

I have not received my password to log into the IAM Portal or I am unable to log in. How do I perform a password reset for the IAM Portal?

If all went well, you received an email on your KPN email account or a text message containing a link to reset your password. If not, you can use this [link](#) to reset your password.

Depending on your directory, choose one of three options below:

- KPN Technium LDAP connection
- KPN KPNNL LDAP connection
- TS.IDM.LAN LDAP connection

Please select the third option: TS.IDM.LAN LDAP connection

If this option does not work, you can click them one by one. Then by entering your 'ruisnaam' (combination of 5 letters and 3 numbers) you will either get an error message or you can proceed and reset the password. Try this until you get the option to reset the password. You will then be given both the option to do this via email or via a phone number known to KPN. Subsequently, you will receive a message to reset the password.

If none of these three options succeed in resetting the password, you must first request the authorization IAMPortal Contact. This must be requested and approved by your KPN manager before you can log in via SmartAccess.