

Online Services

Users Registration and Log-in

User Guide

Last Update: 24/09/2026

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Chapter 1 Access and Home Page

This chapter describes the procedure for user access and registration to AIFA Online Services.

2.1 Access to the application

The User Access and Registration application can be accessed from the “Online Services” icon  at the top right of the homepage of AIFA's Institutional Portal (<https://www.aifa.gov.it>).

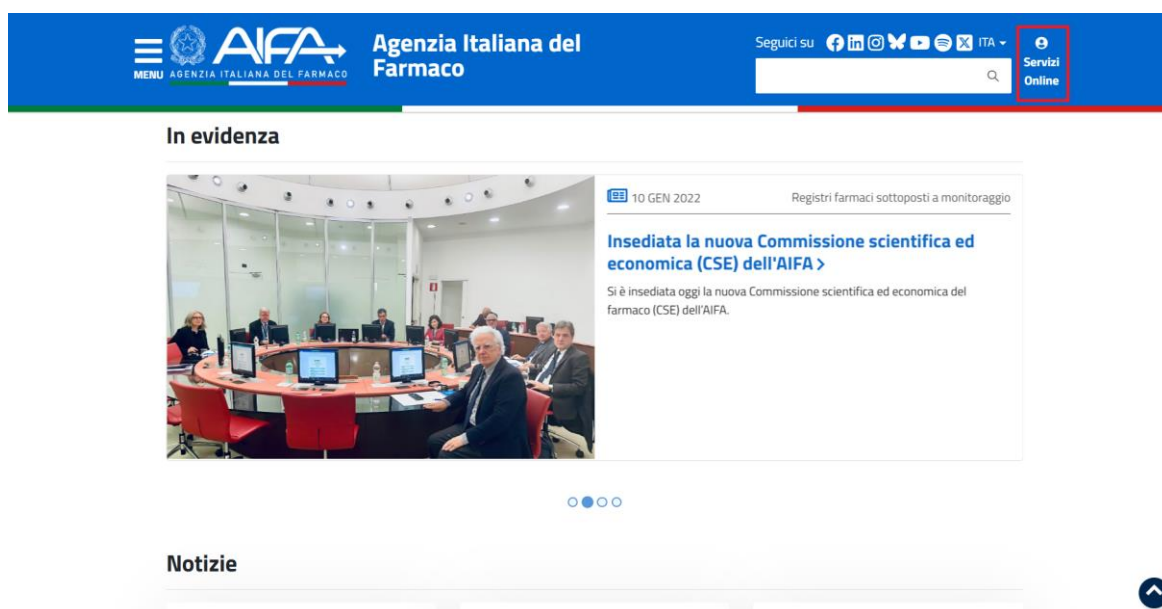


Figure 1 – AIFA Institutional Portal homepage

Chapter 2 Access-User Registration

2.2 Access Home Page - User Registration

Upon selecting the Login button from the AIFA Institutional Portal, the user lands on the initial page where the access methods to the Online Services are presented via five different possibilities.

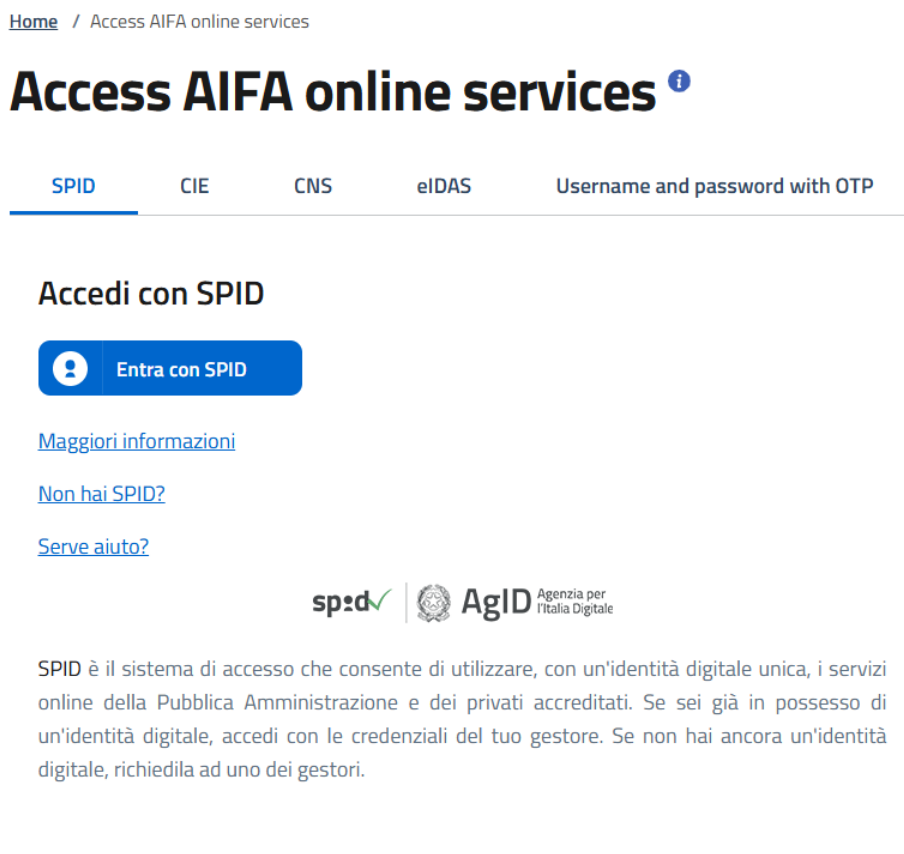


Figure 2 - User Access-Registration Home Page

System access can occur via official strong identification methods (SPID, CIE, CNS for Italian users; eIDAS for EU users); or via username, password, and OTP (for non-EU users, or Italian/EU users without identification methods).

Italian and European users are strongly advised to use one of the strong identification methods, which simplifies and speeds up registration and access to AIFA Online Services, as well as the request for authorization to the relevant applications.

2.3 Registration and access with SPID

To register or access via SPID, from the homepage (fig. 3), the user must select the first SPID tab among the provided access methods.



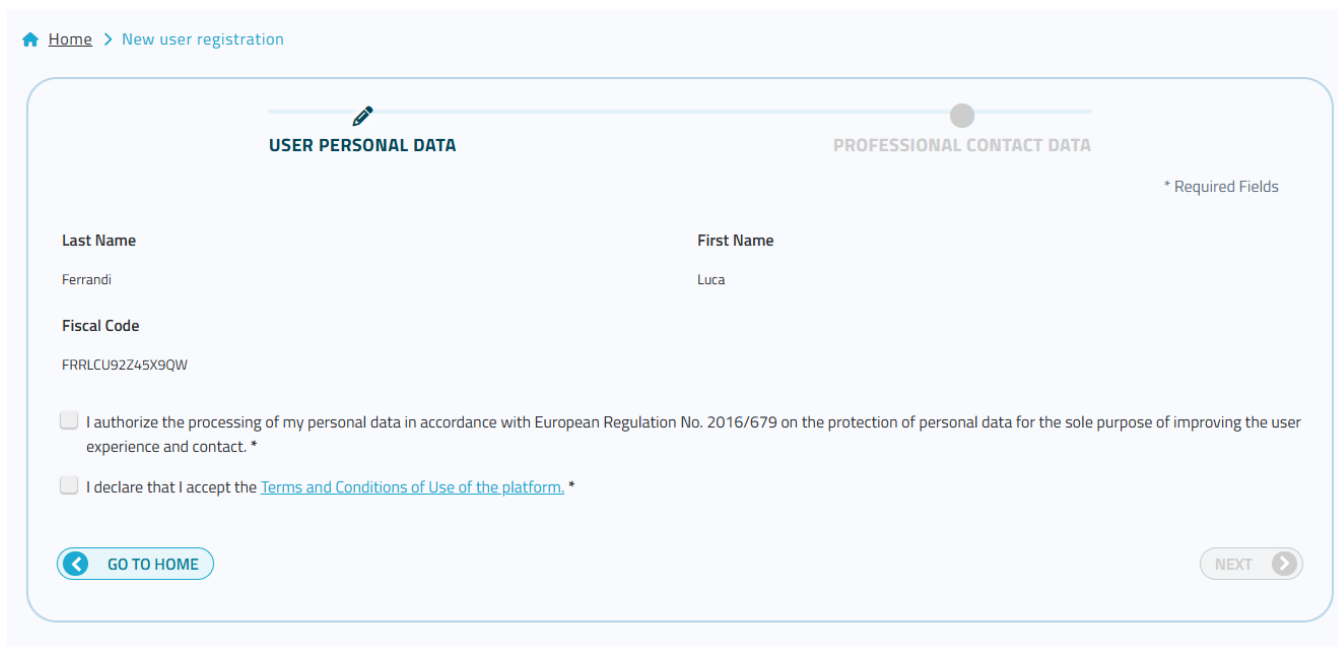
Figure 3 - Access screen via SPID

By clicking on the "Entra con SPID" button, all providers with which SPID authentication is possible will be made visible. The user must select the reference provider and enter their credentials.

Once access is completed, if it is a registration (therefore a user who does not already possess a registered account on AIFA systems), the user accesses the first page, which presents the following personal data in read-only mode:

- Surname;
- Name;
- Tax Code;
- Checkbox for authorization of personal data processing according to GDPR;
- Acceptance of terms and conditions of platform use.

The user must mandatorily flag the checkboxes for data processing authorization and acceptance of terms and conditions for platform use in order to proceed with access (the "Next" button will remain disabled until the operation is performed).



