

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 house (he/she can give you the login data or authorize us with an e-mail to give you the initial password!)

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 or authorize us to give you the initial password!)

2. YOU ARE THE CONTACT PERSON AND HAVE RECEIVED LOGIN DATA FROM US FOR YOUR EXHIBITOR AREA. YOU CAN STILL 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 login was changed by someone?
- If you have forgotten your password, you can use the "Forgotten password" function 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 initial password with which you logged 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:

set personal password:

repeat personal password:

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 "Forgotten password" function, directly below the customer number and password details.

Customer number:

Password:

[Forgot your password?](#)

5. HOW TO USE YOUR LOGIN DATA CORRECTLY!

New customer or new contact person

Please enter your customer number in the first line. This is your personal customer number as contact person (7-digit number).

Then follows the **initial password**, which was automatically created for you and sent to you by e-mail.

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.

Welcome to your personal exhibitor area

Here you can log in with your personal login data, which are valid for all future events.

As an exhibitor you can register for participation in your personal exhibitor area and book your services in the Exhibitor Shop in due course.

If you have received partner login data, you can make service bookings in the ExhibitorShop after logging in.

Customer number:
6926519

Password:
kfrovs

[forgot your password?](#)

Show characters
 Remember login data.

Login →

Please treat your login data confidentially.

For new customers / new contact person

In case of an automatically generated password, please enter the **initial password** here again.

In the following two lines, you may enter your own **personal password**. Here as eg: 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

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

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

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.

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!