

ECHA Accounts Manual for Industry Users

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<http://echa.europa.eu/contact>http://echa.europa.eu/about/contact_en.asp

European Chemicals Agency

Mailing address: P.O. Box 400, FI-00121 Helsinki, Finland

Visiting address: Annankatu 10, Helsinki, Finland

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1. Introduction

1.1 Objective

This manual explains the steps an industry user needs to take to access the ECHA's IT tools; REACH-IT, ePIC and R4BP 3 industry users. It covers how to sign up to ECHA accounts, how to administer your accounts and how to make use of the support functionalities to gain access to your accounts.

As more functionality becomes available, this manual will be updated and made available from the website.

1.2 Icons, abbreviations and terminology

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

The following icons are used:



Useful information, guidance, assistance



Very important note

The following abbreviations are used throughout this manual:

DUNS	Data Universal Numbering System for identification of a legal entity
ePIC	Prior Information Consent IT tool from 2 September 2014
R4BP	Register for Biocidal Products IT tool
REACH-IT	Registration, Evaluation, Authorisation and Restriction of Chemicals IT tool
LE UUID	Legal entity universally unique identifier
PIC	Prior Informed Consent
UUID	Universally unique identifier
VAT number	Value-added tax number associated with the legal entity

2. Definitions and concepts

This section describes terms and concepts related to the account & access management.

2.1 Legal entity

A legal entity may represent anything between a complex business structure and a simple organised business, for example a corporation, company, or a single person. The legal entity details will be managed and maintained in ECHA Accounts before getting access to the related ECHA IT application tools: REACH-IT, ePIC or R4BP 3.

Legal entities are identified by their name, UUID, address, country, and general contact information. The billing address, VAT and DUNS numbers given will be shown in the invoices made available to your legal entity in case of ECHA services that have an associated fee. Non-existent legal entities in ECHA Accounts need to be created with the sign-up process. For users that are creating an account for their organisation for the first time without using a Leox file, the system will assign a LE UUID¹ for all the created legal entities during sign-up process, unless the users upload a UUID. A LE UUID is a key information to identify unambiguously your legal entity as unique during the submission of a notification, application or registration to ECHA.

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

2.2 Users

Users are identified by their usernames. A user belongs to one main legal entity and can be assigned to other legal entities as foreign users. Legal entity managers are responsible for managing their own user accounts.

Permissions and access to the data are managed through roles assigned to users. By default, the first user in the account is given the legal entity manager user role. Users with a legal entity manager role are able to create other users for the same legal entity account. Having at least 2 users with the legal entity manager per legal entity will ensure not only access and account management, but also will avoid losing access due to personnel or organisational changes.

Once created, a username cannot be modified or duplicated; usernames are used to control access and trace the actions of users in ECHA applications.

Every user account needs a valid email address for account and password recovery.

A legal entity manager is able to see and administer everything related to the users of the legal entity, including passwords. To ease the administration, the ECHA User account management login page provides links to self-service tools for the users to change and recover their lost passwords.

¹ UUIDs have a format of 40 characters, e.g. ECHA-e3f1c890-761a-11e4-b116-123b93f75cba

2.3 User roles

Users with a legal entity manager role will be responsible for adding new users to the same legal entity. When creating a new user account, specific roles need to be assigned to the user account to allow access to REACH-IT, ePIC or R4BP 3. In addition, the assignment of a role will allow the user to have a specific level of access over data in ECHA Accounts, REACH-IT, R4BP 3 and ePIC.

ECHA Accounts automatically assigns a "Legal entity manager" role, "REACH Manager", "R4BP manager" and a "PIC manager" role to the first user who signs-up.

A user needs to have at least one role, i.e. "manager" or "reader", to access an ECHA IT system linked to ECHA Accounts. The roles assigned determine the level of access to ECHA Accounts (Figure 1: Roles in ECHA) or to an ECHA IT system.

Figure 1: Roles in ECHA Accounts

ACCESS LEVEL IN ECHA ACCOUNTS				
Role	Edit account details	Add/remove/modify users data	Add contacts	View account details
Legal Entity Manager	X	X	X	X
Manager (REACH-IT, ePIC, R4BP3)			X	X
Reader (REACH-IT, ePIC, R4BP3)				X

The following access levels are available in ECHA Accounts based on the role selected for a specific user:

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

The following access levels to REACH-IT, ePIC and R4BP 3 are available based on the role selected for a particular user:

- Reader: read-only access.
- Manager: submit, edit, delete or create data in REACH-IT, ePIC or R4BP 3.

2.4 Contacts

In the case of REACH-IT, the contacts are recorded in REACH-IT instead. Every legal entity must have one or more contacts linked to it. The contacts can be used by ECHA and the national authorities to contact the legal entity in order to obtain further information. The contacts are not linked to user accounts and they do not have access to ECHA applications – unless they are also specified as users of the same account.

2.5 Password management policy

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

- ⚠ 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. The password must not contain username, first name or last name. The password cannot be the same as a previously used password. The 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 and an email is sent to the user to notify them. The user is locked out for 2 hours: afterwards the account is released and you will be able to log in.


If a password is forgotten, a recovery link can be requested through the login page. If you know the answer to the security question, a reset password link is sent to your email address. If you do not remember the security answer, or the email address linked to that username is incorrect, your legal entity manager can provide you with a new password.

A legal entity manager can reset the passwords of the users under the same legal entity. A new password is automatically generated and can be communicated to the user by phone, paper, or email. For email delivery, a link is provided in the user management screen to prepopulate an email to be sent.

3. Instructions for REACH-IT migrated accounts

ECHA has linked ECHA Accounts to ePIC from 2 September 2014 and R4BP 3 from 25 November 2014 and REACH-IT from June 21, 2016. Now, there is a new user management module that you can access from any ECHA application including REACH-IT. Users and account details already available in REACH-IT have been migrated to ECHA Accounts.

However, you still need to complete few steps to have access to your migrated account.

 Please note that in case you have accounts with different UUID's they cannot be merged together by ECHA.

3.1 Steps to complete after the account migration

You need to:

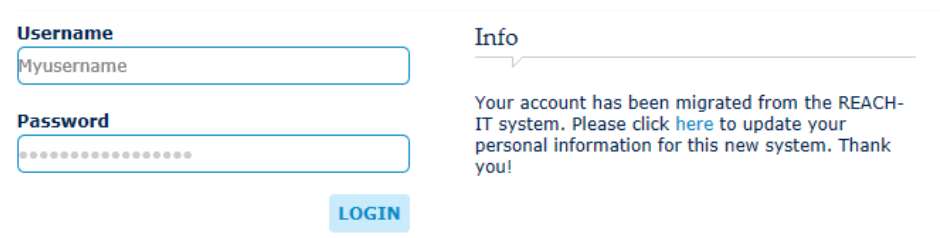
- Provide a new password.
- Provide an answer to the security question –if not provided previously in REACH-IT.
- Click on the email verification link sent to the email address linked to your user account –if not already done in REACH-IT.

The wizard will guide you through the different steps needed depending on your specific scenario.

In order to complete the account conversion, you will need to:

1 Enter your REACH-IT username and password. A message will appear indicating that your account has been migrated from REACH-IT. You will need to click on the hyperlink "here" to update your personal information to the new system (Figure 2: ECHA Accounts main page).

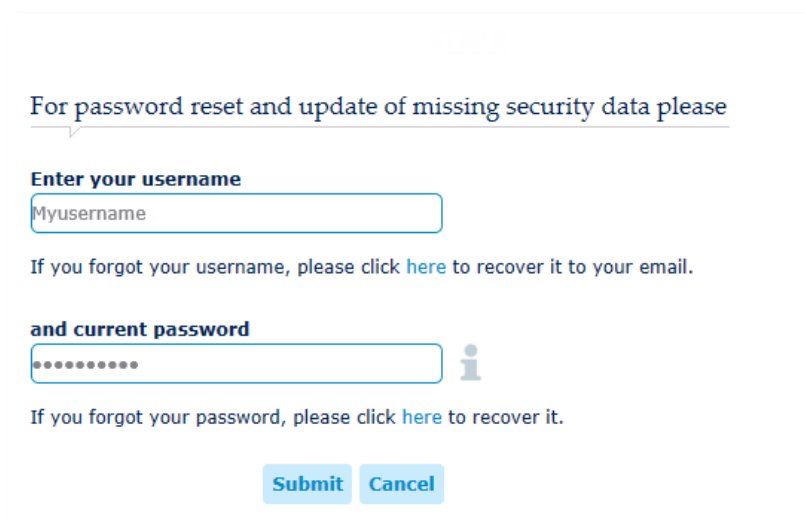
Figure 2: ECHA Accounts main page



The screenshot shows a login interface with two input fields on the left: 'Username' containing 'Myusername' and 'Password' with masked characters. Below these is a blue 'LOGIN' button. On the right, under an 'Info' header, a message states: 'Your account has been migrated from the REACH-IT system. Please click [here](#) to update your personal information for this new system. Thank you!'.

