

# Choosing a new password - The password reset process

You need the password reset to set a new password in case

- of getting a **new ECG account**
- you **forgot your old password** and want to set a new one
- you want to **replace your current password** by a new one


## And this is how it goes

Visit <https://account.ecogood.org>:


### ECG account

#### Password reset

Here you can request a new password for your ECG account.

ECG account ID :  [Request](#)

How it works?

After submitting your request you'll get an email to your external email address , which is linked to your account. It contains an unique link to a web page where you can enter a new password for your account. This unique link will be valid for 48 hours.

What is my ECG account id?

It's the part **before** `@ecogood.org` of your ECG account. Enter the ECG account ID in the format `firstname.lastname`. For a functional account like `hamburg@ecogood.org` it would be `hamburg`.

What is the external email address?

It was linked to your ECG account at the time of creation. Normally this is **not** your ECG email address as long as you aren't requesting access to a functional account like `hamburg@ecogood.org`. In case you want to alter this address please [open a ticket at the IT support](#).

In case of a problem

You find a [detailed explanation of the whole password reset process](#) in the ECG Wiki.  
For further help just [open a ticket at the IT support](#).

Please make sure that you have **Javascript enabled** in your browser. Enter your **username** in the format "`firstname.lastname`" there (for a functional account like "`hamburg@ecogood.org`" just enter "`hamburg`") and click on the button "Request"

### Please pay attention onto the following

You will receive an email to your "external email address" which was linked to your ECG account **on account creation**. This is **not** your ecogood email address as you probably can't access this address (yet). Only the IT-Support team can access and alter this "external email address".

Functional accounts are normally linked to the email address of the coordinator. This can indeed **be** an ecogood address

If you haven't received any mail to reset your password please try to remember which email address could be linked to your account. If that doesn't help open a ticket request at the [IT Support - what is the purpose of ECG IT services?](#).

Please have understanding that the IT-Support team **can not change** the "external email address" for functional accounts **without any confirmation** of the current owner.

If everything worked out you get the following green message on your screen:

# ECG account



## Password reset



Here you can request a new password for your ECG account.

Your request has been sent! You should receive the email soon. 📧 Please also check your spam mail folder.

In all other cases please open a ticket request at the [IT Support - what is the purpose of ECG IT services?](#).

After a short period of time you receive an email with the following content:

  **Ecogood account password reset**

 [ECG account service](#) (27. April 2021 13:48)  
An: 

Dear ECG user

you've requested a password reset. Follow this link to set a new password:

<https://account.ecogood.org/#/set/OVGIIM01Gx>

The reset link will be valid for 49 hours.

Please get in touch with the IT support if you didn't request a password reset in advance!

After clicking on the link in the email you will be redirected to the following input screen:

# ECG account

## Set new password

Please provide a new password.

New password:

Repeat password:

Please read [the guidelines on how to choose a strong password](#) below. You can only proceed as soon as the following progress bar **turns green**.

Password quality:

 Set password

## How to choose a strong password?

As of today (2021) there are two approved strategies:

1. Choose a **reasonably complex password** using **multiple character classes** (like uppercase, lowercase, special characters). Downside: They are hard to remember for users and potentially lead to passwords being reused across different services.
2. Choose a **long password** that consists of a personal sentence which is hard to break for machines and easy to remember for users.

If you want to create a good password you can refer to this service: [Dutch](#) | [French](#) | [English](#) | [German](#) | [Spanish](#)

Although currently not prevented technically it's **not allowed to reuse your previous password**.

Furthermore we recommend using a password manager like [KeePass](#).

### In case of a problem

You find a [detailed explanation of the whole password reset process](#) in the ECG Wiki.

For further help just open a ticket at the [IT support](#).

Please enter your new password there twice. There are some rules for a good password which you should pay attention to. Just read the text below the input fields. You can only submit the form by clicking on the "Set" button after the progress bar above went green:

# ECG account

## Set new password

Please provide a new password.

New password:

Repeat password:

Please read [the guidelines on how to choose a strong password](#) below. You can only proceed as soon as the following progress bar **turns green**.

Password quality:

 Set password

### Warning


Please **don't use** umlauts (ä,ö,u), other national special characters (ß...) and also **no** quotes ( " ) . All those characters can lead to failures in our systems.

## Success message

If you get another green message after submitting the form your new password should work right away:

# ECG account

## Set new password

 Your password has been set **successfully!** The new password takes effect immediately.

You can directly try it with one of the application listed at the [ECG portal!](#)

In all other cases please open a ticket request at the [IT Support - what is the purpose of ECG IT services?](#).