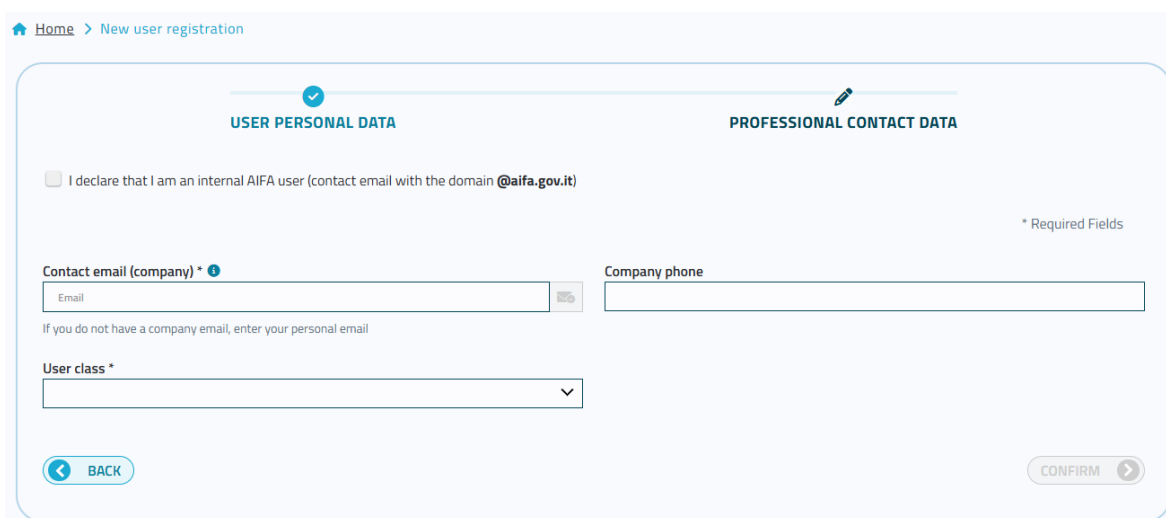
The screenshot shows the 'New user registration' page with a progress bar at the top. The first step, 'USER PERSONAL DATA', is active and indicated by a pencil icon. The second step, 'PROFESSIONAL CONTACT DATA', is inactive and indicated by a grey circle. The form contains the following fields and elements:

- Last Name:** Ferrandi
- First Name:** Luca
- Fiscal Code:** FRRLCU92Z45X9QW
- ☐ I authorize the processing of my personal data in accordance with European Regulation No. 2016/679 on the protection of personal data for the sole purpose of improving the user experience and contact. *
- ☐ I declare that I accept the [Terms and Conditions of Use of the platform](#). *
- Navigation:** A 'GO TO HOME' button with a left arrow and a 'NEXT' button with a right arrow.

Figure 4 - User personal data visualization

By clicking Next, the user will view the professional contact data screen (fig. 5), which requires the insertion of the following fields:

- Declaration checkbox for internal users: to be selected only in case of internal AIFA employee users;
- Contact e-mail (corporate): to be validated via the button located next to the field;
- Corporate phone;
- User class: selectable via a combobox.



The screenshot shows the 'New user registration' page with a progress bar at the top. The first step, 'USER PERSONAL DATA', is inactive and indicated by a checkmark icon. The second step, 'PROFESSIONAL CONTACT DATA', is active and indicated by a pencil icon. The form contains the following fields and elements:

- ☐ I declare that I am an internal AIFA user (contact email with the domain @aifa.gov.it)
- Navigation:** A 'BACK' button with a left arrow and a 'CONFIRM' button with a right arrow.
- Form Fields:**
 - Contact email (company) *:** A text input field with a 'Email' placeholder and a validation button (envelope icon).
 - Company phone:** A text input field.
 - User class *:** A dropdown combobox.
- Footnote:** If you do not have a company email, enter your personal email

Figure 5 - Professional contact data form

The e-mail address that the user must indicate should preferably be the corporate one. It must then be validated by entering a 6-digit verification code that the user receives via e-mail when the button located

next to the Contact email (corporate) field is pressed. The user then enters the code via the specific form (fig. 6) and clicks Confirm.

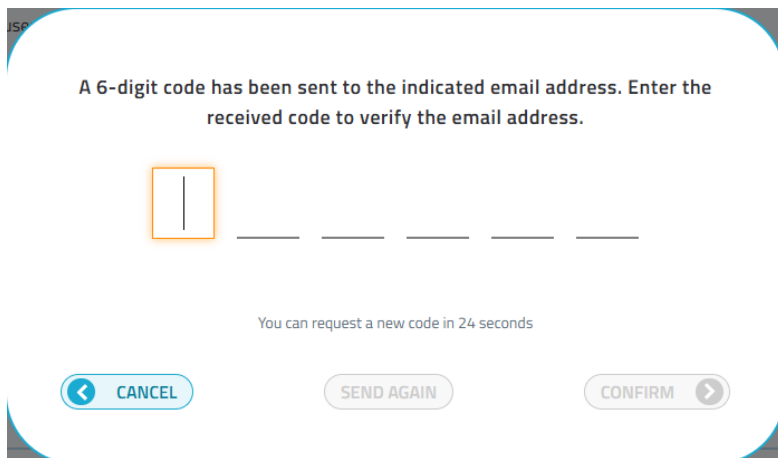


Figure 6 - E-mail validation code entry

The user must then select the belonging user class among those proposed in the specific drop-down menu (fig. 7).

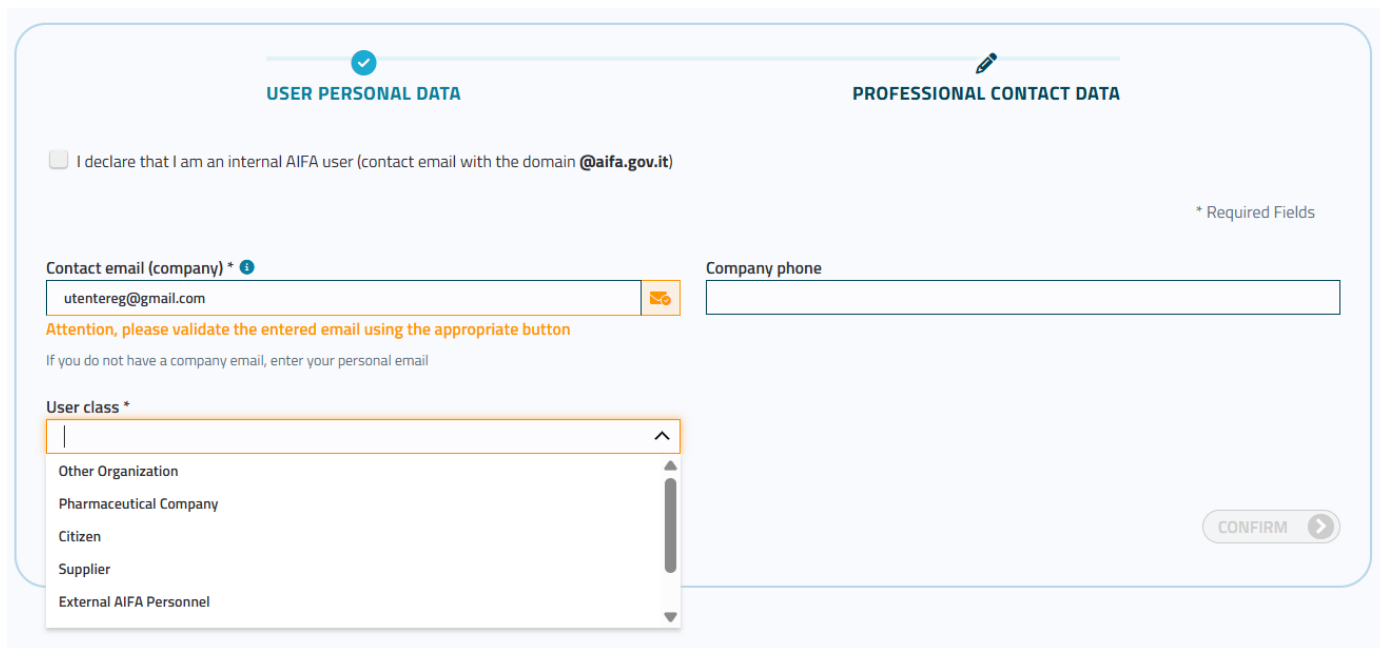


Figure 7 - Professional contact data entered

They are:

- Other Organization;
- Pharmaceutical Company;
- Citizen;
- Supplier;
- External AIFA Personnel.

Once the e-mail address has been validated and all data entered into the form, the user clicks on "Confirm", and if the registration is successful, they view the registration success screen.

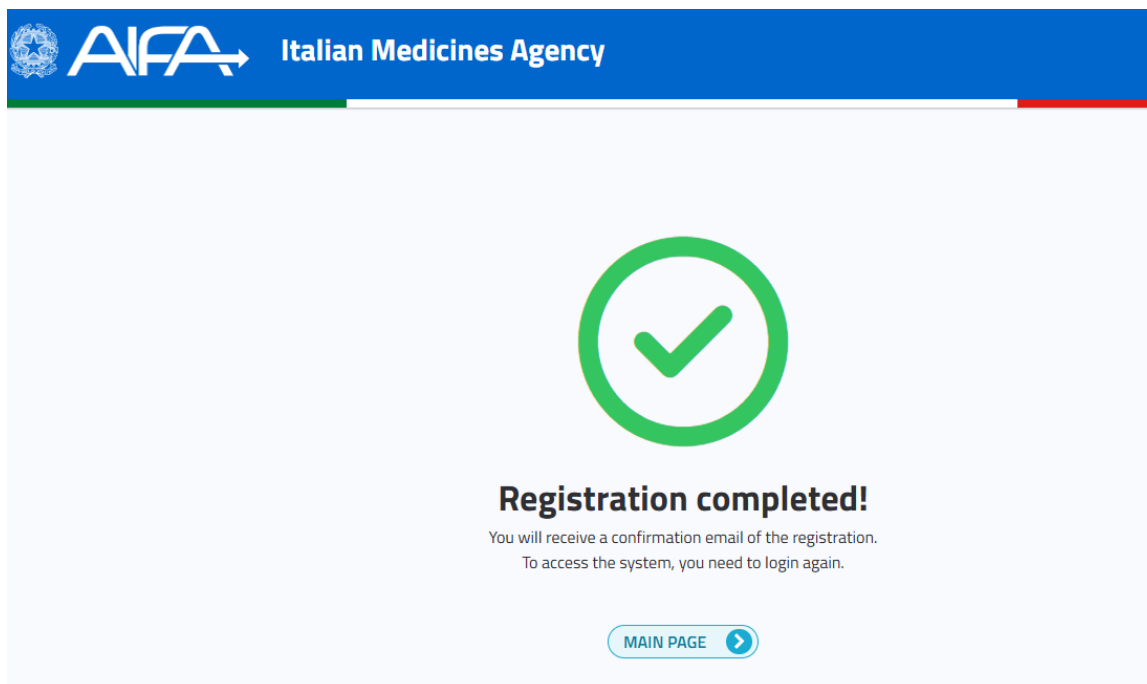


Figure 8 - Registration confirmation

To access their dashboard, the user must return to the homepage via the "Main Page" button, select the access mode via SPID again, and log in using the specific provider's credentials. In this way, they will be able to access their dashboard, including the contact data indicated during registration and the functionalities available for use.

