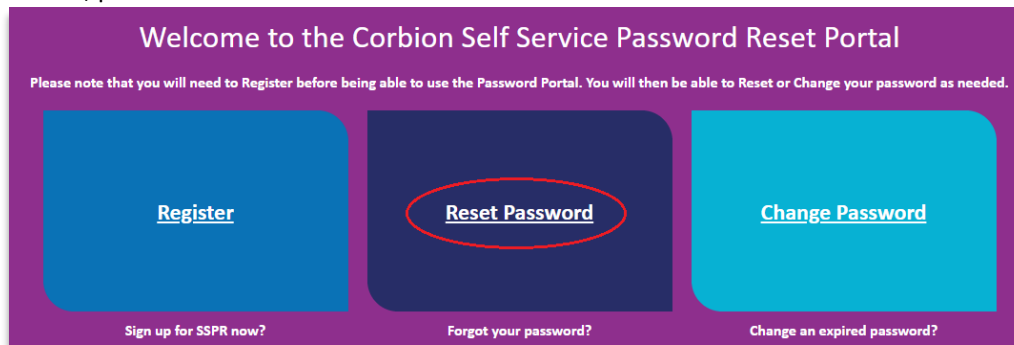


How to unlock your Corbion Account

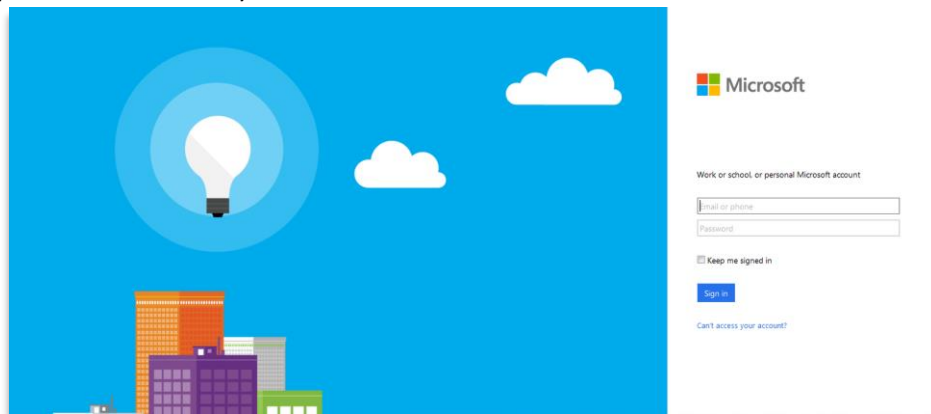
It might happen that you cannot log in anymore because you tried signing in with an incorrect password too many times.

If you choose this option, you'll keep your existing password and we'll unlock your account so you can sign in again.


To start, please click on the RESET PASSWORD button :



Please fill in your Corbion e-mail address. At this stage your network password is not required. A new Corbion screen will open were you need to fill in your network password. After that you will see this screen :



Next, please fill in your Corbion e-mail address. At this stage your network password is not required. A new Corbion screen will open where you need to fill in your network password. After that you will see this screen :

 Corbion




Get back into your account

Who are you?

To recover your account, begin by entering your user ID and the characters in the picture or audio below.


User ID:

Example: user@contoso.onmicrosoft.com or user@contoso.com

Enter the characters in the picture or the words in the audio.

Please fill in your e-mail address and the characters field and click on NEXT :

 Corbion

Get back into your account

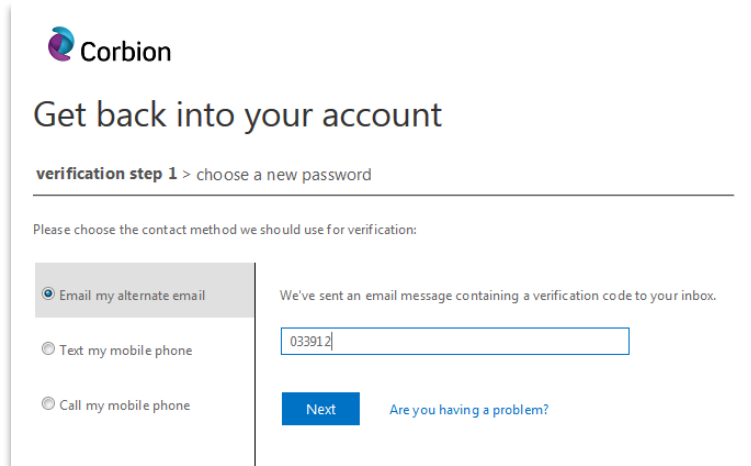
Why are you having trouble signing in?