3 – Enter again your username and current password included in the previous step (Figure 3: Password confirmation).

Figure 3: Password confirmation




For password reset and update of missing security data please

Enter your username

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

and current password

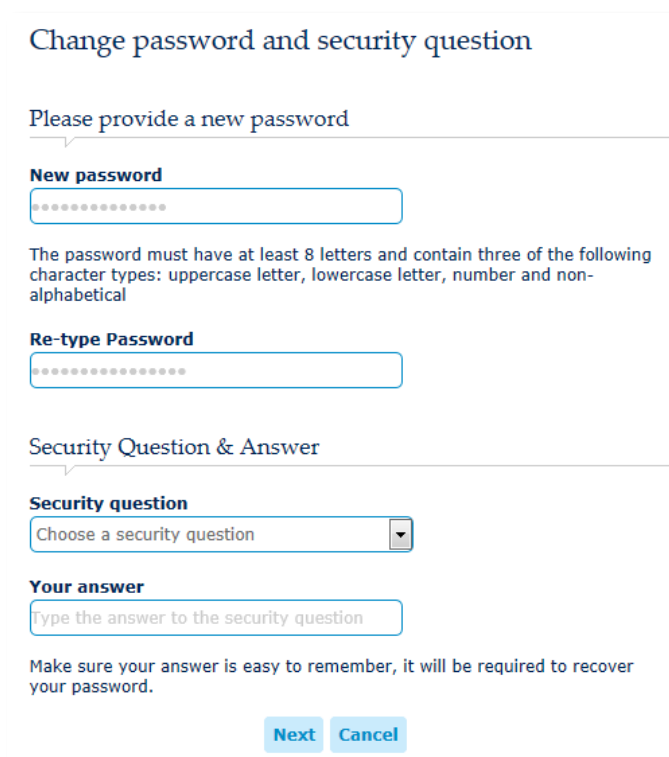


If you forgot your password, please click [here](#) to recover it.

4 – Provide a new password and re-type it for confirmation. If you have already your email verified and the answer to the security question is linked to your account, a confirmation message will indicate you that your password has been changed. You will be able to login with the new password. In case you are prompted to select the relevant ECHA application , please choose REACH-IT.

If the security question and answer has not been provided in REACH-IT, you will be asked for it (Figure 4: Change password and security question).

Figure 4: Change password and security question



Change password and security question

Please provide a new password

New password

The password must have at least 8 letters and contain three of the following character types: uppercase letter, lowercase letter, number and non-alphabetical

Re-type Password

Security Question & Answer

Security question

Your answer

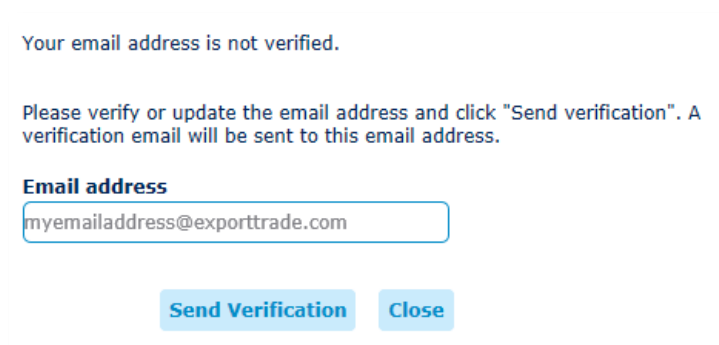
Make sure your answer is easy to remember, it will be required to recover your password.

Again, in case you are prompted to select the relevant ECHA application, then please choose REACH-IT.

6 – If your email is not verified, a message will indicate that your email still needs to be verified. Enter the correct email address, if needed, and click on the button <Send

verification> (figure 4).

Figure 4: Send verification email



Your email address is not verified.

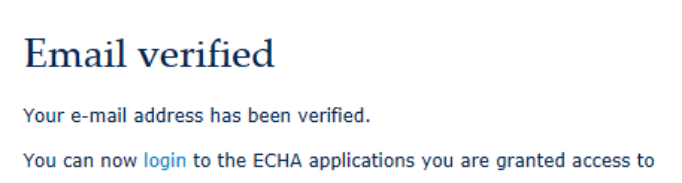
Please verify or update the email address and click "Send verification". A verification email will be sent to this email address.

Email address

[Send Verification](#) [Close](#)

7 – Check your email address, open the message sent to you with the subject "Verify email address" and click on the link available in the message. A confirmation message will indicate that your email address has been verified. You can login to ECHA applications clicking on the login link available in the email verification message (figure 5).

Figure 5: Email verified message



Email verified

Your e-mail address has been verified.


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

8 – Enter your username and password. Should you be prompted for the relevant ECHA application, please choose REACH-IT.

9 – Go to <users> and verify that the users have the right user roles to administer accounts in ECHA Accounts, access REACH-IT, access R4BP 3 or access to ePIC.

4. Step-by-step instructions to sign-up (first-time)

To use an ECHA application, i.e. REACH-IT, ePIC or R4BP 3, you need to have a valid ECHA account.

 In case you had already a valid REACH-IT account, refer to the chapter 3 on Account conversion, otherwise keep reading the instructions below.

In order to create a new account, you need to access REACH-IT, ePIC or R4BP 3 portal (ECHA accounts single log is used) and select "Register as a company." Your new account will give you access to REACH-IT, ePIC and/or R4BP 3.

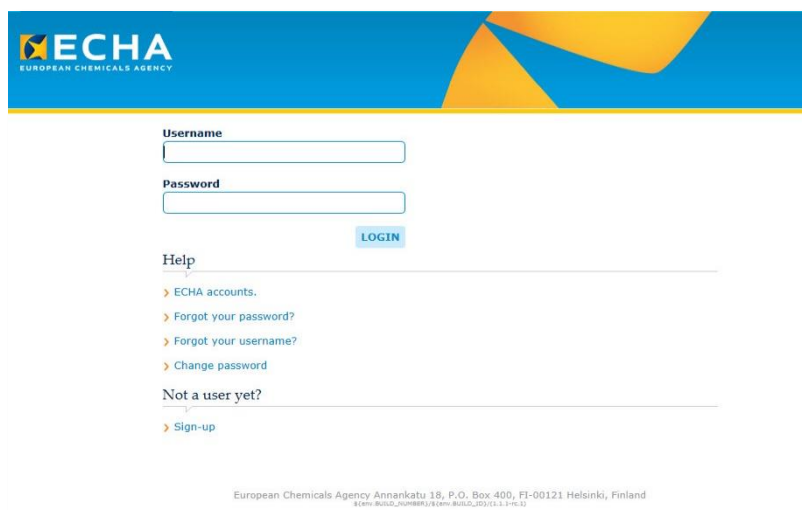
The creation of an account in ECHA Accounts will require you to complete the following steps:

- Enter your user details.
- Verify your email address.
- Enter your legal entity details.
- Confirm or modify the contact person information (in REACH-IT this is done automatically in the application).

4.1 User details

To create an ECHA Account for the first time, go to the REACH-IT, R4BP 3 or ePIC portal and select "Register a company" to access the sign-up wizard (Figure 5: ECHA Account sign-up)."

Figure 5: ECHA Account sign-up



You will be asked to create a user account (Figure 6: Create account).

Figure 6: Create account

Create Account

User Information

* First Name

* Last Name

* Email

* Username

Phone

Password

* Password

Password should be at least 8 chars long and should contain three of the following character types: uppercase/lowercase letters, numbers and non-alphabetic

* Confirm Password

Security

* Security Question

* Security Answer

All the mandatory fields (*) need to be filled in. When filling in the email address, keep in mind that this email address will be used in the future for important notifications regarding your ECHA Account. The notifications may include providing changes in the ECHA Account you have created such as a password reset.

The <Username> must be at least four characters; keep in mind that it will be unique across the system, and once it has been created, it cannot be changed.

Under section [Password], in the fields <Password> and <Confirm Password> you will need to provide a unique password following these requirements:

- 1) At least eight characters.
- 2) To contain three of the following character types: uppercase/lowercase letters, numbers and non-alphabetic

Under section [Security], it is mandatory to provide a security question and an answer (Figure 7: Security question).

To do this, you need to select one of the security questions provided from the drop-down menu by clicking on the arrow icon and to specify an answer in the field <Security Answer>

Figure 7: Security question

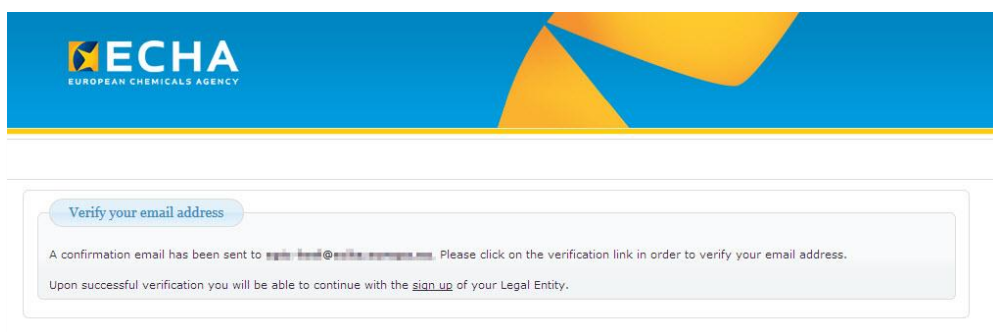
! Remembering the answer to a security question is as important as remembering your password. The answer to the security question will allow you to gain access to reset your password in the future, if needed. Note that the security answer is case sensitive.

