

# Connection

## Password field disabled

Make sure to check *You agree to CIGP's Terms and Conditions* to enable the password field.

## Password forgotten

Click on *Forgot your password?* under the password field and follow the instructions. You will need to verify your registered email address and your 2FA device to complete the reset process. Please refer to [this page](#) for detailed instructions.

## Invalid code from the 2FA device

Ensure that you use the **6 digits code** for the **CIGP EPlatform entry** in your authenticator app, especially if you have configured many codes for different systems.

It is also recommended to wait a few seconds after inputting the code and pressing "verify": the verification of the code happens in the background and during that time it may look like the page is not doing anything and you may attempt to press "verify" again, which will cause the process to fail.

A code may only be used once, so if a new verification is needed it is necessary to wait until the current code expires and is replaced by a new one.

## Need to re-register the 2FA device or register a new one

Please reach out to your relationship manager to register your 2FA device again or to register a new one.

## Need to update your registered email address

Please reach out to your relationship manager to update your registered email address.

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