

# How to get a new Ogone password

First there are two cases

1. You forgot your password or you tried too many times (in Ogone the account is still active) You will receive a new password if you follow the process explain below.
2. You didn't login in the last 31 days. (in Ogone the account is deactivated) In this case, the "I forgot my password" will not work and SecuTix needs to do a manipulation on Ogone's backend.

Always try to get a new password before creating a support ticket.

Here is the process:

- Go on Ogone url (<https://secure.ogone.com/Ncol/Prod/Backoffice/Login>)
- Click on Lost your password

- Enter your USERID (user name that you use like "Totom") and your PSP in general is always STX follow by the institution code.
- Submit

- Enter the address email that is link to your Ogone's user
- Submit

The screenshot shows the Ingenico website's user interface. At the top is a blue header with the 'ingenico' logo and a navigation bar with 'Home' and 'Support' links. Below the header, a breadcrumb trail reads 'Identification/Production'. The main content area features a 'Request new password' form. The form has a title bar, an instruction, a question field, an answer field, and 'SUBMIT' and 'BACK' buttons.

ingenico

Home Support

Identification/Production

**Request new password**

Please fill out and submit the following form to receive through e-mail a new password:

Question: What is the e-mail address registered for your user?

Answer:

You will receive a new password by email. Check also in your spam.

If you didn't get any email or is not working create a support ticket assistance.

If you don't have a user account you can't create it by yourself, create a support ticket assistance.