

# Setting up your new My Ishida Europe Account

User Guide



# Welcome to My Ishida Europe

My Ishida Europe is the parts and aftersales platform that's shaped around your needs.

**Register your account from May 7.**



## **Search and order replacement parts**

Find over 100,000 genuine Ishida replacement parts, many available from stock, with clear product and interactive 360 images where available.



## **Get access to parts manuals**

Whatever your machine, you can get all the aftersales information you need at your fingertips.



## **Receive shipment notifications**

Stay informed with accurate lead time visibility, shipment notifications and order status tracking.



## **Quick, easy and secure**

We've made it easy to find exactly what you're looking for, while enhanced 2-Factor Authentication helps to keep your account secure.



## **Discounts on all parts orders**

Save with a 2.5% discount\* on all spare parts orders made using your My Ishida Europe account.



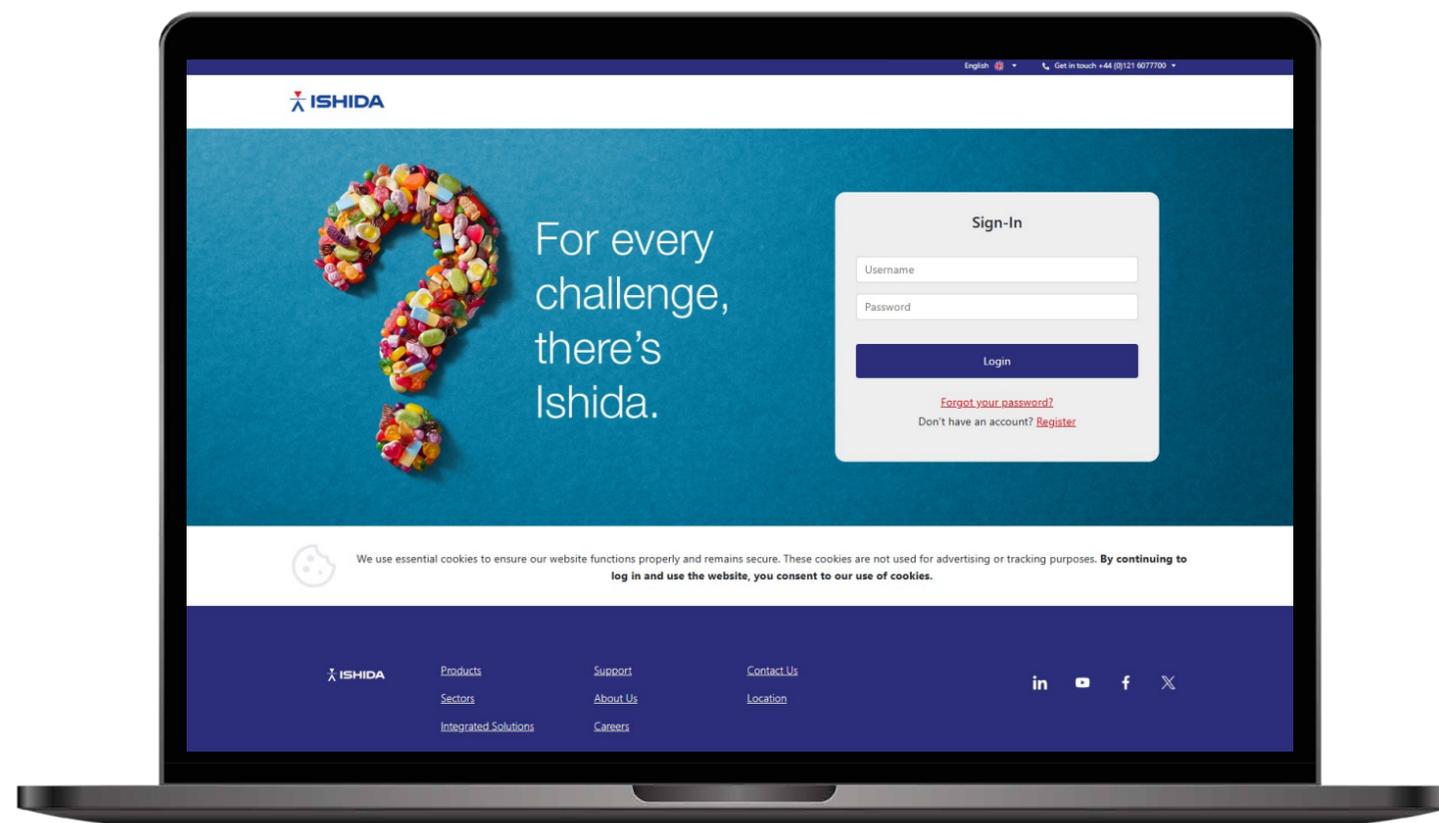
## **More features coming soon**

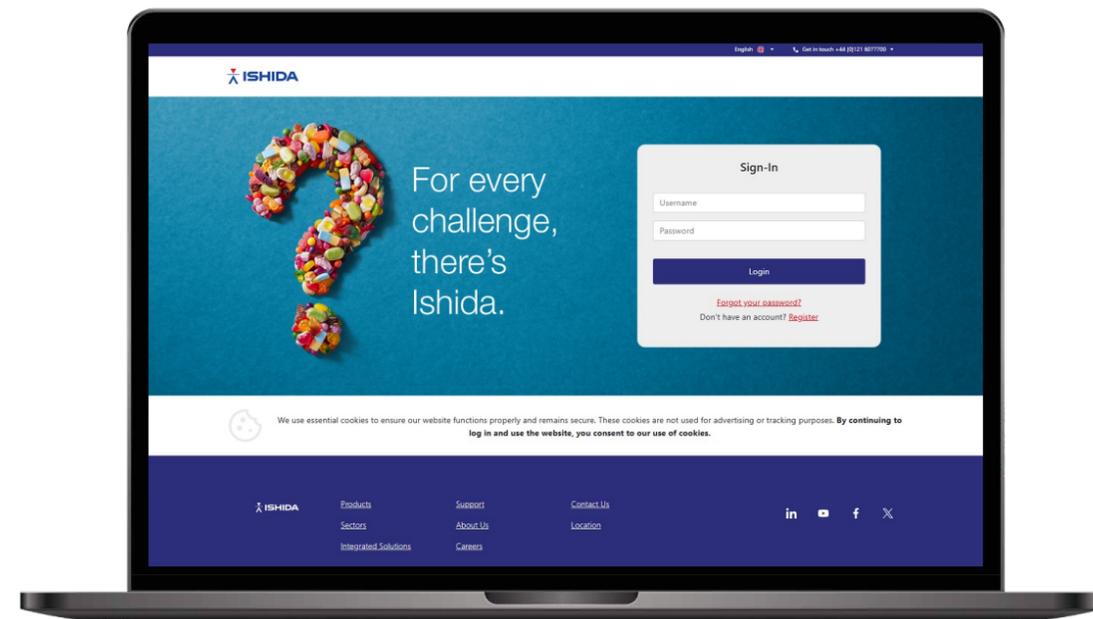
My Ishida Europe is shaped around you, soon you'll be able to view machine service history and check real-time repair status.

1

# Set up your My Ishida Europe account

- ▶ Start by visiting [my.ishidaeurope.com](https://my.ishidaeurope.com)
- ▶ Select 'Forgot your password?'

