

# Customer Portal - Administrator Guide

## Overview

As a Customer Portal Administrator, you will be able to login to the WIKA Customer Portal and manage your company's users. If you feel that you are not the appropriate Administrator for your account, please contact your WIKA Account Manager.

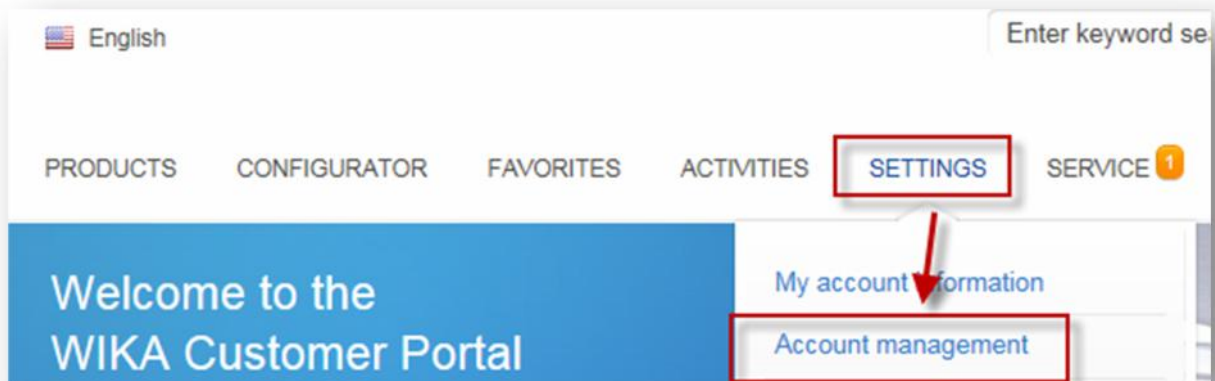
To login to WIKA's Customer Portal click this link: <https://customer-portal-americas.wika.com/us> (Then login with the information you received from WIKA's automated activation email)

You will be able to manage your company's users in the following areas:

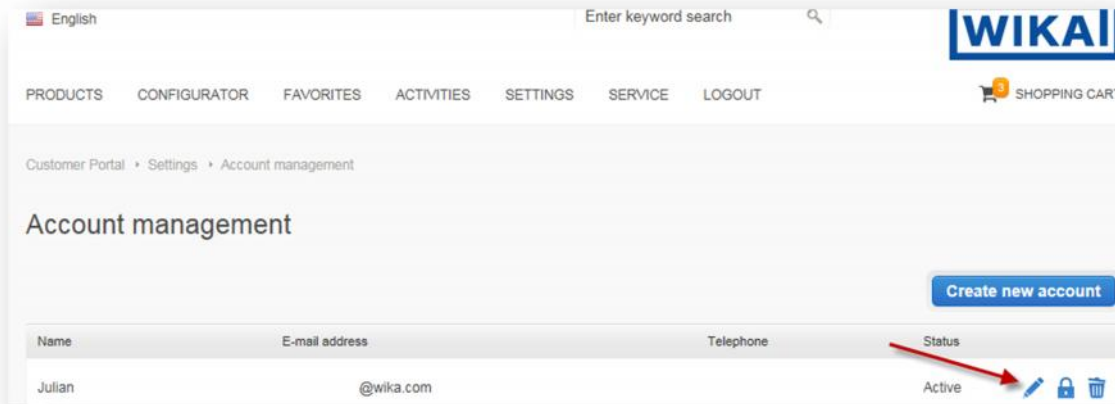
<b>A. Reset passwords:</b> .....	2
<b>B. Remove employees from your Customer Portal</b> .....	3
<b>C. Add new accounts (Users)</b> .....	4

