

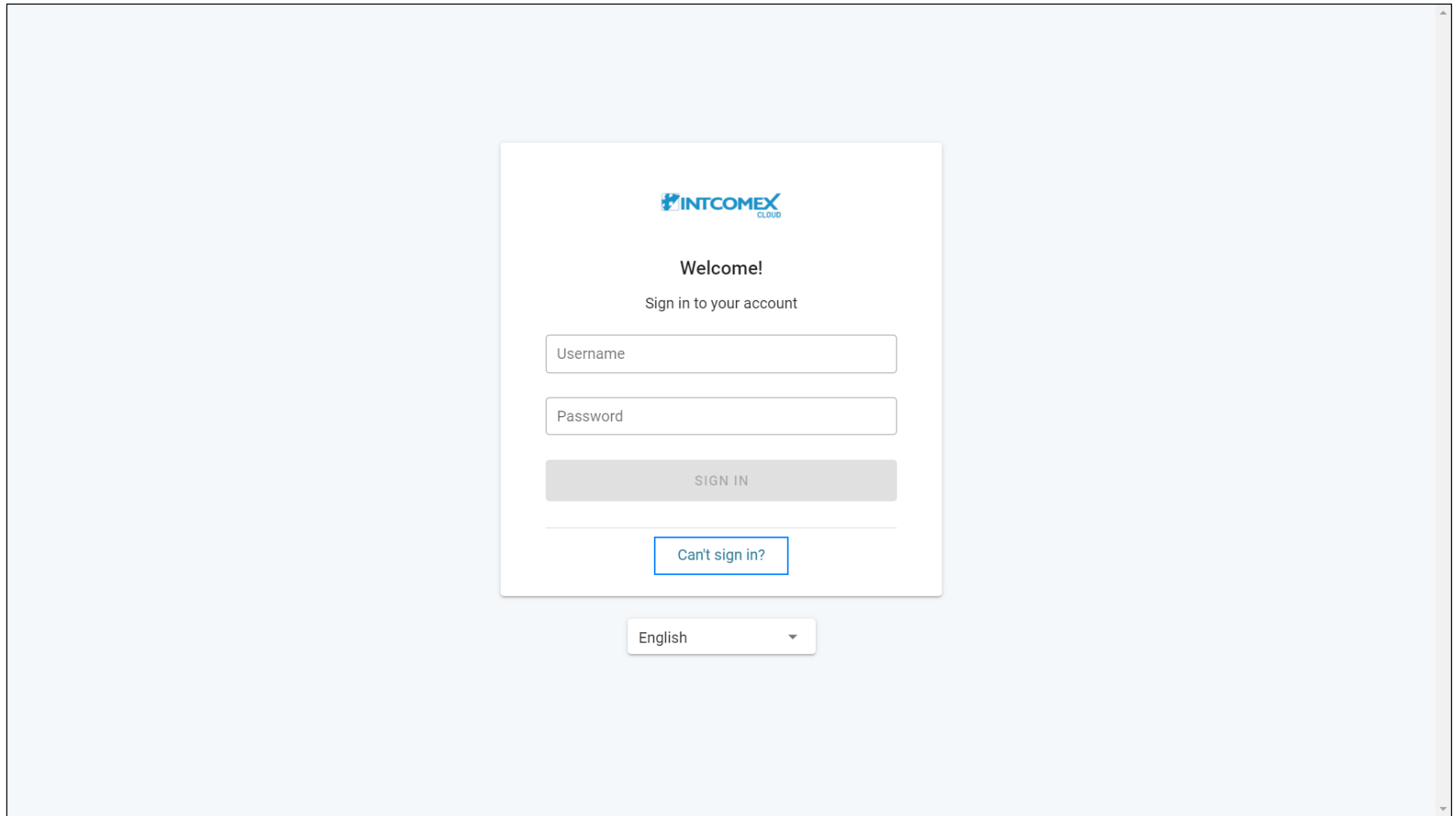
How to reset a user's credentials on the Intcomex Cloud Platform (ICP)



