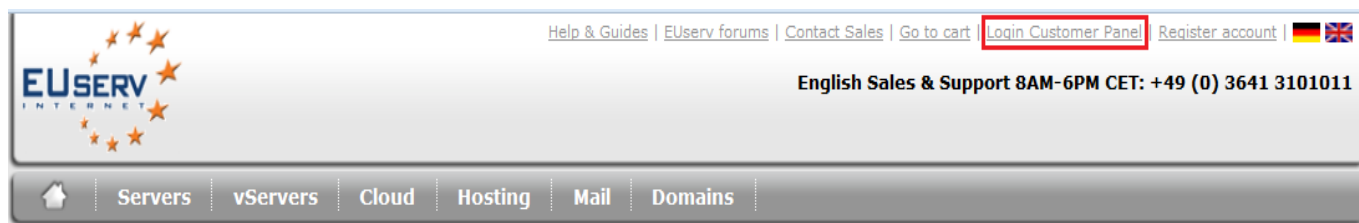


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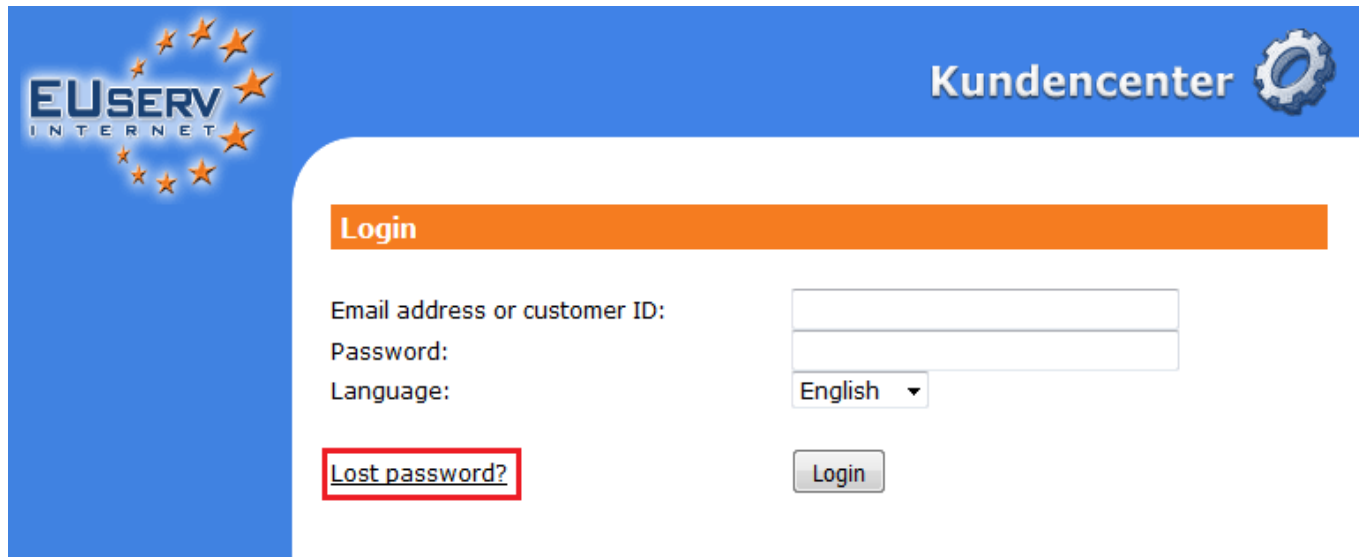
## How can I access the customer panel when I have lost my password ?

If you have lost your access data for the customer panel, please proceed as follows:

