

ECHA  
Accounts Manual

November 2018

ABC

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## 1. Introduction

### 1.1 Objective

This manual explains the required steps for a user to access ECHA IT tools (a.k.a. ECHA business applications, such as REACH-IT, ePIC, R4BP 3, Poison Centres Notifications Portal, ECHA Cloud Services), ECHA websites and the Identity and Access Management (IDM) tool (a.k.a. ECHA Accounts portal).

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

### 1.2 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 IT tools	ECHA business applications, such as REACH-IT, ePIC, R4BP 3, Poison Centres and ECHA Cloud services
ePIC	Prior Informed Consent IT tool
IDM	Identity and Access Management tool
R4BP 3	Register for Biocidal Products IT tool
REACH-IT	Registration, Evaluation, Authorisation and Restriction of Chemicals IT tool
PCN	Poison Centres Notification portal
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
*	Fields marked with an asterisk are mandatory
?	Displays additional information



## 2. Definitions and concepts

### 2.1 Legal Entity

A Legal Entity (LE) may represent anything between a complex business structure and a simple organised business, for example, a corporation, a 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*. An LE UUID is key information to unambiguously identify your LE as unique during the submission of a notification, application or registration to ECHA.

#### **Please note:**

- Once an 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.


### 2.2 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 an LE manager role can create other users for the same LE account.


The following ECHA account types exist:

- A *personal account* is not associated with an LE and can be used to access the ECHA websites but not the ECHA IT tools.
- A *business account* is associated with an LE and can be used to access the ECHA IT tools and the ECHA websites.

 Users have access to an ECHA IT tool based on the role assigned to them by the LE manager.

 To ease the user administration, the IDM tool 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*.

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

 If user account management is outsourced, it is advisable for your company to have at least one user with the "LE manager" role.


## 2.3 User roles

Users with an “LE manager” role will be responsible for adding new users to the same LE. When creating a new *business account*, specific roles need to be assigned to the business account to allow access to REACH-IT, ePIC, R4BP 3, PCN, ECHA Cloud Services, other.

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

Figure 1: Roles in ECHA Accounts

ACCESS LEVEL IN ECHA ACCOUNTS (for EU and non-EU users)				
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)			X	X
Reader (REACH, PIC, BPR)				X
Full Access (IUCLID Trial, IUCLID SME, IUCLID PCN)				X
Read Only (IUCLID Trial, IUCLID SME, IUCLID PCN)				X

 A Legal Entity (LE) *manager* is the first user associated with an LE. LE managers are responsible for managing the users within the same LE account. An LE manager can see and administer everything related to the users of the LE, including passwords.

Based on the roles selected, each specific user has a different access level within IDM tool:

- 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 an LE.
- The manager can add or modify contacts to the LE and view LE and users' details.
- The reader has read access to the LE details in ECHA Accounts.


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

- Reader: the roles “REACH Reader” “REACH Reader Non-EU”, “BPR Reader” and “PIC Reader” have read-only access.
- Manager: the roles “REACH Manager”, “REACH Manager Non-EU”, “PIC Manager” and “BPR Manager” can submit, edit, delete or create data in REACH-IT, ePIC and R4BP 3.

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

### 2.3.1 What is a foreign user?


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. A foreign user can perform actions on behalf of the company that grants him permission to use an account from their own ECHA account.


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

When roles (Figure 1: Roles in ECHA Accounts) 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).
- In ECHA IT tools: 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 IT tools or receive and complete task items – if the foreign user is not able to perform actions on their behalf.

 A foreign user (company B) working for "company A", can modify contact details, but cannot modify the LE or user details of "company A".

 For R4BP 3 applications, a foreign user does not replace a case owner who submits an application/notification on behalf of an authorisation 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.

### 2.3.2 How to work as a foreign user in ECHA IT tools

A foreign user (company B) can use a personal username to access ECHA IT tools and work on behalf of a different LE than their own.


 When the foreign user logs into an ECHA IT tool, they need to select the company that they wish to work for (Figure 2: Account selection in ePIC, Figure 3: Account selection in R4BP 3,

Figure 4: Account selection in REACH-IT and Figure 5: Account selection in ECHA Cloud services).

**⚠** The foreign user needs to select the correct LE.

Figure 2: Account selection in ePIC

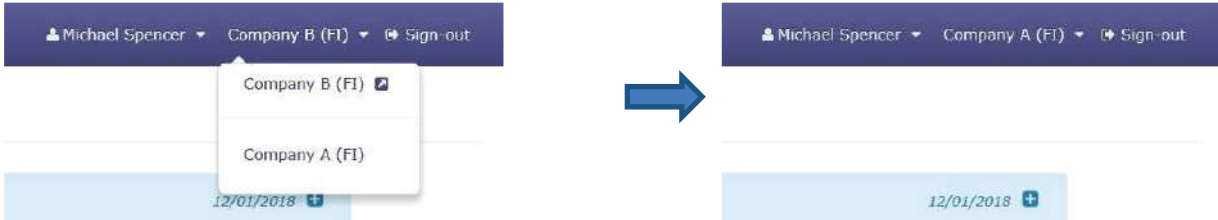


Figure 3: Account selection in R4BP 3



Figure 4: Account selection in REACH-IT

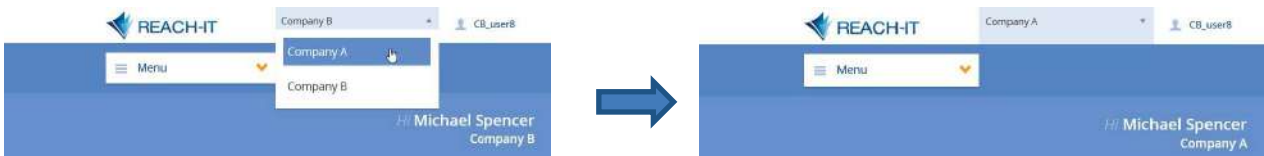
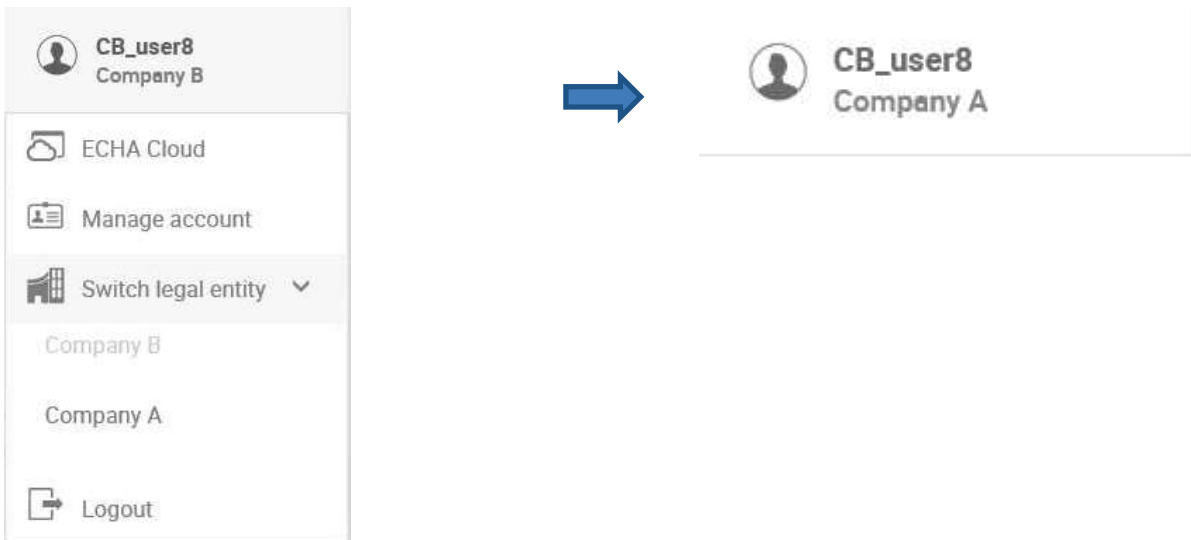



Figure 5: Account selection in ECHA Cloud services



 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.

## 2.4 Contacts

Contacts can be used by ECHA and the national authorities to contact the LE. Contacts are created in IDM. Contacts do not have access to ECHA IT tools.

 For REACH-IT, the contacts are managed in REACH-IT.

## 2.5 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; and
- cannot be changed more than once a day.

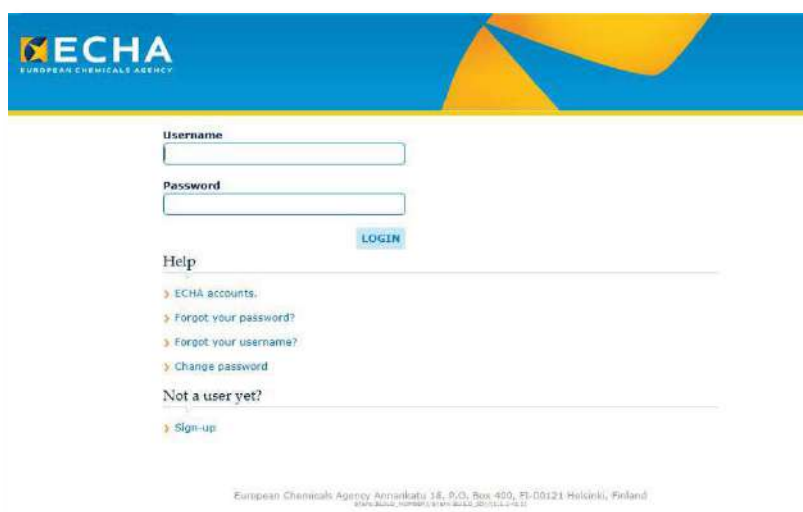
The maximum number of unsuccessful login attempts is 10. Once the number of maximum attempts is reached, the user account is locked for two hours. After that, the account is released, and a user will be able to log in.

If a password is forgotten, a recovery link "Forgot your password?" is available in the login page.

## 3. How to sign up for the first-time

To access the ECHA website or use an ECHA IT tool, users need to have a valid ECHA account. To create a new account, open the [IDM tool](#) and click "Sign-up" (Figure 6: ECHA Account sign-up).

Figure 6: ECHA Account sign-up



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

- “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).

### 3.1 User details

To create a personal account (“Create account page”) users need to complete the following steps:

- Enter user details (Figure 7: Create an account).
- Verify email address (Figure 8: Email address verification).

Figure 7: Create an account

### Create Account

**User Information**

\* First Name

\* Last Name

\* Email

\* Username

Phone

**Password**

\* 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 Password

### 3.2 Email verification

Once users have completed the “create account” page, a pop-up message will prompt them to verify their email address (Figure 8: Email address verification).

Figure 8: Email address verification



Users need to verify their email address linked to their username. In case a verification email is not received, users need to follow the instruction displayed in the warning message (Figure 9: Resend email verification).

Figure 9: Resend email verification

### Warning

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

### Help

- > [ECHA accounts.](#)
- > [Forgot your password?](#)
- > [Forgot your username?](#)
- > [Change password](#)

### Not a user yet?

- > [Sign-up](#)

Users need to verify that they have received an ECHA email with the subject “Your account has been created” (Figure 10: Email verification link).

Figure 10: Email verification link

Dear John Lewis,

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

<https://qa-ulem-web.echa.europa.local/acr-industry/acr/verify/email/b12728c71dbd48caa7142374a9f9e764>

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

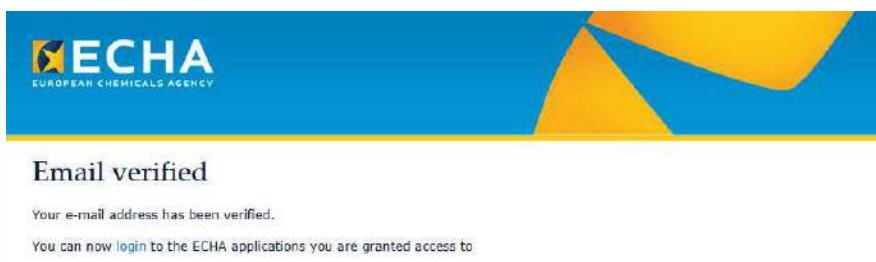
This is an automatically generated email. Please do not try to reply to this message.

