

How do I access the Ecsponent Online Portal?

Go to <https://www.ecsponent.com> on any internet device and click on **Secure Login**.

How do I register to be a user?

If you have an Ecsponent product and an email address you can:

- Select the "Not yet registered? Sign up here and enter your ID number"
- Select Register and if the ID number is registered on the system you will receive an activation email to create a password to access the system
- If you don't receive an email you can email clientsupport@ecsponent.com and we will gladly assist you to access your products

I have forgotten/lost can't remember my password. What do I do now?

- Select the link "**Reset Password**"
- Enter the username or email address you use to access the system
- If the information entered is correct you will receive an email to reset your password
- If you need assistance, please send an email to clientsupport@ecsponent.com

What are the restrictions when creating my password?

When you reset your password the following restrictions apply to the password:

- At least 8 characters are required for a password, containing
- At least 1 number (e.g. 0, 1, 2, 3, ...)
- At least 1 capital letter (e.g. H)
- At least 1 small letter (e.g. h)
- At least 1 special character (e.g. #, @, [...])

How do I navigate once logged onto the Ecsponent Online Portal?

You will see images, which you will be able to click on.

Don't hesitate to click on all and see what menus it leads you to.



Gives a dropdown list



Gives a dropdown list



Expand the box



Takes you back to the previous page

Underlined takes you to a new screen which expands the information