2.4 Registration and access with CIE

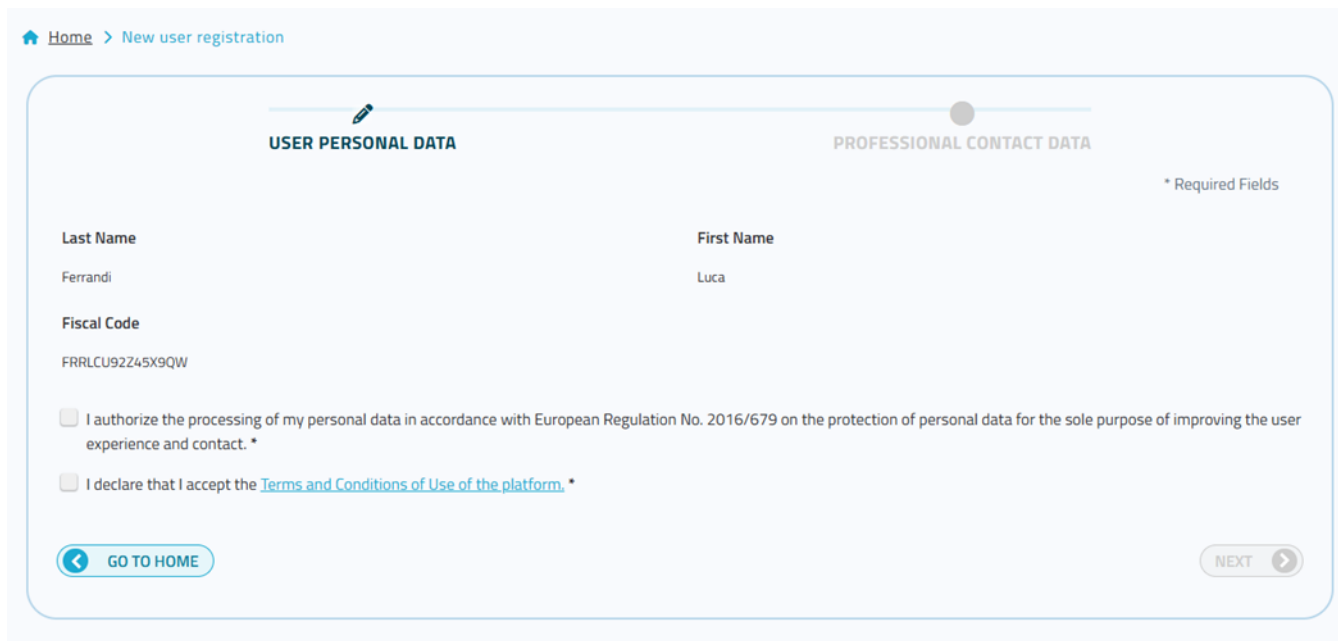
To access with 'Electronic Identity Card', the user selects the CIE tab from the 'Online Services' access homepage (fig. 9).



Figure 9 - Access homepage with CIE

By clicking on 'Entra con CIE', the user completes the authentication procedure and lands on the first registration page, which presents the following user personal data in read-only mode:

- Surname;
- Name;
- Fiscal Code.



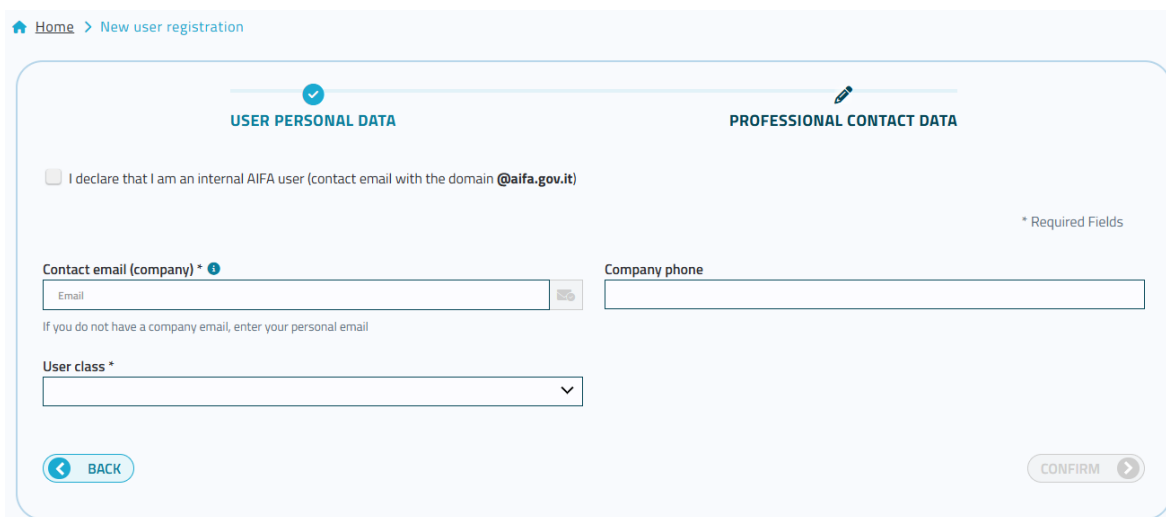
The screenshot shows the 'New user registration' page with the 'USER PERSONAL DATA' section active. The 'PROFESSIONAL CONTACT DATA' section is inactive. The form includes fields for 'Last Name' (Ferrandi), 'First Name' (Luca), and 'Fiscal Code' (FRRLCU92Z45X9QW). There are two checkboxes: 'I authorize the processing of my personal data...' and 'I declare that I accept the Terms and Conditions of Use of the platform.' A 'GO TO HOME' button is on the left, and a 'NEXT' button is on the right. A progress bar at the top shows the first step is complete.

Figure 10 - User personal data for registration with CIE

The following checkboxes are active instead:

- Authorization for personal data processing according to GDPR;
- Acceptance of platform terms and conditions of use.

By clicking on 'Next', the user will view the professional contact data screen.



The screenshot shows the 'New user registration' page with the 'PROFESSIONAL CONTACT DATA' section active. The 'USER PERSONAL DATA' section is inactive. The form includes a checkbox 'I declare that I am an internal AIFA user (contact email with the domain @aifa.gov.it)'. There are two required fields: 'Contact email (company) *' and 'Company phone'. A 'BACK' button is on the left, and a 'CONFIRM' button is on the right. A progress bar at the top shows the second step is complete.

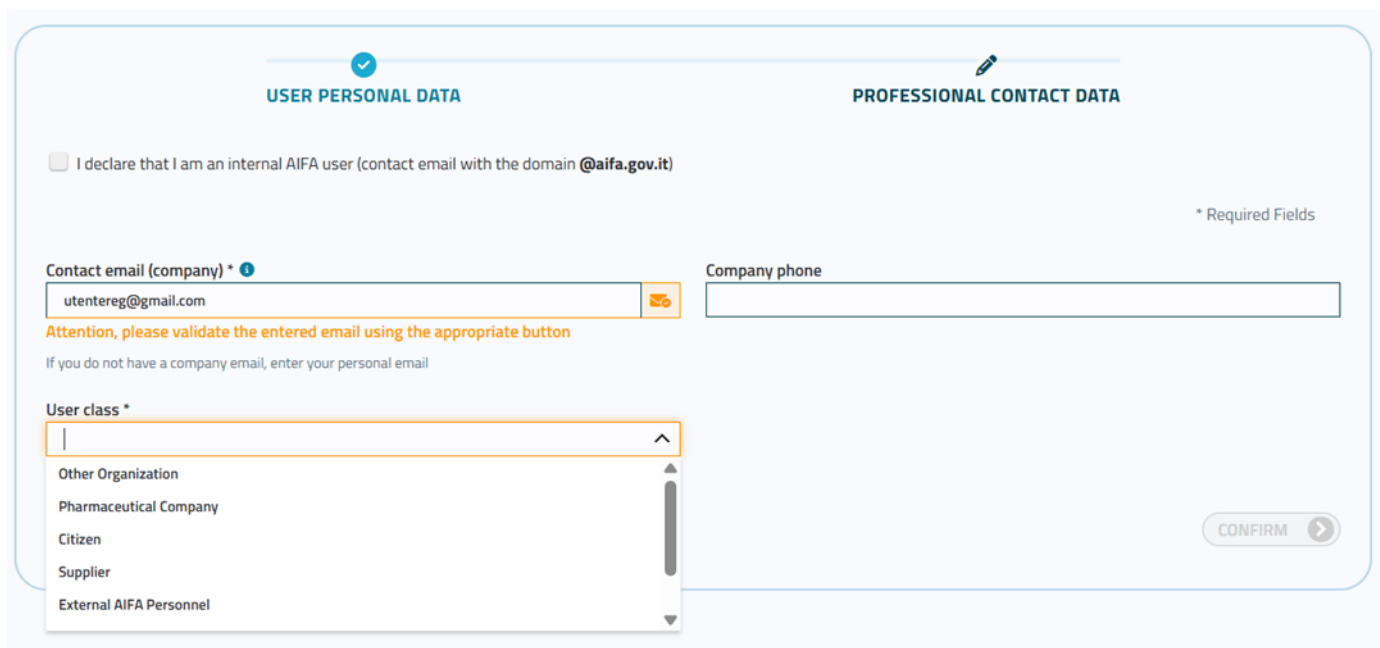
Figure 11 - Professional contact data for registration with CIE

This screen provides for:

- selection of the declaration Checkbox for internal users;
- insertion of the contact email (corporate), to be validated via the button located next to the field;
- insertion of the 'corporate phone';

- selection of the 'User Class' (if not internal AIFA users) via a combobox containing the following options:
 - Other Organization;
 - Pharmaceutical Company;
 - Citizen;
 - External AIFA Supplier.

The e-mail address entered by the user must be validated by entering a 6-digit verification code that the user receives via e-mail when the button / located next to the 'Contact mail (corporate)' field is pressed, as shown in fig. 12.



