Kundencenter
Why can I not login into the customer panel?

Possible reasons:

1. An invalid password or customer ID has been entered

- E.g. by inserting the password via copy & paste

  (Special characters can possibly get copied with the password)

2. Too many failed login attempts

- Wait for the end of the displayed lock period and try again
- Use the „Lost password?“ function to have a new password created after the lock period has been suspended

3. Your account is deactivated (locked)

- Please contact our support in writing under support@euserv.com

Unique solution ID: #1555
Author: EUserv Kundensupport
Last update: 2014-03-10 08:18

(c) 2026 EUserv Internet <support@euserv.de> | 2026-11-25 12:11
URL: https://faq.euserv.de/content/93/313/en/why-can-i-not-login-into-the-customer-panel.html