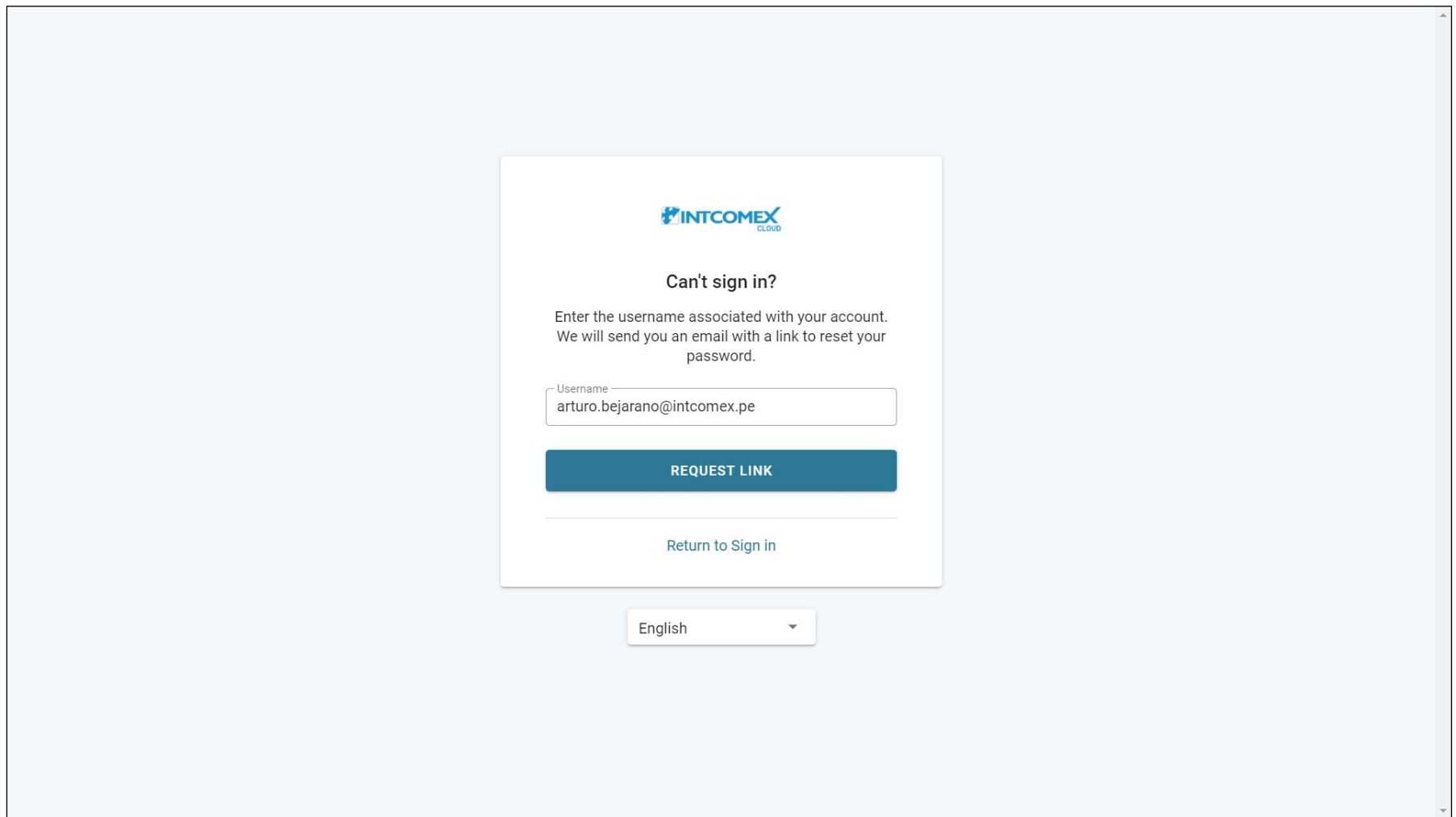
How to reset a user's credentials

Intcomex Cloud Platform

Log in to the Intcomex Cloud Platform (ICP) portal, where the URL link will vary depending on your country. Then, click on the '**Can't sign in?**' link at the bottom of the screen.

