

ECHA Accounts Manual for Industry Users

June 2022

ABC

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ECHA Accounts Manual for Industry Users

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2. Introduction

2.1 Objective

This manual explains the required steps for an industry user to access ECHA's IT tools (REACH-IT, ePIC, R4BP 3, Submission Portal and ECHA Cloud Services).

The document details how to sign up to ECHA Accounts, how to administer accounts and how to make use of the support functionalities.

2.2 Icons, abbreviations and terminology

This manual uses various icons and specific abbreviations throughout. The icons are displayed to highlight useful information.

The following icons are used:



Useful information, guidance, assistance



Very important note

The following abbreviations and icons are used throughout this manual:

DUNS	Data Universal Numbering System for identification of a Legal Entity
ECHA applications	REACH-IT, ePIC, R4BP 3 and ECHA Cloud services
ePIC	Prior Informed Consent IT tool
R4BP 3	Register for Biocidal Products IT tool
REACH-IT	Registration, Evaluation, Authorisation and Restriction of Chemicals IT tool
LE	Legal Entity
LE UUID	Legal Entity universally unique identifier
LEOX	Legal Entity object
PIC	Prior Informed Consent
UUID	Universally unique identifier
VAT number	Value-added tax number associated with the Legal Entity
*	The fields marked with asterisk are mandatory
?	Displays additional information

3. Definitions and concepts

3.1 Legal Entity

A Legal Entity (LE) may represent anything between a complex business structure and a simple organised business, for example a corporation, company, or a single person.

LEs are identified by their name, universally unique identifier (UUID), address, country, and general contact information.

The LE account creation needs to be done with the sign-up process in ECHA Accounts. More information is available in Chapter 3. How to sign-up for the first time. A LE UUID is a key information to identify unambiguously your LE as unique during the submission of a notification, application or registration to ECHA.

Please note:

- Once a LE has been created, the LE UUID and country cannot be changed. Other information of the LE can be modified at a later stage.
- Changing the LE name and other identifiers does not affect the legal status on the ownership of the assets, notifications, and registrations.


3.2 Users in ECHA Accounts


Users are identified by their usernames. Once created, a username cannot be modified or duplicated; usernames are used to control access and trace the actions of users. Every user account needs a valid email address for account and password recovery.

Permissions and access to the data are managed through roles assigned to users. Only users with a LE manager role can create other users for the same LE account.

The following user types exist:

- Legal entity (LE) manager is the first user creating the LE. LE managers are responsible for managing the users within the same LE account. A LE manager can see and administer everything related to the users of the LE, including passwords.
- Users have access to an ECHA application based on the role assigned to them by the LE manager. To ease the user administration, the ECHA Accounts portal provides links to self-service tools for users to change and recover their lost passwords and usernames. More information is available in Chapter 6 Account recovery functionalities.
- A foreign user is an external user from company B who has been appointed by the LE manager from company A to work for company A. More information is available in Chapter 5.12 Foreign user.

 It is advisable to have at least 2 users with the LE manager role per LE. This will ensure that in case of personnel or organisational changes, there is more than one user who can create or modify the accounts in the LE.

 In case of outsourcing user account management, it is advisable for your company to have at least one user with "LE manager" role.

3.3 User roles

Users with a “LE manager” role will be responsible for adding new users to the same LE. A legal Entity (LE) is the holder of a duty, i.e., a company or legal person, to submit a notification or application via ECHA applications under a specific legal framework.

Once the first user of a LE signs in, the “LE manager”, “REACH manager”, “BPR manager”, “Submission Portal Manager” and a “PIC manager” roles are automatically assigned and provide entitlements to fully assign role to all users of this LE.

Users need to have at least one role, i.e. “manager” or “reader”, to access ECHA applications. The roles assigned determine the level of access to ECHA Accounts (Figure 1: Roles in ECHA Accounts).

ACCESS LEVEL IN ECHA ACCOUNTS

Role	Edit account details	Add/remove/modify user's data	Add/remove/modify contacts	View account details
Legal Entity Manager	X	X	X	X
Manager (REACH, PIC, BPR, Submission Portal)			X	X
Reader (REACH, PIC, BPR, Submission Portal)				X
Restricted (Submission Portal)				
Full Access (IUCLID Cloud, IUCLID Trial)				X
Read Only (IUCLID Cloud, IUCLID Trial)				X

Figure 1: Roles in ECHA Accounts


Based on the roles selected, each specific user has a different access level within ECHA Accounts portal:

- The LE manager can view and edit LE account details including the LE name. In addition, the LE manager can add, remove or modify users' data from ECHA Accounts as well as add contacts to a LE.
- The manager can add or modify contacts to the LE and view LE and users' details.
- The reader or restricted has read access to the LE details in ECHA Accounts portal.

Based on these roles, the user has a different access level within ECHA applications:


- Reader: the roles “REACH Reader”, “BPR Reader”, “PIC Reader” and “Submission Portal Reader” have read-only access.
- Manager: the roles “REACH Manager”, “BPR Manager”, “PIC Manager” and “Submission Portal Manager” can submit, edit, delete or create data in REACH-IT, ePIC, R4BP and Submission Portal.
- Restricted: the role “Submission Portal Manager Restricted” can submit and read data in the ECHA submission portal. Users with this role assigned can only see details on those submissions that they submitted in the Submission portal.

- Read Only: “IUCLID Read Only” and “IUCLID Trial Read Only” have read-only access IUCLID Cloud Services.
- Full Access: the roles “IUCLID Full Access” and “IUCLID Trial Full Access” can submit, edit, delete or create data in IUCLID Cloud Services.

 When combinations of roles are assigned to a user, then the role including additional permissions always prevails. This is happening because the roles are designed to add access (even limited/restricted) and not to remove access. E.g. if a user has assigned the “Submission Portal Manager Restricted” and “Submission Portal Manager” roles, then the “Submission Portal Manager” will prevail since adds more permissions to the user that the “Submission Portal Manager Restricted”.

3.4 Contacts

The contacts can be used by ECHA and the national authorities to contact the LE. The contacts are created in ECHA Accounts. The contacts do not have necessarily access to ECHA Applications.

 It is advisable to define at least one contact per LE. This will facilitate communication with the LE when necessary.

 In the case of REACH-IT, the contacts are managed in REACH-IT.

3.5 Password management policy

Passwords are used to protect your user identity and confidentiality of the data related to your LE.

The password must have at least 8 characters and contain three of the following character types:

- uppercase letter [A to Z], lowercase letter [a to z].
- number [0-9] and non-alphabetical.
- must not contain username, first name or last name.
- cannot be the same as a previously used password.
- cannot be changed more than once a day.

The maximum number of unsuccessful login attempts is 10. Once the number of maximum attempts is reached, the user account is locked for 2 hours. After that, the account is released, and a user will be able to log in.

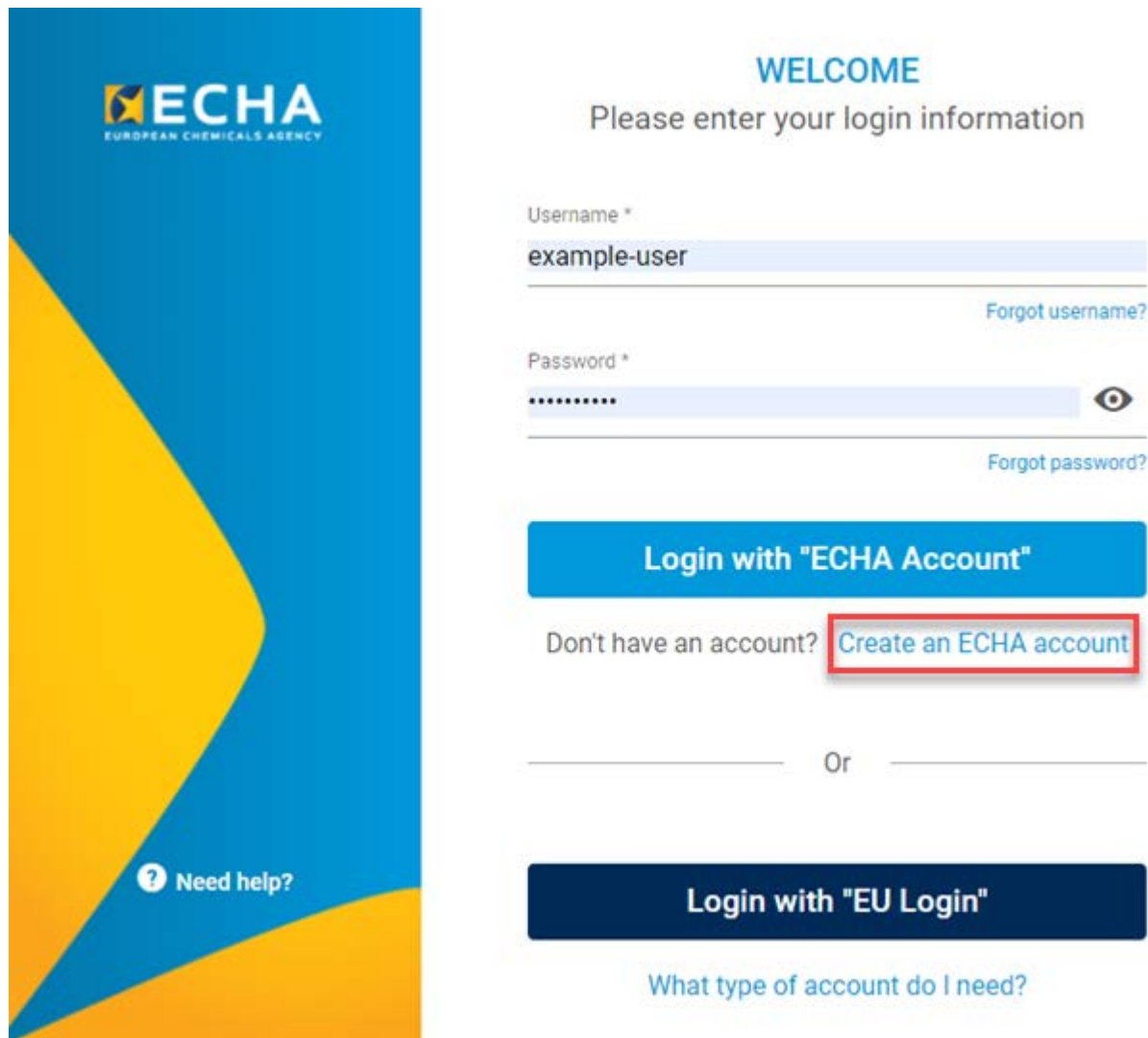
If a password is forgotten, a recovery link is available in the login page. If a user knows the answer to the security question, the “Forgot password” functionality can be used to receive a reset password link in their email address. If a user does not remember the security answer, or the email address linked to that username is incorrect, the LE manager can provide you with a new password. For more information refer to Chapter 6 Account recovery functionalities.

A LE manager can reset the password of the users under the same LE. A new password needs to be sent to the users by email.

In case the LE managers are unable to reset their password, they can contact ECHA: <https://echa.europa.eu/contact>

4. How to sign-up for the first-time

To use an ECHA application users need to have a valid ECHA account. To create a new account, open ECHA Accounts portal <https://idp.echa.europa.eu/ui/login> and click on “Create an ECHA account” (Figure 2: Create an ECHA account).



The screenshot shows the ECHA login interface. On the left is a blue and yellow graphic with the ECHA logo and 'EUROPEAN CHEMICALS AGENCY' text. The main content area has a 'WELCOME' heading and a prompt to enter login information. It includes fields for 'Username *' (containing 'example-user') and 'Password *' (masked with dots). There are links for 'Forgot username?' and 'Forgot password?'. A large blue button says 'Login with "ECHA Account"'. Below it, the text 'Don't have an account?' is followed by a blue button 'Create an ECHA account' which is highlighted with a red border. An 'Or' separator is present. At the bottom, there is a dark blue button 'Login with "EU Login"' and a link 'What type of account do I need?'. A 'Need help?' link is visible in the bottom left corner of the graphic area.

Figure 2: Create an ECHA account

Users have alternative ways to create a new account: by accessing directly REACH-IT, R4BP 3, ePIC or ECHA Cloud Services portal and select:


- “Register a company” (if you access through REACH-IT and R4BP 3);
- “Sign-up” (if you access through ePIC);
- “Register” (if you access through ECHA Cloud Services).

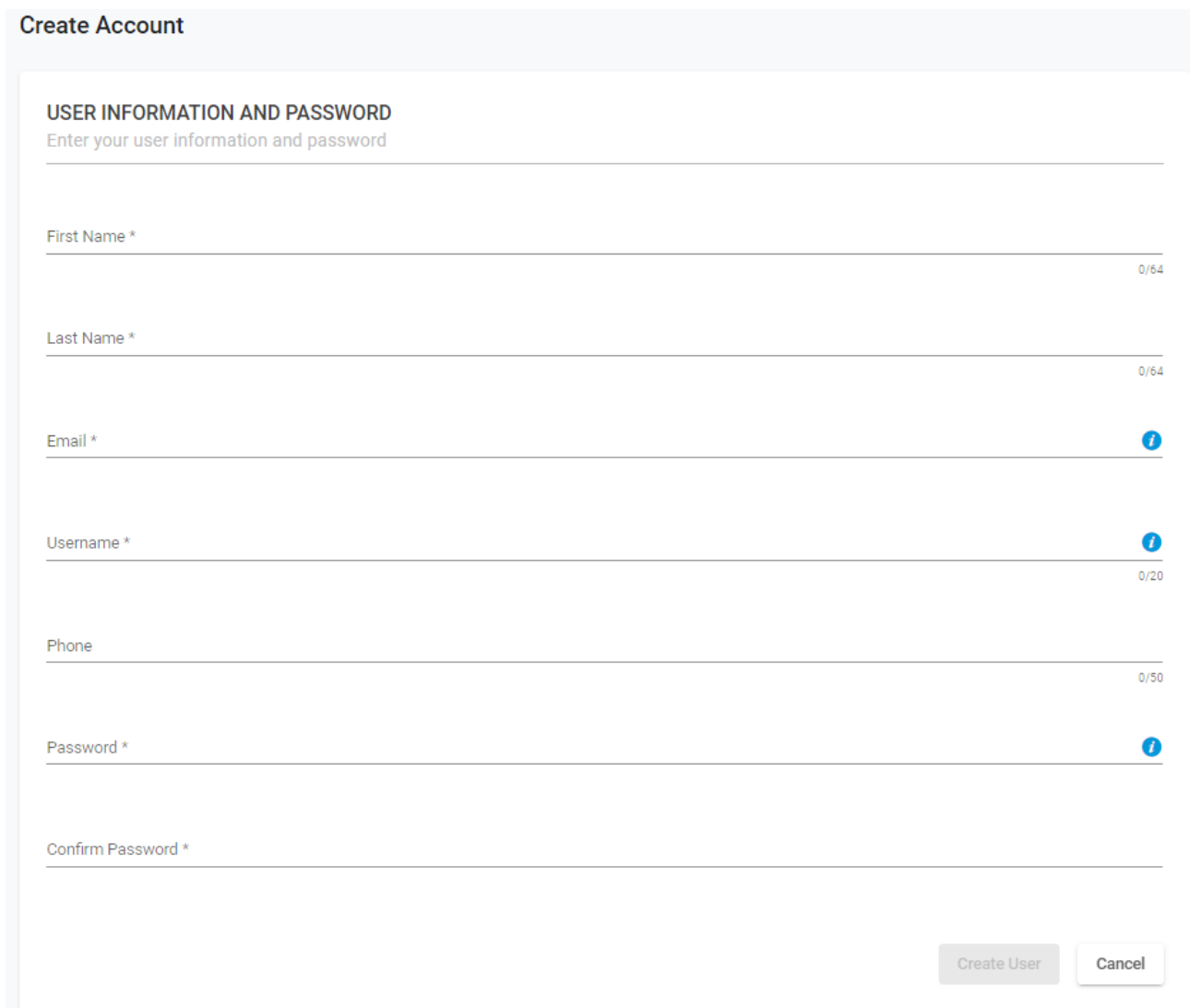
4.1 User details

On “Create Account” page users need to complete the following steps:

- Enter user information and password (Figure 3: User information and password).
- Verify email address (Figure 6: Email verification link).