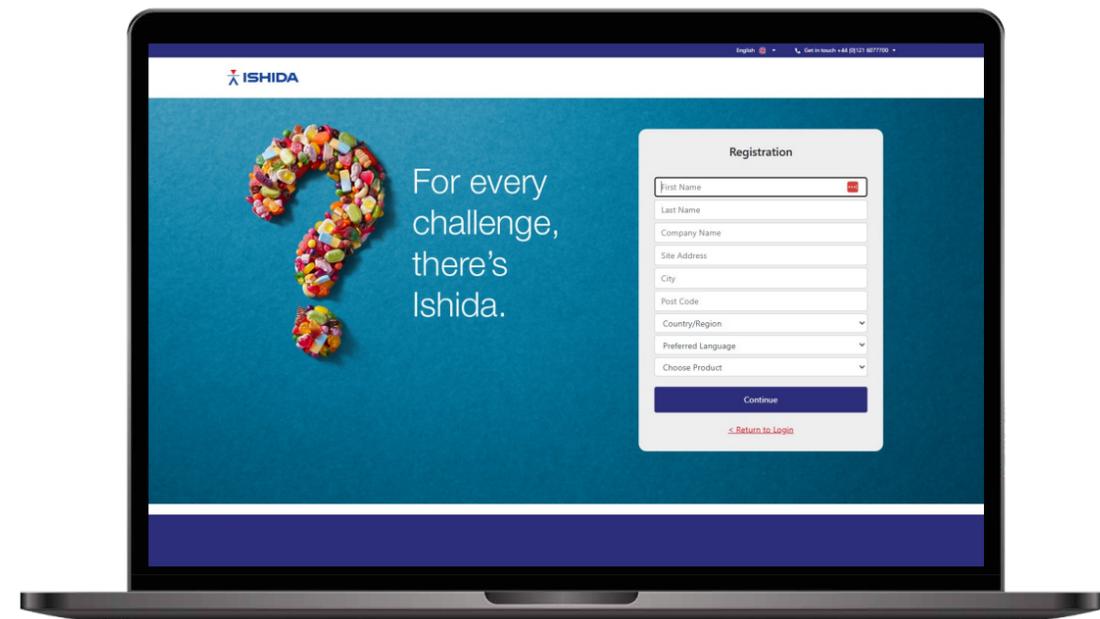




1

## Set up your My Ishida Europe account

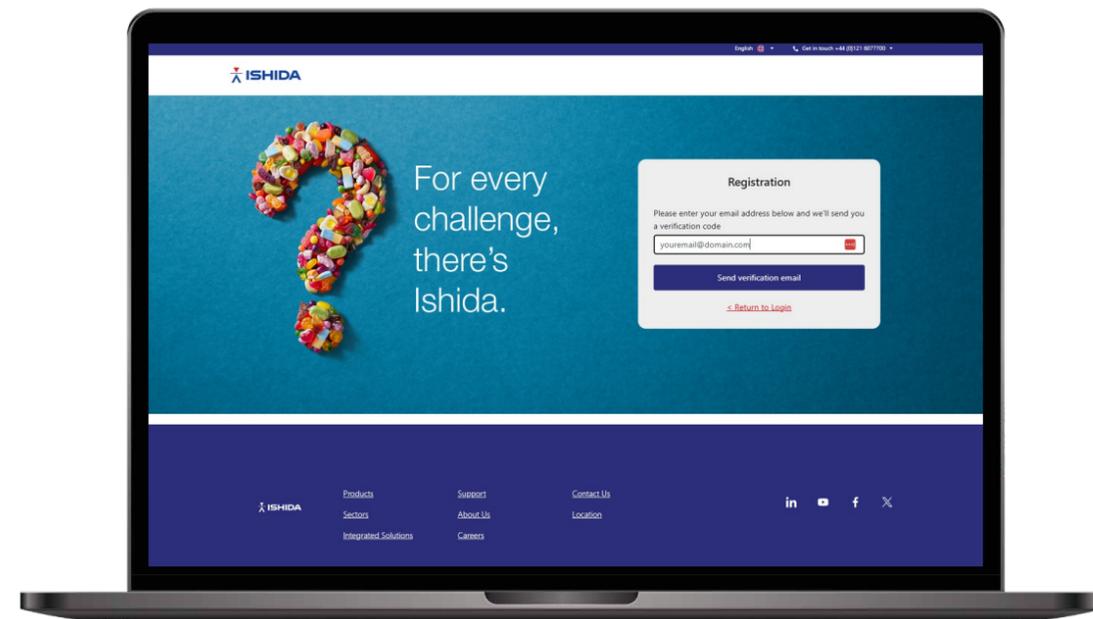
- ▶ Start by visiting [my.ishidaeurope.com](https://my.ishidaeurope.com)
- ▶ Select 'Register' to set up a new account



