



EUROPEAN MEDICINES AGENCY  
SCIENCE MEDICINES HEALTH

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## How to reset the password for Syncplicity Web Client

### Guidance for applicants

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**Official address** Domenico Scarlattilaan 6 • 1083 HS Amsterdam • The Netherlands  
**Address for visits and deliveries** Refer to [www.ema.europa.eu/how-to-find-us](http://www.ema.europa.eu/how-to-find-us)  
**Send us a question** Go to [www.ema.europa.eu/contact](http://www.ema.europa.eu/contact) **Telephone** +31 (0)88 781 6000

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The [eSubmission Gateway Web Client](#) is an electronic submission channel that allows the applicants to submit documents supporting all types of applications to the Agency securely over the internet in any electronic format (structured or non-structured). The eSubmission Gateway Web Client users will benefit from an **automated confirmation of the technical validation feedback** (eCTD only) and an automated upload to the Agency's eCTD review system. The use of the eSubmission Gateway and the Web Client is **mandatory** for all human and veterinary submissions, including medical devices.

The various steps that need to be completed to take part in the UAT for the upgraded Axway Web Client Syncplicity (password update) are outlined below.

**Please note** that you will only be able to send submissions via the Syncplicity Web Client if you have **previously registered as a user of the eSubmission Gateway Web Client** (<https://esubregistration.ema.europa.eu/registration/>) and you **have received an email to reset your password in Syncplicity**.

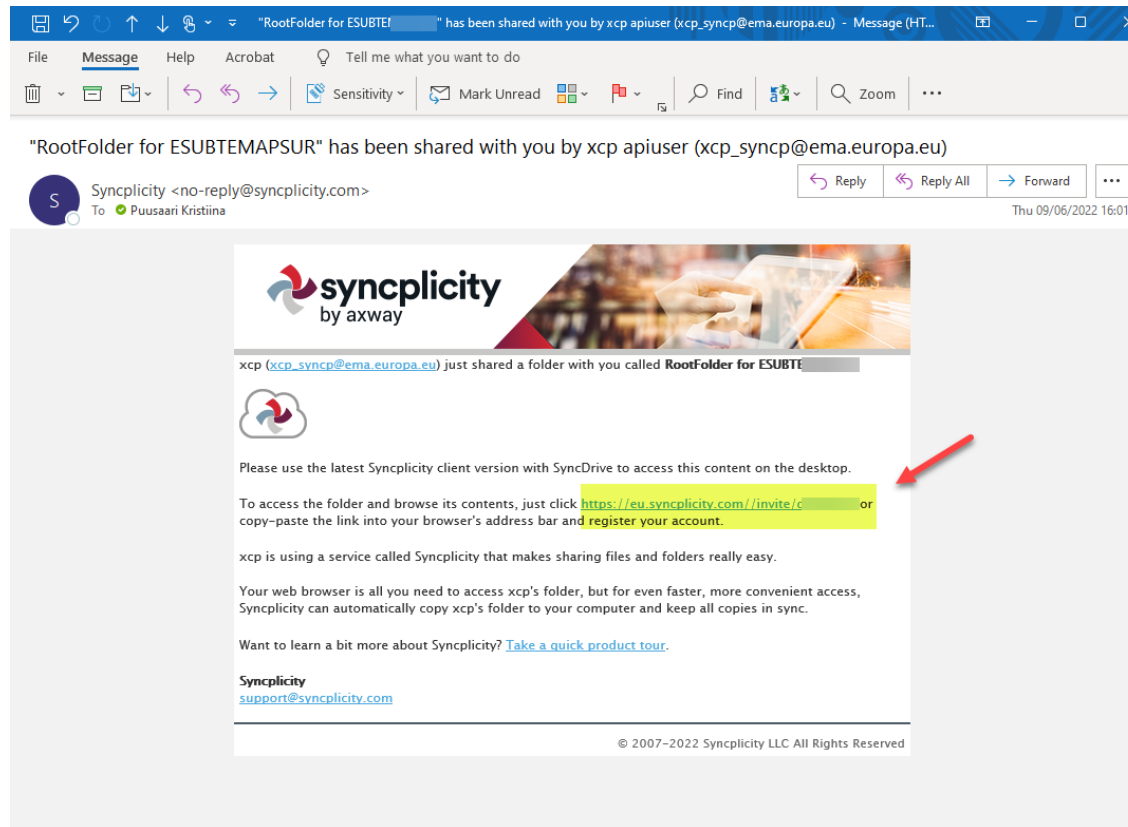
**VERY IMPORTANT:** Please **do not** use the 'Create Account' option. **If you need to register as a user**, please navigate to the **registration module** here: <https://esubregistration.ema.europa.eu/registration/>

# 1. Migration of users

## 1.1. Reset your password using link from an email from Axway Syncplicity

If you have **previously registered** as an eSubmission Gateway Web Client user in the production environment, you will have received an automated email from Axway Syncplicity to prompt you to update your password to be able to access the new Web Client UI.

The email will look like the one below;



a) To reset your password, click to the link in the email. This will take you to a page that looks like this:



[Login](#) | [Support](#)

## Create an Account to View the Shared Folder

We just need a name and a real password for your account and you'll be on your way.

Email \*

Kristiina.Puusaari@ema.europa.eu

First Name \*

Last Name \*

Password \*

Confirm Password \*

PrivacyRegion:

EU PrivacyRegion



[About PrivacyRegions](#)

By checking this box, you are indicating you have read and agree to the [Terms of Service](#).

or



b) Enter the email address that you have **registered with** to use the eSubmission Gateway (the email address into which you received the notification email to). Please **do not** use any other email address. If the email address is no longer in use, please contact the [EMA Service Desk](#)

Create your password and click submit.

c) Alternatively, navigate to page: <https://eu.syncplicity.com/> and click 'Reset Password'.

**VERY IMPORTANT:** Please **do not** use the 'Create Account' option. If you need to register as a user, please navigate to the registration module here: <https://esubregistration.ema.europa.eu/registration/>

https://my.syncplicity.com

**syncplicity**  
by axway

The easiest way to sync and share your files

Log in to Syncplicity

Email

Next

Create Account

Reset Password

Where do I enter my password?

d) When clicking 'Reset Password' you will be taken to this page:

https://my.syncplicity.com/Signup/ResetPassword.aspx

**syncplicity**  
by axway

## Reset Password

To confirm your account, please enter your email address below. We will send you instructions to reset your password.

Email \*

Request Reset

e) This will take you to the same page as the link from the email where you can follow the password reset process.

## Create an Account to View the Shared Folder

We just need a name and a real password for your account and you'll be on your way.

Email \*

First Name \*

Last Name \*

Password \*

Confirm Password \*

### Password Requirements

- 8 characters minimum
- Uppercase
- Lowercase
- Number or symbol

PrivacyRegion:

[About PrivacyRegions](#)

By checking this box, you are indicating you have read and agree to the [Terms of Service](#).

or

**If you experience any issues during password reset please contact:**

[EMA Service Desk portal](#)