INNIO ACCOUNT REGISTRATION

External User Guide

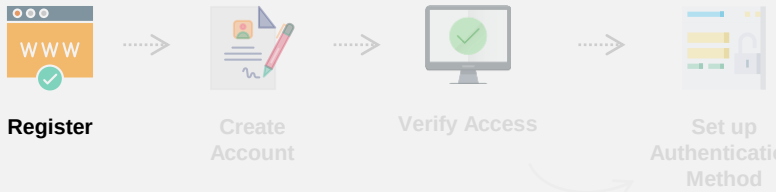
JENBACHER
INNIO

INNIO Account

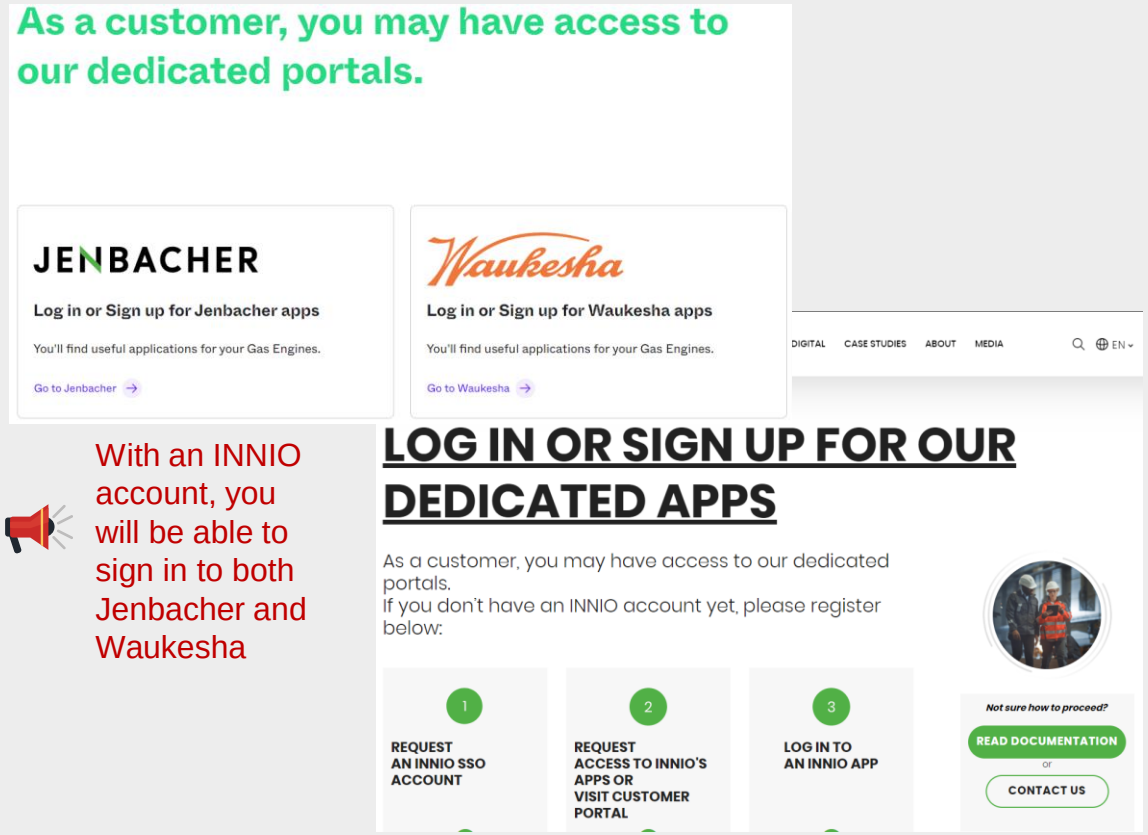
How to register a new user

INNIO Account

How to Register a New User

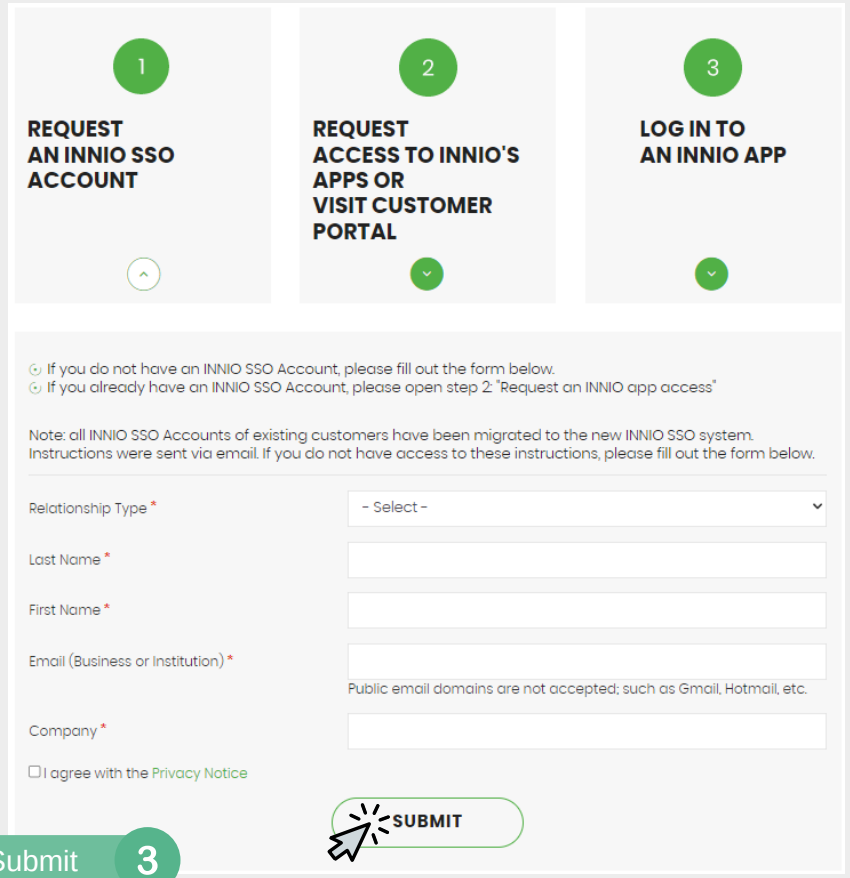


1 Go to https://www.innio.com/en/sign-in and scroll down. Now choose either Jenbacher or Waukesha.



With an INNIO account, you will be able to sign in to both Jenbacher and Waukesha

Fill in all the mandatory data, read and agree with the Privacy Note 2



Click Submit 3

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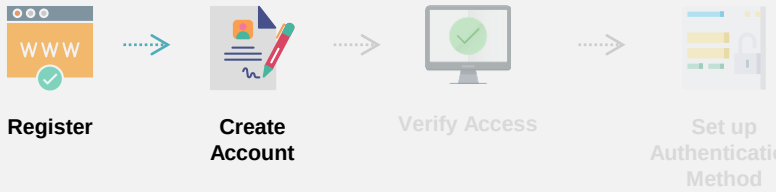
INNIO Account