After you are done filling all the fields under the three sections |User Information|, |Password| and |Security|, you can proceed to the next step clicking "Save".

4.2 Email verification

Once you save the changes, a confirmation message will ask you to check your email to verify your email address (Figure 8: Email address verification).

Figure 8: Email address verification



! You need to verify your email to make sure that the created user has access to that email address. (In case you have not received a verification email, please login again in ECHA accounts and follow the instructions indicated in the Warning message - Figure 9: Resend email verification)

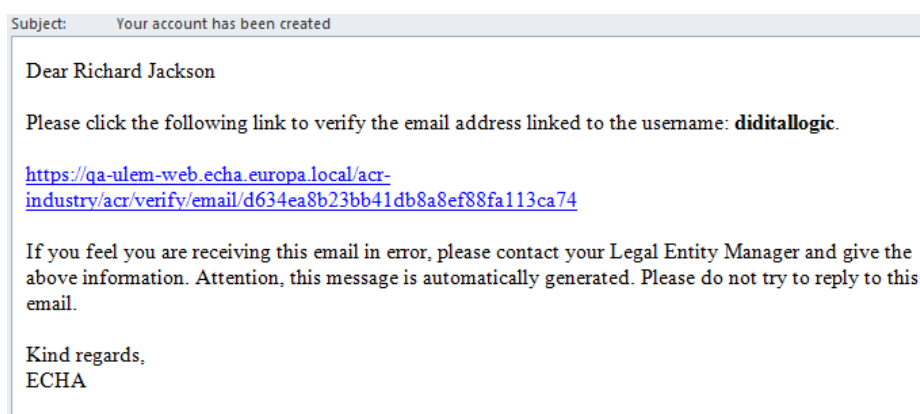
Figure 9: Resend email verification

The screenshot shows the ECHA login interface. On the left, there are two input fields: 'Username' with the value 'richardjackson' and 'Password' with the placeholder 'Enter password...'. Below these is a blue 'LOGIN' button. On the right, a 'Warning' box with a red border contains the text: '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](#).'

Continue the verification process by going to your inbox and searching for an ECHA email with the subject "Your account has been created".

Check the instructions (Figure 11: Email verified confirmation) and description then click on the link provided in the email to continue the verification process (Figure 10: Email verification link).

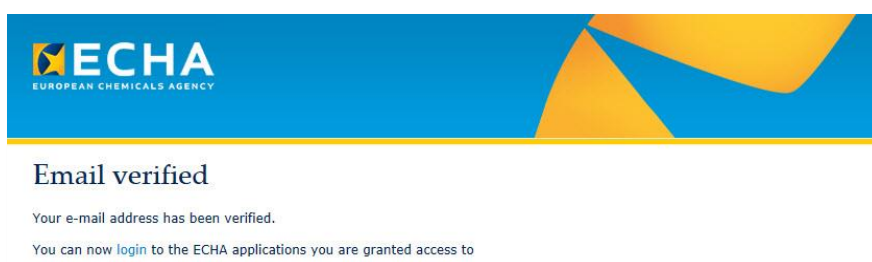
Figure 10: Email verification link



Clicking on the link will open a new window in your browser (Figure 11: Email verified confirmation).

The window will display an acknowledgement showing that your email has been successfully verified. It will also ask you to log into your ECHA Account to continue the creation process.

Figure 11: Email verified confirmation



From the displayed message: "You can now log into the ECHA application you are granted access to", click on the button "login". Enter your username and password in the login page (Figure 12: Login page).

Figure 12: Login page



The ECHA Accounts website will take you to the ECHA Accounts portal (Figure 13: ECHA Accounts portal).

Figure 13: ECHA Accounts portal

Please select one of the following Applications

In order to finalize the sign-up process (e.g. by entering your Company details and adding contacts) or to subsequently manage your Company's users and details, please select

> [Account, Users & Parties management](#)

If you have successfully completed all the steps for signing up your Company and you want to log into ECHA applications, please select one of the options below

> [REACH-IT submission tool](#)

> [R4BP 3](#)

> [PIC submission tool](#)

To continue with the sign-up process, click on the link "Account, Users & Parties management".

4.3 Encode your legal entity

The ECHA application will take you to the section [Add Legal Entity] screen (Figure 14: Add Legal Entity). Click on the button "Encode Legal Entity".

Figure 14: Add Legal Entity

At this point, you have not yet completed the creation of the ECHA Account. The legal entity details are just as important as the user details. The legal entity information corresponds to the company information you will register under the ECHA Account.

Click "Choose" and select the IUCLID LEOX you would like to import.

If the legal entity already exists, you will receive an error message, otherwise the information contained in the IUCLID LEOX file will be added to the ECHA account.

If you do not have an IUCLID LEOX you will need to encode a new legal entity. Click "Encode Legal Entity" and proceed to identify your legal entity (Figure 15: Add legal entity identification).

Figure 15: Add legal entity identification

The screenshot shows the 'Add identification' form with the following sections and fields:

- General details:**
 - * Legal Entity name: Digital logic company
 - D-U-N-S: ?
 - VAT number: ?
 - Remarks: ?
- General Contact information:**
 - * Phone: +358123456789
 - * Email: digitallogic@digit.com (Example: name@domain.com)
 - Web site:
 - Fax:
- Address Information:**
 - * Street: Annankatu 18, P.O. BOX 400
 - Street 2:
 - * Postal code: 00121
 - * City: Helsinki
 - Region/Country:
 - * Country: Finland (dropdown menu)
 - Postal Address: ?
- Billing Address:**
 - ☒ Same information as per Legal Entity's name and address
 - ☐ Not the same
 - Billing Address: Digital logic company, Annankatu 18, P.O. BOX 400, 00121, Helsinki, Finland
 - Language: EN - English (dropdown menu)

Buttons: Save, Cancel

Remember that all the fields marked with an asterisk (*) are mandatory.

Clicking the will display additional information about each field.

In section |General details| fill the mandatory field <Legal Entity Name> and add other details regarding the company you are registering.

Under section |General Contact Information|, fill the mandatory fields <Phone> and <Email>.

Under section |Address Information| enter the address of the company you are registering for, by filling all the mandatory fields.

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

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

You have gained access to your account. The legal entity details screen is displayed to you by default (Figure 16: Legal entity details)

Figure 16: Legal entity details

Go to ePIC or R4BP | Home | My account You are connected as [DigitalLogic](#) | [Logout](#)

Legal Entity profile: Digital Logic Company

Legal Entity | Contacts | Users

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

General details

Legal Entity name **Digital Logic Company** [History](#)
 Legal Entity UUID **ECHA-1a946e2c-acbf-4a71-85c1-113f833b07be**
 D-U-N-S
 VAT number
 Remarks

General Contact information

Phone **000000000**
 Fax
 Email **john.murray@digilogic.com**
 Web site

Address Information

Street **Sontis Hallsplatsen**
 Street 2
 Postal code **000000000**
 City **Viena**
 Region/Country
 Country **Austria**
 Postal Address

Once you have saved and created the legal entity account, ECHA Accounts automatically assigns a UUID number to the legal entity (Figure 17: Legal entity UUID).

Figure 17: Legal entity UUID

General details

Legal Entity name **Digital Logic Company** [History](#)
 Legal Entity UUID **ECHA-1a946e2c-acbf-4a71-85c1-113f833b07be**
 D-U-N-S
 VAT number
 Remarks



The legal entity details are now associated to an LE UUID. The LE UUID is used to unambiguously identify your legal entity. The UUID number is unique and cannot be modified. Now you can log into an ECHA application selecting the "Go to PIC or R4BP or REACH-IT" link under the ECHA banner (Figure 18: Go to ePIC or R4BP or REACH-IT link).

Figure 18: Go to ePIC or R4BP or REACH-IT link



Go to ePIC or R4BP or REACH-IT

4.4 Add contact details

By clicking on the tab “Contacts” you will be able to see the contact persons defined for the legal entity. A default contact is created with the contact details of the user who created the ECHA accounts.

If you would like to add a new contact person please click on “Add contact” and fill all the mandatory fields (Figure 19: Add contact)

Figure 19: Add contact

In section |Contact Points| at the bottom a checkbox will appear ticked by default for e-PIC, and R4BP. Select the regulations for which you would like the person to appear as a contact.



