

Change Password

Problem

I have an account in TCIA and I can't remember or need to change my password.

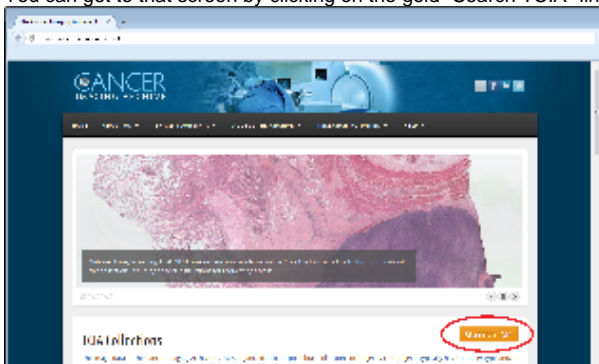
Solution

You will have to click through a few steps, but this can usually be resolved without the Helpdesk.

1. Assuming that you already have an account, from [TCIA's login page](#), click on the **I cannot access my account** link as below:



2. You will then see four options, click on the most appropriate:
 - a. You have an account but have forgotten your username
 - b. You have an account but have forgotten your password
 - c. You know your username and password, and would like to change your password
 - d. You would like to update your contact information in our system.
3. If you are still having trouble accessing your account, please contact the TCIA Support Center at help@cancerimagingarchive.net or call or text +1.385.275-8242 (+1.385.ASK-TCIA) during business hours for assistance.
4. **Make sure you are not trying to reset your password from the TCIA wiki. If your screen does not look like the above, you're not in the right place to reset your password.**
5. You can get to that screen by clicking on the gold "Search TCIA" links throughout the www.cancerimagingarchive.net site:



6. Click the "I cannot access my account" link on that page to go to <https://public.cancerimagingarchive.net/ncia/accountSupport.jsf>
7. From there, read, agree, and follow the "... forgotten your password" link to <https://www.cancerimagingarchive.net/pwm/public/ForGottenPassword>
8. Enter your e-mail address.
9. The system should send you a link for resetting their password by email.
10. If you are still having trouble accessing your account, please contact the TCIA Support Center at help@cancerimagingarchive.net or call or text +1.385.275-8242 (+1.385.ASK-TCIA) during business hours for assistance.

Related articles

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- [New to The Cancer Imaging Archive](#)
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- [I'm attempting to download data and receive an error "unable to launch the application"](#)