- Enter LE details (Figure 10: Create Legal Entity)

 Only users with a LE manager role can create other users for the same LE account.



The screenshot shows a 'Create Account' form with the following fields and features:

- USER INFORMATION AND PASSWORD**
Enter your user information and password
- First Name ***: Text input field with a character count of 0/64.
- Last Name ***: Text input field with a character count of 0/64.
- Email ***: Text input field with an information icon (i) on the right.
- Username ***: Text input field with an information icon (i) on the right and a character count of 0/20.
- Phone**: Text input field with a character count of 0/50.
- Password ***: Text input field with an information icon (i) on the right.
- Confirm Password ***: Text input field.
- Buttons**: 'Create User' (disabled) and 'Cancel' (active).

Figure 3: User information and password

When indicating the email address, users need to keep in mind that this email address will be used for important notifications regarding their ECHA account e.g. password reset.

The username, which is unique across the system and cannot be changed, must be composed of at least four characters. For more information refer to Chapter 2.5 Password management policy for password requirements.

4.2 Email verification

Once users have completed the “create account” page, a pop-up message will inform them that a verification email will be sent to the provided email address (Figure 4: Confirmation notification).

VERIFY YOUR EMAIL ADDRESS

Follow the steps below to verify your email address

A confirmation email with a verification link has been sent to testuser@echa.europa.eu. Please click on the verification link in order to verify your email address and be able to login.

[Go to Login](#)

Figure 4: Confirmation notification

Users need to verify their email to make sure that they have access to that email address.

In case a verification email is not received, users need to follow the instruction displayed in the warning message (Figure 5: Resend email verification).

You cannot access any ECHA application, since your email address 'testuser@echa.europa.eu' is unverified. Please verify your email address or resend the verification email by clicking [here](#)

Figure 5: Resend email verification

Users need to verify that they have received an ECHA email with the subject “Your account has been created” (Figure 7: Notification verified confirmation).

Please click the following link to verify the email address linked to the username: testuser.

<https://idp.echa.europa.local/ui/verify-email/b747d9c4dba1471592203c899d428b07>

If you feel that you are receiving this email in error, please contact your Legal Entity Administrator and provide the above information.

This is an automatically generated email. Please do not try to reply to this message.

Kind regards,
ECHA ICT Helpdesk
Telakkakatu 6, P.O. Box 400, FI-00121 Helsinki, Finland
<http://echa.europa.eu/>

Figure 6: Email verification link

Clicking on the link will open ECHA's log in page in a new browser window. The page will also display an acknowledgement notification that the users' email has been verified. (Figure 7: Notification verified confirmation).

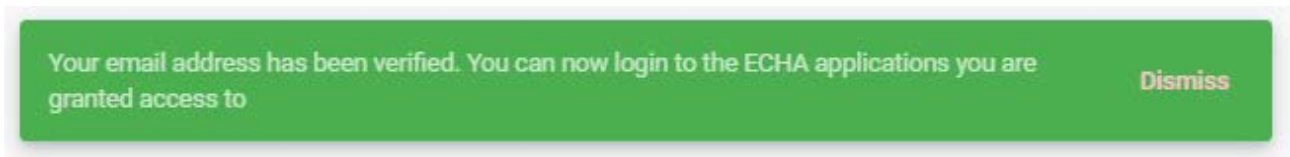


Figure 7: Notification verified confirmation

Follow the steps in (Figure 8: Login page).

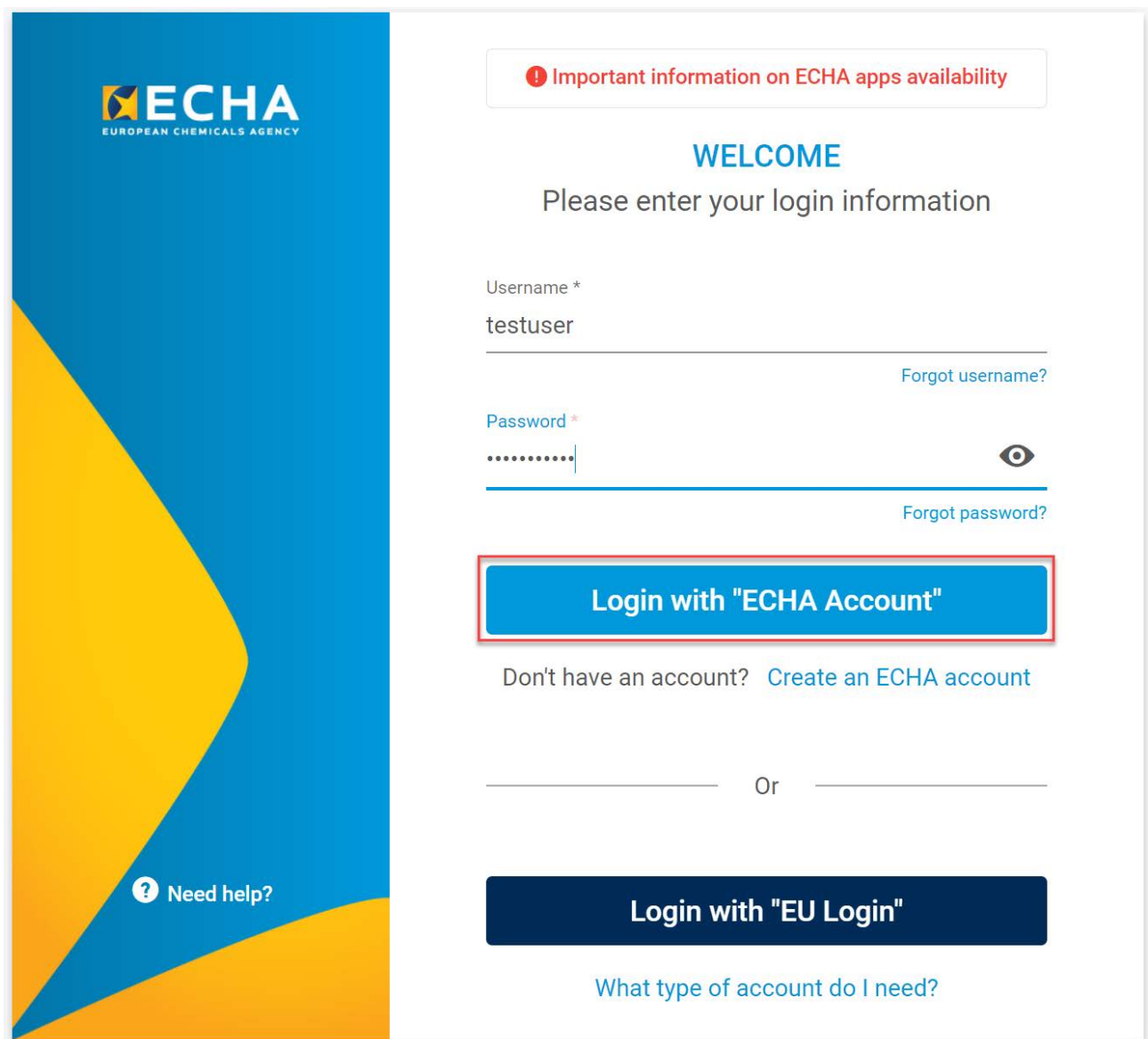


Figure 8: Login page

Once the users click on “login with “ECHA Account””, they will be directed to the ECHA central dashboard page (Figure 9: Dashboard page).



Figure 9: Dashboard page

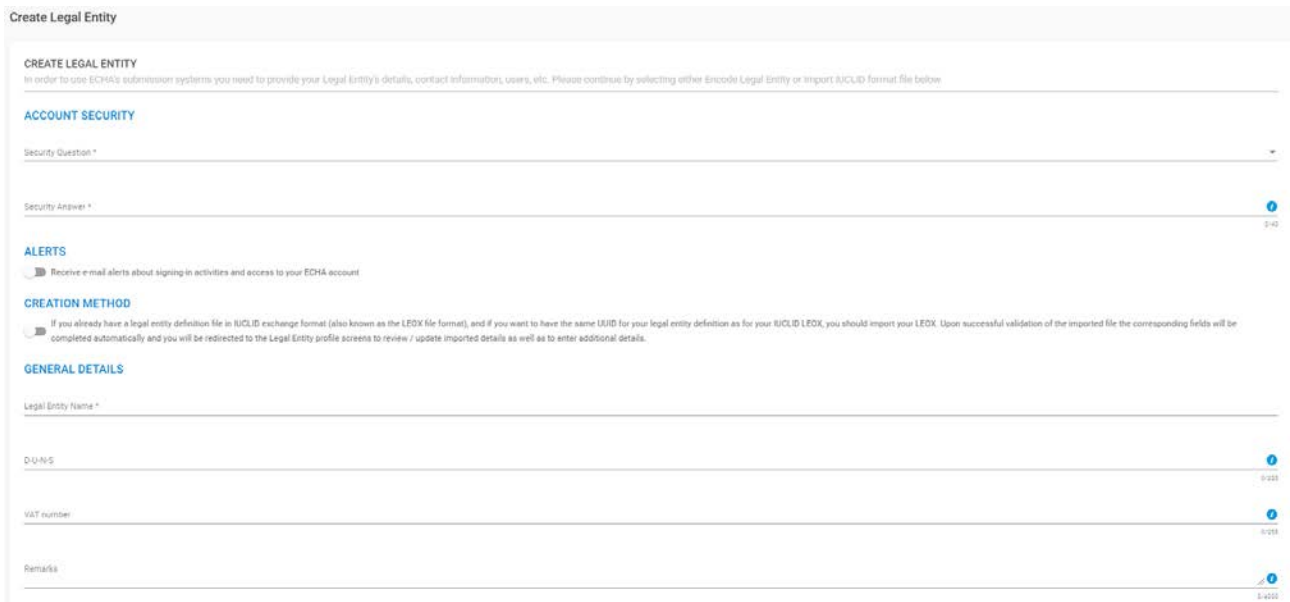
4.3 How to encode your Legal Entity

The user will need to associate her/his account with a legal entity. A LE Manager can include a user to a LE or a new LE can be created by pressing the button “Create a New Legal Entity” (Figure 10).



Figure 10: Create Legal Entity

And include all the required fields:



GENERAL CONTACT INFORMATION

Phone *

Email *

Website

Fax

ADDRESS INFORMATION

Street *

Street 2

Postal code *

City *

Region/County

Country *

Figure 11: Add Legal Entity identification

BILLING ADDRESS

Same information as per Legal Entity's name and address

Organization Name *

Street *

Street 2

Postal code *

City *

Region/County

Country *

Language *

English (en)

Save Cancel

For extended account security and in order to complete the creation of a Legal Entity, users need to select one of the security questions, from the dropdown menu and specify an answer in the field "Security Answer". The security answer is case sensitive.

CREATE LEGAL ENTITY
In order to use ECHA's submission systems you need to provide your Legal Entity's details, contact information, users, etc. Please continue by selecting either Encode Legal Entity or Import IUCLID format file below

ACCOUNT SECURITY

Security Question *
Field is required

Security Answer *
Field is required

Figure 12: Security question

- Remembering the answer to a security question is as important as remembering the password since the answer to the security question allows to reset the password in the future.

If users already have a legal entity definition file in IUCLID exchange format (also known as the LEOX file format), and they want to have the same UUID for their legal entity definition as for their IUCLID LEOX, they could import their LEOX, by enabling this option (Figure 13: Creation method).

CREATION METHOD

If you already have a legal entity definition file in IUCLID exchange format (also known as the LEOX file format), and if you want to have the same UUID for your legal entity definition as for your IUCLID LEOX, you should import your LEOX. Upon successful validation of the imported file the corresponding fields will be completed automatically and you will be redirected to the Legal Entity profile screens to review / update imported details as well as to enter additional details.

Import IUCLID Format File *

Figure 13: Creation method

Upon successful validation of the imported file the corresponding fields will be completed automatically and you will be redirected to the Legal Entity profile screens to review / update imported details as well as to enter additional details.

Please note:

- The selected country cannot be modified once the information is saved.

Billing address information is not needed for users of the ePIC, SCIP or PCN application. Users of those applications can leave the selected option by default.

Click on the create button in order to complete the create process.

Once the new LE account is created, a confirmation notification will appear for the user (Figure 14: Creation confirmation notification).

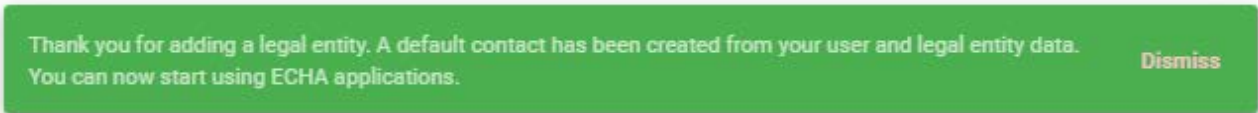


Figure 14: Creation confirmation notification

Users have now access to their account (Figure 15: Legal Entity details).

Test_LE

GENERAL INFORMATION

GENERAL DETAILS

Legal Entity name
Test_LE

Legal Entity UUID
ECHA-f2d37a8e-40b3-456e-a90e-d43218d65a60

D-U-N-S

VAT number

Remarks

CONTACT INFORMATION

Phone
9876543210

Fax

Email
exampleemail@echa.com

Website

ADDRESS INFORMATION

Street
Telakkakatu 6

Street 2

Postal code
FI-00121

City
Helsinki

Region/County

Country
Finland

BILLING ADDRESS INFORMATION

Organisation name

Test_LE

Street

Telakkakatu 6

Street 2

Postal code

FI-00121

City

Helsinki

Region/County

Country

Finland

Language

English (en)

Figure 15: Legal Entity details

Once the LE account is saved and created, a UUID number is assigned to the LE (Figure 16: Legal Entity UUID).

GENERAL DETAILS

Legal Entity name

Test_LE

Legal Entity UUID

ECHA-f2d37a8e-40b3-456e-a90e-d43218d65a60

Figure 16: Legal Entity UUID



The LE details are now associated to a LE UUID. The LE UUID is used to unambiguously identify your LE. The UUID number is unique and cannot be modified. It is also recommended that users keep a copy of the UUID. This is useful in any future communication with ECHA on access issues.

To access an ECHA application, users can click Dashboard and click the relative ePIC, R4BP, REACH-IT, ECHA Cloud Services, ECHA Submission Portal button under Industry Applications (Figure 17: ePIC/R4BP/REACH-IT/ECHA Cloud Services/ ECHA Submission Portal access).

