

How to Recover a Username / Password Account

- 1) Go to <https://register.eucom.mil>
- 2) The Partners Portal user should click on the 'Portal Account Recovery' tab and then click on "Recover My Username/Password Account".

EUCOM NIPR EXTERNAL PORTAL ACCOUNT REGISTRATION

[Portal Account Creation](#) |
 [Portal Account Recovery](#) |
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Purpose: The Portal Account Recovery button will allow users to recover their external portal user account due to password lockout or due to a disabled account.
 Process: [Portal Account Recovery](#) ⇒ [Find Account](#) ⇒ [Verify Information](#) ⇒ [Form Submitted](#)

Please note that this feature should be used if you have forgotten your password or your account has been locked, disabled, or expired.

[Recover My CAC Account](#)



[Recover My Username/Password Account](#)



To request further assistance please dial **DSN: 314-433-HELP (4357)** or email the Helpdesk - eucom.stuttgart.ecj6.mbx.cits-service-desk@mail.mil

Section 508 of the Rehabilitation Act of 1973 (29 U.S.C. § 794d), as amended in 1998, and hereafter referred to as Section 508, requires Federal Agencies to ensure employees and members of the public with disabilities have access to information and data comparable to that of persons without disabilities when developing, procuring, maintaining, or using Electronic and Information Technology (E&IT).

- 3) The Partners Portal user should click on the 'Recover My Username/Password Account' button.

EUCOM NIPR EXTERNAL PORTAL ACCOUNT REGISTRATION

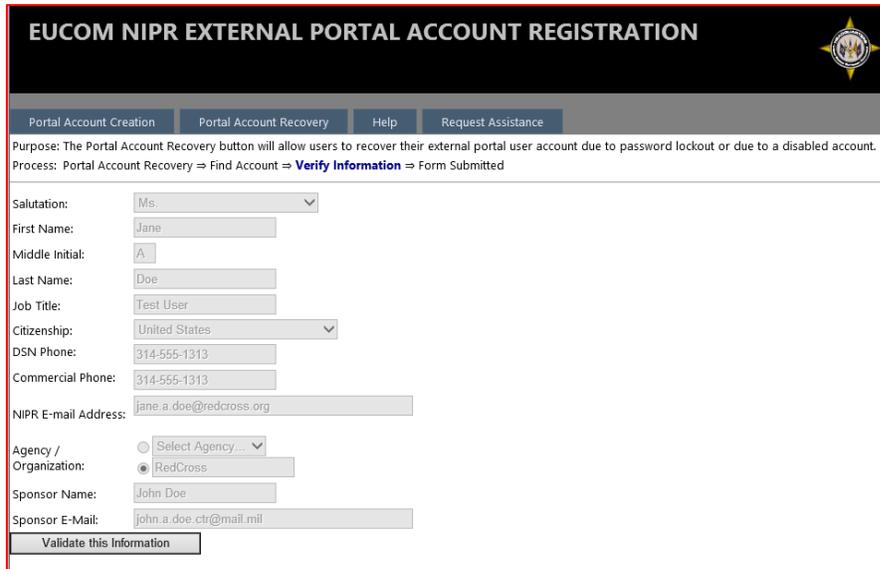
[Portal Account Creation](#) |
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Last Name:

E-mail Address:

4) The Partners Portal user should click on the ‘Validate this Information’ button.



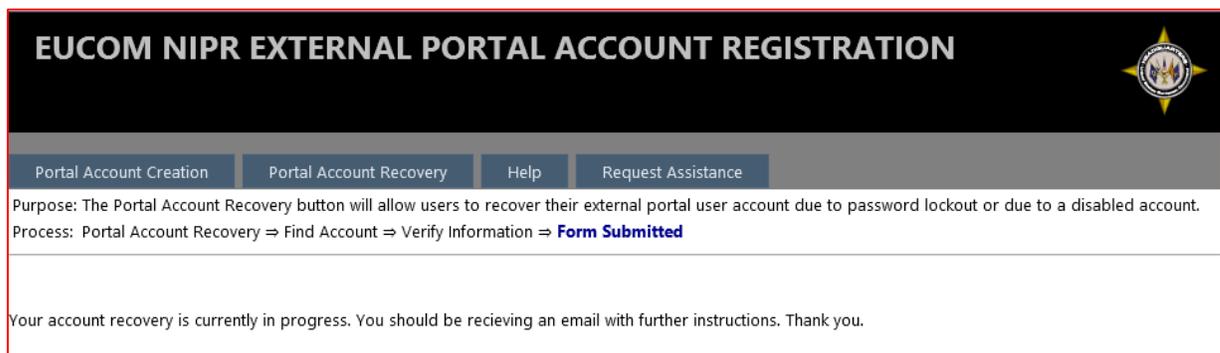
EUCOM NIPR EXTERNAL PORTAL ACCOUNT REGISTRATION

Portal Account Creation | Portal Account Recovery | Help | Request Assistance

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 Process: Portal Account Recovery ⇒ Find Account ⇒ **Verify Information** ⇒ Form Submitted

Salutation: Ms. (dropdown)
 First Name: Jane
 Middle Initial: A
 Last Name: Doe
 Job Title: Test User
 Citizenship: United States (dropdown)
 DSN Phone: 314-555-1313
 Commercial Phone: 314-555-1313
 NIPR E-mail Address: jane.a.doe@redcross.org
 Agency / Organization: Select Agency... RedCross
 Sponsor Name: John Doe
 Sponsor E-Mail: john.a.doe.ctr@mail.mil

5) The Partners Portal user will receive the following online acknowledgment followed by an email.



EUCOM NIPR EXTERNAL PORTAL ACCOUNT REGISTRATION

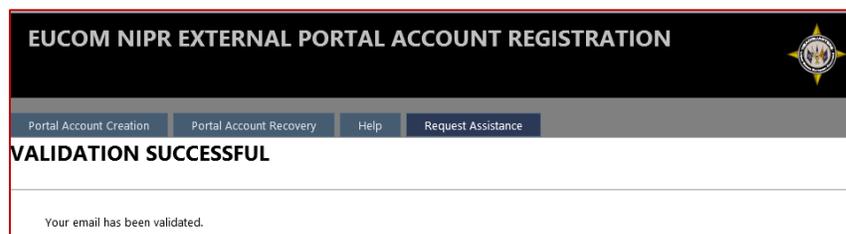
Portal Account Creation | Portal Account Recovery | Help | Request Assistance

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 Process: Portal Account Recovery ⇒ Find Account ⇒ Verify Information ⇒ **Form Submitted**

Your account recovery is currently in progress. You should be receiving an email with further instructions. Thank you.

6) The Partners Portal user must click on the validation link contained in the sent email to verify that their email is legitimate. The Partners Portal user has 24 hours to complete the request.

7) After the Partners Portal user has clicked on the validation link the following online acknowledgment is displayed.



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VALIDATION SUCCESSFUL

Your email has been validated.

8) The Partners Portal user will receive an email confirmation that their account has been sent to their Sponsor.

- 9) The sponsor will receive an email with a decision to either approve or deny the requestor's Partners Portal account request.

If the Partners portal account request is denied, the requestor is sent an email requesting they contact the Sponsor for details why their request was declined.

If the Partners portal account request is approved, the requestor's account is created and they are sent emails explaining how to login to the portal and their temporary password.