

Signing In to Pams

August 18, 2026

Choose How You Access Pams

Start at the Pams sign-in screen. This screen shows the account-access choices that are available for your organization's Pams environment. Use the option that matches your current account status rather than trying to create a second account.

If you already have a Pams account, use the existing-account sign-in path. This is the correct choice when an administrator has already created your account, when you have previously used Pams, or when you have received account details for Pams. Signing in opens the Pams workspace that is assigned to your account.

Some Pams sign-in screens also show an entry point for registration or creating an account. This option is only available when self-service registration has been enabled for that Pams environment. Its presence means Pams allows people to submit their own account-registration request from the sign-in screen.

[SCREENSHOT: Pams sign-in screen showing the existing-account sign-in area and, where enabled, the registration entry point.]

Use registration only when both of these conditions apply:

- You do not already have a Pams account.
- A registration or create-account entry point is visible on the sign-in screen.

Do not use registration simply because you cannot sign in on the first attempt. If an account already exists, return to the existing-account sign-in form and re-enter the account details associated with that account. Creating another account can make it harder for your team to keep ownership, activities, tasks, and records connected to the correct user.

The choices shown on the screen may differ between organizations. For example, one organization may allow users to register themselves, while another may require an administrator to create every Pams account. The sign-in screen is the reliable place to confirm which access choices are currently enabled for you.

Sign In with an Existing Pams Account

Use the existing-account sign-in path whenever an account has already been created for you. This is the normal way to enter Pams for day-to-day work, including reviewing Sales Jobs, updating Tasks, working with Invoices, or opening records from Recently Opened.

1. Open the Pams sign-in screen and choose the option for an existing account. Do not select the registration path if you have used Pams before or know that an administrator created your account.
2. Enter the sign-in details associated with your Pams account in the fields displayed on the form. Where shown, enter the **Login Email** exactly as it is associated with your account. Complete every required field shown on the sign-in form before submitting it.
3. Submit the sign-in form. Pams checks the details you entered and, when they match your existing account, opens your available Pams workspace.
4. Confirm that you can see the areas you need for your work. Depending on your assigned access, you may see areas such as **My Desk, Sales Jobs, Projects Management, Products, Invoices, Payments, Contacts, or Reports**.

[SCREENSHOT: Existing-account sign-in form with the Login Email field and sign-in submission control.]

The workspace you see after signing in is based on the access assigned to your account. For example, a sales user may work mainly with **Sales Jobs, Offers, and Clients**, while a user responsible for purchasing may have access to **MRQs, RFQs, and POs**. If a page, record, or action is not available after you sign in, this can mean that it is not included in your assigned access.

If Pams does not open your workspace after you submit the form, return to the sign-in screen and carefully check the details entered. Use the guidance in [Resolve Sign-In and Registration Problems](#) before requesting a new account.

Register for a Pams Account When Registration Is Available

Register only if you do not have an existing Pams account and the sign-in screen displays a registration or create-account entry point. Registration is not available in every Pams environment. When the entry point is not visible, an administrator must provide or create your account instead.

1. Open the Pams sign-in screen and look for the registration or create-account entry point. Select it only when it is displayed. If you only see the existing-account sign-

in form, self-service registration is not enabled on that screen.

2. Complete the registration form using the details requested by Pams. Enter each required item carefully. Where the form includes **Login Email**, provide the email address that should be associated with your Pams account.
3. Review the information shown on the registration form before you submit it. Your registration details identify the account that Pams will use when you later sign in, so make sure they match the details requested by your organization.
4. Submit the registration request. Pams may show a confirmation message, an activation instruction, or another step that must be completed before the account can be used. Follow the instruction shown on screen.
5. After registration or activation is complete, return to the Pams sign-in screen. Choose the existing-account sign-in path and enter the details for the account you just created.

[SCREENSHOT: Registration form displayed from the Pams sign-in screen, including the Login Email field and registration submission control.]

Submitting a registration request does not always mean that access is immediately available. Your Pams environment may require you to complete the instructions presented after submission before you can sign in. If Pams indicates that confirmation or activation is needed, complete that process first and then return to the sign-in screen.

If you have already registered but cannot sign in, do not submit another registration request. Check whether Pams displayed an activation or confirmation step, then use the troubleshooting guidance in this document if access is still unavailable.

Understand Which Account-Access Options Are Available

The Pams sign-in screen shows the access methods enabled for the Pams environment you are using. Treat the controls displayed on that screen as the source of truth. Do not assume that every organization using Pams offers the same account-creation choices.

Use these distinctions when deciding what to do:

What you see or need	What it means	What to do
Existing-account sign-in form	Pams allows you to access an account that already exists.	Enter the sign-in details associated with your account and submit the form.

What you see or need	What it means	What to do
Registration or create-account entry point	Self-service registration is enabled.	Use it only if you do not already have a Pams account.
No registration entry point	Self-service registration is not enabled on this sign-in screen.	Ask the administrator responsible for Pams accounts to create or enable your account.

Registration and signing in have different purposes. Registration creates an account or submits a request for one, where your organization allows self-service registration. Signing in gives you access to an account that already exists. If you have already registered, completed activation, or previously accessed Pams, use the existing-account sign-in form rather than registering again.

After you sign in, Pams only displays the pages, records, and actions available to your account. For example, access to **Security**, **Users**, **Roles**, or **Configuration** may be limited to users with the appropriate responsibilities. A missing menu item does not necessarily indicate a sign-in problem; it can reflect the access assigned to your account.

If you need access to Pams but the sign-in screen does not show a registration option, contact the organization or Pams administrator responsible for account provisioning. They can confirm whether an account exists for you and whether self-service registration is available in your organization.

