myCISV Help
Registration and Login

Find out:

- Create an account for you or your child
- Where you already have an account, log in 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.

More help is available
On our website: myCISV FAQ   By Email: mycisv@support.cisv.org
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 eMail 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.