

ECB e-Tendering – Supplier’s guide

How to change your password

Follow this guide in order to change your password or request a new password in case you forgot yours.

Contents

I.	Support	1
II.	How to change your password	1
III.	How to request a new password	3
IV.	Password requirements	4

I. Support

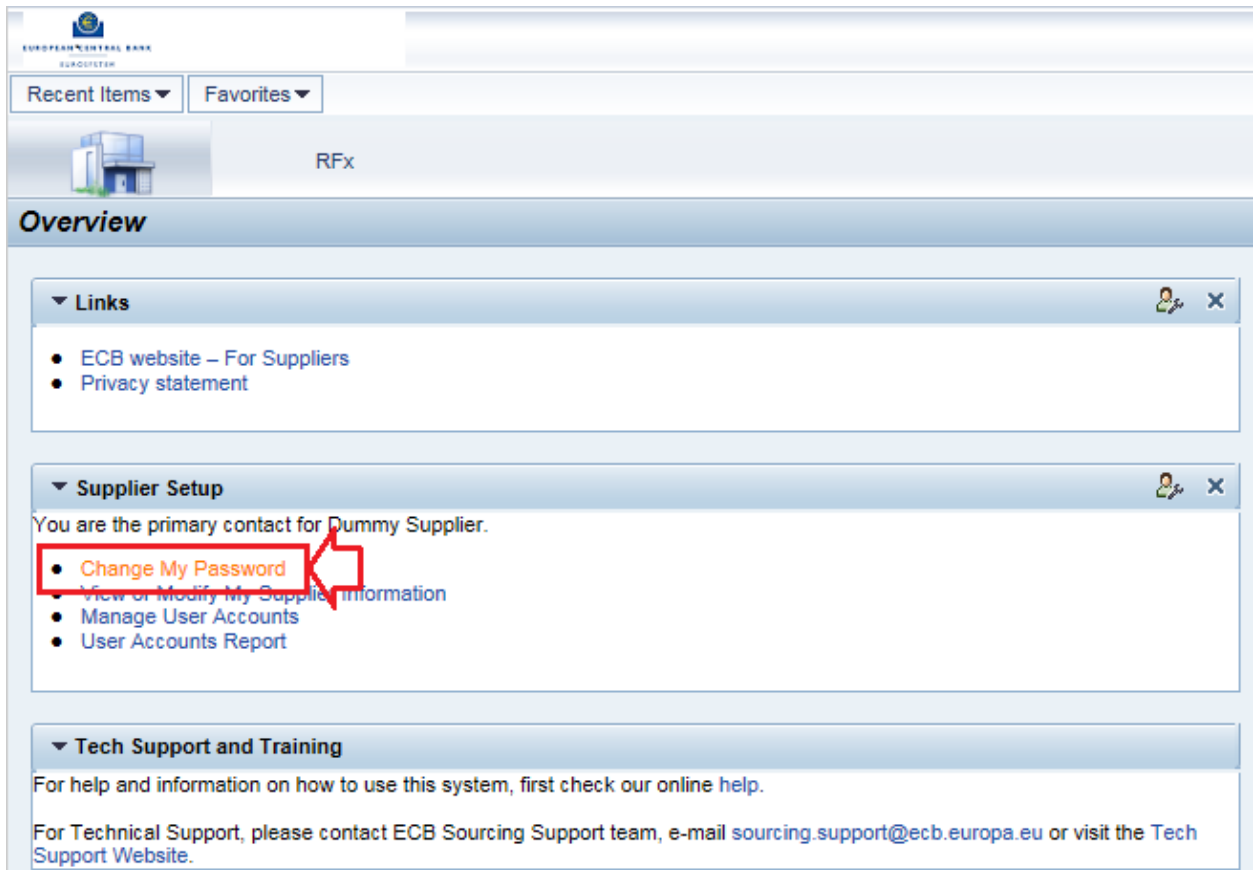
If you have any questions or require more information, contact the support team at sourcing.support@ecb.europa.eu. Requests are handled on average in 1-3 working days. Support hours are Monday to Friday from 08:30 to 17:30 Frankfurt time, [excluding ECB public holidays](#).

II. How to change your password

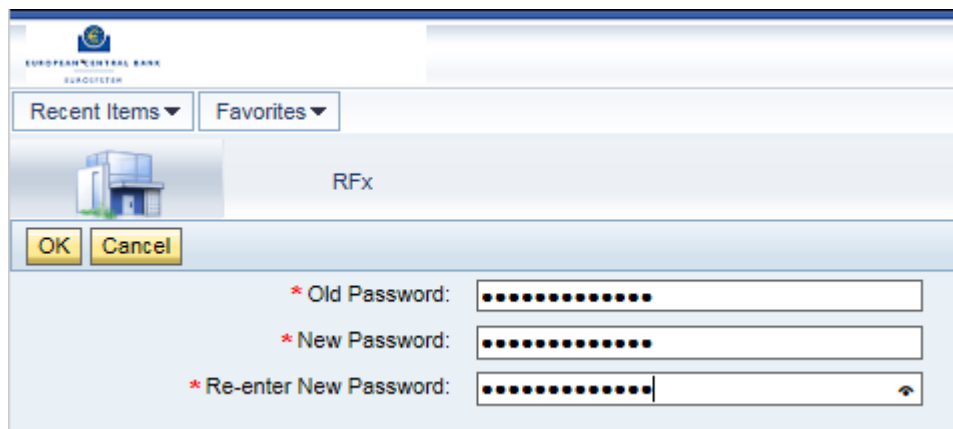
After logging in the ECB’s electronic tendering system (SAP Sourcing) for the first time with the initial password, you are asked to change your password in line with the “Password requirements” (see Chapter IV).

To change your password later on, follow the steps below.

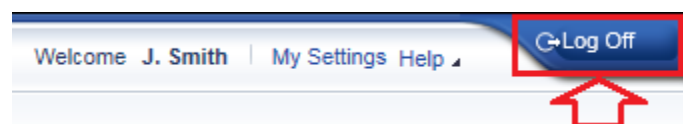
1. On the home page, click on “Change My Password” in the “Supplier Setup” desktop channel.



2. Enter your current password and enter the new password twice. Then click on “OK”.



3. Log off and login again in order to check if the password change has been successful.





III. How to request a new password

In case you forgot your password, please use the “Get Support” functionality which allows you to reset the password yourself.



You will be requested to provide the following information:

- Logon ID (username)
- Last name

- First name
- E-mail address (entered during registration)

Logon Help

Personal information → Confirmation ←

Having trouble logging in?

Provide the following information to receive a new password

Logon ID: *

Last Name: *

First Name: *

E-Mail: *

Please be aware that all information has to match **exactly** to what has been entered during registration. Once you click on “Submit” you will receive an e-mail with a temporary password which needs to be changed at your first logon. **Please be informed that the temporary password is valid only for 3 days.**

Logon Help

Personal information → Confirmation ←

Confirmation of Password Reset

New password was assigned and sent by e-mail

From: prd.sourcing@ecb.int (1 item)

prd.sourcing@ecb.int Password reset

IV. Password requirements

- Your password must have a minimum length of ten characters, and it must contain at least one number (0-9), one lower case character (a-z), one upper case character (A-Z) and one special character (e.g. !"@\$%&/()=?*+~#_.,:;{}|\<>?).
- A password cannot be changed more than once a day.

Guidance: *Never disclose your password to anyone.*