Kind regards,  
ECHA ICT Helpdesk  
Annankatu 18, P.O. Box 400, FI-00121 Helsinki, Finland  
<http://echa.europa.eu/>

Clicking on the link will open a new browser window. The window will display an acknowledgement showing that the users’ email has been verified. It will also ask the users to log into their ECHA account to continue the sign-up process (Figure 11: Email verified confirmation).

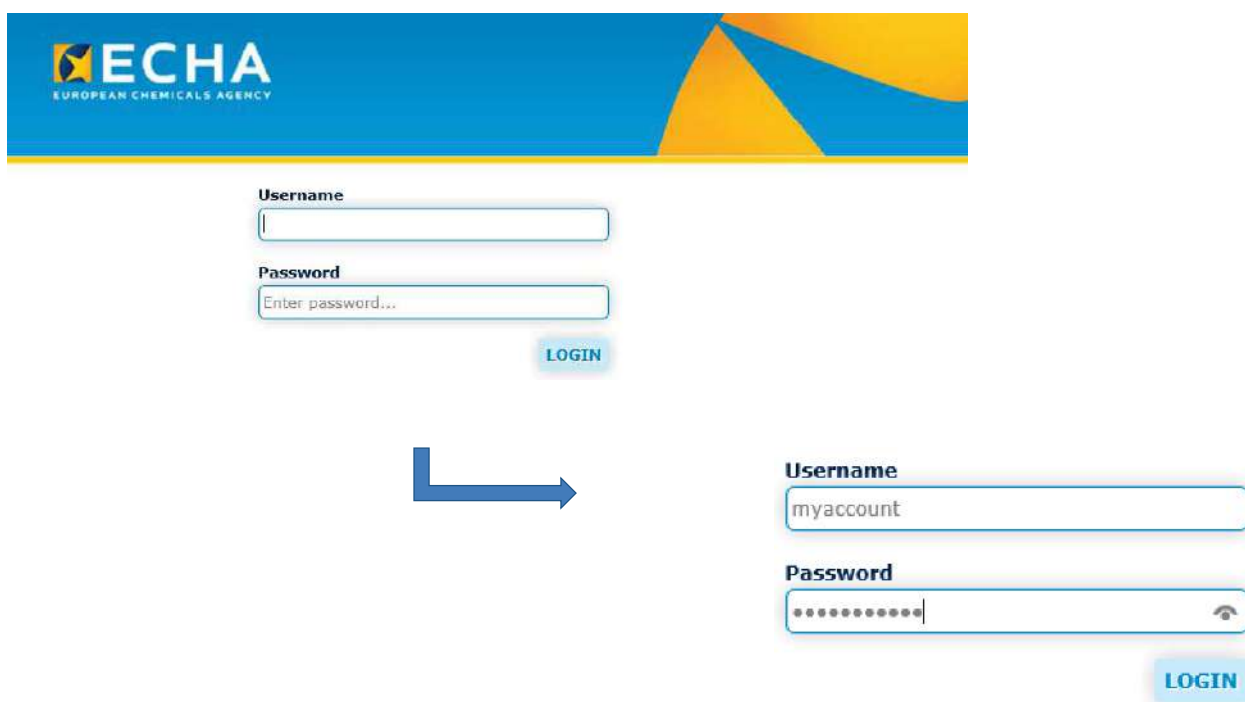


Figure 11: Email verified confirmation



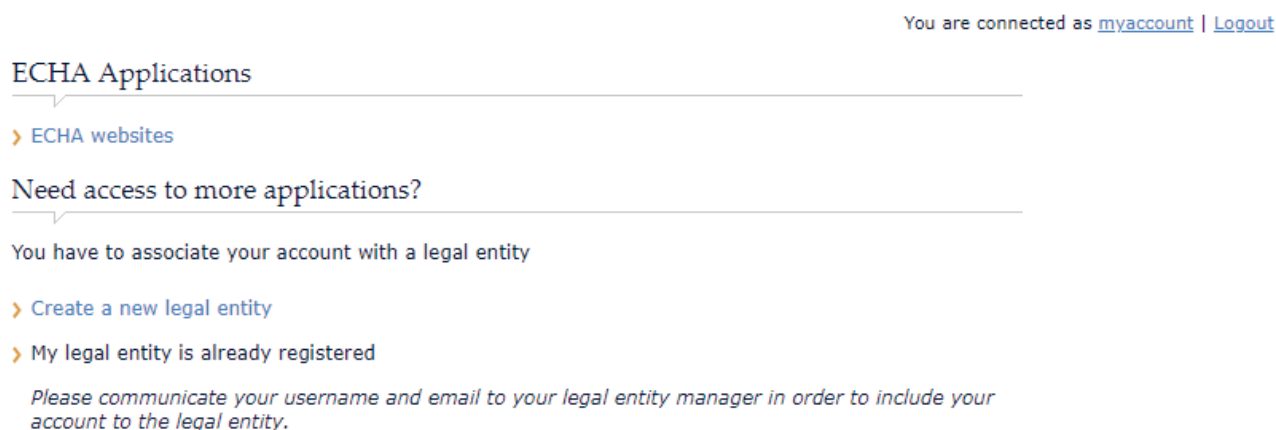
Follow the steps in (Figure 12: Login page).

Figure 12: Login page



Once the users click on "LOGIN", they will be directed to the IDM tool (Figure 13: IDM tool).

Figure 13: IDM tool



This completes the creation of a personal account, which can now be used to access the ECHA websites, but not the ECHA IT tools (i.e. REACH-IT, R4BP, ePIC, etc.).

! To promote their personal account to a business account with access to the ECHA IT tools, the users may continue with the creation of a new legal entity process or they can request (offline) from their legal entity manager to include them.

! Only users with an LE manager role can create other business accounts, add a foreign user and add a personal account for the same LE account (Figure 14: Legal Entity manager to add a user in the Legal E).

Figure 14: Legal Entity manager to add a user in the Legal Entity



! 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.

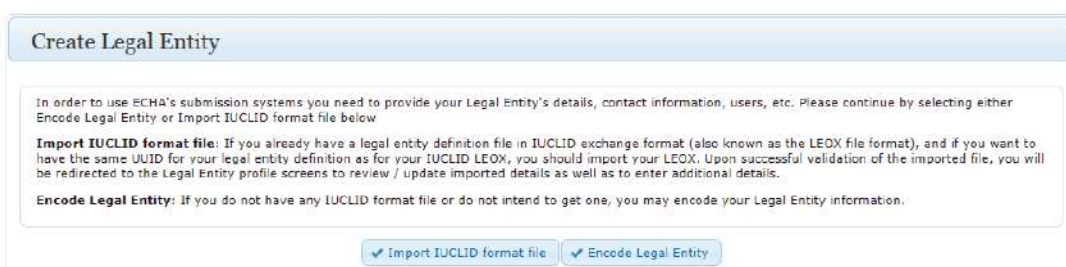
! The username, which is unique across the system and cannot be changed, must be composed of at least four characters. For more information refer to *Chapter 2.5 Password management policy for password requirements*.

### 3.3 How to upgrade a personal account to a business account

As shown in Figure 15, the user with a personal account may create a new LE. If the user has an LE definition file in LEOX file format, then the user may click on "Import IUCLID format file" and select the LEOX file to import. (Figure 15: Create Legal Entity)

If the LE already exists, an error message will be shown.

Figure 15: Create Legal Entity



If users do not have the LE definition file in LEOX file format, they will need to click on "Encode Legal Entity". Then the users will have to secure their accounts with a security question and answer (Figure 16: Account security) before adding the LE details.

Figure 16: Account security

**Create Legal Entity**

Please provide the required details. Fields marked with an asterisk (\*) are mandatory. Hovering over a (?) sign displays help information.  
A security question and answer have to be provided in order to associate your account with a legal entity

**Account security**

\* Security Question

\* Security Answer

Four characters or more. Make sure your answer is easy to remember for you, but hard for others to guess!

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

The users may select their own preferred security question and provide a security answer (Figure 17: Security question/answer).

! This feature is available only for business accounts.

Figure 17: Security question/answer

**Security**

\* Security Question

\* Security Answer

What is your pets name?  
What was the name of your first school?  
What was your childhood hero?  
What is your favorite pastime?  
What is your all-time favorite sports team?  
What is your father's middle name?

Save Cancel

! It is mandatory to provide a security question and an answer. Remembering the answer to a security question is as important as remembering the password since the answer to the security question allows the password to be reset (Figure 18: Forgot your password) in the future. The security answer is case sensitive.

Figure 18: Forgot your password

The screenshot shows a login form with two input fields: 'Username' (containing 'Enter username...') and 'Password' (containing 'Enter password...'). A blue 'LOGIN' button is positioned below the password field. Below the login form is a 'Help' section with a list of links: '> ECHA accounts.', '> Forgot your password?' (highlighted with a red box), '> Forgot your username?', and '> Change password'. Below the help section is a 'Not a user yet?' section with a link '> Sign-up'.

In this case, the user will receive the following email notification (Figure 19: Email with subject: Request to recover password) and will be requested to click and then enter the security question and answer (Figure 20: Security question).

Figure 19: Email with subject: Request to recover password

Dear John Lewis,

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

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  
Annankatu 18, P.O. Box 400, FI-00121 Helsinki, Finland  
<http://echa.europa.eu/>

Figure 20: Security question

Recover password

---

Complete the security check in the box and then click Submit.

**What is your pet's name?**

Type the answer to the security question 

**Submit** **Cancel**

The LE information should correspond to the company information and the necessary fields should be completed (Figure 21: Add Legal Entity identification details).

Figure 21: Add Legal Entity identification details

**General details**

\* Legal Entity name

D-U-N-S  ?

VAT number  ?

Remarks  ?

**General Contact information**

\* Phone

\* Email  Example: name@domain.com

Website

Fax

**Address Information**

\* Street

Street 2

\* Postal code

\* City

Region/County

\* Country  ▼

**Note: you will not be able to modify "Country" after pressing the "Save" button.**

**Billing Address**

Same information as per Legal Entity's name and address

Not the same

Billing Address

Language  ▼

**Please note:**

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

Users now have access to their account. By selecting the LE name next to the logout link, they will be able to view the details of their LE (Figure 22: Legal Entity details).

Figure 22: Legal Entity details

The screenshot shows the 'My Legal-Entity' profile page. At the top, it indicates the user is connected as 'myaccount' and 'My Legal Entity' (highlighted in a red box), with a 'Logout' link. The last login time is 11/10/2018 23:12:04. The page title is 'My Legal-Entity Legal Entity profile'. Below the title are tabs for 'Legal Entity', 'Contacts', and 'Users'. There are 'Edit' and 'Export' buttons. The main content is divided into sections:

- General details:** Legal Entity name: **My Legal-Entity** (with a 'History' link), Legal Entity UUID: **ECHA-44fcb0a8-8e28-46fb-92f0-b14d88ea5448**, D-U-N-S, VAT number, and Remarks.
- General Contact information:** Phone: **+3581234567**, Fax, Email: **info@digital.com**, Website.
- Address Information:** Street: **Annankatu 18**, Street 2, Postal code: **00121**, City: **Helsinki**, Region/Country, Country: **Finland**.
- Billing Address:** Organisation name: **My Legal-Entity**, Street: **Annankatu 18**, Street 2, Postal code: **00121**, City: **Helsinki**, Region/Country, Country: **Finland**, Language: **English (en)**.

Once the LE account is saved and created, a UUID number is assigned to the LE (Figure 23: Legal Entity UUID). The user can also check the history of the LE name changes.

Figure 23: Legal Entity UUID



**!** The LE details are now associated to an LE UUID. The LE UUID is used to unambiguously identify your LE. 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 their UUID. This is useful in any future communication with ECHA on access issues.

### 3.4 3.4. How to access an ECHA IT tool

To access an ECHA IT tool, users can select the button under the ECHA banner (Figure 24: ECHA Applications button).

