TIES ACCOUNT TIPS:

- ## I cannot login to my TIES account. Why?

    1. Check that you properly typed uppercase/lowercase letters for the username/password

    2. Check that the password is correct. If you are not sure, ask for a reminder of your username and password here: http://www.itu.int/online/mm/scripts/sendpwd?_languageid=1&_user=

    3. If it is a new TIES account, check online the status of your account to make sure that the account is already active here:

        http://www.itu.int/online/mm/scripts/tiesregquery?_languageid=1
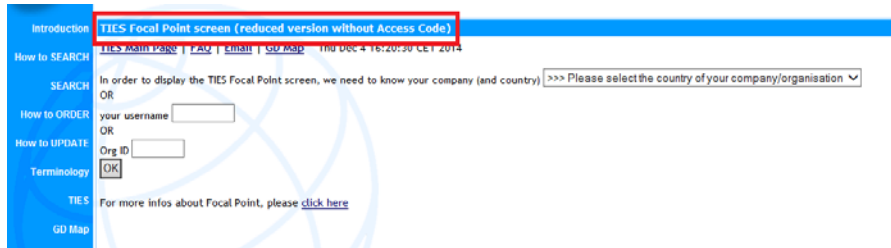
4. Has your account been deactivated: for all new accounts, for security reasons, you should change the initial password (*ITUwelcome*) as soon as possible

5. If the problem persists, please contact your TIES Focal Point here:

   http://www.itu.int/online/mm/scripts/fp?_languageid=1
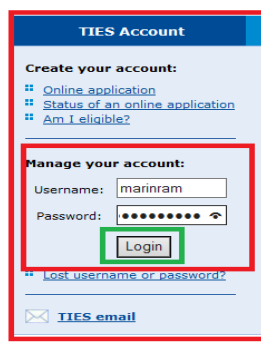

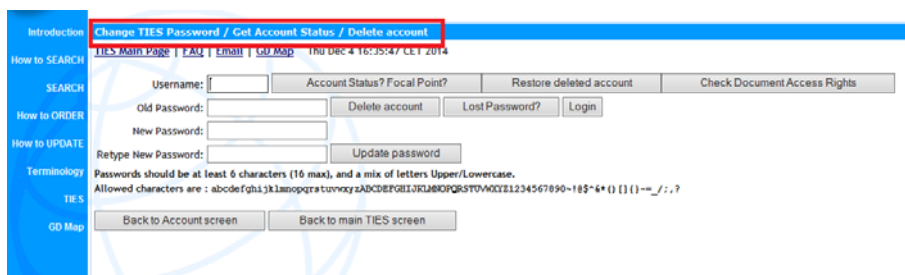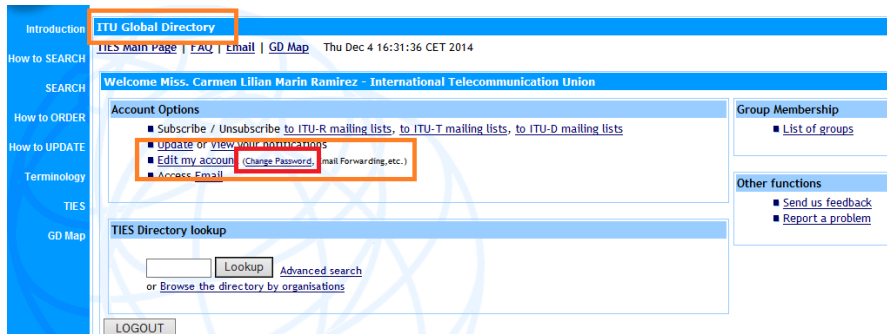- **What is my initial password for TIES?**

  The initial password is *ITUwelcome*. Once your account has been activated you should change this password as soon as possible.

- **How do I change my password?**

  Login to your account here: http://www.itu.int/TIES/index.html

  And click on "edit my account→ Change my password"

How do I access my TIES email?

1. Through the TIES main page: http://www.itu.int/TIES/index.html clicking on TIES email

2. Or Through the TIES email login page: http://www.itu.int/horde/imp/login.php

Welcome to TIES Webmail

Server [TIES imap.itu.int server ▼]

TYPE YOUR TIES CREDENTIALS → Username [marinram]
Password [●●●●●●●●●●]

Language [English (American) ▼]

[Login 🔒]

You can enable forwarding to another email address from the "Edit my account" link the www.itu.int/ties

It's recomended to access your TIES email through email client such as Microsoft Outlook or Thunderbird

Outgoing Mail Server (SMTP): smtp.itu.int
Incoming Mail Server (IMAP): imap.itu.int
Note: Account is just your username not the email address.

Configuring email Clients

When you first login to your TIES account change your password from *ITUwelcome* otherwise your account will be **BLOCKED**
You changed your password and cannot login? Simple, just re-initialize your account
Subscribing to TIES grants access to a **TIES Account** with **a mailbox.** You access your mailbox with your TIES username and password.

Don't wait the last minute to clean your inbox. Do it on a daily basis; this will prevent from

Not receiving emails
Not sending emails
Not being able to delete/purge delete

To **Edit Your Account** (Change Password, Email Forwarding, view **Email QUOTA**, etc.), login to http://www.itu.int/TIES/

Can't remember your password?
EASY! You can recover it at http://www.itu.int/TIES/ by clicking on Lost username or password? Available on the right hand-side, under Manage your account

Note: More information is available at **Technical guide for TIES services**

See **FAQ** for more information

Click here to provide us feedback.

More information:

Shown in the TIES main page: http://www.itu.int/TIES/index.html