The screenshot displays a registration form with two main sections: 'USER PERSONAL DATA' (marked with a checkmark icon) and 'PROFESSIONAL CONTACT DATA' (marked with a pencil icon). At the top, there is a checkbox labeled 'I declare that I am an internal AIFA user (contact email with the domain @aifa.gov.it)'. Below this, the 'Contact email (company) *' field contains 'utentereg@gmail.com' and is accompanied by an envelope icon. A message below the field reads: 'Attention, please validate the entered email using the appropriate button'. A note below that states: 'If you do not have a company email, enter your personal email'. The 'User class *' dropdown menu is open, showing a list of options: 'Other Organization', 'Pharmaceutical Company', 'Citizen', 'Supplier', and 'External AIFA Personnel'. To the right of the email field is a 'Company phone' field. A 'CONFIRM' button with a right arrow is located at the bottom right of the form.

Figure 12 - E-mail validation for registration with CIE

The user then enters the code via the specific form (fig. 13) and clicks on 'Confirm'.

If the e-mail address has been validated correctly, a green checkmark will appear in the corresponding field. The user can then complete the data entry in the form (fig. 12) and then click on 'Confirm', a button that becomes active only after filling in the mandatory fields (those with *).

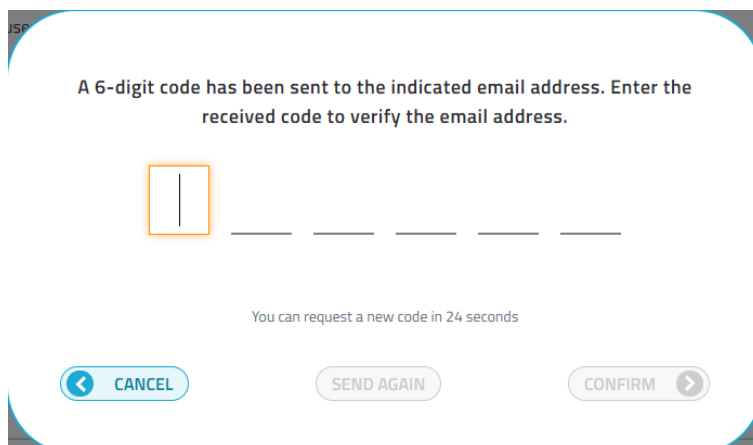


Figure 13 - Entering the e-mail verification code for registration with CIE

If the registration was successful, the user then sees the successful registration screen (fig. 14).

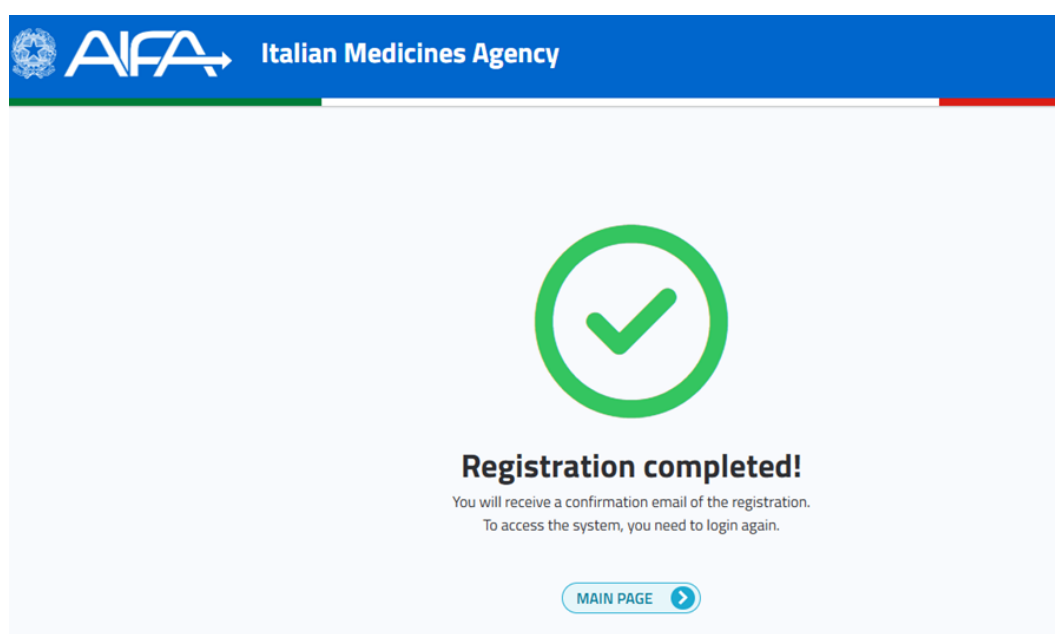


Figure 14 - Registration completed with CIE

At this point, the user must click on the 'Main Page' button and perform the first login, again with CIE in this case, to then have visibility of their personal dashboard.

2.5 Access with CNS

Access via CNS occurs by selecting the CNS tab from the Online Services home (fig. 15).



Figure 15 - Registration and access homepage with CNS

By clicking on Entra con CNS, the user completes the authentication procedure (following the specific instructions present on the screen) and lands on the first registration page (fig. 16), which presents the following user personal data in read-only mode:

- Surname;
- Name;
- Fiscal Code.

The checkboxes are active instead:

- Authorization for personal data processing according to GDPR;
- Acceptance of platform terms and conditions of use.

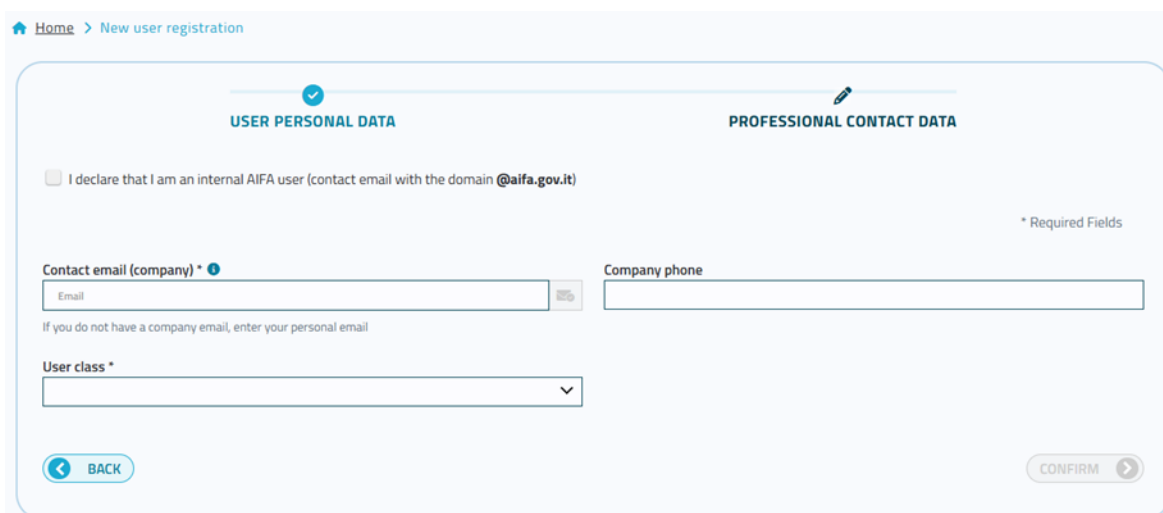
The user must mandatory check the checkboxes to proceed with access (the Next button will remain disabled until the operation is performed).



The screenshot shows the 'New user registration' page with a progress bar at the top. The first step, 'USER PERSONAL DATA', is active and marked with a pencil icon. The second step, 'PROFESSIONAL CONTACT DATA', is inactive and marked with a circle icon. The form contains the following fields: 'Last Name' (filled with 'Ferrandi'), 'First Name' (filled with 'Luca'), and 'Fiscal Code' (filled with 'FRRLCU92Z45X9QW'). Below these fields are two checkboxes: 'I authorize the processing of my personal data in accordance with European Regulation No. 2016/679 on the protection of personal data for the sole purpose of improving the user experience and contact. *' and 'I declare that I accept the [Terms and Conditions of Use of the platform](#). *'. At the bottom left is a 'GO TO HOME' button with a left arrow, and at the bottom right is a 'NEXT' button with a right arrow.

Figure 16 - User personal data for registration with CNS

By clicking on Next, the user will view the professional contact data screen.



The screenshot shows the 'New user registration' page with a progress bar at the top. The first step, 'USER PERSONAL DATA', is inactive and marked with a checkmark icon. The second step, 'PROFESSIONAL CONTACT DATA', is active and marked with a pencil icon. The form contains the following fields: a checkbox 'I declare that I am an internal AIFA user (contact email with the domain @aifa.gov.it)', a 'Contact email (company) *' field with an 'Email' button and a validation icon, a 'Company phone' field, and a 'User class *' dropdown menu. Below the email field is a note: 'If you do not have a company email, enter your personal email'. At the bottom left is a 'BACK' button with a left arrow, and at the bottom right is a 'CONFIRM' button with a right arrow.

Figure 17 - Professional Contact Data for registration with CNS

On this screen, the following operations must be performed:

- selection of the Declaration Checkbox for Internal Users;
- indication of the contact e-mail (corporate), to be validated via the button located next to the field;
- insertion of the Corporate Phone;
- selection of the User Class (if not internal AIFA users), via a combobox containing the following options:
 - Other Organization;
 - Pharmaceutical Company;
 - Citizen;
 - External AIFA Supplier

The e-mail address entered by the user must be validated by entering a 6-digit verification code that the user receives via email when the button / located next to the Mail di contatto (aziendale) [Contact Mail (Corporate)] field is pressed. The user then enters the code via the appropriate mask (fig. 18) and clicks on Conferma [Confirm].

