

MANUAL

# ECHA accounts

Manual for industry users

Version 2.0



Version	Changes	Date
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**ECHA Accounts Manual for Industry Users****Reference:** ECHA-14-B-18-EN**ISBN:****Publ.date:****Language:** EN

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<http://echa.europa.eu/contact>[http://echa.europa.eu/about/contact\\_en.asp](http://echa.europa.eu/about/contact_en.asp)

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## Contents

<b>1. Introduction .....</b>	<b>6</b>
1.1 Objective .....	6
1.2 Icons, abbreviations and terminology .....	6
<b>2. Definitions and concepts .....</b>	<b>7</b>
2.1 Legal entity .....	7
2.2 Users .....	7
2.3 User roles .....	8
The following access levels to ePIC and R4BP 3 can be distinguished based on the role selected for a particular user: .....	8
2.4 Contacts .....	8
2.5 Password management .....	9
<b>3. Step-by-step instructions to sign-up .....</b>	<b>10</b>
3.1 User details .....	10
3.2 Email verification .....	12
3.3 Encode your legal entity .....	14
3.4 Add contact details .....	17
<b>4. Log into an ECHA application .....</b>	<b>18</b>
4.1 Logout .....	19
<b>5. Account management .....</b>	<b>20</b>
5.1 Creating a user .....	20
5.2 Updating user details .....	23
5.3 Deleting a user .....	24
5.4 Resetting a user password .....	24
5.5 Unlocking a user .....	25
5.6 Removing a role .....	26
5.7 Foreign user .....	27
5.7.1 Adding a foreign user .....	28
5.7.2 Removing a foreign user .....	31
5.7.3 Working in ePIC as a foreign user .....	31
5.7.4 Working in R4BP 3 as a foreign user .....	31
<b>6. Legal entity management .....</b>	<b>33</b>
6.1 Updating legal entity details .....	33
6.2 Adding a new contact .....	35
6.3 Modifying an existing contact .....	36
6.4 Deleting an existing contact .....	37
<b>7. Account recovery functionalities .....</b>	<b>38</b>
7.1 Recovering a password .....	38
7.2 Recovering your username .....	40

7.3 Resetting your password .....	41
<b>8. Account conversion to ECHA Accounts.....</b>	<b>43</b>
8.1 Steps to complete your account conversion.....	43

## Table of Figures

<b>Figure 1: Roles in ECHA Accounts</b>	<b>8</b>
<b>Figure 2: ECHA Account sign-up</b>	<b>10</b>
<b>Figure 3: Create account</b>	<b>11</b>
<b>Figure 4: Security question</b>	<b>12</b>
<b>Figure 5: Email address verification</b>	<b>12</b>
<b>Figure 6: Resend email verification</b>	<b>13</b>
<b>Figure 7: Email verification link</b>	<b>13</b>
<b>Figure 8: Email verified confirmation</b>	<b>13</b>
<b>Figure 9: Login page</b>	<b>14</b>
<b>Figure 10: ECHA Accounts portal</b>	<b>14</b>
<b>Figure 11: Add Legal Entity</b>	<b>14</b>
<b>Figure 12: Add legal entity identification</b>	<b>15</b>
<b>Figure 13: Legal entity details</b>	<b>16</b>
<b>Figure 14: Legal entity UUID</b>	<b>17</b>
<b>Figure 15: Go to ePIC or R4BP link</b>	<b>17</b>
<b>Figure 16: Add contact</b>	<b>17</b>
<b>Figure 17: ECHA Accounts portal</b>	<b>18</b>
<b>Figure 18: Link to ePIC or R4BP</b>	<b>19</b>
<b>Figure 19: Link to ECHA Accounts in ePIC and R4BP</b>	<b>19</b>
<b>Figure 20: Existing users</b>	<b>20</b>
<b>Figure 21: Create a new user</b>	<b>21</b>
<b>Figure 22: Successful user registration</b>	<b>21</b>
<b>Figure 23: Change password and security question</b>	<b>22</b>
<b>Figure 24: List of users</b>	<b>23</b>
<b>Figure 25: Edit user details</b>	<b>23</b>
<b>Figure 26: User details</b>	<b>24</b>
<b>Figure 27: Successfully deleted user</b>	<b>24</b>
<b>Figure 28: User password reset confirmation</b>	<b>25</b>
<b>Figure 29: Password reset confirmation</b>	<b>25</b>
<b>Figure 30: List of users - Unlock</b>	<b>26</b>
<b>Figure 31: List of users</b>	<b>27</b>
<b>Figure 32: Legal entity details</b>	<b>28</b>
<b>Figure 33: List of users</b>	<b>29</b>
<b>Figure 34: Add a foreign user</b>	<b>29</b>

<b>Figure 35: Add a role to a foreign user</b>	<b>30</b>
<b>Figure 36: Successful user registration</b>	<b>30</b>
<b>Figure 37: List of users with foreign user</b>	<b>31</b>
<b>Figure 38: Account selection in ePIC</b>	<b>31</b>
<b>Figure 39: Account selection in R4BP 3</b>	<b>31</b>
<b>Figure 40: Edit legal entity details</b>	<b>33</b>
<b>Figure 41: Edit identification</b>	<b>34</b>
<b>Figure 42: Billing address</b>	<b>34</b>
<b>Figure 43: Company name change</b>	<b>35</b>
<b>Figure 44: Add contact</b>	<b>35</b>
<b>Figure 45: Add contact details</b>	<b>36</b>
<b>Figure 46: List of contacts</b>	<b>36</b>
<b>Figure 47: Edit contacts</b>	<b>36</b>
<b>Figure 48: Edit contact details</b>	<b>37</b>
<b>Figure 49: List of contacts</b>	<b>37</b>
<b>Figure 50: Edit contacts</b>	<b>37</b>
<b>Figure 51: ECHA Accounts main page</b>	<b>38</b>
<b>Figure 52: Recover password</b>	<b>39</b>
<b>Figure 53: Lost password request confirmation</b>	<b>39</b>
<b>Figure 54: Answer to security question</b>	<b>39</b>
<b>Figure 55: Change password</b>	<b>40</b>
<b>Figure 56: Recover username</b>	<b>40</b>
<b>Figure 57: Recover username confirmation</b>	<b>40</b>
<b>Figure 58: Password reset</b>	<b>41</b>
<b>Figure 59: Change password</b>	<b>42</b>
<b>Figure 60: Password change confirmation</b>	<b>42</b>
<b>Figure 61: ECHA Accounts main page</b>	<b>44</b>
<b>Figure 62: Password confirmation</b>	<b>44</b>
<b>Figure 63: Change password and security question</b>	<b>44</b>

## 1. Introduction

### 1.1 Objective

This manual offers a reference to better understand the necessary steps an industry user needs to take to gain access to ECHA's IT tools. Both ePIC and R4BP 3 industry users will be able to use this manual initially. Other major ECHA IT tools will be connected progressively to ECHA Accounts.

 This manual is written for:

- ePIC users who need to gain access to this application from 2 September 2014; and
- R4BP 3 users who need to gain access to this application from 3 December 2014.

The manual aims to give an understanding on concepts related to ECHA accounts, 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, additional or updated parts of this manual will be released 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 in particular areas of the text to highlight useful or important information.

**The following icons are used throughout this manual:**



Useful information, guidance, assistance



Very important note

**The following abbreviations are used throughout this manual:**

DUNS	Data Universal Numbering System
ePIC	Prior Information Consent IT tool from 2 September 2014
R4BP	Register for Biocides Products
LE UUID	Legal entity universally unique identifier
PIC	Prior Informed Consent
UUID	Universally unique identifier
VAT	Value-added tax

## 2. Definitions and concepts

This section describes terms and concepts related to the account 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. Any legal entity must be signed-up into the ECHA Account management before getting access to ePIC or R4BP 3.

Legal entities are created during sign up. Registered 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 if your legal entity uses those ECHA services that have an associated fee.

The system assigns an LE UUID<sup>1</sup> for all the created legal entities during sign-up. This is key information to identify your legal entity as unique. A LE UUID unambiguously identifies the account used during the submission of a notification, application or registration to ECHA.

Once created, the LE UUID and country of the legal entity 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 entities are responsible for managing their own user accounts.

The very first user account is created at sign-up and is called a legal entity manager. The legal entity manager is able to add new users to the same registered legal entity. Permissions / access over the data is managed through assigning roles to users. It is advisable to also add a second user who has the legal entity manager role. This is useful for organising user management back up for holiday periods and absences.