Contact management for REACH-IT users happens only in REACH-IT.

5. Log into an ECHA application

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



There are two ways to access REACH-IT, ePIC or R4BP 3 portals:

- Login through ECHA accounts and selecting the appropriate ECHA application (REACH-IT, ePIC or R4BP)
- Login directly into the REACH-IT, ePIC or R4BP 3 portals.

Login through ECHA accounts

Once you log into ECHA accounts, you will be redirected to the ECHA accounts portal (Figure 20: ECHA Accounts portal). The ECHA accounts portal will allow you to select:

- ECHA accounts (account, users and legal entity administration); or
- REACH-IT submission tool
- R4BP 3 tool
- PIC submission tool

Figure 20: ECHA Accounts portal

Please select one of the following Applications

In order to finalize the sign-up process (e.g. by entering your Company details and adding contacts) or to subsequently manage your Company's users and details, please select

› [Account, Users & Parties management](#)

If you have successfully completed all the steps for signing up your Company and you want to log into ECHA applications, please select one of the options below

› [REACH-IT submission tool](#)

› [R4BP 3](#)

› [PIC submission tool](#)

Login directly into the REACH-IT, ePIC or R4BP portals.



The cookies of your web browser save where you were logged in the last time, namely in ECHA Accounts, REACH-IT ePIC or in R4BP. If this is the case, you will be automatically directed to the relevant application, and the ECHA Accounts portal (Figure 20: ECHA Accounts portal) will not be displayed to you.

When an ECHA application is linked to ECHA Accounts, you have the possibility to navigate between different systems. The following can be found:

- A link to ePIC, R4BP 3 or REACH-IT (Go to ePIC or R4BP or REACH-IT) under the ECHA banner in ECHA Accounts (Figure 21: Link to ePIC); or
- A link to the user account or to the legal entity account in ECHA Accounts can be found

within the ePIC, R4BP 3 or REACH-IT banner (Figure 22: Link to ECHA Accounts in ePIC).

Figure 21: Link to ePIC, R4BP or REACH-IT



Figure 22: Link to ECHA Accounts in ePIC, R4BP and REACH-IT



Those 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.

5.1 Logout

! It is of utmost importance to close the browser after logout to end the session and ensure that no one else can log in to your account. This is important also when you are using multiple accounts from the same computer.


6. Account management

Only users having the role "Legal entity manager" can:

- Create, update or remove other user accounts.
- Reset users passwords on their behalf
- Grant access to a third party (foreign user).

ECHA Accounts automatically assigns the roles "Legal entity manager", "REACH Manager", "PIC manager", and "R4BP manager" to a user during sign-up. A "Legal entity manager" can create another user with the same level of privileges and have the roles "Legal entity manager" "REACH Manager", "PIC manager" and "R4BP manager" if needed.

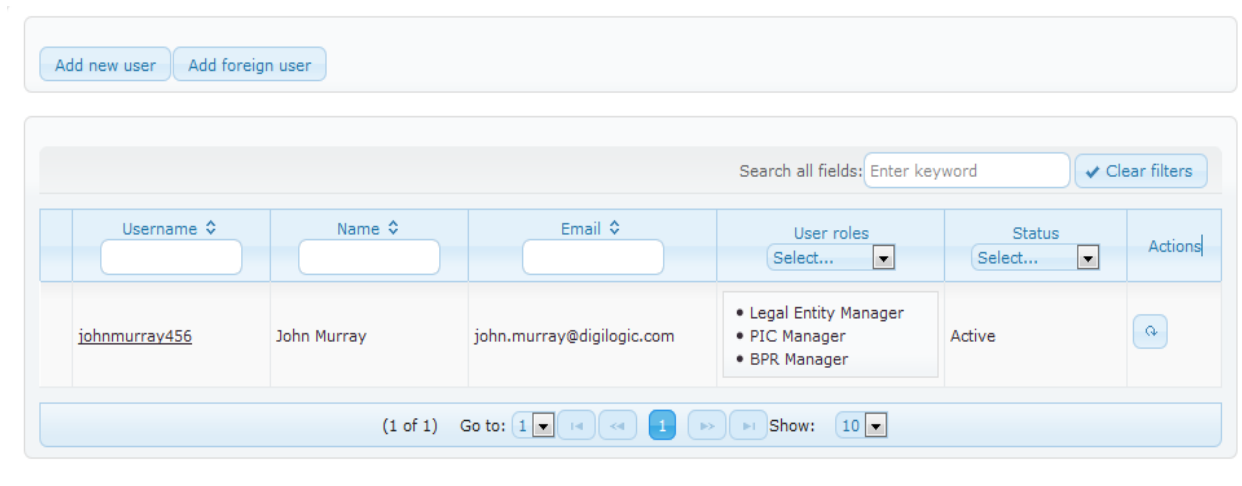
The users tab in ECHA Accounts will allow the "Legal entity manager" user to complete the steps included in this chapter.

 Any user can request a new password using the functionalities available under the "Help" section in the ECHA Accounts portal.


6.1 Creating a user

The users are created using the user account menu. The details of existing users appear when you click on the "Users" tab (Figure 23: Existing users).

Figure 23: Existing users



The screenshot displays the 'Existing users' interface. At the top, there are two buttons: 'Add new user' and 'Add foreign user'. Below them is a search bar with the text 'Search all fields: Enter keyword' and a 'Clear filters' button. The main part of the interface is a table with the following columns: Username, Name, Email, User roles, Status, and Actions. The table contains one row for a user named John Murray with the username johnmurray456 and email john.murray@digilogic.com. The user roles listed are Legal Entity Manager, PIC Manager, and BPR Manager. The status is 'Active'. The Actions column has a circular arrow icon. At the bottom, there is a pagination bar showing '(1 of 1)', 'Go to: 1', and 'Show: 10'.


Username	Name	Email	User roles	Status	Actions
johnmurray456	John Murray	john.murray@digilogic.com	<ul style="list-style-type: none"> Legal Entity Manager PIC Manager BPR Manager 	Active	

(1 of 1) Go to: 1 |< << 1 >> >| Show: 10


If you would like add a new user click "Add new user (Figure 24: Create a new user).

Figure 24: Create a new user

All mandatory information in the [User information] are indicated with an asterisk (*).

 The email address entered in this section will be used to communicate the username and password to the user. You will need to provide a valid email address.

Usernames must be unique. ECHA Accounts checks whether a username is unique and whether it is available in ECHA Accounts.


Under section [User profile], select one available role and click on the forward arrow  to indicate the selected role. More than one role can be selected for a user.

Click "Save" to confirm the changes. A screen indicating the successful user registration will appear (Figure 25: Successful user registration).

Figure 25: Successful user registration

Once the successful user registration screen appears, a verification email message will be automatically sent to the email address included during the user creation. You will need to communicate the new one-time password generated to the user. If you click on the link next to "mail to:" (Figure 25: Successful user registration), your default email system will open a new message containing the address specified during the account creation.

Instructions for the legal entity manager

 Make sure that you communicate the password as provided to you. The password is case sensitive. If you copy and paste a new password, make sure that you remove any possible space at the end.

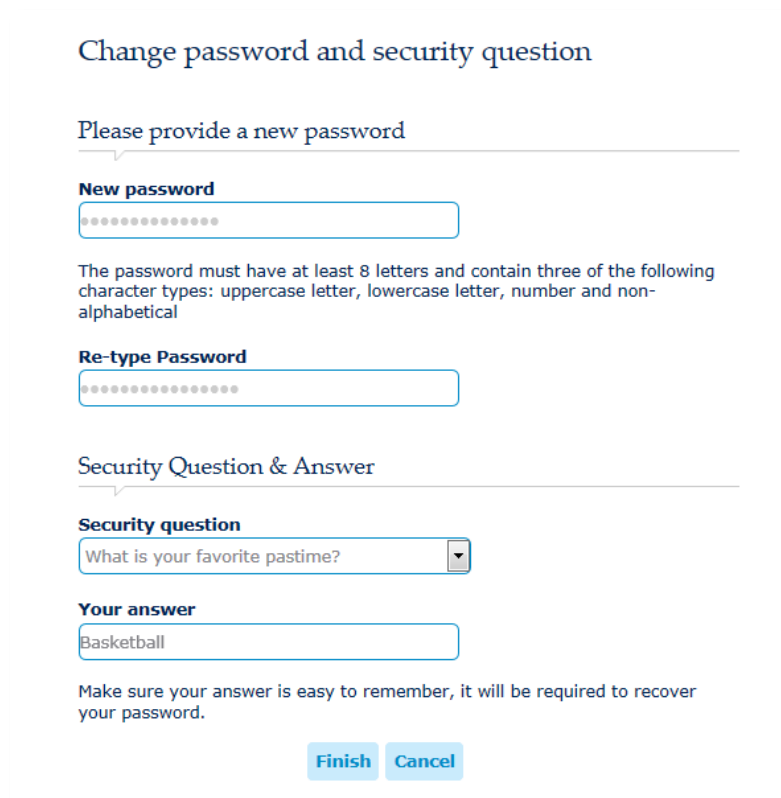
First time login instructions for the new user:

1 – Access the email address indicated during the user account creation, open the message confirming that a new user account has been created and verify the email address clicking on the only available link. A message will confirm that the email is verified. Click in <here>.

