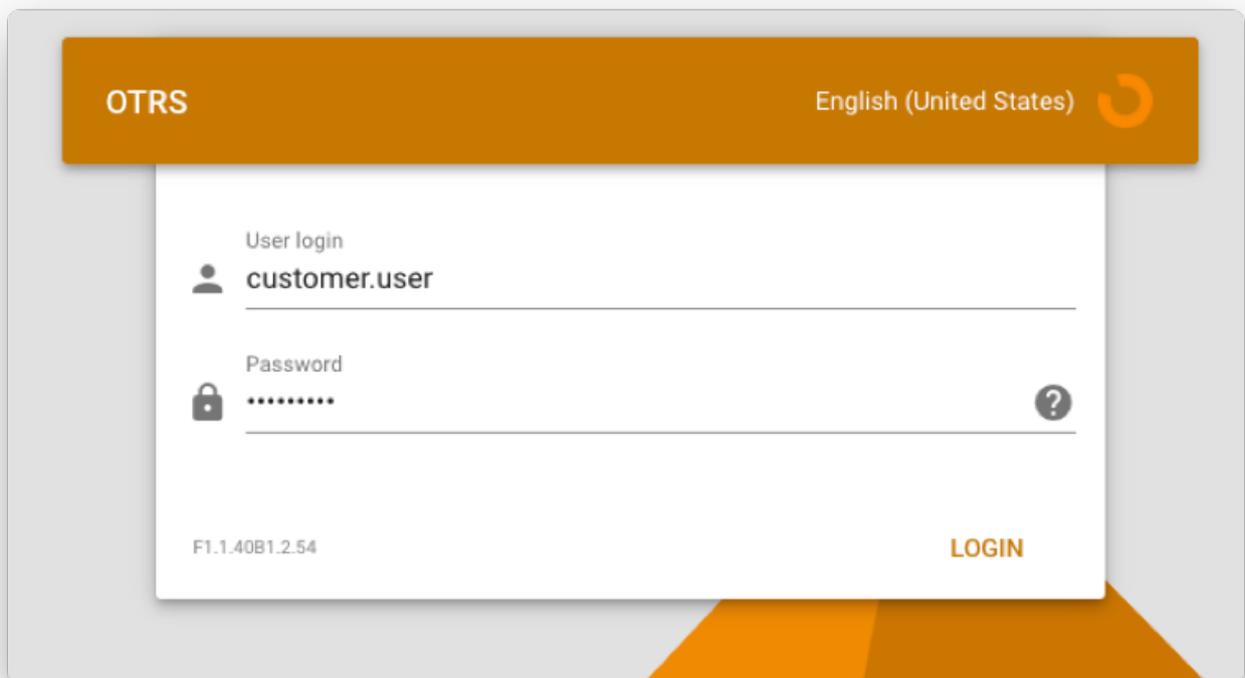


# Logging in

If you previously used the OTRS's Customer Panel you can log in to the new *Intalio Customer Panel* using the same credentials.

## Login page address

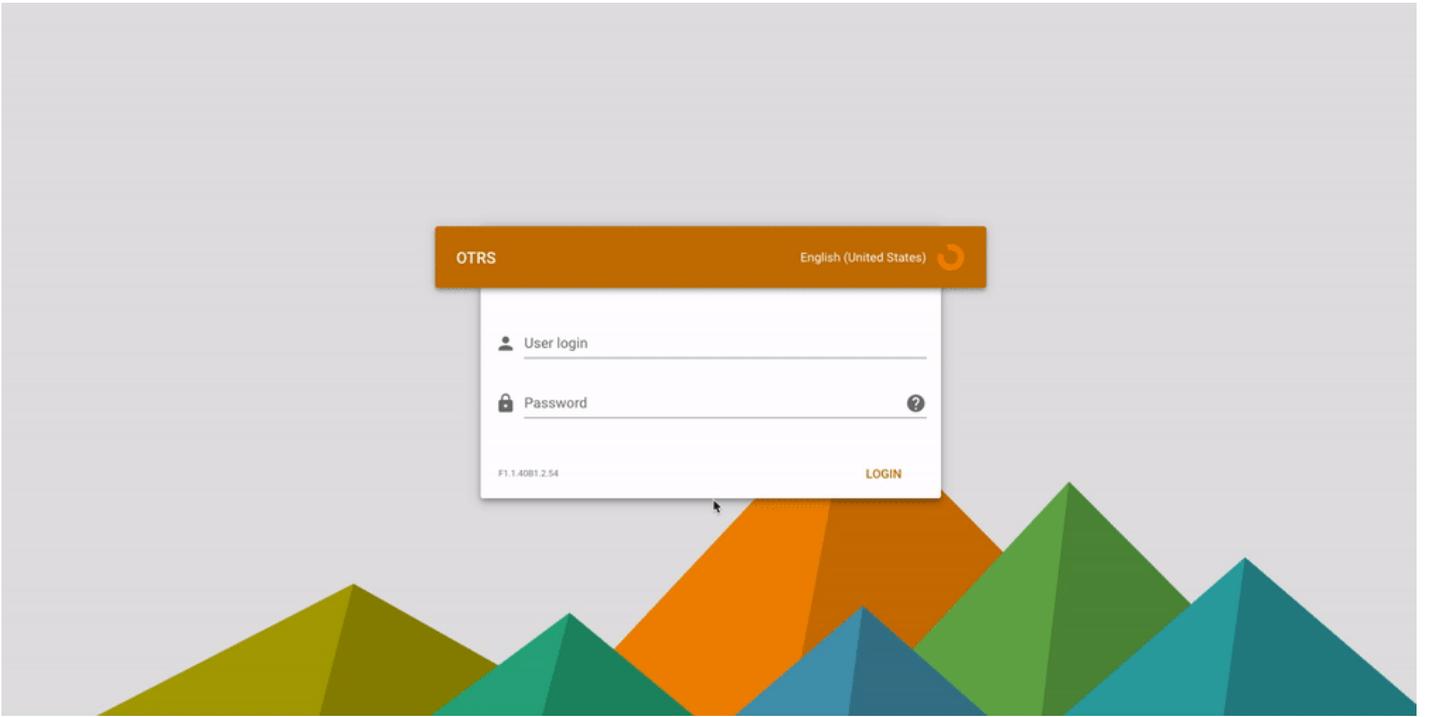
The login page address may vary depending on how the system is implemented but usually it ends with **otrs/route.pl/customer-panel/login**.



The image shows a screenshot of the OTRS login page. At the top, there is an orange header bar with the text "OTRS" on the left and "English (United States)" with a refresh icon on the right. Below the header is a white login form. The form has two input fields: "User login" with a person icon and the text "customer.user", and "Password" with a lock icon and a question mark icon. At the bottom left of the form is the text "F1.1.40B1.2.54" and at the bottom right is a blue "LOGIN" button.

## Forget your password?

If your administrator allows you to reset user passwords, you can use the password reset function. All necessary information will be sent to your e-mail.



---

Revision #1

Created Mon, Jul 13, 2020 1:35 PM by [editor](#)

Updated Mon, Jul 13, 2020 1:55 PM by [editor](#)