Usernames are used to control access and trace the actions of users in ECHA applications. Therefore, a username cannot be changed once created. For the same reason, a deleted username or a username already existing in REACH-IT cannot be reused.

Every user account must have an associated email address to recover a lost username or password. Logging into an ECHA IT system is not possible before the email address of the user account is verified.

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.

---

<sup>1</sup> UUIDs have a format of 40 characters, e.g. echa-e3f1c890-761a-11e4-b116-123b93f75cba

## 2.3 User roles

The legal entity manager user will be responsible for adding subsequent new users to the same legal entity. During the creation of a new user, assigning roles to this user is necessary to allow access to 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, R4BP 3 and ePIC.

ECHA Accounts automatically assigns a "Legal entity manager" role, "RBP 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 (ePIC / R4BP 3)			X	X
Reader (ePIC / R4BP 3)				X

The following access levels in ECHA Accounts can be distinguished based on the role selected for a particular 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 ePIC and R4BP 3 can be distinguished based on the role selected for a particular user:

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

## 2.4 Contacts

Every legal entity must have one or more contacts linked to it. The list of contacts can be considered as an address book. The contacts can be used by ECHA and the national authorities to contact and address the legal entity in order to obtain further details about the information submitted. 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

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 a user knows the answer to the security question, a reset password link is sent to the user email address. If the user does not remember the security answer, or the email address linked to that username is incorrect, a user of the same account with a legal entity manager role 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. Step-by-step instructions to sign-up

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

This chapter applies only to:

- New ePIC users who need to create a new account from 2 September 2014.
- New R4BP 3 users who need to create a new account from 3 December 2014

**!** In case you have already a valid REACH-IT account created before the dates abovementioned, please refer to the chapter 8 Account conversion otherwise keep reading the instructions below.

REACH-IT users with obligations under REACH and CLP who need to use the same account for ePIC or R4BP 3 will need to:

- Sign-up in REACH-IT
- Contact the ECHA Helpdesk to request for an account conversion on request (see chapter 8).

In order to create a new account, you need to access the ePIC portal or the R4BP 3 portal and select "Register as a company." Your new account will give you access to both ePIC and 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.
- Enter a contact person.

#### 3.1 User details

To create an ECHA Account for the first time, go to the R4BP 3 portal or ePIC portal and select "Register a company" to access the sign-up wizard (Figure 2: ECHA Account sign-up)."

**Figure 2: ECHA Account sign-up**

The screenshot shows the ECHA Accounts sign-up page. At the top, the ECHA logo is displayed. Below the logo, there are two input fields: 'Username' and 'Password'. To the right of the 'Password' field is a blue 'LOGIN' button. Below these fields is a 'Help' section with several links: 'ECHA accounts.', 'Forgot your password?', 'Forgot your username?', 'Change password', and 'Not a user yet?'. At the bottom of the page, there is a 'Sign-up' link. The footer contains the following text: 'European Chemicals Agency Annankatu 18, P.O. Box 400, FI-00121 Helsinki, Finland' and a small URL 'echa.europa.eu'.

The new user will be asked to create a user account (Figure 3: Create account).

**Figure 3: Create account**

**ECHA**  
EUROPEAN CHEMICALS AGENCY

**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

The create account page requires all mandatory fields (\*) 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.

 Make sure that the number of characters in the email address and password fields are correct.


The <Username> must be at least four characters; using fewer characters will not allow you to save the account. Keep in mind that it will be unique across the system, and once it has been created, it cannot be changed.

Under section [Password] , using 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


Using fewer characters than the allowed number will result in an error and will not allow you to save information or continue creating the account process.

Under section |Security|, it is mandatory to provide a security question and an answer (Figure 4: 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 4: Security question**



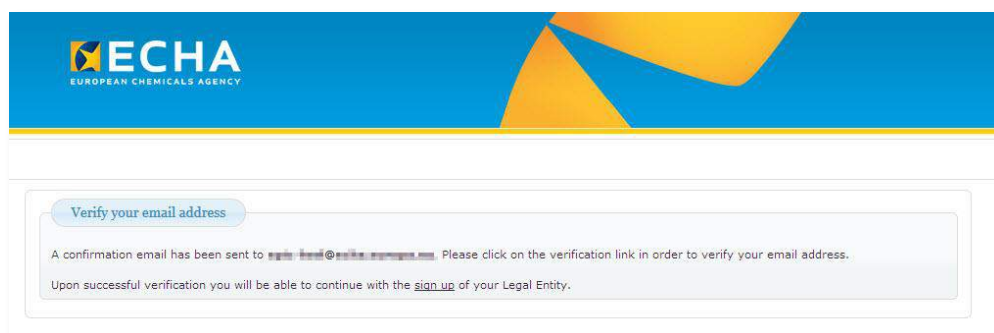
 Remembering the answer to a security question is as important as remembering your password. The answer to the security question will allow you to gain access to reset your password in the future, if needed. Note that the security answer is case sensitive.


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 on the button "Save" your information.

## 3.2 Email verification

Once you save the changes, you will need to verify your email address. A confirmation message will ask you to check your email to verify the link (Figure 5: Email address verification).

**Figure 5: 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 would not have received a verification email, please login again in ECHA accounts and follow the instructions indicated in the Warning message - Figure 6: Resend email verification)

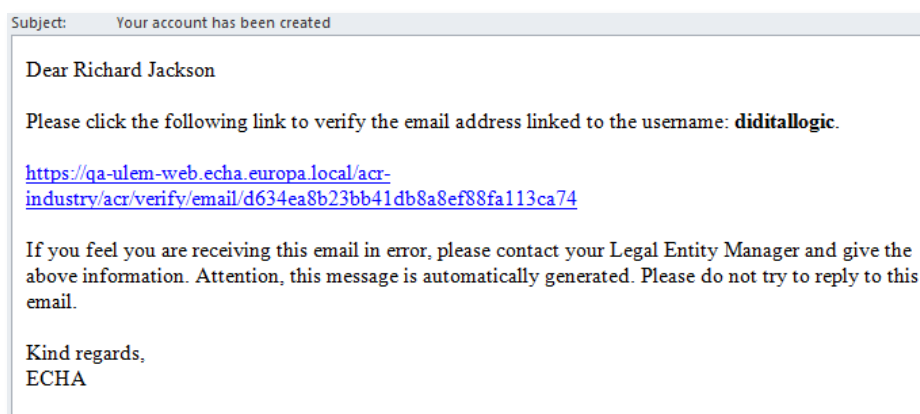
**Figure 6: Resend email verification**

The screenshot shows the ECHA login interface. On the left, there are two input fields: 'Username' with the text 'richardjackson' and 'Password' with the placeholder 'Enter password...'. Below these is a blue 'LOGIN' button. On the right, under the heading 'Warning', a red-bordered box contains the following 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".

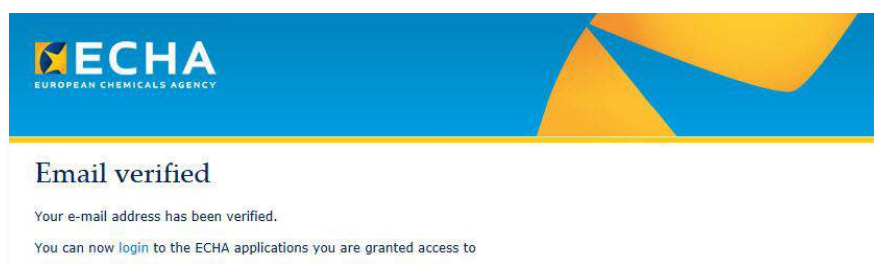
Open the email and read the instructions (Figure 8: Email verified confirmation)

and description before clicking on the link. Once you have read the description, Click on the link provided in the email to continue the verification process (Figure 7: Email verification link).

**Figure 7: Email verification link**

Clicking on the link will open a new window in your browser (Figure 8: Email verified confirmation).

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

**Figure 8: 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 9: Login page).

**Figure 9: Login page**

The ECHA Accounts website will take you to the ECHA Accounts portal (Figure 10: ECHA Accounts portal).

**Figure 10: 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

➤ [R4BP submission tool](#)

➤ [PIC submission tool](#)

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

### 3.3 Encode your legal entity


The ECHA application will take you to the section [Add Legal Entity] screen (Figure 11: Add Legal Entity). Click on the button "Encode Legal Entity".

**Figure 11: 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 on the button "Import IUCLID format file" in case you would have a IUCLID LEOX.

