

Frequently Asked Questions

If you need assistance, please contact helpdesk@eco.cept.org.

1. I forgot my password for the CEPT portal , how do I get a new one ?

If you forgot your password, please use the “Forgot password” link in the login box. This will send you a link to set a new password. [See how here](#).

3. The CEPT portal says my account is locked out - how do I unlock it ?

After 20 attempts to access your account with the wrong password, we lock the account from further attempts. This is to avoid brute-force password hacking. You will need to contact helpdesk@eco.cept.org to have the account opened again.

4. Where do I find my login for the chat system ?

The assigned login information for the chat server is displayed on your CEPT profile information page almost at the bottom. [See more here](#). If needed, you can set a new password directly on the chat system frontpage by using the forgot password option and your email address. Please note this will invalidate the assigned password on your CEPT profile page.

5. My main email address is wrong in the system - how do I change it ?

If you need to replace your main email address on the CEPT portal, please contact helpdesk@eco.cept.org for assistance, indicating the old address and the new address. Please note the change is subject to evaluation for group membership - for example if you change from administration to industry you may have to apply for individual group membership again. We may come back to you for clarification.

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