

Forgotten Password Help

Can't login to one of our web-based services?

Most of our systems are configured so that you log in with your email address and password. Please make sure you are using your email address and not just *firstname.lastname*.

If that still doesn't work, please go to <https://login.linaro.org> and try and login there. If you can't, simply click on "Forgot password?", enter your email address and click on **OK**. You will receive an email with a link in it. Click on that link and you will be able to reset your password.

If you can log in to one of Linaro's services, but not others, it is likely to be a permissions issue, not a password issue. If that appears to be the case, please raise an [IT Support ticket](#) and we will work with you to resolve the problem you are having.



Please note that if you do change your password, the various Linaro services can take **several hours** to resynchronise with Linaro Login and therefore pick up your new password. Your patience is encouraged 😊. If you still cannot log onto a server after two hours have passed, please check that you can log onto <https://login.linaro.org> and, if you can, feel free to raise a support ticket specifically for the system you are struggling to access.