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## Complete your details

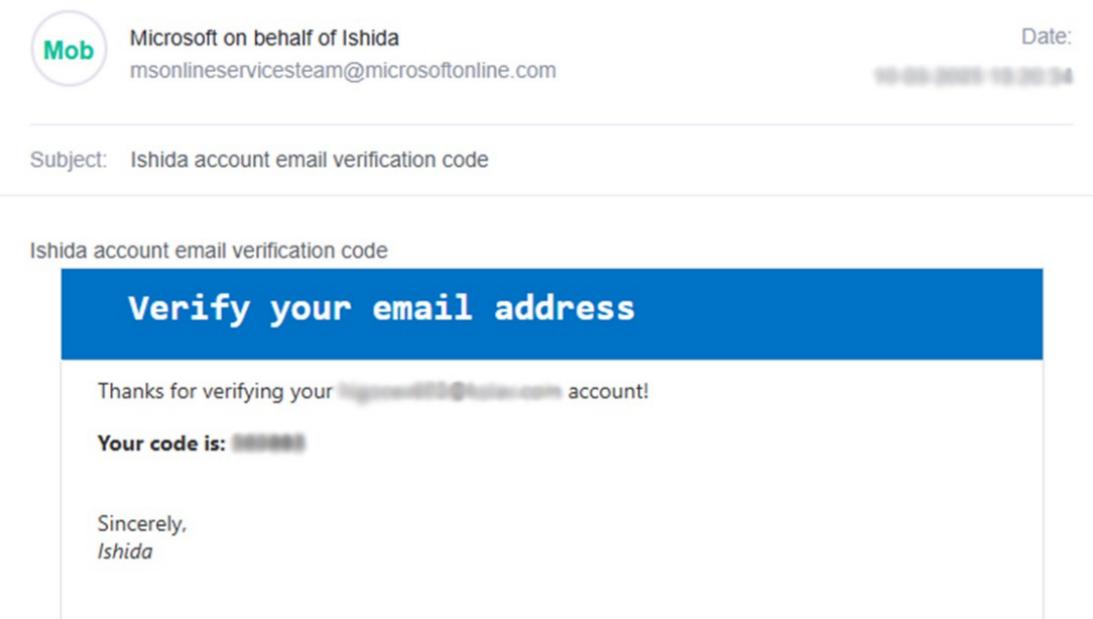
- ▶ Fill in the registration form
- ▶ Select 'Continue' to proceed



