



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\(Is\). 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(Is). 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 p2Is (for La Silla) for this.

Tags

FAQ

Phase 2

User Portal

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?](#)
- [User Portal - FAQ \(Phase 1 Matters\)](#)
- [How to register and manage the ESO User Portal](#)
- [General information about the ESO User Portal](#)