The image shows a login interface for the Intcomex Cloud Platform. It features a central white card on a light blue background. At the top of the card is the Intcomex Cloud logo. Below the logo, the text 'Welcome!' is displayed, followed by 'Sign in to your account'. There are two input fields: 'Username' and 'Password'. Below these fields is a grey 'SIGN IN' button. At the bottom of the card, there is a blue-outlined button labeled 'Can't sign in?'. Below the card, there is a language selector dropdown menu currently set to 'English'.

Enter the username you usually use to log into the Intcomex Cloud Platform portal. Then, click on the '**REQUEST LINK**' button.



The screenshot shows a web browser window with a light blue background. In the center is a white rectangular box containing the Intcomex Cloud logo at the top. Below the logo, the text "Can't sign in?" is displayed in bold. Underneath, a message states: "Enter the username associated with your account. We will send you an email with a link to reset your password." A text input field labeled "Username" contains the email address "arturo.bejarano@intcomex.pe". Below the input field is a blue button with the text "REQUEST LINK". At the bottom of the white box is a link that says "Return to Sign in". Below the white box, centered, is a language selection dropdown menu showing "English" with a downward arrow.

INTCOMEX
CLOUD

Can't sign in?

Enter the username associated with your account.
We will send you an email with a link to reset your password.

Username
arturo.bejarano@intcomex.pe

REQUEST LINK

[Return to Sign in](#)

English ▼

A message will appear confirming that a password reset email has been sent to the user's associated ICP email address.



