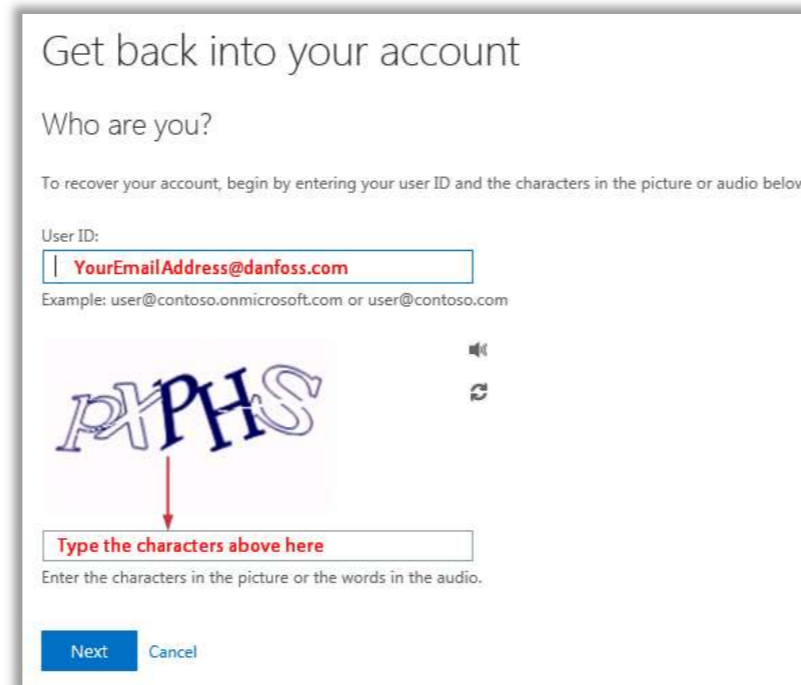


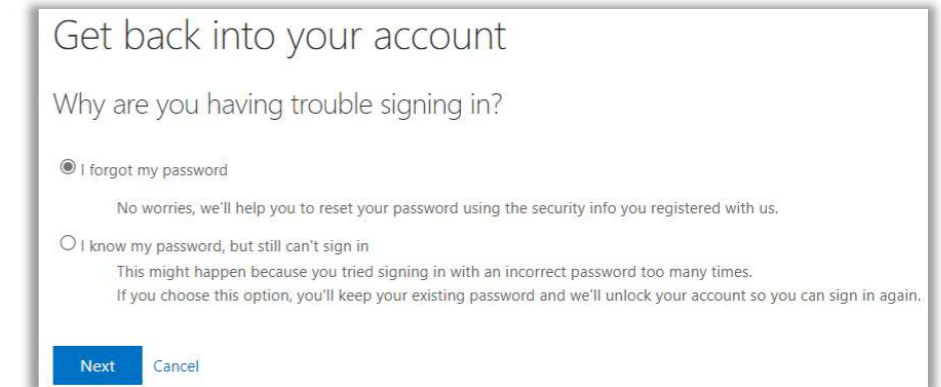
1. On any device with internet access, open <https://password.danfoss.net> and select "Reset Password or Unlock Account"



2. Enter your Primary Email Address (seen in Outlook, the one you use for logging in to our Cloud services) and the characters shown in the corresponding boxes



