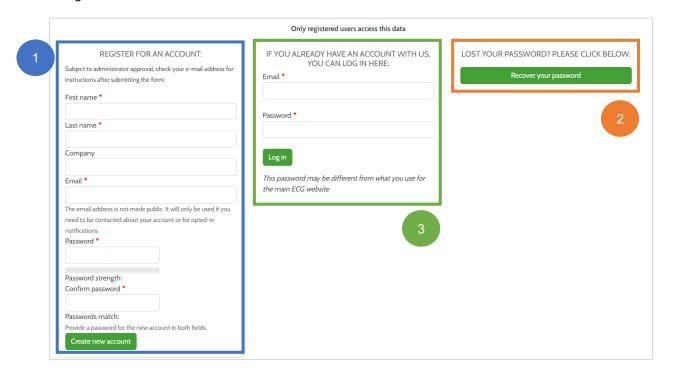**ECG Survey website**
Instructions for registration and troubleshooting

- Only ECG members and colleagues from subscribed companies can access the ECG Survey website.
- You can find more information on the subscription here: https://www.ecgassociation.eu/publications-and-reports/ecg-survey-of-vehicle-logistics-in-europe/
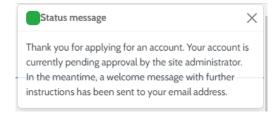
Register for an account

1 It is important to note that the Survey website is not the same as the main ECG website! You will need to create a **separate account** for this site.
When accessing the site for the first time, you will see the below screen. Here you will be able to register for an account in the left column.
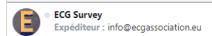

Once you registered, you will see a message in the upper right corner of the screen that a mail is sent to you:

You should receive an e-mail saying that your account is pending approval

ECG will need to approve your account (if appropriate) and you will receive another mail on this.

After receiving the above mail, you will be able to log in and access the Survey data with your credentials
Please don't forget to **note down your password**!
If you are not entitled to access the Survey site because a subscription would be needed, we will not approve your account and let you know about the **subscription details** by mail.

2 If you already have an account, you can retrieve your eventually forgotten password on the right side of the screen.
A password re-set link will be sent to you by mail shortly after clicking on the 'Recover your password' button.
In this case too a small message will appear in the upper right corner of the page informing you that a mail has been sent.
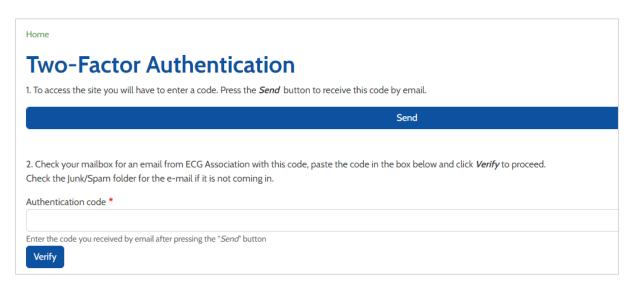
3 If you already have an account, please log in via the middle section of the page.
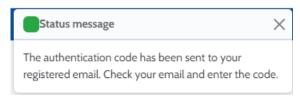
After logging in

- The ECG Survey site can be used by personal accounts, linked to the valid e-mail address of the member or subscriber person. Please note that such an account is not foreseen to be shared among colleagues. Therefore we incite colleagues from member or subscriber companies to create their personal logins.

- To ensure that the login is not shared among people, we introduced a so-called two-factor authentication process, via which, after logging in, you will need to send a code to yourself by mail. The code is valid for 5 minutes.

- Please don't forget to **click on the 'Send' button** in order to receive the verification code!
- After clicking on the button, you should see a pop-up message about this at the top right corner of the screen.

- After receiving this code by mail, please copy it, add it to the dedicated field and click on 'Verify'
- If all works well, you are now logged in!

If you don't receive e-mails from the Survey website

- If you don't receive any mails from the website, please make sure that you see the message in the top right corner of the screen.
- If you see the message on the screen, but you don't receive the e-mail:
  o First check your spam folder
  o If there is no mail there either, the issue is at your end unfortunately. You can contact your IT department about this: The emails are originating from the info@ecgassociation.eu address, so this address has to be whitelisted.
  o If this doesn't help the IT department has to check where the process is blocking.
- If you don't receive the authentication code after logging in, please check whether you clicked on the 'Send' button or not.

If you registered but you can't log in

- Have you received the e-mail that your account was approved? If not, it means that your account still has to be treated by ECG, which we do in max 24 hours (outside weekends of course).
- If you still can't log in, then please make sure that you add your e-mail address exactly in the way you wrote it when you created your account. The system makes difference between capital and small letters in the e-mail address too!