

# How-to obtain/reset your ECAS password

To obtain your login and a new password please visit the ECAS password reset page <https://webgate.ec.europa.eu/cas/init/passwordResetRequest.cgi>

Fill in our e-mail address and the anti-spam code. Before sending the request check if the correct domain is chosen (see screen-shot below)

Contact | Privacy Statement | English (en)

European Commission

EUROPEAN COMMISSION AUTHENTICATION SERVICE (ECAS)

External

EUROPA > Authentication Service > New password

Login New password Sign Up Help

! Is the selected domain correct? External Change it

New password

Username or e-mail address \* your@e-mail.addresse

Confirm username or e-mail address \* your@e-mail.addresse

Enter the code \* PjHcn

Get a password

\* Required fields

Please take care the domain is EXTERNAL

Last update: 07/01/2015 (3.11.1.1-gsa) | 51 ms | Top

After a couple of minutes you will receive an e-mail from [eacs-admin@ec.europa.eu](mailto:eacs-admin@ec.europa.eu) containing you login and a new initial password.

If you do not receive an e-mail, please asked your IT departure to whitelist this e-mail address so you can received e-mails from it. Then redo the request.

If you still do not receive an e-mail you can also call the ECAS helpdesk to get your initial password. You can reach the helpdesk from Monday to Friday 8-18 o'clock (Central European Time) via 00352 4301 35035.