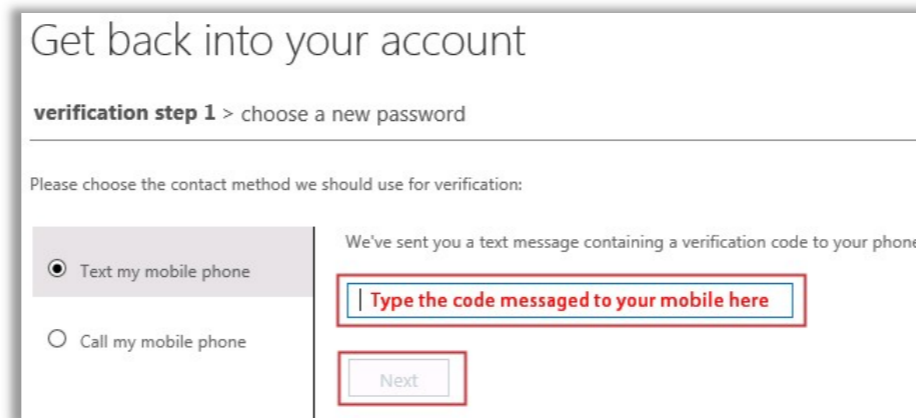
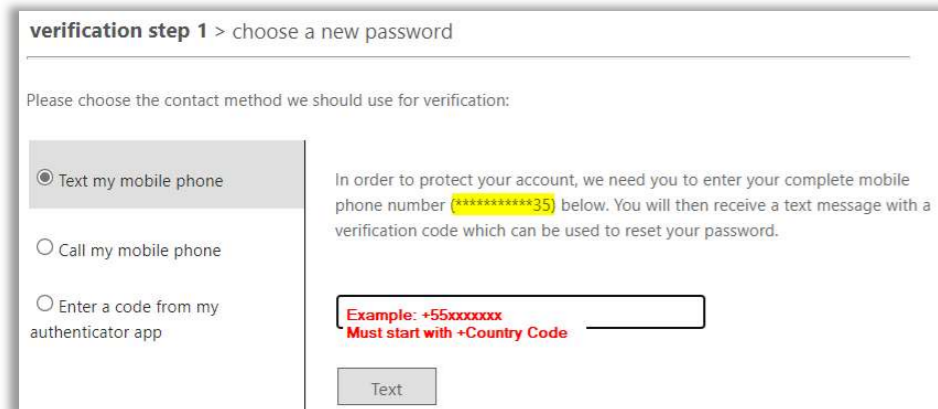
3. Choose whether you need to reset your password in case you forgot it, or to only unlock your user account if you still know your password and are certain it is correct



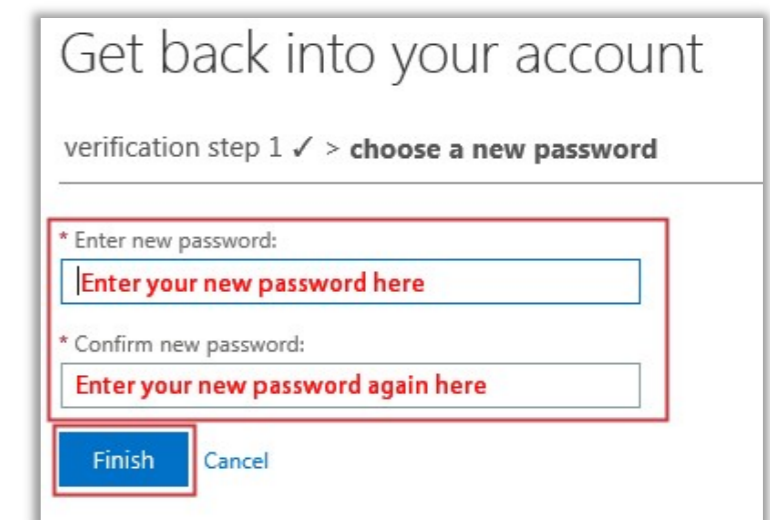
4. Choose between the following options:

- If you previously registered with the Microsoft Authenticator app, choose "Enter a code from my authenticator app". Then, open the app on your phone, enter the code displayed on the screen under the Danfoss account, in the box on the page and click Next
- If you previously registered with a Mobile phone number, choose to receive a Text message, or Call on your phone. Then, enter the full Mobile Phone Number registered, starting with +Country Code and click the Text or Call button. The last two digits of the number you have registered in the system is displayed between parenthesis (highlighted in yellow).

5. If you chose 4.a to use the authenticator app, disregard this step and go to the next one. If you chose 4.b to get a text, enter the code you received via text message in the corresponding box, and select Next. Or if you chose 4.b to get a call, once you answer the call you will be asked to press the # key on your phone, then the verification is complete, and you are forwarded to the next step.



6. Enter your desired new password, confirm it, and select Finish. Please note that if the password does not meet our security requirements, such as minimum length, the system will not accept the password, and you will have to try again. For security reasons, the specific requirement failed to be met will not be displayed. Please reach out to DGIT in case you need assistance.



**Congratulations!**  
Your new password is set, you can now logon again.