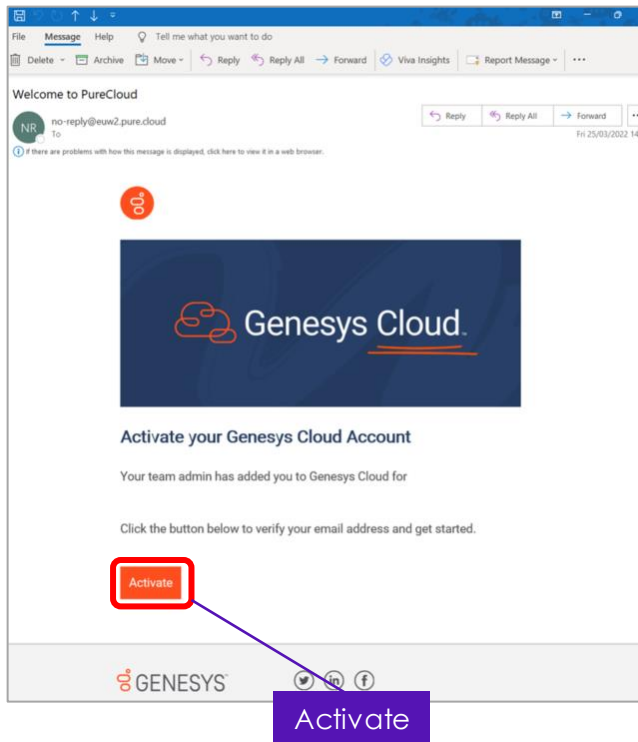# Getting started with Genesys Cloud

Logging into Genesys Cloud for the first time

You will receive an e-mail to activate your Genesys Cloud account, there may be instances where they filter to your Junk Folder.

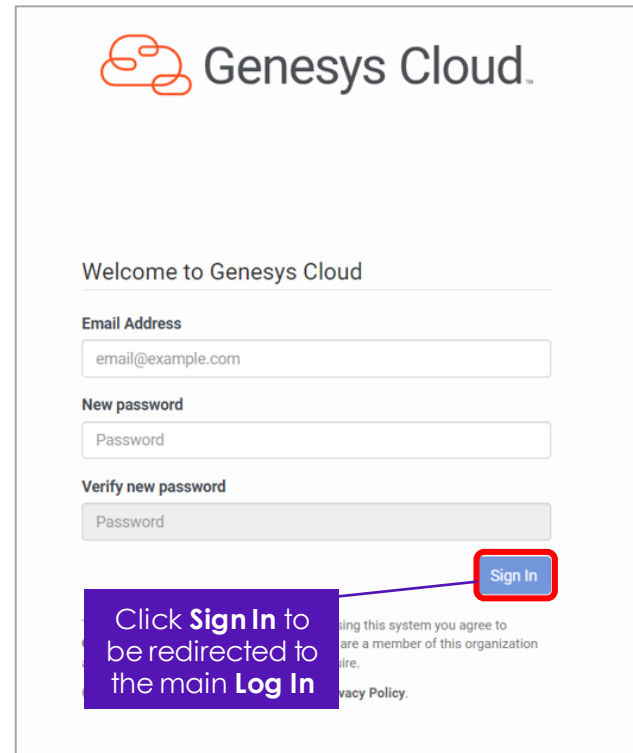Click on the **Activate** button on the e-mail to verify your e-mail address.

Set your password

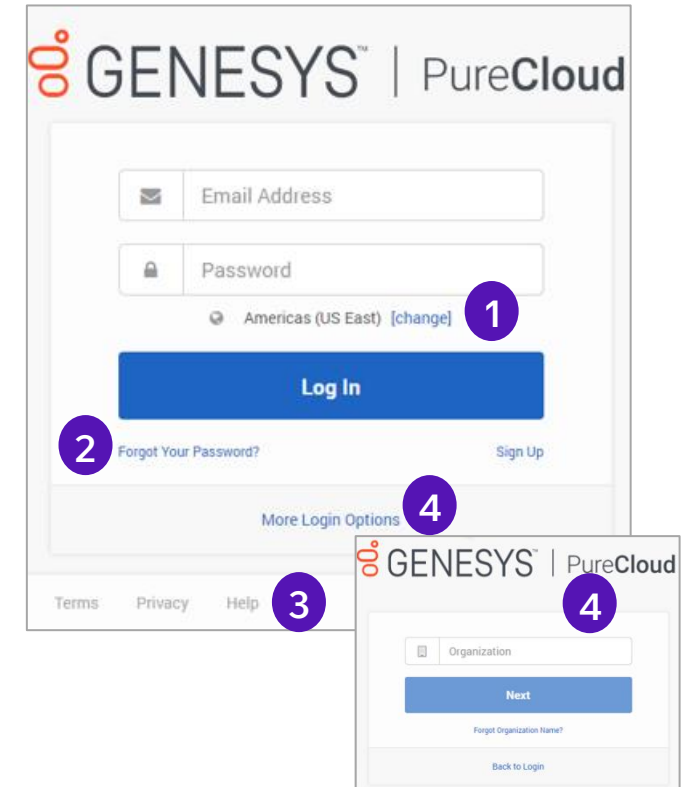You will need to create a password for your account.

Enter your e-mail address and enter your chosen password, then click **Sign In**.

Password minimum criteria:

- Minimum of 12 characters
- One upper case
- One lower case
- One number
- One special character

Genesys web application Log In

1. Ensure the correct Genesys Cloud Region is selected
2. Reset Password
3. Help – Resource Center
4. Set Organization by clicking **More Login Options**