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.



▼ Set up your My Ishida Europe account

- Start by visiting my.ishidaeurope.com
- Select 'Forgot your password?'



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| Login |
| Forgot your password? |
| Don't have an account? <u>Register</u> |
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1 Set up your My Ishida Europe account

- Start by visiting my.ishidaeurope.com
- Select 'Register' to set up a new account



2 Complete your details Fill in the registration form

Select 'Continue' to proceed

| | Registration | | |
|------|--------------------|---|-------|
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| 222 | Last Name | | |
| nge, | Company Name | | |
| 2 | Site Address | | |
| 5 | City | | 1.1.1 |
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| | Country/Region | ~ | |
| | Preferred Language | ~ | |
| | Choose Product | ~ | |
| | Continue | | |
| | < Return to Login | | |
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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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5 Type in your code

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



6 Step 1 complete

Press 'Continue' to proceed

A message will confirm that your email address has been verified





7. 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'



8 Enter your phone number

to receive SMS verification

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| < 🔹 msverify | 団 |
| Tuesday, 11 March | |
| Use verification code for Ishida Web App authentication. | 09:33 |

9 Verify Web App authentication

Look out for your six digit code via SMS



10 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)

