



You want to understand the changes done to the account management on Equasis Website?

This document is for you!

Equasis has undertake some modifications on the account management on Equasis website.

To register on Equasis, the only thing required and that a user needs is a valid email address.

For any email address, only one account can be created.

The registration on Equasis allows a user to receive:

- when creating or modifying his account, the email to validate the creation or the modification of his account
- when using the possibility to receive emails to be informed of updates on some ships or companies the user wants to follow.
- a specific email when he uses the "lost password" function
- emails informing him about an "abuse" of Equasis ressources (consultation above the limits for the rate of consulting informations, the daily or periodical consultation limit)
- and of course, the use of Equasis itself!

The main principles of user's account management have not changed, but there is a few changes.

And so, what's new?

- Previously, when you were creating or modifying an account, an email was sent to you with an hyperlink to validate the creation or the modification, and you login and password.

Now, this password will no more be sent by email.

- Previously, when you were using the **Lost Password** function, an email was sent to you, recalling your current login and password.

Now, when you will use this function, you will receive an email with an hyperlink to validate your account, and a temporary password, that you will have to change in the 24 hours.

- Previously, when you were trying to connect several times with a bad password, there was no consequence.

Now, above a certain limit, you will receive emails informing you that you (or someone else!) is trying to unsuccessfully connect to Equasis with your account.

Above this limit, your account will be locked (and you will receive an email informing you!).

*You will then be able to unlock yourself your account by using the **Lost Password** function: it will send you a new email with a validation hyperlink and a temporary password.*

- Previously, you were able to keep the same password as long as you wanted.

Now, you will be required to change periodically your password. If the change is not done in due time, your account will be locked.

*You will then be able to unlock yourself your account by using the **Lost Password** function: it will send you a new email with a validation hyperlink and a temporary password.*

- Previously, there was no specific constraint for the choose of your password, except its length.

Now, you will have to respect a few reuirements for the chose of a password:

- at least 8 characters long

- at least 1 lowercase, 1 uppercase, 1 digit and 1 special character

Other questions?

- I cannot find any email from Equasis in my mailbox, what can I do?

Please check your spam box, in order to be sure that the emails have not been placed in this file. Please note also that some email providers are making a filtering at their level, and so can block some emails from Equasis, that you will not find, in consequence, in your mailbox.

If you are completely blocked, you can :

- try to use the **Lost Password** function, to see if you receive the specific email sent in this case
- as a last solution, create a new account with another mailbox.

- How can I be informed that I have to change my password?

A message will be displayed on Equasis, when you connect to the website, informing you that a change of your password is required.

If this action is not done in due time, your account will be locked.

- My account has been locked (because I don't change the password in due time or because I have tried too many times to connect to Equasis with a bad password), what can I do?

You just have to use the Lost Password function.

*It will send you a new email with **a validation hyperlink** and a temporary password.*

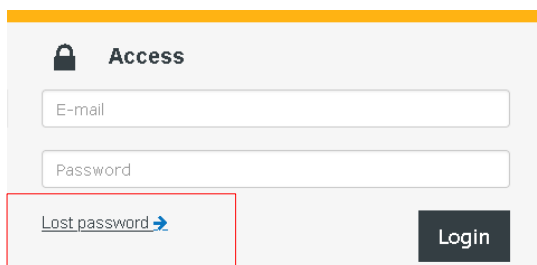
*The validation hyperlink has to be activated **before** to try to log in, and must be used only one time, whereas you could have some errors messages.*

After use, you have to login directly on Equasis website at <https://www.equasis.org>

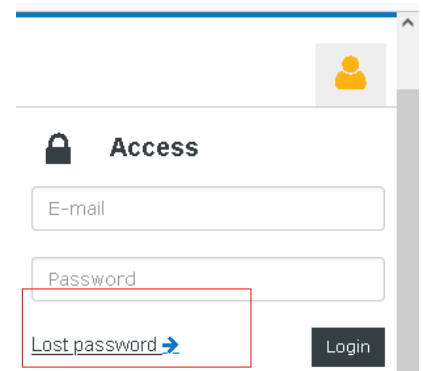
- Ok, but where can I found this "**Lost Password**" function?

