I am unable to log into Deployteq

Boyke ten Broeke - 2025-11-03 - Comments (0) - Accounts and logging in

You will receive your username and password to start working in Deployteq from your portal admin. The portal admin will also assign you the correct role and permissions. (Tip: read more about the portal admin here).

If you are unable to log in after some time, there could be various reasons. Here you will find explanations and solutions for the most common cases.

Note

For security reasons, Deployteq asks you to change your password every 3 months.

Note: this does not apply to SSO users.

You will receive a reminder about this on the login screen.

You have forgotten your password

If you have forgotten your password, use the 'Forgot your password' reset link on the login page. There, you can enter your username. You'll then receive an email with a reset link that's valid for 15 minutes.

Note: after three failed login attempts, you will see a '**captcha**'. Your username and password must now be supplemented with a security code. If you enter the captcha code incorrectly, you will receive the error message 'Error: 125 username/password/portal/captcha invalid'. You must then enter the correct captcha code before you can proceed.

You receive an error message when logging in

- Do you see the error message Error: 3:username/password/portal invalid? This means that the portal name, your username, or your password is incorrect. Check the spelling and contact your portal admin if you still cannot log in.

- Do you see the error message 203:Unauthorized? This means that the user you are logging in with has not been granted permissions in (a brand of) the portal. It could also mean that your IP address is not on the portal's whitelist. In this case, contact your portal admin.

Your account is inactive

If you have not logged in for more than 90 days, your account becomes inactive. This helps prevent, for example, employees who are no longer with the company from logging in. You will also see the error message 'Error: 3:username/password/portal invalid'.

The portal admin, or someone with sufficient rights, can reactivate your account by setting the 'Account enabled' setting from 'No' to 'Yes' and saving it. At that point, you can log in again with your known password.

Starting from release 3.11.38 (July 2024), system accounts such as the 'Administrator' account will no longer be deactivated after 90 days of inactivity.

Other tips

It is also possible that the URL is incorrect. Check the structure of the URL. It should look like this: https://*portalname*.deployteq.net

Use the incognito mode of the browser, which disables all plugins used by the browser. Try logging in again

now.

- Is Firefox your web browser? If so, press the following combination on your keyboard: Control+Shift+P.
- Is Google Chrome your web browser? If so, press the following combination on your keyboard: Control+Shift+N.