



Resetting your password after it expires or your account is locked

Resetting your password after it expires

1. If your password has expired or if you have forgotten your password, please do the following: click on the Login page on 'Reset password'.

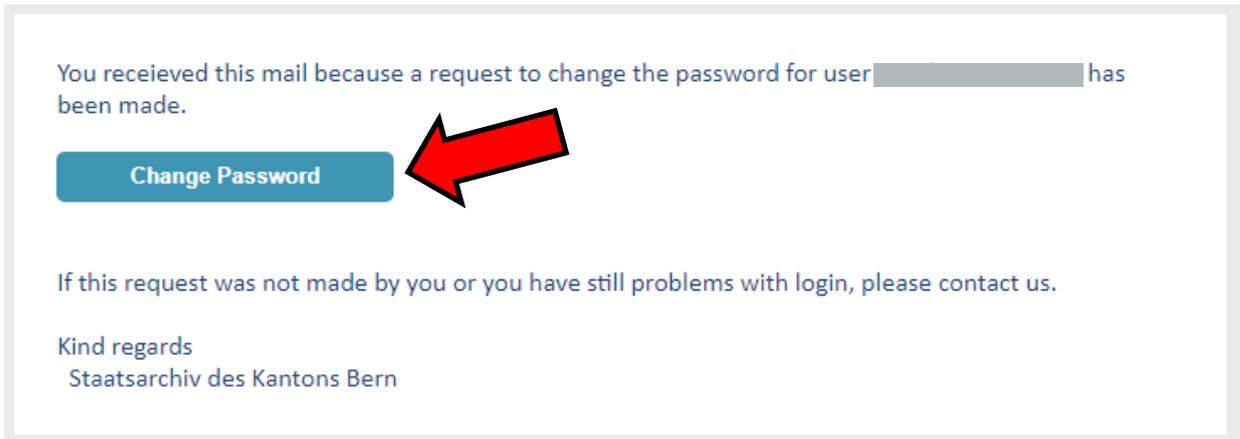
The screenshot shows the login page of the State Archives of Canton Bern. At the top, there is a red navigation bar with 'Canton Bern Home' and 'de fr'. Below it, the site title 'Online inventory of the holdings of the State Archives of Canton Bern Home' is displayed. A navigation menu includes 'Search', 'Last search result', 'Workbooks', 'Shopping cart', and 'Info Corner'. The main content area is titled 'Login' and contains the instruction: 'Please enter your login name and password and press the "Login" button.' There are two input fields: 'Login name (Your e-mail address)' and 'Password'. Next to the 'Login name' field is a link 'Open account', and next to the 'Password' field is a link 'Reset password'. A large red arrow points to the 'Reset password' link. Below the input fields is a 'Login' button. At the bottom, there is a footer with '© Bern Canton Chancellery' and 'Credits Terms and Conditions'.

2. Enter your email address in the first field and the verification code in the second field. The click on 'Reset password'.

The screenshot shows the 'Reset password' page. At the top, there is a red navigation bar with 'Canton Bern Home' and 'de fr'. Below it, the site title 'Online inventory of the holdings of the State Archives of Canton Bern Home' is displayed. A navigation menu includes 'Search', 'Last search result', 'Workbooks', 'Shopping cart', and 'Info Corner'. The main content area is titled 'Reset password' and contains the instruction: 'Please enter your login name and click "Reset password". Password renewing instructions will be sent to you by e-mail.' There are two input fields: 'Login name (Your e-mail address)' and 'Verification Code'. Below the 'Verification Code' field is a CAPTCHA image showing a grid with the characters 'a i o n b j'. A large red arrow points to the 'Reset password' button. At the bottom, there is a footer with '© Bern Canton Chancellery' and 'Credits Terms and Conditions'.



