

SiePortal | Siemens ID FAQ

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I cannot log in to SiePortal using my username anymore. What should I do?

As of December 7th, we transitioned to Siemens ID, a new, more secure login method. This means that we no longer support username-based logins. Please log in using the email address registered to your account instead. If you have forgotten your registered email, please contact application-uhd.industry@siemens.com and provide them your username. An email will be sent this email address. Should you no longer have access to this email account to confirm the sent email, you need to create a new account on SiePortal.

I cannot access my account – my password no longer works. What should I do?

This occurs if you have multiple accounts registered to your email address. With the old login method, each account required its own unique password. With Siemens ID, all accounts registered with your email are consolidated under **a single login**, which consists of your email address and a single password. To create a password for your email address, please reset your password by clicking on "Forgot your password" after entering your email on SiePortal. Once you have reset your password, you can access all your profiles via the new 'Profile Selector' after logging in. To switch to another profile, please log out and log in again to view the profile selection. Please note that you will keep all permissions and data for each profile.

How can I change the email address for my SiePortal account?

Please log into the User Self Service Portal (<https://sp.login.siemens.com/>) and change your email address under your profile settings.

Please note that you need to have access to your account's current registered email address. If you do not have access, then a new registration is necessary. We recommend re-logging into your account after any change to your profile data.

Why am I redirected to my company's login screen when I try to log in to SiePortal?

This means that your company's login identity management system is linked with Siemens ID. As a result, employees from your company will be forwarded to their company portal for login. Once logged in there, you will be simultaneously logged in with your SiePortal account.

For FAQs about Siemens ID overall, click [here](#).



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SiePortal account-related questions 2/2

I forgot to connect all my SiePortal accounts to my individual email address. What should I do?

Please reach out to application-uhd.industry@siemens.com and provide the usernames of the accounts that you wish to connect to your individual email address. Please be aware that you need to have access to the current registered email address for each account. If you do not have access to your email account, changing the email address associated with your SiePortal account will not be possible.

My SiePortal account was connected to a shared email address. Now, I can't access my account. What should I do?

With the transition to Siemens ID, the use of shared email addresses between multiple users is no longer supported. Each email address needs to be associated with a unique password. It's possible that another user who shared the same email address has changed the password, so you cannot access your account anymore. In this case, please reach out to application-uhd.industry@siemens.com and provide your username. We will then update the account's email address to your individual email address. Please note, access to the **shared email address** is necessary as a validation code will be sent to verify your identity.

I have an SiePortal account, but do not have a Siemens ID account. What should I do?

A Siemens ID account will be created automatically for you when you create a SiePortal account. You will receive a separate email that you need to confirm. Once confirmed, you can log in to SiePortal with your Siemens ID credentials.

How can I delete my SiePortal or Siemens ID account?

To delete your SiePortal or Siemens ID account, you need to reach out to application-uhd.industry@siemens.com or your eBusiness consultant. With the deletion of your Siemens ID account, you will lose access to most Siemens applications.

Why can't I see the updates I made to my profile (e.g., email, name)?

Please log out and log in again after any change you made to your profile data. If you continue to encounter issues, please contact application-uhd.industry@siemens.com or your eBusiness consultant contact.

For FAQs about Siemens ID overall, click [here](#).

SiePortal | Siemens ID 常见问题与 Siemens Portal 账户相关的问题 1/2



我无法再使用我的用户名登录 SiePortal。我该怎么办？

截至 12 月 7 日，我们过渡到 Siemens ID，这是一种更安全的新登录方法。这意味着我们不再支持基于用户名的登录。请使用您帐户中注册的电子邮件地址登录。如果您忘记了注册电子邮件，请联系 application-uhd.industry@siemens.com 并向他们提供您的用户名。一封电子邮件将发送到注册的电子邮件地址。如果您不再有权访问此电子邮件帐户发送电子邮件，则需要在 SiePortal 上创建一个新帐户。

我无法访问我的帐户 - 我的密码不再有效。我该怎么办？

如果您的电子邮件地址注册了多个帐户，则会发生这种情况。使用旧的登录方法，每个帐户都需要自己唯一的密码。使用 Siemens ID，您的电子邮件注册的所有帐户都合并到一个登录名下，该登录名由您的电子邮件地址和一个密码组成。要为您的电子邮件地址创建密码，请在 SiePortal 上输入您的电子邮件后点击“忘记密码”来重置您的密码。重置密码后，您可以在登录后通过新的“配置文件选择器”访问您的所有配置文件。要切换到其他配置文件，请注销并重新登录以查看配置文件选择。请注意，您将保留每个配置文件的所有权限和数据。

如何更改我的 SiePortal 帐户的电子邮件地址？

请登录用户自助服务门户 (<https://sp.login.siemens.com/>) 并在您的个人资料设置下更改您的电子邮件地址。

请注意，您需要有权访问您帐户的当前注册电子邮件地址。如果您没有访问权限，则需要重新注册。我们建议您在个人资料数据发生任何更改后重新登录您的帐户。

为什么我在尝试登录 SiePortal 时被重定向到我公司的登录屏幕？

这意味着您公司的登录身份管理系统与 Siemens ID 相关联。因此，您的员工将被转移到其公司门户进行登录。登录后，您将同时使用您的 SiePortal 帐户登录。

有关 SiemensID 的整体常见问题解答，[请单击此处](#)。

SiePortal | Siemens ID 常见问题与 Siemens Portal 账户相关的问题 2/2



我忘记将所有 SiePortal 帐户连接到我的个人电子邮件地址。我该怎么办？

请联系 application-uhd.industry@siemens.com 并提供您希望连接到您个人电子邮件地址的账户的用户名。请注意，您需要确认可以访问每个帐户的当前注册电子邮件地址。如果您无权访问您的电子邮件帐户，则无法更改与您的 SiePortal 帐户关联的电子邮件地址。

我的 SiePortal 帐户已连接到共享电子邮件地址。现在，我无法访问我的帐户。我该怎么办？

过渡到 Siemens ID 后，不再支持在多个用户之间使用共享的电子邮件地址。每个电子邮件地址都需要与唯一的密码相关联。共享同一电子邮件地址的其他用户可能已更改密码，因此您无法再访问您的帐户。

在这种情况下，请联系 application-uhd.industry@siemens.com 并提供您的用户名。然后，我们会将账户的电子邮件地址更新为您的个人电子邮件地址。请注意，能够访问 **共享的电子邮件地址** 是必要的，因为将发送验证码以验证您的身份。

我有一个 SiePortal 帐户，但没有 Siemens ID 帐户。我该怎么办？

当您创建 SiePortal 帐户时，将自动为您创建一个 Siemens ID 帐户。您将收到一封单独的电子邮件，您需要确认。确认后，您可以使用您的 Siemens ID 凭证登录 SiePortal。

如何删除我的 SiePortal 或 Siemens ID 帐户？

要删除您的 SiePortal 或 Siemens ID 帐户，您需要联系 application-uhd.industry@siemens.com 或您的电子商务顾问。删除您的 Siemens ID 帐户后，您将无法访问大多数 Siemens 应用程序。

为什么我看不到我对个人资料所做的更新（例如，电子邮件、姓名）？

请注销登录，然后在个人资料数据进行任何更改后重新登录。如果您仍然遇到问题，请联系 application-uhd.industry@siemens.com 或您的电子商务顾问联系人。

有关 SiemensID 的整体常见问题解答，[请单击此处](#)。