1. Open the website [support.euserv.de](https://support.euserv.de)

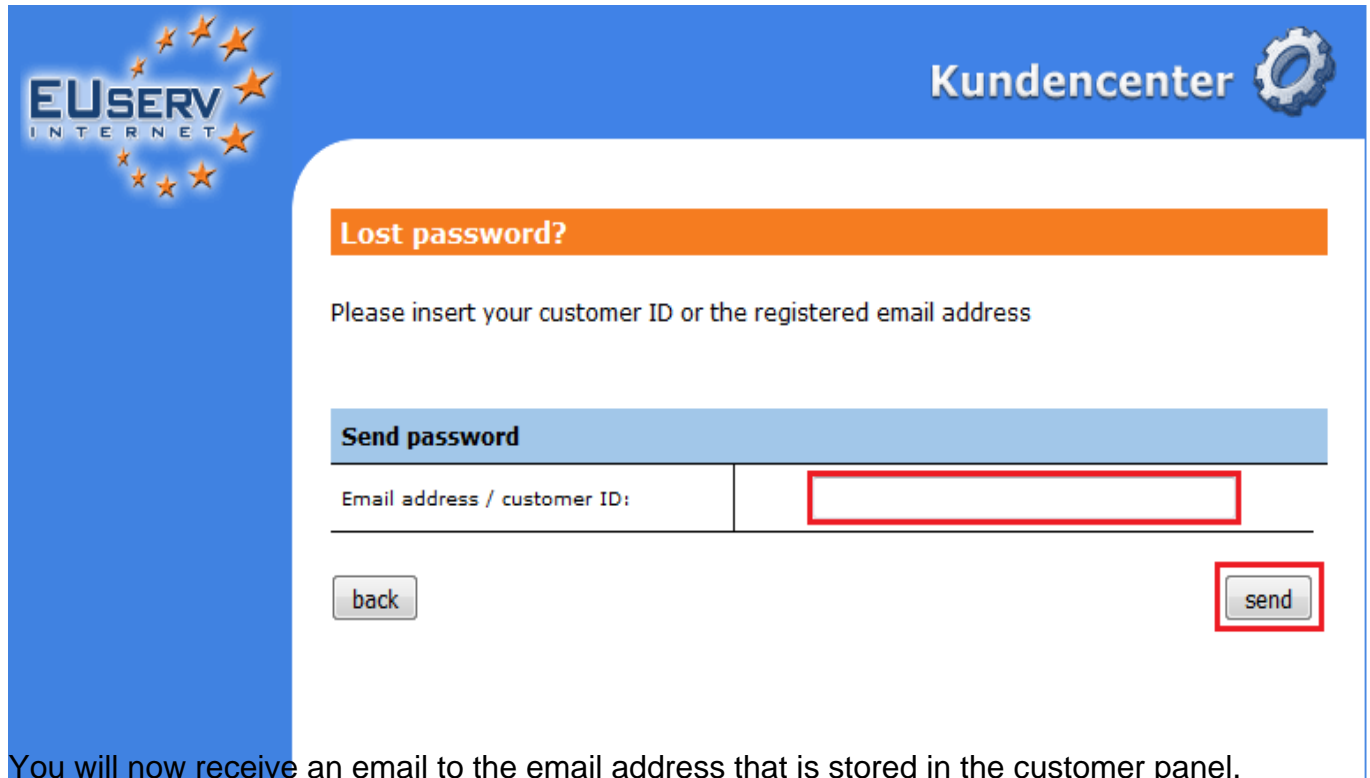


2. Click on "Lost password?"



3. Enter your account number or your email address and click on "Send"

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The screenshot shows the 'Kundencenter' interface for EUserV Internet. The header features the EUserV Internet logo on the left and the 'Kundencenter' title with a gear icon on the right. The main content area is titled 'Lost password?' in an orange bar. Below this, a text prompt asks the user to insert their customer ID or registered email address. A light blue bar labeled 'Send password' contains a form with a label 'Email address / customer ID:' and an empty input field. At the bottom of the form are two buttons: 'back' and 'send'. The 'send' button is highlighted with a red rectangle. Below the screenshot, a text block states: 'You will now receive an email to the email address that is stored in the customer panel.'

With the new password in the email you are now able to login into the customer panel again.

Please note:

- Please make sure to always enter your customer ID and password manually and not via "Copy & Paste"
- If you have used the "Lost password?" feature several times: Please always use the login data from the latest mail
- Please note that the password is case-sensitive!

In case you can't reach the eMail address the account is registered on, please proceed as follows:

1. Download the customer update form from our website. The form [German only] can be found under the following link: [click here](#)
2. Fill it out and send it to the fax number stated in the form or via snail mail to the following address: [click here](#)

**Hint:** You should of course choose an eMail address accessible by you. Also the form has to be signed by the contracting partner. Please use the company's stamp also for companies, clubs or other institutions.

3. After processing you will receive a confirmation from EUserV Internet. Now you are able to have a new password generated as mentioned above and to log in as usual.

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Unique solution ID: #1468

Author: EUserv Support

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