Figure 24: ECHA Applications button



Based on the assigned roles, users will be redirected to a new page with a list of the applications (Figure 25: List of ECHA Applications button).

Figure 25: List of ECHA Applications button

## ECHA Applications


> REACH-IT

> R4BP 3

> ePIC

> ECHA Cloud services

> ECHA websites

 IUCLID PCN Cloud application is accessible via the ECHA Cloud Services

### 3.5 Security alerts

The users have the option to select/deselect the email notifications about signing-in activities. For instance, there can be notifications about the device and the browser to inform the user when this account was used. The user may check the history devices by signing-in and selecting the user's account (upper-right corner above the last login information, Figure 26: Recently used devices).

Figure 26: Recently used devices

Recently used devices (last 28 days)	
Device	Last used
 <b>Windows 10</b> <i>THIS DEVICE</i> Chrome	<a href="#">Thursday, October 11, 2018 11:35:13 PM EEST</a>
 <b>Windows 10</b> Chrome	<a href="#">Wednesday, October 10, 2018 6:05:01 PM EEST</a>
 <b>Windows 10</b> Chrome	<a href="#">Tuesday, October 9, 2018 3:47:58 PM EEST</a>
 <b>Windows 10</b> Firefox	<a href="#">Monday, October 8, 2018 3:11:10 PM EEST</a>
 <b>Windows 10</b> Internet Explorer	<a href="#">Thursday, September 20, 2018 12:13:20 PM EEST</a>

## 4. How to log in

The IDM tool is the central place where users can administer their own business/personal account, or the registered LE managers can administer the contact details and accounts of



their users. The IDM tool also allows a user to log into an ECHA IT tool once a relevant role or roles are granted in the user details section.

! There are two ways to access the ECHA IT tools:

1. Log in through the IDM tool first, then select the appropriate ECHA IT tool.
2. Log in directly to the ECHA IT tool (i.e. REACH-IT, R4BP, ePIC, ECHA Cloud Services).

#### 4.1 How to log into ECHA IT tools using the IDM tool

Once users log into the ECHA IT tools, they will be redirected to the IDM tool (Figure 13: IDM tool). The IDM tool will allow users to select any of the following provided that they have been granted the relevant roles:

- REACH-IT
- R4BP 3
- ePIC
- ECHA Cloud Services
- Poison Centres
- ECHA website

#### 4.2 How to log into an ECHA IT tool

##### 4.2.1 REACH-IT

Users need to go to [REACH-IT](#) and click "Login" (Figure 27: Log into REACH-IT).

Figure 27: Log into REACH-IT



### 4.2.2 R4BP 3

Users need to go to [R4BP 3](#) and click "Login" (Figure 28: Log into R4BP 3).

Figure 28: Log into R4BP 3



### 4.2.3 ECHA Cloud & PCN services

For the ECHA Cloud Services and PCN Services, users need to go to [ECHA Cloud services](#) and click "Login" (Figure 29: Log into ECHA Cloud Services).

Figure 29: Log into ECHA Cloud Services




### 4.2.4 ePIC

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

Users who sign-up for a business account to access an ECHA IT tool will need to accept the terms and conditions before gaining access to that application.

## 4.3 Logging out

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

## 5. How to manage your Legal Entity

The LE details contain relevant information of your company:

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

### 5.1 How to update Legal Entity details

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

The LE details are available in the Legal Entity tab. To modify these details, users need to click “Edit” (Figure 30: Edit LE details).

Figure 30: Edit LE details

ECHA Applications You are connected as [myaccount](#) | [My Legal Entity](#) | [Logout](#)  
Last Login: 11/10/2018 23:43:09

### My Legal-Entity Legal Entity profile

Legal Entity **Contacts** Users

[Edit](#) [Export](#)

#### General details

Legal Entity name **My Legal-Entity** [History](#)  
 Legal Entity UUID **ECHA-44fcb0a8-8e28-46fb-92f0-b14d88ea5448**  
 D-U-N-S  
 VAT number  
 Remarks

#### General Contact information

Phone **+3581234567**  
 Fax:  
 Email **info@digital.com**  
 Website

#### Address Information

Street **Annankatu 18**  
 Street 2  
 Postal code **00121**  
 City **Helsinki**  
 Region/Country  
 Country **Finland**

#### Billing Address

Organisation name **My Legal-Entity**  
 Street **Annankatu 18**  
 Street 2  
 Postal code **00121**  
 City **Helsinki**  
 Region/Country  
 Country **Finland**  
 Language **English (en)**

All the information except for the LE UUID and the country can be modified (Figure 31: Edit identification). The question marks next to some fields [?](#) will help users to know more about what type of information a specific field needs to contain.

Figure 31: Edit identification

**My Legal-Entity**  
**Edit identification**

Please provide the required details. Fields marked with an asterisk (\*) are mandatory. Hovering over a (?) sign displays help information.

**General details**

Legal Entity name **My Legal-Entity** Change name

Legal Entity UUID **ECHA-44fcb0a8-8e28-46fb-92f0-b14d88ea5448**

D-U-N-S  ?

VAT number  ?

Remarks  ?

**General Contact information**

\* Phone

\* Email  Example: name@domain.com

Website

Fax

**Address Information**

\* Street

Street 2

\* Postal code

\* City

Region/Country

Country **Finland**


 Billing address information is not needed for users of the ePIC application. ePIC users can leave the selected option by default (Figure 32: Billing address).

Figure 32: Billing address


**Billing Address**


Same information as per Legal Entity's name and address


Not the same

Billing Address **My Legal-Entity**  
**Annankatu 18**  
**00121**  
**Helsinki**  
**Finland**

Language  ?

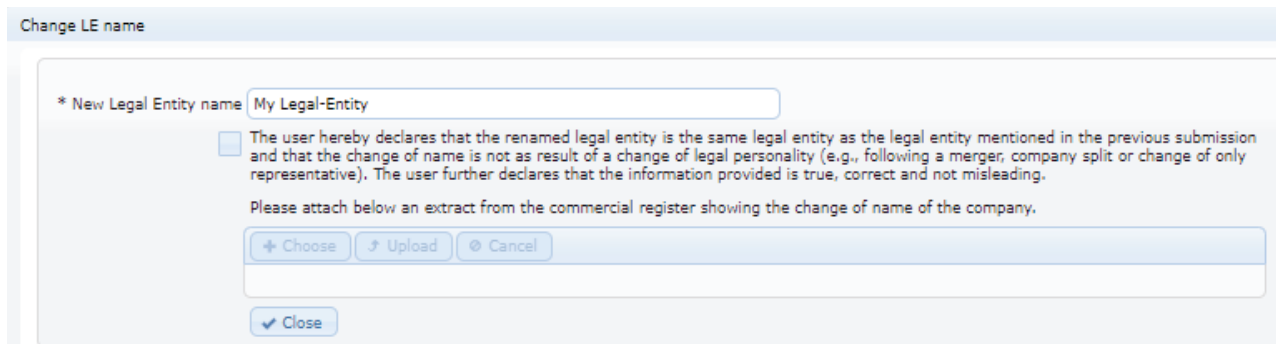
 The billing address information is not needed for users of the ePIC application. ePIC users can leave the selected option by default. Click "Save".

 The LE name can also be changed for administrative purposes (Figure 33: Company name change). 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.

Users need to click "Save" at the end of the page to record their change.

Figure 33: Company name change



## 5.2 How to add a new contact


To add a new contact, users need to take following steps:

Step 1. Click on "Add contact" in the Contacts (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.
- For ePIC and R4BP users, the section "Contact Points" is pre-selected. Clicking on  users will be able to make the right selection.
- A user with the ePIC or R4BP manager role can change the contact details of a user, remove or add a contact.

Step 2. Fill in the information and click "Save" (Figure 35: Add contact details).

Figure 35: Add contact details

ECHA Applications
You are connected as [myaccount](#) | [My Legal Entity](#) | [Logout](#)  
Last Login: 11/10/2018 23:43:09

**My Legal-Entity**  
**Add contact**

General Contact information

Title

\* First Name

\* Last Name

\* Phone

\* Email

\* Confirm email

Fax

Organisation name   Same as Legal Entity's name

Department

Address Information

Same as Legal Entity's address

\* Street

Street 2

\* Postal code

\* City

Region/Country

\* Country  ?

Contact Points

\*  BPR General ?

\*  PIC General ?

### 5.3 How to modify an existing contact

To modify the contact details, users need to take the following steps:

Step 1. Click on contact (Figure 36: List of contacts).

Figure 36: List of contacts



Step 2. Click on "Edit" in the "View contact details" page (Figure 37: Edit contacts).

Figure 37: Edit contacts



Step 3. Modify the relevant information and click on "Save" (Figure 38: Edit contact details).



Figure 38: Edit contact details

My Legal-Entity  
Edit contact details

Please provide the required details. Fields marked with an asterisk (\*) are mandatory. Hovering over a (?) sign displays help information.

**General Contact information**

Title

\* First Name

\* Last Name

\* Phone

Fax

\* Email

\* Confirm email

Organisation name   Same as Legal Entity's name

Department

**Address Information**

Same as Legal Entity's address

Street

Street 2

Postal code

City

Region/County

\* Country

**Contact Points**

BPR General ?

PIC General ?

## 5.4 How to delete an existing contact

To delete a contact, users need to take the following steps:

Step 1. Click on contact (Figure 39: List of contacts).

Figure 39: List of contacts

Search all fields:

Contact name	Organisation name	Contact type	Email
<b>Lewis Mary</b>	My Legal-Entity	<ul style="list-style-type: none"> <li>BPR General</li> <li>PIC General</li> </ul>	mary.lewis@digital.com
Lewis John	My Legal-Entity	<ul style="list-style-type: none"> <li>BPR General</li> <li>PIC General</li> </ul>	john.lewis@digital.com

(1 of 1)      View:

Step 2. Click on "Delete" (Figure 40: How to delete contacts).

Figure 40: How to delete contacts

My Legal-Entity  
View contact details

Step 3. Click on "Yes" and contact is removed (Figure 41: Delete contacts confirmation).

Figure 41: Delete contacts confirmation

Delete contact?

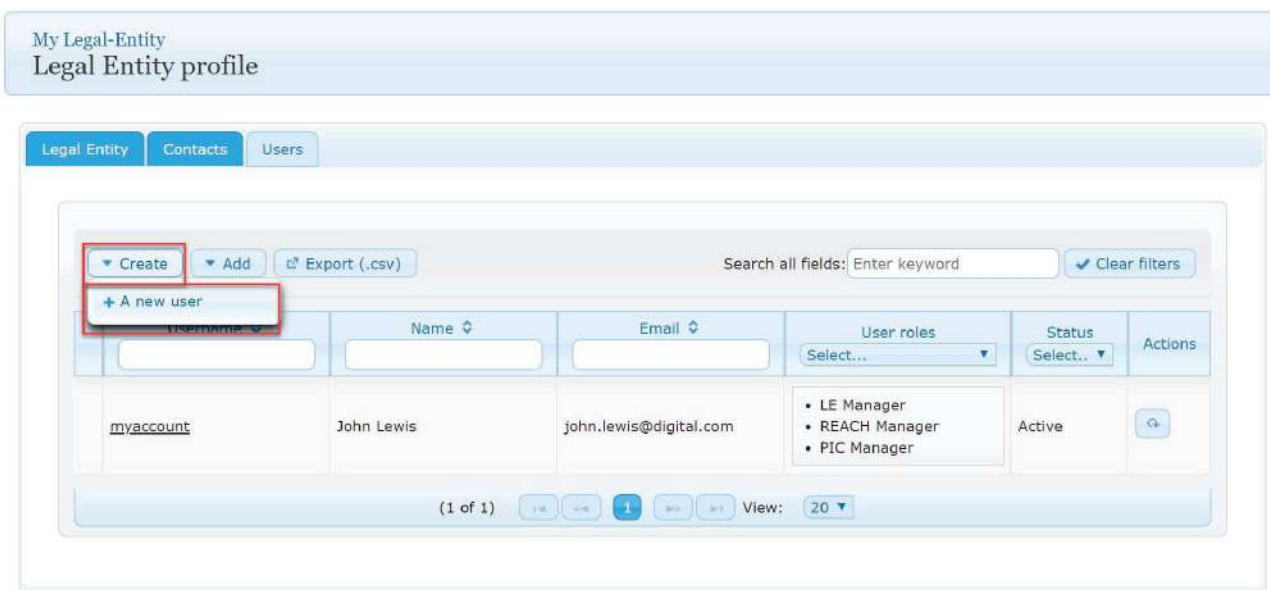
**⚠** If you need to change a contact person, please rename the contact instead of deleting and creating a new one.  
Do you want to still proceed with the deletion?

