Authentication and Registration

User Guide

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1. INTRODUCTION

To access most of the UPU products/services (i.e. Dashboard of the UPU website, Delegate Registration System, Service Des portal, etc.), you are requested to authenticate to the UPU Information System.

This user guide describes:

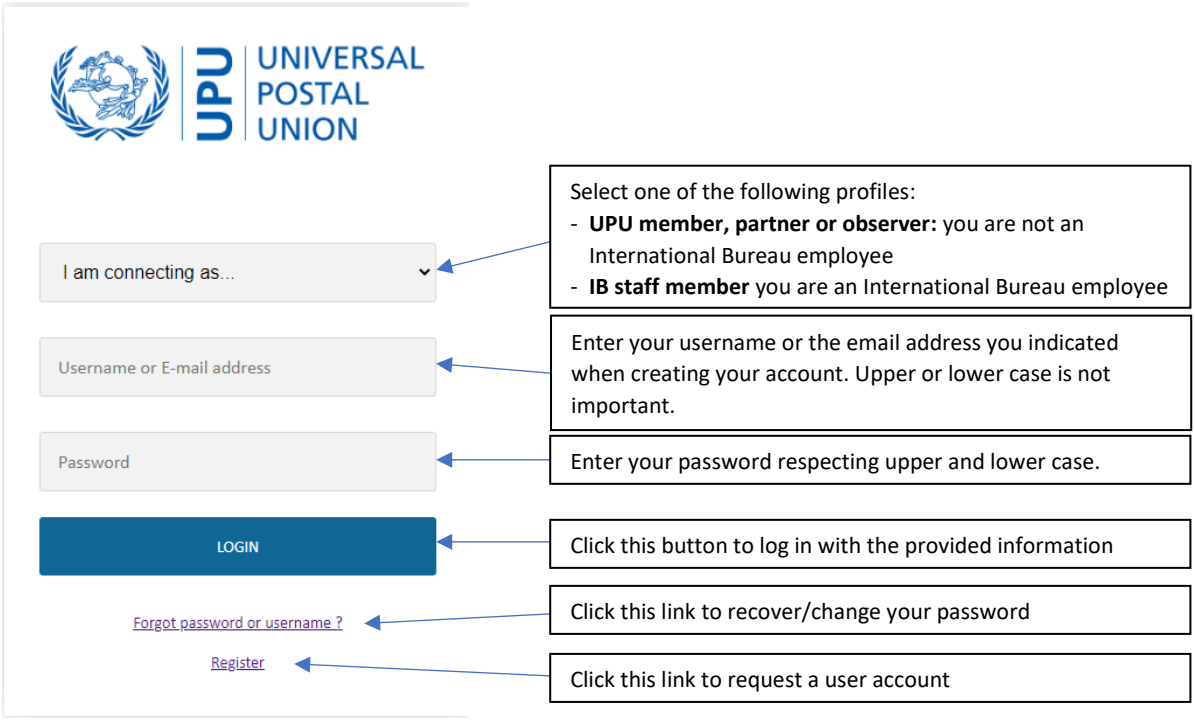
- How to authenticate to the UPU information System
- How to register to get credentials (login and password)
- How to recover/change password
- How to request extended access on the UPU Information System

Note: Refer to the relevant product/service User guide if the authentication process is different.

2. USER AUTHENTICATION PROCESS

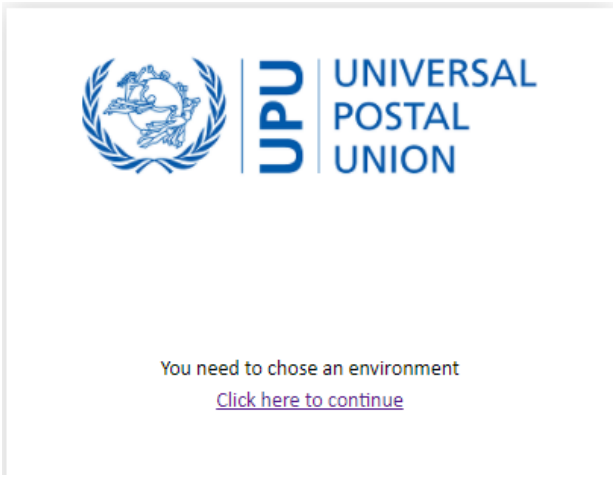
2.1. User authentication

All information is mandatory.



