

# LOSING USER ACCOUNT ACCESS DATA

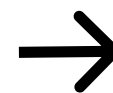
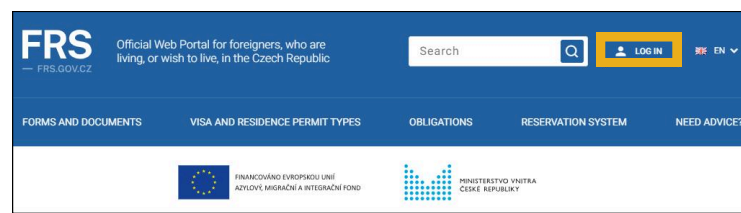
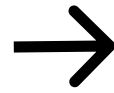
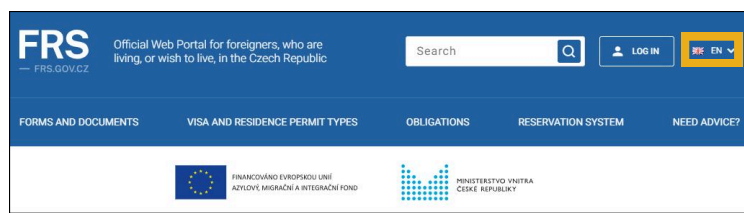
## FORGOTTEN PASSWORD

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\*

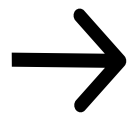
Confirm your new password\*

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@mv.gov.cz**

