



LOST USER ACCOUNT ACCESS DETAILS

FORGOTTEN PASSWORD

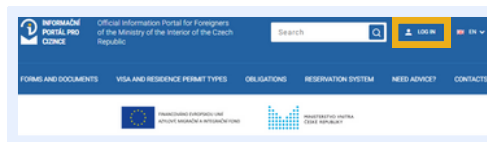
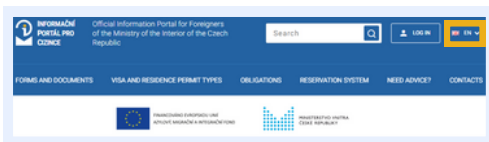
Have you forgotten access password into your verified user account on the Information Portal for Foreigners, and you **still have access into your e-mail address, which you used to register on the portal?**



RESET YOUR PASSWORD

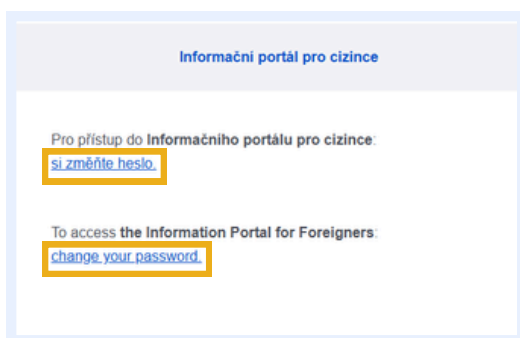
In case you **do not have access** into the e-mail address you used to register or you do not remember which e-mail you used, continue to the next pages of this guide

- 1 At the homepage select your language, then click on **LOG IN**.
At the new page click on **"Forgot your password?"**.



- 2 Enter the e-mail address you used at your registration.
Click on **RESET PASSWORD**.
E-mail with link to the page for password reset will arrive to the e-mail address you entered.

- 3 Log in to your e-mail address you entered in step 2.
Click on the **LINK** in the e-mail that arrived.



- 4 A new browser tab will open.
Enter your **new password**.
Confirm your new password.
Click on **SAVE**.
Now you can log in to your account with your new password.

New password must contain at least: 8 symbols,
1 capital letter, 1 lower case and 1 number.



LOST ACCESS TO E-MAIL ADDRESS

USE OF ELECTRONIC IDENTITY

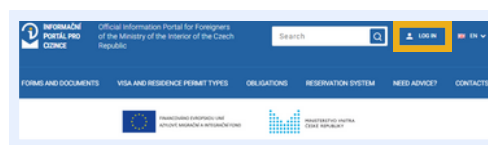
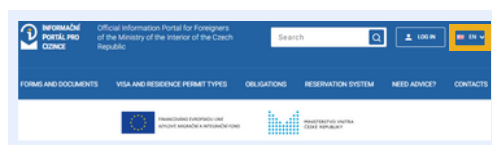
Have you forgotten access password into your verified user account on the Information Portal for Foreigners, and **you do not have access into your e-mail address, which you used to register on the portal?**



LOG IN VIA ELECTRONIC IDENTITY

Logging in using an electronic identity is the **ONLY** way how to change the e-mail address connected to your account. This can only be done **ONCE** and only after the **FIRST** log in using an electronic identity.

- 1 At the homepage select your language, then click on **LOG IN**. At the new page click on **"Login using electronic identity"**.



- 2 Choose your **preferred electronic identity tool** and follow the steps displayed to you.

- 3 After successfully logging in via an electronic identity you will enter page **"Setting access details"**. Enter the **e-mail** you wish to use. Enter a **password**, too. Click on **"Set access details"**. Now, your access details are successfully set.



LOST ACCESS TO E-MAIL ADDRESS

CANCELLATION OF USER ACCOUNT

Have you forgotten access password into your verified user account on the Information Portal for Foreigners, and you **don't have access into your e-mail account, which you used to register on the portal and you have already logged in via electronic identity?**



REQUEST THE CANCELLATION OF YOUR VERIFIED ACCOUNT AND REGISTER AGAIN

More information can be found in [Rules for Using the Information Portal for Foreigners](#).

1 Print and fill in or fill in electronically the **"Request for cancellation of an account"**.

- Fill in the form in **Latin script**
- Fill in the form in accordance with **the documents reported to the Ministry of the Interior**
- Correctly fill in an **e-mail** in each respective space.
- Do not forget to **sign** the form
- Do not forget to fill in the **date** and **place** of signature

In the form fill in the e-mail address you have access into in the correct space!



[Request for cancellation of an account](#)

2 Submit the signed form to the Ministry of the Interior **catchment area office**.

The form is possible to submit:

- in person
- via registered mail
- via personal Data Box in the form of authorized conversion
- via e-mail in the form of authorized conversion with recognized electronic signature



[Submission by Remote means](#)

3 Wait for the **confirmation** of account cancellation.

Dobrý den,

na základě přijaté žádosti byl váš uživatelský účet na Informačním portálu pro cizince zrušen.

S pozdravem Ministerstvo vnitra ČR

Hello,

your user account on the Information Portal for Foreigners has been deleted at your request. Best regards.

Ministry of the Interior of the Czech Republic.

4 **Register again.**

The procedure is same as when you registered for the first time.

Guide on Creating new user account can be found on the Information Portal for Foreigners.



[Creating new user account](#)

In case of other question you can contact the [Client Center for Providing Information to Foreigners](#):
+420 974 801 801 / pobyty@mv.gov.cz



MINISTERSTVO VNITRA
ČESKÉ REPUBLIKY