2.2. User authentication errors

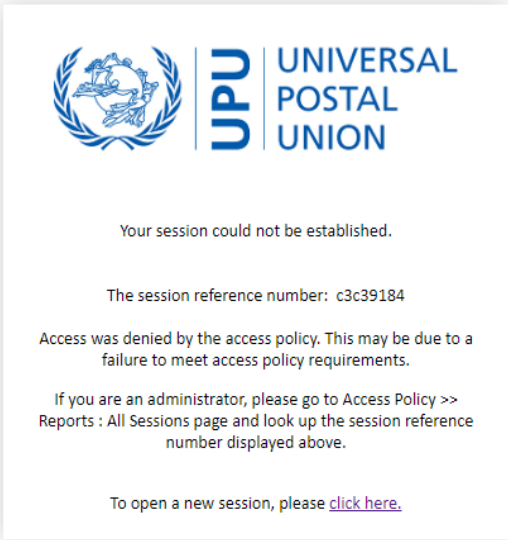
In case of incorrect information, an error window appears. You can try to connect again by clicking the link “Click here to continue”.



During the process of authentication, you can face some issues:

Error message	**Reason and solution**
You need to choose an environment	The profile is not indicated. You must select a profile in the dropdown list.
Wrong username or password. Please try again	Your profile is correct but your username or your password is incorrect. Enter a correct profile, user name and password.
Wrong username or password. Please try again	Your username and your password are correct but your profile is incorrect. Enter a correct profile, username and password.
Wrong username or password. Please try again	Your profile and username are correct but your password is incorrect and you don’t remember it. Use the “Forget password or username” link to reactivate your password.
Wrong username or password. Please try again	Your profile is correct but your username/email address is not known. Use the “Register” link to create a new account or send an email to the support to retrieve your user account if you already have one.
Your account has been locked due to too many attempts. Please try again after 10 minutes	After three unsuccessful attempts, the system locks your account. After 10 min, your account is automatically unlocked.

If your session can not be established, try to connect again. You may wait some seconds before trying again.