2 – Enter the username and the one-time password provided by the “legal entity manager” user.

3 – Provide a new password and enter an answer to the security question (Figure 26: Change password and security question). Fill all the information and click “Finish”.

Figure 26: Change password and security question



Change password and security question

Please provide a new password

New password

.....

The password must have at least 8 letters and contain three of the following character types: uppercase letter, lowercase letter, number and non-alphabetical

Re-type Password

.....

Security Question & Answer

Security question

What is your favorite pastime?

Your answer

Basketball

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

Finish **Cancel**

4 – Login again using the new password.

A new user will be included in the list of users in the legal entity manager’s ECHA accounts (Figure 27: List of users)

Figure 27: List of users

Add new user Add foreign user

Search all fields: Clear filters

Username	Name	Email	User roles	Status	Actions
johnmurray456	John Murray	john.murray@chemicalcompany.com	<ul style="list-style-type: none"> Legal Entity Manager PIC Manager BPR Manager 	Active	
thomasnewton789	Thomas Newton	thomas.newton@echa.europa.eu	<ul style="list-style-type: none"> Legal Entity Manager PIC Reader 	Active	

(1 of 1) Go to: 1 2 3 4 5 6 7 8 9 10 Show: 10

6.2 Updating user details

Click on the username link of a user included in your list of users and select <Edit> to modify any of the details of that user (Figure 28: Edit user details).

You can modify all details except: username, primary legal entity name and primary legal entity UUID. The first name, last name and email address are always mandatory.

Figure 28: Edit user details

Sinaloa
Add new user

User Information

* First Name

* Last Name

* Email ?

* Username ?

ID may consist of up to 20 letters A-Z a-z, digits 0-9 or underscores

Phone

User Profile

Available roles

- REACH Reader
- BPR Manager
- BPR Reader
- PIC Manager

+

-

img alt="back arrow"/>

Selected roles

- REACH Manager
- LE Manager
- PIC Reader

Save Cancel

Under the [User profile] section, select one available role and click on the forward arrow to indicate the selected role. A user can have more than one role. If a role needs to be deselected, click on the role under the selected roles column, and click on the back arrow .

Click on "Save" to complete the changes.

If the email address is modified, the user will need to verify the email address sent to that

particular email address.



 Users can modify their own user details while logged into an account clicking either on “My account” or the username available under the ECHA banner on the top right side of the screen. (Figure 29: User details).

Figure 29: User details



6.3 Deleting a user

A user with a “Legal entity manager” role can remove any other user from ECHA: removed users will no longer be able to use their usernames to access ECHA Accounts.

To delete a user a legal entity manager can click on “Delete”  located under the ‘Actions’ column available in the list of users (Figure 27: List of users).

The Legal entity manager will see a message saying “Successfully deleted user <username>” (Figure 30: Successfully deleted user). This user will be removed from the list of users. Deleted usernames cannot be re-used later.

Figure 30: Successfully deleted user



6.4 Resetting a user password

All users can reset their own password if they know the answer to their security question. However, a legal entity manager can also reset a password on behalf of another user. From


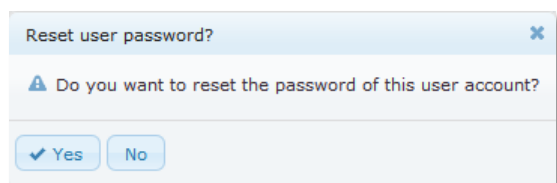
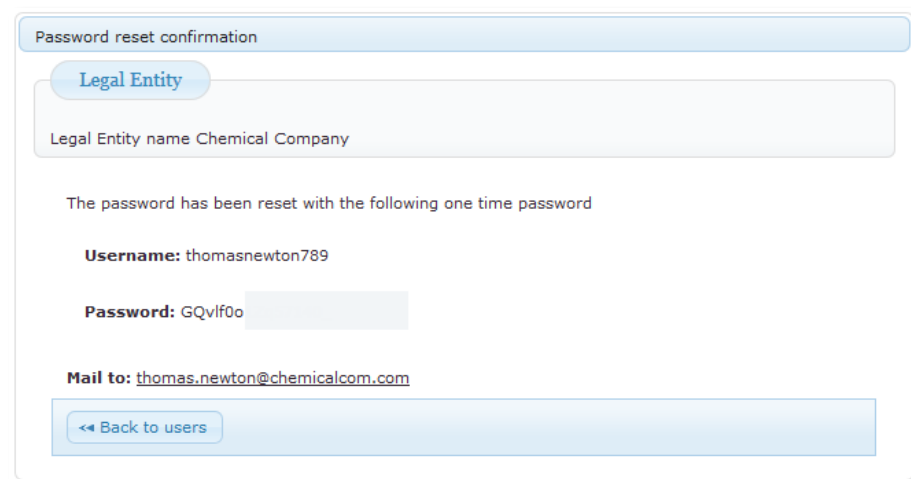
the list of users screen (Figure 27: List of users) click on the reset password button  under the “Actions” column. A message will appear asking you to confirm whether you want to reset the password (Figure 31: User password reset confirmation).

Figure 31: User password reset confirmation



When you click on <Yes>, the password reset confirmation message will appear.(Figure 32: Password reset confirmation).

Figure 32: Password reset confirmation



! Be aware the new password will not be sent automatically to the user's email address. You will need to send it manually to the user, by clicking on the email address link next to "Mail to:"

6.5 Unlocking a user

A user is locked after several unsuccessful attempts to login. Due to security reasons, an account is locked for a period of 2 hours. During that period, the help functionality cannot be used to recover a password. After that period, the user can access ECHA Accounts again.

In the meantime, if the user needs immediate access to ECHA Accounts, the user needs to contact the administrator of that account. The administrator of that account is another user with access to that account with a "Legal entity manager" role.

! If a user with a "Legal entity manager" role is locked it can be unlocked by another user having the same role.

If a user with a "Legal entity manager" role:

- is locked;
- no other administrator is appointed for the same account; and
- immediate access is needed to ECHA Accounts

the user will need to contact the [ECHA Helpdesk](#) to request the account to be unlocked.

To unlock and provide a user with a new password please follow the steps below:

- STEP 1: A legal entity manager user can unlock a user clicking on the unlock button available in the Actions column in the list of users (Figure 33: List of users - Unlock).

Figure 33: List of users - Unlock

Username	Name	Email	User roles	Status	Actions
johnmurray456	John Murray	john.murray@chemicalcompany.com	<ul style="list-style-type: none"> Legal Entity Manager PIC Manager BPR Manager 	Active	
thomasnewton789	Thomas Newton	thomas.newton@echa.europa.eu	<ul style="list-style-type: none"> Legal Entity Manager PIC Reader 	Locked	

- STEP 2: Reset the password of the user (see chapter 5.4).



STEP 2 is only needed if a user is not able to access using the current password. Once unlocked, a user can:

- Try to access the account using the correct password; or
- Request a new password using the "Forgot your password?" functionality. Once the user answers the security question, a new password will be delivered to the email related to the username provided.

6.6 Removing a role

If all the roles related to an ECHA application linked to ECHA Accounts, i.e. PIC, are removed from the user, this user will not be able to access that particular application. The user will still be visible to the legal entity manager. The access to a particular application by that user can be granted again if a role is indicated for that user.

From the list of users (Figure 34: List of users), select the username of the user you want to modify. Click on "Edit". Select the role(s) available under the selected roles column, click on the back arrow and click on "Save".

As a result, no roles are displayed in the column user roles of your list of users (Figure 34: List of users).

Figure 34: List of users

Username	Name	Email	User roles	Status	Actions
johnmurray456	John Murray	john.murray@chemicalcompany.com	<ul style="list-style-type: none"> Legal Entity Manager PIC Manager BPR Manager 	Active	
thomasnewton789	Thomas Newton	thomas.newton@echa.europa.eu	No record found	Locked	

6.7 Foreign user

A user with the “Legal entity manager role” (linked to company A) can decide to allow an external user (linked to company B) to have access to company A and work on its behalf. For example, a company with sites across different EU Member States may decide that one user has access and submits applications or notifications for all sites.

Allowing access to a user from a third party to your company may expose confidential data to that user. Make sure the scope of the access provided is agreed upfront with the company/user who will work on your behalf.

The foreign user will have the same level of access as a user with the same role within your own account. In particular:

- Reader: read-only access.
- Manager: submit, edit, delete or create data.

You will also need to specify to which application you give access to the foreign user, i.e., “PIC manager” or “BPR” manager.”

