
partslink24 – Information regarding registration and login

Dear partslink24 user,

Please find below some information regarding registration and login.

If the information is not helpful, please contact the customer service at **contact@partslink24.com** or by phone at **+49 (0) 89 54715 111**.

1) Why didn't I get my login data after having registered?

Once you successfully completed your registration, LexCom will send you an email that confirms the access data you require for logging in to partslink24. It may take several minutes for you to receive this email, depending on your service provider. If you do not receive this email confirmation of your access data from LexCom within approximately 30 minutes, click **FAQ/Contact** on the Start page to contact LexCom.

2) Why do I receive the error message "Invalid login data"?

Please note that login data is case sensitive, i.e. when entering your access data, make sure the Caps Lock key on your keyboard is disabled.

- ➔ Once again, enter your partslink24 ID, user name and password to log in to partslink24.
- ➔ Access to your partslink24 account is locked automatically after five unsuccessful login attempts in order to exclude any risk to your security. In such situations, consult the user administrator of your partslink24 account, or click **FAQ/Contact** on the Start page to contact LexCom directly.