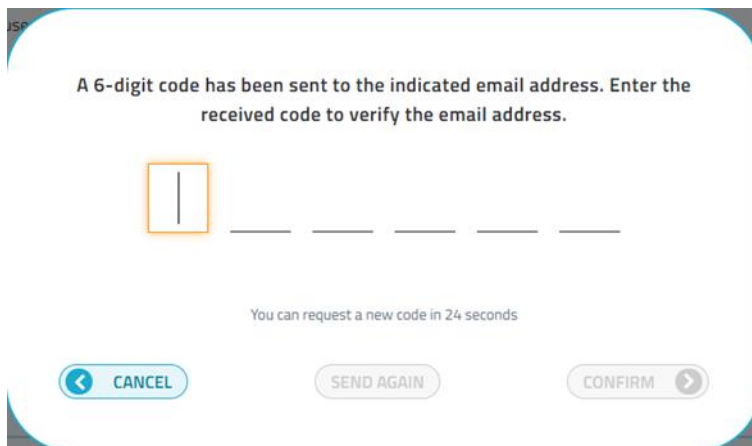


Figure 182– Entering the e-mail verification code for registration with CNS

If the e-mail address has been validated correctly, a green checkmark will appear in the corresponding field. The user can then complete the data entry in the form and then click on Conferma [Confirm].

If the registration was successful, the user then views the successful registration screen.

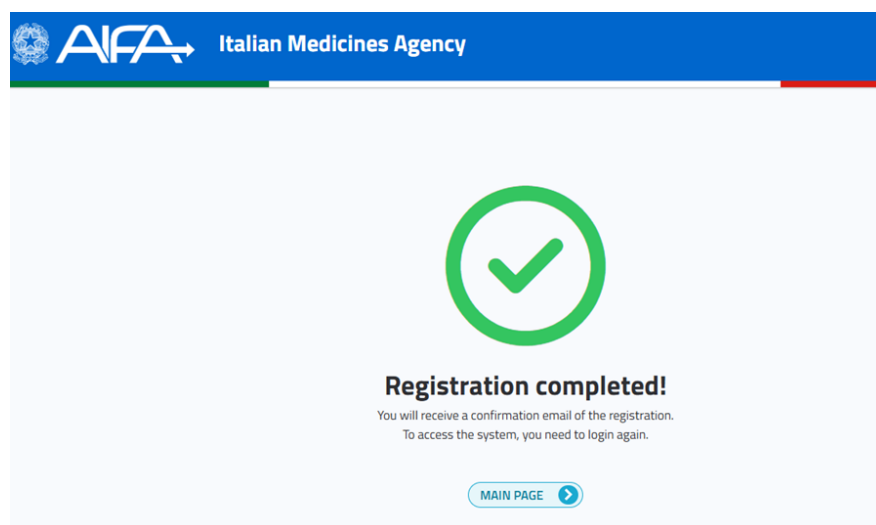


Figure 19 – Registration completed with CNS

The user must, at this point, click on Main Page and log in again, still using CNS in this case, to then view their personal dashboard.

2.6 Access with eIDAS

Access via eIDAS occurs by selecting the eIDAS tab from the Online Services homepage (fig. 20).

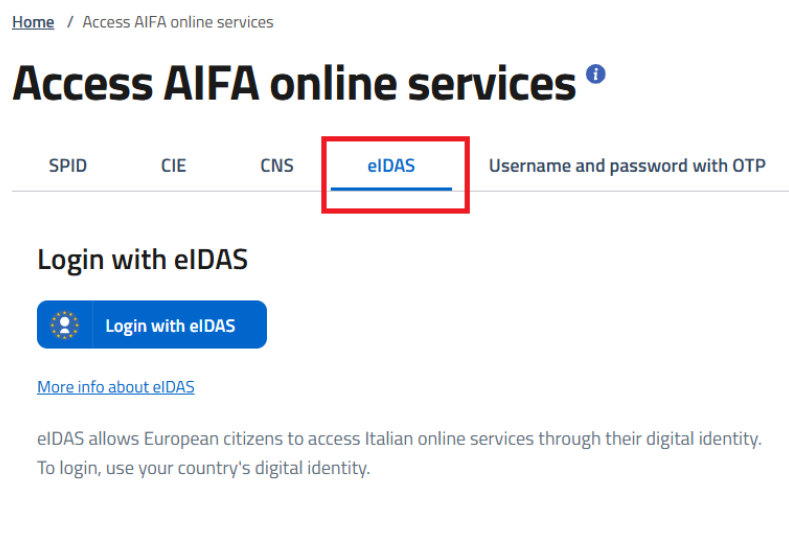


Figure 20 - Registration and access homepage with eIDAS

By clicking on Login with eIDAS, the user completes the authentication procedure and lands on the first registration page (fig. 21), which presents the following user personal data in read-only mode:

- Surname;
- Name

The checkboxes are active instead:

- Authorization for personal data processing according to GDPR;
- Acceptance of platform terms and conditions of use.

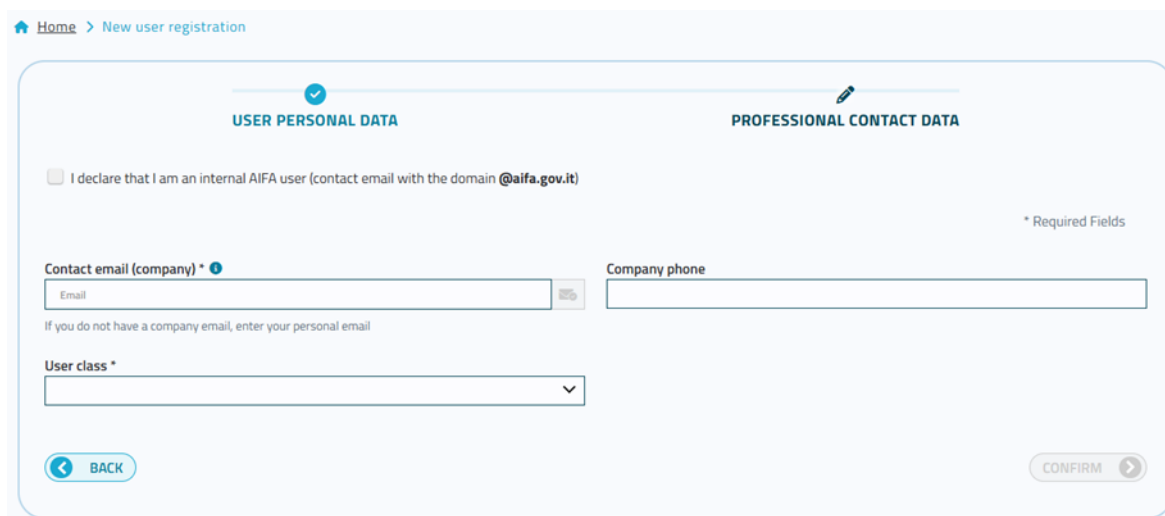


The screenshot shows the "New user registration" page. The breadcrumb trail is Home > New user registration. The page is divided into two sections: "USER PERSONAL DATA" (active, indicated by a pencil icon) and "PROFESSIONAL CONTACT DATA". The "USER PERSONAL DATA" section contains the following fields: Last Name (Ferrandi), First Name (Luca), and Fiscal Code (FRRLCU92Z45X9QW). Below these fields are two checkboxes, both of which are checked: "I authorize the processing of my personal data in accordance with European Regulation No. 2016/679 on the protection of personal data for the sole purpose of improving the user experience and contact." and "I declare that I accept the Terms and Conditions of Use of the platform." At the bottom of the form, there are two buttons: "GO TO HOME" (with a left arrow) and "NEXT" (with a right arrow).

Figure 21 - User personal data form for registration with eIDAS

The user must mandatorily flag the checkboxes to proceed with access (the Next button will remain disabled until the operation is performed).

By clicking on Next, the user will view the professional contact data screen (fig. 22).



Home > New user registration

USER PERSONAL DATA **PROFESSIONAL CONTACT DATA**

☐ I declare that I am an internal AIFA user (contact email with the domain @aifa.gov.it)

* Required Fields

Contact email (company) * 

Email 

If you do not have a company email, enter your personal email

Company phone

User class *



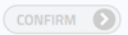
 BACK 

Figure 22 - Professional contact data form for registration with eIDAS

The following operations must be performed on this screen:

- selection of the declaration Checkbox for internal users;
- indication of the contact e-mail address (corporate), to be validated using the button located next to the field;
- entry of the Corporate Phone;
- selection of the User Class (if not internal AIFA users), via a combobox containing the following options:
 - Other Organization;
 - Pharmaceutical Company;
 - Citizen;
 - External AIFA Supplier

The e-mail address entered by the user must be validated by entering a 6-digit verification code that the user receives via e-mail when the button / located next to the Contact Mail (Corporate) field is pressed. The user then enters the code via the appropriate mask (fig. 23) and clicks on Confirm.

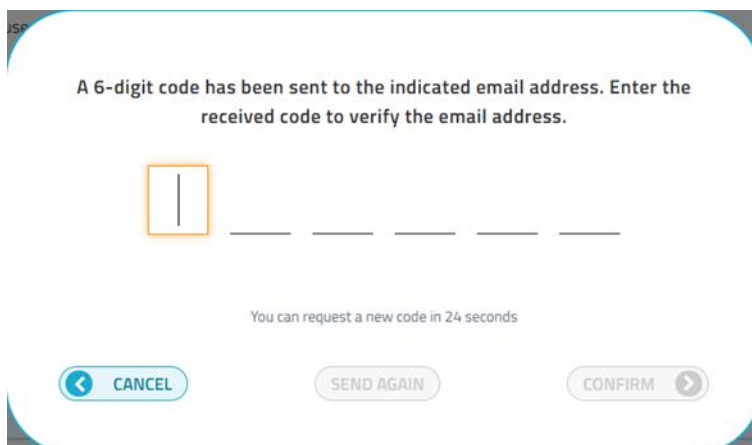


Figure 23 - Entry of e-mail validation code for registration with eIDAS

If the e-mail address has been successfully validated, a green checkmark will appear in the corresponding field. The user can then complete the data entry in the form and click on Confirm.

If the registration was successful, the user then views the registration successful screen.