## 5.5 How to create a new business account

To create a new business account, the LE manager needs to take the following steps:

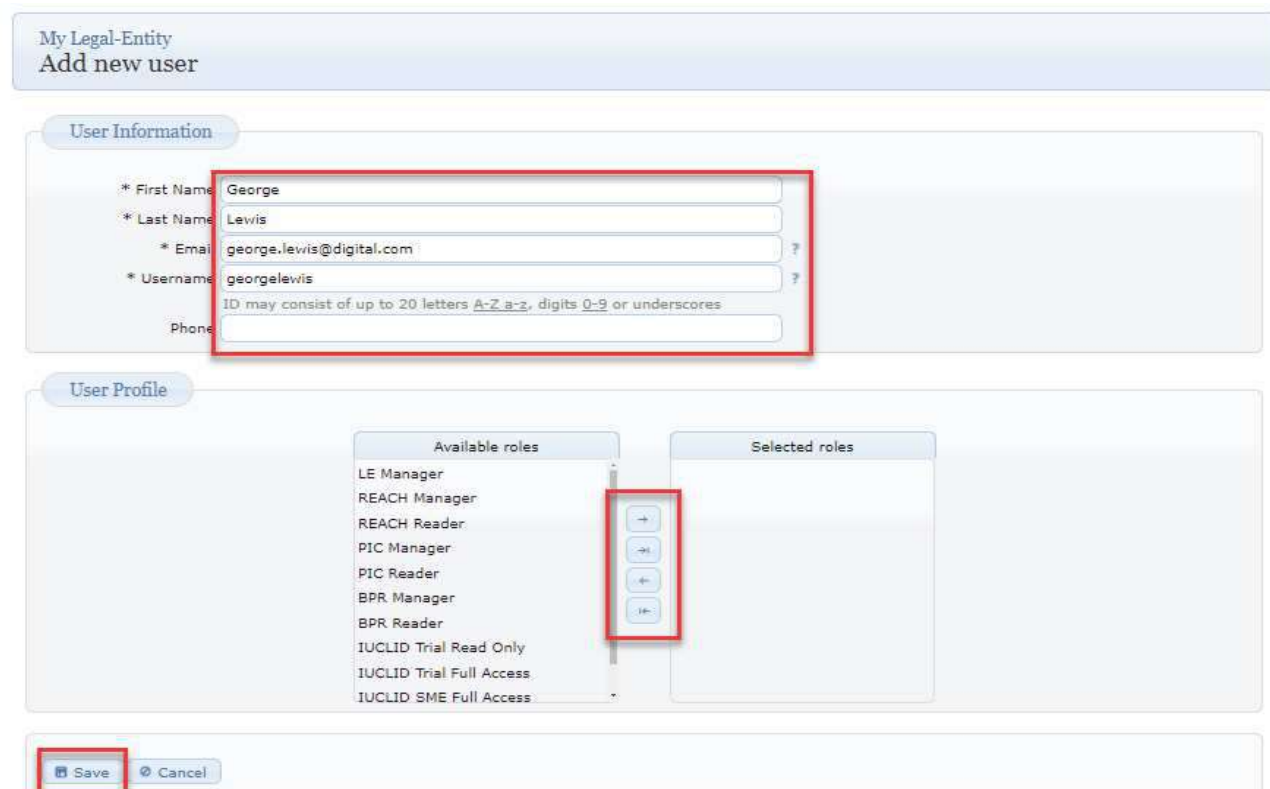
Step 1. Click on "Create" (Figure 42: Create a new user by the Legal Entity manager).

Figure 42: Create a new user by the Legal Entity manager





Step 2. Fill in the information and grant required roles for the new user (Figure 43: Create a new user).

Figure 43: Create a new user



**!** The email address entered in the “Add new user” page will be used to communicate the username and password to the user. Therefore, a valid email address must be provided, and the username must be unique.

 The system checks whether a username is already used and if the creation of the user account is successful.

Under the section “User profile”, the LE manager can add roles to the user by selecting one available role and clicking on the forward arrow . More than one role can be selected for a user.

Step 3. Click on “Save” to confirm the entries.

Step 4. A screen indicating the successful user registration will appear (Figure 44: Successful creation of the user by the Legal Entity manager) to confirm the creation of the account and provide the credentials for the one-time-password.

Figure 44: Successful creation of the user by the Legal Entity manager



A verification email with the username is automatically sent to the email address included once the user is created.

Step 5. Click on the link next to “Mail to:” and a new email is generated (Figure 44: Successful creation of the user by the Legal Entity manager).

Step 6. Send this email with the one-time password to the user.

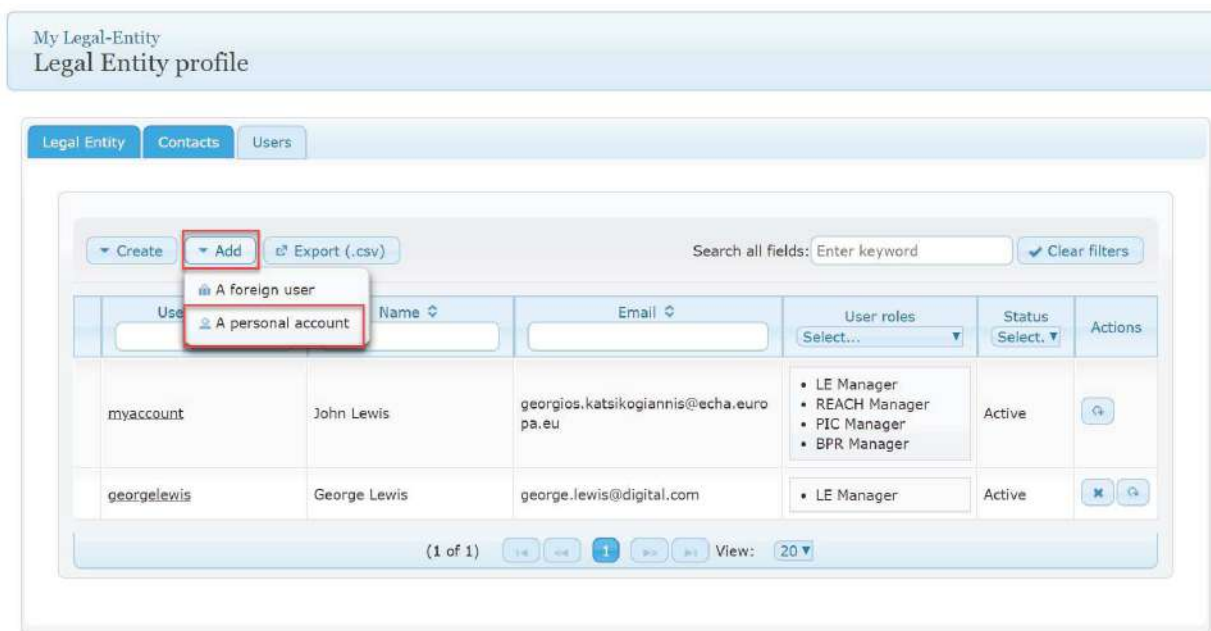
## 5.6 How to add an existing user – Personal account

The details of existing users appear when the “Add” is clicked (Figure 45: Add an existing personal account by the Legal Entity manager).

To add an existing personal account, the LE manager needs to take the following steps:

Step 1. Click on “Add” and then select a personal account (Figure 45: Add an existing personal account by the Legal Entity manager).

Figure 45: Add an existing personal account by the Legal Entity manager




Step 2. Fill in the information about the username and the email of the personal account to be included in the LE (Figure 46: Add the username and email by the Legal Entity manager).

Figure 46: Add the username and email by the Legal Entity manager



Step 3. Grant the required roles to the user (Figure 47: Role selection).

Under the section "User profile", LE managers can add roles to users by selecting one available role and clicking on the forward arrow . More than one role can be selected for a user.

Step 4. Click on "Save" to confirm the entries.

Figure 47: Role selection

The screenshot shows a web interface for adding a personal account. At the top, there is a header with 'My Legal-Entity' and 'Add personal account'. Below this is a section titled 'User Information' containing the following details:

- Username: **james\_brown**
- First Name: **James**
- Last Name: **Brown**
- E-mail address: **james@brown.com**

Below the user information is a section titled 'User Profile' which contains two columns: 'Available roles' and 'Selected roles'. The 'Available roles' list includes:

- LE Manager
- REACH Manager
- REACH Reader
- PIC Manager
- PIC Reader
- BPR Manager
- BPR Reader
- IUCLID Trial Read Only
- IUCLID Trial Full Access
- IUCLID SME Full Access

Between the two columns are four navigation buttons: a right arrow, a double right arrow, a double left arrow, and a left arrow. The 'Save' button at the bottom of the page is highlighted with a red box.

Step 5. A screen indicating the successful user registration will appear (Figure 48: Successful user registration).

Figure 48: Successful user registration

The screenshot shows a confirmation message: 'User **james\_brown** has been successfully registered to Legal Entity **My Legal-Entity**'. Below the message are two buttons: 'Back to users' and 'Add another user'.

An email regarding this addition is sent to the user (Figure 49: User notification).

Figure 49: User notification

Dear James Brown,

Please note that your ECHA account (user-id: **james\_brown**) has been associated with the legal-entity **My Legal-Entity** by the Legal Entity Manager.

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

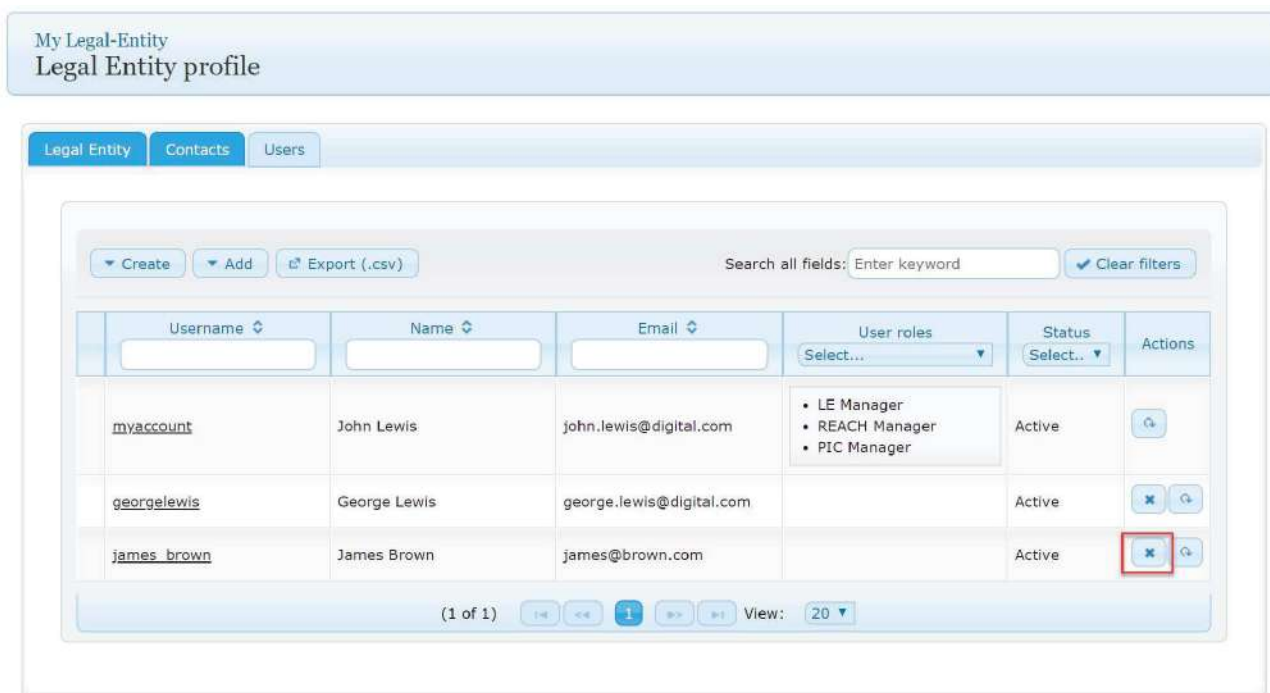
### 5.7 How to remove a user from the Legal Entity

The users with an “LE manager” role can remove users from their own LE.