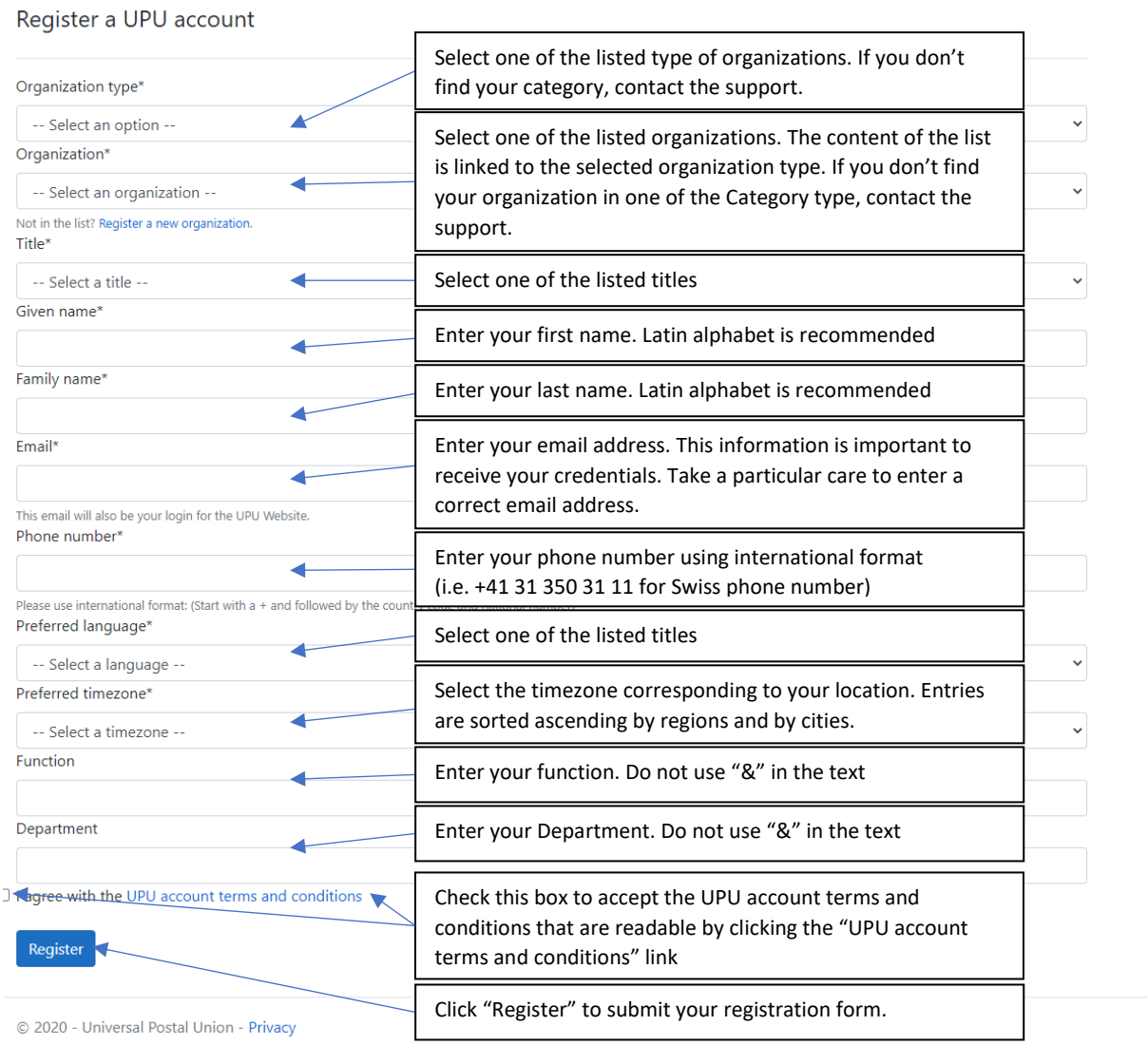
3. USER REGISTRATION PROCESS

3.1. User registration

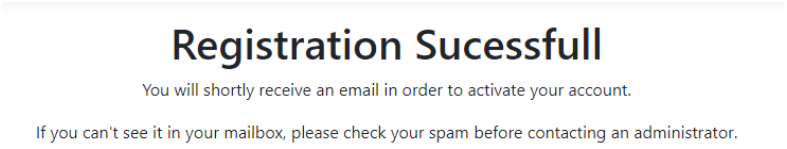
If you don't have a user account to access the UPU Information System yet, you need to request a UPU User account.

In the UPU website home page https://www.upu.int, click on the "Login" button.

In the authentication window, click the "Register" link to access the registration windows. All fields marked with (*) are mandatory.



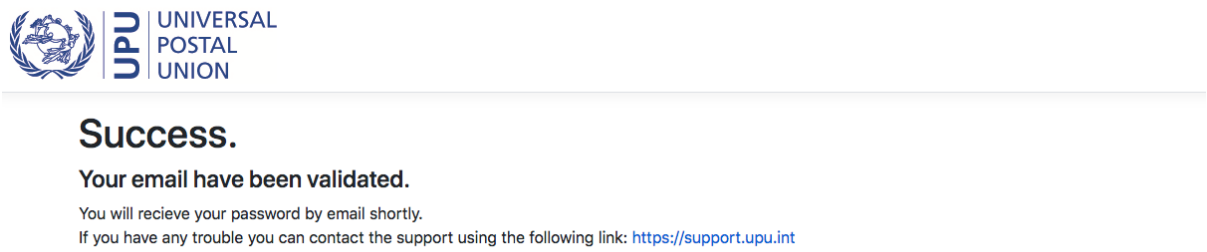
You are informed that the registration is successful.