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## Verify your email

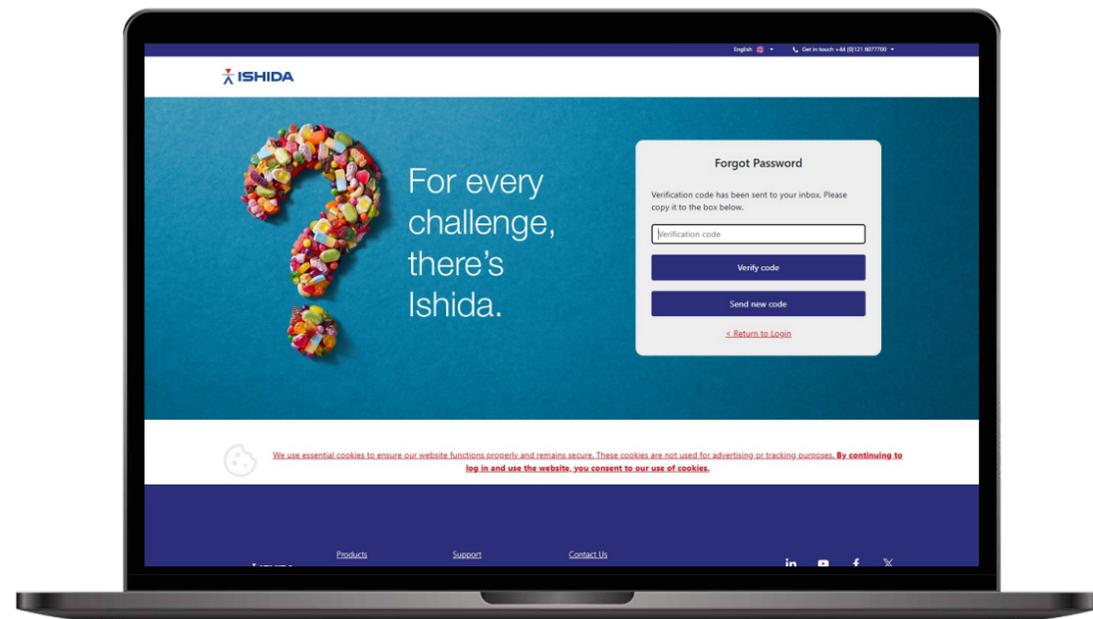
- ▶ Enter the email address linked to your previous iCare account
- ▶ Select 'Send Verification Email'



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## Look out for your verification code

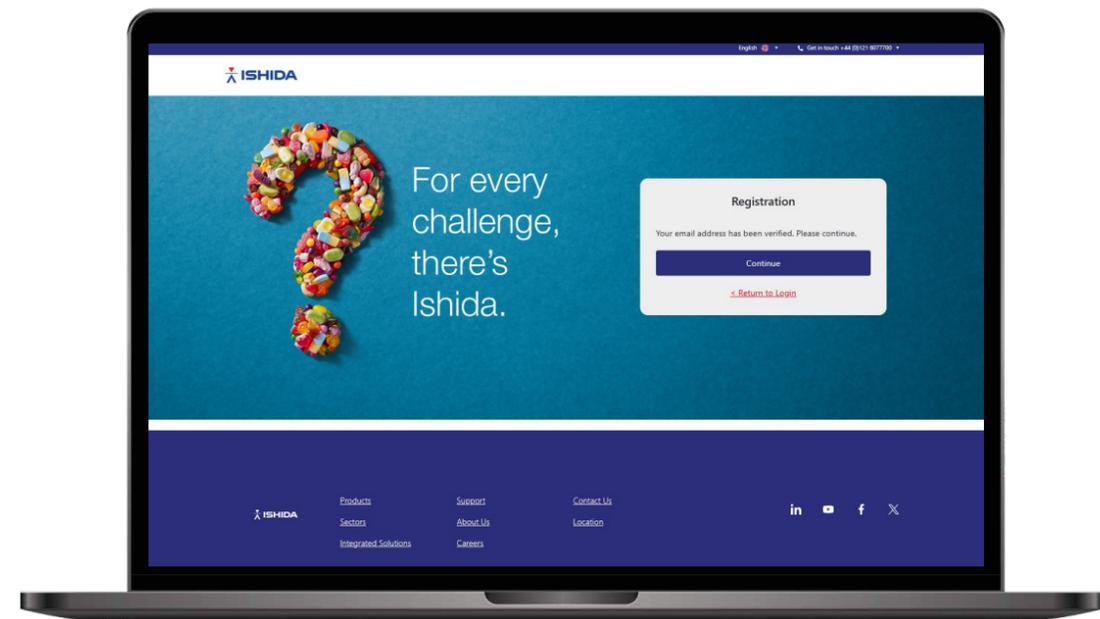
- ▶ You will receive an email with a one-time verification code