I forgot my password

I know my password, but still can't sign in

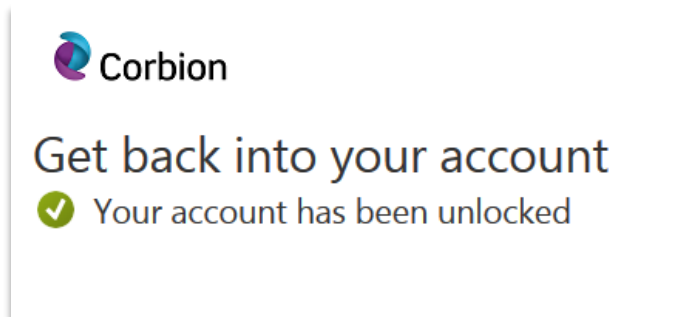
This might happen because you tried signing in with an incorrect password too many times.
If you choose this option, you'll keep your existing password and we'll unlock your account so you can sign in again.

Select the option : I know my password, but still can't sign in and click on NEXT :



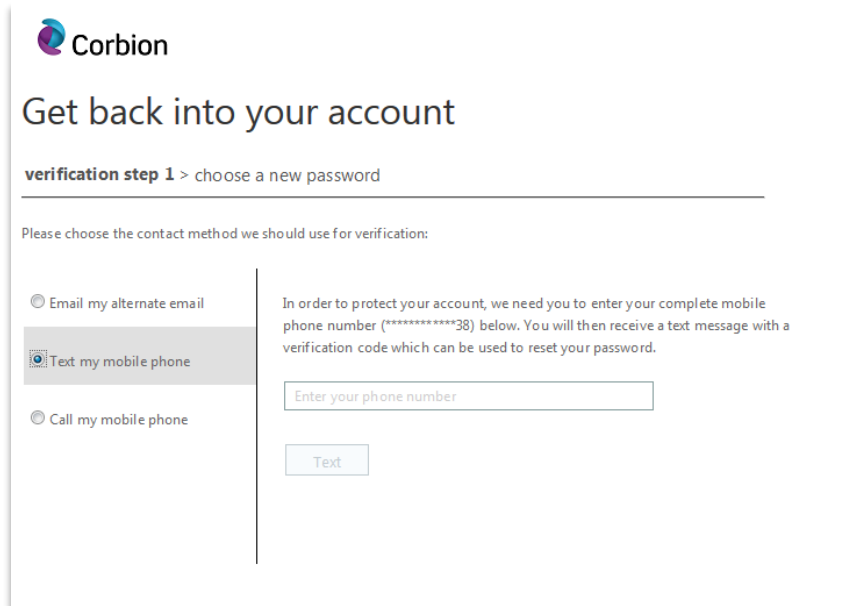
The screenshot shows the Corbion account recovery interface. At the top left is the Corbion logo. Below it is the heading "Get back into your account". Underneath, it says "verification step 1 > choose a new password". A horizontal line separates this from the next section, which asks the user to "Please choose the contact method we should use for verification:". There are three radio button options: "Email my alternate email" (which is selected), "Text my mobile phone", and "Call my mobile phone". To the right of these options, a message states "We've sent an email message containing a verification code to your inbox." Below this message is a text input field containing the code "033912". At the bottom of the form, there is a blue "Next" button and a link that says "Are you having a problem?".

You can choose three options : E-mail my alternate e-mail, text my mobile phone and call my mobile phone. Please click on the blue button EMAIL if you choose the e-mail option. You will receive an e-mail with a code. please enter this code and click on NEXT :



The screenshot shows the Corbion account recovery success message. At the top left is the Corbion logo. Below it is the heading "Get back into your account". Underneath, there is a green checkmark icon followed by the text "Your account has been unlocked".

If you choose the option text my mobile phone, you need to enter your mobile phone nr and click on TEXT. You will receive a code, please enter this code :



The screenshot shows the Corbion account recovery interface. At the top left is the Corbion logo. Below it is the heading "Get back into your account" and the sub-heading "verification step 1 > choose a new password". A horizontal line separates this from the next section, "Please choose the contact method we should use for verification:". There are three radio button options: "Email my alternate email", "Text my mobile phone" (which is selected), and "Call my mobile phone". To the right of these options, there is explanatory text: "In order to protect your account, we need you to enter your complete mobile phone number (*****38) below. You will then receive a text message with a verification code which can be used to reset your password." Below this text is a text input field labeled "Enter your phone number" and a "Text" button.



If you choose call my mobile phone, you need to enter your mobile phone nr and click on CALL. You have to follow the instruction of the voice response system.



If you choose call my mobile phone, you need to enter your mobile phone nr and click on CALL. You have to follow the instruction of the voice response system.