

# 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"><li>• the mail-account <a href="#">firstName.familyName@ecogood.org</a></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="#">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)

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".

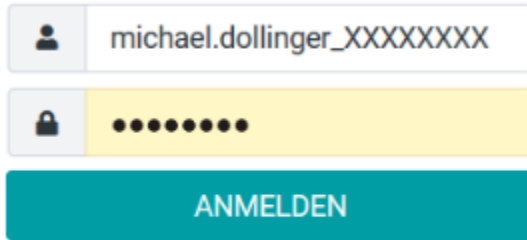
[ECG Webmail](#) • [Support](#)

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

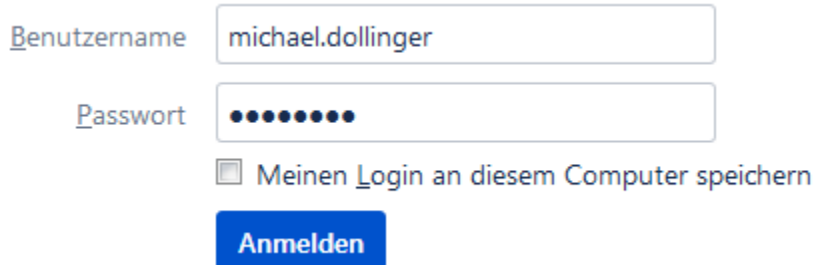
(Can look different per Mail-Client and type of problem)

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](#)