Customer ID Extension

PDF Manual

MODULE

customer-id

LAST UPDATED

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Login Integration

Customer ID Extension · /customer-id/features/login-integration

Allow customers to log in using their customer ID instead of email address.

Overview

The login integration feature enables customers to use their customer ID as an alternative to email for authentication. This is particularly useful for B2B scenarios where customers prefer using their assigned customer numbers.

How It Works

Technical Implementation

The extension uses an Observer on the `controller_action_predispatch_customer_account_loginPost` event:

1. Customer enters customer ID in the email field
2. Observer (`PreControllerLogin.php`) intercepts the login request
3. System detects if input is a customer ID (numeric check)
4. Looks up customer by `customer_id_number` attribute
5. Replaces customer ID with email address
6. Magento's standard authentication proceeds

Code Flow

```
// Observer/PreControllerLogin.php
if (is_numeric($login['username'])) {
    $customer = $customerRepository->getByCustomerId($login['username']);
    if ($customer) {
        $login['username'] = $customer->getEmail();
        $request->setPostValue('login', $login);
    }
}
```

Configuration

Enable Login with Customer ID

Navigate to **Stores > Configuration > MageB2B > Customer ID > Login Settings**

Set **Enable Login with Customer ID** to **Yes**

Clear Cache

After enabling, clear cache:

```
php bin/magento cache:flush
```

Customer Experience

Login Form

Customers can now use either:

- **Email:** customer@example.com
- **Customer ID:** 12345 (or CUST-00123 depending on template)

Login Process

1. Go to customer login page
2. Enter customer ID in "Email" field
3. Enter password
4. Click "Sign In"
5. System automatically recognizes customer ID and logs in

Template Considerations

Numeric IDs (Recommended for Login)

Templates that work well:

- `%d` - Pure numbers: 1, 2, 3
- `%05d` - Zero-padded: 00001, 00002

Why: Easy for customers to remember and type

Alphanumeric IDs

Templates with prefixes:

- `CUST-%05d` - CUST-00001
- `B2B-%06d` - B2B-000001

Note: Customers must enter the full ID including prefix

Non-Numeric Templates

Templates that DON'T work for login:

- `%d-%s` - Contains non-numeric suffix
- Custom formats with letters

Why: Login detection relies on numeric check

Best Practices

Use simple numeric templates - Easier for customers to remember

Communicate to customers - Inform them they can use customer ID to login

Display customer ID - Show it in account dashboard and emails

Test thoroughly - Verify login works with your template format

Keep email login - Don't disable email login, offer both options

Don't use complex templates - Avoid formats that are hard to type

Don't change templates - Once set, changing affects existing customers

Troubleshooting

Login Not Working

Check configuration:

```
php bin/magento config:show mageb2b_kundennummer/login/enable_login
```

Should return `1` (enabled)

Check customer has ID:

```
SELECT entity_id, email, customer_id_number
FROM customer_entity
WHERE customer_id_number IS NOT NULL;
```

Check template format:

- Numeric templates work best
- Alphanumeric requires exact match including prefix

Customer ID Not Recognized

Possible causes:

1. Customer ID not assigned yet
2. Template includes non-numeric characters
3. Customer entered ID incorrectly
4. Cache not cleared after configuration

Solution:

```
# Clear cache
php bin/magento cache:flush

# Verify customer ID exists
php bin/magento customer:info customer@example.com
```

Multiple Customers with Same ID

This should never happen if validation is enabled.

Check for duplicates:

```
SELECT customer_id_number, COUNT(*) as count
FROM customer_entity
WHERE customer_id_number IS NOT NULL
GROUP BY customer_id_number
HAVING count > 1;
```

Fix duplicates:

1. Enable "Validate Uniqueness" in configuration
2. Manually reassign duplicate IDs in admin
3. Run validation script

Security Considerations

Password Still Required

Customer ID login does NOT bypass password authentication:

- Customer ID only replaces email in lookup
- Password validation remains unchanged
- All security measures still apply

Brute Force Protection

Magento's built-in brute force protection applies:

- Failed login attempts are tracked
- Account lockout after X failed attempts
- CAPTCHA can be enabled

Customer ID Privacy

Consider:

- Customer IDs are less private than emails
- Sequential IDs are predictable
- Use ranges to obscure total customer count

Recommendations:

- Start numbering at higher values (e.g., 10000)
- Use non-sequential ranges
- Don't expose customer IDs publicly

Frontend Display

Show Customer ID in Account

Enable **Show Customer ID in Account** to display the ID in:

- Customer account dashboard
- Order confirmation emails
- Invoice PDFs
- Account information page

Custom Template Display

Add customer ID to custom templates:

```php
<?php
$customerId =
$block->getCustomer()->getCustomAttribute('customer_id_number');
if ($customerId) {
    echo 'Your Customer ID: ' . $customerId->getValue();
}
?>
```

API Integration

Customer IDs are available via API for external systems:

```json
{
  "customer": {
    "id": 123,
    "email": "customer@example.com",
    "extension_attributes": {
      "customer_id_number": "CUST-00123"
    }
  }
}
```

See API Integration for details.

Related Features

- Range Management - Configure ID ranges
- Template Formatting - Customize ID formats
- API Integration - Access IDs via API