

Password Change

Legal Entities

When requesting password changes from the Registry Legal Entities must:

1. Submit written request for a password change together with new password by letter (on letterhead) addressed to the Registrar signed by the Authorised Officer of the Entity and containing the new password to be used. This request must be submitted via email using the Authorised Officer's email address.
2. The Registry will notify the User once the password has been created.
3. Legal entities must immediately change the password after password is changed by Registry. The Registry will not be responsible for any loss or damage caused to the Legal Entity during the password change process including but not limited to any loss or damage arising from the failure of the its users to change their password accordingly
4. Legal entities must immediately notify the Registry of any change to the Authorised Officer and submit any updated information regarding the Authorised Officer.

Individuals

When requesting a password change by the Registry an individual user must:

1. Submit written request for a password change by letter addressed to the Registrar signed by the User containing the new password to be used. This request must be made by the Account Holder and must be submitted by email using the email address of the Account Holder
2. The User must attach a copy of their ID to the request.
3. The Registry will notify the User once the password has been created.
4. Individual users must immediately change the password after password is submitted by the Registry. The Registry will not be responsible for any loss or damage caused to the User during the password change process including but not limited to any loss or damage arising from the failure of the User to change their password accordingly