



## WHO Global Network for Age-friendly Cities and Communities

### Problems logging in: Frequently Asked Questions

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**Q: I lost my password. What should I do?**

A: You can reset your password here:  
<https://extranet.who.int/agefriendlyworld/lostpassword/> Please note you must have access to the email address which was used to register your Network Application.

**Q: I can't login with the details that came with the membership confirmation email. What do I do?**

A: Please verify that you are entering your username and password exactly as they have been written in your email, paying particular attention to capital letters and spaces. If it still does not work, please double check with your team – someone may already have logged in and set a new password for your account. If you continue to have problems, you can reset your password at this link:  
<https://extranet.who.int/agefriendlyworld/lostpassword/>  
You must have access to the email address used to register your Network Application.

**Q: I want to change my password. How can I do this?**

A: Once logged in, an Edit Profile link will be available on the top right of every page. Clicking this will take you to a page where you can enter a new password, along with changing any other details of your profile. Once you are happy with your new password, press "Save Changes" to finalise the change.

A screenshot of a profile editing form. The 'Password' field is highlighted with a red box and contains a red arrow labeled '1.' pointing to the password input area. Below the password field is a message 'Password strength unknown'. The 'Biographical Information' section has a text area with the prompt 'Share a little biographical information to fill out your profile.' On the right side, there are fields for 'Position' and 'Organization'. Below these is a 'Picture' section with a placeholder image and an 'Update Picture' button. At the bottom right, the 'Save Changes' button is highlighted with a red box and a red arrow labeled '2.' points to it.