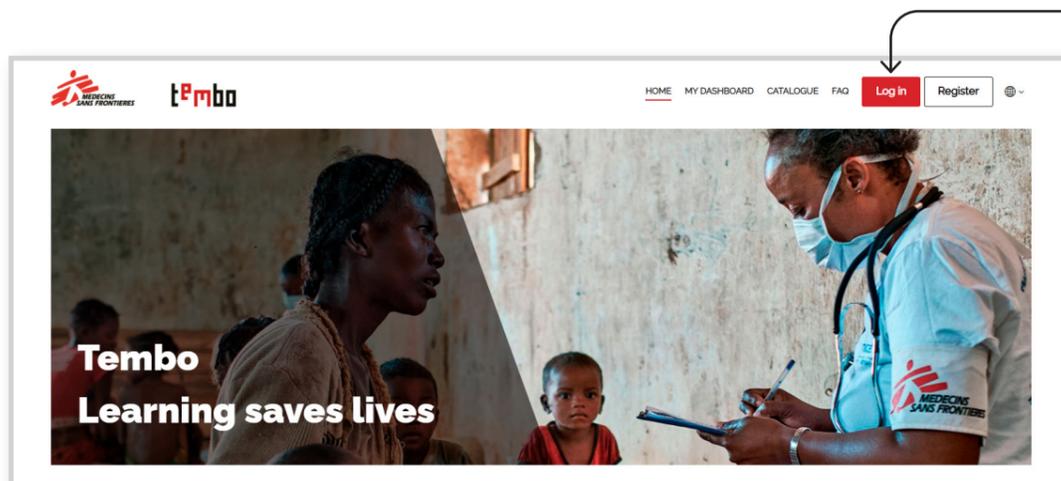
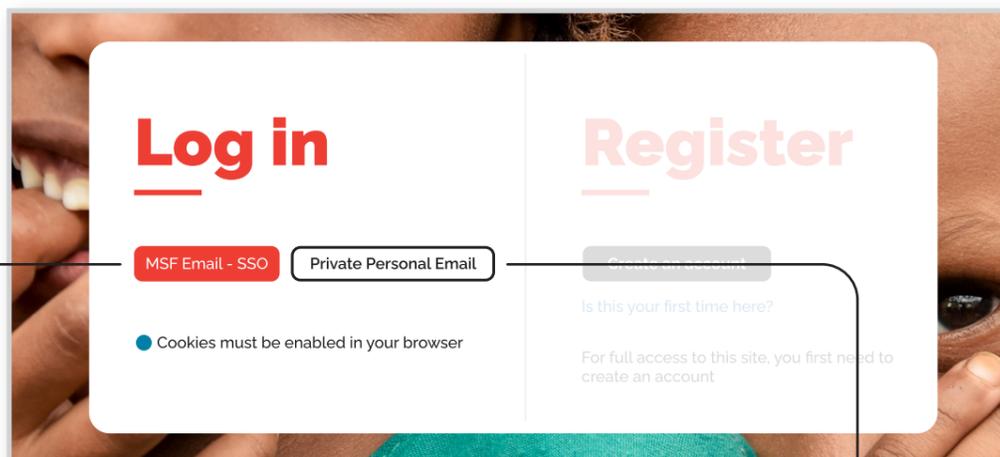


How to recover your Tembo password



Go to Tembo

- Open your web browser and write <https://tembo.msf.org/>
- Click on **Log in** at the top right-hand corner



Accessing Tembo with an MSF email address (ending with msf.org)