A IUCLID LEOX is a file containing information about a legal entity. It can be created within the IUCLID web site, or an installation of the IUCLID 5 software. More information can be found in the IUCLID website : <http://iuclid.eu>).

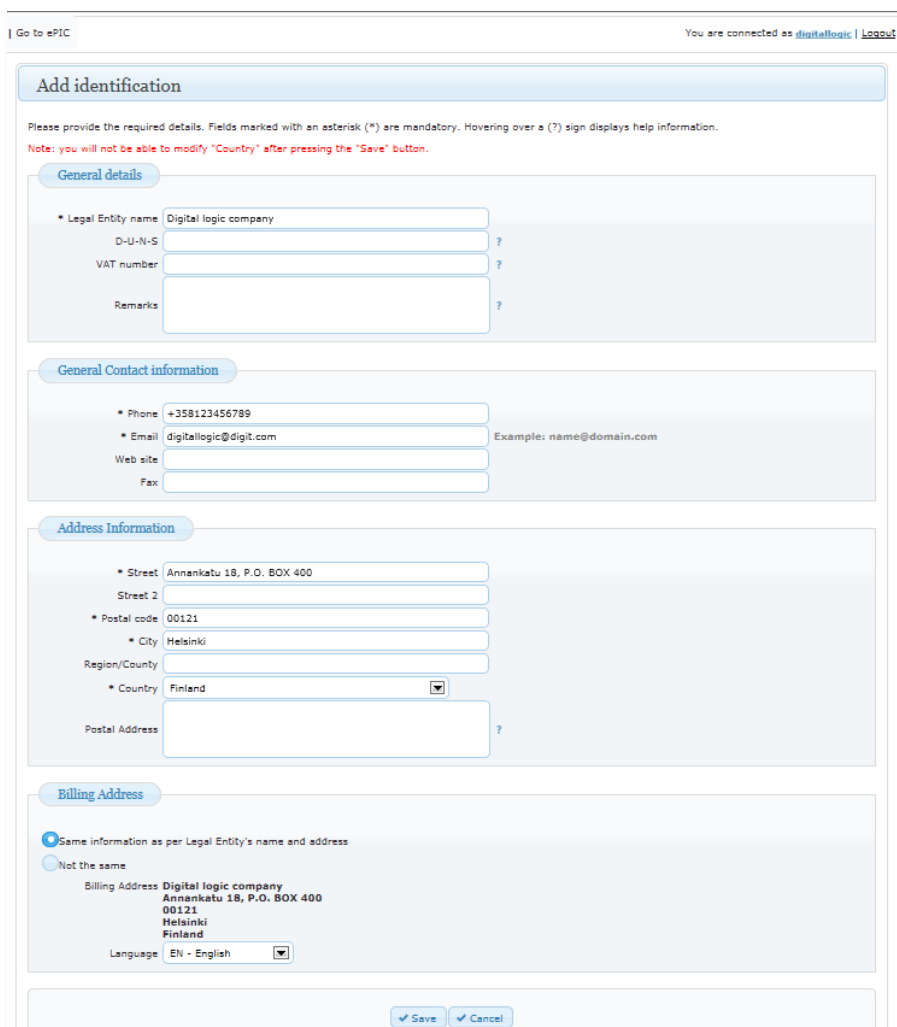
 The LEOX files generated in REACH-IT cannot be imported. If you want to use already existing REACH-IT legal entity, please refer to account conversion procedure in chapter 8 of this document.

Click on the button "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 accounts.

On the other hand if do not have a IUCLID LEOX you will need to encode a new legal entity. Please click on the button "Encode Legal Entity" and proceed to identify your legal entity (Figure 12: Add legal entity identification).

**Figure 12: Add legal entity identification**



**Add identification**

Please provide the required details. Fields marked with an asterisk (\*) are mandatory. Hovering over a (?) sign displays help information.  
 Note: you will not be able to modify "Country" after pressing the "Save" button.

**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  
 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

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

Selecting the  button, will display additional information about each field if this is needed.

In section [General details] please fill the mandatory field <Legal Entity Name> and may complete other details regarding the company you are registering.  
Under section [General Contact Information] . Please fill the mandatory fields <Phone> and <Email>.

Under section [Address Information] enter the company address you are registering as the legal entity filling all 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 on the button "Save".

You have gained access to your account. The legal entity details screen is displayed to you by default (Figure 13: Legal entity details)

**Figure 13: 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 14: Legal entity UUID).



**Figure 14: Legal entity UUID**

General details	
Legal Entity name	Digital Logic Company
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 identify your legal entity unambiguously. The UUID number is unique and cannot be modified. Now you can log into an ECHA application selecting the "Go to PIC or R4BP" link under the ECHA banner (Figure 15: Go to ePIC or R4BP link).

**Figure 15: Go to ePIC or R4BP link**

### 3.4 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 the button "Add contact" and fill all the mandatory fields (Figure 16: Add contact)

**Figure 16: 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.

## 4. 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 ePIC or R4BP 3 portals:

- Login through ECHA accounts and selecting the appropriate ECHA application (ePIC or R4BP)
- Login directly into the 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 17: ECHA Accounts portal). The ECHA accounts portal will allow you to select:

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

### **Figure 17: 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

> [R4BP submission tool](#)

> [PIC submission tool](#)

Login directly into the ePIC or R4BP portals.

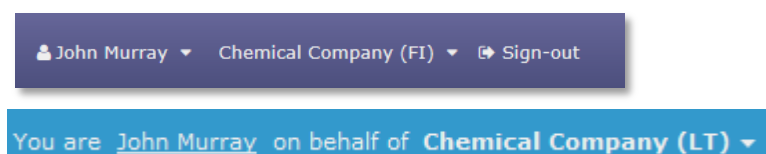
 The cookies of your web browser can remember where you were logged in for the last time, namely in ECHA Accounts, ePIC or in R4BP. If this is the case, you will be automatically directed to the relevant application, and the ECHA Accounts portal (Figure 17: ECHA Accounts portal) will not be displayed to you.

If you need to access the ECHA Accounts portal, you may remove the cookies from your web browser or select an alternative web browser, i.e. Internet Explorer or Firefox.

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

- A link to ePIC or R4BP 3 (Go to ePIC or R4BP) is placed under the ECHA banner in ECHA Accounts (Figure 18: 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 or R4BP 3 banner (Figure 19: Link to ECHA Accounts in ePIC).

**Figure 18: Link to ePIC or R4BP****Figure 19: Link to ECHA Accounts in ePIC and R4BP**

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.

## 4.1 Logout

Logout from the ECHA applications is done by clicking the Logout link from the top right corner of an application.

- ⚠ 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. In case you are using a shared computer, remember also to clear the browser history and cached data!


## 5. Account management

Only users having the role "Legal entity manager" are allowed to:

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

ECHA Accounts assigns the roles "Legal entity manager", "PIC manager", and "RBP manager" automatically 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" "PIC manager" and "RBP manager" if needed.

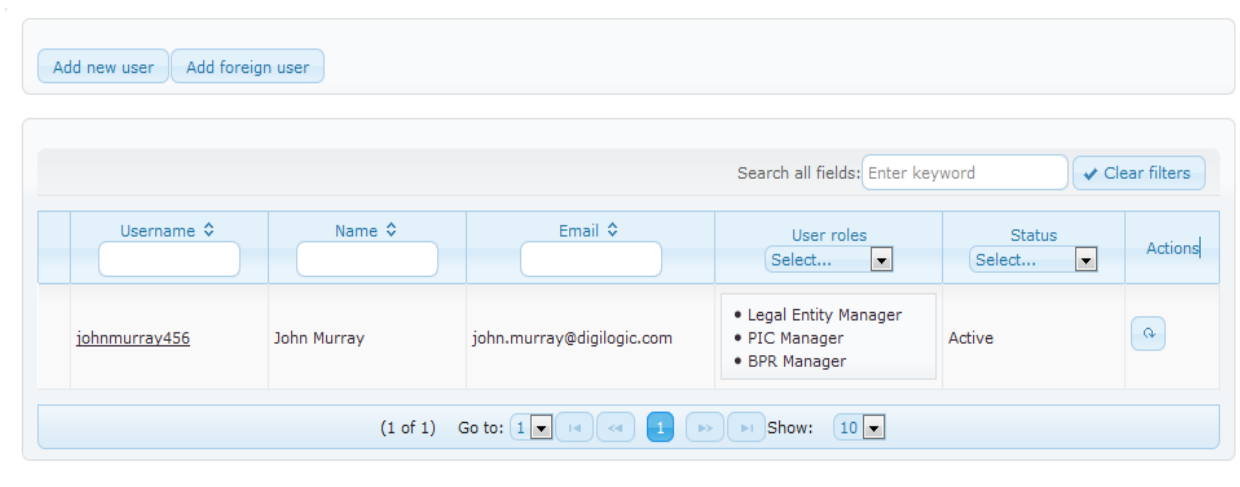
The users tab in ECHA Accounts will allow the "Legal entity manager" user to complete the steps included in this chapter.

