

Login and Access

What do I enter as user name?

Your **Customer number**. Although the field is called *User name*, you cannot assign your own name.

See [Request access and initial login](#).

I do not have any access data yet. How do I get some?

Via **Access request** on the login screen, if you are already a customer. You need your Customer number and Your email adress for this.

If you are Not a customer yet?, **Not a customer yet?** leads to a request to the shop operator — this is not yet access.

See [Request access and initial login](#).

I have requested access but did not receive an e-mail

If your details do not match the customer base, the request will be **checked manually**. This can take several days, and you will receive the access data only afterwards.

Most common cause: The customer base contains a different or no E-mail address yet. Only your shop operator can correct this.

After logging in, the shop immediately requires a new password

This is intentional. The password from the e-mail was in plain text and should not be valid permanently. The page cannot be bypassed.

Enter the password from the e-mail under *Current password* and assign your own below.

See [Request access and initial login](#).

Do I have to log in every time?

No, if you activate the slider **Stay logged in on this system** when logging in. The login then applies for **30 days** — for this device and this browser.

On a computer used by several people, it is better to leave it off.

I have forgotten my password

Via **Password forgotten?** on the login screen, with Customer number and the E-mail address you used to request access.

If "*The E-mail address for this user is invalid.*" appears, the address does not match this Customer number.

I want to change my access e-mail address

Via the **User symbol** at the top right, menu item *Change E-mail address*. A confirmation link is sent to the new address — the change only takes effect after clicking it.

See [Change address, E-mail and password](#).

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