

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

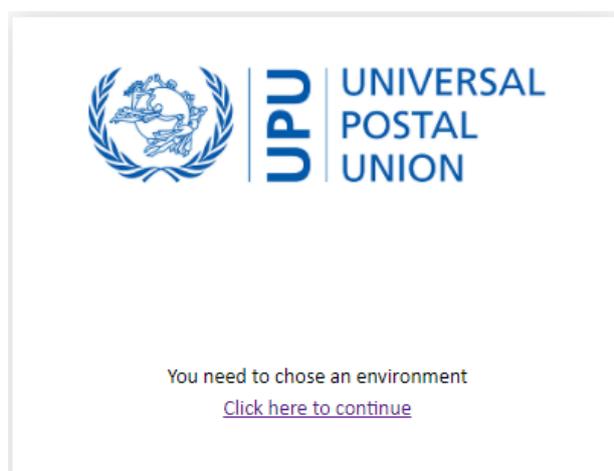
All information is mandatory.

The image shows a screenshot of the UPU login interface. At the top left is the UPU logo, which consists of a globe with a laurel wreath and the text 'UPU UNIVERSAL POSTAL UNION'. Below the logo are several input fields and buttons. Blue arrows point from callout boxes on the right to these elements. The callout boxes contain the following instructions:

- I am connecting as...**: Select one of the following profiles:
 - **UPU member, partner or observer**: you are not an International Bureau employee
 - **IB staff member** you are an International Bureau employee
- Username or E-mail address**: Enter your username or the email address you indicated when creating your account. Upper or lower case is not important.
- Password**: Enter your password respecting upper and lower case.
- LOGIN**: Click this button to log in with the provided information
- [Forgot password or username ?](#)**: Click this link to recover/change your password
- [Register](#)**: Click this link to request a user account

2.2. User authentication errors

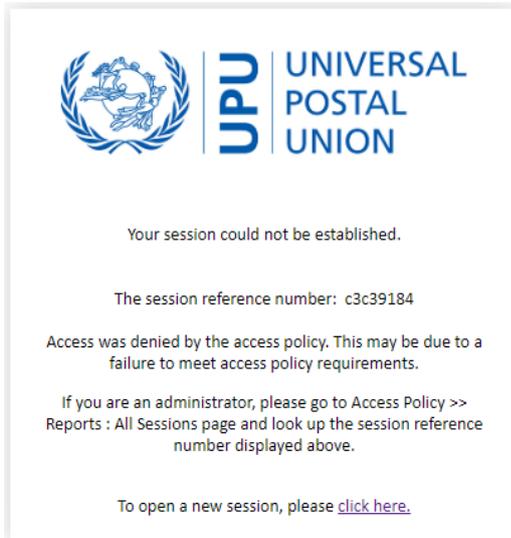
In case of incorrect information, an error window appears. You can try to connect again by clicking the link “Click here to continue”.



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.

Register a UPU account

Organization type*	Select one of the listed type of organizations. If you don't find your category, contact the support.
Organization*	Select one of the listed organizations. The content of the list is linked to the selected organization type. If you don't find your organization in one of the Category type, contact the support.
Title*	Select one of the listed titles
Given name*	Enter your first name. Latin alphabet is recommended
Family name*	Enter your last name. Latin alphabet is recommended
Email*	Enter your email address. This information is important to receive your credentials. Take a particular care to enter a correct email address.
Phone number*	Enter your phone number using international format (i.e. +41 31 350 31 11 for Swiss phone number)
Preferred language*	Select one of the listed titles
Preferred timezone*	Select the timezone corresponding to your location. Entries are sorted ascending by regions and by cities.
Function	Enter your function. Do not use "&" in the text
Department	Enter your Department. Do not use "&" in the text
<input type="checkbox"/> I agree with the UPU account terms and conditions	Check this box to accept the UPU account terms and conditions that are readable by clicking the "UPU account terms and conditions" link
<input type="button" value="Register"/>	Click "Register" to submit your registration form.

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You are informed that the registration is successful.

Registration Successful

You will shortly receive an email in order to activate your account.

If you can't see it in your mailbox, please check your spam before contacting an administrator.

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.



Success.

Your email have been validated.

You will receive your password by email shortly.

