

Customer Portal Login Guide

Before you begin

Confirm that your customer account is active, your email address is verified, and you are using a supported browser.

Sign in

1. Open the customer portal sign-in page supplied by your organization.
2. Enter your registered email address.
3. Enter your password.
4. Select **Sign in**.
5. Complete multifactor authentication when your organization requires it.

Troubleshoot access

- Check that Caps Lock is not enabled.
- Confirm that you entered the email address associated with your account.
- Use the password-reset process after repeated unsuccessful attempts.
- Contact the designated support team when your account is locked or inactive.

Security

Do not share passwords, verification codes, or recovery links. Support representatives should never ask for your password.

Related documents

- [Overview of Customer Portal](#)

- [Password Reset Procedure](#)
- [Support Request Workflow](#)