Password reset email sent

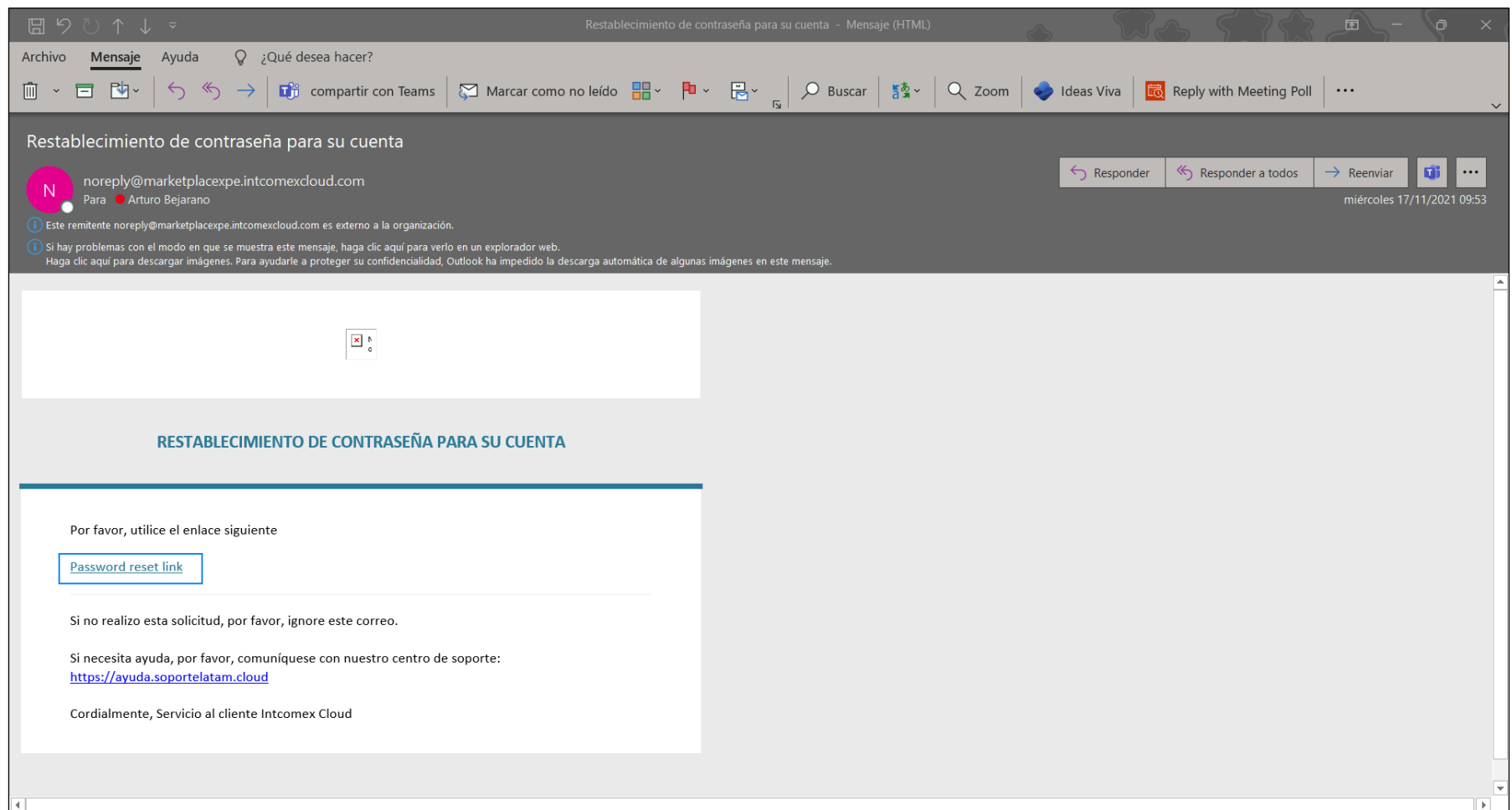


An email has been sent to the email address associated with **arturo.bejarano@intcomex.pe**
Click the link in the email to reset your password

[Return to Sign in](#)