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## Type in your code

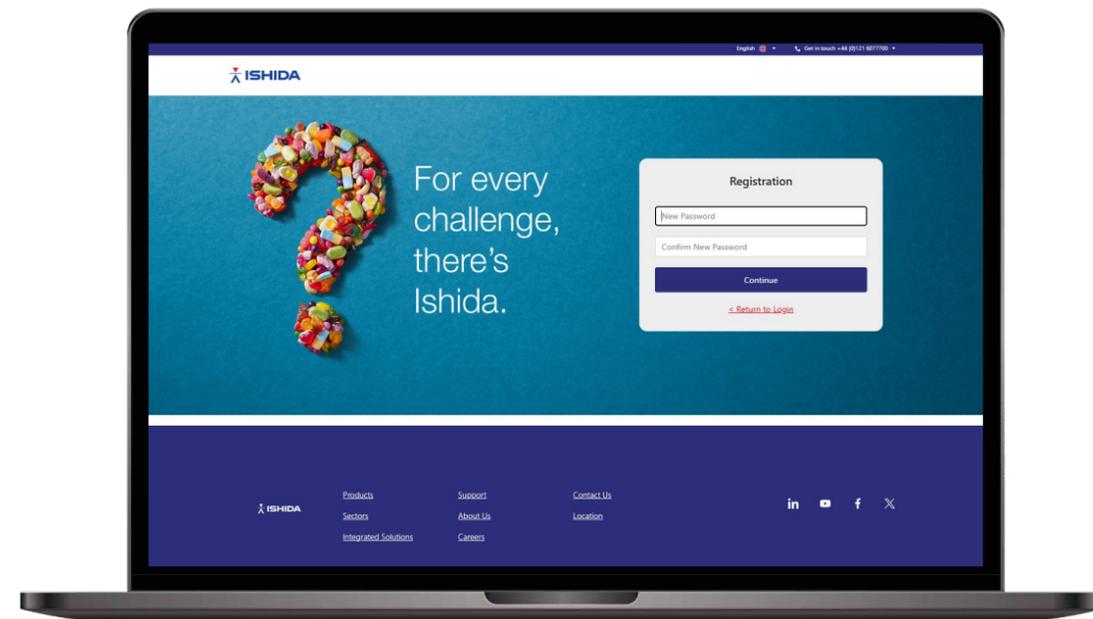
- ▶ Enter the verification code from the email in the box provided
- ▶ Select 'Verify Code'



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## Step 1 complete

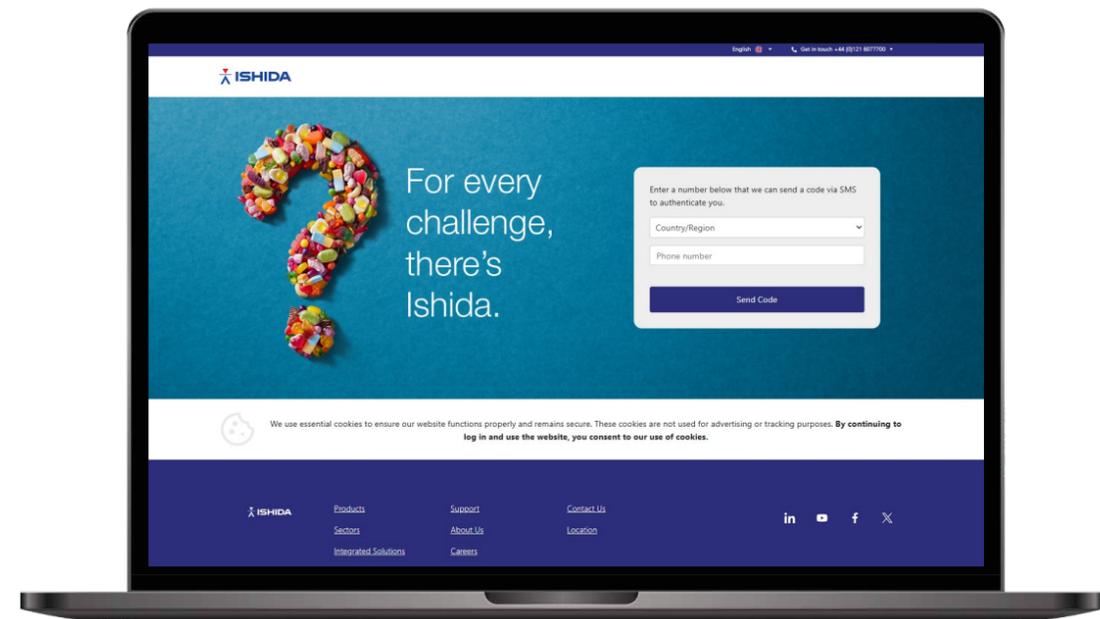
- ▶ A message will confirm that your email address has been verified
- ▶ Press 'Continue' to proceed



