# User Portal - FAQ (Phase 2 Issues)

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# ESO User Portal Frequently Asked Questions

## Phase 2 Issues (OBs, Finding Charts, and README File Preparation and Submission)

- ### I am unable to login to p2(ls). What is wrong?

You must not be using your correct User Portal credentials. Please double-check them (by logging into the User Portal itself) and try again with p2(ls). Please be aware that the username and password are *case-sensitive*.

- ### Can I look at my OBs, Finding Charts, and README files from the User Portal?

No, this is not possible. You should use p2 (for Paranal) or p2ls (for La Silla) for this.

- Tags
- FAQ
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## Related Content

- What is the Designated Visitor Mode (dVM)
- What is the Data Access Delegation?
- Can I browse the science archive from the User Portal web page?
- General information about the ESO User Portal