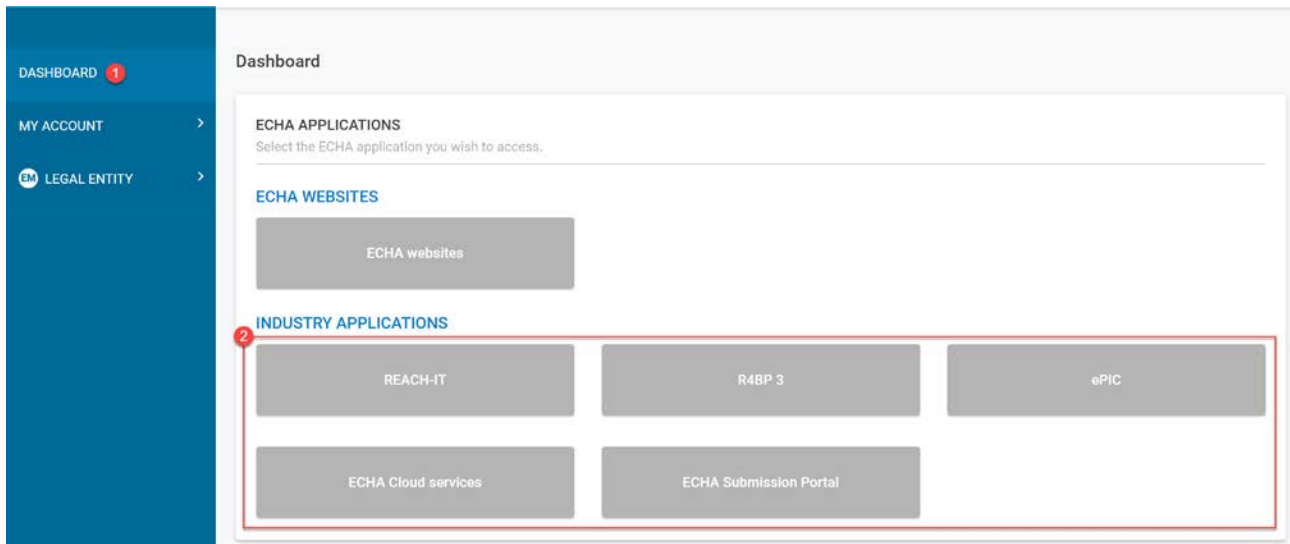


Figure 17: ePIC/R4BP/REACH-IT/ECHA Cloud Services/ ECHA Submission Portal access

5. How to log in

ECHA Accounts is the central place where registered LE managers can administer the contact details and accounts of their users. ECHA Accounts also allows a user to log into an ECHA application once a relevant role or roles are granted in the user details section.



There are two ways to access ECHA applications:

1. Log in through ECHA Accounts first, then select the appropriate ECHA application.
2. Log in directly into the ECHA application using the appropriate link.

5.1 How to log in using ECHA Accounts

Once users log into ECHA Accounts <https://idp.echa.europa.eu/ui/login>, they will be redirected to the ECHA Accounts dashboard (Figure 18: ECHA accounts dashboard page). The ECHA Accounts portal will allow users to select:

- ECHA Accounts (Account, Users & Parties management)
- REACH-IT submission tool
- R4BP 3
- PIC submission tool
- ECHA Cloud Services
- ECHA Submission Portal

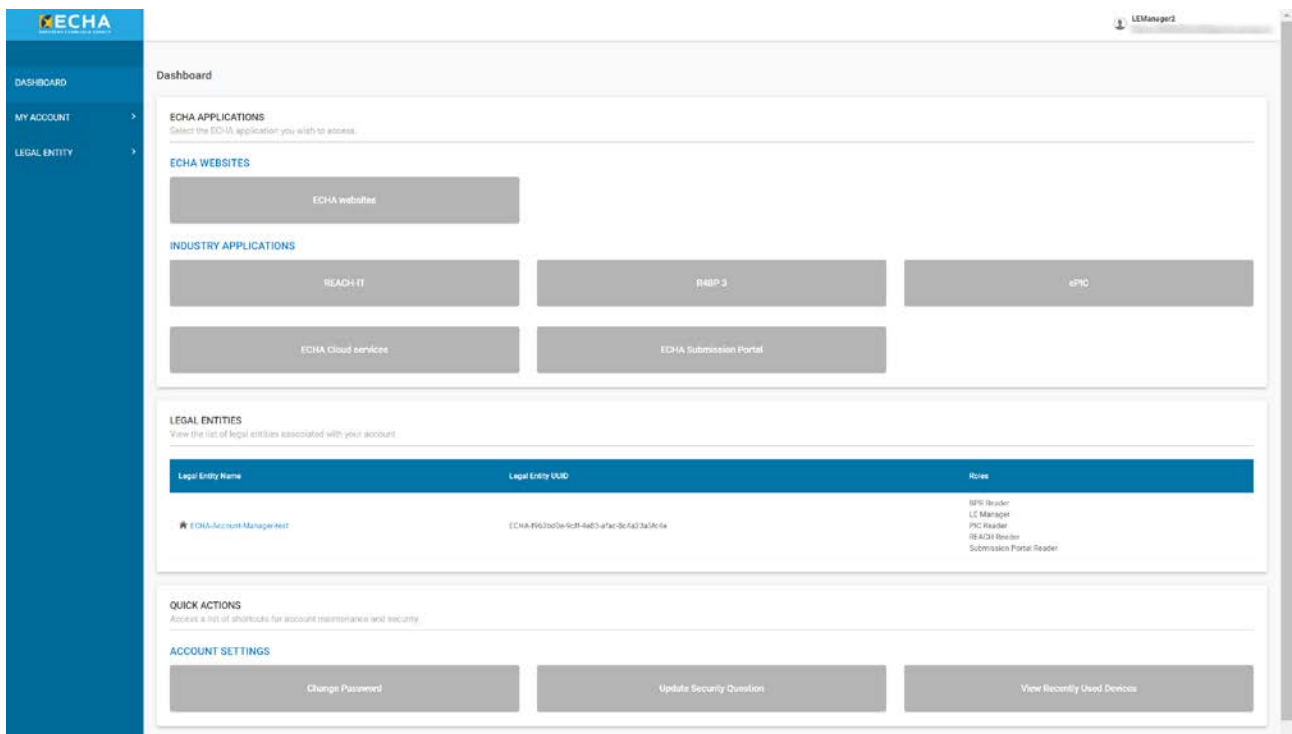


Figure 18: ECHA accounts dashboard page

5.2 How to log in to an ECHA application

5.2.1 REACH-IT

Users need to go to [REACH-IT](#) and click “Login” (Figure 19: Login to REACH-IT).



1 Here's how to get started

1. Register a company
2. Manage company and users
3. Login
4. Submit and follow up your process

2 Need help with REACH-IT?

- > Discover REACH-IT
- > REACH-IT questions and answers



Figure 19: Login to REACH-IT

5.2.2 R4BP 3

Users need to go to [R4BP 3](#) and click “Login” (Figure 20: Login to R4BP 3).



Here's how to get started

- 1. Register a company
- 2. Manage Company and users
- 3. Login
- 4. Submit and follow-up your application

Need help with R4BP?



Figure 20: Login to R4BP 3

5.2.3 ECHA Cloud services

Users need to go to [ECHA Cloud services](#) and click "Login" (Figure 21: Login to ECHA Cloud Services).



Welcome to ECHA Cloud Services

<p>Login</p> <p>If you already have an ECHA Account, for example to access REACH-IT, please log in here.</p> <p>Log in</p>	<p>Register</p> <p>If you do not have an ECHA Account, you can create one and then assign a legal entity to it.</p> <p>For more information please see the Q&A.</p> <p>Register</p>
---------------------------------------------------------------------------------------------------------------------------------------------------	--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

Figure 21: Login to ECHA Cloud Services

5.2.4 ECHA Submission Portal

Users need to click [ECHA Submission Portal](#)

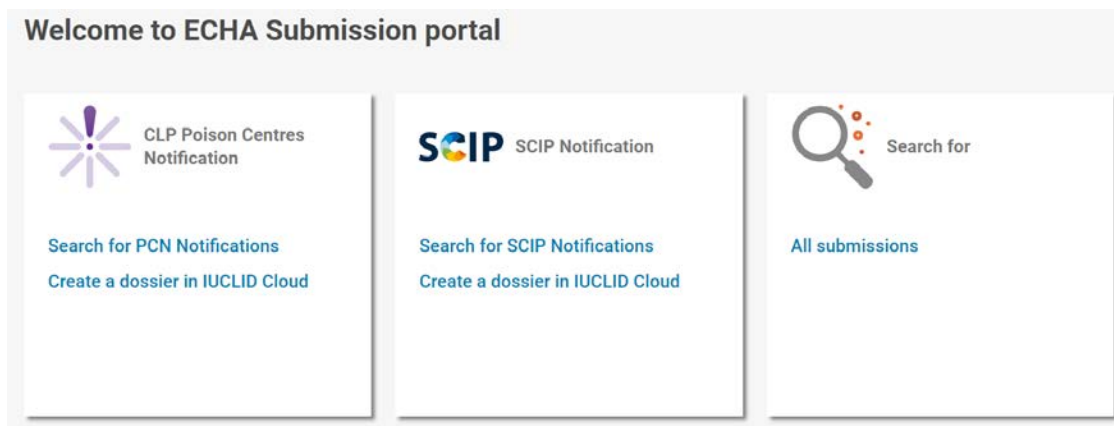



Figure 22: Login to ECHA Submission Portal

5.2.5 ePIC

Users need to click on [ePIC](#).

Users who sign-up to ECHA Accounts and access an ECHA application will need to accept the terms and conditions before gaining access to that application.

5.3 Logging out

 It is advisable to close the browser after logging out of the ECHA application. This ensures that no one else can log into the account. This is important also when using multiple accounts from the same computer.

6. How to manage your account

All information regarding your account can be found under "My Account", under "User Information" section, on the left side menu (Figure: 22: User Information).

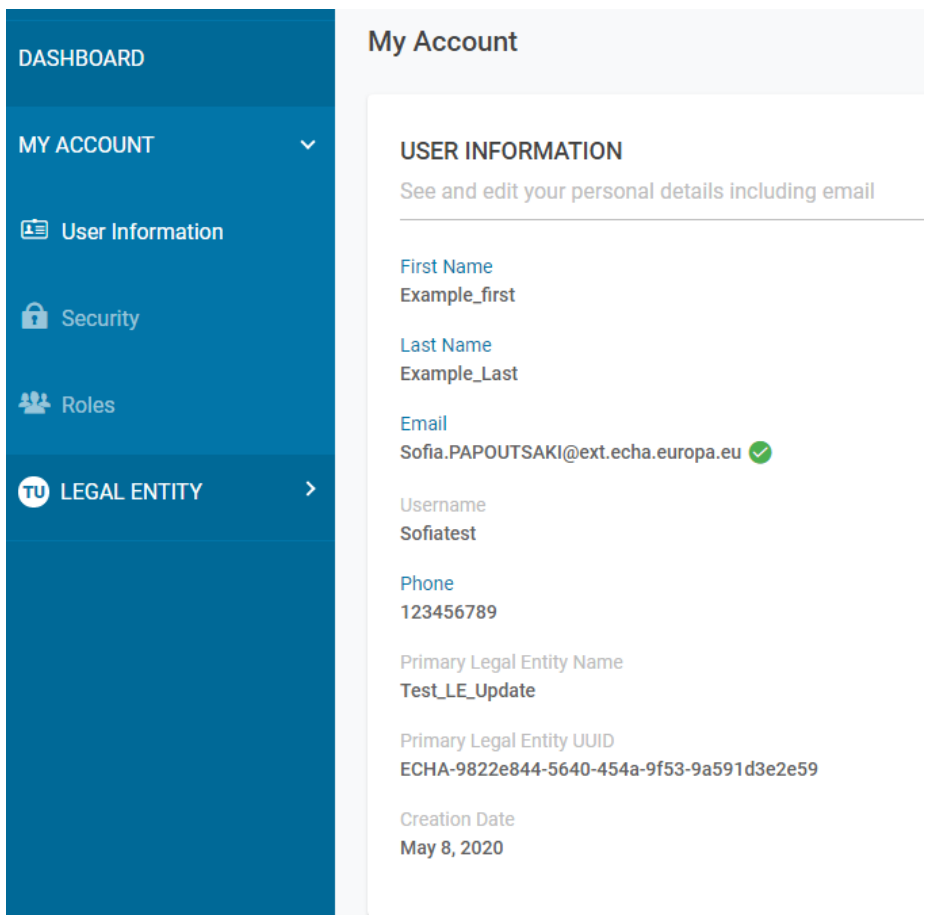


Figure 23: User Information

6.1 Edit your personal details

There you can see and edit your personal details, including email. This can be done by clicking on “Edit” button (Figure 23: Edit User Information)

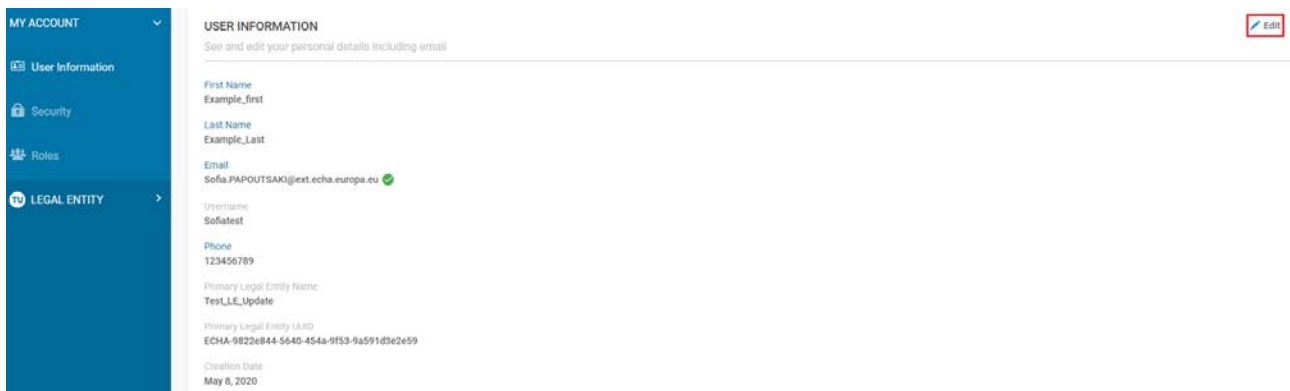


Figure 24: Edit User Information

6.2 Account Security

You can anytime change your account's password or security question and answer. This can be done under Security section, on the left side menu (Figure 25: My Account – Security).

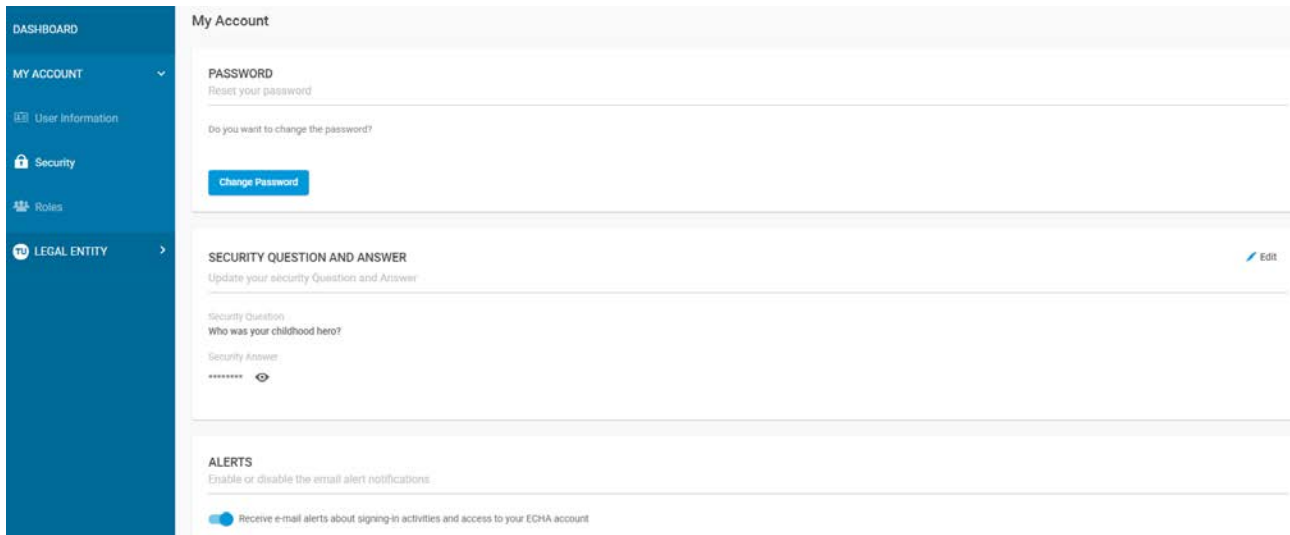


Figure 25: My Account – Security

Under the same page, user has also the ability to enable or disable email alert notifications about sign-in activities to her\his ECHA account.

6.3 Recently Used Devices

On the same page of account security, you can find your account's recently used devices (Figure 25: Recently used devices).

