Dated: 13 September 2023

essCert Password Change Guide

Password Change Methods

Please find below the two methods to change your password, **required to be completed by 29 September 2023,** following essCert's new specifications (8 characters minimum, including at least 1 uppercase letter, 1 lowercase letter, 1 number and 1 special character/symbol).

*(Note – if you are unable to complete the password change by 29 September, you will need to follow the retrieval process outlined in the **Appendix below**)*

Use either of the two below methods to complete the password change:

1. Pop-up Screen on login

You can use the pop-up screen that will appear upon login, requesting you complete the password change task (see screenshot below).

2. Under 'My Account' settings

Accessed whilst logged into essCert.

a) Click on LOGIN on the essCert webpage
b) Input your current username and password
c) Click on My Account (see screenshot below):
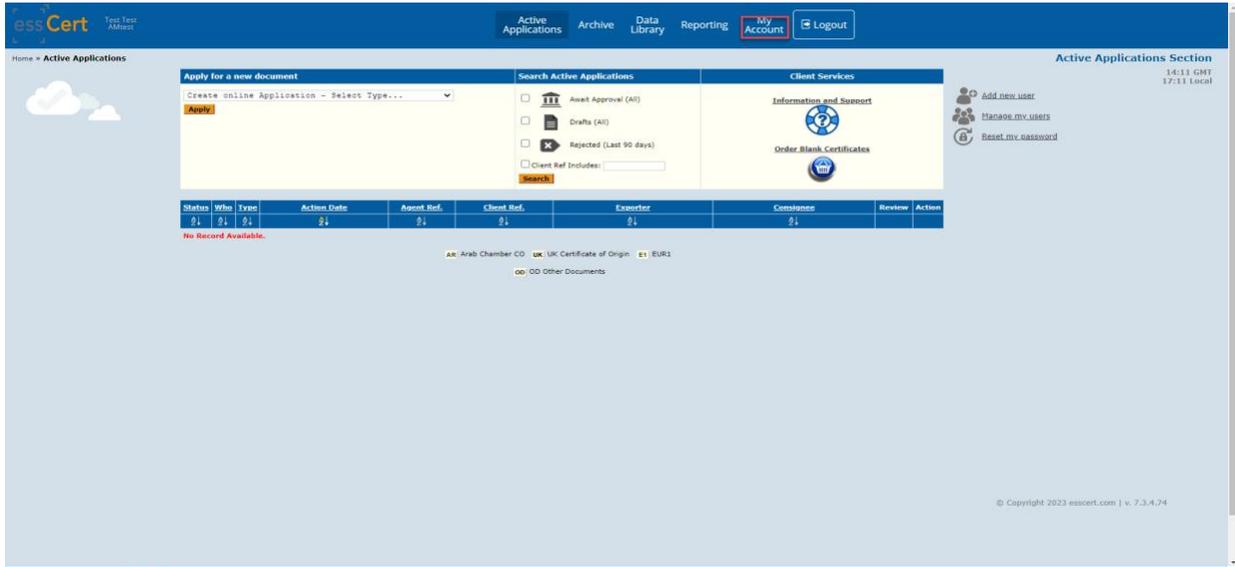
d) Click on Change Password (see screenshot below):
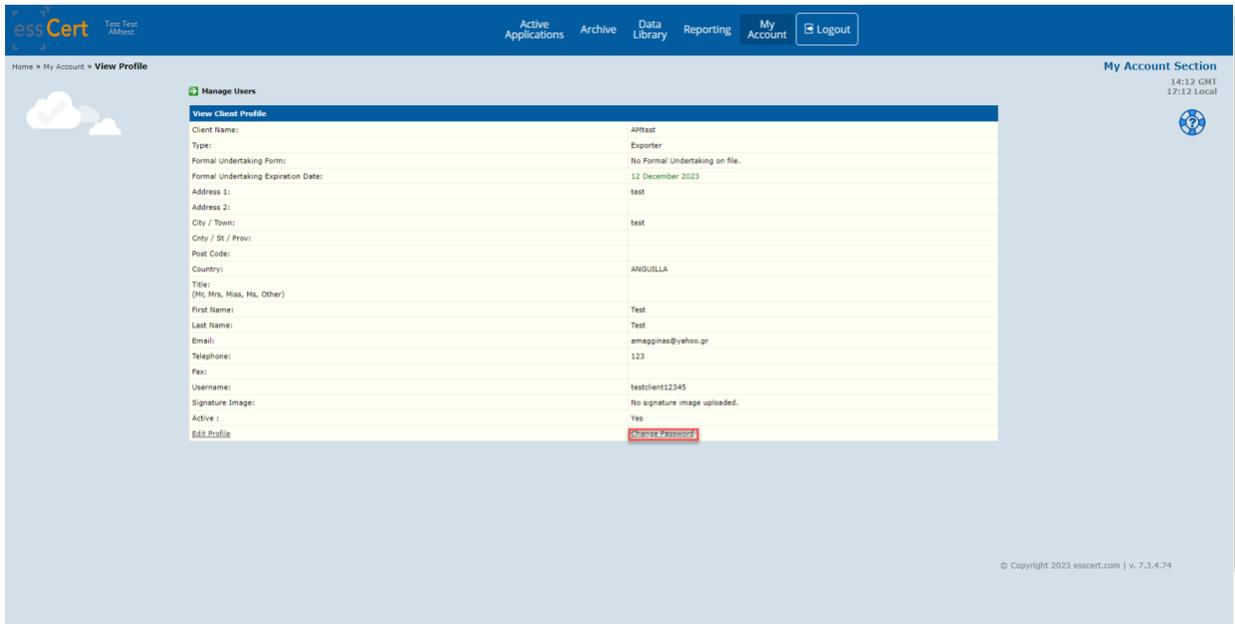
e) Type in your current, as well as your new password, and confirm it (see first screenshot).

