This page shall help you with all kinds of login issues in the various ECG-tools.

Overview on the account types

We have different types of accounts in the ECG. To reduce confusion see the overview here.

<table>
<thead>
<tr>
<th>ECG-Account</th>
<th>Editors Account</th>
</tr>
</thead>
<tbody>
<tr>
<td>The most important account for all our active</td>
<td>... for our Website-editors to login on web.ecogood.org, to work on our homepage.</td>
</tr>
<tr>
<td>members. It contains</td>
<td></td>
</tr>
<tr>
<td>• the mail-account <code>firstName.familyName@ecogood.org</code></td>
<td></td>
</tr>
<tr>
<td>• as well as access to our tools</td>
<td></td>
</tr>
<tr>
<td>• Wiki</td>
<td></td>
</tr>
<tr>
<td>• Nextcloud</td>
<td></td>
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<tr>
<td>• Backoffice</td>
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<td>• Jira</td>
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<td>• ...</td>
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</tr>
</tbody>
</table>

Login-Problems in E-Mail-System

In webmail (roundcube)

Problems in [https://webmail.ecogood.org/](https://webmail.ecogood.org/) may have various causes:

**Problem: Passwort expired**

Some mail accounts require (for security reasons) to set a new password after some months. See details in [Passwort des GWÖ-Account erneuern ("Reset")](https://webmail.ecogood.org/pwreset).
Problem: Login is not possible

- Your Browser shows you these black bullets, but you are not sure, if this is the correct password?
- You can make the hidden password visible. Just search in the web: https://www.ecosia.org/search?q=browser+show%20password
- You are sure that you entered the correct password, but it is not accepted?
  Refer to IT-Support
- Password forgotten?
  do a reset under Passwort des GWÖ-Account erneuern ("Reset")
- You are not yet registered?
  Go here: Apply for an ECG Account

In a local Mail-Client

In a local Mail-Client (like Thunderbird, Outlook ...) these issues can occur:

Problem:

Login is not possible

If you can not login, try to login via webmail (see above)

Problem: Occasionally a Password-Dialog pops up

(Can look different per Mail-Client and type of problem)

Normally the reason is, that a service account's password is expired.
In this case see Passwort des GWÖ-Account erneuern ("Reset").

Login Problems in Wiki

Problem: I can not login

- Enter only vorname.nachname:

  Benutzername: michael.dollinger
  Passwort: 

  Meinen Login an diesem Computer speichern
  Anmelden
… do not enter the Domain @ecogood.org.

Benutzername: michael.dolinger@ecogood.org
Passwort: ********

☐ Meinen Login an diesem Computer speichern

Anmelden

• Try to login to your e-mail (as it is using the same account)

Login-Problems in Nextcloud

<TBD>

Login-Problems on the Website

See under Redakteurs-Account