If you provide manager access to a foreign user, you allow this user to work on your behalf in an ECHA application. In practice, this means that the foreign user can:

- In ECHA Accounts: view your legal entities and user details in read-only view. A foreign user with the manager role can additionally modify or add a new contact to your legal entity.
- In an ECHA application: the foreign user will have the same level of access to your account as any other user within your account with manager or reader roles.

A foreign user (company B) cannot modify the legal entity or user details of a company they are working on behalf of (company A). Company A can also not modify the legal entity or user details of company B.

For R4BP 3 the foreign user concept does not replace the concept of a company that 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. Using the foreign user means that you add a user

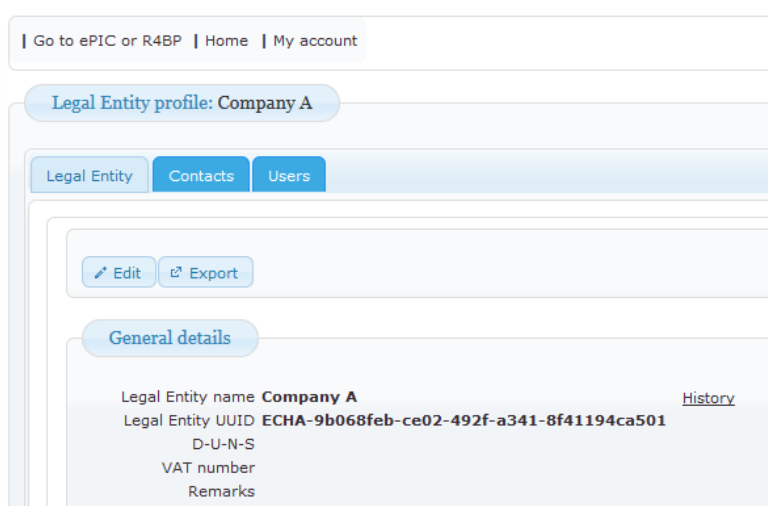
from company B to your company A (case owner = asset owner). Adding a foreign user entails that:

- You give the same level of access to an ECHA application (R4BP 3, ePIC or REACH-IT) to this specific user. The possibility to perform actions in R4BP 3 is based on the level of access assigned to this user (manager or reader).
- You have access to submit applications, receive messages in R4BP 3 or receive and complete tasks items –in case the foreign user is not able to perform actions on your behalf.

6.7.1 Adding a foreign user

To include the information of a foreign user, the user of company B needs to sign-up in ECHA Accounts as described in chapter 3 of this manual. Once the foreign user accesses their account, the legal entity UUID details can be found in the legal entity tab (Figure 35: Legal entity details).

Figure 35: Legal entity details



A user with the role legal entity manager of company A will need to log into their ECHA Account and add a foreign user from the list of users screen (Figure 36: List of users).

Figure 36: List of users

Buttons: Add new user, Add foreign user

Search all fields: Enter keyword Clear filters

Username	Name	Email	User roles	Status	Actions
Company_A_user1	John Murray	john.murray@companyA.com	<ul style="list-style-type: none"> Legal Entity Manager PIC Manager R4BP Manager 	Active	
Company_A_user2	Thomas Newton	thomas.newton@companyA.com	<ul style="list-style-type: none"> PIC Manager 	Active	

(1 of 1) Go to: 1 Show: 10

You will need to add the username and legal entity UUID of the company of the foreign user to establish a link between your company (company A) and the foreign user's account or company B (Figure 37: Add a foreign user).

Figure 37: Add a foreign user

Company A
Add foreign user

Provide the following information for the user you want to add to your legal entity

User Information

* Username: Company_B_user1

* Primary Legal Entity UUID: ECHA-c96df4c9-1ca9-498e-9e49-6e3571c6928c ?

Next Cancel

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.

When you add a foreign user, you decide on the level of access (role) you provide to an ECHA application, e.g. ePIC, R4BP 3 or REACH-IT (Figure 38: Add a role to a foreign user).

Figure 38: Add a role to a foreign user

Company A

Add foreign user

User Information

Username

Company_B_user1

First Name

John

Last Name

Withall

E-mail address

john.withall@companyB.com

User Profile

Available roles

PIC Reader

BPR Reader

BPR Manager

PIC Manager

Legal Entity Manager

→

→|

←


|←

Selected roles

<< Back

Save

Cancel

To allow access to an ECHA application, select the role under “Available roles” and click on <Forward> . A foreign user must always have a role assigned.

Click on “Save” and a confirmation message will be displayed (Figure 39: Successful user registration).

Figure 39: Successful user registration

Company A

Successful user registration

User **Company_B_user1** has been successfully registered to Legal Entity **Company A**

<< Back to users

Add another user

6.7.2 Removing a foreign user


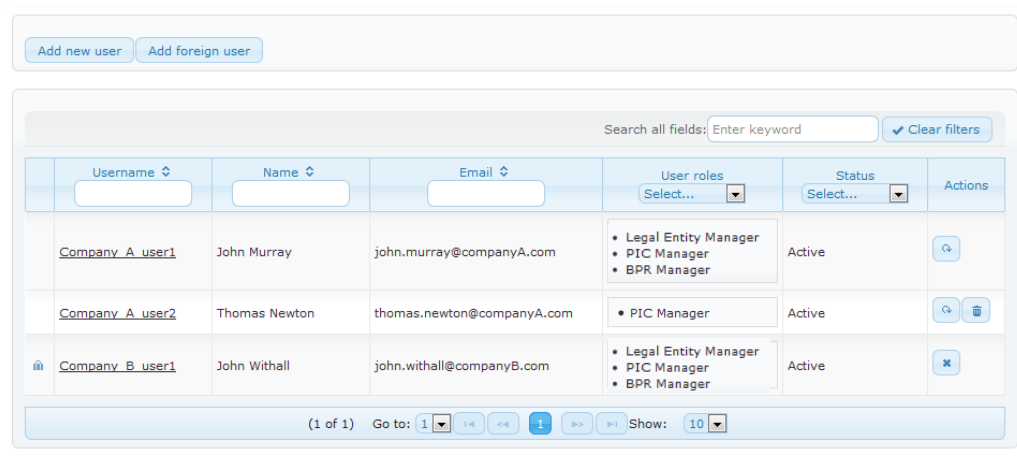





To remove a foreign user from your account, go to the list of users (Figure 40: List of users with foreign user) and click on the remove LE button  in the actions column.


Figure 40: List of users with foreign user



Username	Name	Email	User roles	Status	Actions
Company A user1	John Murray	john.murray@companyA.com	<ul style="list-style-type: none"> Legal Entity Manager PIC Manager BPR Manager 	Active	
Company A user2	Thomas Newton	thomas.newton@companyA.com	<ul style="list-style-type: none"> PIC Manager 	Active	 
 Company B user1	John Withall	john.withall@companyB.com	<ul style="list-style-type: none"> Legal Entity Manager PIC Manager BPR Manager 	Active	

6.7.3 Working in ECHA applications (ePIC, R4BP, or REACH-IT) as a foreign user

A foreign user (company B) can use their personal username to access the ECHA application (ePIC, R4BP or REACH-IT) and work on behalf of a different legal entity than their own.

 Once you have entered the ECHA application, you can switch between the companies that you are working for, from the menu in ECHA application. Make sure you select the correct legal entity on whose behalf you are working for.

Check the following screenshots for each case of ECHA applications (Figure 41: Account selection in ePIC, Figure 42: Account selection in R4BP 3 and Figure 43: Account selection in REACH-IT)

Figure 41: Account selection in ePIC

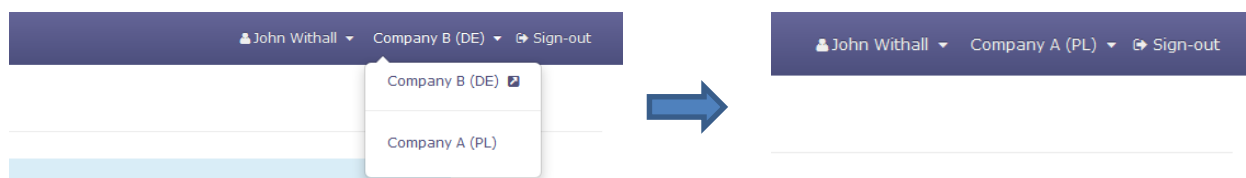


Figure 42: Account selection in R4BP 3

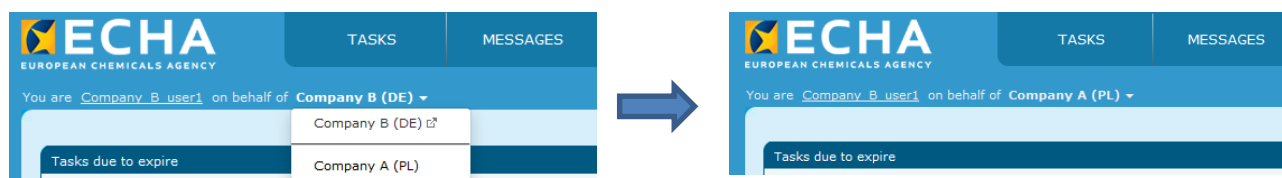


Figure 433: Account selection in REACH-IT



Email notifications will be delivered to the contacts that have been specified for the company.

