

1. Access

- [Request access and first-time login](#)

Request access and first-time login

Summary

The shop is only accessible to existing customers. You do not create an account yourself — you request access, and the system checks the details against the customer database.

Depending on your situation, one of three links on the login screen will guide you further.

“ **General Information:** The message texts on this page can be customised by your shop operator. If the wording differs for you, the described procedure is still the same.

Your situation	The correct path
You are a customer and do not yet have a password	Access request
You have access, but the password is missing	Password forgotten?
You are not a customer yet	Not a customer yet?

Request access

1. Click **Access request** on the login screen.
2. Enter your **Customer number**.
3. If the field appears: enter **Postcode**. Whether this is requested depends on the shop operator's configuration.
4. Enter your **E-mail address**.
5. Tick the confirmation box for the privacy policy.
6. Click **Register**.

Afterwards, one of two messages will appear:

Message	What it means
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Notice that the password has been sent to your e-mail address	Your details match the customer database. Please check your e-mail account.
"For your security, the e-mail address will be checked and then activated by our staff..."	Your details differ from the stored data. A staff member will manually check the request. This can take several days.

“ **General Information:** The second case is not an error on your part. It occurs, for example, if a different or no e-mail address is stored in the customer database. You do not need to do anything further — the activation is handled by the shop operator.

Use the link **Back to login** to return to the login screen.

Login

1. Enter your **Customer number** in the **User name** field.
2. Enter the **Password** you received by e-mail.
3. If you do not want to enter your password again on your next visit: switch on the slider **Stay logged in on this system**. The login will then remain for **30 days**.
4. Click **Login**.

You will be taken directly to the shop — depending on the setup, either to the main page with advertising spaces or directly to the item overview.

Unless your shop operator requires a personal password at first login. Then it continues first with *Change password at first login*.

Change password at first login

If your shop operator has set it up this way, the **Change password** page opens after the first login.

1. Enter the password from the e-mail under **Old password**.
2. Set your own password under **New password**.
3. Repeat it under **Confirm new password**.
4. Click **Change password**.

This page cannot be bypassed. There is no way back and no way into the shop before you have set a new password. This is intentional: The password from the e-mail was in plain text and should not remain in use permanently.

General Information: *Old password* at first login is the password from the e-mail — not a password you may have already set.

If successful, "*Your password has been changed successfully.*" appears with a green border.

Message with red border	What to do
"The new password and confirmation do not match."	The two lower fields contain different entries. Enter both again.
"The new password must be different from the old password."	You have entered the password from the e-mail also as the new one. Choose a different one.

After saving, you enter the shop. From the next login, your new password applies — the one from the e-mail no longer does.

“ **General Information:** The field is called *User name*, but your customer number is meant. You cannot set your own user name.

“ **About staying logged in:** The slider applies to this device and this browser. If you use a computer that others also use, it is better to leave it off — otherwise anyone using the device can access your customer account for 30 days.

Password forgotten

1. Click **Password forgotten?** on the login screen.
2. Enter your **Customer number**.
3. Enter **Your email address** — the address you used to request access.
4. Click **request a new password**.

The message "*Your new password has been sent to you by e-mail.*" appears.

You will then receive **two e-mails**:

Order	Subject	What to do
1	<i>Request - Reset password</i>	Click the link Reset password
2	<i>Confirmation - Password reset</i>	Contains your new password

Important: Without clicking the link in the first e-mail, nothing happens — your old password remains valid. The second e-mail only comes afterwards.

Message	What to do
"The e-mail address for this user is invalid."	The entered address does not match this customer number. Use the address you used to request access. If you do not know it, contact your Contact .

Not a customer yet?

This path does **not** lead to access, but to a request to the shop operator.

1. Click **Not a customer yet?** on the login screen.
2. Fill in the fields. Mandatory are **Company, Street, Postcode, City, Country, Telephone** and **E-mail**. Only **Owner** is optional.
3. Click **OK**.

The message *"Thank you for your request. We will get back to you shortly."* appears.

As soon as you are registered as a customer, you can request access via **Access request**.

“ **General Information:** If the link **Not a customer yet?** does not appear, the shop operator has deactivated it. Then you will find the contact option under **Access request**.