How to reset my password

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Instructions:

In case you don’t recall your password visit the website https://smail.boehringer-ingelheim.com

Click the Forget your password? link.
How to reset my password

Enter your **E-mail address** and the **Captcha** code. Click on **Request Access Data**.

The next screen contains further information.

Check your mailbox for the notification and use the embedded link.

```
[Boehringer Ingelheim Secure Messaging System] Password Forgotten

Notification from "Boehringer Ingelheim Secure Messaging System".
You have requested the access data for your "Boehringer Ingelheim Secure Messaging System" account. Use the following link to set a new password for your account:
https://email.boehringer-ingelheim.com/auth-ui/teken.vhtm?d=+9PoV3BNvR80MV1SWY6c
Send an e-mail to sec.email_info@boehringer-ingelheim.com if you have any questions regarding this message.
```
How to reset my password

Enter the **Answer** to your personal **Security question** and click on **Next**. If you know the answer to your **Security question** jump to next page.
If you don’t recall your **Security Answer** click on **Forgot your security answer?**

Click on **Request New Password** and you will receive a new Account Activation Link in your regular mailbox. This process might take some time.

**Please note:** your account will be locked after 3 failed **Answer** attempts.
In case your account has been **locked** please send an e-mail to securemail_info@boehringer-ingelheim.com including your e-mail address and request to **UNLOCK** your account.
How to reset my password

Enter a new **Password** following the **Password Requirements**.

Click on **Submit** to send your new password.

Now you can use your new password to open your secure messages or to enter the customer portal [https://smail.boehringer-ingelheim.com](https://smail.boehringer-ingelheim.com)
Password History

Please note: If you receive Secure Mails as PDF files (the default delivery type) you have to use the password which was valid at the creation point of the message. Secure Messages received before the password change must be opened with the old password. To find out your old password login to https://smail.boehringer-ingelheim.com, enter the Settings Tab and navigate to Password History. Here you will find all your old passwords and the time period it was used. It should appear similar to the figure below. Use the appropriate password to enter the old message.

Please visit the website http://guides.boehringer-ingelheim.com for further information, manuals and FAQ’s.