## A. Reset passwords:

1. Hover your mouse over 'Settings' then select 'Account Management'



2. Select the Edit button on the user you'd like to edit



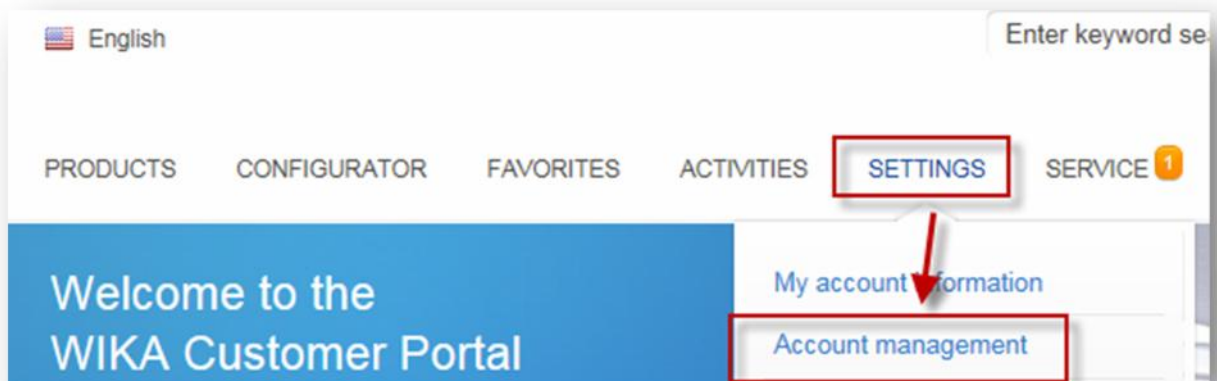
3. Select 'Send automatically created password' checkbox, to send that user a new login password, OR create the new password for them. (Approx. 15-30 minutes to receive new password)

The screenshot shows the 'Login details' form. It contains the following fields and options:

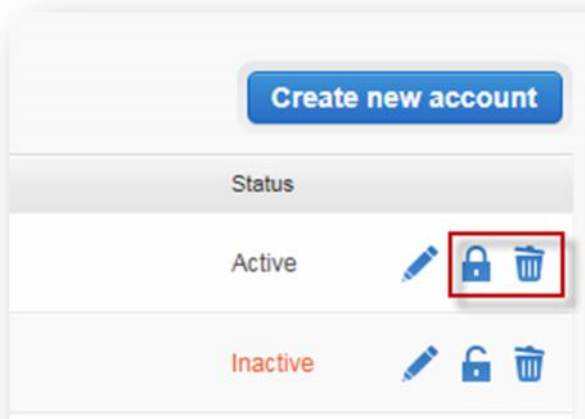
- E-mail address:** john.smith@companyname.com
- New password:** (empty text input field)
- Confirm new password:** (empty text input field)
- Send automatically created password:**  (checkbox is highlighted with a red box)

## B. Remove employees from your Customer Portal

1. Hover your mouse over 'Settings' then select 'Account Management'

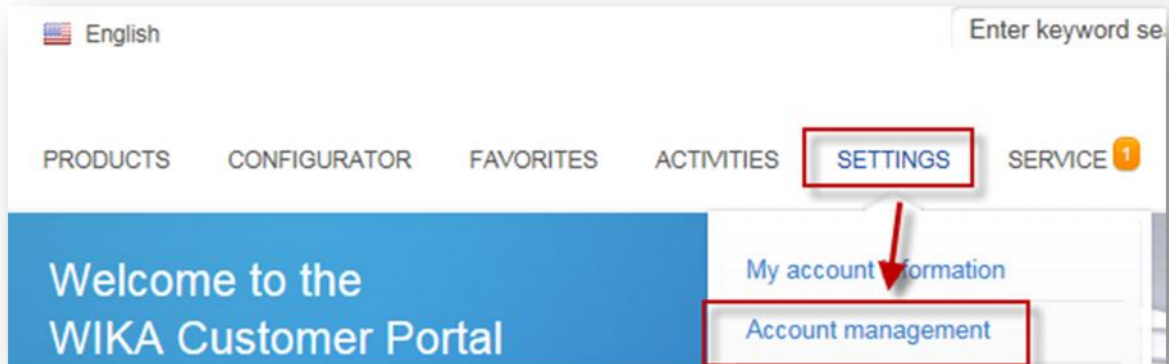


2. Select Deactivate or Delete to either deactivate the user account or delete it from your contacts

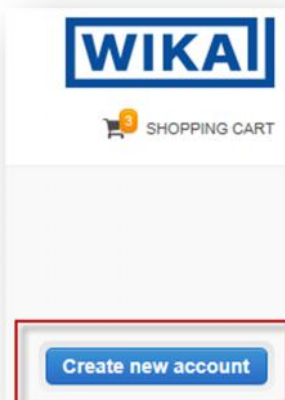


### C. Add new accounts (Users)

1. Hover your mouse over 'Settings' then select 'Account Management'



2. Select Create new account, to create a new employee account (employee user).



3. Fill in all required fields for the new employee

### Create new account

**Personal data**

Title

\* First Name

\* Surname

**Login details**

\* E-mail address

Send automatically created password

**Settings**

\* Default language

Transfer addresses

**Contact information**

Telephone number

Fax number

Mobile phone number

4. Assign access permissions (Typical selection: Show prices, Show stock, allow sharing of favorites)

### Access permissions

\* Show prices

\* Show stock

\* Address management

\* Allow sharing of favorites

5. Select Create new account

