

# Login-Probleme

Content	Subpages	Page responsible
<ul style="list-style-type: none"><li>• <a href="#">Overview on the account types</a></li><li>• <a href="#">Login-Problems in E-Mail-System</a><ul style="list-style-type: none"><li>• <a href="#">In webmail (roundcube)</a></li><li>• <a href="#">In a local Mail-Client</a></li><li>• <a href="#">Login Problems in Wiki</a></li><li>• <a href="#">Login-Problems in Nextcloud</a></li></ul></li><li>• <a href="#">Login-Problems on the Website</a></li></ul>	<ul style="list-style-type: none"><li>• <a href="#">Passwort des GWÖ-Account erneuern ("Reset")</a></li></ul>	<p>... see parent page</p> <hr/> <p>Search here and on the pages below</p>

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

ECG-Account	Editors Account
<p>The most important account for all our active members. It contains</p> <ul style="list-style-type: none"><li>• the mail-account <i>firstName.familyName@ecogood.org</i></li><li>• as well as access to our tools<ul style="list-style-type: none"><li>• Wiki</li><li>• Nextcloud</li><li>• Backoffice</li><li>• Jira</li><li>• ...</li></ul></li></ul>	<p>... for our Website-editors to login on <a href="http://web.ecogood.org">web.ecogood.org</a>, to work on our homepage.</p> <p>The login is same as for ECG-Login.</p> <p>The user name is (like the ECG-Account) <i>firstName.familyName</i>, but do not mix them up - it has a different password.</p>

## Login-Problems in E-Mail-System

### In webmail (roundcube)



	<input type="text" value="michael.dollinger"/>
	<input type="password" value="••••••••"/>
<input type="button" value="ANMELDEN"/>	

[ECG Webmail](#) • [Support](#)

Problems in <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 \("Reset"\)](#)

#### Problem: Login is not possible

michael.dollinger\_XXXXXXXX

••••••••

ANMELDEN

ECG Webmail • Support

- 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](mailto:ecogood.org):

Benutzername

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>

ecgcloud  
Nextcloud Ecogood

Bitte geben Sie Ihre Apero NetID und Ihr Passwort ein.

NetID:

Passwort:

[ANMELDEN](#)

[Passwort vergessen?](#)

Aus Sicherheitsgründen sollten Sie bei Verlassen der passwortgeschützten Bereiche sich explizit ausloggen und Ihren Webbrowser schließen!

Copyright © 2005–2019 Apero, Inc.  
Powered by Apero CAS 6.1.5 05.03.20, 17:58

## Login-Problems on the Website

See under [Redakteurs-Account](#)