If you have any trouble you can contact the support using the following link: <https://support.upu.int>

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: <ul style="list-style-type: none">- Organization type- Organization- Title- Preferred time zone
Please fill in this field	One or several mandatory fields are empty: <ul style="list-style-type: none">- 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

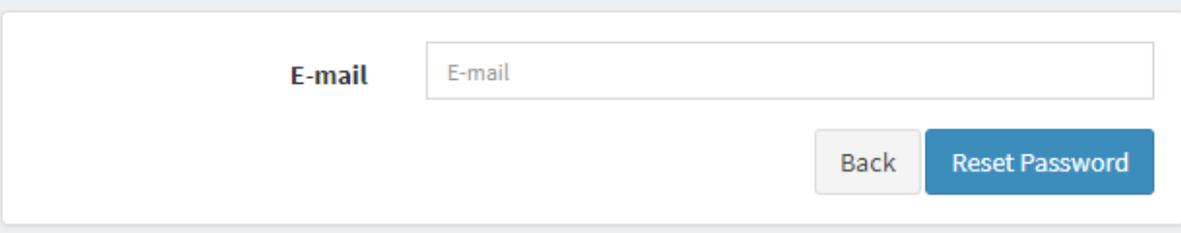
Notes:

- **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.

Confirmation link was sent to the email provided. To reset your password, click on the confirmation link and follow instructions.

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.

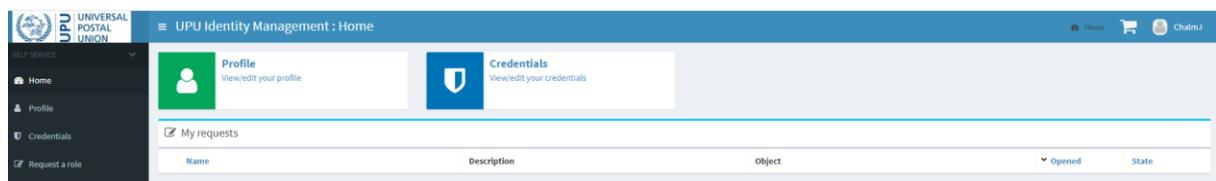
Note: If you don't have a UPU user account yet, follow the User Registration process.

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



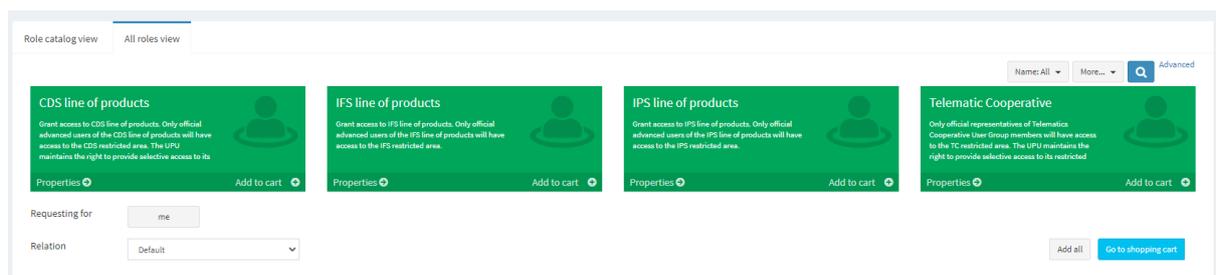
Click on "Profile" to check your user account information. The information **can not** be changed. If you need to update some information, please contact the support.

5.2. UPU user account profile

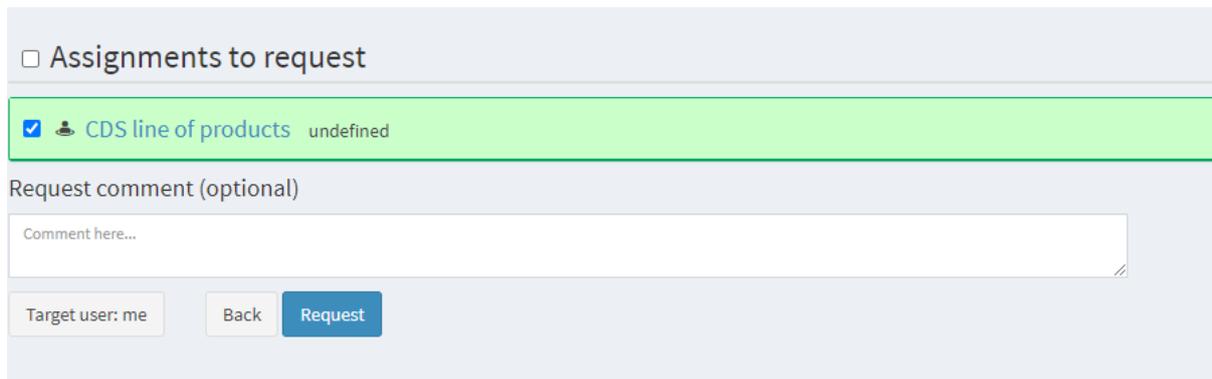
Click on "Request a role" to check:

- 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.



The screenshot shows a web interface for requesting access rights. At the top, there is a section titled "Assignments to request" with a checkbox. Below this, a green bar highlights a selected item: "CDS line of products" with a checkmark and a user icon, and the text "undefined" to its right. Underneath, there is a "Request comment (optional)" section with a text input field containing the placeholder "Comment here...". At the bottom, there are three buttons: "Target user: me", "Back", and "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.