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

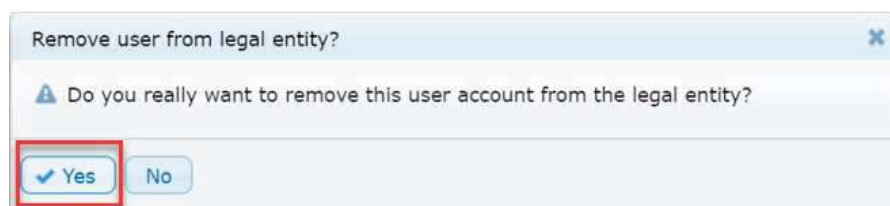
Step 1. Click on  (Figure 50: Remove a user from the Legal Entity).

Figure 50: Remove a user from the Legal Entity



Step 2. Click “Yes” to confirm the removal (Figure 51: Confirmation of removal).

Figure 51: Confirmation of removal



## 5.8 How to add an existing user – Foreign user

To add a foreign user, the foreign user needs to exist in the IDM tool as described in *Chapter 3. How to sign up for the first-time of this manual.*

Step 1. The LE manager will log into the IDM tool and click on “Add” and then “A foreign user” (Figure 52: List of users – foreign user).

Figure 52: List of users – foreign user

My Legal-Entity  
Legal Entity profile

Legal Entity | Contacts | Users

▼ Create | ▼ Add | Export (.csv) | Search all fields: Enter keyword | Clear filters

▼ A foreign user  
▼ A personal account

Use	Name	Email	User roles	Status	Actions
<a href="#">myaccount</a>	John Lewis	john.lewis@digital.com	<ul style="list-style-type: none"> <li>LE Manager</li> <li>REACH Manager</li> <li>PIC Manager</li> </ul>	Active	
<a href="#">georgelewis</a>	George Lewis	george.lewis@digital.com		Active	
<a href="#">james_brown</a>	James Brown	james@brown.com	<ul style="list-style-type: none"> <li>LE Manager</li> </ul>	Active	

(1 of 1) | View: 20

Step 2. The LE manager will indicate the “Username” and “Primary Legal Entity UUID”, which is the information related to the foreign user and their company and click on “Next” (Figure 53: Add a foreign user).

Figure 53: Add a foreign user

My Legal-Entity  
Add foreign user

Please provide the following details of the user to be added in your legal entity

User Information

\* Username

\* Primary Legal Entity UUID

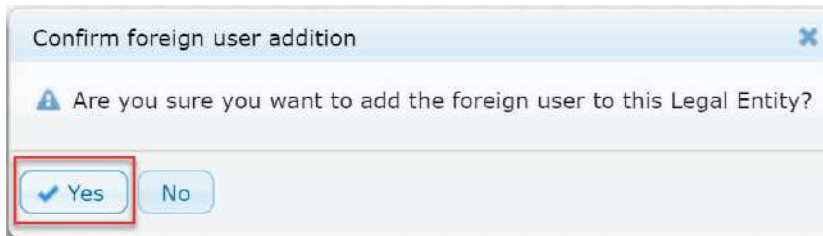
### Warning!

Assigning a user from another company to work on behalf of your company may expose confidential data to that user. Please ensure that the assigned user can be trusted before you continue. As actions undertaken by this user will be binding on your company, you also need to ensure that the user has legal authority to act on your company's behalf.



Step 3. The LE manager will need to confirm the addition of the foreign user by clicking on "Yes" (Figure 54: Confirm the addition of a foreign user).

Figure 54: Confirm the addition of a foreign user

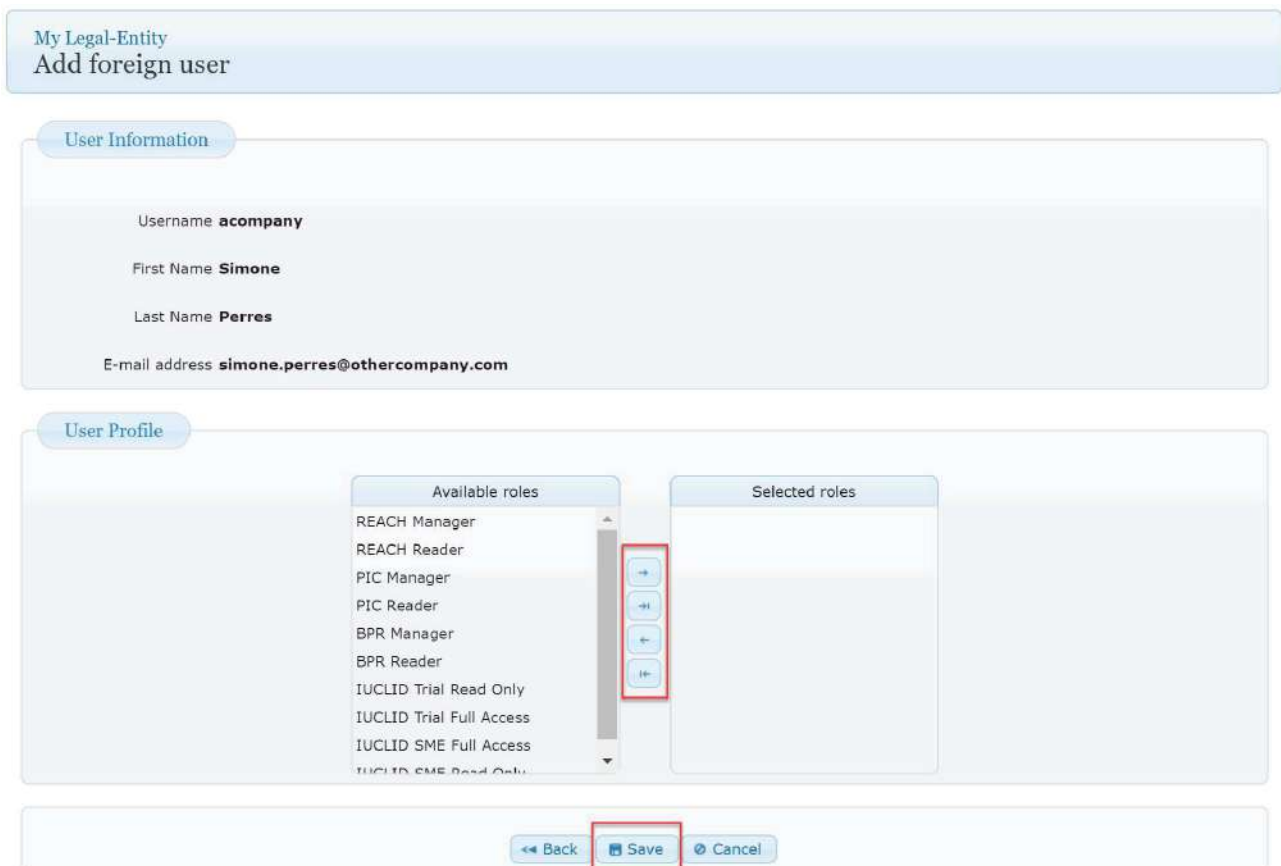


Step 4. The LE manager assigns the required roles to the foreign user (Figure 55: Add a role/roles to a foreign user).

! A foreign user must always have a role assigned, otherwise they cannot be added as foreign users to the LE.

The LE manager needs to click on "Save" (Figure 55: Add a role/roles to a foreign user).

Figure 55: Add a role/roles to a foreign user

The screenshot shows a web interface for adding a foreign user. At the top, there is a header "My Legal-Entity" and a sub-header "Add foreign user". Below this is a "User Information" section with fields for Username (acompany), First Name (Simone), Last Name (Perres), and E-mail address (simone.perres@othercompany.com). The "User Profile" section contains two columns: "Available roles" and "Selected roles". The "Available roles" list includes REACH Manager, REACH Reader, PIC Manager, PIC Reader, BPR Manager, BPR Reader, IUCLID Trial Read Only, IUCLID Trial Full Access, IUCLID SME Full Access, and IUCLID SME Read Only. Between these columns are four arrow buttons: a right-pointing arrow, a double right-pointing arrow, a left-pointing arrow, and a double left-pointing arrow. The right-pointing arrow button is highlighted with a red rectangular box. At the bottom of the form, there are three buttons: "Back", "Save" (with a floppy disk icon), and "Cancel". The "Save" button is highlighted with a red rectangular box.

Step 5. The LE manager needs to click on "Yes" (Figure 56: Confirm registration).

Figure 56: Confirm registration

Confirm roles selection

⚠ Are you sure you want to assign these roles to the the foreign user and complete the addition to this Legal Entity?

✓ Yes No

Step 6. The LE manager will receive a "Successful user registration" message (Figure 57: Successful user registration).

Figure 57: Successful user registration

My Legal-Entity  
Successful user registration

User **acompany** has been successfully registered to Legal Entity **My Legal-Entity**

[← Back to users](#) [Add another user](#)

The LE manager can check the foreign user details (Figure 58: Foreign user in the Legal Entity) and the the LE details (Figure 59: Legal Entity details of the foreign user).

Figure 58: Foreign user in the Legal Entity

My Legal Entities

Search all fields: Filter by Legal Entity name or UUID [Clear filters](#)

Legal Entity Name	Country	Legal Entity UUID
<b>A Company</b>	Belgium	ECHA-130d28a2-fe88-46a3-8d59-dc83b922566b
My Legal-Entity	Finland	ECHA-44fcb0a8-8e28-46fb-92f0-b14d88ea5448

(1 of 1) [←](#) [↶](#) [+](#) [↷](#) [→](#) View: 20

Figure 59: Legal Entity details of the foreign user

A Company  
View account details

User Information

First Name **Simone**  
 Last Name **Perres**  
 ⚠ Email **simone.perres@othercompany.com** Resend verification email  
 Username **acompany**  
 Phone  
Primary Legal Entity Name **A Company** ?  
 Primary Legal Entity UUID **ECHA-130d28a2-fe88-46a3-8d59-dc83b922566b**  
 Creation Date **2010-06-07 16:17:13**

User Profile

Legal Entity Name	Legal Entity UUID	Role
My Legal-Entity	ECHA-44fcb0a8-8e28-46fb-92f0-b14d88ea5448	• REACH Manager
A Company	ECHA-130d28a2-fe88-46a3-8d59-dc83b922566b	• LE Manager • REACH Manager

⏪
⏩
⏴
⏵
⏶
⏷

✓ Edit
✓ Cancel

### 5.9 How to remove a foreign user

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

Step 1. Click on ✕ (Figure 60: List of users with foreign user).