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


### 5.1 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 20: Existing users).

**Figure 20: Existing users**



The screenshot displays the 'Existing users' management interface. At the top, there are two buttons: 'Add new user' and 'Add foreign user'. Below these is a search bar labeled 'Search all fields: Enter keyword' with a 'Clear filters' button. The main area contains a table with the following data:


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

At the bottom, there is a pagination bar showing '(1 of 1)', 'Go to: 1', and 'Show: 10'.


If you would like add a new user click on the button “Add new user (Figure 21: Create a new user).

**Figure 21: Create a new user**

All mandatory information in the [User information] section is included 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.

Username must be unique. ECHA Accounts checks whether a username is unique and whether it is available in ECHA Accounts or in REACH-IT.

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 on the “Save” button to confirm the changes. A screen indicating the successful user registration will be displayed (Figure 22: Successful user registration).


**Figure 22: Successful user registration**

Once the successful user registration screen is displayed, 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 upon successful user registration to the

user. If you click on the link next to "mail to:" (Figure 22: Successful user registration), your default email system will open a new message containing the address specified during the account creation.

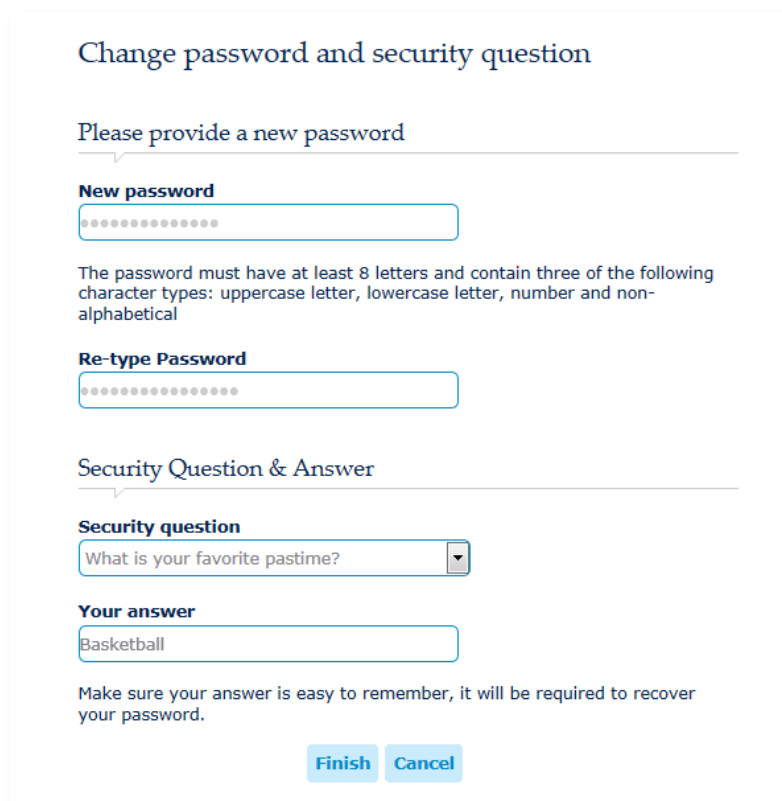
The new user will need to follow the steps indicated below when login for the first time :1 – Access the personal email address indicated during user account creation, open the confirmation message that a new user account has been created and verify the email address clicking on the only available link. A message will show the email is verified. Click in <here>.

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

 Make sure that you provide 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.

3 – You will be asked to provide a new password and enter an answer to the security question (Figure 23: Change password and security question). Please fill all the information and click on button "Finish".

**Figure 23: 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 your ECHA account (Figure 24: List of users)

**Figure 24: List of users**

[Add new user](#)
[Add foreign user](#)

Search all fields:  [Clear filters](#)

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

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

## 5.2 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 25: 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 25: Edit user details**

Chemical Company  
Edit account details

**User Information**

\* First Name  John  
 \* Last Name  Murray  
 \* Email  john.murray@chemicalcompany.com  
 Username  thomasnewton789  
 Phone   
 Creation Date 2014-11-24 11:39:20


**Legal Entity**


Primary Legal Entity Name Chemical Company  
 Primary Legal Entity UUID ECHA-2fd02612-1654-4ff7-bffb-94ae68e036fa

**User Profile**

Available roles	Selected roles
PIC Reader	Legal Entity Manager
BPR Reader	PIC Manager
	BPR Manager


[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, a user will need to verify the email address sent to that particular email address.


 Any user can modify its 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 26: User details).

**Figure 26: User details**



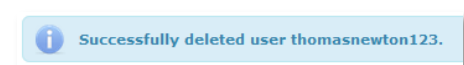
### 5.3 Deleting a user

A user with a "Legal entity manager" role can remove any other user from ECHA. As a result, this user can no longer use this username to access ECHA Accounts.

To delete a user a legal entity manager can click on the button "Delete"  located under the 'Actions' column available in the list of users (Figure 24: List of users).


You will see a message indicating "Successfully deleted user <username>" (Figure 27: Successfully deleted user). This user will be removed from the list of users. Deleted usernames cannot be re-used later.

**Figure 27: Successfully deleted user**

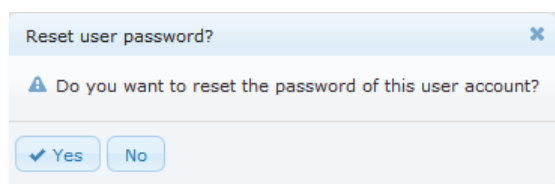


### 5.4 Resetting a user password

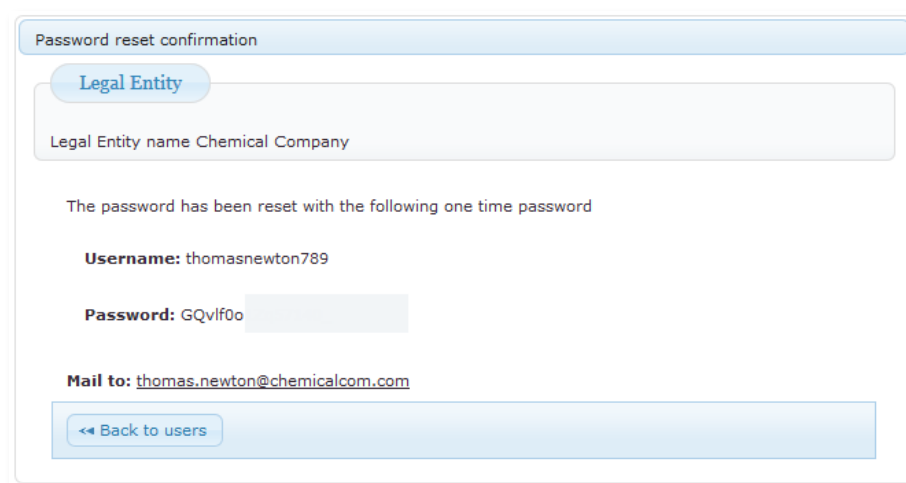
All users can reset their own password if they know the answer to the security question linked to a username. However, a legal entity manager can also reset a password on behalf of another user. From the list of users screen (Figure 24: List of users) click on the reset

password button  under the "Actions" column. A message will be displayed asking you to confirm whether you want to reset the password (Figure 28: User password reset confirmation).



**Figure 28: User password reset confirmation**

When you click on <Yes>, the password reset confirmation message will be displayed.(Figure 29: Password reset confirmation).

**Figure 29: Password reset confirmation**

**!** Be aware the new password will not be sent automatically to the user email address. It will need to be sent manually to the user by you. If you click on the email address link next to "Mail to:" you will be able to send the new password to the user by email.

## 5.5 Unlocking a user

A user is locked after several unsuccessful attempts. Due to security reasons, an account is locked for a period of 2 hours. After that period, a user can access ECHA Accounts again.