7. Legal entity management

The legal entity details contain relevant information of your company as provided during account sign-up. Relevant information stands for:

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

The user with the role legal entity manager is the only user who may modify this data at a later stage.



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

7.1 Updating legal entity details



Only a user with the "Legal entity manager" role can edit the legal entity details.

The legal entity details are available in the legal entity tab. To modify these details, you need to select <Edit> (Figure 44: Edit legal entity details).

Figure 44: Edit legal entity details

Legal Entity profile: Chemical Company

Legal Entity Contacts Users

Edit

General details

Legal Entity name **Chemical Company** [History](#)

Legal Entity UUID **ECHA-5E42979A-F11D-4B4E-A52B-D331F3386787**

D-U-N-S

VAT number

Remarks


You can edit all of the information except for the legal entity UUID. All fields with an asterisk (*) are mandatory (Figure 45: Edit identification). The question mark next to some fields  will help you to know more about what type of information a specific field needs to contain.

Figure 45: Edit identification

Chemical Company
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 **Chemical Company** Change name

Legal Entity UUID **ECHA-5E42979A-F11D-4B4E-A52B-D331F3386787**

D-U-N-S ?

VAT number ?

Remarks ?

General Contact information

* Phone 00353123456789

* Email john.murray@chemicalcom.com Example: name@domain.com

Web site

Fax

Address Information

* Street Riihitie 22

Street 2

* Postal code 04001

* City Helsinki

Region/Country

Country **Finland**

Postal Address ?


 Billing address information is not needed for users of the ePIC application. ePIC users can leave the selected option by default (Figure 46: Billing address).


Figure 46: Billing address

Billing Address


☒ Same information as per Legal Entity's name and address

☐ Not the same

Billing Address **Chemical Company**
Riihitie 223
04001
Helsinki
Finland

Language EN - English  ?

Save Cancel

 The legal entity name of your ECHA Account can also be changed for administrative purposes. You need to click on "Change name" next to the legal entity name and provide the new name of the company and upload a supporting document from a national registry to prove the official name change. (Figure 47: Company name change). Please note that a company name change needs to be distinguished from a legal entity change, i.e. a change of legal personality (as a result of a merger, company split, change of only representative or an assets sale).

Please note that according to the changes Regulation in R4BP 3, an administrative change on

request needs to be sent to your national authorities before a change of company name is considered as legally valid.

Click "Save" at the end of the page to record your change.

Figure 47: Company name change

The screenshot shows the 'Edit identification' form for 'Chemical Company'. At the top, there's a header 'Chemical Company Edit identification'. Below it, a note states: 'Please provide the required details. Fields marked with an asterisk (*) are mandatory. Hovering over a (?) sign displays help information.' The form is divided into a 'General details' tab. It contains the following fields: 'Legal Entity name' (set to 'Chemical Company' with a 'Cancel change' button), '* New Legal Entity name' (input field with 'Chemical Exports Ltd'), 'Legal Entity UUID' (set to 'ECHA-5E42979A-F11D-4B4E-A52B-D331F3386787'), 'D-U-N-S' (input field with a '?' icon), 'VAT number' (input field with a '?' icon), and 'Remarks' (text area with a '?' icon).

7.2 Adding a new contact

Under the contacts tab, click on "Add contact" to add a new "PIC General" and/or "BPR General" contact (Figure 48: Add contact). Please note that contacts for REACH need to be created in REACH-IT. Additional guidance is available directly in the help texts in REACH-IT.

Figure 48: Add contact

The screenshot shows the 'Legal Entity profile' for 'Chemical Company'. It has three tabs: 'Legal Entity', 'Contacts', and 'Users'. The 'Contacts' tab is active. In the bottom right corner of the main content area, there is a button labeled 'Add contact' with a checkmark icon.

Add contact information as requested by the wizard.

Compulsory information is flagged by an asterisk (*). Click on "Save" (Figure 49: Add contact details).

Figure 49: Add contact details

Chemical Company
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 ?

Postal Address

Contact Points

* ☒ PIC General

7.3 Modifying an existing PIC or BPR contact

To modify the contact details, select the contacts tab and click on the name in the contact name column (Figure 50: List of contacts).

Figure 50: List of contacts

Search all fields:

Contact name	Organisation name	Contact type	Email
Hudson Linda	Chemical Company	• PIC General	linda.hudson@chemicalcom.com
Murray John	Chemical Company	• PIC General	john.murray@chemicalcom.com

(1 of 1) Go to: Show:

Click on "Edit" (Figure 51: Edit contacts).

Figure 51: Edit contacts

Enter the relevant information you want to modify. Compulsory information is flagged by an asterisk (*). Click "Save" (Figure 52: Edit contact details).

Figure 52: Edit contact details

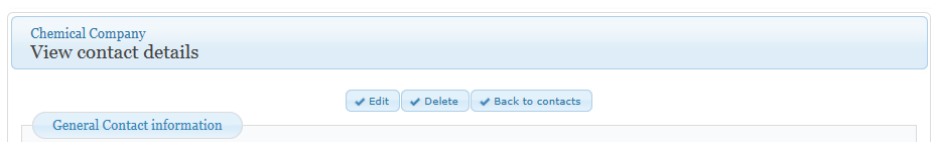
7.4 Deleting an existing PIC or BPR contact

To delete a contact, select the contacts tab and click on the name in the contact name column (Figure 53: List of contacts).

Figure 53: List of contacts

Click on the button "Delete" (Figure 54: Edit contacts).

Figure 54: Edit contacts



Chemical Company
View contact details

[✓ Edit](#) [✓ Delete](#) [✓ Back to contacts](#)


General Contact information


Click "Yes" and the contact will be removed from the list of contacts.

8. Account recovery functionalities

The account recovery within ECHA Accounts provides a user the possibility to administer an ECHA account by himself. These functionalities will help the user to:

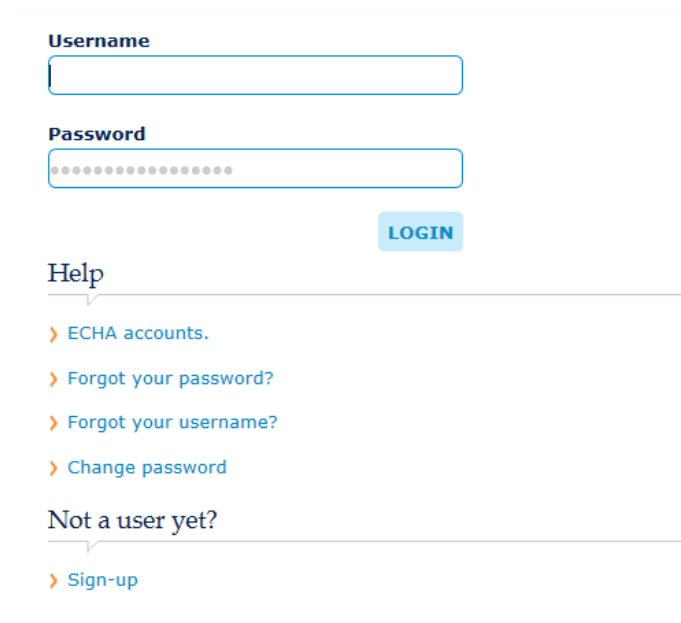
- Recover a password: this option is suitable for those users who have forgotten their password and know the answer to their security question.
- Recover a username: this option allows the user to identify the username(s) related to a particular email address.
- Change password: this option is useful for those who need a new reset password.

 Every user must always remember at least the username and the answer to the security question. The user account details are available in <My account> and your username under the ECHA banner.

 If a user cannot use the help functionalities, any other user with the legal entity manager role for the same account can provide this information.

The "Help" section in the ECHA Accounts main page is the starting point to use the account recovery functionalities (Figure 55: ECHA Accounts main page).

Figure 55: ECHA Accounts main page

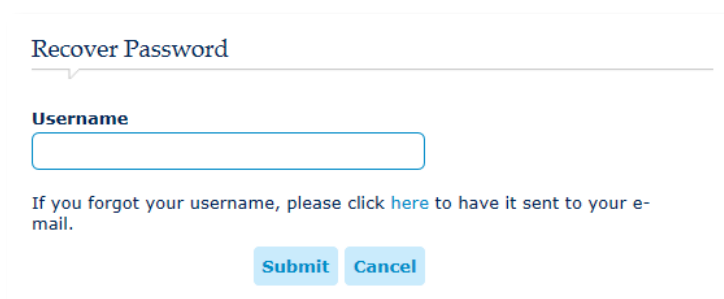


The screenshot shows the ECHA Accounts main page. At the top, there are two input fields: "Username" and "Password". The "Password" field is masked with dots. Below these fields is a blue "LOGIN" button. Under the login section, there is a "Help" section with a downward arrow. This section contains four links: "ECHA accounts.", "Forgot your password?", "Forgot your username?", and "Change password". Below the "Help" section, there is a "Not a user yet?" section with a downward arrow, which contains a link: "Sign-up".