Figure 60: List of users with foreign user

My Legal-Entity  
Legal Entity profile

Legal Entity Contacts Users

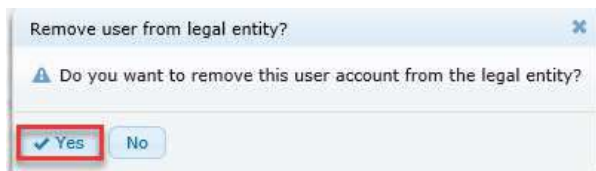
Create Add Export (.csv) Search all fields: Enter keyword Clear filters

Username	Name	Email	User roles	Status	Actions
<a href="#">acompany</a>	Simone Perres	simone.perres@othercompany.com	• REACH Manager	Active	<input checked="" type="checkbox"/>
<a href="#">myaccount</a>	John Lewis	john.lewis@digital.com	• LE Manager • REACH Manager • PIC Manager	Active	<input type="checkbox"/>
<a href="#">georgelewis</a>	George Lewis	george.lewis@digital.com		Active	<input checked="" type="checkbox"/> <input type="checkbox"/>
<a href="#">james_brown</a>	James Brown	james@brown.com	• LE Manager	Active	<input checked="" type="checkbox"/> <input type="checkbox"/>

(1 of 1) View: 20

Step 2. Click on “Yes” (Figure 61: Remove foreign user).

Figure 61: Remove foreign user



## 5.10 First time login steps for a new user – Personal account

The new user needs to take the following steps during the first time login:

Step 1. Check an email from noreply@echa.europa.eu about the creation of the user account (subject “Your account has been created”).

Step 2. Verify the email address by clicking on the link in the email. The user will be notified that the email has been verified (Figure 62: Email verified).

Figure 62: Email verified



## Email verified

Your email address has been verified.

You can now [login](#) to the ECHA applications you are granted access to

### 5.11 First time login steps for the new user created by the Legal Entity manager – Business account

The new user needs to take the following steps in the first time login:

Step 1. Receive an email from the LE manager with username and one-time password. Check the email from [noreply@echa.europa.eu](mailto:noreply@echa.europa.eu) about the creation of a new user account by the LE manager (subject "An account has been created for you", Figure 63: Email about the account creation by the Legal Entity manager).

Figure 63: Email about the account creation by the Legal Entity manager

Dear Bernard Bouillion,

Your user account has been created for ECHA applications.

Username: Bernard\_Bouillion  
Password: cNbCpB0mko14600\_

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://ulem-web.echa.europa.eu/acr-industry/acr/verify/email/52885cad05db400a8b00b2c7b099ff1d>
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 Industry 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  
Annankatu 18, P.O. Box 400, FI-00121 Helsinki, Finland  
<http://echa.europa.eu/>

Step 2. Verify the email address by clicking on the link in the email (Figure 63: Email about the account creation by the Legal Entity manager).

Step 3. Log into the IDM tool with the username and the one-time password in the email.

Step 4. Complete the information as shown in (Figure 64: Change password and security question/answer).

Figure 64: Change password and security question/answer

## Change password and security question

Please provide a new 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.

### Re-type Password

Security Question & Answer

### Security question

### Your answer


Make sure your answer is easy to remember, it will be required to recover your password.


### Security Alerts

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

[Next](#) [Cancel](#)

Step 5. Select to receive security alerts (emails) to receive notifications (Figure 65: Security question and answer updated), whenever the account is used from either a new location or a new browser.

 The answer to the security question is always user-specific. The user account details, including the answer to the security question, are available in the account (right-upper corner).

 If the users do not remember the answer to their security question, they need to contact their LE manager.


 The user will receive an email from noreply@echa.europa.eu (subject: Password & Security info updated, Figure 65: Security question and answer updated).

Figure 65: Security question and answer updated

Dear Bernard Bouillion,

The password, the security question and answer of your ECHA user account (username: **Bernard\_Bouillion**) 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  
Annankatu 18, P.O. Box 400, FI-00121 Helsinki, Finland  
<http://echa.europa.eu/>

Step 6. Verify or update the email address to be confirmed (Figure 66: Email address to be verified)

Figure 66: Email address to be verified

Your email address is not verified.

Please verify or update the email address and click "Send verification". A verification email will be sent to this email address.

**Email address**

Step 7. Receive a message from [noreply@echa.europa.eu](mailto:noreply@echa.europa.eu) (subject: Verify your email address, Figure 67: Message to verify the email address) and click on the link.

Figure 67: Message to verify the email address

Dear Bernard Bouillion,

Please click the following link to verify the email address linked to the username: **Bernard\_Bouillion**.

<https://ulem-web.echa.europa.eu/acr-industry/acr/verify/email/0f1a6277b5e149f6ba2326373c75e4c3>

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  
Annankatu 18, P.O. Box 400, FI-00121 Helsinki, Finland  
<http://echa.europa.eu/>

Step 8. Confirmation that the email has been verified (Figure 68: Email verified).

Figure 68: Email verified



## Email verified

Your email address has been verified.  
Please change your password by clicking [here](#)

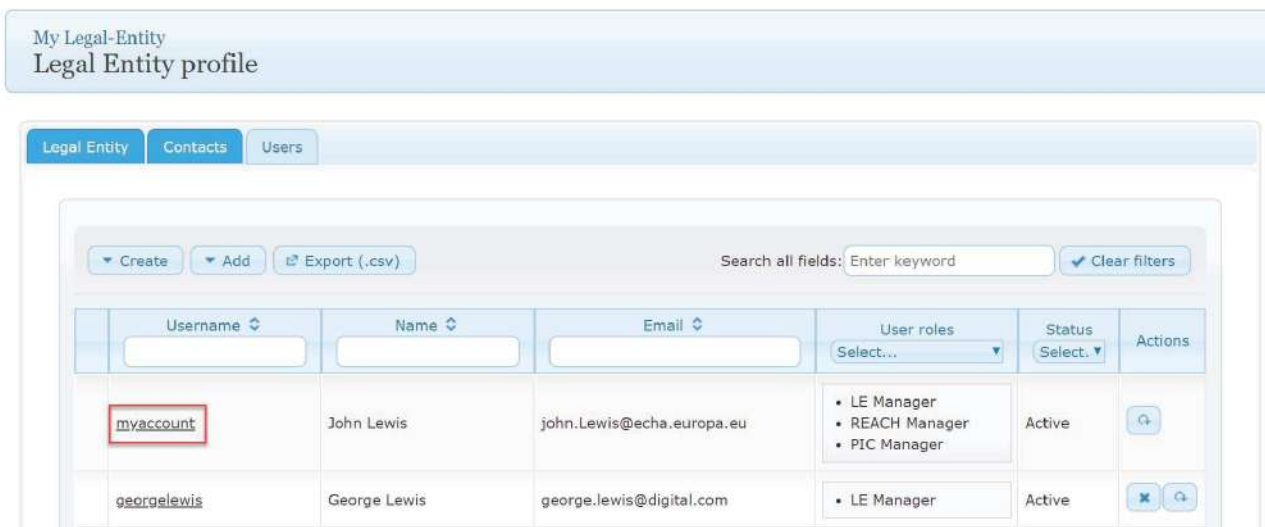
### 5.12 How to update user details

The LE manager needs to take the following steps to update user details:

Step 1. Click on the username (Figure 69: List of users – update).

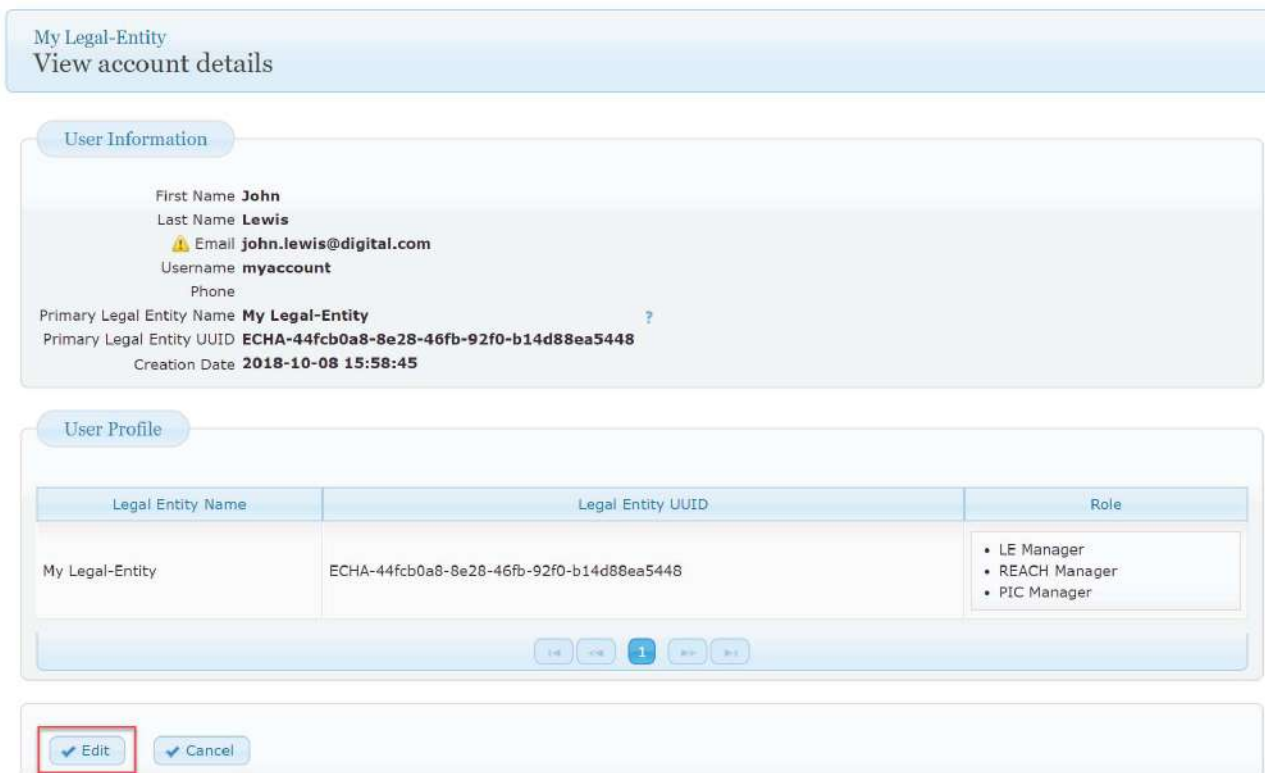


Figure 69: List of users – update



Step 2. Click on "Edit" (Figure 70: View account details).

Figure 70: View account details







Step 3. Modify required account details including "First Name," "Last Name" and "Email" (Figure 71: Edit user details).

Step 4. Choose available role and click on to select the role.

Figure 71: Edit user details



 A user can have more than one role. If a role needs to be removed, the user clicks on the role under the “Selected roles” and clicks on . Assigning all the roles and removing them can be done with a single click on  and .

Step 5. Click on “Save” to complete the changes.

If the LE manager or user wishes to modify the “Email” (Figure 70: View account details), they need to take the following steps:

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

Step 2. A notification appears (Figure 72: Email updated).

Figure 72: Email updated



Step 3. When the email address is modified, the user needs to verify the email address. On the next login to ECHA IT tools, they will receive a warning message (Figure 73: Email not verified)

Figure 73: Email not verified

### Warning

---

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

### Help

---

- > [ECHA accounts.](#)
- > [Forgot your password?](#)
- > [Forgot your username?](#)
- > [Change password](#)

### Not a user yet?

---

- > [Sign-up](#)

Step 4. Enter the username and password for the email address update, click "Submit" (Figure 74: Email address update)

Figure 74: Email address update

### For email address update please

---

#### Enter your username

If you forgot your username, please click [here](#) to recover it to your email.

#### and current password



If you forgot your password, please click [here](#) to recover it.

Step 5. Enter the email address and click on "Send Verification" (Figure 75: Email address not verified).

Figure 75: Email address not verified

Your email address is not verified.

Please verify or update the email address and click "Send verification". A verification email will be sent to this email address.

**Email address**

john.lewis@echa.europa.eu

Send Verification

Close

Step 6. Click on "Yes". (Figure 76: Non-unique email address). This notification appears, if users have more than one account linked to same email address

Figure 76: Non-unique email address



Step 7. Close the "Email updated" notification by clicking on  (Figure 77: Email updated)

Figure 77: Email updated



Step 8. Check your inbox for a no reply email with the subject "Verify your email address".

Step 9. Click on link in the email.

Step 10. Click on "login" (Figure 78: Email verified).

