

Not able to login to the customer portal

I am a User but cannot log in to the Customer Portal. What should I do?

- Make sure you are using the correct URL to the login page of the [Customer Portal](#)
- Ask an Admin or Super User to check if the email address for your user is set correctly for your credentials in the customer portal
- If everything is at hand and correct, please try to reset the password. Password instructions will be sent via email

I am a User but did not get an email for credentials. What should I do?

- Ask an Admin or Super User to check if the email address for your user is set correctly for your credentials in the customer portal
- If everything is at hand and correct, please try to reset the password. Password instructions will be sent via email
- If you still face a problem with the login, please contact the salesperson responsible for your company

I am a Super User but cannot log in to the Customer Portal. What should I do?

Superuser with an email-based account

- Please make sure you are using the correct URL to the Login page of the [Customer Portal](#)
- Then, please try to reset the password. Password instructions will be sent via email
- If still, you are facing a problem, please contact the salesperson responsible for your company

Superuser without an email-based account

- Please directly contact the salesperson responsible for your company