

# mainstorconcept Service Portal - Captcha Error

## Summary

While trying to log into the mainstorconcept Service Portal, the captcha screen appears.

## Problem

Login is unsuccessful as the password is incorrect.

## Cause

Upon multiple invalid entries, the password must be reset.

## Solution

1. On the mainstorconcept Portal Login screen, click on the "Forgot your password?" link.

The screenshot shows a login form with the following elements:

- Title: Login
- Field 1: Your e-mail address (input: name@somewhere.com)
- Field 2: Your password (input: \*\*\*\*\*)
- Buttons: Login (highlighted with a red box), Forgot password? (with a red arrow pointing to it)

2. You will be prompted to reset your password before a successful login can occur.

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