



How to reset your password for the **TMCH Support page**

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1. Introduction

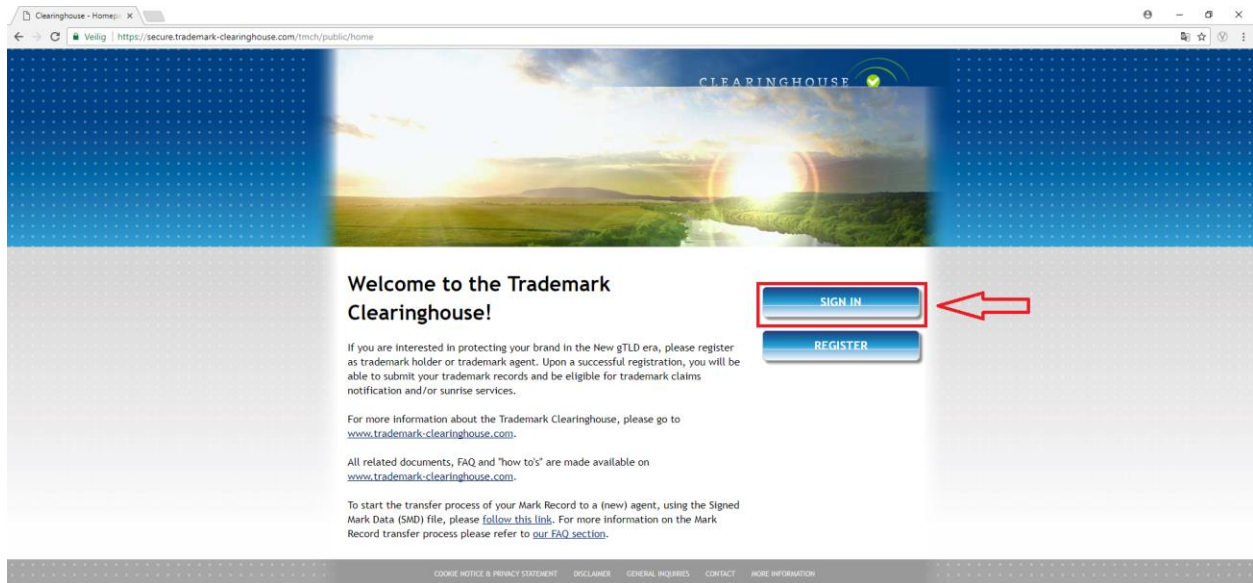
This guide will provide guidelines on how to reset your password for the Support page.

The log in for the TMCH web portal and the TMCH Support page have separate log in credentials. Whenever you log in to the TMCH website and want to access Support, you will need to log in again using the same credentials. Additionally, when you have recently reset your password for the TMCH website, you will need to reset your password on the support page as well.

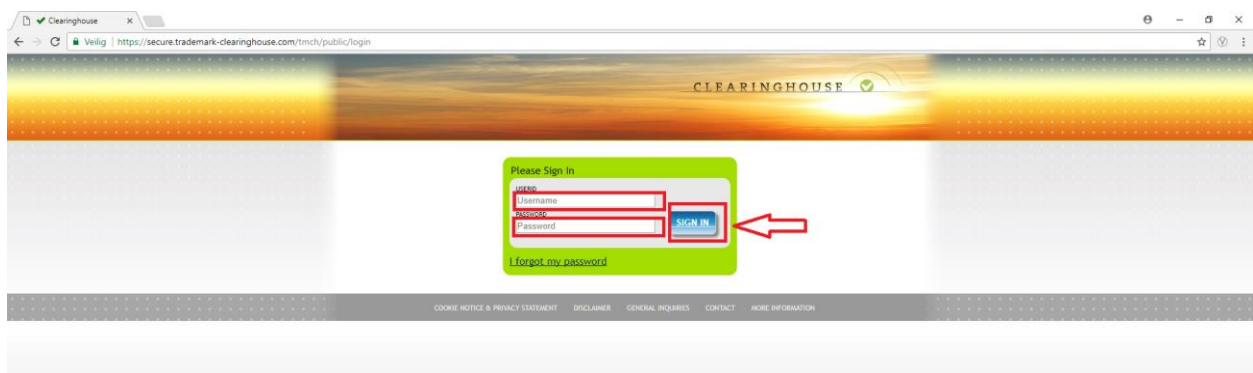
2. Logging in to the TMCH web portal

Go to the TMCH web portal via the following link: <https://secure.trademark-clearinghouse.com/tmch/public/home>

Press the “Sign In” button. To log in to your account.



Enter your user credentials (uID and password) and click the “sign in” button.



Once you are logged in, the following page will be visible where you have a button to go to the Support page.

3. Going to the TMCH Support page

Press the “GET SUPPORT” button on the TMCH web portal.

To go directly to this page, use the following link: <https://maximo.trademark-clearinghouse.com/tmch/public/loginform>



You are referred to the TMCH Support page where you will need to log in again by entering your uid and password.



To reset your password, follow the steps below.