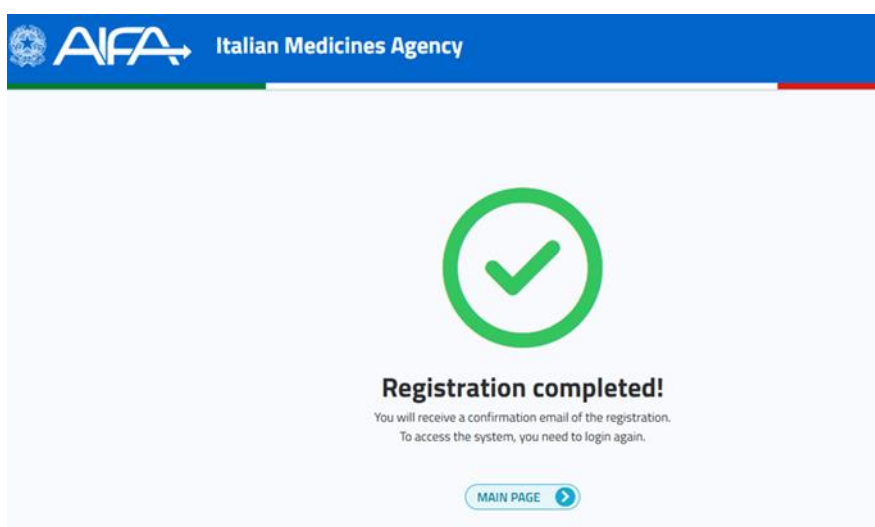


Figure 24 - Registration with eIDAS completed

At this point, the user must click on Main Page and log in again, still using eIDAS in this case, to then have visibility of their personal dashboard.

2.7 Access with Username and Password

Selecting the Username and Password with OTP tab, one lands on the access page via this mode.

[Home](#) / Access AIFA online services

Access AIFA online services ⁱ

SPID CIE CNS eIDAS **Username and password with OTP**

Sign in with AIFA credentials

User Name

Password

Login

[Forgot password?](#)

[Reset OTP Channel](#)

Not registered?
[Sign up to AIFA ⁱ](#)

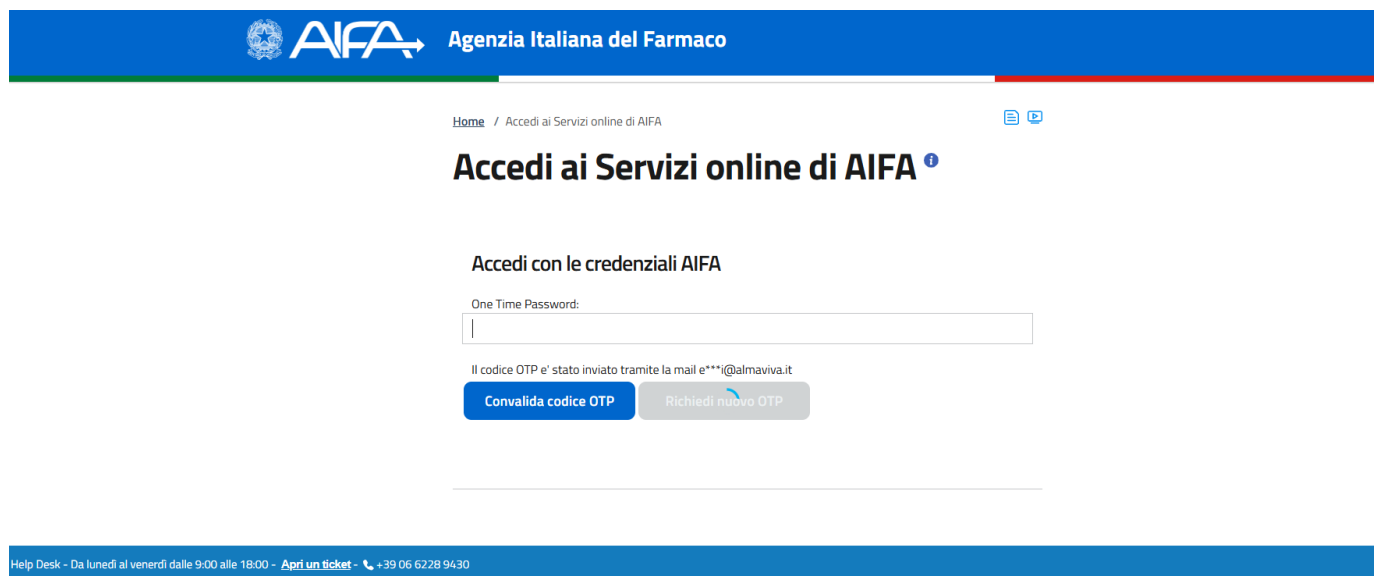
Figure 25 - Access with username and password with OTP

On this page, the user has the following functionalities available:

1. log in with username and password;
2. register for AIFA services;
3. recover the username;
4. reset the password in case the user has forgotten the password;
5. change the OTP channel in case the user prefers to change the mode.

2.7.1 Login with Username and Password with OTP

By entering username and password in the appropriate fields and selecting the Login button, the system sends a 6-digit code to the OTP channel chosen by the user and presents the page for entering it.

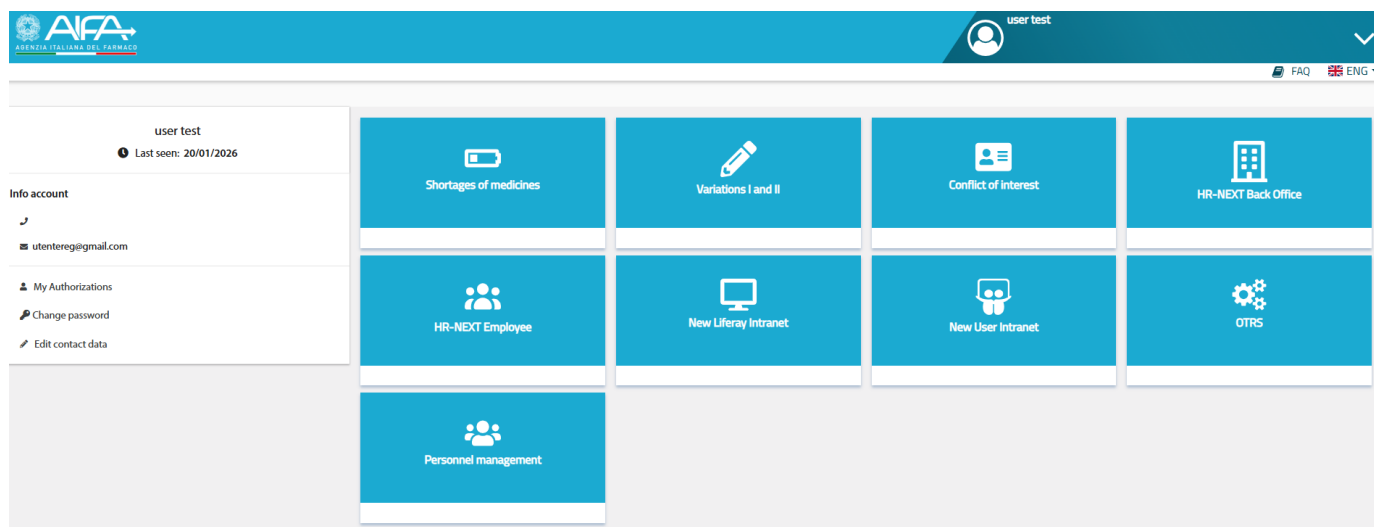


The screenshot shows the AIFA login interface. At the top, there is a blue header with the AIFA logo and the text "Agenzia Italiana del Farmaco". Below the header, a navigation bar contains the text "Home / Accedi ai Servizi online di AIFA" and a small icon. The main heading is "Accedi ai Servizi online di AIFA" with an information icon. Below this, the text "Accedi con le credenziali AIFA" is displayed. A "One Time Password:" label is followed by a text input field. Below the input field, a message states "Il codice OTP e' stato inviato tramite la mail e***@almaviva.it". Two buttons are present: "Convalida codice OTP" (blue) and "Richiedi nuovo OTP" (grey). At the bottom, a blue footer bar contains the text "Help Desk - Da lunedì al venerdì dalle 9:00 alle 18:00 - [Apri un ticket](#) - [+39 06 6228 9430](#)".

Figure 26 - Entering OTP code

On this page, the user, using the “Request new OTP” button, can request the sending of a new OTP code, or enter the OTP code received via the appropriate channel and select the "Validate OTP code” button. All this allows the user to land on their Dashboard.

Inside the latter, each user will find the applications for which they are enabled (fig. 27).



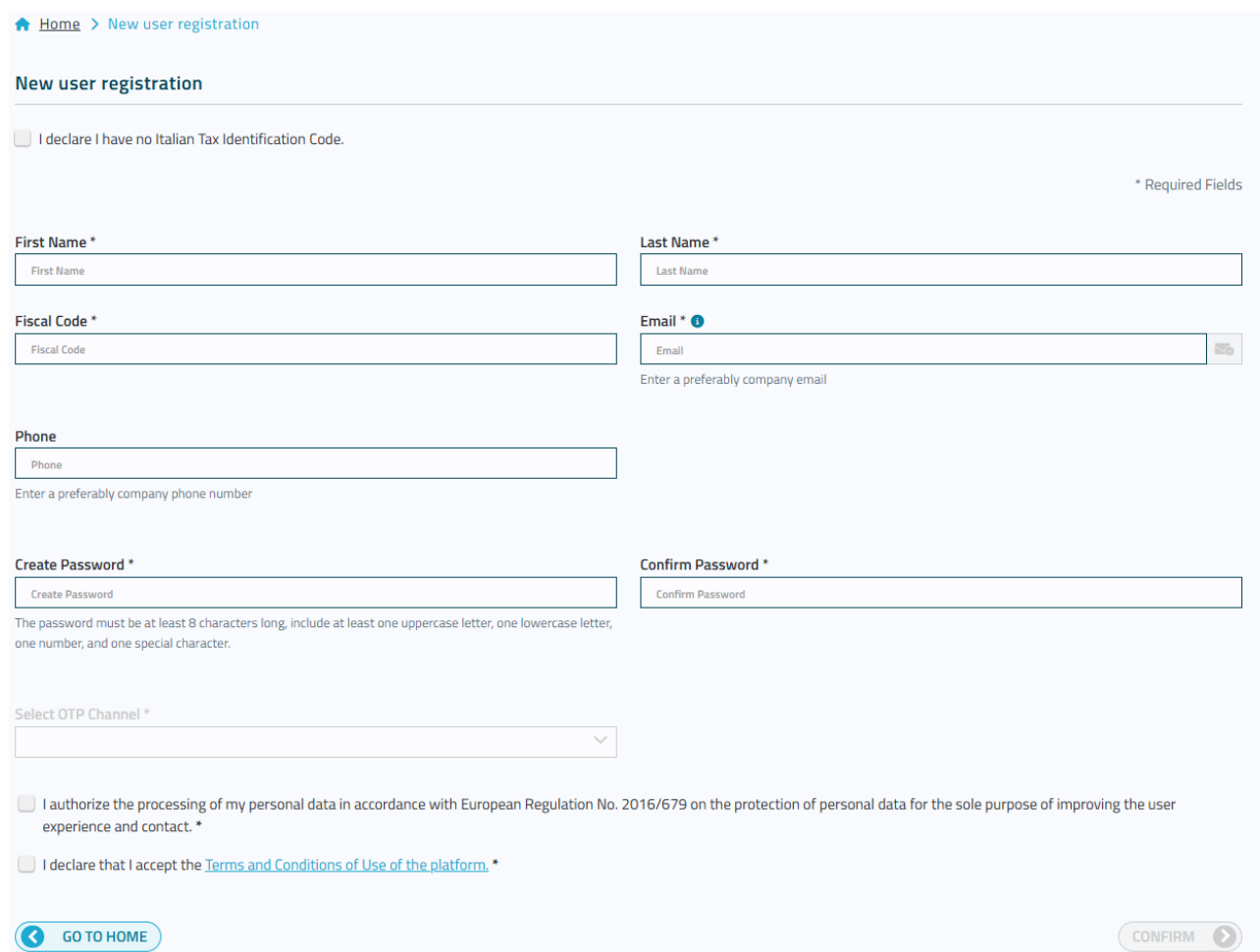
The screenshot shows the AIFA User Dashboard. The top header is blue with the AIFA logo and the text "user test". Below the header, a navigation bar contains the text "FAQ" and "ENG". The main content area is divided into two columns. The left column contains a sidebar with the text "user test" and "Last seen: 20/01/2026". Below this, there is a section titled "Info account" with a user icon and the email "utentereg@gmail.com". Below the "Info account" section, there are links for "My Authorizations", "Change password", and "Edit contact data". The right column contains a grid of application tiles. The tiles are: "Shortages of medicines", "Variations I and II", "Conflict of Interest", "HR-NEXT Back Office", "HR-NEXT Employee", "New Liferay Intranet", "New User Intranet", "OTRS", and "Personnel management".