In the meantime, if a user needs immediate access to ECHA Accounts, the help functionality cannot be used to recover a password within 2 hours after an account is locked. For immediate access, a 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 gets locked it can be unlocked by another user having the same role.

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

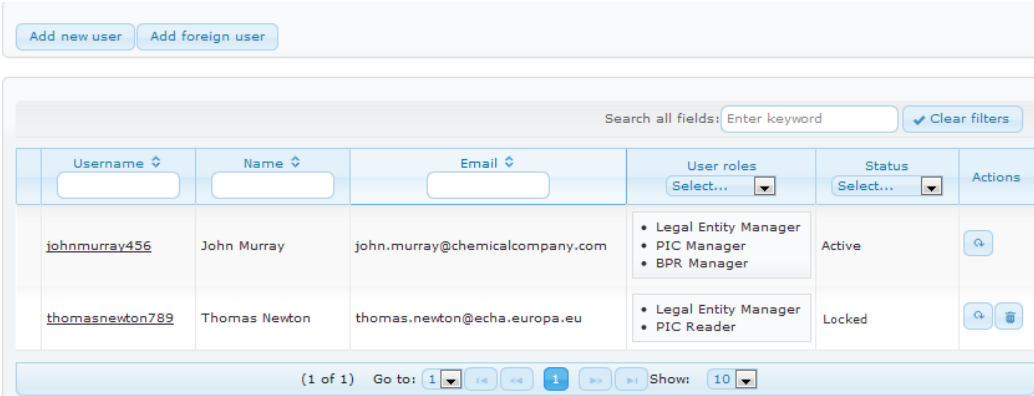
- is locked;
- no other administrator is appointed for the same account; and
- immediate access is needed to ECHA Accounts

you will need to contact the [ECHA Helpdesk](#) to request your 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 30: List of users - Unlock).

**Figure 30: List of users - Unlock**



The screenshot shows a web interface for managing users. At the top, there are buttons for 'Add new user' and 'Add foreign user'. Below 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 two rows of user data. The first row is for John Murray, who is Active and has roles of Legal Entity Manager, PIC Manager, and BPR Manager. The second row is for Thomas Newton, who is Locked and has roles of Legal Entity Manager and PIC Reader. In the Actions column for Thomas Newton, there is an unlock icon (a padlock with a plus sign). At the bottom of the table, there is a pagination bar showing '(1 of 1)', 'Go to: 1', and 'Shows: 10'.

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

- o Try to access the account using the correct password; or
- o 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.

## 5.6 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 be prevented from gaining access to that particular application. The user will still be visible for 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 31: List of users), select the username of the user you want to modify. Click on the button "Edit". Select the role(s) available under the selected roles column, click on the back arrow  and click on the button "Save".

As a result, no roles are displayed in the column user roles of your list of users (Figure 31: List of users).

**Figure 31: List of users**

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

## 5.7 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 their behalf. For example, a company with sites across different EU Member States, that are centrally managed, 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 shall work on your behalf.

The role granted to 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 “RBP” 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 on whose behalf they are working (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 who submits an application/notification on behalf of an authorisation holder (case owner different than 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:

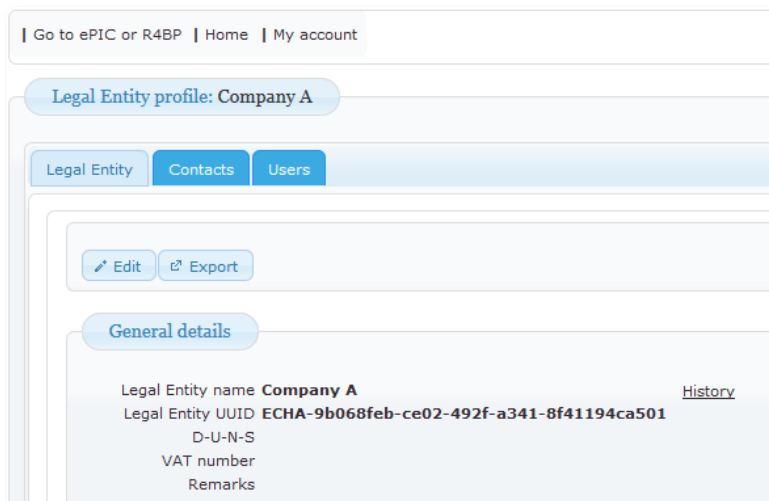
- You give the same level of access to an ECHA application (R4BP 3 or ePIC) to this specific user. The possibility to perform actions in R4BP 3 is based on the level of access assigned to this user (manager or reader).
- You have access to submit applications, receive messages in R4BP 3 or receive and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

 The e-mail alert notification available in R4BP 3 since December 2014 delivers a message to the case owner who submits an application/notification indicating when the different steps of a submission are completed or when authorities have requested for further information. This message is sent based on the contact details available in ECHA Accounts. The foreign user from company B can include themselves as contact person in the account of company A to follow-up email alert notifications only if the foreign user has R4BP 3 manager role. If no contact details of the foreign user of company B are included in company A account, the foreign user must log into company A account in R4BP 3 to know more about the status of an application.

### 5.7.1 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 32: Legal entity details).

**Figure 32: Legal entity details**



Go to ePIC or R4BP | Home | My account

Legal Entity profile: Company A

Legal Entity | Contacts | Users

Edit Export

General details

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

Legal Entity UUID **ECHA-9b068feb-ce02-492f-a341-8f41194ca501**

D-U-N-S

VAT number

Remarks

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 33: List of users).

**Figure 33: List of users**

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

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 34: Add a foreign user).

**Figure 34: 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

\* Primary Legal Entity UUID

[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 or R4BP 3 (Figure 35: Add a role to a foreign user).

**Figure 35: 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		Selected roles
PIC Reader	<div>→</div> <div>→ </div> <div>←</div> <div>←←</div>	
BPR Reader		
<b>BPR Manager</b>		
PIC Manager		
Legal Entity Manager		

<< 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 the button “Save” and a confirmation message will be displayed (Figure 36: Successful user registration).


**Figure 36: Successful user registration**

**Company A**  
Successful user registration

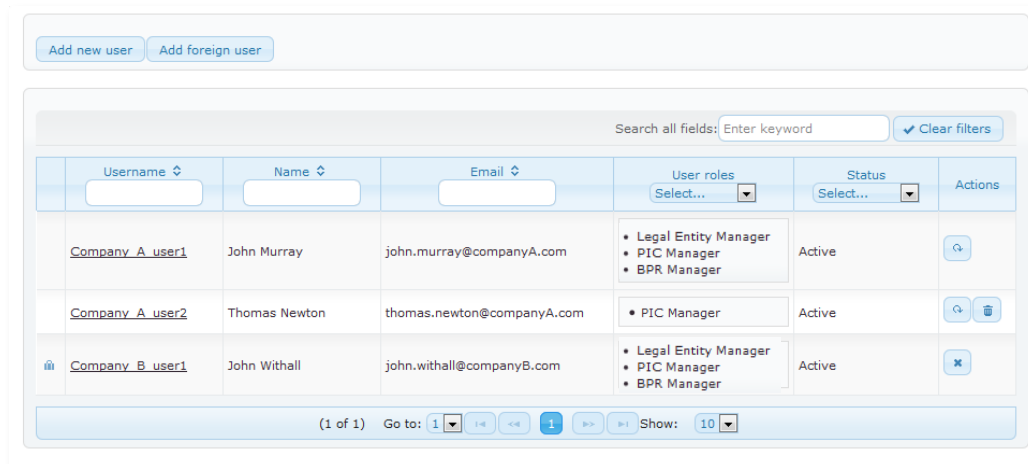
User **Company\_B\_user1** has been successfully registered to Legal Entity **Company A**





<< Back to users   Add another user

### 5.7.2 Removing a foreign user

To remove a foreign user from your account, go to the list of users (Figure 37: List of users with foreign user) and click on the remove LE button  in the actions column.