Note that in case you have recently changed or reset your password via the TMCH web portal (for example because you forgot your password), you will need to do the same for the TMCH Support page.

As described above, your user credentials for the TMCH web portal and TMCH Support page are no longer linked. A change in password on the TMCH web portal will not cause a change in password on the TMCH Support page.

4. Resetting your password for the support page.

Press the “I forgot my password” link on the TMCH Support login page.



You are referred to the following page where you will need to enter your email address (twice) and the captcha code. After that, press the “Request reset” button after which you will be redirected to a “thank you” page and receive an email.



“Thank you” page:



The email:

 noreply@trademark-clearinghouse.com
Forgot uid/password process - confirmation and reset password link
To: noreply@trademark-clearinghouse.com
Signed By: noreply@trademark-clearinghouse.com

Dear

You have asked to reset your password to access the Clearinghouse Support Portal and to send you back your user identification.

In order to confirm this request please follow the link here joined <https://maximo.trademark-clearinghouse.com/tmch/public/resetpassword?code=...> and confirm your email address. If successful, a second email will be sent to you with your user identification and a temporary password that you will have to change at first login.

In case you did not ask a password reset through the Clearinghouse website, PLEASE DO NOTHING and ignore this email. Your old password and user identification are still valid.

We thank you for your trust.

The Clearinghouse

We ask you not to reply to this e-mail address. In case you would have any queries, please visit our website at <https://maximo.trademark-clearinghouse.com/maximo> and contact our experienced support team through the customer support portal.

This is an authentic e-mail notification from the Clearinghouse Verification Provider, a part of the Trademark Clearinghouse: the central repository for verified brands for the purpose of protecting brands in ICANN's new gTLD program.

Click the link you received in your email or copy the link and paste this into your browser (Chrome, FireFox, Edge, Internet Explorer, etc.).

The link highlighted in the red box in the screenshot above is an example.

Note that the three dots at the end of the link in the above example represent a unique code that is only applicable to your email. Please make sure you copy paste the entire link including the unique code.

You will be redirected to the following page:

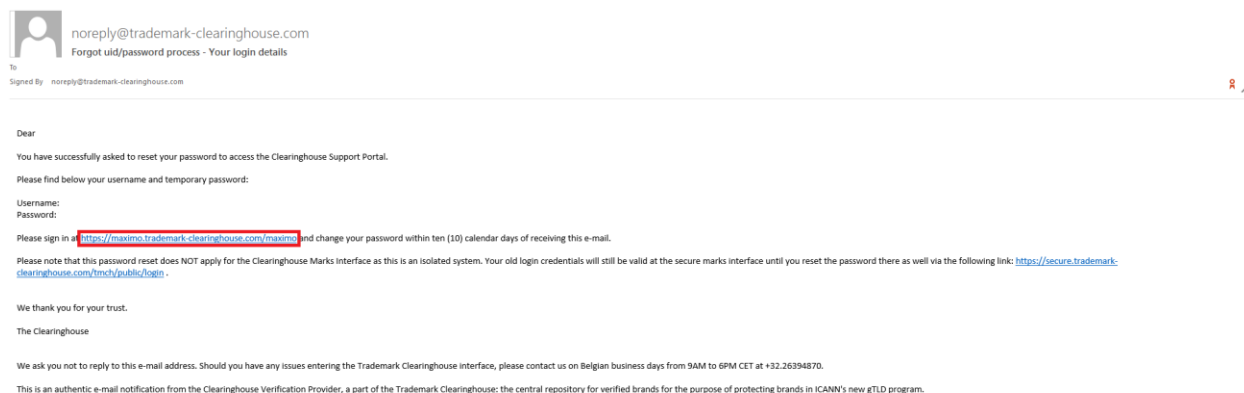


The screenshot shows a web browser window with the URL <https://maximo.trademark-clearinghouse.com/tmch/public/resetpassword?code=...>. The page has a header with the Clearinghouse logo. The main content area is titled 'Request password reset'. It contains a form with two input fields: 'Email' and 'CODE'. The 'CODE' field is pre-filled with 'EXAMPLE_EXAMPLE_EXAMPLE'. Below the form is a 'REQUEST RESET' button. A red box highlights the 'REQUEST RESET' button, and a red arrow points to it.

Here you will need to re-enter your email-address (the same as you filled in before) and fill in the captcha code. The “code” field, below the “email” field, will already be pre-filled (as shown on the screenshot), with your unique code. Once you press the “Request reset” button a second email will be sent to your email address and you will be referred to the below “thank you” page.

