

Login problems

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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">• the mail-account firstName.familyName@ecogood.org• as well as access to our tools<ul style="list-style-type: none">• Wiki• Nextcloud• Backoffice• Jira• ...	<p>... for our Website-editors to login on web.ecogood.org, 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)

A screenshot of the Roundcube webmail login interface. It shows a text input field with the email address 'michael.dollinger|' and a password field with masked characters. Below the fields is a teal button labeled 'ANMELDEN'.

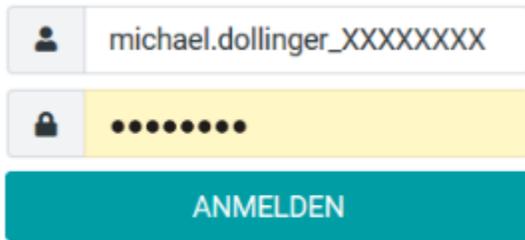
[ECG Webmail](#) • [Support](#)

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



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

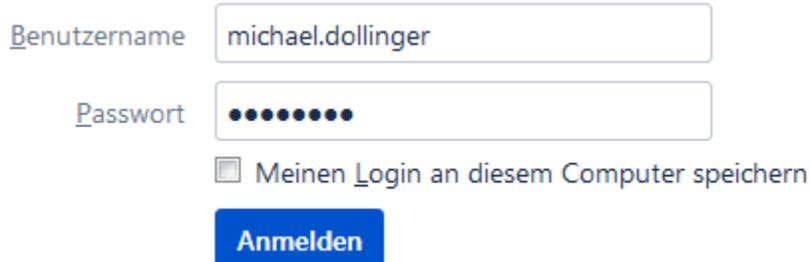
(Can look different per Mail-Client and type of problem)

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*:



... **do not** enter the Domain [@ecogood.org](mailto:ecogood.org):

Benutzername

~~michael.dollinger@ecogood.org~~

Passwort

●●●●●●●●

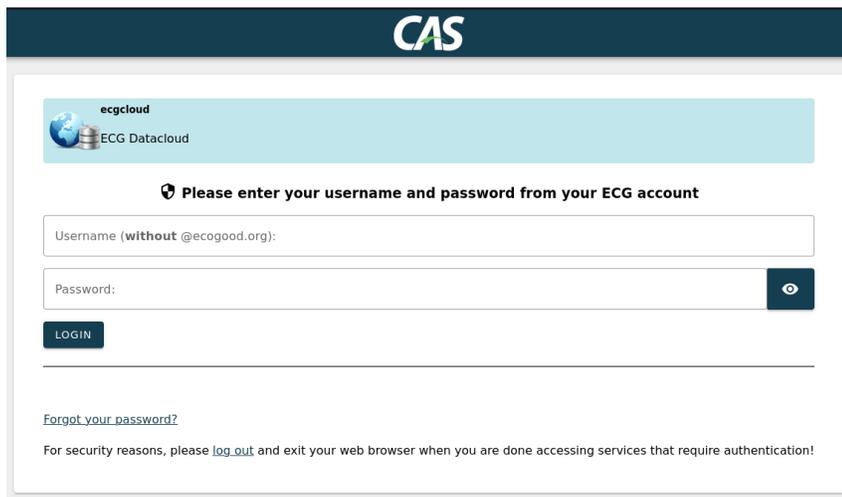
Meinen Login an diesem Computer speichern

Anmelden

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

Login-Problems in Datacloud

As Chuck Norris is the gate keeper of the Datacloud you wont run into any trouble here! 😊



CAS

ecgcloud
ECG Datacloud

Please enter your username and password from your ECG account

Username (without @ecogood.org):

Password:

LOGIN

[Forgot your password?](#)

For security reasons, please [log_out](#) and exit your web browser when you are done accessing services that require authentication!

Login-Problems on the Website

See under [Redakteurs-Account](#)