

Trouble Shooting Guide

New user

If you are a new user and have not yet received your login information, please contact your local Customer Center: <https://shoponline.epiroc.com/Anonymous/LearnMoreAndJoin>

Lost password

If you know your username but have forgotten your password, please complete the following steps: Either

a) [Click on this URL](#)

(<https://www.mywebsecurity.be/netpointaccessdenied/Connect/Error/Authentication.aspx?BackUrl=https://shoponline.epiroc.com>)

Or

b) Enter an incorrect password with your username on the login screen and click „LOGIN“. On the next page, click on forgot/lost password:

In case you have forgotten your password, you can follow this **forgot/lost password** link to answer your challenge phrase and reset your password yourself.

Type your username and e-mail address and click on submit:

Reset your password

Please provide username and matching email address to reset your password

Username

Email

Choose a new password (Step 1/3)

You will get an e-mail with your temporary password:

Dear user,

Hereby we provide your user name and password to access the Web Security applications:

Username:

Password: WebSecurity3815

When entering your Username/Password for the first time, you will be asked to enter a new password which you can choose yourself.

IMPORTANT: Your password must be minimum 8 characters long, containing minimum 2 uppercase letters AND minimum 2 lowercase letters. (eg. BLUEmonday5)

You have been granted access to the following applications:

Type your temporary password and your new password in and click on submit:

Change your password

Your account has been successfully reset!

A temporary password has been sent to you via email. Please use that to set a new password.

Your password should at least be 8 characters long and containing at least 2 uppercase characters and 2 lowercase characters (e.g. iyW6Zwh3)

Temporary password

New password

Password confirmation password

Submit

Choose a new password (Step 2/3)

Please enter the challenge question (will only be shown if you haven't entered a challenge question before).

You will then be automatically redirected to the login page

Password has been changed successfully
You will be redirected to the application within 3 sec.

Password has been changed (Step 3/3)

I cannot access ShopOnline

The site is unavailable.

Ensure your internet is working by checking a different website, e.g. www.google.com

Ensure the URL is <https://shoponline.epiroc.com>

If this does not help, please contact your local Customer Center.

Please also note that ShopOnline is not available during maintenance windows.

Other login issues or errors using ShopOnline

Please follow the below checklist for issues not being resolved by the above.

Login issues:

- Clear saved passwords. For instructions, please search the web as it depends on the browser you use.
- When you change your password, ensure that before using the new password that the browser window is closed and a new window is opened.
- For product catalogs, refer to local Admin for further help, they may need to set your user profile for you.

Functionality issues:

- Check version of Internet Explorer is 6.0/7.0/8.0/9.0.10.0 or Mozilla Firefox, Google Chrome
- Please try modifying the Cookies and Popup Blockers settings

- Cookies should be allowed. If not allowed by your company's IT policy then add "epiroc.com" as a trusted site to your browser.
- No pop-up blockers. If not allowed by your company's IT policy then add "epiroc.com" as an exception.
- Ensure that Google or Yahoo etc. tool bars are NOT blocking pop-ups.
- For Internet Explorer, the alternative can be to set the security settings to Medium or lower.
- For instructions, please search the web as it depends on the browser you use.

Still get an error?

Send a screenshot to your ShopOnLine administrator at your local Customer Center.

E-Commerce Help

For ShopOnLine information:

Please contact your local Customer Center. For contact information, please visit <https://shoponline.epiroc.com/Anonymous/LearnMoreAndJoin>

On the E-Commerce website "Epiroc" under the question mark (?) sign in upper right corner you will find:

- User helps
- Terms & Conditions

For help with:

- Finding out if you can use the external Catalogue (OCI)
- Getting set up to place orders by email or to find out more about the email ordering template
- Discovering more about B2B or EDI integrations and eMarketplace

Please contact your local Customer Center.