

## 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=](http://www.itu.int/online/mm/scripts/sendpwd?_languageid=1&_user=)

Introduction **Lost your password ?**

TIES Main Page | [FAQ](#) | [Email](#) | [GD Map](#) Fri Dec 5 12:46:56 CET 2014

How to SEARCH  
SEARCH To retrieve your password, please enter your TIES e-mail address or Username or Contact e-mail address or Family name. The TIES login information will be sent to your contact e-mail address.

How to ORDER  
If you need assistance or would like to send comments and/or suggestions, please feel free to contact us.

How to UPDATE

Terminology  
ITU TIES Registration  
Email : [TIES Registration](#)  
<http://www.itu.int/TIES>

TIES

GD Map

TIES Email

OR

TIES Username

OR

Contact email

OR

Family name  (Firstname Lastname) (ex: john smith)

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](http://www.itu.int/online/mm/scripts/tiesregquery?_languageid=1)

Introduction **TIES OnLine Registration : Status request**

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How to SEARCH  
SEARCH Please type the Registration ID:   (Example: 123456789-12345)

How to ORDER  
or Email:

How to UPDATE

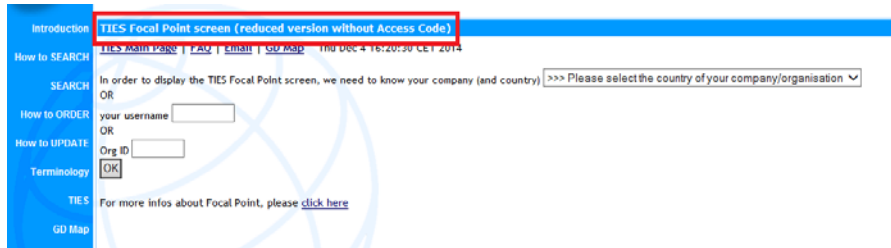
Terminology

TIES

GD Map

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<sub>here</sub>:

[http://www.itu.int/online/mm/scripts/fp?\\_languageid=1](http://www.itu.int/online/mm/scripts/fp?_languageid=1)

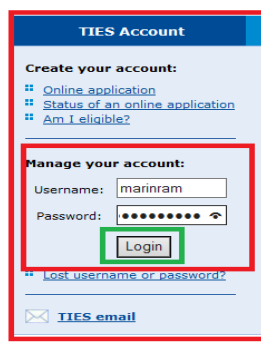


- **What is my initial password for TIES?**

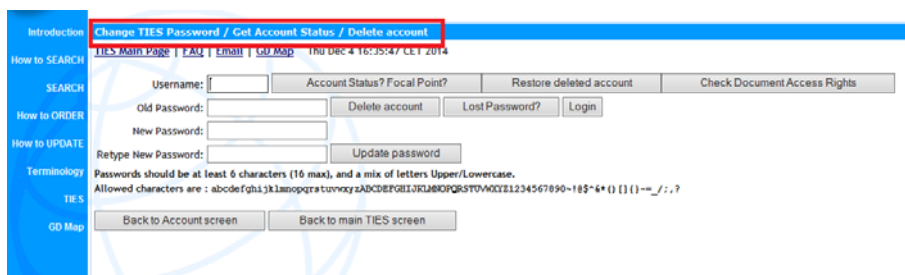
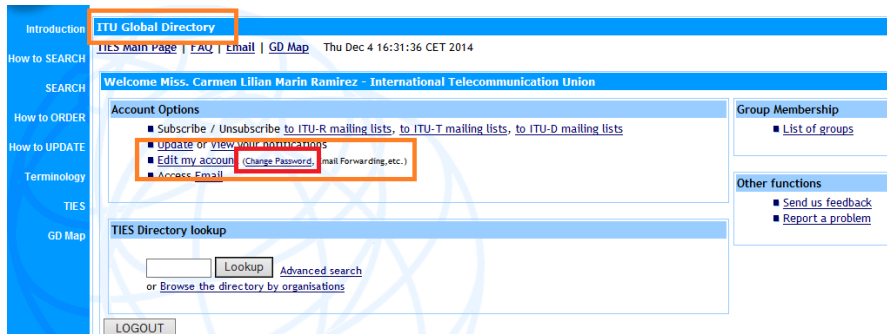
The initial password is *ITUwelcome*. Once your account has been activated you should change this password as soon as possible.

- **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): <http://www.itu.int/TIES/index.html> clicking on TIES email

### TIES Services

#### What is TIES?



**TIES** (Telecommunication Information Exchange Service) is a set of networked **information resources and services offered by ITU without any charge to ITU Members** (Member States, Sector Members, Associates, and Academia) to support their participation in the activities of the Union.

#### Frequently Asked Questions (FAQ)

[Guidelines for TIES access](#) (Ref: Letter DM-1013)

#### Warning! - Phishing Attack

The ITU Service Desk has received recently numerous complaints concerning an **email message purporting to be from the TIES related services**. This is a **fraudulent message**, commonly known as a "Phishing Attack" in which an attempt is made by a **third party to obtain personal information**, including account usernames and passwords, for subsequent, potentially malicious, use.

Please be aware that the **ITU does not request sensitive account information, including personal details, to be sent by email**. If you receive such a request, please report it to the [ITU Service Desk](#) and delete the email, being careful not to click on any hyperlinks within the message.

#### TIES Services

- [Technical guide for TIES services](#)

#### TIES Account

##### Create your account:

- [Online application](#)
- [Status of an online application](#)
- [Am I eligible?](#)

##### Manage your account:

Username:

Password:

- [Lost username or password?](#)



2. Or Through the [TIES email login page](http://www.itu.int/horde/imp/login.php): <http://www.itu.int/horde/imp/login.php>

**Welcome to TIES Webmail**

**TYPE YOUR TIES CREDENTIALS** 

Server	TIES imap.itu.int server
Username	marinram
Password	●●●●●●●●
Language	English (American)
<input type="button" value="Login"/>	

You can enable forwarding to another email address from the "Edit my account" link the [www.itu.int/ties](http://www.itu.int/ties)

It's recommended 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): <http://www.itu.int/TIES/index.html>