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## Create a new password

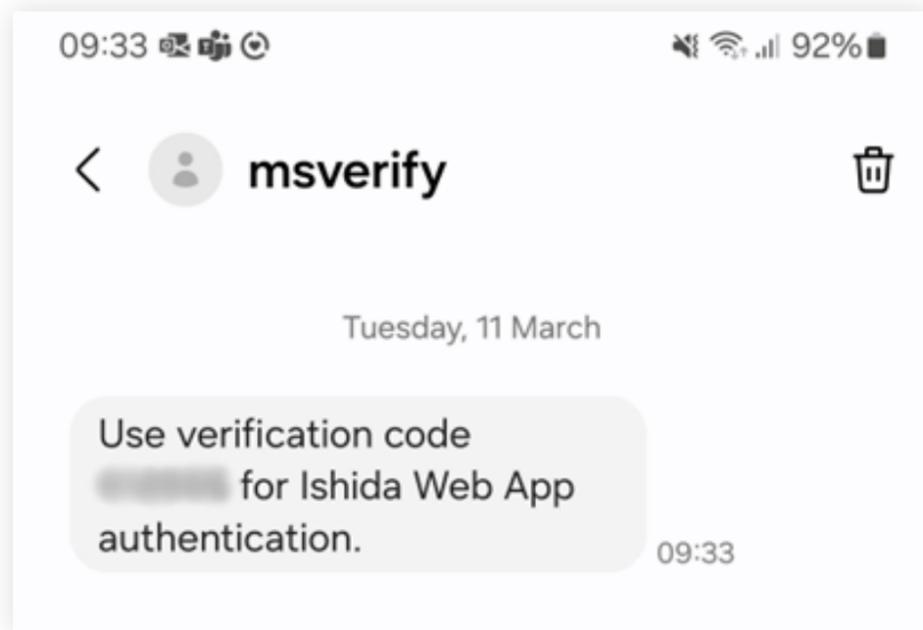
- ▶ Create a new secure password (must be 12–32 characters with a Capital Letter, Number and Special Character)
- ▶ Confirm your new password and press 'Continue'