Figure 27 - User Dashboard

Specifically, users already registered in the systems have available the applications for which they had previously received authorization. New users, on the other hand, will find the default applications established for their user class.

2.7.2 Registration to AIFA Services

By selecting the link Sign Up to AIFA, from the access screen with username and password, the system presents the page shown in fig. 28.



The screenshot shows the 'New user registration' page. At the top, there is a breadcrumb trail: 'Home > New user registration'. Below this, the title 'New user registration' is displayed. A checkbox with the text 'I declare I have no Italian Tax Identification Code.' is present. A note '* Required Fields' is on the right. The form contains several input fields: 'First Name *', 'Last Name *', 'Fiscal Code *', 'Email *' (with an information icon), 'Phone', 'Create Password *', and 'Confirm Password *'. The 'Email *' field has a small icon of an envelope and a note 'Enter a preferably company email'. The 'Phone' field has a note 'Enter a preferably company phone number'. Below the password fields, there is a note: 'The password must be at least 8 characters long, include at least one uppercase letter, one lowercase letter, one number, and one special character.' A dropdown menu for 'Select OTP Channel *' is shown. At the bottom, there are two checkboxes: 'I authorize the processing of my personal data in accordance with European Regulation No. 2016/679 on the protection of personal data for the sole purpose of improving the user experience and contact. *' and 'I declare that I accept the [Terms and Conditions of Use of the platform.](#) *'. At the very bottom, there are two buttons: 'GO TO HOME' (with a left arrow) and 'CONFIRM' (with a right arrow).

Figure 28 - Data entry for registration

The registration page for AIFA services requires the entry of the following data:

- Name (mandatory);
- Surname (mandatory);
- Tax Code (mandatory for Italian users);
- E-mail (mandatory - to be validated preferably corporate);
- Telephone (preferably corporate);
- Password (following the criteria indicated in the gray caption);
- OTP Channel

After correctly entering the personal data (Name, Surname and Tax Code) the user must enter their email address (preferably corporate) and select the icon to allow the system to validate and certify the entered email, sending an OTP code to it.

New user registration

☐ I declare I have no Italian Tax Identification Code.

* Required Fields

First Name * First Name	Last Name * Last Name
Fiscal Code * Fiscal Code	Email * ⓘ usernew@gmail.com 

Attention, please validate the entered email using the appropriate button

Enter a preferably company email

Figure 29 - E-mail validation

A pop-up appears (fig. 30), where the OTP code received at the entered email address to be validated must be entered.

A 6-digit code has been sent to the indicated email address. Enter the received code to verify the email address.

You can request a new code in 21 seconds

Figure 30 - OTP code entry

Once the OTP code has been entered, the Confirm button becomes active. Upon selecting it, the system performs the check. If successful, the following screen is displayed with the validated data.

First Name * User ✓	Last Name * Registration ✓
Fiscal Code * SRURST80A01H501D ✓	Email * ⓘ utentereg@gmail.com ✓

Enter a preferably company email

Figure 31 - Validated data

Once the e-mail is validated, the user must enter the missing data (fig. 32): any phone number, password and OTP channel (the latter two are mandatory). They must then select the checkboxes for the authorization to process personal data and for the acceptance of the platform terms and conditions of use; finally, select the Confirm button.

New user registration

☐ I declare I have no Italian Tax Identification Code.

* Required Fields

First Name * User	Last Name * Registration
Fiscal Code * SRURST80A01H501D	Email * utentereg@gmail.com Enter a preferably company email
Phone Phone Enter a preferably company phone number	
Create Password * ***** The password must be at least 8 characters long, include at least one uppercase letter, one lowercase letter, one number, and one special character.	Confirm Password * *****
Select OTP Channel * Email	

☒ I authorize the processing of my personal data in accordance with European Regulation No. 2016/679 on the protection of personal data for the sole purpose of improving the user experience and contact. *

☒ I declare that I accept the [Terms and Conditions of Use of the platform](#). *

[GO TO HOME](#) [CONFIRM](#)

Figure 32 - Completion of registration data

If the registration was successful, the system sends a registration confirmation e-mail to the e-mail address entered here, containing the username to be used for subsequent access (fig. 33).

Account Successfully Created

Dear User,

We would like to inform you that your registration request for the AIFA Online Services has been successfully processed.

Account details:

- **Username:** user.registration01
- **Email:** utentereg@gmail.com

From now on, you can access the platform and submit enablement requests for the available applications. To proceed, please log in to the Online Services Portal and follow the instructions in the dedicated section.

If you have received this communication by mistake, please ignore it and delete it from your inbox.

WARNING: This message was sent by an automated procedure, therefore please do not reply to this communication.

Sincerely,

Figure 33 - Registration completed successfully e-mail

2.7.3 Username Recovery

By selecting the link *Forgot username?* the system displays the following page:

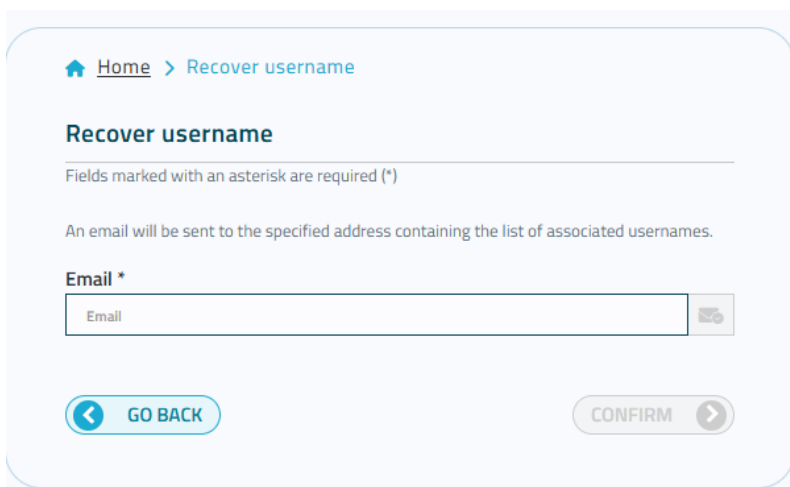


Figure 34 - Username Recovery

The system, once the user has entered the email address associated with their user account in the dedicated field and has selected the  icon, sends an email to that address with the OTP code for address verification. Once the OTP is entered, the system sends the user an e-mail containing all user accounts associated with the indicated email:

Username recovery completed successfully

Dear User,

Your email is associated with the following list of usernames:

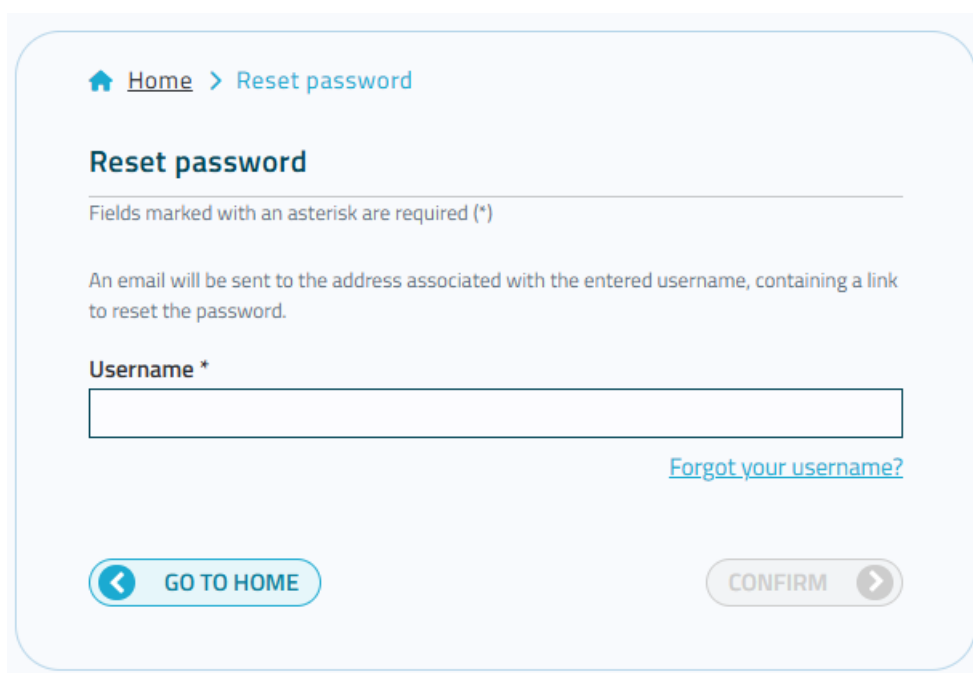
- utente.registrazione
- user.ue
- utente.abilitazione
- utente.abilitazioni
- authorizations.user
- user.registration01

If this request hasn't been performed by you, we recommend you to contact our support immediately.

