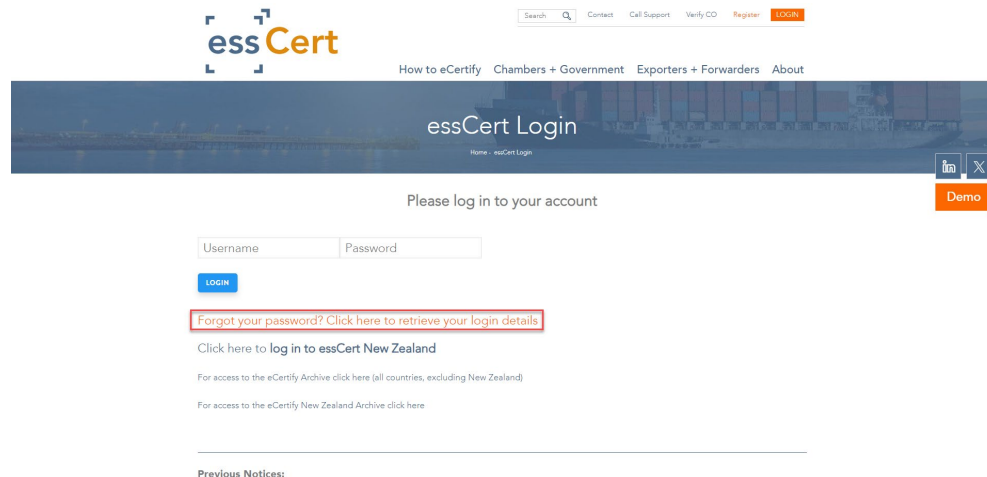


# essCert Password Change Guide

## 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:

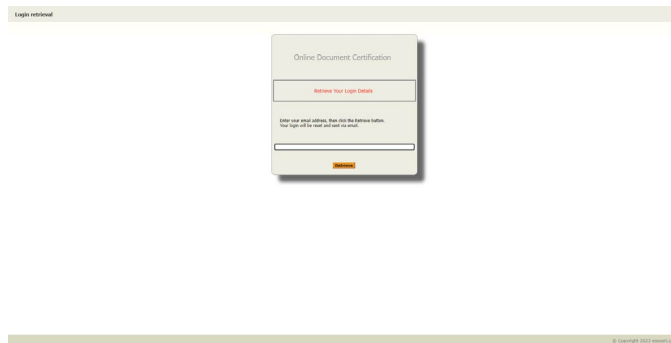
- 1.) Access the [essCert login page](#) and click on 'Forgot your password? Click here to retrieve your login details.'



The screenshot shows the essCert Login page. At the top, there is a search bar and navigation links: Contact, Call Support, Verify CO, Register, and LOGIN. Below this is a header with links: How to eCertify, Chambers + Government, Exporters + Forwarders, and About. The main heading is 'essCert Login' with a sub-link 'Home - essCert Login'. A 'Please log in to your account' message is displayed. The login form includes fields for 'Username' and 'Password', a 'LOGIN' button, and a red-bordered link: 'Forgot your password? Click here to retrieve your login details'. Below the link are additional links for 'essCert New Zealand' and 'eCertify Archive'.

**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.



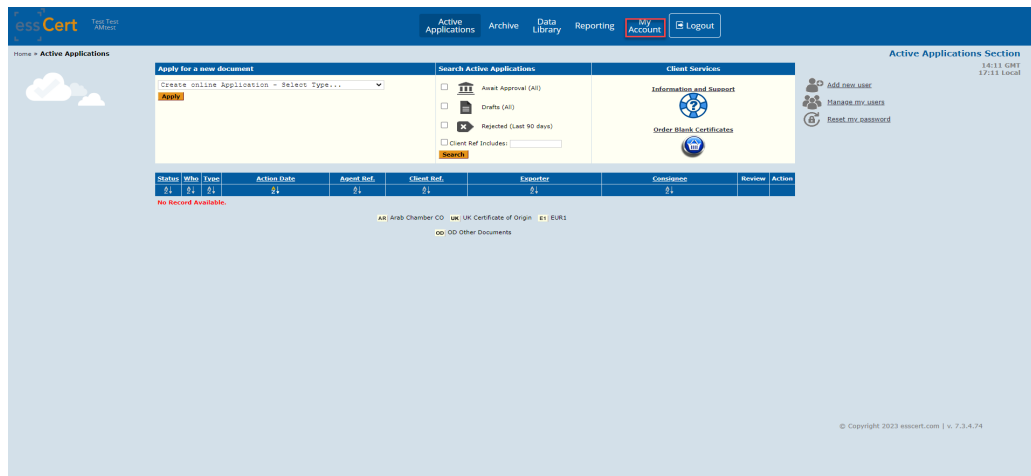
The screenshot shows a window titled 'Online Document Certification'. Inside, there is a form titled 'Retrieve Your Login Details'. The form has a text input field for an email address and a 'Submit' button. Below the input field, there is a small instruction: 'Enter your email address. Press the Submit button. You will receive a new password via email.' The window is set against a light background with a subtle grid.

- 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.

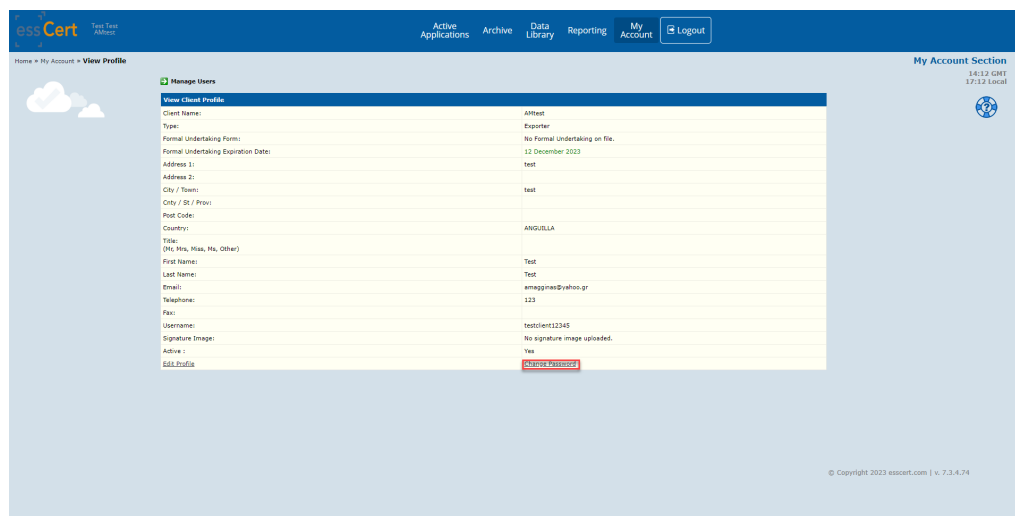
# Password Change after login

## Update system-generated random password to one of your choosing

- Click on LOGIN on the essCert webpage
- Input your current username and password
- Click on My Account (see screenshot below):



- Click on Change Password (see screenshot below):



- 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](mailto:support@esscert.com).