Once the form has been successfully submitted, you receive the notification "Universal Postal Union - Email confirmation" sent by UPU-Identity-noreply@upu.int with your username. You are invited to confirm your email address to finalize the creation of your account by clicking the activation link.

NOTE: It is important to click the activation link in the notification to finalize the process. If you don't confirm your email address, your account is not fully created and you will not be able to connect to the UPU Information System.

You are informed that the creation account process has been completed.



The notification "Universal Postal Union – Account Password" from UPU-Identity-noreply@upu.int is sent to your mailbox with your password.

You are now ready to access UPU products/services requesting UPU authentication.

Note: For any issue during the registration process, please send an email to UPU-identitysupport@upu.int

3.2. User account information update

If you want to update your information, you are invited to create a service request in the UPU Service Desk portal.

3.3. User registration errors

During the process of registration, you can face some issues:

Error message	**Reason and solution**
Please select an item in the list	One or several mandatory fields are empty: - Organization type - Organization - Title - Preferred time zone
Please fill in this field	One or several mandatory fields are empty: - Given name - Family name - Email - Phone
A part followed by '@' should not contain the symbol ' '	Your email address is not correct. You need to take care to indicate a correct email address to receive the notifications with all information concerning your credentials.
Please provide a valid phone format	Your phone number doesn't match the correct format. Follow the international format.
Please tick this box if you want to proceed	The box to accept "UPU account terms and conditions" is not checked. Please, check this box.
Your email is already used. If you lost your credentials, please reset your password or ask an administrator.	You try to register with an email already used for an existing user. If the email is yours, try to reset your password. If not, register with another email.

4. Forget or change password

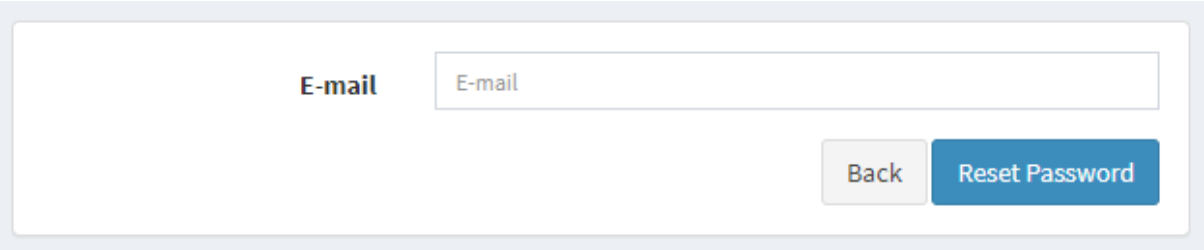
Notes:

- **Your credentials are confidential. Never communicate your password to anybody and to the UPU Support Team neither.**
- **Change your password as soon as you consider it has been compromised**

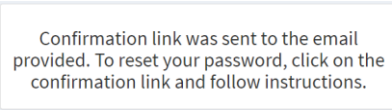
4.1. Forget password

If you don't remember your password when you try to authenticate, click the "Forget password or username?" link.

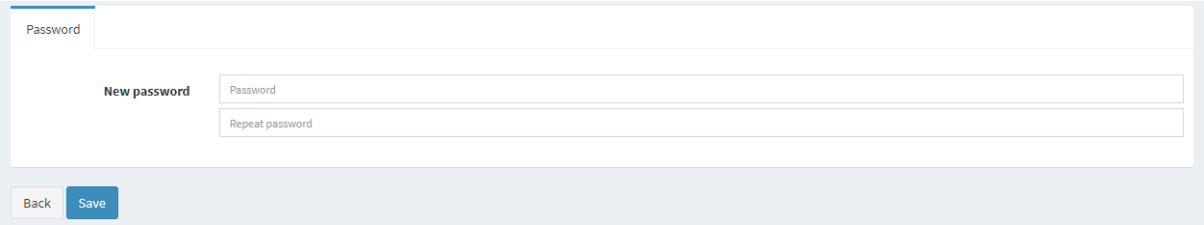
Fig 4.1.a – Reset password



Indicate the email address related to your user account and click "Reset Password". If the email is correct, the system provides information on how to finalize resetting your password. Follow the instructions in the notification "Password reset" sent by UPU-Identity-noreply@upu.int.



