



## 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 correctly, paying particular attention to capital letters and spaces. If it still does not work, please double check with your team – someone may 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.



**Password** ( Fill it only if you want to change your password )

\*\*\*\*\* 1.

Password strength unknown

**Biographical Information**

Share a little biographical information to fill out your profile.

Position

Organization

**Picture**

Update Picture

2.

Save Changes