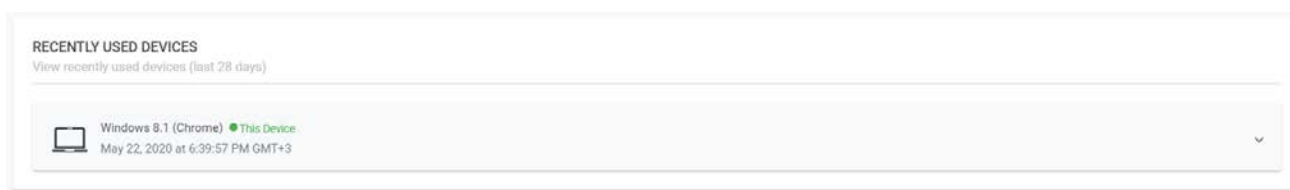


Figure 26: Recently used devices

- It is suggested to change your password in case you notice any unknown device.

6.4 My Account roles

You can review the roles you have been assigned for interacting with ECHA applications and websites, on the 'Roles' page (Figure 27: My account roles).

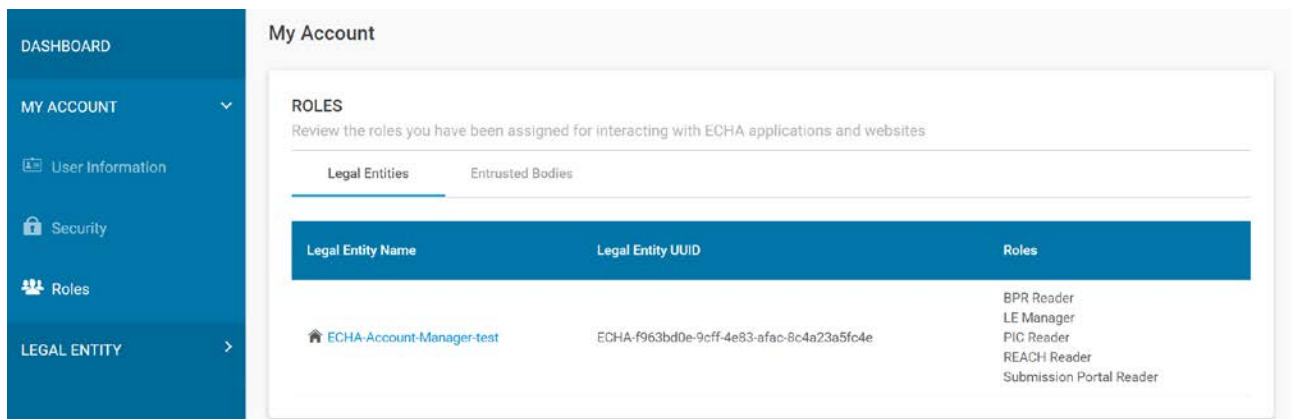


Figure 27: My account roles

7. How to manage your Legal Entity

The LE details contain relevant information of your company:

- General details
- General contact information
- Address information
- Billing address



A user with the manager role can also edit the contact details of a user, remove or add a contact user.

7.1 How to update Legal Entity details



Only a user with the “LE manager” role can edit the LE details.

Legal Entity general details can be found under “Legal Entity”, “General Information”, on the left side menu.

To modify these details, click on “Edit” (Figure 28: Edit LE details).



Figure 28: Edit LE details

All information except LE UUID and country can be modified (Figure 29: Edit LE).

Information marks  next to some fields, will help to understand what information is expected.

Test_LE

GENERAL INFORMATION

GENERAL DETAILS

Legal Entity ID
 029404727030017144040404040222040404

Legal Entity Name
 Test_LE

GLN
 0.000

VAT number
 0.000

Remarks
 0.000

CONTACT INFORMATION

Phone
 +352101234567 0.000

Email
 test@le@efra.europa.eu 0.000

Website
 0.000

ADDRESS INFORMATION

Street
 Teststreet 0 0.000

Street 2
 0.000

Post code
 00100 0.00

City
 Brussels 0.000

Region/County
 0.000

Country
 Finland 0.000

BILLING ADDRESS INFORMATION

Same information as per Legal Entity's name and address

Legal Entity Name
 Test_LE

Street
 Teststreet 0 0.000

Post code
 00100 0.00


City
 Brussels 0.000

Country
 Finland 0.000

Language
 English (en) 0.000

Save Cancel

Figure 29: Edit LE

 Billing address information is not needed for users of the ePIC application. ePIC users can leave the selected option by default (Figure 30: Billing address).

BILLING ADDRESS INFORMATION

Same information as per Legal Entity's name and address

Organisation Name

Test_LE

Street

Telakkakatu 6

Postal code

00150

City

Helsinki

Country


Finland

Language *

English (en)

Figure 30: Billing address

- The LE name of an ECHA Account can also be changed for administrative. Please note that a company name change needs to be distinguished from an LE change, i.e. a change of legal personality (because of a merger, company split, change of only representative or an assets sale).

 In R4BP 3, an administrative change on request needs to be sent to your national authorities before a change of company name is legally valid.

The screenshot shows a web form titled 'Test_LE'. Under the 'GENERAL INFORMATION' section, there is a 'LEGAL ENTITY' subsection. It contains the following fields and elements:

- Legal Entity name:** A text input field containing 'ECHA-47279633-1719-48224608-6022379a8332'.
- Updated LE Name:** A text input field.
- Declaration:** A checkbox with the text: "The user hereby declares that the renamed legal entity is the same legal entity as the legal entity mentioned in the previous submission and that the change of name is not as result of a change of legal personality (e.g., following a merger, company split or change of only representative). The user further declares that the information provided is true, correct and not misleading".
- Supporting Document:** A file upload field with a 'Select file' button.
- Buttons:** 'Save' and 'Cancel' buttons are located at the bottom right of the form.

Figure 31: LE name update

User will need to enable the option in which the user declares that the renamed legal entity is the same legal entity as the legal entity mentioned in the previous submission and that the change of name is not as result of a change of legal personality (e.g., following a merger, company split or change of only representative). The user further declares that the information provided is true, correct and not misleading.

Additionally, user will need to provide a supporting document in order to complete that action. User need to click "Save" at the end of the page to record the change.

User can find the Legal Entity name history of changes, under General Information section, by pressing the clock button next to Legal entity name field (Figure 32: Legal Entity name history).

The screenshot shows a user interface with a sidebar on the left and a main content area on the right.

- Sidebar:** Contains three menu items: 'MY ACCOUNT' with a right-pointing arrow, 'LEGAL ENTITY' with a dropdown arrow, and 'General Information' with a building icon.
- Main Content Area:**
 - Section: **GENERAL INFORMATION**
 - Section: **GENERAL DETAILS**
 - Field: **Legal Entity name** with a clock icon (history) to its right.
 - Text: **Test_LE_Update**

Figure 32: Legal Entity name history

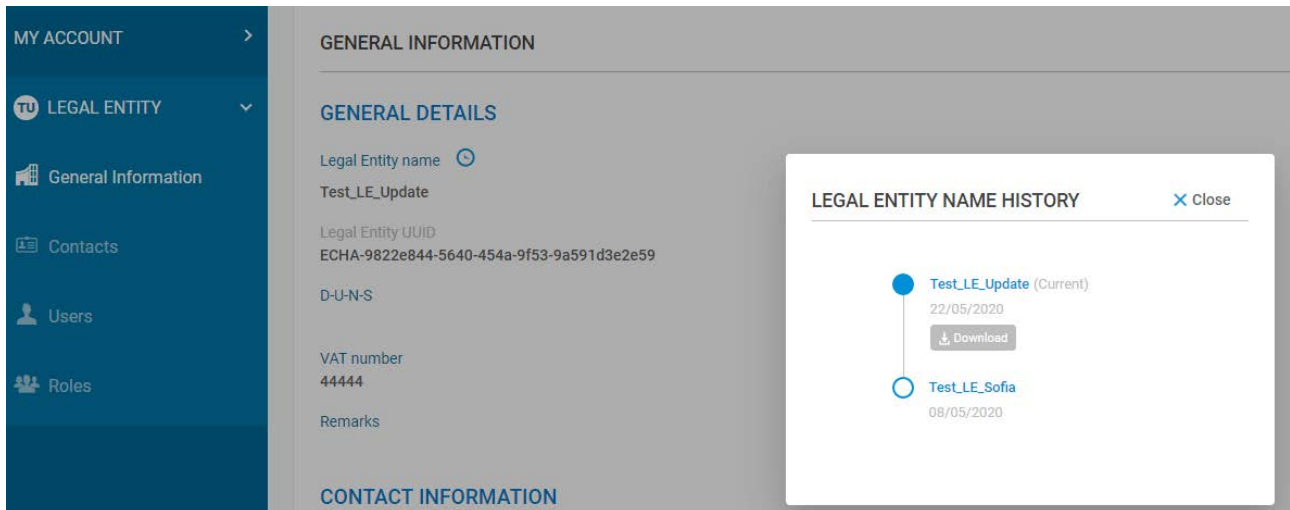


Figure 33: Legal Entity name history list

7.2 How to add a new contact

On the left side menu, go to “Legal Entity” and then “Contacts” tab. Click on “Add Contact” button (Figure 34: Add contact).



Figure 34: Add contact

Please note:

- Contacts for REACH-IT can be added and modified only in the REACH-IT application.
- BPR General, PCN General and PIC General users, are already pre-filled under the section Contact Points.
- A user with the ePIC or R4BP manager role can change the contact details of a user, remove or add a contact.

On the next step, contact information should be added (Figure 35: Add contact information).

ADDRESS INFORMATION

Same as Legal Entity's address

Street 1 0/256

Street 2 0/255

Postal code 0/50

City 0/100

Region/County 0/255

Country ▼

CONTACT POINTS

Contact Points

BPR General PCN General PIC General

[Go to Legal Entity Contacts](#)

Test_LE

Create New Contact

CONTACT INFORMATION

Add the details of the contact to be added in your legal entity.

GENERAL CONTACT INFORMATION

Title 0/64

First Name 0/64

Last Name 0/64

Phone 0/50

Email 📧

Fax 0/50

Same as Legal Entity's name

Operator Name

Test_LE 0/64

Department ...

Figure 35: Add contact information

Click on "Save" button in order to complete the action.

7.3 How to modify an existing contact

On the left side menu, go to "Legal Entity" and then "Contacts" section.

In the contacts list, find the contact you would like to update and click on its username (Figure 36: List of contacts).

CONTACTS
Legal Entity Contacts + Add Contact

Search:

Contact Name	Organisation Name	Contact Type	Email	Actions
John Smith	Test_LE	<ul style="list-style-type: none"> • RPB General • PCN General • PIC General 	smith.john@example.com	

Figure 36: List of contacts

Contact's information page will appear. Click on "Edit" button (Figure 37: Edit contacts).

[Go to Legal Entity Contacts](#)

Test_LE
View contact details

CONTACT INFORMATION
View and edit the contact details including email

Edit [Delete](#)

GENERAL CONTACT INFORMATION

Title
Mr

First Name
John

Last Name
Smith

Figure 37: Edit contacts

Fields will now become editable. (Figure 38: Edit contact details).

[Go to Legal Entity Contacts](#)

Test_LE
Edit contact details

CONTACT INFORMATION
View and edit the contact details including email

GENERAL CONTACT INFORMATION

Title

Mr

First Name*

John

Last Name*

Smith

Phone*

+302107894562

Email*

john.smith@example.com

Fax

Same as Legal Entity's name

Organisation Name

Test_LE

Department

ADDRESS INFORMATION

Same as Legal Entity's address

Street

Tottilakatu 6

Post code

00100

City

Helsinki

Country

Finland

CONTACT POINTS

Contact Roles

BPR General PCN General PIC General

Figure 38: Edit contact details

Click on “Save” button in order to complete the action.

7.4 How to delete an existing contact

On the left side menu, go to “Legal Entity” and then “Contacts” tab.

In the contacts list, find the contact you would like to remove.

Click on the on the bin icon next to your contact (Figure 39: Remove contact).

CONTACTS + Add Contact

Legal Entity Contacts

Sort by: Contact Name

Contact Name	Organisation Name	Contact Type	Email	Actions
John Smith	Test_LE	<ul style="list-style-type: none"> BPR General PCN General PIC General 	john.smith@example.com	

Figure 39: Remove contact

A notification will appear, asking the user to confirm she/he wants to remove the contact (Figure 40: Remove contact notification).

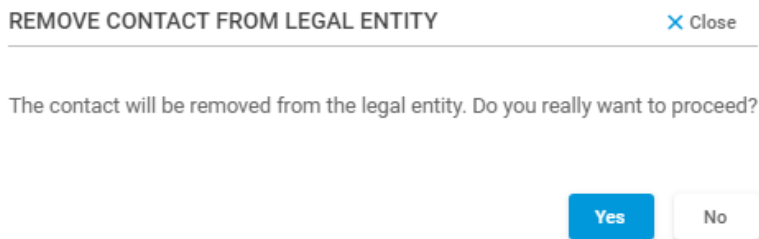


Figure 40: Remove contact notification

Once user clicks on "Yes", contact will be removed from the Legal Entity.

7.5 How to create a new user

List of existing users appear when the "Users", from the left side menu, is selected. In order to create a new user, click on the "Create new user" button (Figure 41: Create new user).



Figure 41: Create new user

In the first step of user creation process, LE manager will be prompt to insert user's details (Figure 42: Insert user details).

Figure 42: Insert user details

Email address filled in “Insert user details” step will be used to communicate the username and password to the user. Therefore, a valid email address must be provided.

Username provided must also be a unique value. System will check and confirm that the username provided is not already in use of another user.

On the second step of the user creation process, LE manager will be prompted to add all user roles to the new user (Figure 43: Assign roles to user). More than one user role can be added to a user.

Figure 43: Assign roles to user

On the third step, LE manager will be prompted to review the new user account information. She/he can then confirm and complete the creation of the new user, by clicking the “Create user” button, or if an updates are needed in the information provided, she/he can go back in the previous steps, by clicking the “Back” button (Figure 44: Confirm addition of user).

Create new User

1 Insert user details 2 Assign roles to user 3 Confirm addition of user 4 Inform the user

USER INFORMATION
Review the user account information below before confirming

First Name
Michael

Last Name
John

Email
exampleuser@echa.europa.eu

Username
michaeljohn

Phone
1234567891

Roles
RUCRID Full Access

Back Create user

Figure 44: Confirm addition of user

When “Create user” button is selected, the user will be created in the system (Figure 45: Inform the user).

A verification email will be sent automatically to the user, in order to verify that the email address provided is valid and linked to the correct username (Figure 46: Verify email address email).

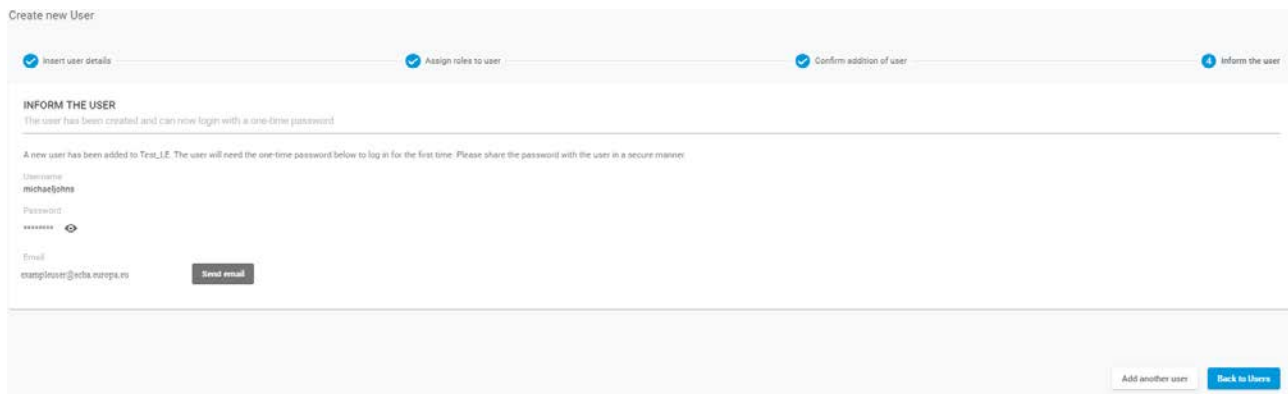


Figure 45: Inform the user

From: noreply@echa.europa.eu [<mailto:noreply@echa.europa.eu>]
Sent: 24 September 2020 10:13
To: example-user@example.com
Subject: Your account has been created

Dear test test,

Please click the following link to verify the email address linked to the username: MichaelJohns

<https://ulem-web.echa.europa.eu/acr-industry/acr/verify/email/fdfd3f4b424646a980c771319af1cb9e>

If you feel that you are receiving this email in error, please contact your Legal Entity Manager and provide the above information.

