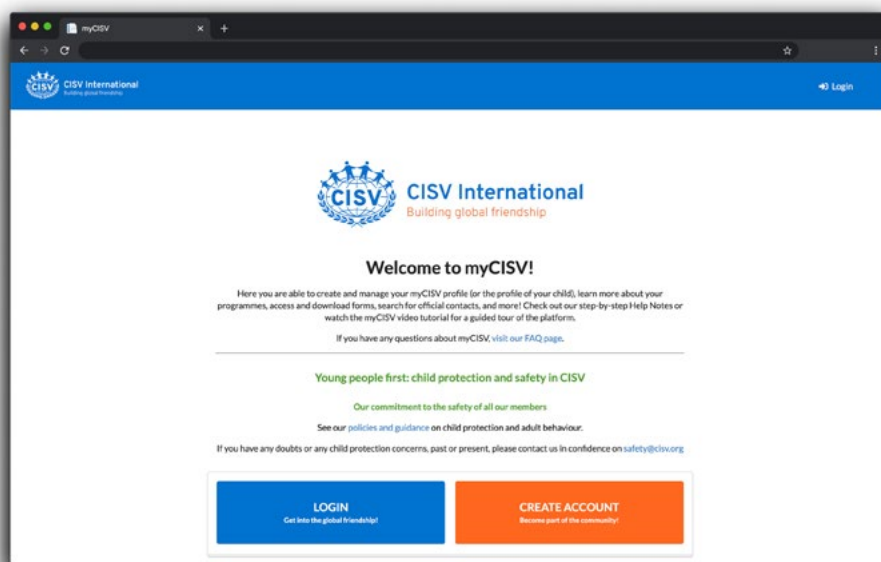




CISV International
Building global friendship

myCISV Help

Registration and Login



Find out:

- **Create an account** for you or your child
- Where you already have an account, **login** for the first time.
- Get a **username or password reminder**

Create a myCISV account

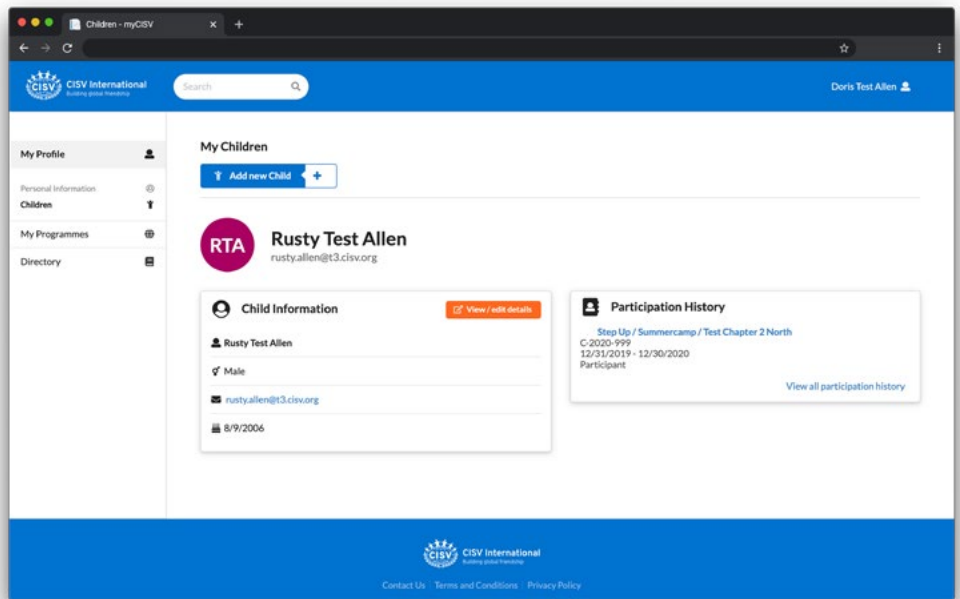
Before you start.

Are you 15 years old or younger?

Please ask your parent or guardian to create an account first.

Parents/guardians can create an account with a guardian-relationship. Create your account, login, and then add an account for your child.

Find out more about *guardian-child relationship* accounts [here](#).



