

[Login Help](#)

⚠ The review is overdue, so the information might be old. Please contact the responsible.

▼ [To login form](#)



## Login Help

What problem with the login can we help you with?

- [Forgot password](#)
- [Forgot user name](#)
- [Login data not working](#)
- [Request new account / unlock existing account](#)

### Forgot password

If you forgot your password, you can **reassign** one.

1. Go to the login mask by clicking the **Login** button on the landing page.
2. At the bottom right of the login mask, click the "Forgot Password?" link.

### Forgot user name

If you forgot your user name, you can **sign in with your email address**.

1. Go to the login mask by clicking the **Login** button on the landing page.
2. In the field for the user name, enter your email address instead.

### Login data not working

If your login data is correct but you still cannot log in, you can **try deleting cookies**. (You might have outdated login data saved by your browser)

1. Delete the cookies for the iPortal website. (This will vary depending on your browser.)
2. Try logging in again.

If you **still cannot log in**, [contact us](#) and let us know your username. We will check your account details for you.

### Request new account / unlock existing account

You can also **request an account** or **unlock an existing account you cannot sign in with** (most likely the case because your account was created several weeks ago but you have not used it yet and the invitation email is no longer valid).

[Contact us](#), including:

- Your full name
- Your company email address

Please be aware that, for new accounts, we might **verify your access rights with a known contact**. If someone suggested you get an account, you can speed this up by forwarding the matching email exchange or putting the person in CC for the email.

## Appendix: Popup Content

Comments are only visible to logged in users.