CIBSE upgraded its IT systems on 26th July 2016 to improve core customer functions and increase efficiency and effectiveness. As part of this upgrade members and customers that were previously registered on the CIBSE website will need to verify their email address and re-set their password when logging back into MyCIBSE for the first time. This guide takes you step by step through the processes of re-registration and registration as a new user.

Contents
Re-register your details .................................................... 3
Register as a new user .................................................... 5
Re-register your details

If you were already registered on the CIBSE website prior to the launch of the new MyCIBSE on 26th July 2016 then you will need to re-register. To re-register please follow these steps:

1. Go to [www.cibse.org](http://www.cibse.org) and select the Login menu option.
2. Select Register.
3. Enter your email address and select Verify Email. Please make sure you use the same email address that you previously used to access MyCIBSE.
4. If your email address is recognised then you will receive a success notification. If you are unsure what email address you used previously please email [websupport@cibse.org](mailto:websupport@cibse.org).

1 & 2

3

4

Success! Please check your inbox for a verification email to set your new secure password.
Re-register your details

5. Please check your email for an email with the subject heading **Website Registration Successful**

6. Select the link to reset your password.

7. You will then be promoted to enter a new password. **Enter and confirm your new password** and select **Submit**.

8. You will then be redirected to your **MyCIBSE profile**.

---

**5 & 6**

Lucinda Waits
CIBSE Website Registration

Dear Lucinda,

Thank you for registering on the CIBSE website.

Your username is: lucinda@example.com

Please set your password here: [https://cibse.force.com/login](https://cibse.force.com/login).

You will then be directed to your MyCIBSE profile.

Kind Regards,
Richard Howard
Website Manager

Chartered Institution of Building Services Engineers (CIBSE)
222 Balham High Road, London SW12 8BS

Office hours: 9am – 5pm [GMT]
T: +44 (0) 20 8675 5211
E: websupport@cibse.org

---

**7**

Reset Password

If required, you will be prompted for your current password.

New Password

Confirm Password

Submit

---

**8**

My Details

My Payment Methods
Make a Payment
My Transactions
My Subscriptions
My Groups
Reset Password
My Downloads
Change Address

Your Name: John Smith
Designated Letters: Morse Morse
CIBSE Membership Number: 099999
Region: los angeles
Certification Number: 52689
Register as a new user

To register as a new user on MyCIBSE please follow these steps:

1. Go to [www.cibse.org](http://www.cibse.org) and select the **Login** menu option.
2. Select **Register**.
3. Enter your email address and select **Verify Email**.
4. Complete the details and select **Register**.
Register as a new user

5. Please check your email for an email with the subject heading **CIBSE Website Registration**.

6. Select the link to set your password.

7. You will then be promoted to enter a new password. **Enter and confirm your new password** and select **Submit**.

8. You will then be redirected to your **MyCIBSE profile**.