Step 1. Complete the registration form

1. Add your basic information
If you are under 16 years, you will not be able to create an account.

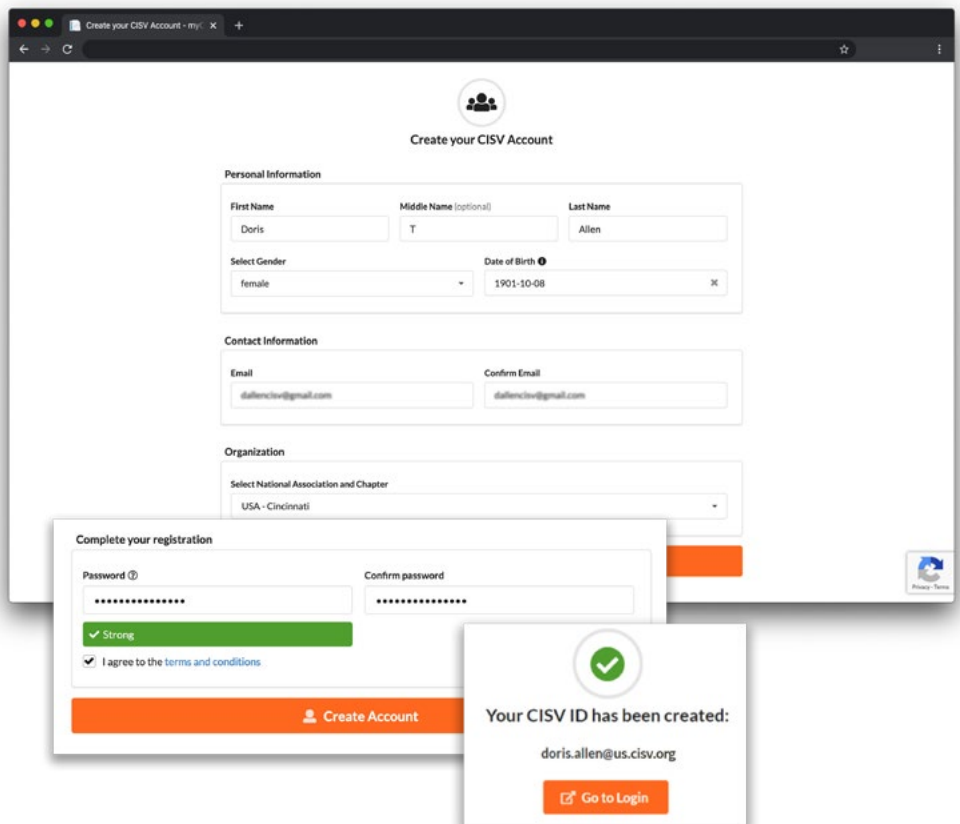
If you are a member of more than 1 NA or Chapter, choose your main Chapter. Once your account is set up, you can go to your profile, and a second Chapter.

2. When you are ready, click 'Next Step'.
3. Choose a new password.

A good password contains a mix of numbers, letters, and characters.

4. When you are ready, click 'Create Account'.

5. Make a note of your CISV ID. This is your username.



Step 2. Verify your account

If you forget your password, you can reset it. More information is required

1. Add the Email or phone number that you want a reset code sent to.
2. You can use the same Email used in your registration form, or a different one.
3. Go to your eEmail or phone and find the verification code. Verify.

Step 3. You can now login to your new myCISV account!

Where you already have an account - login for the first time

Your login information has changed.

If you registered on myCISV before the 2020 relaunch of myCISV, your CISV ID (username) and password has changed.

1. To find your new CISV ID and password, please follow the steps to request a reminder.
2. If you were issued a CISV ID before 2020, because of a role you have held accessing SharePoint or CISV Forms, you can now use this for myCISV.

Get a CISV ID (username) or Password reminder

CISV ID reminder

1. Complete the registration form.
2. Use the most recent Email address you remember using.
3. When you are ready, click 'Next Step'.
4. myCISV will search for any matching accounts.
5. Make a note of your CISV ID, and 'Go to Login'

Password reminder

1. From the login page, add your username.
Click on 'Can't access your account?' and choose 'Work or school account' and confirm the contact method to use for verification. You chose these when setting up your account.
2. A verification code will be sent to your Email or phone.
3. Choose a new password. A good password contains a mix of numbers, letters, and characters.

The screenshot shows the CISV International account verification page. At the top left is the CISV International logo. The main heading is "don't lose access to your account!". Below this, it says "Please verify your authentication email address below. Don't use your primary work or school email." There is a text input field for "Authentication Email Address" containing "childrensinternational61doris@gmail.com" and a button labeled "email me". Below that, it says "We've sent an email message containing a verification code to your inbox." There is a text input field for the verification code containing "914421" and a blue button labeled "verify" with a "Try again" link next to it. At the bottom left is a blue button labeled "Back".

The screenshot shows a notification box with an orange header bar containing a right-pointing arrow and the text "Next Step". Below the header, the main text reads "We found a CISV ID using your email address!" followed by "Please login using your CISV ID: adam.test@t1.cisv.org". At the bottom is an orange button with a right-pointing arrow and the text "Go to Login".

The screenshot shows the CISV International sign-in page. At the top left is the CISV International logo. The main heading is "Sign in". Below this, it says "Use your CISV ID (@xx.cisv.org username) to log in". There is a text input field for the CISV ID. Below the input field are two links: "Can't access your account?" and "Sign-in options". At the bottom are two buttons: a grey "Back" button and a blue "Next" button. Below the buttons is a grey box containing the text: "Please, give your password for your CISV ID here (this is your @xx.CISV.ORG account information). Please, do not confuse it with any National user account information you might have (the latter normally end with @cisv.xx or similar)!"