You are requested to enter a new password and to confirm it before saving it. If the two passwords don't match, you will not be able to save it.



Note: Your password must be at least 8 characters long and must contain a special character (i.e $ & *).

4.2. Change password

In the UPU website home page https://www.upu.int, click on the "Login" button.

In the authentication windows, click the "Forget password or user name?" and follow the process detailed in section 4.1.

4.3. Reset password errors

During the process of registration, you can face some issues:

Error message	Reason and solution
Password don't match	You have taped two different passwords. Tape the same passwords in both fields.
Reset password failed. Please contact system administrator	The email address you indicate to reset your password is unknown. Please, indicate a correct email. In case of issue, contact the support

5. UPU profile and access rights

Your UPU user account is created with a standard UPU profile that give you default access rights on the UPU Information system.

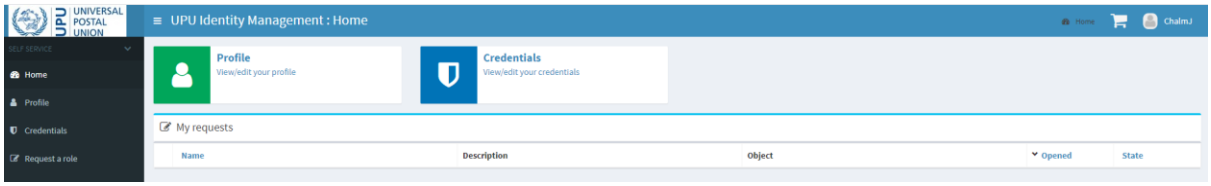
Note: If you don't have a UPU user account yet, follow the User Registration process.

5.1. UPU profile

To check your UPU profile, connect to https://accounts.upu.int and authenticate with your UPU credentials.

Through the UPU Identity Management system, you can access three main menus:

- Profile: access to your UPU profile
- Credentials: reset your password
- Request a role: request for extended access rights



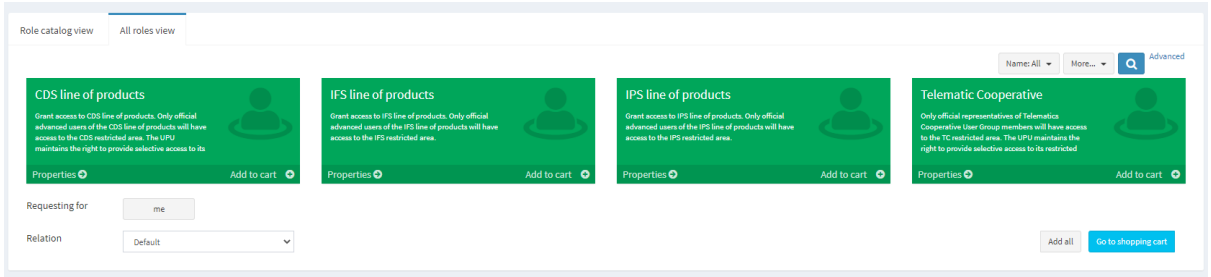
Click on "Profile" to check your user account information. The information **can not** be changed. If you need to update some information, please contact the support.

5.2. UPU user account profile

Click on "Request a role" to check:

- Role catalogue view": your actual access
- All roles view: all available access rights

Go to "All role views"



Click the “Add to cart” linked to the selected access right you want to request for. Once your choice is done, click “Go to shopping cart” to validate your request.

Click the “Request” button to validate your selection and confirm your request that will be submitted to official validation. This process can take time.

Once your new access rights have been validated, you will receive an e-mail confirming your new access.

6. SUPPORT

In case of issue with your UPU user account, you must declare an incident in the UPU Service Desk portal accessible on the IT Support webpage https://www.upu.int/en/Contact-us/IT-support.

IF AND ONLY IF you are not able to access the UPU Service portal to get help, you can send an email to UPU-Identitysupport@upu.int to help you authenticate or register to the UPU Information System.