

## I am unable to log into Deployteq

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Can't log in to Deployteq? This could be due to a few reasons:

1. The URL is incorrect. Check the URL format. It should look like this:  
<https://portalname.deployteq.net>
2. Use the browser's incognito mode, which disables all plugins. Try logging in again.
  1. If you're using Firefox, press the following combination on your keyboard: Control+Shift+P.
  2. If Google Chrome is your web browser, press the following combination on your keyboard: Control+Shift+N.
3. If you see the error message "Error: 3: username/password/portal invalid," it means the portal name, your username, or your password is incorrect. Double-check the spelling and contact your portal administrator if you still can't log in.
4. If you see the error message "203: Unauthorized," it means the user you're logging in with hasn't been granted rights in the portal. In this case, contact your portal administrator.

### Captcha

After three failed login attempts, you'll see a Captcha. Your username and password now need to be supplemented with a security code.

1. Check the URL format. It should look like this:  
<https://portalname.deployteq.net>
2. Check your username and password for your user account. The password should consist of a combination of uppercase and lowercase letters, numbers, and at least 1 special character, such as an exclamation mark.
3. Use the browser's incognito mode.