

How Do I Reset an ERT Portal Account Password(s) While Linking Product Accounts to My ERT Global Account?

Your ERT Global Account removes the need for multiple passwords, except when linking to your ERT Product Accounts. For example, if you are linking an ERT Product Account to your ERT Global Account, you will need to provide a password to complete the process.


To reset an ERT Portal Account password while linking a product account to your ERT Global Account:

1. In the Getting Started section of the Global Dashboard under LINK YOUR PRODUCT ACCOUNTS, click the **Link a Product Account** button. The LINK PRODUCT ACCOUNTS screen displays.


LINK PRODUCT ACCOUNTS

Select the ERT Portal of Your Account ?


Please select which ERT Portal accounts you have today to link them to your ERT Global Account.



Link to Your ERT Global Account



Link to Your ERT Global Account



Link to Your ERT Global Account

Linked Accounts & Connected Studies and Organizations

Account	Account User Name	Connected Studies and Organizations

2. On the LINK PRODUCT ACCOUNTS screen, click the **Link to Your ERT Global Account** button for an ERT Portal Account to which you have access (for example, the My Study Portal 3 Account).
3. On the Link *<Portal Account>* screen, click the **Reset Password / Unlock Account** link. The RESET PASSWORD/UNLOCK ACCOUNT screen displays.

4. Enter your email address in the text box, and click the **Submit** button. A confirmation message notifies you that a new temporary password has been sent to your email address.

5. Click the **Close** button to remove the confirmation message.
6. Use the temporary password from the email to complete the password reset process. You will be required to change the temporary password on your first login to the ERT Portal Account whose password you reset.

Questions and Support

Email Us

For questions that are not urgent (for example, changing an email address or phone number), contact ERT Customer Care by email using this email address:

customercare@ert.com.

Call Us

For urgent or technical issues, including anything that requires troubleshooting (for example, transmission, device, or portal issues can only be done over the phone), call ERT Customer Care using the numbers available by clicking the **Customer Care** link at the bottom of the ERT Global Account login page.

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Tip: For a faster response, you might want to call ERT Customer Care.