Have you forgotten your access password to your user account on the Information Portal for Foreigners, but you still have access to the e-mail box to which your user account is registered?

→ USE THE PASSWORD RESET OPTION

1. SELECT YOUR LANGUAGE ON THE HOME PAGE, THEN CLICK ON LOG IN. ON THE NEW PAGE CLICK ON FORGOT YOUR PASSWORD?

2. ENTER YOUR E-MAIL ADDRESS. CLICK ON RESET PASSWORD. ENTER THE E-MAIL ADDRESS YOU USED TO CREATE YOUR ACCOUNT.
An e-mail will be sent to the e-mail address you entered with a link to reset your password.

For instructions in case you do not have access to your e-mail box or you do not remember which e-mail address you used to create your account, consult the next page of this guide.

3. CLICK ON THE LINK SENT TO YOUR E-MAIL ADDRESS.
It can take several minutes for an email to be sent.

In a new web browser window sign in to the e-mail address which you provided when you created your user account in step 2.

4. A NEW PAGE WILL OPEN. ENTER YOUR NEW PASSWORD. CONFIRM YOUR PASSWORD BY ENTERING IT AGAIN. CLICK ON SAVE.

New password must contain: at least 8 characters, one lowercase letter and one uppercase letter and one numeral.

You can now log in to your account with your new password.
LOSING ACCESS TO YOUR E-MAIL BOX

Have you created a user account where your personal data has been verified but you have lost access to your e-mail address or you do not remember which e-mail address you used to create your user account?

You can find more information in The Rules of the Information Portal for Foreigners.

1. **DOWNLOAD AND PRINT THE FORM OF APPLICATION FOR CANCELLATION OF AN ACCOUNT**

   You should fill in the form using the Latin alphabet according to the document reported to the Ministry of the Interior.

   Do not forget to sign the form and write the date and place of signature.

   **IN THE FORM, ENTER THE EMAIL ADDRESS YOU HAVE ACCESS TO.**

2. **DELIVER THE SIGNED FORM TO THE OFFICE OF THE MINISTRY OF THE INTERIOR IN YOUR CATCHMENT AREA.**

   The form can be delivered in person, by post or via your own data box in the format of an authorized conversion.

3. **YOU WILL RECEIVING A CONFIRMATION OF YOUR ACCOUNT CANCELLATION TO THE CONTACT E-MAIL ADDRESS YOU PROVIDED IN THE FORM.**

   **IF YOU RECEIVE A CONFIRMATION OF YOUR ACCOUNT CANCELLATION, YOU CAN RE-CREATE YOUR PROFILE.**

   Instructions for creating a user account can be found on the Information Portal for Foreigners.

   In case of further questions, contact the Client Centre for Providing Information to Foreigners:

   +420 974 801 801 / pobyty@mvcr.cz

   **MINISTERSTVÍ VNÍTRA ČEŠKÉ REPUBLIKY**