Figure 78: Email verified

## Email verified

Your email address has been verified.

You can now [login](#) to the ECHA applications you are granted access to


 Users can modify their own user details by clicking on the account name (Figure 79: User details).

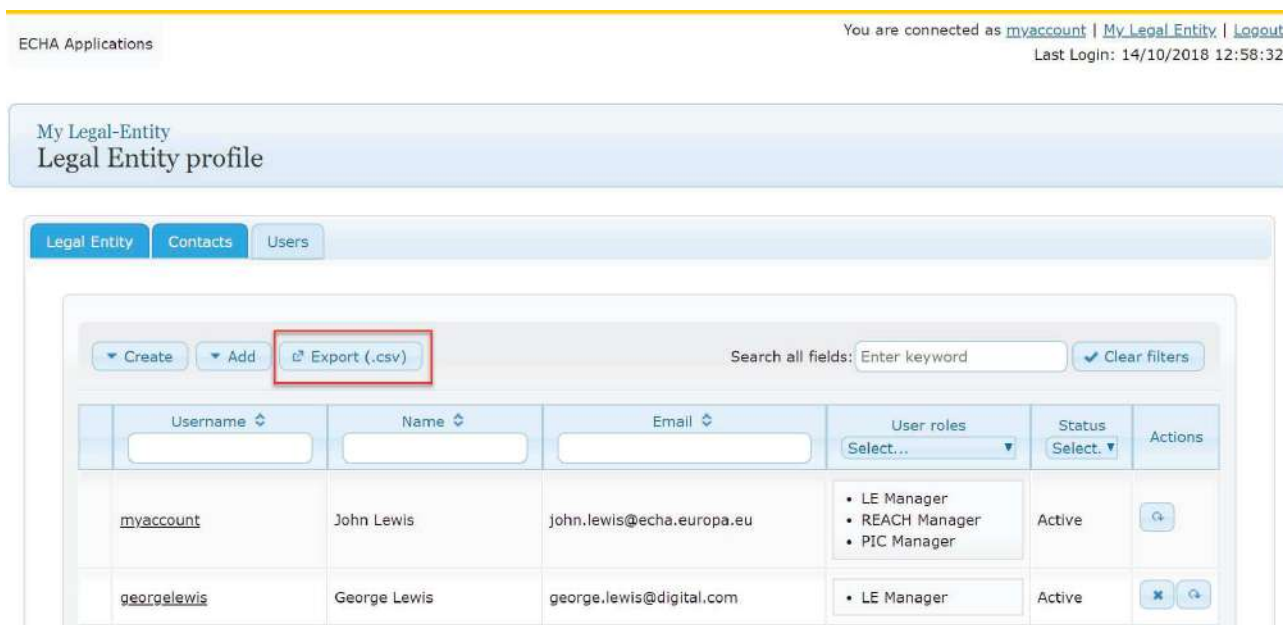
Figure 79: User details



### 5.13 How to export user information

An LE Manager can export the users by clicking on “Export (.csv)”. The file contains useful information i.e. foreign user’s status, creation date, last login, password last changed (Figure 80: Export user information).

Figure 80: Export user information



## 5.14 How to reset a user password

An LE manager can reset a password on behalf of another user. The LE manager needs to take the following steps to reset a password:


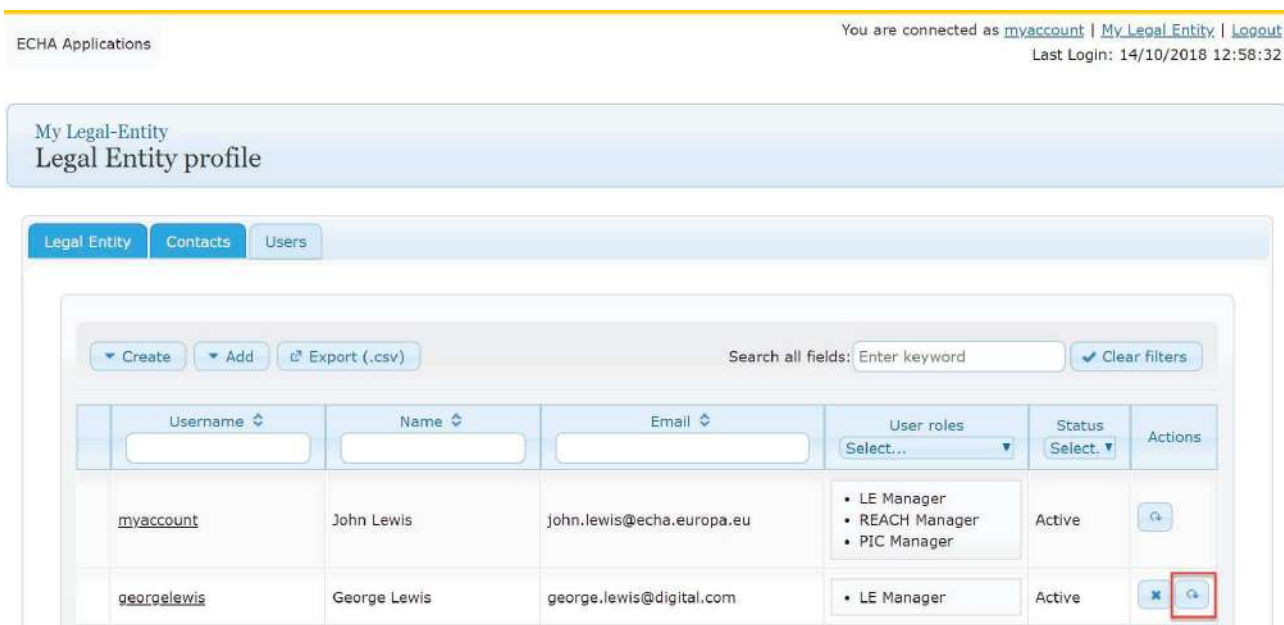
Step 1. Click on  (Figure 81: List of users – password reset)

Figure 81: List of users – password reset






ECHA Applications You are connected as [myaccount](#) | [My Legal Entity](#) | [Logout](#)  
Last Login: 14/10/2018 12:58:32

My Legal-Entity  
Legal Entity profile

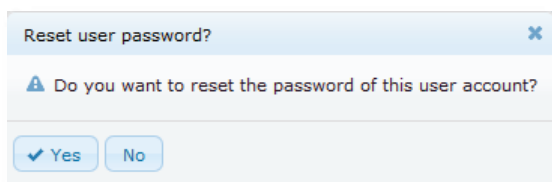
Legal Entity | Contacts | **Users**

Search all fields:

Username	Name	Email	User roles	Status	Actions
<a href="#">myaccount</a>	John Lewis	john.lewis@echa.europa.eu	<ul style="list-style-type: none"> <li>LE Manager</li> <li>REACH Manager</li> <li>PIC Manager</li> </ul>	Active	
<a href="#">georgelewis</a>	George Lewis	george.lewis@digital.com	<ul style="list-style-type: none"> <li>LE Manager</li> </ul>	Active	 

Step 2. Receive a message asking for password reset confirmation (Figure 82: Reset user password confirmation).

Figure 82: Reset user password confirmation



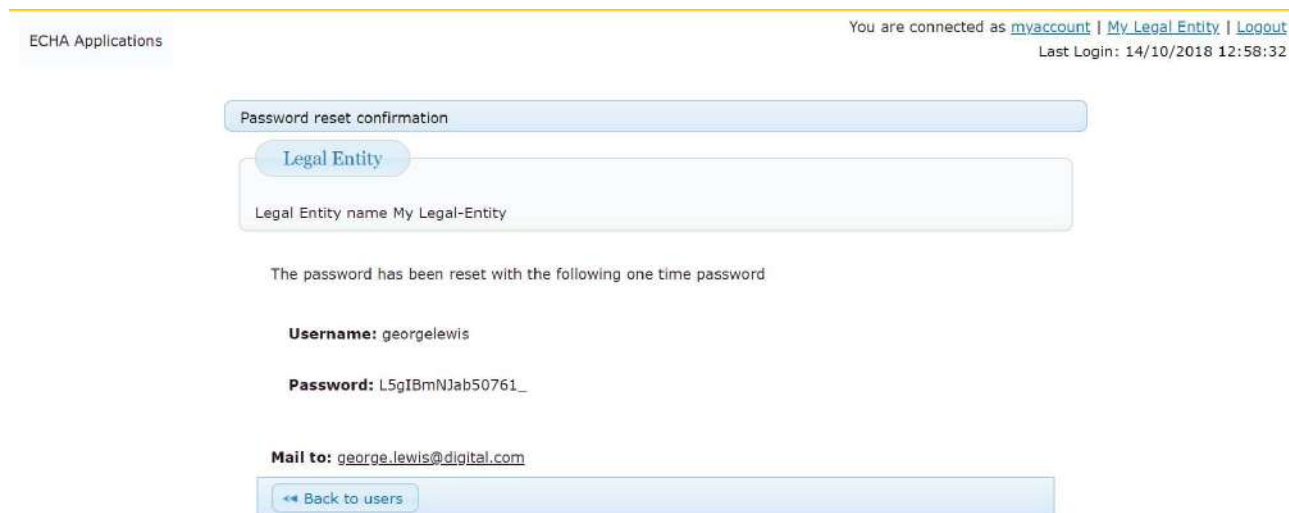
Reset user password? ✕

⚠ Do you want to reset the password of this user account?

Step 3. Click on "Yes".

Step 4. Click on email address link and send the email to the user (Figure 83: Password reset confirmation).

Figure 83: Password reset confirmation



### 5.15 How to unlock a user account

A user is locked after 10 unsuccessful login attempts. The user will receive the following screen, when the account is locked (Figure 84: A user is locked out).

Figure 84: A user is locked out



Due to security reasons, an account is locked for two hours. During this time, the help functionality cannot be used to recover a password.


If the user needs immediate access to ECHA Accounts, they need to contact the LE manager. The LE manager needs to click on  (Figure 85: List of users – unlock).

Figure 85: List of users – unlock


ECHA Applications You are connected as [myaccount](#) | [My Legal Entity](#) | [Logout](#)  
Last Login: 14/10/2018 12:58:32

My Legal-Entity  
Legal Entity profile

Legal Entity | Contacts | Users

Search all fields:

Username	Name	Email	User roles	Status	Actions
<a href="#">myaccount</a>	John Lewis	john.lewis@echa.europa.eu	<ul style="list-style-type: none"> <li>LE Manager</li> <li>REACH Manager</li> <li>PIC Manager</li> </ul>	Active	<input type="button" value="↻"/>
<a href="#">georgelewis</a>	George Lewis	george.lewis@digital.com	<ul style="list-style-type: none"> <li>LE Manager</li> </ul>	Locked	<input type="button" value="✕"/> <input type="button" value="🔒"/>

 If an LE manager is locked and has no other LE manager for the same account, they will need to contact the [ECHA Helpdesk](#) to request the account to be unlocked.

## 5.16 How to remove a user role

If the LE manager removes all user roles, users will remain visible. However, when the roles for the user have been removed, they will have no access to an ECHA IT tool, but they will be able to access the ECHA website.

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

Step 1. Click on the users below "Username".

Step 2. Click on "Edit".

Step 3. Select the role(s) available under the selected roles column.

Step 4. Click on  and click on "Save".

As a result, "No records found" is displayed under "User roles" (Figure 86: List of users – no records).



Figure 86: List of users – no records

ECHA Applications You are connected as [myaccount](#) | [My Legal Entity](#) | [Logout](#)  
Last Login: 14/10/2018 12:58:32

My Legal-Entity  
Legal Entity profile

Legal Entity **Contacts** Users

**Successfully unlocked user georgelewis.**

Search all fields:

Username	Name	Email	User roles	Status	Actions
<a href="#">myaccount</a>	John Lewis	john.lewis@echa.europa.eu	<ul style="list-style-type: none"> <li>• LE Manager</li> <li>• REACH Manager</li> <li>• PIC Manager</li> </ul>	Active	<input type="button" value="G"/>
<a href="#">georgelewis</a>	George Lewis	george.lewis@digital.com		Active	<input type="button" value="X"/> <input type="button" value="G"/>

## 6. 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.

### 6.1 How to recover a password

#### 6.1.1 Password recovery for business accounts

Users need to go to the "Help" section in the [IDM tool](#) to recover their password (Figure 87: IDM tool main page).