This is an automatically generated email. Please do not try to reply to this message.

Kind regards,
 ECHA ICT Helpdesk
 Telakkakatu 6, P.O. Box 400, FI-00121 Helsinki, Finland
<http://echa.europa.eu/>

Figure 46: Verify email address email

As a last step, an one time password must be send to the user by the LE manager, to be used for her/his first log in. LE manager will need to send an email with the one time password to the user, by clicking the "Send email" button. "Send email" button can be found in 'Inform the user' step (Figure 45: Inform the user). By clicking the button, an email will be generated from the system (Figure 47: One-time password).

Send	Cc...	
	Bcc...	
Subject	An account has been created for you	

Dear Michael Johns,
Your user account has been created for ECHA applications.

Username: michaeljohns
Password:

In order to start using the applications, you will need to:

- set a new password;
- verify your email address;

Therefore, please execute the following steps:

1. <https://idp.echa.europa.local/ui/verify-email/cd9e865e4a06452e9d06e10880f348e2>
2. Follow the on-screen instructions in order to set a new password and to define a security question and answer.
3. Follow the on-screen instructions in order to verify your email address (you may also change it).

If you feel that you are receiving this email in error,
please contact your Legal Entity Administrator and provide the above information.

This is an automatically generated email. Please do not try to reply to this message.

Kind regards,
ECHA ICT Helpdesk
Telakkakatu 6, 00150 Helsinki, Finland, P.O. Box 400, FI-00121 Helsinki, Finland
<http://echa.europa.eu/>

Figure 47: One-time password

7.5.1 First time login steps for the new user

For the first log in, user will receive an email from noreply@echa.europa.eu with a subject "An account has been created for you". User will be prompt to verify her/his email address, by clicking on the link in the email.

User will be notified that the email has been verified (Figure 48: Email verified notification).

EMAIL VERIFICATION

Notification Message

Your email address has been verified. You can now login to the ECHA applications you are granted access to

Figure 48: Email verified notification

A second email will be received from the LE manager with username and one-time password.

User will need to log in and follow the on-screen instructions in order to set a new password and an answer to the security question (Figure 49: Log in) (Figure 50: Security information).

ECHA
EUROPEAN CHEMICALS AGENCY

! Important information on ECHA apps availability

WELCOME

Please enter your login information

Username *

[Forgot username?](#)

Password *

[Forgot password?](#)

Login with "ECHA Account"

Don't have an account? [Create an ECHA account](#)

Or

Login with "EU Login"

[What type of account do I need?](#)

[Need help?](#)

Figure 49: Log in

ECHA
EUROPEAN CHEMICALS AGENCY

SECURITY INFORMATION

Please fill out the missing security information

CHANGE PASSWORD

New Password *

The password must have at least 8 characters and contain three of the following character types: uppercase letter, lowercase letter, number and non-alphabetical. The password must not contain your username, your first name or your last name. The password cannot be the same as a previously used password. The password cannot be changed more than once a day.

Confirm new Password *

SECURITY QUESTION AND ANSWER

Security Question *

Security Answer *

Make sure your answer is easy to remember, it will be required to recover your password 0/40

SECURITY ALERTS

Receive e-mail alerts about signing-in activities and access to your ECHA account

Cancel Finish

[Need help?](#)

Figure 50: Security information

Once information is filled, click on the "Finish" button. A notification will appear (Figure 51: Password changed notification) and an email will be sent automatically to your email account, informing you that the password, the security question and answer of your ECHA user account have been updated (Figure 52: Password & Security info updated email).

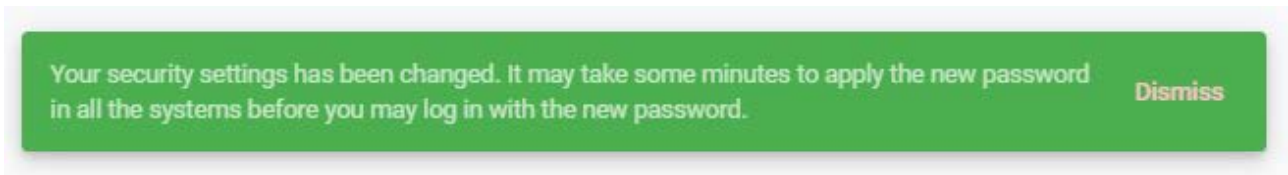


Figure 51: Password changed notification

Dear Michael Johns,

The password, the security question and answer of your ECHA user account (username: **michaeljohns**) have been updated.

If you feel that you are receiving this email in error, please contact your Legal Entity Administrator and provide the above information.

This is an automatically generated email. Please do not try to reply to this message.

Kind regards,
 ECHA ICT Helpdesk
 Telakkakatu 6, P.O. Box 400, FI-00121 Helsinki, Finland
<http://echa.europa.eu/>

Figure 52: Password & Security info updated email

User can now log in, using her/his new password.

Logging in as LE manager, will reveal a new user under the “List of users” (Figure 53: List of users).

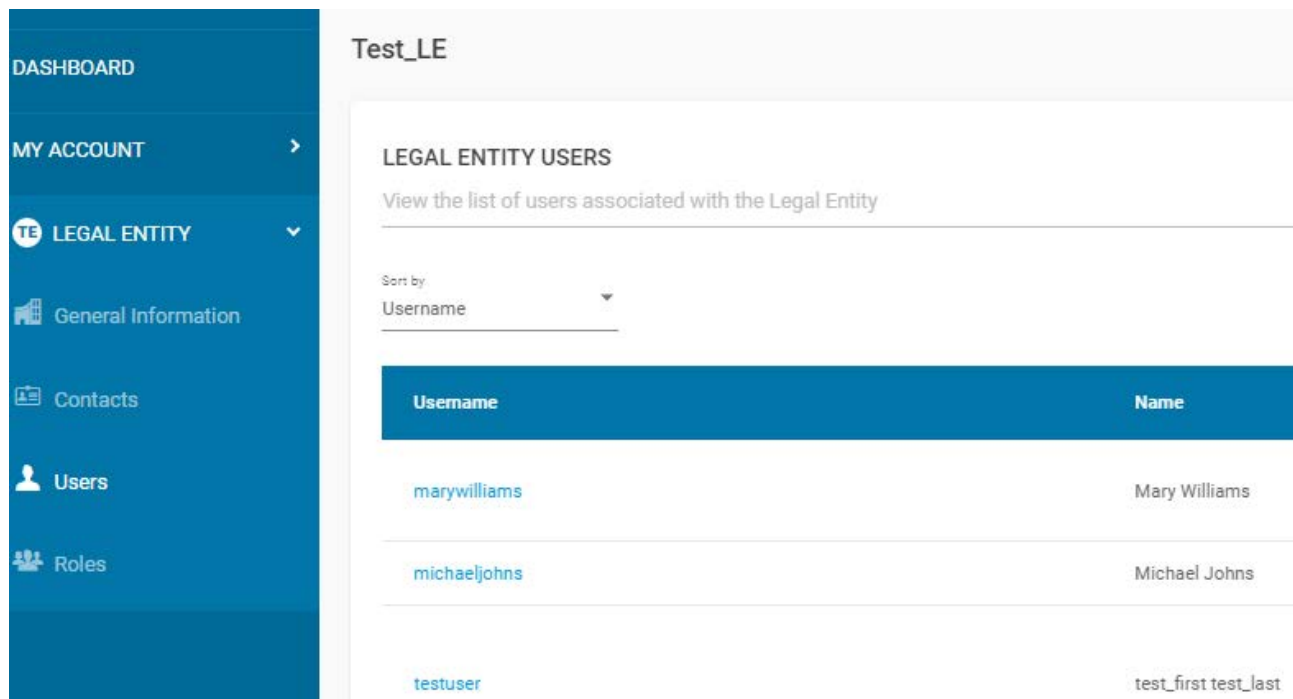


Figure 53: List of users

7.6 How to update user details

LE manager will find users' information under "Users", on the left side menu.

In order to update the information of a user, LE manager will need to find the user in the users' list and click on its username (Figure 54: Update user).

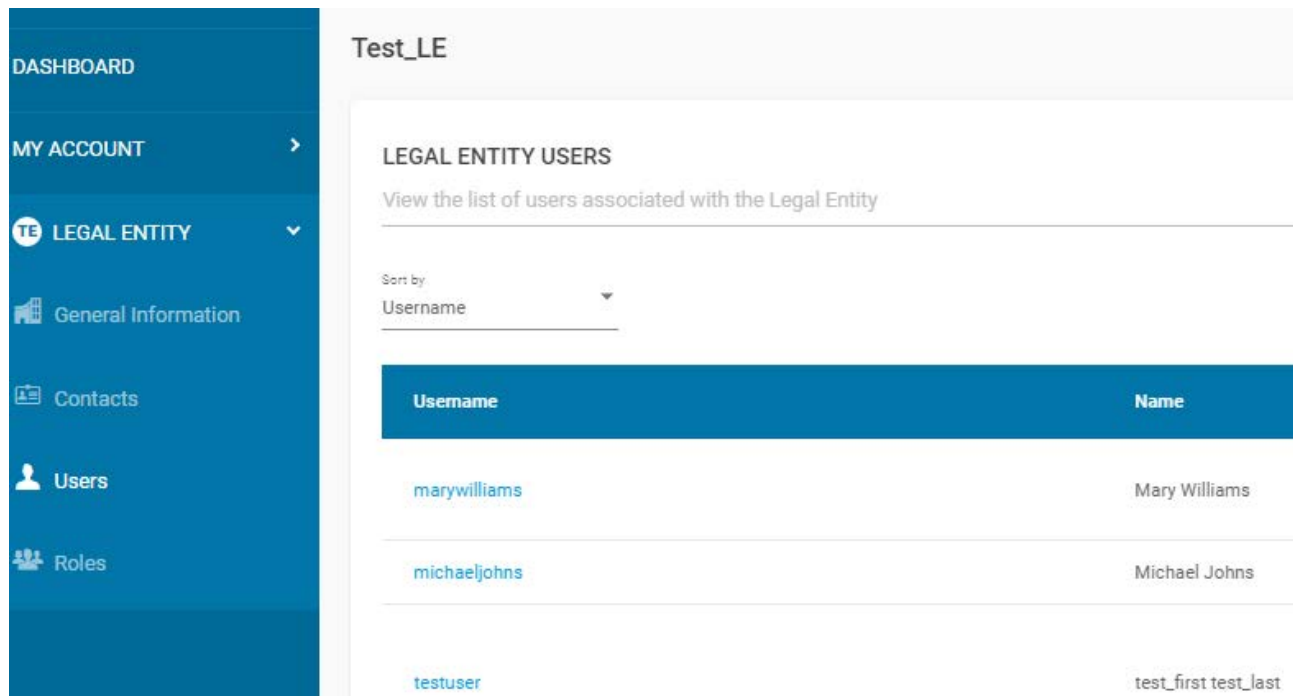


Figure 54: Update user

User's information page will appear.

LE manager will need to click on "Edit user" button in order to make the fields editable (Figure 55: Edit button).



Figure 55: Edit button

Update desirable account details. This could be name, last name and email (Figure 56: Edit account details).

Go to Legal Entity Users

Test_LE
Edit account details

USER INFORMATION
See and edit the account details including email

GENERAL DETAILS

First Name *
Michael

Last Name *
Johns

Email *
michael.johns@echa.europa.eu

Phone
123456789

LEGAL ENTITY

Primary Legal Entity Name
Test_LE

Primary Legal Entity UUID
E291e07279632-1718-4b2d-0629-682299980232

Figure 56: Edit account details

Click on “Save” to complete the action and save the changes.

If LE manager or user wishes to modify the “Email” Figure 48: Edit account details, they need to take the following steps:

Step 1. Modify the email address of a user and click on “Save”

Step 2. An email will be sent automatically to the previously used email address, notifying the user that linked email address has been changed (Figure 57: Linked email address changed)

Dear Michael Johns,

Please note that this email address is not associated anymore with the username: **michaeljohns**. A new email address has been linked to this username.

If you feel that you are receiving this email in error, please contact your Legal Entity Administrator and provide the above information.

This is an automatically generated email. Please do not try to reply to this message.

Kind regards,
ECHA ICT Helpdesk
Telakkakatu 6, P.O. Box 400, FI-00121 Helsinki, Finland
<http://echa.europa.eu/>

Figure 57: Linked email address changed

Step 3. When the email address is modified, the user needs to verify the new email address. On the next login to ECHA applications, they will receive a warning message (Figure 58: Email not verified)

You cannot access any ECHA application, since your email address 'michael.johns@ext.echa.europa.eu' is unverified. Please verify your email address or resend the verification email by clicking [here](#)

Figure 58: Email not verified

Step 4. An email will be sent to the new email address provided, notifying the user that the email has been updated and asking her/him to verify the new email address (Figure 59: Your email has been changed).

Dear Michael Johns,

Please click the following link to verify the email address linked to the username: **michaeljohns**.

<https://qa-idp.echa.europa.local/ui/verify-email/f3c27a96446b4a2c9cba3e34e39d91fc>

If you feel that you are receiving this email in error, please contact your Legal Entity Administrator and provide the above information.

This is an automatically generated email. Please do not try to reply to this message.

Kind regards,
ECHA ICT Helpdesk
Telakkakatu 6, P.O. Box 400, FI-00121 Helsinki, Finland
<http://echa.europa.eu/>

Figure 59: Your email has been changed

Step 5. Click on the link in order to verify the new email address

Step 6. A verification notification will appear and the user will be prompt to log in again (Figure 60: Email address has been verified)

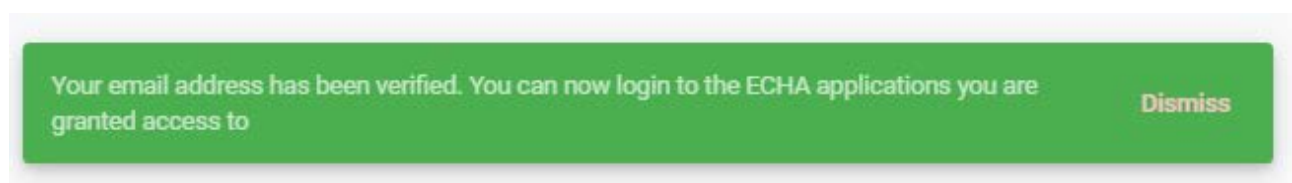


Figure 60: Email address has been verified

Step 7. User should now been able to log in again



Users can modify their own user details by clicking on "My account" and then on "User Information" and then "Edit" button (Figure 61: User details).



Figure 61: User details

7.7 How to remove a user

A user with a “LE manager” role can also remove users from Legal Entity. To remove a user, LE manager needs to take the following steps:

Step 1. Click on  (Figure 62: Remove user).

