How does the automatic password reset work?

With our new service you can reset your password within a few minutes!

The prerequisite for the automatic password reset is that you have stored your contact information in the IDEV system. On the IDEV homepage you will find information on "How to store contact information in the user account?".

Choose "Forgotten your password?" ...

…on the IDEV login page

…in the data collection portal

You will be redirected to the "Forgot your password?" page of the IDEV system - please click "Forgotten your password" once again.
In the data collection portal, please enter your user ID, the security question and the security answer. **Prerequisite: you have already stored your contact information in the IDEV system.**

You will receive a call via a voice dialogue system. Please confirm the request.

The system will use the telephone number you have stored in the IDEV system as part of your contact information!
You will see the progress status on the screen.

After confirming the request by telephone, you will receive an email with a link for resetting your password. The system will use the email address you have stored in the IDEV system as part of your contact information!

Wie funktioniert das automatisierte Zurücksetzen des Passworts?
How does the automatic password reset work?

After selecting the link you will be redirected to the page where you can enter your user ID again and set a new password. Then you will be directly logged into the online reporting system.

Why do contact details need to be stored?
The purpose of storing contact details is to ensure that the request was not made by unauthorised third parties. Only the previously stored contact details will be used to make the call and send the email.

Why do you also receive a telephone call when requesting an automatic password reset?
The telephone call is an additional way of contacting you. This is to ensure that the request was not made by unauthorised third parties.
How to reset your password if no contact information has been stored in the IDEV system or if you do not know the user ID, security question and answer anymore?
How to reset your password?

If you have forgotten your user ID, security question and the relevant answer, please click on the red text.

If you do no longer know the user ID that was sent to you by post, please select the statistical office to which you want to report information.

If you have only forgotten the combination of security question and answer, please enter your user ID.
In that case the contact information cannot be checked automatically. You can still request a password reset.

To this end, please enter the data relating to the respondent.

These data will be checked by staff members of the responsible statistical office.

If you have stored contact details in your user account, a staff member can contact you by telephone and then send you an email containing a link to the "Change password" page.

If no contact details are available or we cannot reach you by telephone, the new password will be sent by post.
First, please select the set of statistics on which you want to report. If you cannot find the set of statistics in the list or if you do not know it, please select the relevant option in the list.

If known, please enter the reporting unit ID.

The reporting unit ID may also be called Unternehmensnummer, Betriebsnummer, Berichtsstellennummer, Einrichtungsnummer, Kennnummer or Identnummer in the letter you received.

Please give us your address and name a contact for queries.

Since it is sent by post, the new password may take between one and three working days to reach you.