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:

A. Reset passwords
B. Remove employees from your Customer Portal
C. Add new accounts (Users)
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)
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 form](Image)

- **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](Image)

- Show prices: Yes
- Show stock: Yes
- Address management: No
- Allow sharing of favorites: Yes

5. Select Create new account

[Create new account button]