How to Register a New User

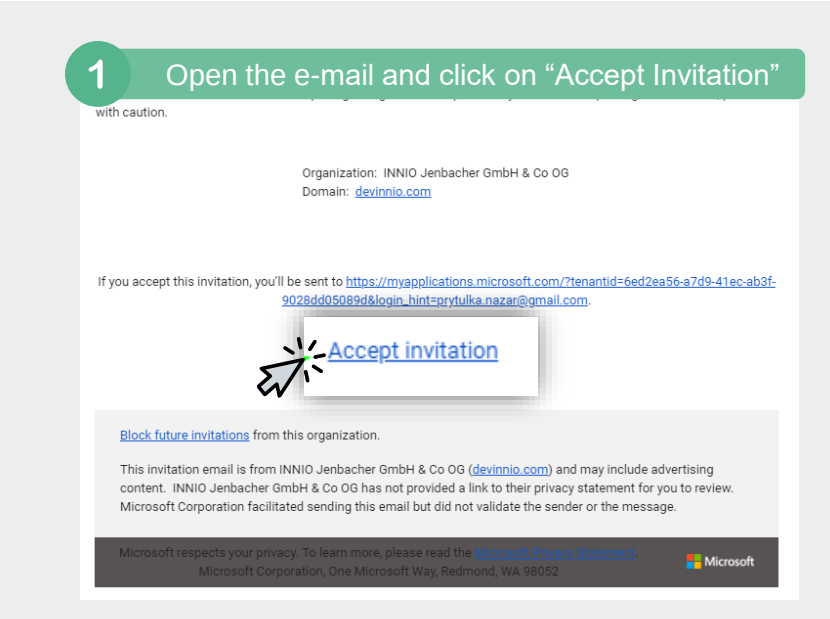


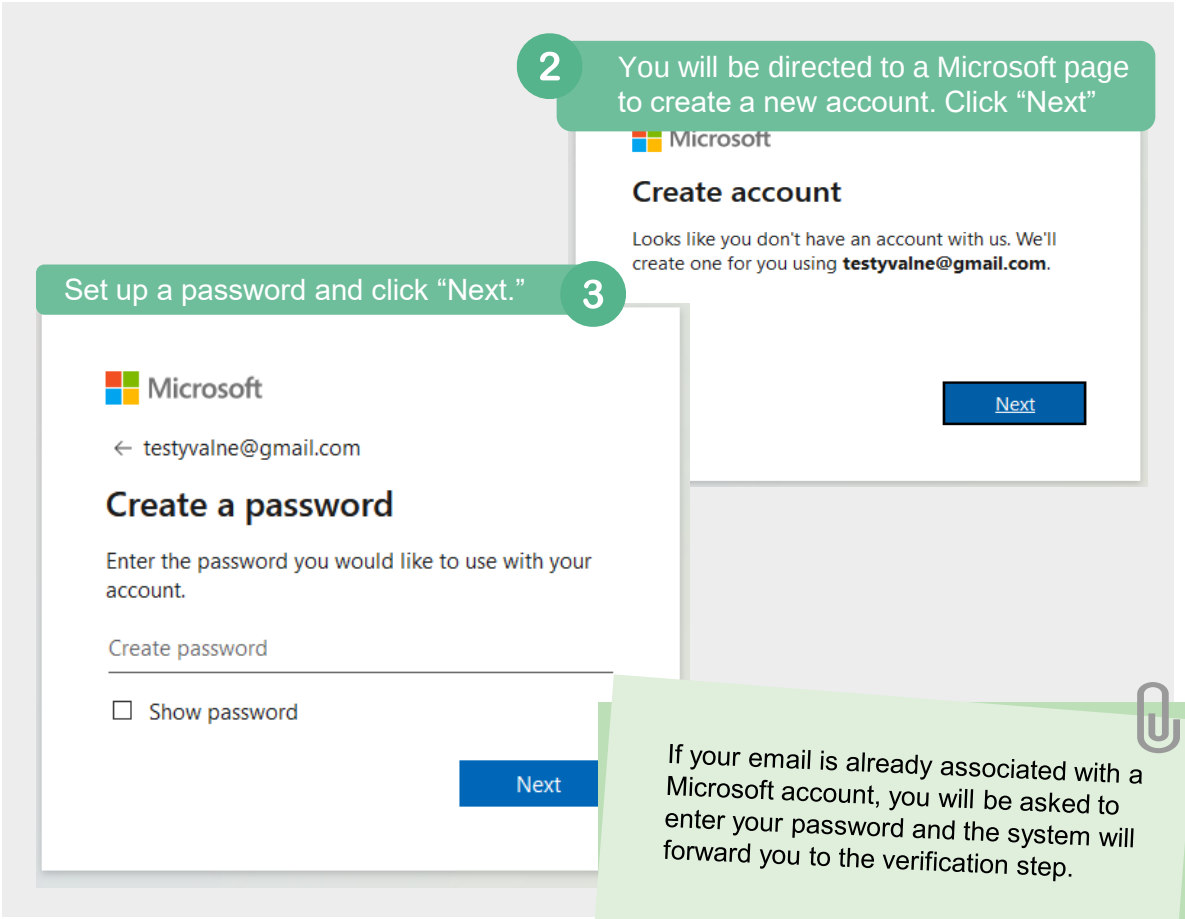
Create Account

Once the registration is complete, you will receive an e-mail invitation with the following details:

Sender: invites@microsoft.com (Microsoft Invitations on behalf of INNIO)

Subject: **INNIO invited you to access applications within their organization**





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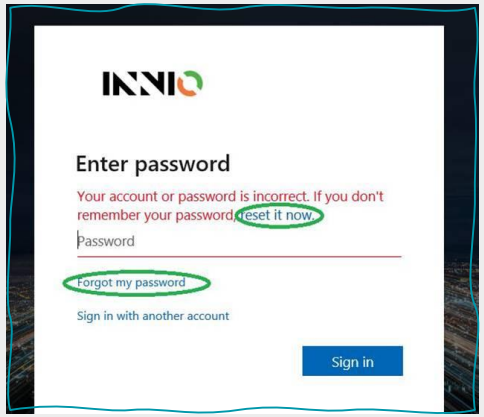
INNIO Account Setup Troubleshoot

Incorrect Password

IF YOUR COMPANY IS USING OFFICE 365:

Please be advised that if you are receiving an error similar to the one below you are required to reset your company's password.

