Signing in

TL;DR

> This page covers signing in, the password rules, and what happens when a session ends. There is no way to reset your own password. If you cannot get in, an administrator must set a new one for you.

What you need before you start

An administrator creates your account and tells you your email address and password directly. The system never sends email, so there is no message to wait for.

Passwords have a required format: at least 8 characters, with an uppercase letter, a lowercase letter, a number, and a symbol.

Signing in

1. Open Export ERP in your browser. The sign-in screen opens.
2. Fill in **Email** and **Password**. The eye button beside the password shows what you typed.
3. Select **Continue**. The button reads "Please wait..." while it works.

You land on the Dashboard: the first screen, with counts, charts and your most recent shipments. If you opened a link to a specific page before signing in, you land on that page instead.

Errors you may see

What happened	What you see
You left the email empty	"Please enter email."

What happened	What you see
The email is not shaped like an email address	"Please enter a valid email address."
You left the password empty	"Please enter password."
The password you typed is shorter than 8 characters	"Password must be greater than 8 characters."
The password you typed is missing a required kind of character	"Use at least 8 characters, including uppercase and lowercase letters, numbers, and symbols."
Wrong password, mistyped email, or a closed account	"These credentials do not match our records."
Five failed tries in a row	"Too many login attempts. Please try again in 60 seconds." The number counts the wait down.

If you cannot sign in

The same message covers three different problems. "These credentials do not match our records." appears for a wrong password, for an email with no account, and for an account that has been closed. The message alone does not tell you which happened.

There is **no way to reset your own password**. The screen has no reset link, and the system sends no email. An administrator must set a new password on your account and tell it to you directly.

The format is checked before the password itself. If your account is older and its password does not meet the format above, signing in refuses with the format message, no matter how correctly you typed it. Nothing on screen explains this. The only fix is an administrator setting a new password that meets the format.

After five failed tries, sign-in pauses. Wait out the message's countdown (about a minute), then try again.

If none of this helps, ask your administrator to check your account and set a new password.

Staying signed in

You stay signed in while you work. After 2 hours without activity, your session ends.

Closing the browser does not sign you out. Reopen it within those 2 hours and you continue where you left off.

When the session ends in the middle of a task, your next save shows a page reading "Page Expired", and what you typed on that screen is lost. On long forms, save as you go.

If your account is closed while you are working, the next thing you do returns you to the sign-in screen with no explanation. Signing in again then reports "These credentials do not match our records.".

Signing out

Select your name at the top right, then **Sign Out**. You return to the sign-in screen.

FAQs

I forgot my password. Where is the reset link?

There is none. The screen has no reset link and the system sends no email. An administrator must set a new password on your account and tell it to you directly.

Why is my correct password refused with the message about the format?

The format is checked before the password itself. If your account is older and its password does not meet the required format, signing in refuses with the format message no matter how correctly you typed it, and nothing on screen explains this. The only fix is an administrator setting a new password that meets the format.

What does "These credentials do not match our records." actually mean?

The same message covers three different problems: a wrong password, an email with no account, and an account that has been closed. The message alone does not tell you which happened.

Why has sign-in stopped accepting any tries at all?

After five failed tries in a row, sign-in pauses and shows "Too many login attempts. Please try again in 60 seconds." with the number counting down. Wait out the countdown, about a minute, then try again.

Does closing my browser sign me out?

No. Reopen the browser within 2 hours and you continue where you left off. Your session only ends after 2 hours without activity, or when you select Sign Out under your name at the top right.

Why did I get a "Page Expired" page and lose what I typed?

Your session ended in the middle of the task, after 2 hours without activity. Your next save shows "Page Expired" and what you typed on that screen is lost, so on long forms, save as you go.

Related pages

- Finding your way around: the menu bar, and why some entries may be missing for you
- Your account: changing your own name and password
- What Export ERP Does: what the system holds and how work moves through it

Last verified: 31 July 2026

Revision #6
Created 2026-07-31 07:19:01 IST by Admin
Updated 2026-08-07 10:03:00 IST by Admin