

WEBSITE ACCESS

I *received* my **userID** -- HOW DO I GET MY PASSWORD ?

Search on this site
OK

ECHOFLASH: A new development at Groupecho... Our Final Notice is now available online. Please access the collection tab to find out the benefits of using this recovery tool.

Enter your username
Enter your password

Send me my password by e-mail please

ENTER

To become a customer, contact us.

VeriSign Secured
VERIFY

- Click any of the services that are on top of the page (under GROUPEcho CANADA)
- **Consult or order** any option : an authentication page will show up
- Write down your **userID** in the appropriate field
- **ADD** a in the **Send me my password by e-mail please** box
- Click on **ENTER**

Don't forget to check your e-mails!

If your e-mail address is **shared by others**, we recommend you *do not request* a password to a shared e-mail address as this **COMPROMISES SECURITY**. Contact Customer Service and we will give it to you verbally.

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I just received my **userID and password**, can you help me **surf on your website**?

You will find help about surfing our website by **VISITING** the following link
<http://www.groupecho.com>

Can I **CHANGE** my password **online**?

For **security reasons**, it is not possible to change password online. Please contact **Customer service** for further assistance.

How do I go about getting **userID** for **new employees**?

The contact person we have in **our customer file** needs to send an **e-mail request** to Customer service. New user's full name and e-mail address are required so we can create a userID and password.

WEBSITE ACCESS

I lost **my userID** and/or my **password** -- **WHAT DO I DO?**

CONTACT Customer Service, it will be sent **by e-mail**.

Once received, RETURN to the **AUTHENTICATION** page:

- Click any of the services that are on top of the page (under GROUPEcho CANADA)
- **Consult or order** any option : an authentication page will show up
- Write down your **userID** in the appropriate field
- **ADD** a in **Send me my password by e-mail please** box
- **Click on** **ENTER**

Don't forget to check your e-mails!

Reminder: If your e-mail address is **shared by others**, we recommend you *do not request* a password to a shared e-mail address as this **COMPROMISES SECURITY**. Contact Customer Service and we will give it to you verbally.

My userID or my password **is not working** -- **WHAT DO I DO?**

- Be sure **PROPER CASE** is used as they are case sensitive
- Check that all **symbols** provided in your password are used
- Use the **number keypad** to the right of your keyboard for all digits
- Verify that there are no **additional spaces** used before or after your userID or password.