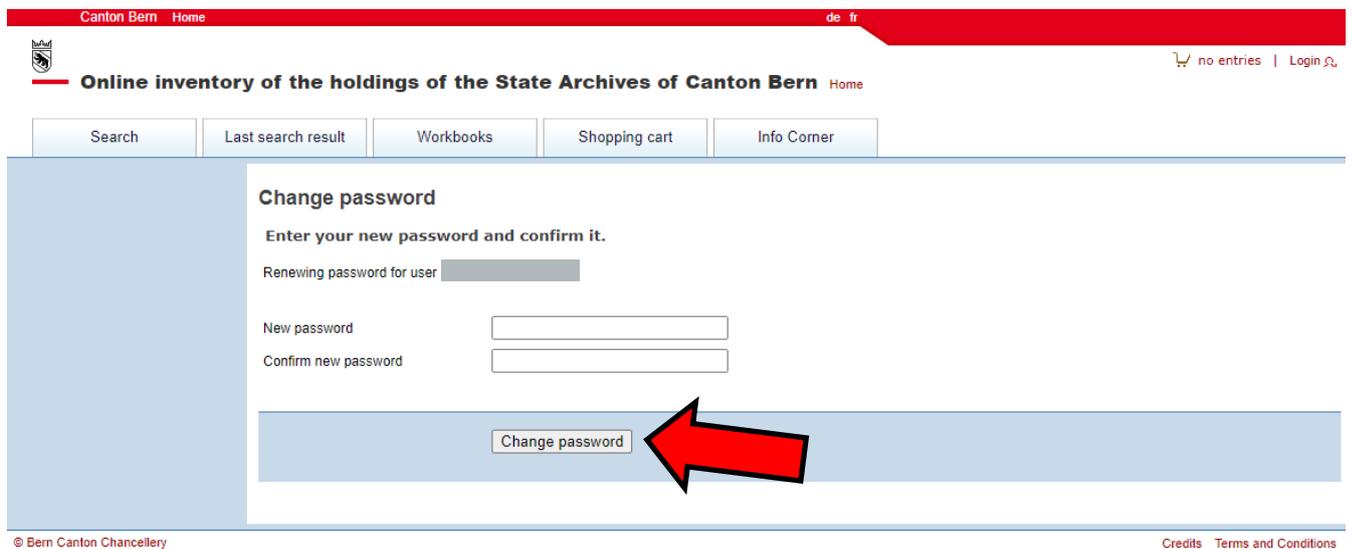
3. A message will be sent to your email address. Click on 'Change password'.



1. Now you can enter a new password. Please note that the password must meet the following criteria:

- At least 8 characters
- Include upper- and lower-case letters
- Include numbers
- Include special characters (e.g. % ? &)
- Do not include spaces

Then click on 'Change password'.



Resetting your password after your account has been locked

1. If the wrong password is entered several times, your account will be locked. Click on 'Unlock account' or on the following ['unlock account'](#) link.

The screenshot shows the top navigation bar with 'Canton Bern Home' and 'de fr'. Below it is the site title 'Online inventory of the holdings of the State Archives of Canton Bern Home'. A navigation menu includes 'Search', 'Last search result', 'Workbooks', 'Shopping cart', and 'Info Corner'. The 'Search' dropdown menu is open, showing 'Full text search', 'Field search', and 'Archive plan search'. A red arrow points from the 'Archive plan search' option to the 'Login' section. The 'Login' section contains a red message: 'Your account is locked. That is because several wrong login attempts were executed. For unlocking account, use this form: [Unlock Account](#)'. The footer includes '© Bern Canton Chancellery' and 'Credits Terms and Conditions'.

2. Enter your email address in the first field and the verification code in the second field. Then click on 'unlock account'.

The screenshot shows the 'Unlock account' form. It includes a header with 'Canton Bern Home' and 'de fr', and the site title 'Online inventory of the holdings of the State Archives of Canton Bern Home'. The navigation menu is the same as in the previous screenshot. The form title is 'Unlock account'. Below the title is a message: 'Please enter your login name and click "Unlock account". If this email address exists, you will receive a link to unlock your account.' There are two input fields: 'Login name (Your e-mail address)' and 'Verification Code'. Below the 'Verification Code' field is a CAPTCHA image showing the characters 'f a d t g p' on a grid. At the bottom of the form is a button labeled 'Unlock account'. The footer includes '© Bern Canton Chancellery' and 'Credits Terms and Conditions'.

3. A message will be sent to your email address. Click on 'Unlock account'.

The screenshot shows an email notification. The text reads: 'You received this mail because a request to unlock the account for user [redacted] has been made.' Below this text is a blue button labeled 'Unlock Account'. A red arrow points from the button to the right. Below the button is the text: 'If this request was not made by you or you have still problems with the login, please contact us.' At the bottom, it says 'Kind regards Staatsarchiv des Kantons Bern'.

You can then enter a new password by following the [oben](#) instructions on resetting your password.