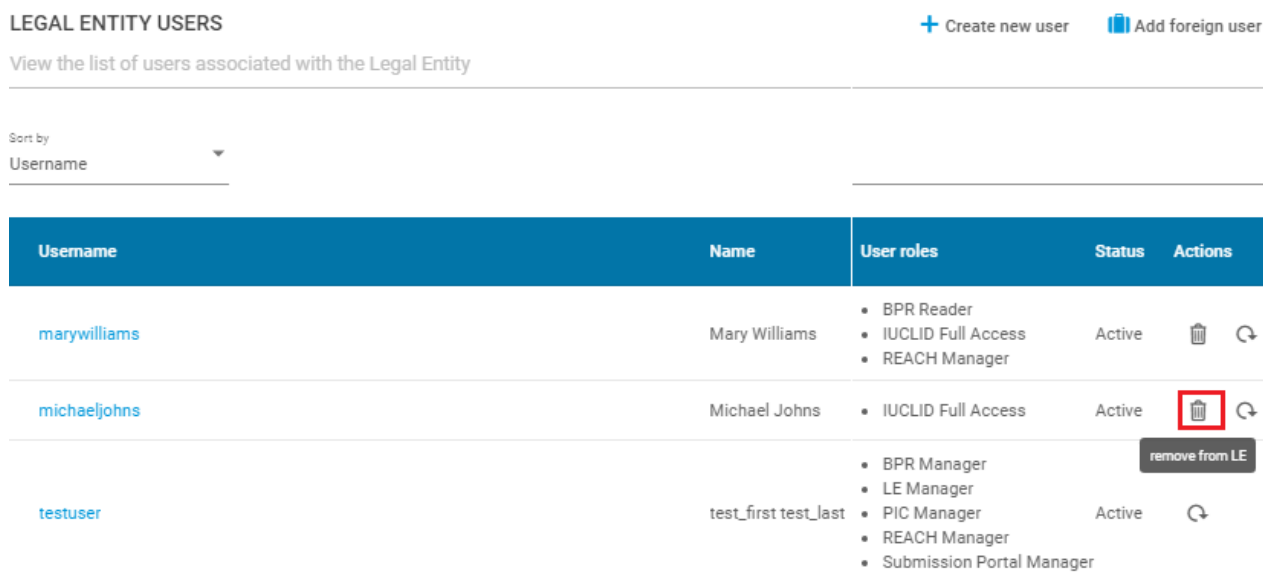


Figure 62: Remove user

Step 2. Click “Yes” to remove the user from the LE(Figure 63: Remove user confirmation).

REMOVE USER FROM LEGAL ENTITY

[X Close](#)

The user account will be removed from the legal entity and converted into a personal account. Do you really want to proceed?

Figure 63: Remove user confirmation

LE manager will receive a notification (Figure 64: User removed notification).

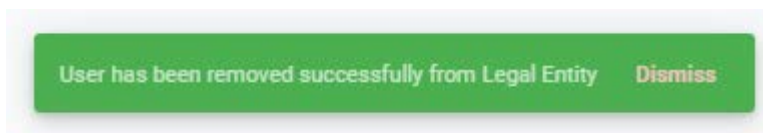


Figure 64: User removed notification

- A deleted username(s) cannot be used again.

User will receive an email notifying her/him that account has been removed (Figure 65: Account removed email).

Dear Michael Johns,

Please note that your ECHA account (username: **michaeljohns**) has been removed from the legal-entity **Test_LE** by the Legal Entity Administrator.

If you feel that you are receiving this email in error, please contact your Legal Entity Administrator (e-mail: Sofia.PAPOUTSAKI@ext.echa.europa.eu) and provide the above information.

This is an automatically generated email. Please do not try to reply to this message.

Kind regards,
ECHA ICT Helpdesk
Telakkakatu 6, P.O. Box 400, FI-00121 Helsinki, Finland
<http://echa.europa.eu/>

Figure 65: Account removed email

7.8 How to export user information

LE Manager can export the users by clicking "Export". The file contains useful information i.e. foreign user's status, creation date, last login, password last changed (Figure 66: Export user information).

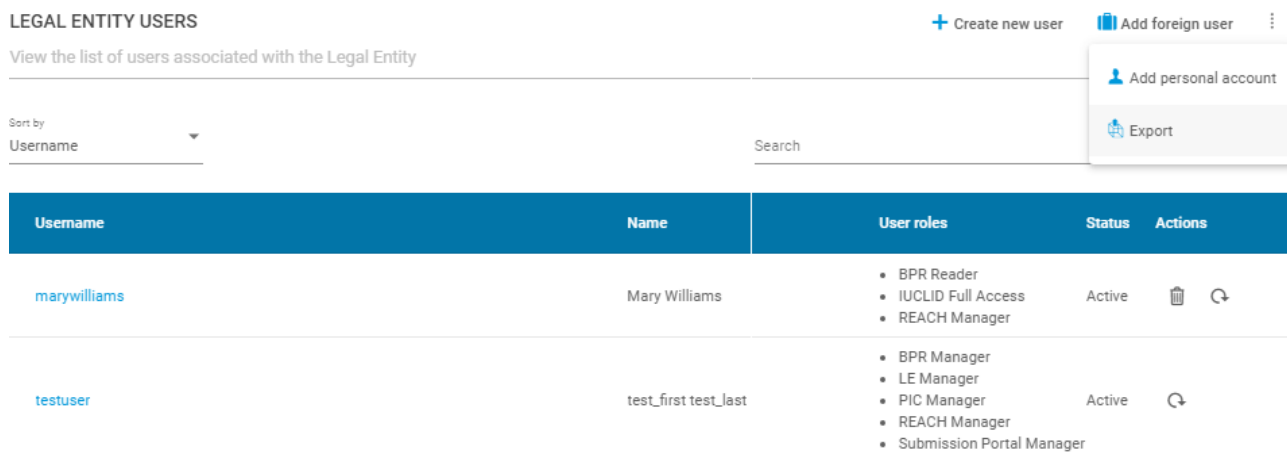


Figure 66: Export user information

7.9 How to reset a user’s password

LE manager can reset a password on behalf of another user.

In order to do so, LE manager needs to click on reset button , which can be found next to the user (Figure 67: Reset password)

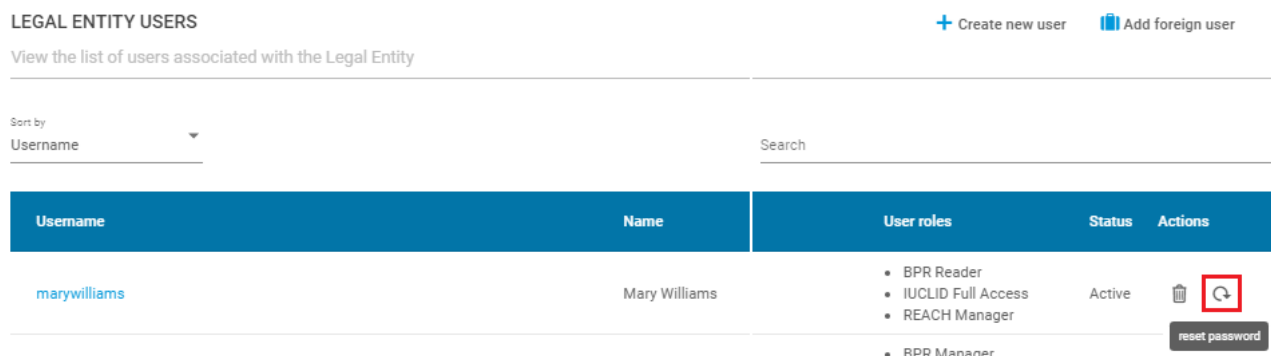


Figure 67: Reset password

A notification will appear, asking for confirmation (Figure 68: Reset user password confirmation). In order to complete the action, click on “Yes”.

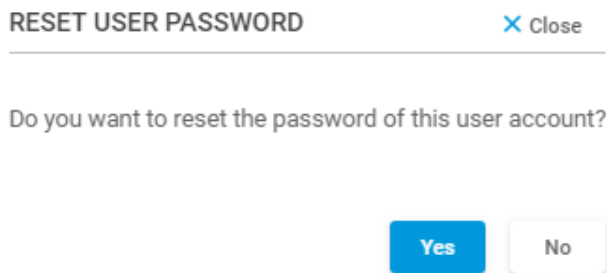


Figure 68: Reset user password confirmation

LE manager will be redirected now to Password reset confirmation page. User, will need an one time password for her\his first log in. LE manager need to provide that password to the user, by clicking on "Send email" (Figure 69: Password reset confirmation).

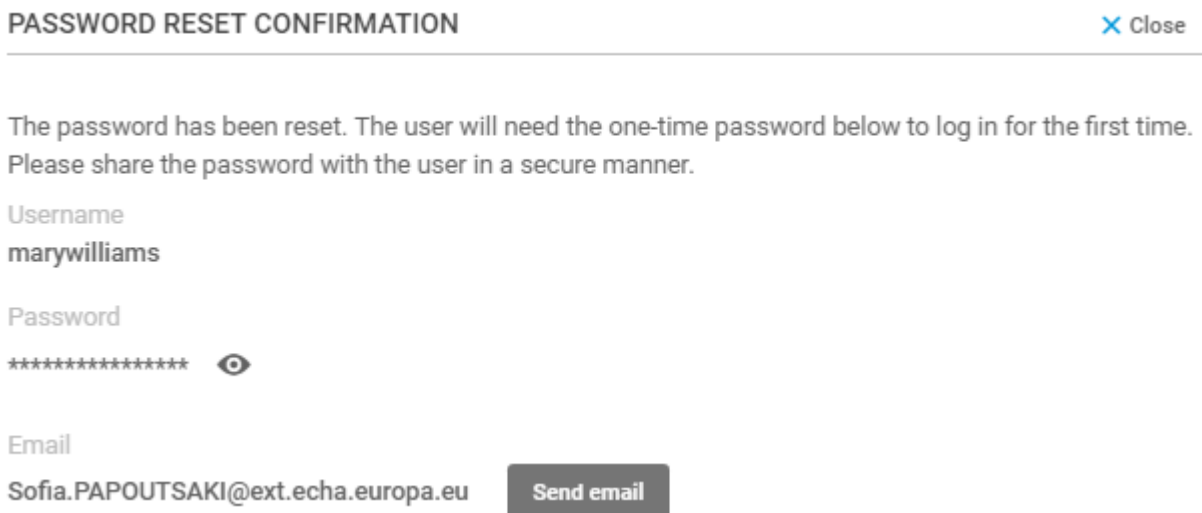


Figure 69: Password reset confirmation

Send email button will generate an email template for the user (Figure 70: Your password has been reset).

Dear Mary Williams,

Your ECHA account password to access ECHA applications has been changed by the ECHA administrator or your Legal Entity Administrator.

The new password is: [REDACTED] and you will be asked to change it, once you log into any ECHA application. Please sign-in with your new password.

If you did not request this change please contact your Legal Entity Administrator for further assistance.

This is an automatically generated email. Please do not try to reply to this message.

Kind regards,
ECHA ICT Helpdesk
Telakkakatu 6, P.O. Box 400, FI-00121 Helsinki, Finland
<http://echa.europa.eu/>

Figure 70: Your password has been reset

Once the user log in and update her/his password successfully, a notification will appear (Figure 71: Security settings changed).

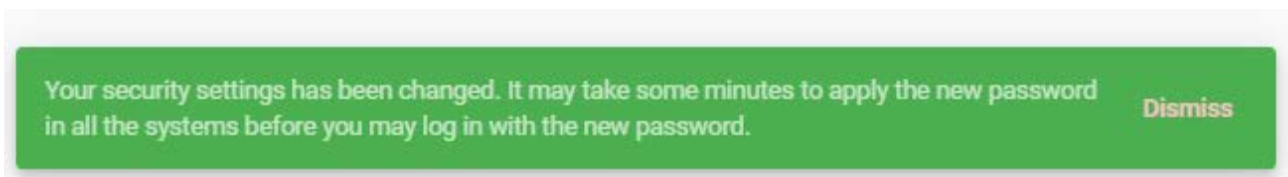


Figure 71: Security settings changed

User will be prompt to log in again.

7.10 How to unlock a user account


A user is locked after 10 unsuccessful login attempts. User will also get notified that her/his account will be locked, after 5 unsuccessful login attempts.

Due to security reasons, an account is locked for 2 hours. During this time, the help functionality cannot be used to recover a password (Figure 72: Account locked).

Your ECHA account has been temporarily locked due to too many failed login attempts. Please try again later or contact your administrator.

Figure 72: Account locked

If the user needs immediate access to ECHA Accounts, they need to contact her/his LE manager.

LE manager needs to click on  , in order to unlock the user (Figure 73: Unlock user).

LEGAL ENTITY USERS + Create new user Add foreign user ⋮

View the list of users associated with the Legal Entity

Sort by Username Search




Username	Name	User roles	Status	Actions
marywilliams	Mary Williams	<ul style="list-style-type: none"> BPR Reader IUCLID Full Access REACH Manager 	Locked	 
testuser	test_first test_last	<ul style="list-style-type: none"> BPR Manager LE Manager PIC Manager REACH Manager Submission Portal Manager 	Active	

Figure 73: Unlock user

A notification will appear asking for confirmation (Figure 74: Unlock user confirmation). Click on "Yes", to complete the action.

UNLOCK USER X Close


Do you want to unlock the password of this user account?

Figure 74: Unlock user confirmation

A notification will appear informing the LE Manager that the user has been successfully unlocked (Figure 75: Unlocked successfully notification).



Figure 75: Unlocked successfully notification

 If the LE manager is also locked and there is no other LE manager for the same account, you will need to contact [ECHA Helpdesk](#) to request unlocking of the account.

7.11 How to remove a user role

When a user role has been removed from a user, she/he will have no longer access to the corresponding ECHA application.

To remove a user role, LE manager needs to take the following steps:

Step 1. Find the user & click on the user's "Username".

Step 2. Click on "User roles" tab.

Step 3. Click "Edit Roles"

Step 4. Press the "x" symbol near the role you wish to remove available under "User Profile" section.

Step 5. Click on "Save".



User roles cannot be blank for a user. A user needs to have at least one role in order to be part of a LE. If no role is needed then the user can be removed completely from the LE and be converted to a personal account (see 7.7 Section).

7.12 What is a foreign user?

An "LE manager" of a "company A", can give permission to a user of a "company B", to work on behalf of "company A".



Granting access to third party (foreign user) users may expose confidential data. It is important that companies agree the scope of access and how the confidential information is handled.

When roles are granted to foreign users, they can do the following:

- In ECHA Accounts: view LE and user details in read-only view
- In ECHA Accounts: modify or add new contacts to the LE (only if they have any manager roles), but not modify LE or user details.
- In ECHA applications: perform actions based on the level of access (manager or reader roles) assigned to them.

The company who grants access to the foreign user has access to submit applications, receive messages in ECHA applications or receive and complete tasks items – in case the foreign user is not able to perform actions on their behalf.



For R4BP 3 a foreign user does not replace a case owner who submits an application/notification on behalf of an authorization holder (case owner different from the asset owner). When a case owner submits on behalf of the asset owner both entities have different accounts, and the case owner is responsible to follow-up the status of any communications submitted by authorities.

7.12.1 How to add a foreign user

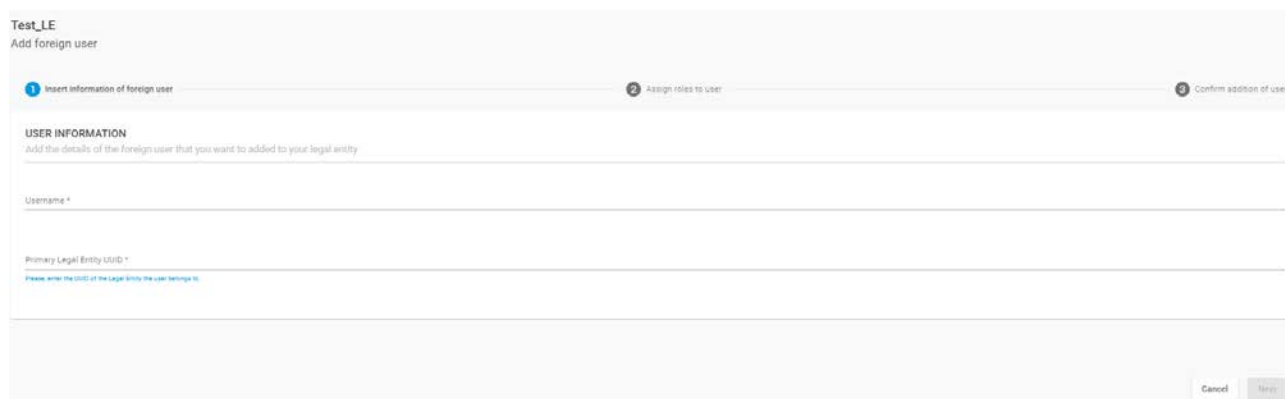
The LE manager of company A will need to log into their ECHA account and click on "Add foreign user" (Figure 76: Add foreign user), that can be found on the uses page.