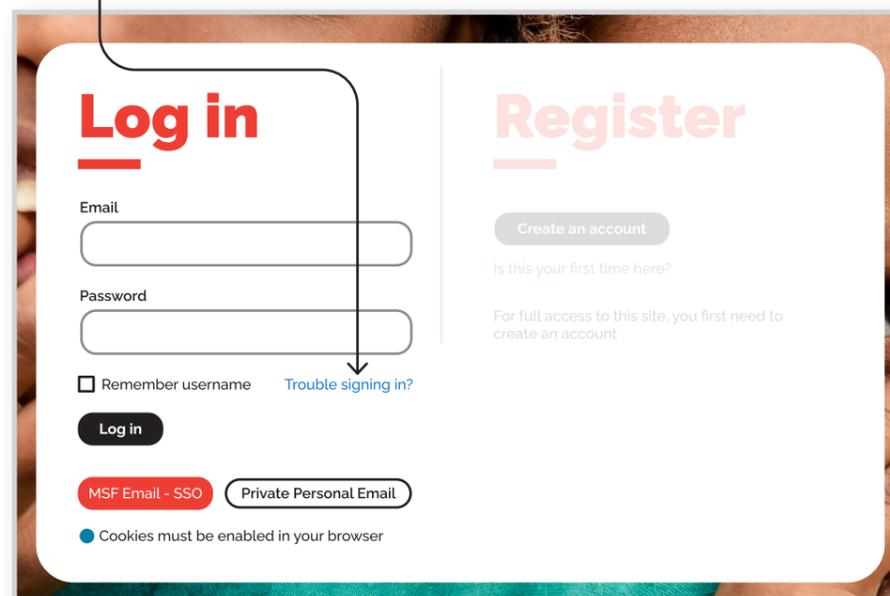
- Click on **MSF email – SSO**
- Log in with your MSF account password



If you encounter an issue, contact our support Team for assistance at: zenithelp.tembo@barcelona.msf.org

Access Tembo with a private personal email address

- Click on **Private personal email**
- Click on **Trouble signing in?** below the login fields



Let's find your account

Please submit your e-mail address and if registered in Tembo, you will receive an email with the instructions to reset your password.

Email address

Search

- **You are now on the reset password page** Provide the personal email address you used to register in Tembo (such as gmail, yahoo, etc.), and click on **Search**

How to recover your Tembo password

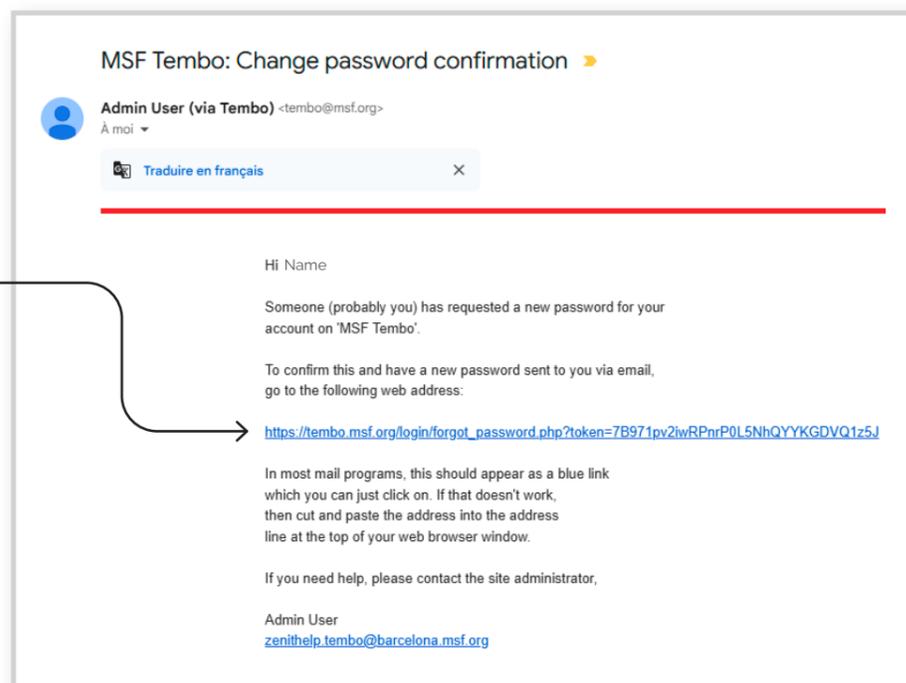
Check your email

- Open your email inbox and look for an email from Admin User (via Tembo)
- Click on the password reset link provided in the email



Didn't receive the reset email?

- Check your **spam/junk** folder
Maybe you used another email address to register?
- Check if you have received an email in any other account you may have, and try again



Create a new password

- The reset link will take you to a page where you can set a new password
- **Enter your new password**
- In Tembo, the password must have at least:
 - 8 characters
 - 1 digit
 - 1 lower case letter
 - 1 upper case letter
 - 1 non-alphanumeric character, such as *, -, or #
- Confirm the password, and click **Save changes**

You can now log in with your new password



Still can't log in and need further help?

Contact our support Team for assistance at:
zenithelp.tembo@barcelona.msf.org

