Dear @Plan Client,

Please follow the instructions below to login or obtain your new password and familiarize yourself with the new interface:

**If you already have a Nielsen Answers login, please do the following:**

1. Go to [http://www.nielsen.com](http://www.nielsen.com) and select your location.

   ![Select your location](image)

   - **North America**: Canada English, United States English
   - **Europe**: English, Français, Netherlands
   - **Asia Pacific**: Australia English, English
   - **Later America**: English

2. Click on the client login button on the top right corner of the homepage.
3. Type in your Nielsen Answers login and password to login. Your login is your email address that you use to login to the old Nielsen @Plan application (You could also go to the login screen directly by going to https://answers.nielsen.com).

4. Once logged in successfully, you will see the Nielsen @Plan application in the top menu.

5. To optimize your user experience, we recommend that you use a minimum screen resolution of 1024x768 pixels and hit the F11 key on your keyboard to use the Nielsen @Plan application in full screen.

If you are new to the Nielsen Answers portal, please do the following:


2. Once there, click on the link to have your new password sent to you by email.
3. This will take you to a page where you will enter your email address and click on the "Email Password" button.

4. This will then take you to the main login page with a confirmation message displaying that your temporary password has been emailed to you.

5. You will receive your temporary password via email and a link to the login page. Click on the link in the email to login with your temporary password.

6. Type in your email and temporary password and click on the login button.
7. You will then be redirected to a screen where you will need to enter your new password.

8. After changing your password, please accept the terms of agreement and click on the "Accept" button to continue.

9. After logging into the Nielsen Answers portal successfully, you will see Nielsen Online in the menu bar with a link to @Plan (Step 4 in Part I above)

10. To optimize your user experience, we recommend that you use a minimum screen resolution of
1024x768 pixels and hit the F11 key on your keyboard to use the Nielsen @Plan application in full screen.

Please contact your account manager if you have any trouble logging in to the system.