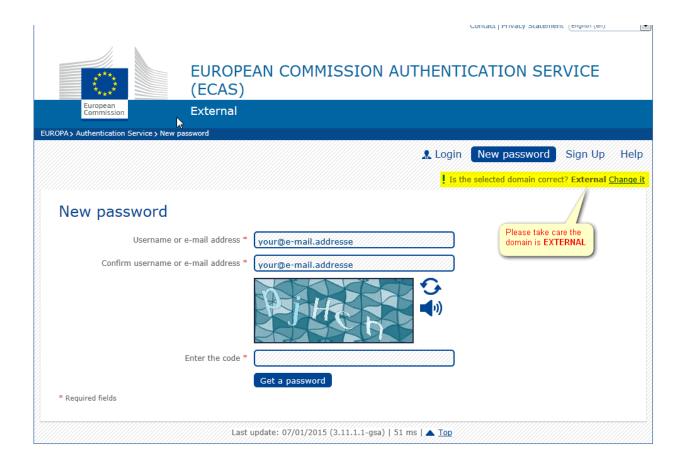# How-to obtain/reset your ECAS password

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)

After a couple of minutes you will receive an e-mail from **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.