

Lost password process

Where you have forgotten your password, you can reset it by clicking the link "Click here if you lost your password" which will be visible within the portal log-in screen.

Enter your e-mail address in the message box which appears and click "Reset Password".

The image shows two screenshots from a web portal. The left screenshot is titled "Portal - Log In" and contains the following elements: a "User name*" input field, a "Password*" input field, a "Remember me:" checkbox which is checked, and a "Login" button. Below the login form, there is a link that says "Don't have an account yet? Click here for registration." and another link, "Click here if you lost your password", which is circled in orange. An orange arrow points from this link to the right screenshot. The right screenshot is titled "Request new password" and contains the following elements: a text prompt "Please enter your user name (E-Mail address)*:", an input field containing the email address "erika.mustermann@sobis.com", and two buttons: "Reset Password" (circled in orange) and "Cancel".

Within the next 10 minutes you will receive an e-mail containing a new temporary password.

Please log in with your temporary password right away and make sure to define a new password.