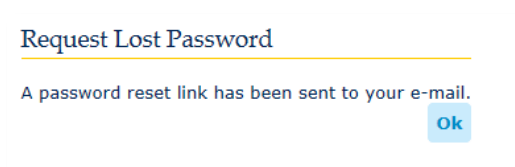
8.1 Recovering a password

The <Forgot your password?> functionality sends a link to the email address related to a username that allows you to gain access to your ECHA Account, in spite of not remembering your password. You need to remember the answer to the security question to gain access to your account.

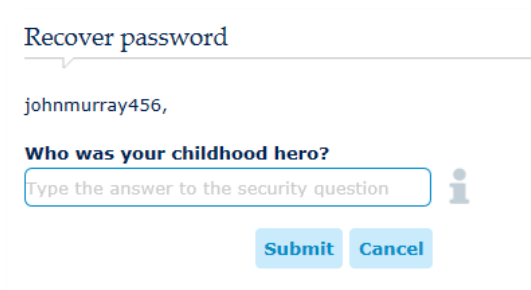
Once you select the <Forgot your password?> functionality, you need to provide your username (Figure 56: Recover password). Click on "Submit".


Figure 56: Recover passwordA screenshot of the 'Recover Password' form. The title 'Recover Password' is at the top. Below it is a label 'Username' followed by a text input field. Under the input field, there is a link: 'If you forgot your username, please click [here](#) to have it sent to your e-mail.' At the bottom are two buttons: 'Submit' and 'Cancel'.

A confirmation message informs you that a password reset link has been sent to your email address (Figure 57: Lost password request confirmation).

Figure 57: Lost password request confirmationA screenshot of a confirmation message box titled 'Request Lost Password'. The message text is 'A password reset link has been sent to your e-mail.' and there is an 'Ok' button at the bottom right.

Check the email address linked to your username. You will receive a message with the subject "Request to recover a password". Click on the link available within this message. A new window in your browser will open requesting the answer to the security question (Figure 58: Answer to security question).

Figure 58: Answer to security questionA screenshot of the 'Recover password' form showing the security question step. The title 'Recover password' is at the top. Below it, the username 'johnmurray456,' is displayed. The security question is 'Who was your childhood hero?'. There is a text input field with the placeholder 'Type the answer to the security question' and an information icon to its right. At the bottom are 'Submit' and 'Cancel' buttons.

 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> and your username under the ECHA banner. If you do not know the answer to the security question, contact your legal entity manager. Once your legal entity manager gives you a new password and you access your account, please check your user account details to see the answer to the security question, so you will be able to use the Help functionalities in the future.

You will be asked to provide a new password (Figure 59: Change password).

Figure 59: Change password

Change password

Please provide a new password

New password

The password must have at least 8 letters and contain three of the following character types: uppercase letter, lowercase letter, number and non-alphabetical

Re-type Password

Finish Cancel

Click on <Finish> once you provide your new password. You will need to log in once again to confirm your new password and gain access to your ECHA Account.

8.2 Recovering your username

The <Forgot your username?> functionality allows a user to identify the username(s) related to a particular email address. As a result, ECHA Accounts automatically delivers an email to the email address specified in your request with the username(s) related to it.

Once you click <Forgot your username?>, the recover username screen is displayed requesting you to provide an email address (Figure 60: Recover username).

Figure 60: Recover username

Recover username

Email address

thomas.newton@chemicalcom.com

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

Submit Cancel

A confirmation message informs you that your username(s) has been sent to your email address (Figure 61: Recover username confirmation).

Figure 61: Recover username confirmation

Recover username

Your username has been sent to thomas.newton@chemicalcom.com

Ok

Check your email address. You will receive a message with the subject "Request to recover

username” with the username(s) linked to your email address.

8.3 Resetting your password

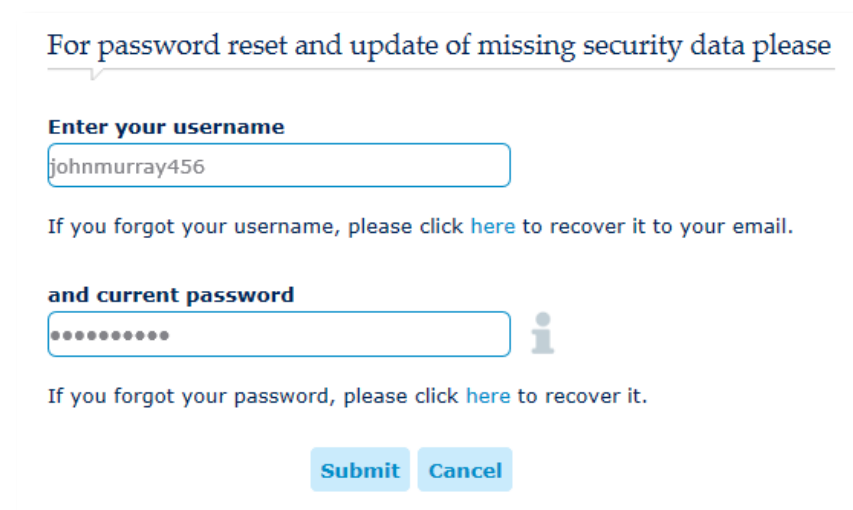
As a security measure, the passwords of ECHA Account users expire every six months. The expired password must be changed before logging in to an ECHA application.

To replace an existing password with a new one, go to the logging page and click on <Change password> (Figure 55: ECHA Accounts main page).


This option is intended for users that already have a password and an active account. This option is not applicable to those who do not have a current password or whose account is locked.

ECHA Accounts will ask a user to enter their username and current password, then click on <Submit> (Figure 62: Password reset).

Figure 62: Password reset

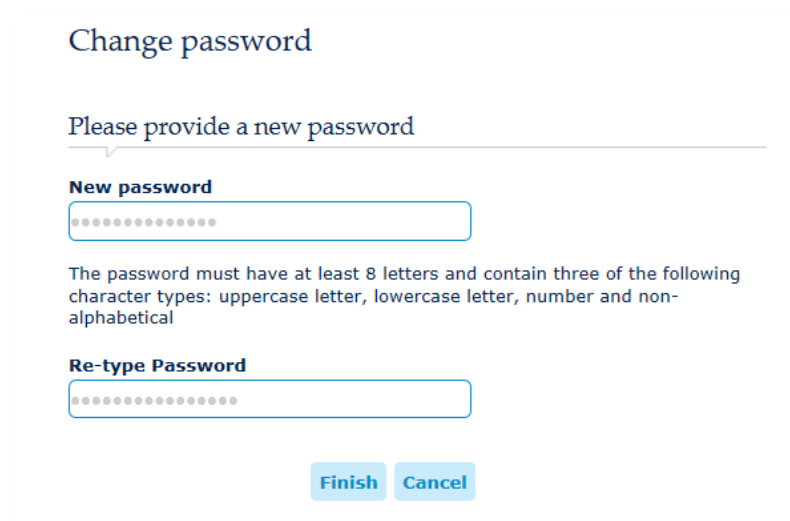


The screenshot shows a web form titled "For password reset and update of missing security data please". It contains two input fields: "Enter your username" with the text "johnmurray456" and "and current password" with masked characters. Below the username field is a link: "If you forgot your username, please click [here](#) to recover it to your email." Below the password field is another link: "If you forgot your password, please click [here](#) to recover it." At the bottom are two buttons: "Submit" and "Cancel".

 Please note that the username and password are case sensitive. A user must type them exactly as they were originally recorded.

If the username and password are correct, the ECHA Accounts website will ask the user to enter a new password (Figure 63: Change password).

This will be the new password to be used when logging into the ECHA account website.

Figure 63: Change password

Change password

Please provide a new password

New password

.....

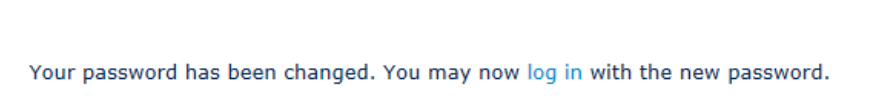
The password must have at least 8 letters and contain three of the following character types: uppercase letter, lowercase letter, number and non-alphabetical

Re-type Password

.....

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

After a user provides the new password in the <New password> field, confirms it and clicks on <Finish>, the ECHA Account application will display a confirmation screen message (Figure 64: Password change confirmation): "Your password has been changed. You may now log in with the new password".

Figure 64: Password change confirmation

Your password has been changed. You may now [log in](#) with the new password.



Please keep note that ECHA's website will not send you a copy of your password, therefore we recommend that you keep your new password in your personal records.

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

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