Figure 76: Add foreign user

LE manager will need to insert information of the foreign user, like "Username" and "Primary Legal Entity UUID" (Figure 77: Insert information of foreign user).

System will check the correctness of data provided, before letting the user proceed to next step.



The screenshot shows a web interface for adding a foreign user. At the top, it says "Test_LE" and "Add foreign user". Below this is a progress bar with three steps: "1. Insert information of foreign user" (active), "2. Assign roles to user", and "3. Confirm addition of user". The main section is titled "USER INFORMATION" and contains the instruction "Add the details of the foreign user that you want to add to your legal entity". There are two input fields: "Username *" and "Primary Legal Entity UUID *". A small blue note below the second field says "Please enter the UUID of the Legal Entity the user belongs to". At the bottom right, there are "Cancel" and "Next" buttons.

Figure 77: Insert information of foreign user

As a second step of adding a foreign user process, LE manager will need to assign the preferable user roles to the foreign user (Figure 78: Assign roles to user).

- A foreign user must have at least one role assigned, otherwise they cannot be added.



The screenshot shows the second step of the "Add foreign user" process. The progress bar now shows "1. Insert information of foreign user" as completed and "2. Assign roles to user" as active. The main section is titled "USER PROFILE" and contains the instruction "Assign roles to the user. They will determine what the user can do within your legal entity." There is one input field labeled "Roles *". At the bottom right, there are "Back" and "Next" buttons.

Figure 78: Assign roles to user

On the last step, LE manager will need to confirm the information previously provided regarding the new user. Go back if any updates are needed or click on "Add foreign user" button to complete the process.

Once the foreign user is added, can be found among the other users of the Legal Entity, under users' page of the left side menu (Figure 79: Users list).

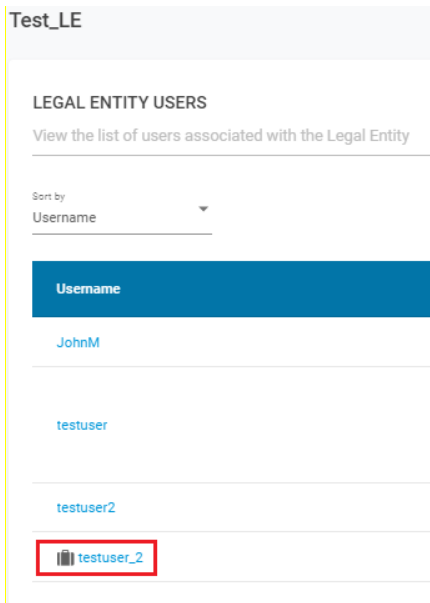


Figure 79: Users list

7.12.2 How to remove a foreign user

A user with a “LE manager” role can also remove users from Legal Entity. To remove a foreign user, LE manager needs to take the following steps:

Step 1. Click on  (Figure 80: Remove from LE).



Figure 80: Remove from LE

Step 2. Click “Yes” to confirm the deletion of the user (Figure 81: Remove user from LE confirmation).

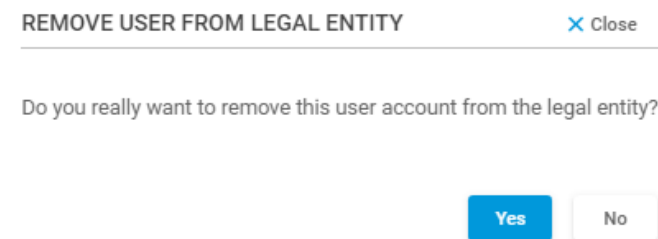


Figure 81: Remove user from LE confirmation

7.12.3 How to work as a foreign user in ECHA applications

A foreign user can access ECHA applications and work on behalf of a different LE than their own.

! When the foreign user logs in to an ECHA application, they need to select the company that they wish to work for (Figure 82: Account selection in ePIC, Figure 83: Account selection in R4BP 3, Figure 84: Account selection in REACH-IT and Figure 85: Account selection in ECHA Cloud services)

! The foreign user needs to select the correct LE.

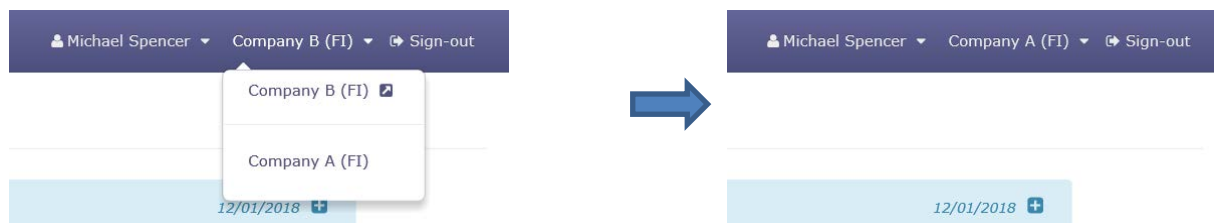


Figure 82: Account selection in ePIC

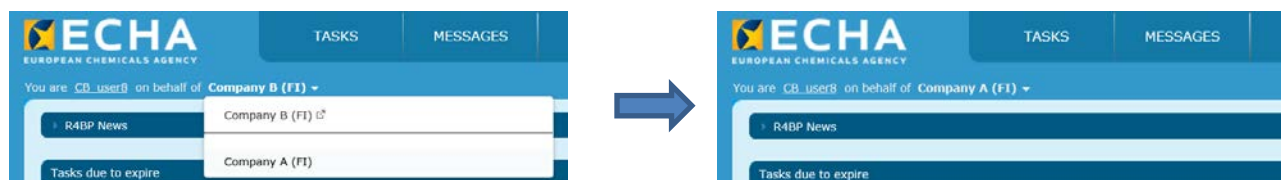


Figure 83: Account selection in R4BP 3

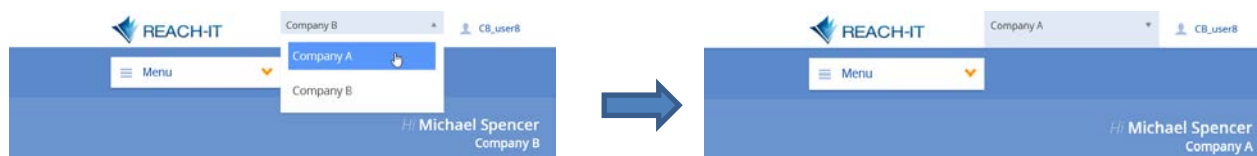


Figure 84: Account selection in REACH-IT

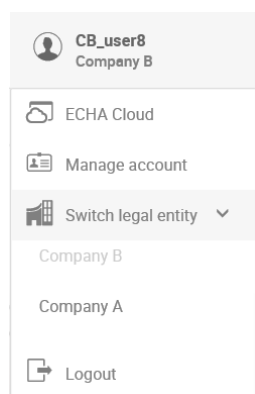


Figure 85: Account selection in ECHA Cloud services



! Even if a foreign user is working on behalf of a company, email notifications will still be sent only to the contacts that have been specified.

7.13 What is a personal account?

A personal account is a user that is not linked with any Legal Entity.

A personal user can be added from a Legal Entity manager, to work on the behalf of her/his company.

7.13.1 How to add a personal account

In users' section, press the dots in the upper right corner to expand the options.

Select the "Add personal account" button (Figure 86: Add personal account).



Figure 86: Add personal account

On the first step, insert personal account information (Figure 87: Add personal account – Step 1).

 The screenshot shows a form titled 'Add personal account' with a progress indicator showing three steps: 1. Insert personal account information (active), 2. Assign roles to user, and 3. Confirm addition of personal account. Under 'USER INFORMATION', there is a prompt: 'Please provide the following details of the user to be added in your legal entity'. The form has two input fields: 'Username *' with the value 'example_personal' and 'Email *' with the value 'Sofia.PAPOUTSAKI@trasys.gr'. A blue link below the email field reads 'Example: name@domain.com'. At the bottom right are 'Cancel' and 'Next' buttons.

Figure 87: Add personal account – Step 1

On the next step, LE manager will need to assign the desirable user roles to the user (Figure 88: Add personal account – Step 2).

The screenshot shows the 'Add personal account' interface at Step 2. At the top, a progress bar indicates three steps: 1. Insert personal account information (completed), 2. Assign roles to user (current step), and 3. Confirm addition of personal account. Below the progress bar, the section is titled 'USER PROFILE' with the instruction: 'Assign roles to the user. They will determine what the user can do within your legal entity.' Underneath, there is a 'Roles' section with a single role assigned: 'RUCLED Full Access'. At the bottom right, there are 'Back' and 'Next' buttons.

Figure 88: Add personal account - Step 2

On the last step, LE manager will need to review the information already provided, go back in case more updates are needed, or press the “Add personal account” button to complete the action (Figure 89: Add personal account – Step 3).


The screenshot shows the 'Add personal account' interface at Step 3. The progress bar now shows Step 2 as completed. The section is titled 'USER INFORMATION' with the instruction: 'Review the information below before confirming the addition of the user to your legal entity'. The user details are listed as follows: Username: example_personal; First Name: example; Last Name: example; Email: Sofia.PAPOUTSAKI@trasys.gr; Roles: RUCLED Full Access. At the bottom right, there are 'Back' and 'Add personal account' buttons.


Figure 89: Add personal account - Step 3

8. Account recovery

Users can administer an ECHA account by themselves:

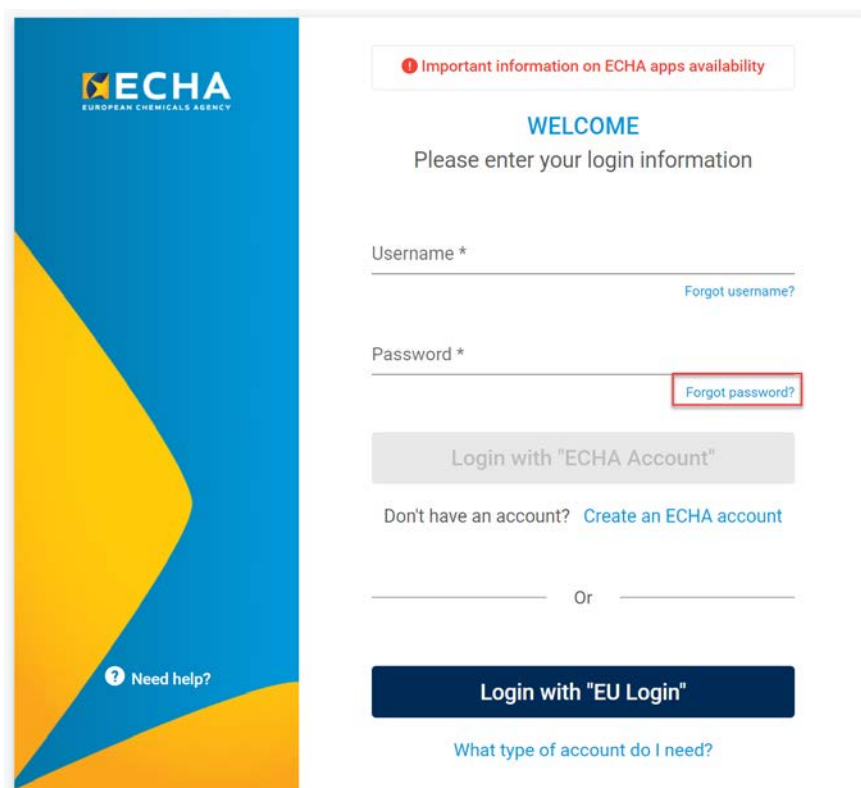
- Recover a password.
- Recover a username.
- Change password.

 Users should remember their username and the answer to the security question to be able to recover their password.

 If a user cannot use the help functionalities, the LE manager for the same LE can help users to gain access to the account.

8.1 How to recover a password

Users need to go to the “Help” section in the [ECHA Accounts](#) to recover their password (Figure 90: ECHA Accounts log in page).



The screenshot shows the ECHA Accounts login page. On the left is a blue and yellow graphic with the ECHA logo and a 'Need help?' link. The main content area is white and contains a red notification banner at the top, a 'WELCOME' heading, and a prompt to enter login information. There are two input fields: 'Username *' and 'Password *'. A 'Forgot username?' link is next to the username field, and a 'Forgot password?' link is next to the password field, which is highlighted with a red rectangular box. Below the password field is a grey button labeled 'Login with "ECHA Account"'. Underneath is a link 'Don't have an account? Create an ECHA account'. A horizontal line with 'Or' in the center separates this from a dark blue button labeled 'Login with "EU Login"'. At the bottom is a link 'What type of account do I need?'.

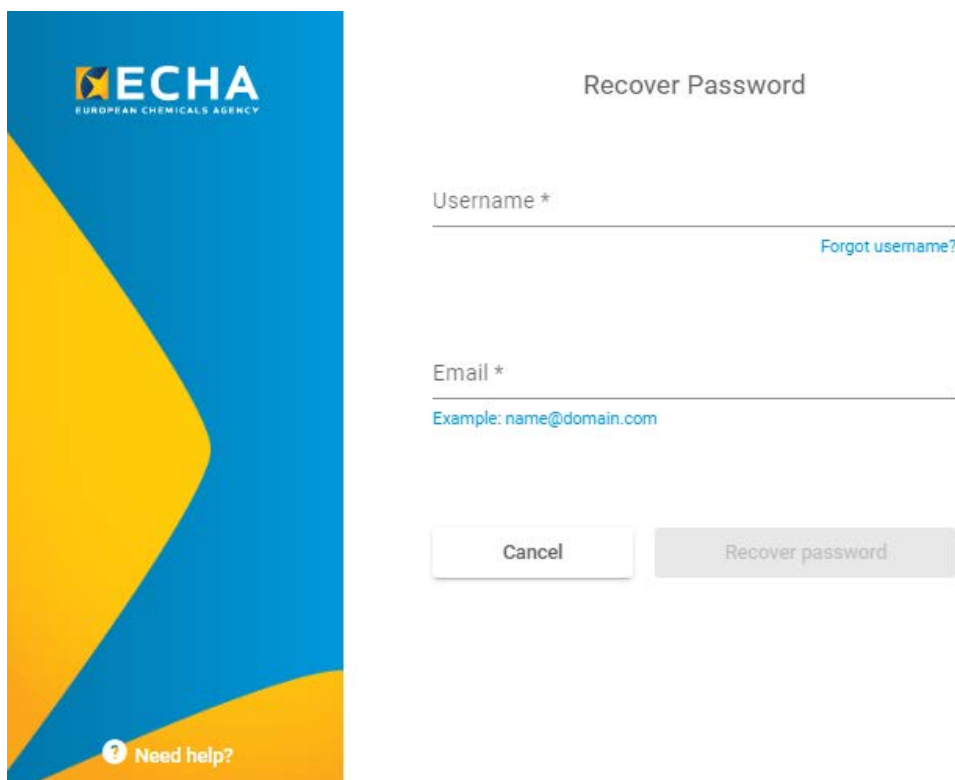
Figure 90: ECHA Accounts forgot password

To continue the password recovery process, users need to take the following steps:

Step 1: Click on “Forgot your password” (Figure 90: ECHA Accounts forgot password).

The “Forgot your password?” functionality sends a link to the email address related to a username that allows to gain access to an ECHA Account, when user has forgotten the password.

Step 2: Enter your username and email address (Figure 91: Recover password).