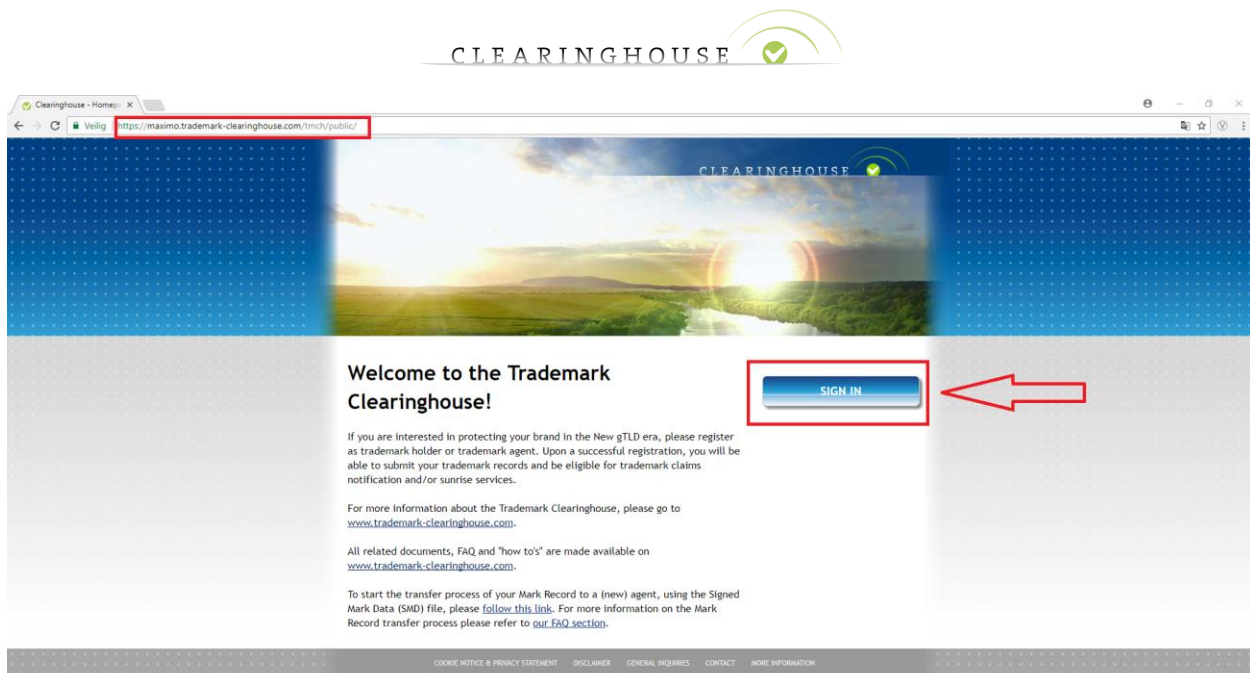


Once you have received the email, you will need to follow similar steps as with the first email you received.

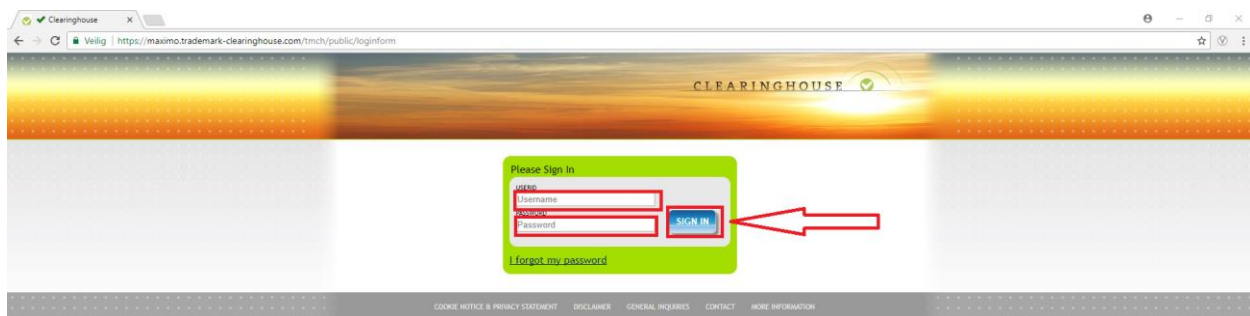


The email will contain your uid and a temporary password that is valid only upon first login. You will automatically be requested to change your password once you login.

Click the link you received in your email or copy the link and paste this into your browser (Chrome, FireFox, Edge, Internet Explorer, etc.).



Press the “Sign in” button and you will be redirected to the log-in page where you can enter the uID and password received via the email mentioned above.



Once you have entered your credentials (uID and password), click the “Sign in” button to log in to the TMCH support page.

You will automatically be requested to change your password once you login.

YOUR PASSWORD HAS EXPIRED: PLEASE CHANGE YOUR PASSWORD.

CURRENT PASSWORD
Current Password

NEW PASSWORD
New Password

CONFIRM NEW PASSWORD
Confirm New Password

CHANGE PASSWORD

Password policy

- The password is case-sensitive.
- The password must be made up of at least 8 characters.
- The password must contain at least 4 alphabetic characters.
- The password must contain at least 2 non-alphabetic characters.
- Any character of the password can not be repeated more than 2 times.
- A new password can be used for a period of 91 days. After this period, the user must change it.

COOKIE NOTICE & PRIVACY STATEMENT DISCLAIMER GENERAL INQUIRIES CONTACT MORE INFORMATION

Fill in your “current password” (from the email you received), and enter a new password (twice).

After clicking “Change password”, you will be referred to the support page.