

How to log into the Tungsten Automation Community

000019254 | Troubleshooting | Last updated 2026-09-10 | General Support

Release Announcement Location

To find your product's latest release information, go to the [Tungsten Automation Community](#), browse through the Topics' list and select your product family's Topic. Your product's Release Announcements post will be at the top of the selected Discussions page. Or, browse to the [All Products Release Announcement](#) post and select your product from the list.

Overview

The Tungsten Automation Community is an open discussion forum where customers, partners and Tungsten Automation employees can collaborate and engage with one another to share Tungsten Automation product knowledge and experiences, help solve business issues, learn new use cases and share ideas. It's a place where everyone can contribute and interact around Tungsten Automation solutions. It is home to members who may have different relationships with Tungsten Automation, for example customers, partners, and employees. These different relationships correspond to different Community login types.

Until you log in, the Community will treat you as an anonymous visitor with only read access to its Public/Customer area. After you log in, you will see your name in the upper right corner and be allowed to interact with the Community and use its various features. For partners, these include access to the Partner Group — an area for discussions with all Tungsten Automation partners and employees.

How to Log in

The Tungsten Automation Community shares login credentials with several other Tungsten Automation sites, one of which you may already have access to. If you know your Community login credentials, then use them to log in at [Tungsten Automation Community Login Page](#). If not, then continue reading.

Login Types

If you do not have a Tungsten Automation Community login or you are not sure what login type you should have, please click on each login type link below to find out:

- [Portals](#)
- [Partner Portal](#)
- [Customer Portal](#)

Portals

The **Partner Portal** and **Customer Portal** contain the online Case submission and tracking methods available 24x7 for all *non-Community Only* **partners and customers**. These Portals allow eligible contacts to enter new Web-based support Cases, receive responses to their existing Cases, and review their existing Case history online.

Partner Portal

If you have login credentials to the **Partner Portal**, then you *must* use *them* to log in at [Tungsten Automation Community Login Page](#).

If you have Partner Portal credentials and Customer Portal credentials, then use the Partner Portal credentials to log in.

If you do not have a Partner Portal account and you are a Tungsten Automation Partner, you may request one by completing the [Partner Portal Access Request](#) form.

Customer Portal

If you have login credentials to the **Customer Portal**, then use them to log in at [Tungsten Automation Community Login Page](#).

If you do not have a Customer Portal account and do not fit into the categories listed for the Community Only login type, below, you may request one by completing the Customer Portal Account Request form.

Community Only

The Community Only members are those who belong to one of the following categories:

- You are using a Tungsten Automation Cloud solution.
- You are using a free Tungsten Automation trial software.
- You obtained your Tungsten Automation software from a retail store.
- You obtained your Tungsten Automation software when it was included in retail hardware purchase (e.g. a scanner).
- You have a Tungsten Automation product but not a Portal login and wish to join the conversation.

If you already have your Community Only login, then use it to log in at the [Tungsten Automation Community Login Page](#)..

Contact and Further Assistance

If you are experiencing issues or require assistance with Tungsten Automation Community, please contact us via email at community@tungstenautomation.com.

<https://aio-eus-uat-cae-aif-app14-local.redglacier-35d7ee4f.eastus.azurecontainerapps.io/article/19254>