRESS YOU HAVE ACCESS TO.

[The form of application for cancellation of an account](#)



2 DELIVER THE SIGNED FORM TO THE OFFICE OF THE MINISTRY OF THE INTERIOR IN YOUR CATCHMENT AREA.

The form can be delivered **in person, by post or via your own data box** in the format of an authorized conversion.



[Information on submitting documents by post](#)



[Information on submitting documents by data box](#)

3 YOU WILL RECEIVE A CONFIRMATION OF YOUR ACCOUNT CANCELLATION TO THE CONTACT E-MAIL ADDRESS YOU PROVIDED IN THE FORM.

IF YOU RECEIVE A CONFIRMATION OF YOUR ACCOUNT CANCELLATION, YOU CAN RE-CREATE YOUR PROFILE.



[Instructions for creating a user account](#) can be found on the Information Portal for Foreigners.



In case of further questions, contact **the Client Centre for Providing Information to Foreigners:**
+420 974 801 801 / pobyty@mvcz.cz

