

HOW TO **RESET PASSWORD** TO ACCESS THE MYTERNA PORTAL

After clicking on the following <u>link</u>, follow these simple steps.

	8
English~	
USERNAME	
PASSWORD	
Password	
Contact us to report any access issues	

1. Click on the link "Forgot your password or your username?"

<image/>	

2. Select the value "Password" from the drop-down menu and click on the "Continue" button

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MyTerna R Username Continue Cancel Contact us to report any access issues	

3. Enter the **Username** and click on the "**Continue**" button

	8
Verification is necessary. u	My Terna Please click Send button. ation code
Continue Contact us to report	Cancel any access issues

4. Click on the "Send verification code" button

	8
Verification code has been sent to your inbox. Please copy it to the input box below.	
Verify code Send new code	
Continue Cancel Contact us to report any access issues	

5. Enter the "Verification code" received at the entered email address and click on the "Verify code" button

Email address verified. You can now continue. u************************************	
Contact us to report any access issues	

6. Click on the "Continue" button

Country/Code	
Phone Number Phone number	
Send Code Call Me	
Cancel Contact us to report any access issues	

 Select your country's/region's area code, enter the phone number you desire to use for device verification and click on the "Send Code" button. Alternatively, in case you click on the "Call Me" button, answer the call and press the # button

exercise exercise	
+39 Enter your verification code below, or <u>Send a new code</u> Verify Code Cancel Contact us to report any access issues	
Enter your verification code below, or <u>Send a new code</u> Verify Code Cancel Contact us to report any access issues	
Verify Code Cancel Contact us to report any access issues	
Contact us to report any access issues	

8. In case of clicking on the "Send Code" button, enter the **Code** received and click on the "**Verify Code**" button

My Terna	
New Password Confirm New Password	
0	
Continue Cancel	
Contact us to report any access issues	

9. Enter the "New Password", confirm it by entering the password again within the field "Confirm New Password" and click on the "Continue" button

Important: the password must contain at least 12 characters, one lowercase letter, one uppercase letter, one number and one symbol. In addition, it must be different from the last four password used.