

EO-SSO CARE-CMS Registration Procedure for Already Registered Customers

Please visit the EO-SSO Registration web page:

<https://um-ssoidp.eo.esa.int/shibboleth-idp/SSO?task=administration>

- Click on the "**Lost user password**" link
- Enter your UserID (that is **Name.Surname** e.g. John.Brown)
- Click on the "continue process" button, please note that once you click, you will have 72 hours to complete the procedure below, otherwise you will be required to re-start the process.

You will receive an email with a confirmation link.

- Click on the link contained in the email
You will be asked to answer the secret question, by default you will be asked: "Who is your favourite singer?", the answer is your UserID
- Enter your User ID (Name.Surname)
- Enter a new password that:
 - shall be at least 8 characters long
 - must contain digits
 - must contain lower and upper case letters
 - must contain symbolic characters (such as !?@\$*).

A valid password is for example: Avft\$127 that matches all criteria.

Now, you will be able to log in to the Single Sign-On system with the "Login" link from the EO-SSO Registration page:

<https://um-ssoidp.eo.esa.int/shibboleth-idp/SSO?task=administration>

- As a last step, please remember to change your secret question and answer by clicking on "Change secret question" menu item. Having a unique secret question/answer allows you to retrieve your password later, if you forget it.