

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.

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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.


Recent Items ▾ Favorites ▾

Rfx

Overview

▼ Links  X

- [ECB website – For Suppliers](#)
- [Privacy statement](#)

▼ Supplier Setup  X

You are the primary contact for Dummy Supplier.

- **Change My Password**
- [View or Modify My Supplier Information](#)
- [Manage User Accounts](#)
- [User Accounts Report](#)

▼ Tech Support and Training

For help and information on how to use this system, first check our online [help](#).

For Technical Support, please contact ECB Sourcing Support team, e-mail sourcing.support@ecb.europa.eu or visit the [Tech Support Website](#).

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

EUROPEAN CENTRAL BANK
SOURCING SYSTEM

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OK Cancel

* Old Password:

* New Password:

* Re-enter New Password:

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

Welcome J. Smith | My Settings Help ▾ **Log Off**



III. How to request a new password

In case you forgot your password, please send an email to sourcing.support@ecb.europa.eu stating your first name, last name and username.

Please be informed that the temporary password is valid only for 3 days. The day of the request is considered as the first day out of the three.

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.*