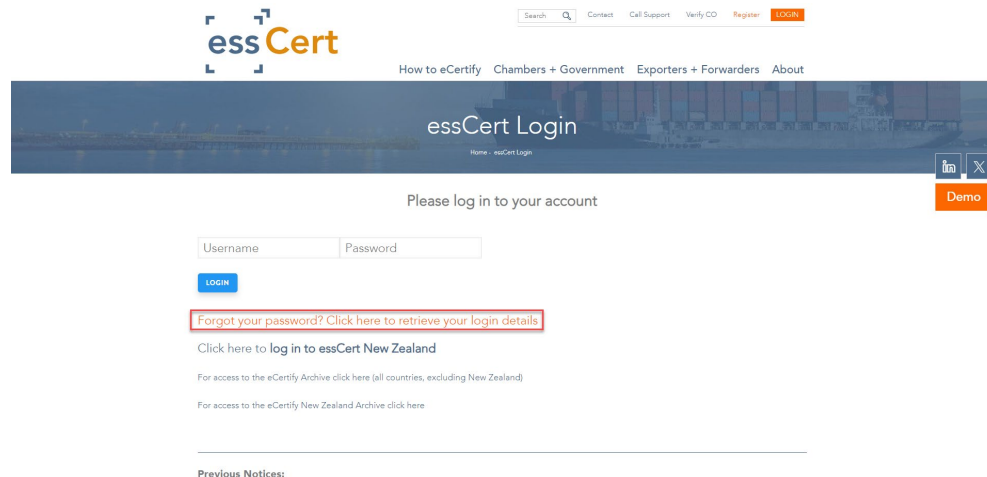**Dated:** 13 November 2023

essCert Password Change Guide

Password Retrieval Process

On 29 September 2023, all passwords that did not comply with our updated security standards were reset to system-generated random passwords. If no action to retrieve a password was taken by the above date, a new password needs to be retrieved in order to access essCert:
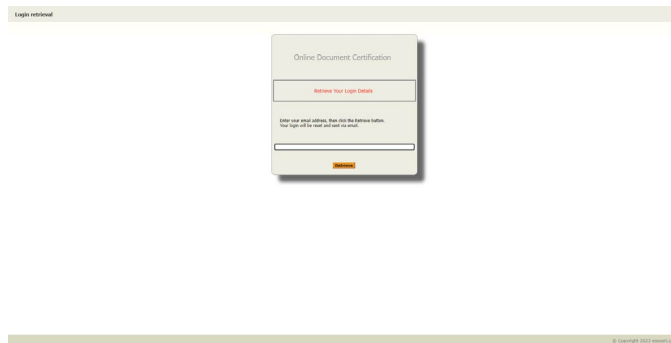
1.) Access the [essCert login page](#) and click on 'Forgot your password? Click here to retrieve your log in details.'

Note - If you are accessing essCert via an alternative/custom login page, please follow this link instead to retrieve your password: https://www.tradecert1.net/retrieve/

2.) In the next screen, please input your email associated with your essCert account in the relevant field, so that your system-generated random password can be sent to you via email.


3.) Once you receive the email containing your system-generated random password, you will be able to login. We recommend you change your password to one of your choosing after the first login.
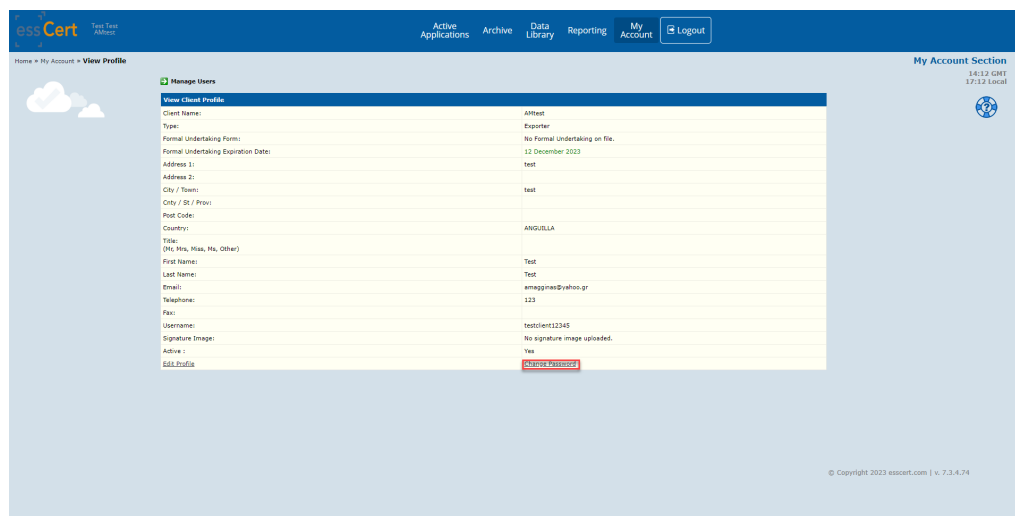
Password Change after login

Update system-generated random password to one of your choosing

a) Click on LOGIN on the essCert webpage
b) Input your current username and password
c) Click on My Account (see screenshot below):
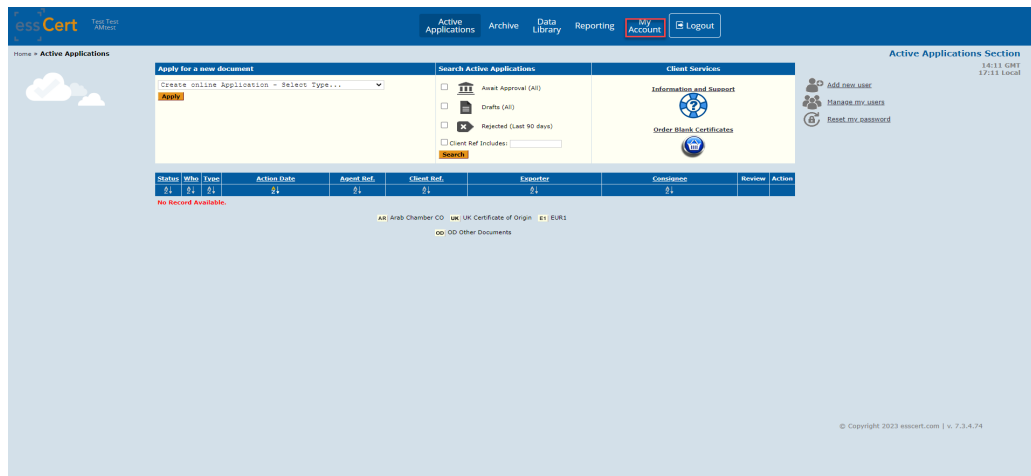
d) Click on Change Password (see screenshot below):

e) Type in your current, as well as your new password, and confirm it (see first screenshot).

If you are still facing issues, please contact **support@esscert.com**.