**Figure 37: List of users with foreign user**



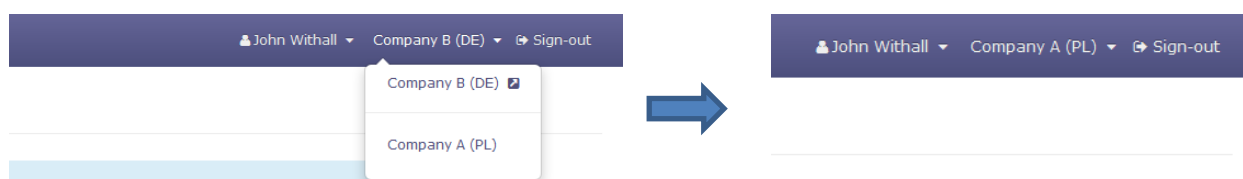
Username	Name	Email	User roles	Status	Actions
Company A user1	John Murray	john.murray@companyA.com	<ul style="list-style-type: none"> <li>Legal Entity Manager</li> <li>PIC Manager</li> <li>BPR Manager</li> </ul>	Active	
Company A user2	Thomas Newton	thomas.newton@companyA.com	<ul style="list-style-type: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

### 5.7.3 Working in ePIC as a foreign user

A foreign user (company B) can use their personal username to access ePIC and work on behalf of a different legal entity than their own.

 Once you have entered ePIC, you can switch between the companies that you are working for, from the menu in ePIC (Figure 38: Account selection in ePIC). Make sure you select the correct legal entity on whose behalf you are working for.


**Figure 38: Account selection in ePIC**

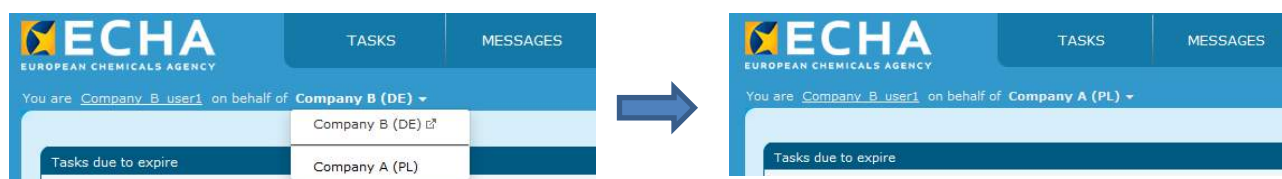


Email notifications will be delivered to the contacts that have been specified for the company.

### 5.7.4 Working in R4BP 3 as a foreign user

A foreign user (company B) can use their personal username to access ePIC and work on behalf of a different legal entity than their own.

 Once you have entered R4BP 3, you can switch between the companies that you are working for, from the menu in ePIC (Figure 38: Account selection in ePIC). Make sure you select the correct legal entity on whose behalf you are working for.

**Figure 39: Account selection in R4BP 3**

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




## 6. 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.

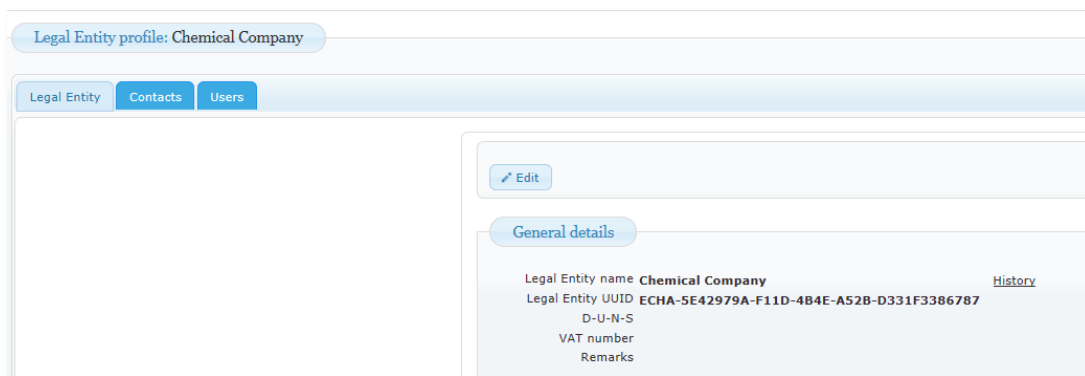
 A user with the PIC manager role can also edit the contact details of a user, remove or add a contact user.

### 6.1 Updating legal entity details

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

The legal entity details can be found in the legal entity tab. To modify these details, you need to select <Edit> (Figure 40: Edit legal entity details).

**Figure 40: Edit legal entity details**




Legal Entity profile: Chemical Company

Legal Entity   Contacts   Users

[Edit](#)

**General details**

Legal Entity name	Chemical Company	<a href="#">History</a>
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 41: 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 41: 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 42: Billing address).

**Figure 42: 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

 For ePIC there is no need to specify the billing address. ePIC users may leave this information pre-filled by default. This option will be relevant for ECHA in the future when other applications are linked to ECHA Accounts.

The legal entity name of your ECHA Account can also be changed for administrative purposes. You need to click on the button "Change name" next to the legal entity name and provide the new name of the company (Figure 43: Company name change).

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

**Figure 43: Company name change**

The screenshot shows a web form titled "Chemical Company" with the subtitle "Edit identification". Below the title is a message: "Please provide the required details. Fields marked with an asterisk (\*) are mandatory. Hovering over a (?) sign displays help information." There is a tab labeled "General details". The form contains the following fields: "Legal Entity name" with the value "Chemical Company" and a "Cancel change" button; "\* New Legal Entity name" with the value "Chemical Exports Ltd"; "Legal Entity UUID" with the value "ECHA-5E42979A-F11D-4B4E-A52B-D331F3386787"; "D-U-N-S" with a question mark icon; "VAT number" with a question mark icon; and "Remarks" with a question mark icon.

## 6.2 Adding a new contact

Under the contacts tab, click on the button "Add contact" (Figure 44: Add contact).

**Figure 44: Add contact**

The screenshot shows a web form titled "Legal Entity profile: Chemical Company". There are three tabs: "Legal Entity", "Contacts", and "Users". The "Contacts" tab is selected. In the bottom right corner, there is a button labeled "Add contact" with a checkmark icon.

Add contact information as requested by the wizard. Compulsory information is depicted with an asterisk (\*). Click on the button "Save" (Figure 45: Add contact details).

**Figure 45: Add contact details**

**Chemical Company**  
Add contact

**General Contact information**

Title Mrs.

\* First Name Linda

\* Last Name Hudson

\* Phone 353987654321

\* Email linda.hudson@chemicalcom.com

\* Confirm email linda.hudson@chemicalcom.com

Fax

Organisation name Chemical Company ☒ Same as Legal Entity's name

Department

**Address Information**

☒ Same as Legal Entity's address

\* Street Annankatu 1

Street 2

\* Postal code 04001

\* City Helsinki

Region/Country

\* Country Finland ?

Postal Address

**Contact Points**

\* ☒ PIC General

## 6.3 Modifying an existing contact

To modify the contact details, select the contacts tab and click on the name in the contact name column (Figure 46: List of contacts).

**Figure 46: 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: 1      Show: 10

Click on button "Edit" (Figure 47: Edit contacts).

**Figure 47: Edit contacts**

**Chemical Company**  
View contact details

**General Contact information**

Enter the relevant information you want to modify. Compulsory information is depicted with an

asterisk (\*). Click on the button "Save" (Figure 48: Edit contact details).

**Figure 48: Edit contact details**

## 6.4 Deleting an existing contact

To delete a contact, select the contacts tab and click on the name in the contact name column (Figure 49: List of contacts).

**Figure 49: List of contacts**

Click on the button "Delete" (Figure 50: Edit contacts).


**Figure 50: Edit contacts**


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

## 7. Account recovery functionalities

The account recovery within ECHA Accounts is meant to provide a user the means to administer an ECHA account by himself. These functionalities will help the user to:

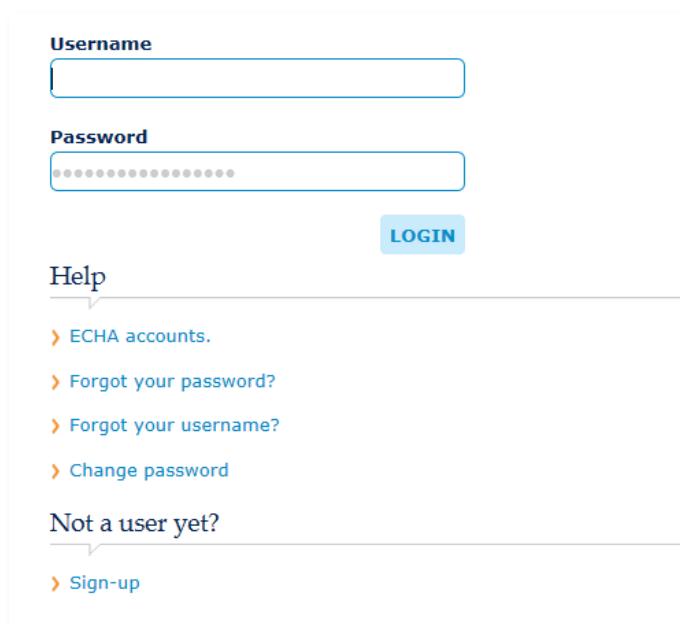
- Recover a password: this option is suitable for those users who have forgotten their password and know the answer to their security question.
- Recover a username: this option allows the user to identify the username(s) related to a particular email address.
- Change password: this option is useful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

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

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

The “Help” section in the ECHA Accounts main page is the starting point to make use of the account recovery functionalities (Figure 51: ECHA Accounts main page).

