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(71) Applicant (for all designated States except US): **NOKIA SIEMENS NETWORKS OY** [FI/FI]; Karaportti 3, FIN-02610 Espoo (FI).

(72) Inventors; and

(75) Inventors/Applicants (for US only): **CHEN, Youlei** [CN/CN]; No. 1405, Building 1 BalizhuangDongLi, Chaoyang District, Beijing 100025 (CN). **LIU, Jin** [CN/CN]; Room A706, Zhong Xin Jia Yuan, Mudanyuan Beili Jia Yi Hao (No.1A), Haidian District, Beijing 100191 (CN). **SUN, Shaojun** [CN/CN]; 7-1501, No.2 Maliandao South Str., Xuanwu District, Beijing 100055 (CN).

(74) Agent: **CHINA PATENT AGENT (H.K.) LTD.**; 22/F, Great Eagle Centre, 23 Harbour Road, Wanchai, Hong Kong Special Administrative Region (CN).

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(54) Title: USER ACCOUNT RECOVERY

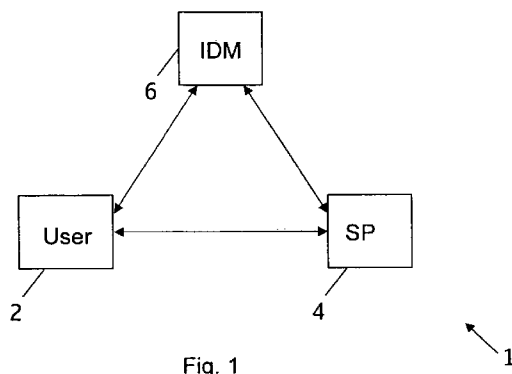


Fig. 1

(57) Abstract: A user account recovery method is described. The method includes storing an account recovery token at both an identity management system (IDM) and a service provider. In response to an indication that a user cannot access an account, a request for the account recovery token is sent by the relevant service provider to the IDM. On confirming the identity of the user, the IDM retrieves the account recovery token and returns the token to the service provider. The service provider compares the token received from the IDM with one or more locally stored tokens to initiate an account recovery process (which process may, for example, include prompting the user to provide a new password for the account).