INSEAD Connect login issues

Feedback from our members indicates that some people have issues with logging into the INSEAD Connect site (http://www.insead.no/ or http://alumni.insead.edu/). These instructions will guide you through the procedure.

- Access the INSEAD Connect login page (http://www.insead.no/, click on “Login”, or go directly to http://alumni.insead.edu/).
- Your username is usually “firstname.lastname”. However, if you don’t know your username, you need to send an inquiry by email to logins.alumni@insead.edu or leave a message for the platform administrators by calling +33 160 72 42 10 (The Alumni Helpdesk Team). Please include your name, programme and graduation date in your message. The procedure is described under the link “I don’t remember my username” available from the login page.
- If you know your username but have forgotten your password, you can submit your username from the “Forgot my password” link available on the login page. Your password will be reset and further instructions will be sent to you by email.
- If your username and password are correct but you still experience issues with your login, you may have to enable cookies for the INSEAD Connect platform. In Internet Explorer you can do this by accessing Tools > Internet Options > Privacy > Sites. From the Sites window you have to add insead.no and insead.edu by clicking the “Allow” button.

If you still experience issues with the INSEAD Connect login, please submit a detailed description of your problem to INSEAD Connect’s helpdesk team at logins.alumni@insead.edu. The national alumni associations do not administer usernames and passwords so all enquiries need to be made to the central helpdesk.

Thank you for your patience!

Kind regards

INSEAD Alumni Association Norway