ECHA
EUROPEAN CHEMICALS AGENCY

Recover Password

Username *

[Forgot username?](#)

Email *

Example: name@domain.com

Cancel Recover password

[? Need help?](#)

Figure 91: Recover password

Step 3. Click on “Recover password” (Figure 92: Lost password request confirmation).

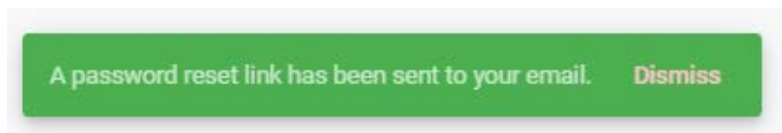


Figure 92: Lost password request confirmation

Step 4. Check your inbox for a no reply email with the subject “Request to recover password” (Figure 93: Recover password email).

Please click [here](#), if you have requested to recover the password of your ECHA user account (username: **testuser**).

If you feel that you are receiving this email in error, please contact your Legal Entity Administrator and provide the above information.

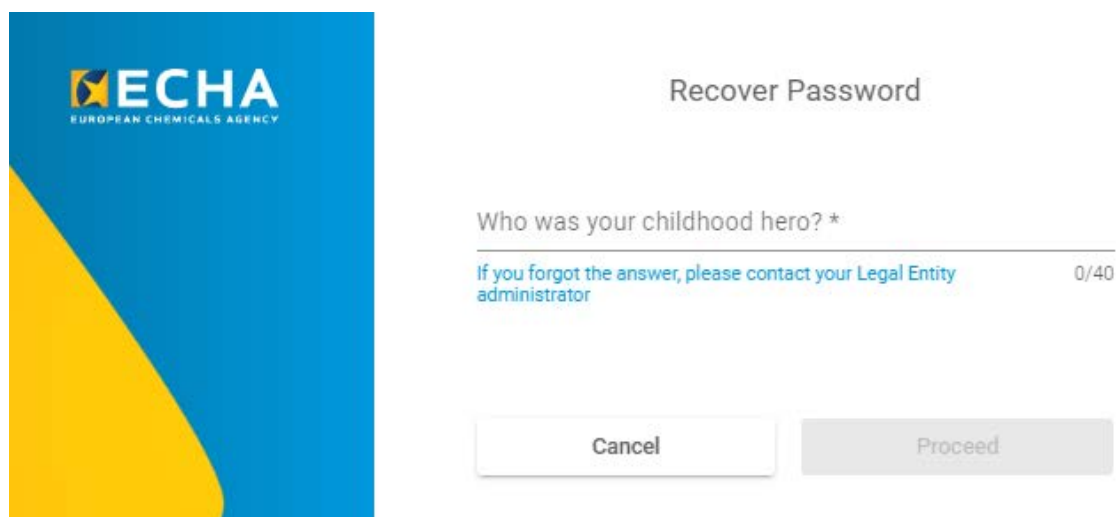
This is an automatically generated email. Please do not try to reply to this message.

Kind regards,
ECHA ICT Helpdesk
Telakkakatu 6, P.O. Box 400, FI-00121 Helsinki, Finland
<http://echa.europa.eu/>

Figure 93: Recover password email


Step 5. Click on “here” (Figure 93: Recover password email)

Step 6. Answer the security question and click “Submit” (Figure 94: Security question answer).



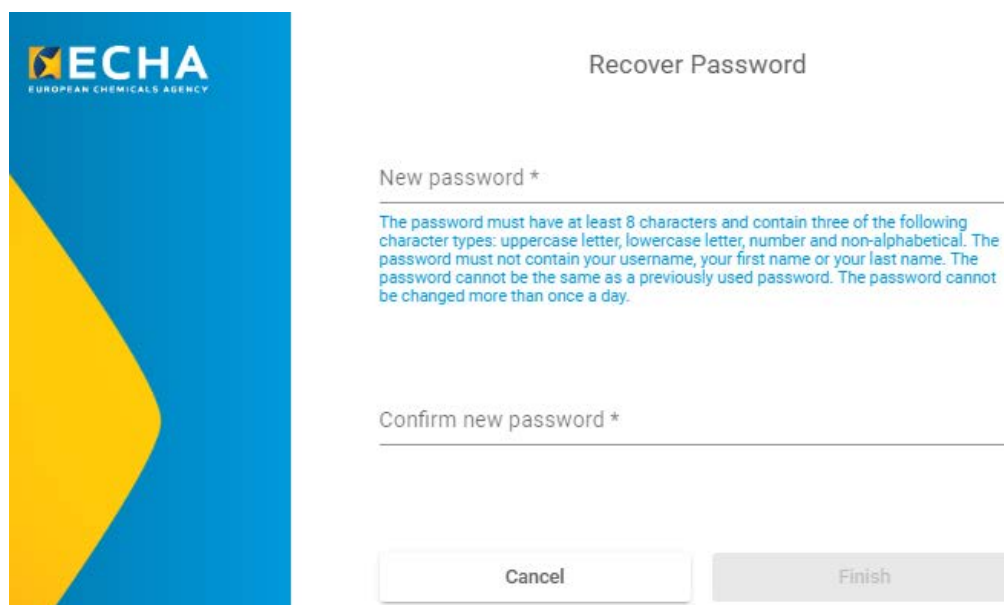
The screenshot shows the ECHA logo on the left and the title "Recover Password" at the top. Below the title is a text input field with the question "Who was your childhood hero? *". A blue link below the field reads "If you forgot the answer, please contact your Legal Entity administrator" with a character count of "0/40". At the bottom are two buttons: "Cancel" and "Proceed".

Figure 94: Security question answer

 The answer to the security question is always user-specific. The user account details, including the answer to the security question, are available in “My account”.

If users don't remember the answer to their security question, they need to contact their LE manager.

Step 7. Provide a new password (Figure 95: New password).



The screenshot shows the ECHA logo on the left and the title "Recover Password" at the top. Below the title is a text input field with the label "New password *". A blue link below the field provides password requirements: "The password must have at least 8 characters and contain three of the following character types: uppercase letter, lowercase letter, number and non-alphabetical. The password must not contain your username, your first name or your last name. The password cannot be the same as a previously used password. The password cannot be changed more than once a day." Below this is another text input field labeled "Confirm new password *". At the bottom are two buttons: "Cancel" and "Finish".

Figure 95: New password

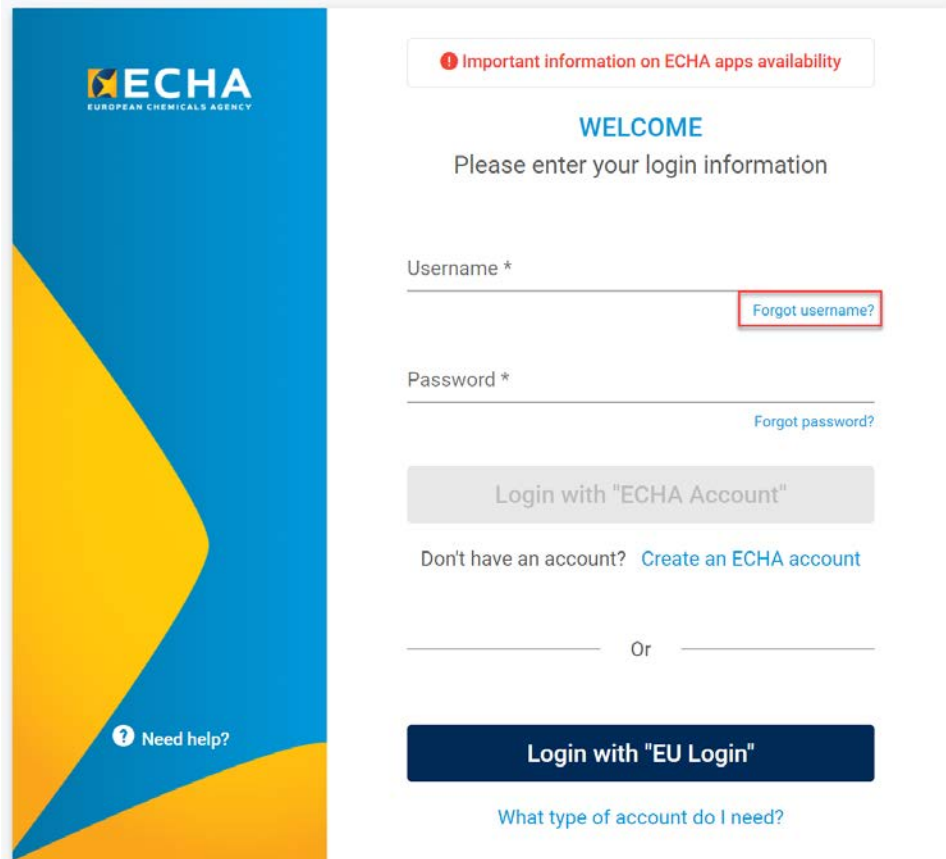
Step 8. Users need to click on "Finish".

⚠ Users have to log in to the ECHA Account to confirm the new password.

8.2 How to recover a username

To recover a username, users need to take the following steps:

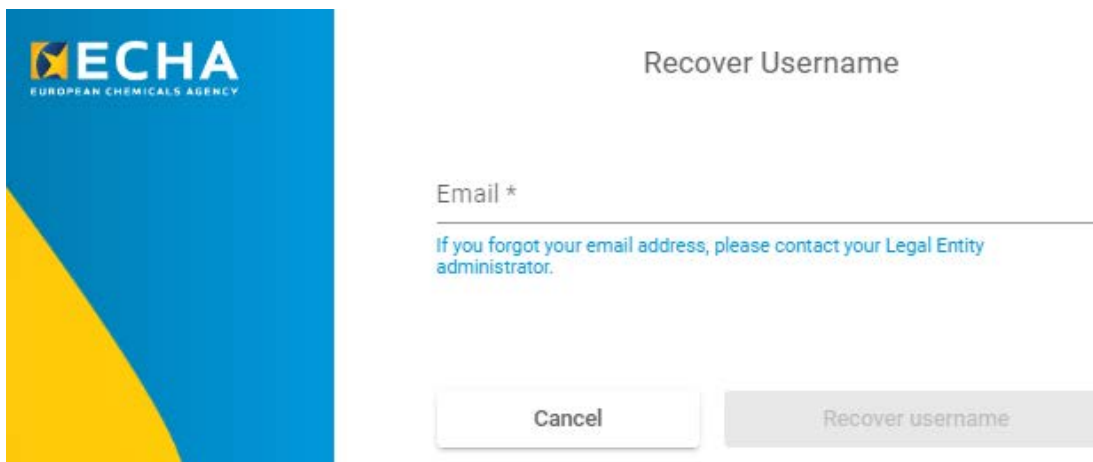
Step 1. Click on "Forgot your username?" (Figure 96: Forgot username).



The screenshot shows the ECHA Accounts login interface. On the left is a blue and yellow graphic with the ECHA logo and 'EUROPEAN CHEMICALS AGENCY' text, and a 'Need help?' link. The main content area has a red notification bar for 'Important information on ECHA apps availability', followed by a 'WELCOME' heading and 'Please enter your login information'. There are two input fields: 'Username *' and 'Password *'. The 'Forgot username?' link is highlighted with a red box. Below the password field is a 'Forgot password?' link. A grey button says 'Login with "ECHA Account"'. Below it is a link 'Don't have an account? Create an ECHA account'. An 'Or' separator is followed by a dark blue button 'Login with "EU Login"'. At the bottom is a link 'What type of account do I need?'.

Figure 96: ECHA Accounts Forgot username

Step 2: Enter the email address (Figure 97: Recover username).



ECHA
EUROPEAN CHEMICALS AGENCY

Recover Username

Email *

If you forgot your email address, please contact your Legal Entity administrator.

Cancel Recover username

Figure 97: Recover username

Step 3: Click on “Ok” (Figure 98: Recover username notification).



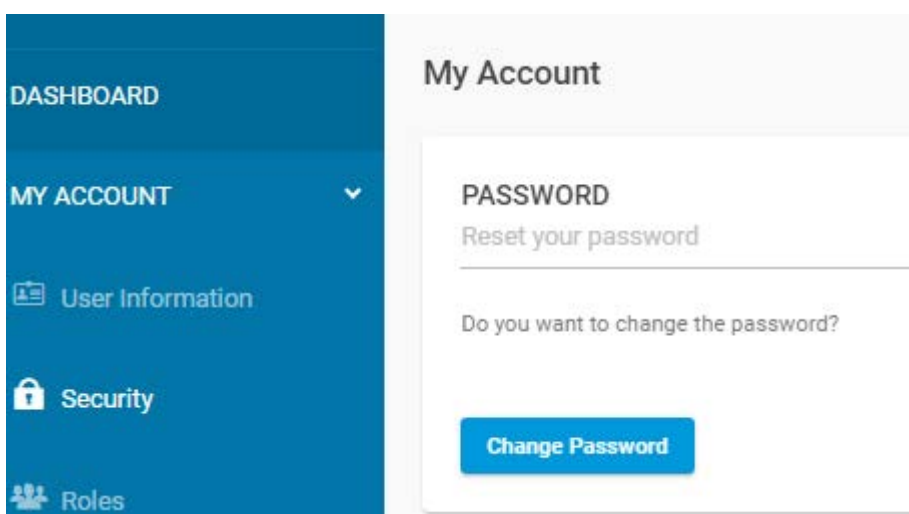
Figure 98: Recover username notification

Step 4: Check your inbox for a no reply email with the subject “Request to recover username” with the username(s) linked to your email address.

8.3 How to change a password

Users need to log in to their account in order to change their password.

Step 1: Go to “My account”, then under “Security” tab and then click on “Change Password” (Figure 99: Change password).



DASHBOARD

MY ACCOUNT ▾

- User Information
- Security
- Roles

My Account

PASSWORD

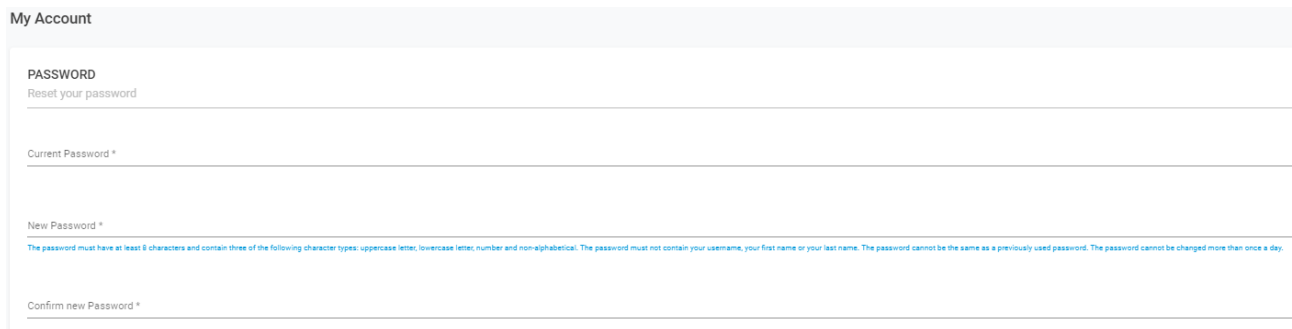
Reset your password

Do you want to change the password?

Change Password

Figure 99: Change password

Step 2: Enter the username and current password (Figure 100: Password reset).





The screenshot shows a web form titled "My Account" with a "PASSWORD" section. The section contains four input fields: "Reset your password" (with a placeholder), "Current Password *", "New Password *", and "Confirm new Password *". Below the "New Password *" field, there is a small blue text note: "The password must have at least 6 characters and contain three of the following character types: uppercase letter, lowercase letter, number and non-alphabetical. The password must not contain your username, your first name or your last name. The password cannot be the same as a previously used password. The password cannot be changed more than once a day."

Figure 100: Password reset

Step 3. Enter new password and re-type it

Step 4: Click on "Save". Your password is now updated.

 Since ECHA Account passwords expire every three months, it is recommended to renew it on time.

 If users cannot log in to their ECHA account (e.g. "Your account has been migrated from the REACH-IT system"), they should contact ECHA: <https://echa.europa.eu/contact>

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