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## Enter your phone number

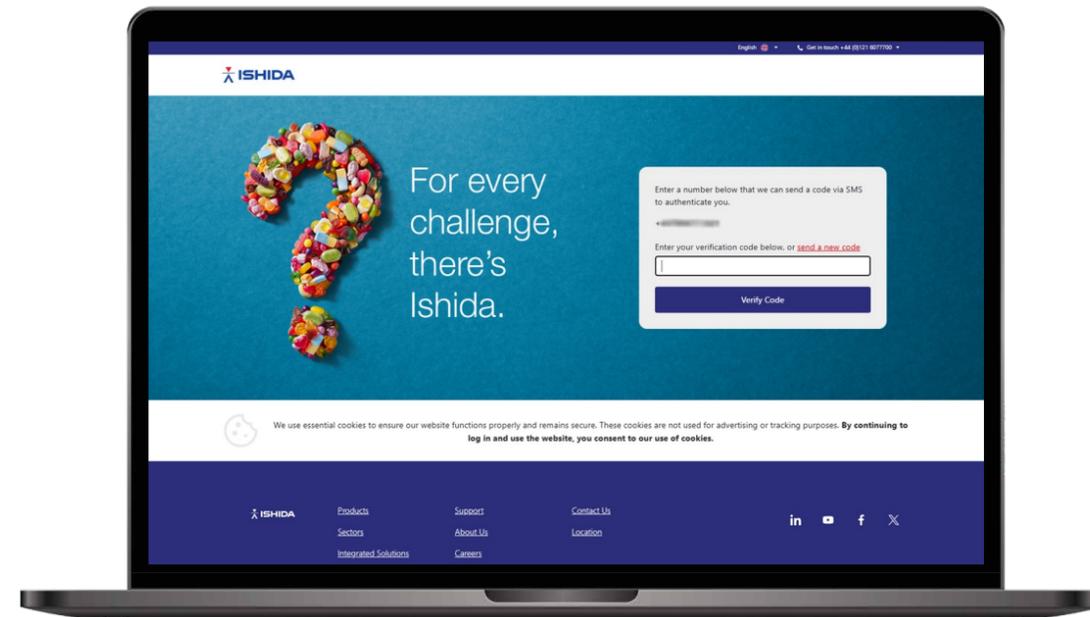
- ▶ Enter your Country/Region and mobile phone number to receive SMS verification



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## Verify Web App authentication

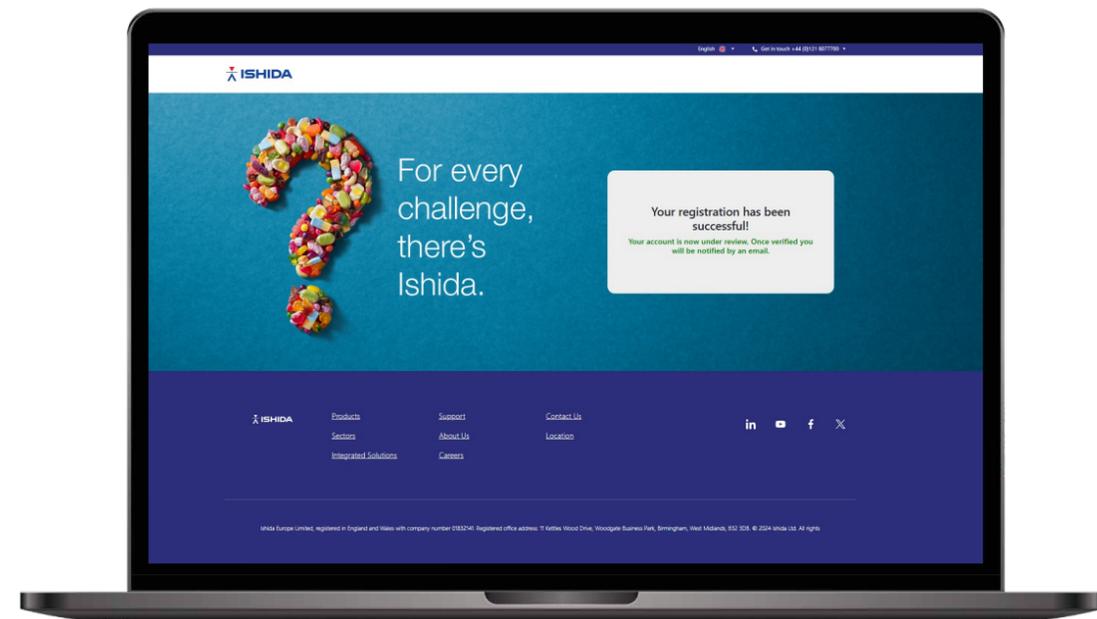
- ▶ Look out for your six digit code via SMS



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## Verify your code

- ▶ Enter your code where prompted and select 'Verify Code'



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## Your My Ishida Europe account is registered

- ▶ You will receive a prompt showing 'Registration successful'
- ▶ A member of our team will then review your registration
- ▶ We will contact you via email to confirm your account is all set up and ready to use



## Need technical support?

- ▶ Simply contact our support team on (Contact Details)