Figure 35 - Username recovery e-mail

2.7.4 Reset Password

By clicking on the link **Forgot password?** the system displays the Reset Password page (fig. 36).



The screenshot shows a web interface for resetting a password. At the top, there is a breadcrumb navigation: a home icon followed by 'Home' and a right arrow followed by 'Reset password'. Below this is the title 'Reset password' in a bold font. Under the title, a note states: 'Fields marked with an asterisk are required (*)'. A paragraph of text explains: 'An email will be sent to the address associated with the entered username, containing a link to reset the password.' Below this text is a label 'Username *' followed by a text input field. To the right of the input field is a blue link that says 'Forgot your username?'. At the bottom of the form, there are two buttons: on the left, a button with a left arrow and the text 'GO TO HOME'; on the right, a button with the text 'CONFIRM' and a right arrow.

Figure 36 - Reset Password

Once the user has entered their username and selected the Confirm button, the system sends an email to the linked email address containing a link that leads the user to the password change page.

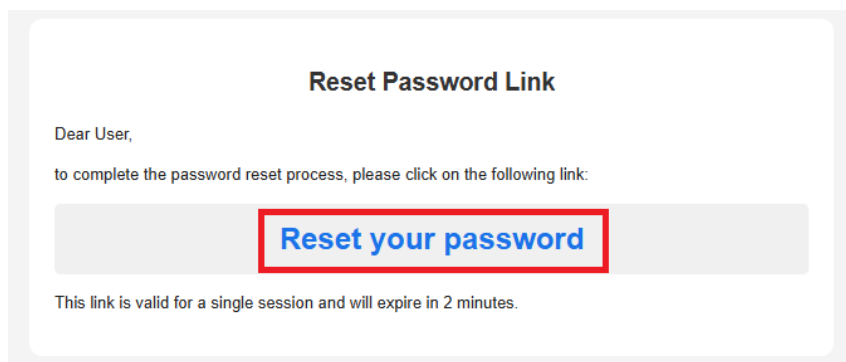


Figure 37 - Reset Password Link

In the resulting screen, enter a new password in both the New password and Confirm new password fields, always following the criteria indicated in the gray caption.

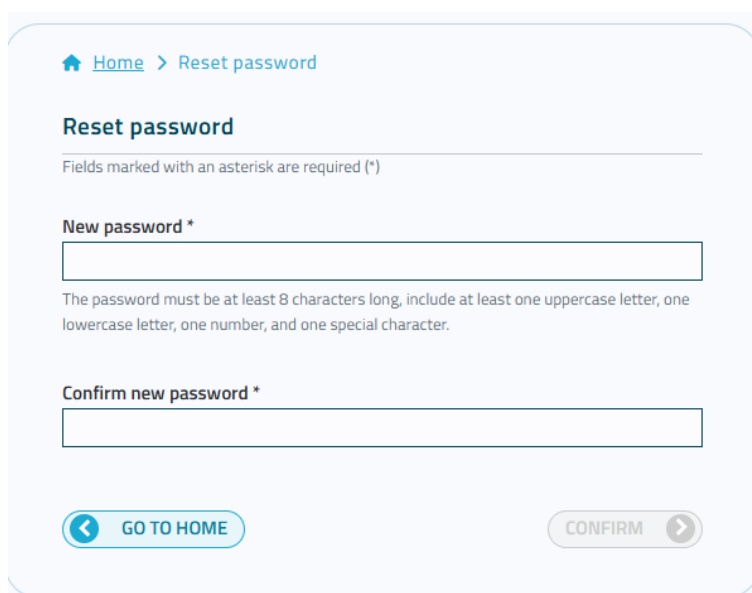
The image shows a web form titled 'Reset password'. At the top, there is a breadcrumb navigation: 'Home > Reset password'. Below the title, a note says 'Fields marked with an asterisk are required (*)'. There are two input fields: 'New password *' and 'Confirm new password *'. Below the first field, a password requirement note is displayed: 'The password must be at least 8 characters long, include at least one uppercase letter, one lowercase letter, one number, and one special character.' At the bottom of the form, there are two buttons: 'GO TO HOME' with a left arrow and 'CONFIRM' with a right arrow.

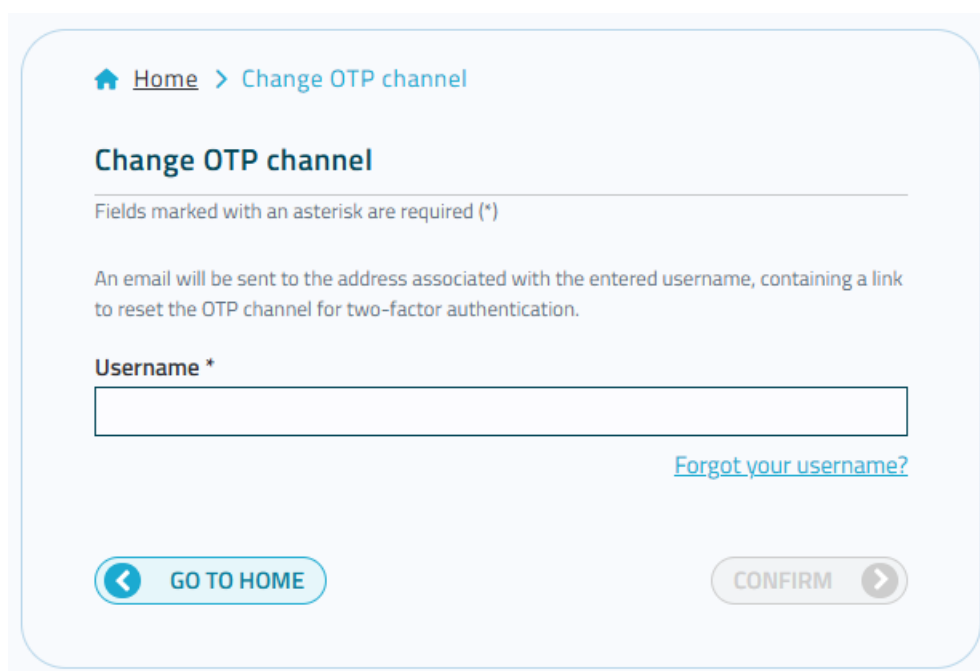
Figure 38 - Password change

The user must then select the Confirm button to perform the modification.

The system confirms the successful modification of the password by sending an e-mail to the user.

2.7.5 Reset OTP Channel

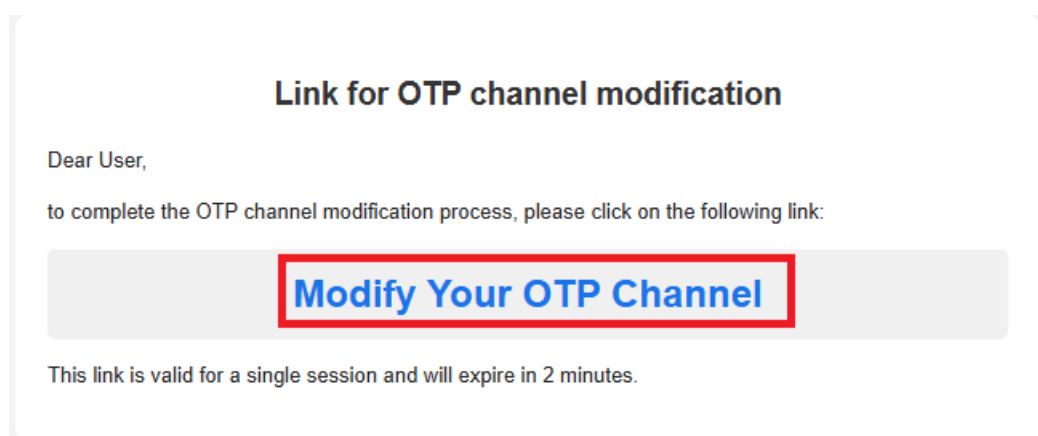
In case of inability to use the OTP channel set during the registration phase, it is possible to indicate another channel by selecting the Reset the OTP channel link.



The screenshot shows a web form titled "Change OTP channel". At the top, there is a breadcrumb navigation: "Home > Change OTP channel". Below the title, a note states: "Fields marked with an asterisk are required (*)". A paragraph explains: "An email will be sent to the address associated with the entered username, containing a link to reset the OTP channel for two-factor authentication." There is a text input field labeled "Username *". To the right of the input field is a link: "Forgot your username?". At the bottom, there are two buttons: "GO TO HOME" with a left arrow and "CONFIRM" with a right arrow.

Figure 39 - Change OTP Channel

The system, once the user has entered their username and has selected the Confirm button, sends an email to the associated email address containing a link that redirects the user to the page for the modification of the OTP channel.



The screenshot shows an email template with the subject "Link for OTP channel modification". The body starts with "Dear User," followed by the text "to complete the OTP channel modification process, please click on the following link:". Below this text is a button labeled "Modify Your OTP Channel" in blue text, which is highlighted with a red rectangular border. At the bottom, a note states: "This link is valid for a single session and will expire in 2 minutes."

Figure 40 - OTP channel modification link

By clicking on this link, you proceed to the screen in Fig. 41, where you indicate the alternative canale OTP Channel, among those proposed.

Once the new OTP Channel has been entered, the user must select the Confirm button to perform and save the change. The system confirms the successful modification of the OTP Channel by sending an e-mail to the user.

[Home](#) > Change OTP channel

Change OTP channel

Fields marked with an asterisk are required (*)

Current OTP channel *

Mobile app authenticator

New OTP channel * 

[← GO TO HOME](#) [CONFIRM →](#)

Figure 41 – Change OTP Channel

