

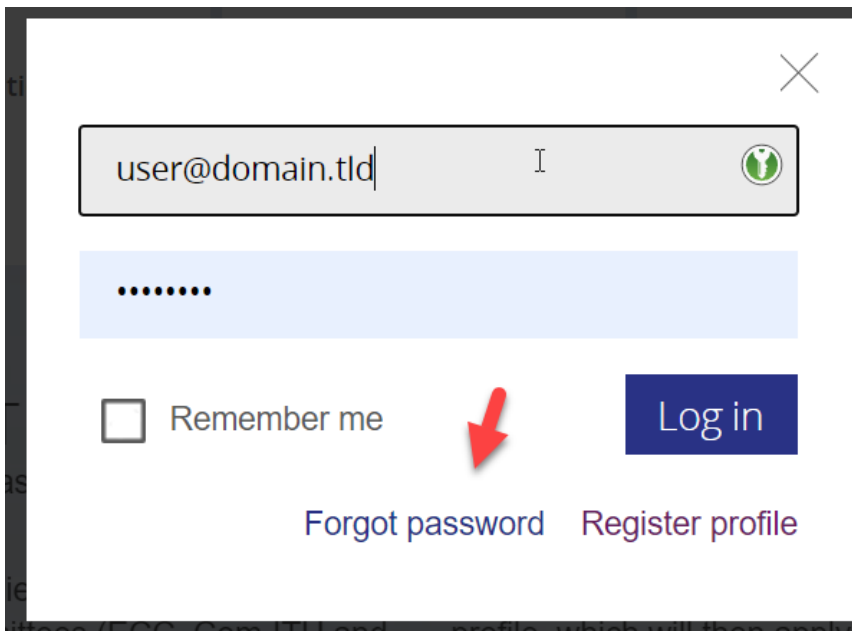
# FAQ

- [Forgot your password ?](#)
- [I need to change my main email address](#)

# Forgot your password ?

If you forgot your password to login to the CEPT portal, you can request to have it reset by the system.

In the login box, click the link “Forgot password”

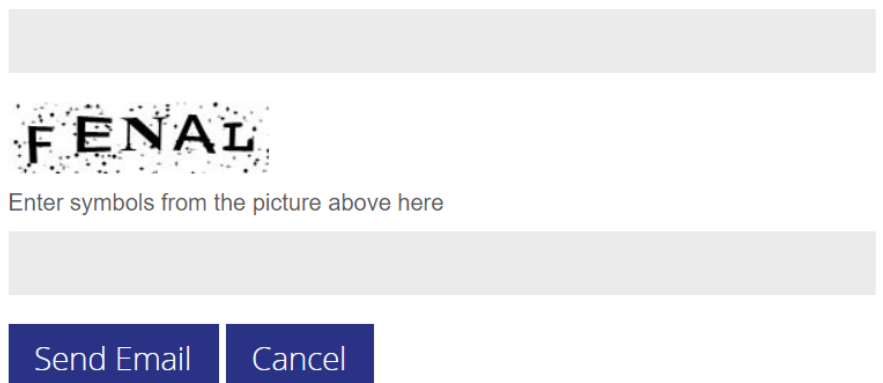
A screenshot of a login window. At the top right is a close button (X). Below it is a text input field containing 'user@domain.tld' and a small green circular icon with a white person silhouette. Underneath is a password field represented by a light blue rectangle with ten black dots. Below the password field is a checkbox labeled 'Remember me'. To the right of the checkbox is a red arrow pointing down towards the 'Forgot password' link. To the right of the arrow is a dark blue button labeled 'Log in'. At the bottom are two links: 'Forgot password' in blue and 'Register profile' in purple.

The system will now ask you for your email address and a captcha code to verify you are a human being asking for the password reset. Click the “send email” button when formular is filled.

## FORGOT PASSWORD

Please enter your email, change password instructions will be sent to you.

Email:

A form for the 'FORGOT PASSWORD' section. It starts with a label 'Email:' followed by a light gray rectangular input field. Below this is a captcha image showing the word 'FENAL' in a stylized, pixelated font. Underneath the captcha is the text 'Enter symbols from the picture above here' followed by another light gray rectangular input field. At the bottom are two dark blue buttons: 'Send Email' and 'Cancel'.

You will receive an email in your inbox from [no-reply@cept.org](mailto:no-reply@cept.org) , with a one-time link to set a new password.

Click the link and enter your preferred password (**please note the requirements**) :

### Change Password

Your email: 

Note: Password must contain:

- minimum 6 characters
- minimum 2 uppercase characters
- minimum 1 number

Enter new password \*

Confirm new password \*

Change Password

Cancel

loading.gifIf you are having problems setting a new password, please contact [helpdesk@eco.cept.org](mailto:helpdesk@eco.cept.org)

# I need to change my main email address

Usually when you change position or job, your main email address needs to be change.

This has to be done by ECO, and we will follow a procedure to ascertain whether you must be removed from the WG/PT you currently are a member of.

If you change :

- Workplace / Job function (internally or externally)

***you will be removed from all groups you are a member of, and must apply for membership of relevant groups.***

In case of :

- Your domain name changes, but you maintain the same position - we will change your email, group memberships will remain.
- Your domain name changes, and you are being repositioned to new job function in the same organisation - we will remove you from current groups
- death or retirement - ***your account will be removed completely, it is not possible to re-assign the account to a co-worker or other party.***