**Figure 51: ECHA Accounts main page**

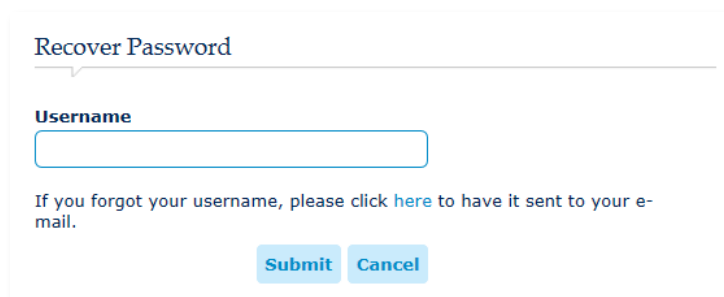


The screenshot shows the ECHA Accounts main page. At the top, there are two input fields: "Username" and "Password". The "Password" field is masked with dots. Below these fields is a blue "LOGIN" button. Underneath the login section is a "Help" section with a list of links: "ECHA accounts.", "Forgot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

### 7.1 Recovering a password

The <Forgot your password?> functionality delivers 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 the <Forgot your password?> functionality is selected, a username must be provided (Figure 52: Recover password). Click on the button “Submit”.

**Figure 52: Recover password**A web form titled "Recover Password". It has a section labeled "Username" with a text input field. Below the input field, there is a line of text: "If you forgot your username, please click [here](#) to have it sent to your e-mail." At the bottom of the form, there are two buttons: "Submit" and "Cancel".

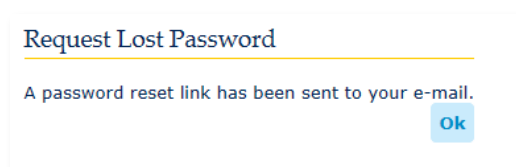
Recover Password

Username

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

Submit Cancel

A confirmation message informs you that a password reset link has been sent to your email address (Figure 53: Lost password request confirmation).

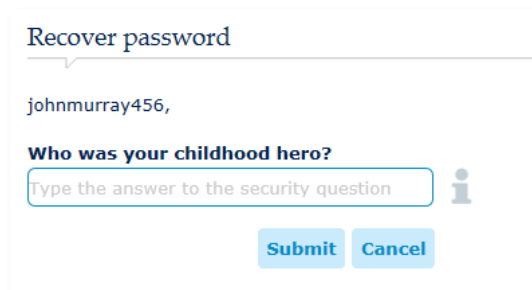
**Figure 53: Lost password request confirmation**A confirmation message box titled "Request Lost Password". It contains the text: "A password reset link has been sent to your e-mail." and an "Ok" button at the bottom right.

Request Lost Password

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

Ok

Check the email address related 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 be opened requesting the answer to the security question (Figure 54: Answer to security question).

**Figure 54: Answer to security question**A web form titled "Recover password". It shows the username "johnmurray456,". Below this, it asks the security question "Who was your childhood hero?". There is a text input field with the placeholder text "Type the answer to the security question". To the right of the input field is an information icon. At the bottom, there are "Submit" and "Cancel" buttons.


Recover password

johnmurray456,

Who was your childhood hero?

Type the answer to the security question

Submit Cancel

 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 55: Change password).

**Figure 55: 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.

## 7.2 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 <Forgot your username?> is selected, the recover username screen is displayed requesting you to provide an email address (Figure 56: Recover username).

**Figure 56: 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 57: Recover username confirmation).

**Figure 57: 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.

### 7.3 Resetting your password

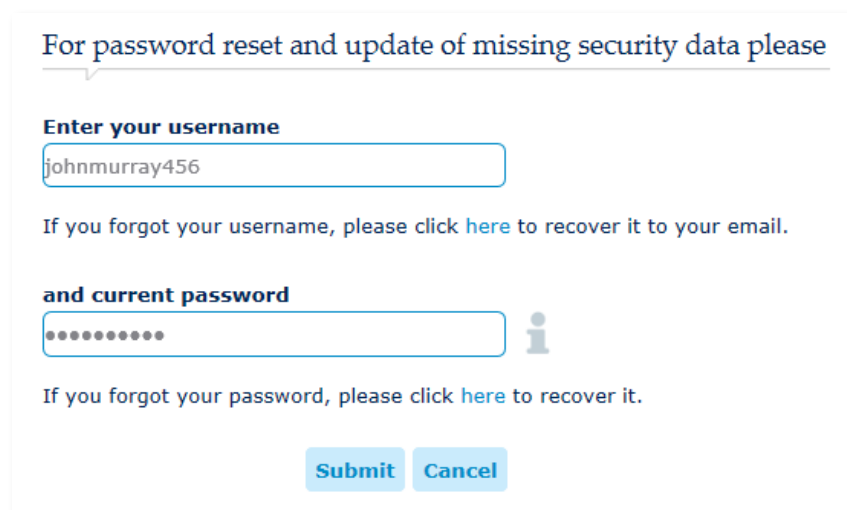
As a security measurement, the passwords of ECHA Account users expire in six months. An expired password must be changed before logging in to an application is possible.

To replace the existing password with a new one, go to the logging page and click on <Change password> (Figure 51: ECHA Accounts main page).


This option is intended for users that already have a password and whose account is active. 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 58: Password reset).

**Figure 58: Password reset**

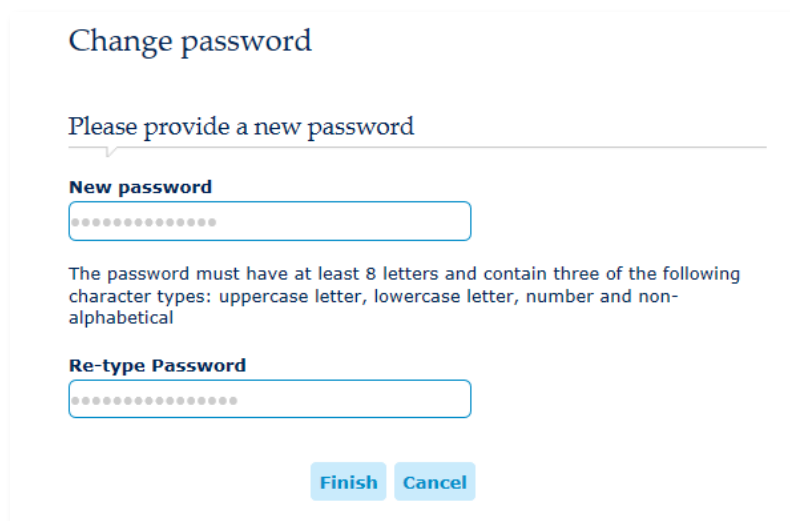


The screenshot shows a web form titled "For password reset and update of missing security data please". It contains two input fields: "Enter your username" with the text "johnmurray456" and "and current password" with masked characters. Below the username field is a link: "If you forgot your username, 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 "Submit" and "Cancel" buttons.

 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 59: Change password).

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

**Figure 59: Change password**

Change password

Please provide a new password

**New password**

.....

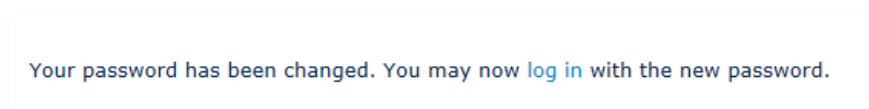
The password must have at least 8 letters and contain three of the following character types: uppercase letter, lowercase letter, number and non-alphabetical

**Re-type Password**


.....

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

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 60: Password change confirmation): "Your password has been changed. You may now log in with the new password".

**Figure 60: 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.

## 8. Account conversion to ECHA Accounts


REACH-IT has been used since 2008 for company sign-up and account management to allow users to gain access to different ECHA applications or ECHA web forms. Since ECHA has become responsible for other regulations over time, there has been a need to split the account management from REACH-IT, which serves for REACH and CLP purposes.