When you are on the main page of Equasis, the Lost Password function can be founded in 2 places:

- juste above the registration blocks, in the middle of the main page:



or in the top right corner, by clicking on the "orange silhouette":



- My email address was no more valid, and I didn't change it before to have my account locked.... so what can I do?

As recalled above, one of the main principle to use Equasis is to have a valid email address.

Unfortunately, in this case, the only thing to do is to create a new account with a valid email address.

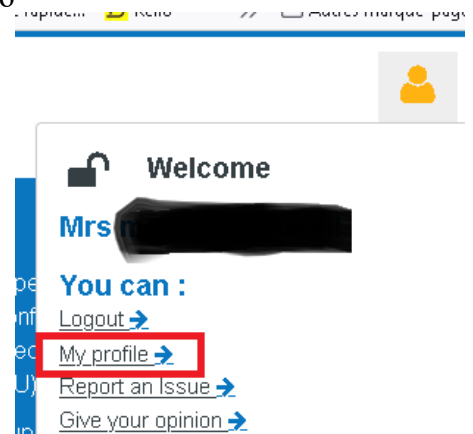
- Impossible to find on my computer the characters you require for the temporary password and/or I am not able to type the temporary password you send and/or the temporary password is rejected when I try to login...

The easier is to copy/paste the temporary password to avoid any issue on typing, taking care to not take spaces before or after:

- I want to change my password, but what is the process to do so?

There is no real change in this existing process.

Once logged in, click on the orange silhouette and choose "My profile":



and then click on "change password"

You will have to indicate :

- Your **current password**, in the first field, on the top (= your current password or the last temporary password you have received by email, if you have used the Lost Password function)

- Your **new password**, in the two fields below, that are **visible only if you have clicked on "change password" before** :

Note: After creating, your account must be re-enabled with the link in the e-mail you will receive.

The new password you will define will have to respect some usual rules: at least 8 characters long, with at least 1 lowercase, 1 uppercase, 1 digit and 1 special character.

*After the **validation of the captcha and the click on submit**, you will receive **an email**, asking you to validate the modification by clicking on a specific hyperlink (usable only one time, and not to be used after to connect to Equasis).*

Once done, you will just have to normally log in on Equasis website at <https://www.equasis.org>, with your login (your email) and the new password you define, in order to benefit from Equasis services.

- What is the periodicity to change password, the limits of daily or periodical consultation, or the limit of unsuccessful access attempts?

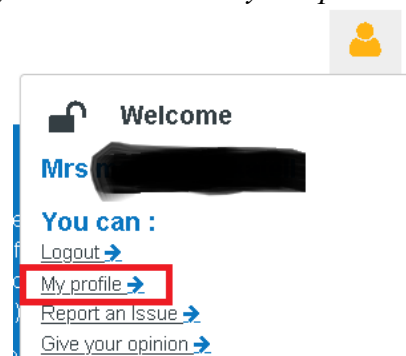
As you may understand, those limits are not publicly available, and can be changed regularly by the Equasis Team.

In any case, before to "lock" of user accounts due to a time limit for the change of a password, they will be informed by messages on Equasis website, and will have a given period of time to change their passwords.

- I want to delete my account on Equasis, what can I do?

There is no change in this existing process. You can delete your account and your personal informations by the edition of your account.

Once logged in, click on the orange silhouette and choose "My profile":



After the confirmation of the captcha, you can use a button that you can activate to delete your account and your personal data, at the bottom of the concerned page:

CLEAR	Erase my account and my personal data	SUBMIT
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A confirmation will be asked before to completely delete your account and personal data.

- When I try to login, I have a message indicating me "your email is unknown from Equasis" whereas I had an account previously. What happens?

You may have erased yourself your account by clicking on the Erase my account and my personal data.

As your email is no more known by Equasis, you can create a new account with the same email address.

- I have erased my account but I didn't want to, can you reinstate my account?

Unfortunately, there is no mean to recover an account that has been erased.

As your email is no more known by Equasis, you can create a new account with the same email address.