# European School Education Platform Support



# How can I change my email address?

Koen - 2025-02-27 - Registration & log-in

**Do you remember your password?** Even if you don't have access to your old email address, you can access your EU Login account. Follow these steps:

1. Open the EU Login 'My Account' page
2. Log in with your (old) email address and password
3. Click on "Configure my account"
   (This action may require stronger authentication if you already added other second factors to your account)
4. Change your email address
5. Click on "Submit"
6. Head over to the European School Education Platform
7. Log out and log in again, to apply the new email address

**You don't remember your password, and still have access to the old email address?** Then you can access your EU Login account by requesting a new password and then update the associated email address:

1. Open the EU Login 'My Account' page
2. Insert your old email address if you are not currently authenticated and click on "next"
3. Click on "Lost your password?"
4. Click on "get a password"
5. You will receive a link by email (note that the link has a limited validity)
6. After clicking on the link, you will be prompted for your new EU Login password and to confirm your new EU Login password
7. Click on "Submit"
8. Follow steps 3 to 7 in the instructions above, for users who remember their password

**Don't remember your password, and cannot access the old email address any-more?** In this case you need to create a new EU Login account with your new email address:

1. Open the EU Login 'Create account' page

2. Follow the steps on screen

3. Once you have completed the EU Login registration, go to My account on EU Login

4. Click on "My account details"
   (This action may require stronger authentication if you already added other second factors to your account)

5. Copy the 'Username' and 'email'

6. Contact your National Support Organisation to ask them to update your ESEP profile, and provide them with the following data:

    1. The 'username' and 'email' of your new EU Login, which you copied in step 5

    2. A link to your profile in the Connect area if you have it (note: you must log out in order to find yourself), OR, if you don't have that:
       Your first and last name (as it is registered on the platform)

    3. Your old email address, to which you don't have access any-more

7. Wait until your NSO gets back to you with further instructions

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- How do I update the name in my profile?