English ▼

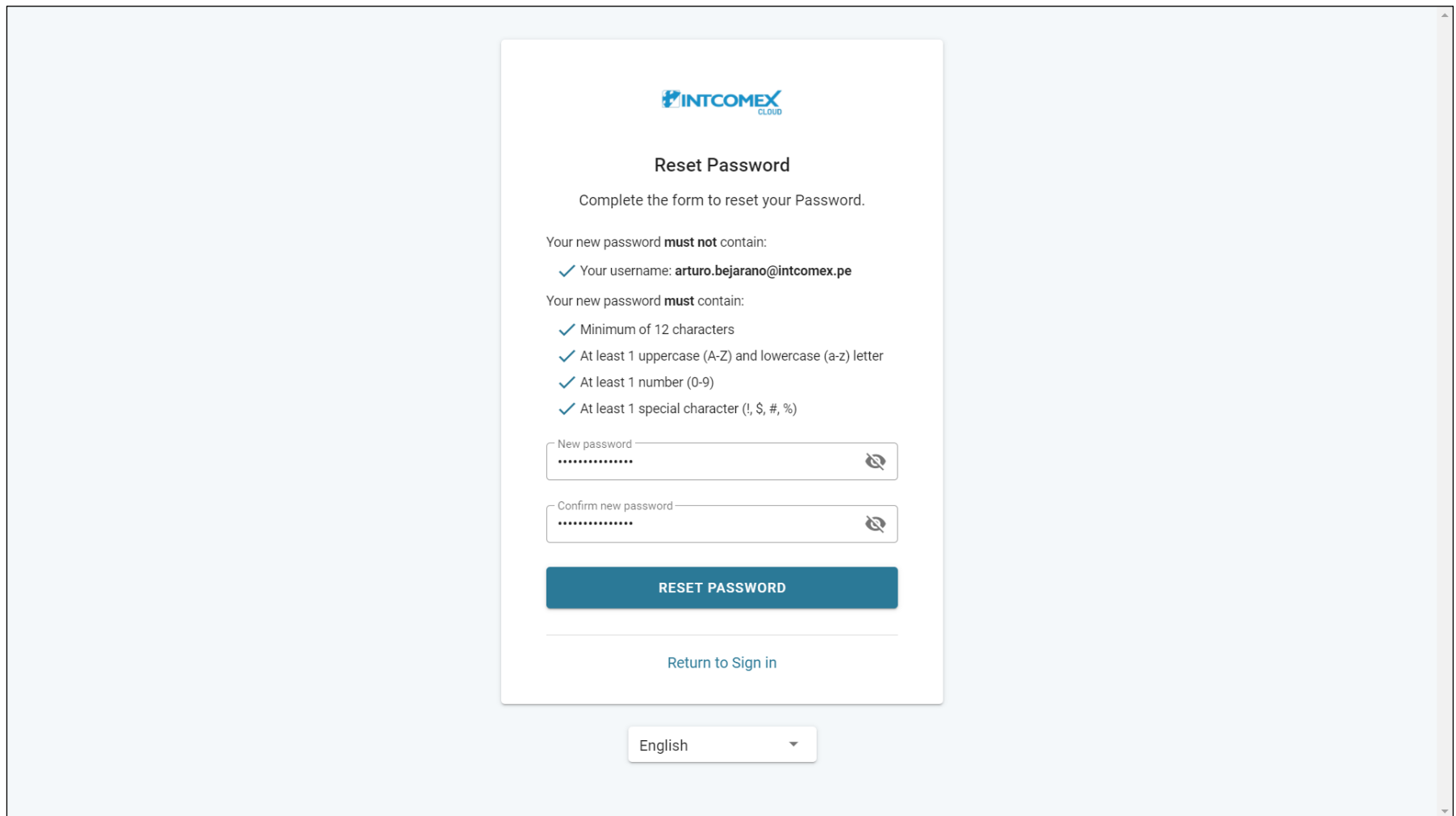
In your inbox, open the email sent to reset your ICP user password. Then, click on the **'Password reset link.'**



Enter your new password, which must meet certain requirements to be reset. Then, click on '**RESET PASSWORD.**'

Your new password must meet the following requirements:

- At least 12 characters
- At least 1 uppercase letter (A-Z) and 1 lowercase letter (a-z)
- At least 1 number (0-9)
- At least 1 special character (!, \$, #, %)
- Company-specific words
- Username-specific words



The screenshot shows a web browser window with a light blue background. In the center is a white rectangular form titled "Reset Password" under the "INTCOMEX CLOUD" logo. The form contains instructions to complete the form to reset the password, followed by two lists of password requirements. The first list, "Your new password **must not** contain:", includes a checkmark and the username "arturo.bejarano@intcomex.pe". The second list, "Your new password **must** contain:", includes checkmarks and requirements for length (12 characters), case (uppercase and lowercase), numbers (0-9), and special characters (!, \$, #, %). Below these are two password input fields labeled "New password" and "Confirm new password", both showing masked characters and having toggle icons. A blue "RESET PASSWORD" button is positioned below the fields. At the bottom of the form is a link "Return to Sign in". Below the form, centered, is a language selector dropdown menu currently set to "English".

INTCOMEX
CLOUD

Reset Password

Complete the form to reset your Password.

Your new password **must not** contain:

- ✓ Your username: **arturo.bejarano@intcomex.pe**

Your new password **must** contain:

- ✓ Minimum of 12 characters
- ✓ At least 1 uppercase (A-Z) and lowercase (a-z) letter
- ✓ At least 1 number (0-9)
- ✓ At least 1 special character (!, \$, #, %)

New password
.....

Confirm new password
.....

RESET PASSWORD

[Return to Sign in](#)

English ▼

A confirmation message will appear, letting you know that your password has been successfully changed.



Password successfully changed



Use your new password next time you login to Cloud Marketplace.

[Return to Sign in](#)

English