As a result, ECHA has linked different ECHA applications to a new centralised account management system: ECHA Accounts. ECHA has linked ECHA Accounts to ePIC from 2 September 2014 and R4BP 3 from 25 November 2014.

In order to allow for the transition to ECHA Accounts, an already existing user in REACH-IT needs their account details converted to ECHA Accounts. ECHA converts the user and account details already available in REACH-IT to ECHA Accounts: however, you still need to complete a series of steps to have your account converted. These steps need to be completed only after ECHA has converted your account to ECHA Accounts.

ECHA converts your account to ECHA Accounts in the following situations:

- Automatic account conversion made by ECHA: ECHA has converted REACH-IT accounts to ECHA Accounts before the relevant ECHA applications have been linked to ECHA Accounts. In particular, the following criteria has been applied for the automatic account conversion:
  - o For ePIC, (user) accounts where the REACH-IT LE UUID was correctly tagged in EDEXIM by 22 August 2014.
  - o For R4BP 2, (user) accounts who have at least one open case in R4BP 2 and where the REACH-IT LE UUID was correctly tagged in R4BP 2 by 20 November 2014.
  - o For R4BP 3, (user) accounts who have at least a case or asset in their R4BP 3 accounts by 1 December 2014.
- Account conversion on request: you already have a REACH-IT account for REACH or CLP purposes –or need to sign up as a company in REACH-IT for REACH or CLP purposes- and you want to start using the same account for ePIC or R4BP 3. You will need to contact the ECHA Helpdesk to request for an account conversion on request.

 Accounts created in REACH-IT and ECHA Accounts cannot be merged. A user of R4BP 3 or ePIC who needs to use the same REACH-IT account must assess whether they need to apply for an account conversion on request before they log into an ECHA application.

### 8.1 Steps to complete your account conversion

Once your account has been converted, there is a series of steps you will need to complete before you gain access to a ECHA application linked to ECHA Accounts. In particular these are the steps you will need to complete:

- 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.

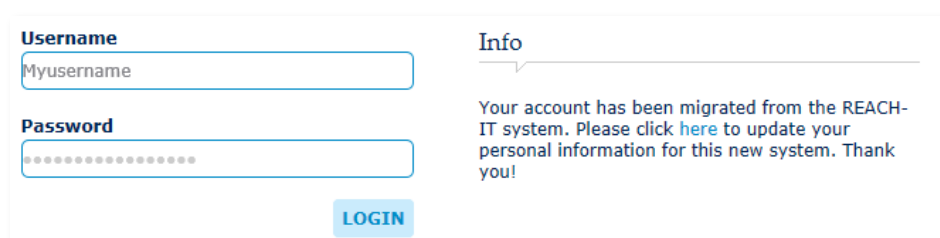
The wizard will guide you through the different steps needed depending on your particular scenario.

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

1 – Login to R4BP 3 or ePIC using the R4BP 3 portal or ePIC portal.

2 – Enter your REACH-IT username and password. A message will be displayed 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 61: ECHA Accounts main page).

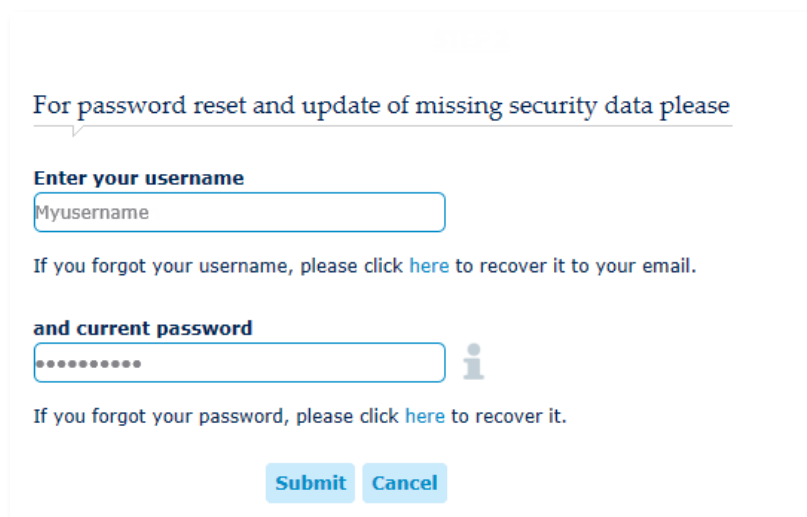
**Figure 61: ECHA Accounts main page**



The screenshot shows a login form with two input fields: 'Username' containing 'Myusername' and 'Password' with masked characters. A 'LOGIN' button is at the bottom right. To the right of the form, under an 'Info' header, is a message: '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 62: Password confirmation).

**Figure 62: Password confirmation**

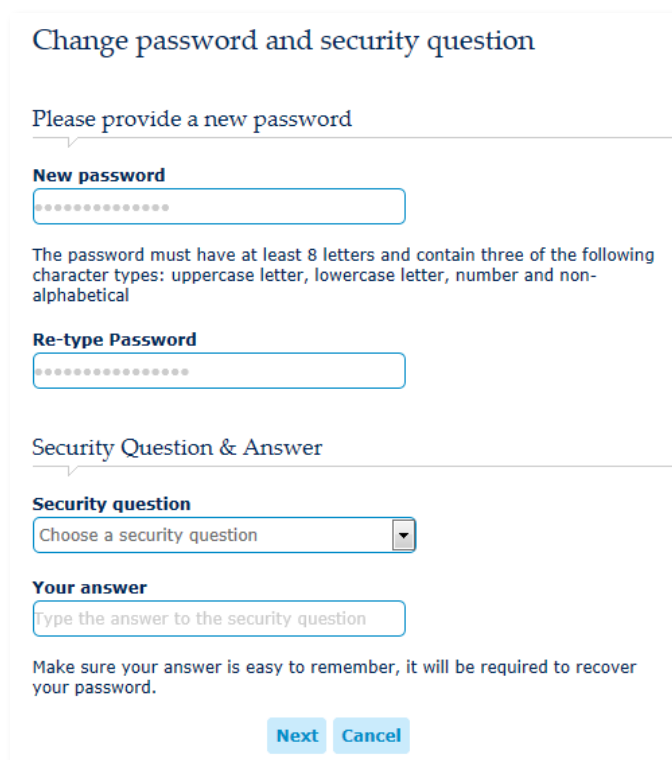


The screenshot shows a form titled 'For password reset and update of missing security data please'. It has an 'Enter your username' field with 'Myusername' and a link 'here' to recover the username. Below is an 'and current password' field with masked characters and an information icon. A link 'here' to recover the password is also present. At the bottom are 'Submit' and 'Cancel' buttons.

4 – Provide a new password and re-type this new password 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. You will be prompted to the relevant ECHA application you selected in step 1.

If the answer to the security question has not been provided in REACH-IT, you will be asked for it (Figure 63: Change password and security question).

**Figure 63: 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**

Choose a security question

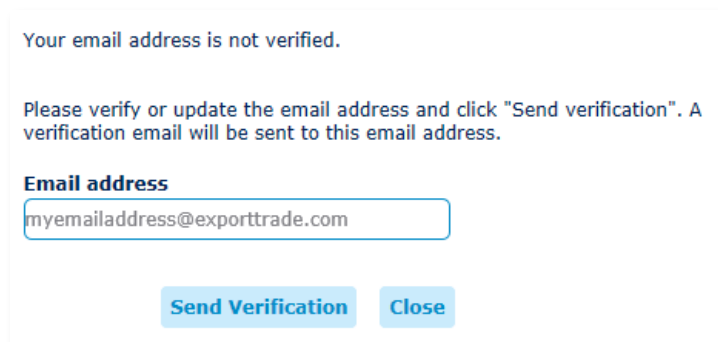
**Your answer**

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

You will be prompted to log into the relevant ECHA application selected in step 1 if your email address was already verified in 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**



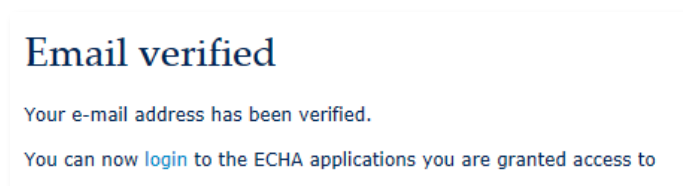
Your email address is not verified.

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

**Email address**

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**



8 – Enter your username and password. You will be prompted to the relevant ECHA application you selected in step 1.

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

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