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

Appendix – Retrieval Process

After 29 September, all passwords will be reset to randomly-generated ones and the only way to retrieve them will be through the retrieval link on the essCert login page.

1.) Click on 'Forgot your password? Click here to retrieve your log in details.'
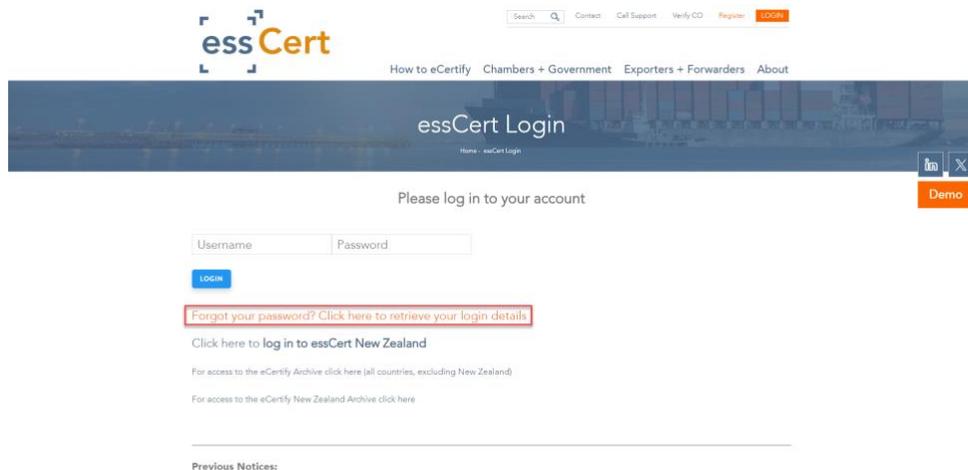
Note - If you are accessing essCert via an alternative/custom login page, please follow this link instead to retrieve your password: https://www.tradecert1.net/retrieve/

2.) In the next screen, please input your email associated with your essCert account in the relevant field, so that your randomly-generated password can sent to you via email.
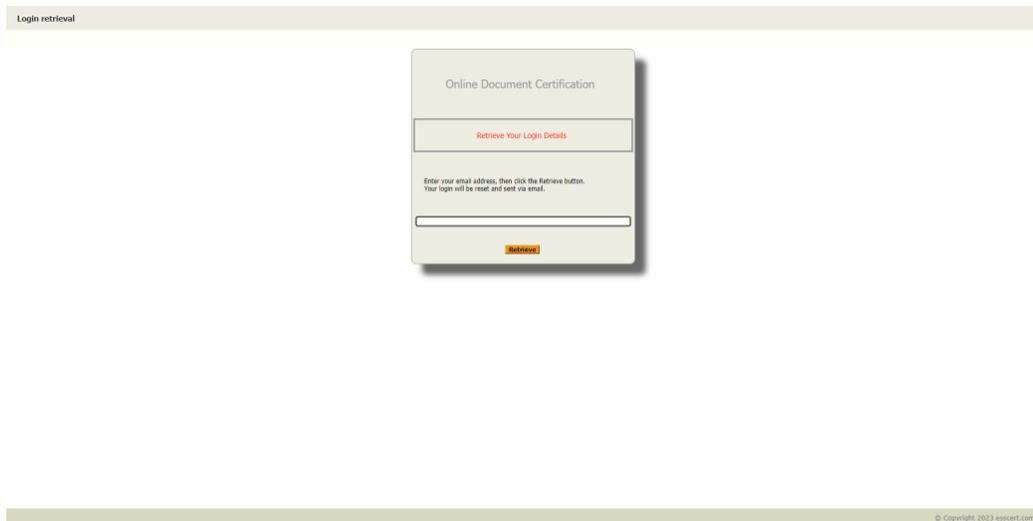
3.) Once you receive the email containing your randomly-generated password, you will be able to change to a new password of your choosing and in compliance with essCert's specifications, by following the **second method** outlined above.