Resolve Sign-In and Registration Problems

If you cannot access Pams, start with the option you selected on the sign-in screen. Most access problems relate to entering details for an existing account, attempting registration where it is not enabled, or not completing a confirmation or activation instruction.

- **The existing-account sign-in form does not open your Pams workspace:** Return to the sign-in screen and enter the account details again. Check that the **Login Email**, where shown, is the one associated with your existing Pams account. Submit the form again after completing all required fields.
- **You cannot find a registration or create-account entry point:** This indicates that self-service registration is not available on that Pams sign-in screen. Do not keep looking for a separate registration page. Contact the administrator responsible for Pams accounts and ask them to confirm whether an account can be created for you.

- **You submitted registration but cannot sign in yet:** Review the message or instructions Pams displayed after you submitted the registration form. Pams may require a confirmation or activation step before the new account can be used. Complete the displayed step, then return to the existing-account sign-in form.
- **You are unsure whether an account already exists:** Ask the administrator responsible for account provisioning before registering. They can confirm whether you should sign in with an existing account or wait for account creation or activation.
- **You can sign in but cannot see an expected page or action:** Your account may not have access to that area. For example, access to **Sales Jobs**, **Invoices**, **Projects Management**, **Reports**, or **Security** can vary by user. Ask the administrator to review the access assigned to your account.

Avoid submitting multiple registration requests for the same person. Use one account consistently so that ownership of Tasks, Activities, Sales Jobs, and other Pams records remains connected to the right user.

Overview

Pams provides a sign-in screen for entering an existing account and, in environments where it is enabled, a registration path for requesting or creating a new account. Your first decision is simple: sign in when you already have Pams account details; register only when you do not have an account and the registration option is visible.

After a successful sign-in, Pams opens the workspace available to your account. The content you see is based on the access assigned to you. You might open **My Desk** to review current work, use **Recently Opened** to return to records you worked with earlier, or move directly to areas such as **Sales Jobs**, **Contacts**, **Projects Management**, **Products**, **Invoices**, or **Payments**.

Pams uses account access to keep work relevant to each user's responsibilities. A sales representative may need access to **Clients**, **Sales Jobs**, **Offers**, and **Activities**. A purchasing user may need **MRQs**, **RFQs**, **POs**, and **Received Products**. Users responsible for company settings may work with **Configuration**, **Users**, **Roles**, **Teams**, or **Security**. The pages and actions available to you can therefore differ from those available to colleagues.

[SCREENSHOT: Pams workspace after sign-in, showing navigation areas such as My Desk, Sales Jobs, Projects Management, Invoices, and Reports.]

Registration does not replace sign-in. Its purpose is to establish a new account when self-service registration is available. Once the account is registered and any activation instruction is complete, you return to the existing-account sign-in form to enter Pams.

If your organization does not show registration on the sign-in screen, account access is managed by the administrator responsible for Pams users. In that situation, the correct process is to request an account rather than attempting to register elsewhere.

Prerequisites

Before you try to access Pams, make sure you know which account situation applies to you. The sign-in screen and the details associated with your Pams account determine the path you can follow.

For an existing Pams account, have the sign-in details associated with that account available. The sign-in form may include **Login Email**, so use the email address connected to your Pams account rather than an alternative address. Enter the details in the fields shown on the screen.

For self-service registration, the following must be true:

- You do not already have a Pams account.
- The Pams sign-in screen shows a registration or create-account entry point.
- You can complete the details requested on the registration form.
- You can follow any confirmation or activation instruction presented after submitting registration.

You do not need access to Pams areas such as **Sales Jobs, Products, Projects Management, Invoices, or Reports** before signing in. Those areas become available only after Pams accepts your existing account details and opens your workspace.

If you are joining a team that already uses Pams, confirm whether an administrator has created an account for you before you select registration. Many organizations manage accounts through their own Pams administrator and do not enable self-service registration. In that case, the registration option will not appear on the sign-in screen.

Also confirm what you need to access after signing in. If your work requires **Sales Jobs, Purchasing, Warehouse, Payments, or Reports**, the administrator responsible for Pams accounts may need to assign the appropriate access. You can still sign in without every area being available, but you will only see the pages and actions assigned to your account.

Step-by-Step Instructions

Use this procedure each time you need to decide whether to sign in or register from the Pams sign-in screen.

1. Open the Pams sign-in screen. Review the access choices displayed before entering any details. Look for the existing-account sign-in form and check whether a registration or create-account entry point is also visible.
2. If you already have a Pams account, choose the existing-account sign-in path. Enter the details associated with that account in the fields shown. Where present, enter your **Login Email** exactly as it is associated with Pams.
3. Submit the sign-in form. When Pams accepts the details, it opens the workspace assigned to your account. Use the navigation available to you, such as **My Desk**, **Recently Opened**, **Sales Jobs**, **Contacts**, **Projects Management**, **Invoices**, or **Reports**.
4. If you do not have a Pams account, check whether the registration or create-account entry point is visible. If it is displayed, select it and complete the registration form with the details requested by Pams.
5. Submit the registration form and follow every confirmation or activation instruction presented by Pams. When registration or activation is complete, return to the existing-account sign-in form and sign in using the newly created account details.
6. If registration is not displayed, do not attempt to create an account through the existing-account sign-in form. Contact the administrator responsible for creating or enabling Pams accounts and ask them to confirm the account-provisioning process.
7. If your existing account does not sign in successfully, re-enter the details shown on the form and submit them again. If Pams still does not open your workspace, contact the administrator responsible for Pams accounts.

If you need help regaining access to an existing account, continue with [Resetting Your Password](#).