Figure 87: IDM tool main page

The screenshot shows the main page of the IDM tool. It features a login form with two input fields: 'Username' and 'Password'. The 'Password' field has a placeholder text 'Enter password...'. To the right of the password field is a blue 'LOGIN' button. Below the login form is a 'Help' link, which is highlighted with a red box. Underneath the 'Help' link is a list of links: '> ECHA accounts.', '> Forgot your password?' (highlighted with a purple box), '> Forgot your username?', and '> Change password'. Below this list is the text 'Not a user yet?' followed by a link '> Sign-up'.

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

Step 1: Click on "Forgot your password?" (Figure 88: Recover password).

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

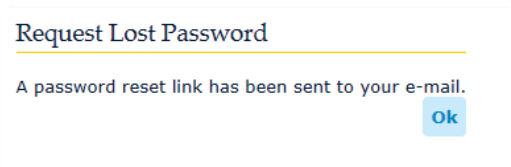
Step 2: Enter your username and email address (Figure 88: Recover password).

Figure 88: Recover password

The screenshot shows the 'Recover Password' form. It has a title 'Recover Password' at the top. Below the title are two input fields: 'Username' with a placeholder 'Enter your username' and 'Email address' with a placeholder 'Email address'. Below the input fields is a text block: 'If you forgot your username, please click [here](#) to have it sent to your email.' At the bottom of the form are two buttons: 'Submit' (highlighted with a red box) and 'Cancel'.

Step 3. Click on "Ok" (Figure 89: Lost password request confirmation).

Figure 89: Lost password request confirmation



Step 4. Check your inbox for a no reply email with the subject “Request to recover password” (Figure 90: Link to recover the password).

Figure 90: Link to recover the password

Dear James Brown,


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

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.

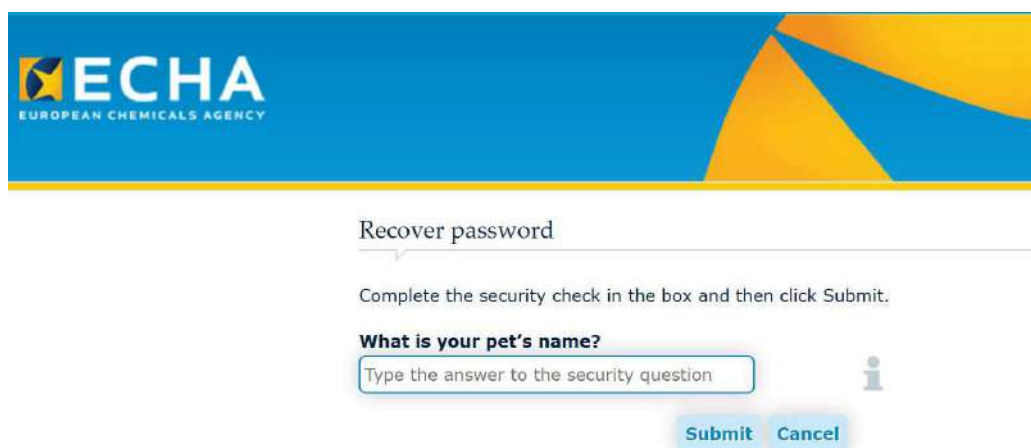
Kind regards,  
ECHA ICT Helpdesk  
Annankatu 18, P.O. Box 400, FI-00121 Helsinki, Finland  
<http://echa.europa.eu/>

Step 5. Click on “here” (Figure 90: Link to recover the password).

 Due to security concerns, business accounts are protected with a security question that users will have to provide.

Step 6. Answer the security question and click on “Submit” (Figure 91: Answer security question).

Figure 91: Answer security question



Recover password

Complete the security check in the box and then click Submit.

**What is your pet's name?**

Type the answer to the security question

Submit Cancel

Step 7. Provide a new password (Figure 92: Change password).

Figure 92: Change password

## Change password

Please provide a new password

### New password

Enter 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.

### Re-type Password

Re-type Password

Finish Cancel

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

⚠ Users have to log into the IDM tool<sup>1</sup> to confirm the new password.

⚠ If a user does not remember the security answer, or the email address linked to that username is incorrect, the LE manager can provide a new password. For more information, refer to *Chapter 6 Account recovery functionalities*. An 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.

<sup>1</sup> <https://idp-industry.echa.europa.eu/idp/>

If the LE managers are unable to reset their password, then they may contact ECHA:  
<https://echa.europa.eu/contact>

### 6.1.2 Password recovery for personal accounts

Users with a personal account need to continue the password recovery process taking the following steps:

Step 1: Click on "Forgot your password?" (Figure 93: Password recovery).

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

Figure 93: Password recovery

The screenshot displays the ECHA Accounts login interface. It features two input fields: "Username" with the placeholder text "Enter username..." and "Password" with the placeholder text "Enter password...". Below these fields is a blue "LOGIN" button. Underneath the login section is a "Help" section with a list of links: "ECHA accounts.", "Forgot your password?" (highlighted with a red box), "Forgot your username?", "Change password", and "Not a user yet?". Below the "Not a user yet?" section is a link for "Sign-up".

Step 2: Enter your username and email address (Figure 94: Recover password).

Figure 94: Recover password

Recover Password

**Username**  
Enter your username

**Email address**  
Email address

If you forgot your username, please click [here](#) to have it sent to your email.

**Submit** **Cancel**

Step 3. Click on "Ok" (Figure 95: Lost password request confirmation).

Figure 95: Lost password request confirmation

Request Lost Password

A password reset link has been sent to your e-mail.

**Ok**

Step 4. Check your inbox for a no reply email with the subject "Request to recover password" (Figure 96: Link to recover the password).

Figure 96: Link to recover the password

Dear James Brown,

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

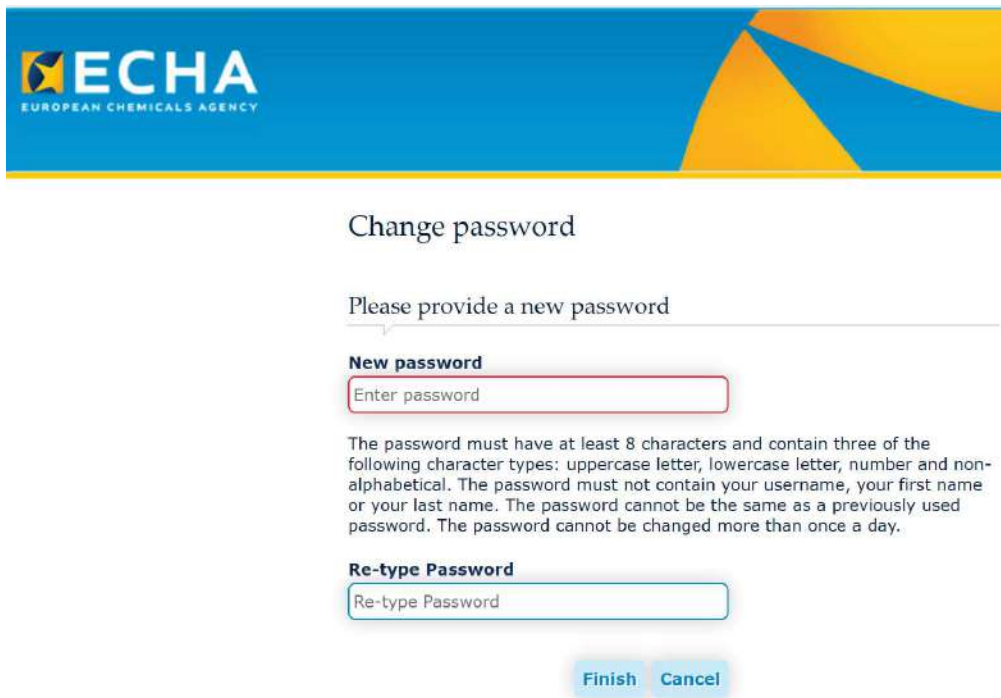
If you feel that you are receiving this email in error, please contact your Legal Entity Administrator and provide the above information.

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

Kind regards,  
ECHA ICT Helpdesk  
Annankatu 18, P.O. Box 400, FI-00121 Helsinki, Finland  
<http://echa.europa.eu/>

Step 5. Select a new password (Figure 97: New password).

Figure 97: New password



**ECHA**  
EUROPEAN CHEMICALS AGENCY

## Change password

Please provide a new 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.

**Re-type Password**

[Finish](#) [Cancel](#)

## 6.2 How to recover a username

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

Step 1. Click on "Forgot your username?" (Figure 98: Forgot your username).

Figure 98: Forgot your username



**Username**

**Password**

[LOGIN](#)

**Help**

- > [ECHA accounts.](#)
- > [Forgot your password?](#)
- > [Forgot your username?](#)
- > [Change password](#)

**Not a user yet?**

- > [Sign-up](#)

Step 2: Enter the email address (Figure 99: Recover username).

Figure 99: Recover username

Recover username

Email address

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

Submit Cancel

Step 3: Click on "Ok" (Figure 100: Recover username confirmation).

Figure 100: Recover username confirmation

Recover username

Your username has been sent to john.lewis@digital.com.

Ok

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.

### 6.3 How to change a password

Users need to go to the [IDM tool](#) to change their password.

To change a password, users need to take the following steps:

Step 1: Click on "Change password" (Figure 101: Change password).



Figure 101: Change password

The screenshot shows a login interface with the following elements:

- Username**: A text input field.
- Password**: A text input field with the placeholder text "Enter password...".
- LOGIN**: A blue button.
- Help**: A section with a dropdown arrow, containing a list of links:
  - > ECHA accounts.
  - > Forgot your password?
  - > Forgot your username?
  - > Change password** (highlighted with a red box)
- Not a user yet?**: A section with a dropdown arrow, containing a link:
  - > Sign-up

Step 2: Enter the username and current password (Figure 102: Enter the current password).

Figure 102: Enter the current password

The screenshot shows the login form with the following elements:

- Enter your username**: A text input field with the placeholder text "Enter your username", highlighted with a red box.
- If you forgot your username, please click [here](#) to recover it to your email.
- and current password**: A text input field with the placeholder text "Enter password", highlighted with a red box.
- An information icon (i) is located to the right of the password field.
- If you forgot your password, please click [here](#) to recover it.
- Submit**: A blue button, highlighted with a red box.
- Cancel**: A light blue button.

Step 3. Click on "Submit".

Step 4: Enter new password and re-type it (Figure 103: Enter a new password).

Figure 103: Enter a new password

## Change password

Please provide a new 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.

### Re-type Password

**Finish** **Cancel**

Step 5. Click on "Finish" and a message "Your password has been changed" appears. An email is automatically sent to user's mailbox with the subject "Password updated" (Figure 104: Change password confirmation).

Figure 104: Change password confirmation



Your password has been changed. It may take some minutes to apply the new password in all the systems before you may [log in](#) with the new password.

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

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

**i** Users with a personal account can also update the password within the IDM tool (click on the user account and then edit the account, as shown in Figure 105: Change password of the personal account).

Figure 105: Change password of the personal account

ECHA Applications You are connected as [georgelewis](#) | [Logout](#)  
Last Login: 14/10/2018 13:37:23

### My Account - Edit

**User Information**

\* First Name   
\* Last Name   
\* Email   
Username **georgelewis**  
Phone

**Change your password**

Finally, the users need to provide the current and the new password (Figure 106: Provide the new password of the personal account).

Figure 106: Provide the new password of the personal account

**Password Change**

\* Current password   
\* New password   
\* Confirm 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.

EUROPEAN CHEMICALS AGENCY  
ANNANKATU 18, P.O. BOX 400,  
FI-00121 HELSINKI, FINLAND  
ECHA.EUROPA.EU