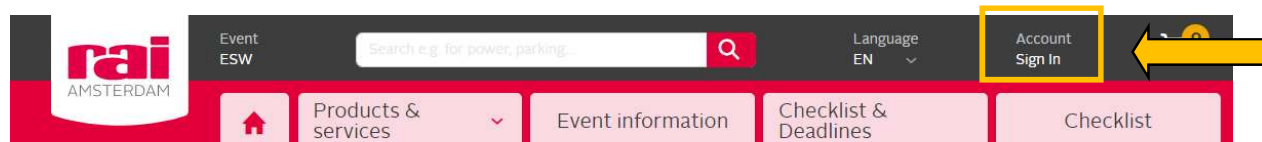


How to request a (new) password for the RAI event webshop

To request a (new) password for the RAI even webshop follow the next steps.

1. Click on the 'Sign-in' button at the top right of the RAI webshop.
2. You will be directed to the "My Account" page.
3. Click on "Request or forgot your password" link



My Account

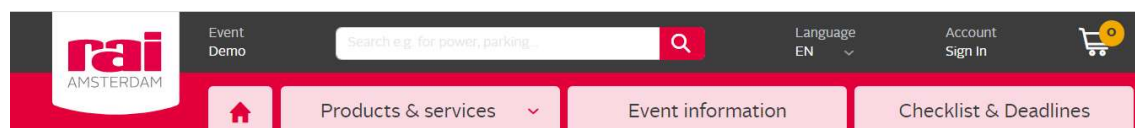
To sign in to your account, please enter your e-mail address and password. Please note that this webshop requires its own login credentials. If you do not have any, please click the forgot your password link below. If you are a standbuilder, you can login with the credentials of the exhibitor.

E-mail

Password

[Request or forgot your password? >](#)

4. You will be directed to the "Request or forgot your password" page.
5. Fill in your e-mail address and
6. Check the box "I'm not a robot" and click the button labelled "ok".




Request or forgot your password?

Please provide your e-mail address. We will send you an e-mail with a link. Follow this link to create a new password. If you have any problems or need help, please contact our [Customer Service](#)

Step 1 of 2

E-mail Address

I'm not a robot 

7. Please complete the 'I'm not a robot'-test when asked.

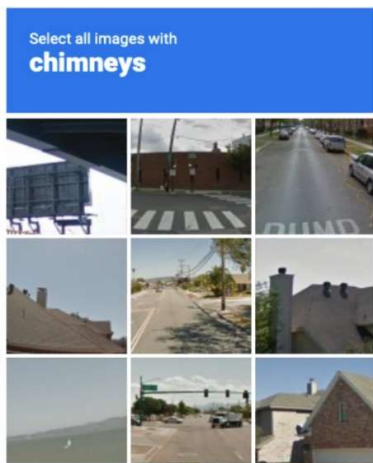
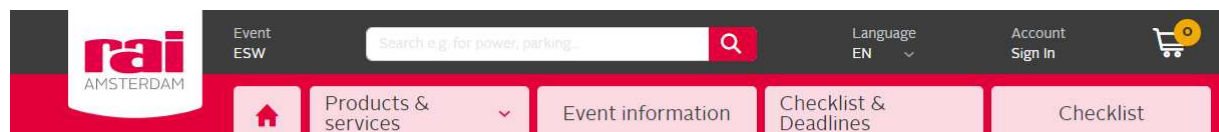


Image shows an example of a 'I'm not a robot'-test.

8. Please note, if the message is shown "Your e-mail is incorrect", it can also mean that your account is not yet active. Please contact our Customer Service via the provided link!

E-mail remarks:

- 9. After completion, you will receive an e-mail with a password retrieval link.
- 10. Within the "Your password" e-mail, click the button labelled "Change Password" or click on the provided link. Please note that this e-mail could end up in your spam folder!
- 11. You will be directed to the "Change your password" page.
- 12. Please fill in your new password, confirm your password and click the button labelled "Change Password". Make sure that your password contains; 7 characters, a number, letter and no spaces.



Change your password.

Form fields for changing a password:

- Label: Password. Input field with a password icon. Below the field: "7 characters minimum, must include numbers and letters, no spaces".
- Label: Confirm Password. Input field with a password icon.
- Button: Change Password.

Three yellow arrows point to the right, indicating the flow from the Password field to the Confirm Password field, and then to the Change Password button.