

1. YOUR PASSWORD DOES NOT WORK?

You yourself are the contact person reported to us for the trade fair?

Yes, then ->

- do you possibly already have the login data from a previous event? If you can't remember, then you can use the "Forgotten password" function on the start page of your exhibitor area.
- have you passed on your login data? Then it could be that the initial password has already been set by someone else.
- are you logging into the exhibitor area for the first time? Please have a look at point 2.

No, then ->

- please contact the contact person of the fair in your company, he/she can give you the login data.

You are the new contact person for (all matters concerning) the trade fair and you do not have any login data yet?

Yes, then ->

- please send us your new contact details, and you will receive login data.

No, then ->

- please contact the contact person of the fair in your company, he/she can give you the login data.

2. YOU ARE THE CONTACT PERSON AND HAVE RECEIVED AN EMAIL FROM US TO LOG IN. NEVERTHELESS YOU CAN NOT LOG IN ?

Does an error message already appear on the first page?

- Is the input of your password correct? You can display the characters.
- Have you passed on the login data? Maybe the password was changed by someone?
- If you have forgotten your password, you can use the "Request password" function again on the start page of your exhibitor area.

Does the error occur only on the second page?

- Please click on „show characters“ and check the input, it must look like this on the second page:
- You must first enter the **password you requested**, which you used to log in on the first page.
- Then 2x your **personal password** which you can assign yourself.

Change your password

You log in for the first time with an automatically generated password sent to you by NürnbergMesse. Please change your password for security reasons.

The new password has to consist of six to ten characters and contain at least one capital, one small letter and one number.

automatically generated password:

kfrovs

set personal password:

Example123

repeat personal password:

Example123

Show characters

Your password should

- ✓ have at least 6 characters
- ✓ at least have one upper case character
- ✓ at least have one lower case character
- ✓ at least contain one number
- ✓ be confirmed with the same password

After you have changed your password, you will be automatically directed to your personal exhibitor area. From now on you can only log in with the new password.

- ➔ The conditions, how the password has to look like, you see written in red, as soon as a condition is fulfilled, the writing turns green.

Your password should

- ✗ have at least 6 characters
- ✗ at least have one upper case character
- ✗ at least have one lower case character
- ✗ at least contain one number
- ✗ be confirmed with the same password

Your password should

- ✓ have at least 6 characters
- ✓ at least have one upper case character
- ✓ at least have one lower case character
- ✓ at least contain one number
- ✓ be confirmed with the same password

3. YOU CAN LOG IN, BUT YOU DON'T SEE AN EVENT?

- ➔ Please check if you have the current login data for this year's event.
- ➔ Are you perhaps using the login data of a previous contact person for the trade fair? If yes -> These are no longer authorized for this year's event.
- ➔ Are you no longer the contact person reported to us, but a different person? -> Please notify us of any changes or ask the current contact person in your company.
- ➔ Is the event already open for registration? Have you already received a mailing for it?

Only contact persons who are registered for the current event will also see the booking option in the personal exhibitor area.

4. YOU HAVE FORGOTTEN YOUR PASSWORD?

→ Please use the button "Request password".

Customer number:

Password:

Show characters
 Remember login data.

Please treat your login data confidentially.

→ On the following page you can enter your customer number or your personal e-mail and then request the password.

Password request

Please enter your customer number or e-mail address.

E-mail address:

Customer no.:

→ If your mail address or customer number could be assigned, the following appears:

Password request

Please enter your customer number or e-mail address.

You will immediately receive an e-mail with your new login data.
 Please log in again with these data.

Thank you very much for your patience.

→ **Please note**, that your customer number or e-mail address must be stored in our system, otherwise you will receive the following message:

We're sorry, the search did not yield a clear result.

Please contact:

[registration.services@nuernbergmesse.de!](mailto:registration.services@nuernbergmesse.de)

No login data could be determined.

The login data were not sent.

It is recommended to use the customer number of the contact person, as this is easier to assign in the system.

→ Mail you will receive (example:)

You have requested the reset of the password for your personal exhibitor area.
Please click on the link, enter your customer number and the automatically generated password mentioned below and follow the instructions.

Sign up here: <https://shops.nuernbergmesse.de/nuem/go?shop=exhibitorarea>

Password: rfwurh

Please note that it may take a few minutes before you can log in with this password.

→ Important! It may take a few minutes until the password works.

Change your password

You log in for the first time with an automatically generated password sent to you by NürnbergMesse.
Please change your password for security reasons.

The new password has to consist of six to ten characters and contain at least one capital, one small letter and one number.

automatically generated password:

rfwurh

set personal password:

Example123

repeat personal password:

Example123

Show characters

Your password should

- ✓ have at least 6 characters
- ✓ at least have one upper case character
- ✓ at least have one lower case character
- ✓ at least contain one number
- ✓ be confirmed with the same password

After you have changed your password, you will be automatically directed to your personal exhibitor area. From now on you can only log in with the new password.

5. HOW TO USE YOUR LOGIN DATA CORRECTLY!

New customer or new contact person

As a new customer, you will receive an e-mail with your customer number and a link to the exhibitor area.

In the exhibitor area, please request your **initial password** via the "Request password" button. (see point 4.)

On the "Request password" page that opens, please enter your customer number as the contact person in the first line, which you received by e-mail. (7-digit number).

After receiving the initial password, you can log in to the exhibitor area and set your own personal password.

Please enter the initial password **here.**

In the following two lines you may enter your **own personal password.** e.g: Example123. Please make sure that all criteria for the assignment of the password are fulfilled.

Then click on continue and you are in your personal exhibitor area.

Change your password

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- ✓ be confirmed with the same password

set personal password:

Example123

repeat personal password:

Example123

Show characters

After you have changed your password, you will be automatically directed to your personal exhibitor area. From now on you can only log in with the new password.

Old customer / same contact person

If you were already registered with us as a contact person for a past event, you can already enter your **personal password** here.

Customer number:

Password:

Show characters

Remember login data.

Login →

 Request password

Please treat your login data confidentially.

We hope we could help you further.

If you still have questions or problems, please contact us by mail: registration.services@nuernbergmesse.de.

To speed up the processing of your request, please provide us with the event and company name or, if available, the registration number. Thank you very much!