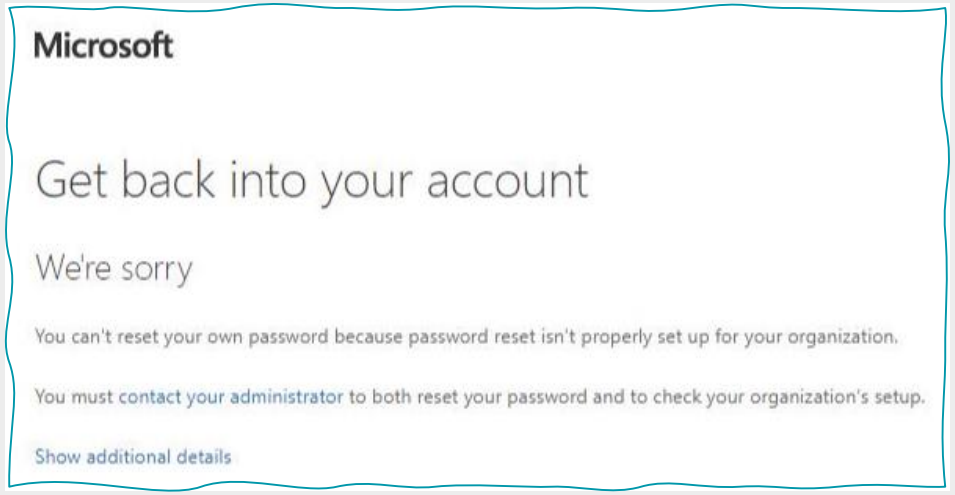
In order to reset your corporate password, you can click "reset it now" or "Forgot my password option" if your Organization allows it.



If the password reset option is blocked by your Organization or you are having problems with the setup, please contact your IT department/ Help Desk to have your password reset for you.

With the changes to the new platform, we are not entitled to reset your password manually anymore since this is your company's account, not an INNIO login as before.

If you are seeing the incorrect password message and after clicking on **reset password**, you receive the following message below :



Please contact your IT department/ Help Desk to have your password reset for you.

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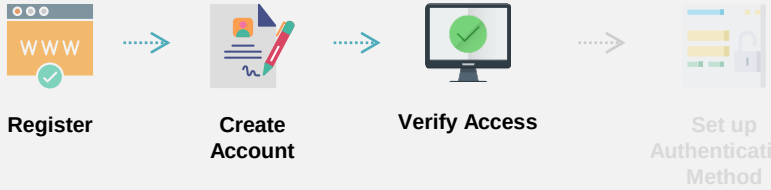
INNIO Account

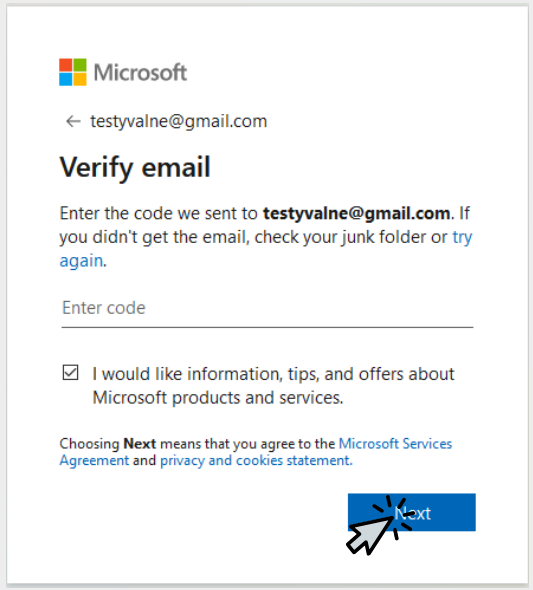
How to Register a New User



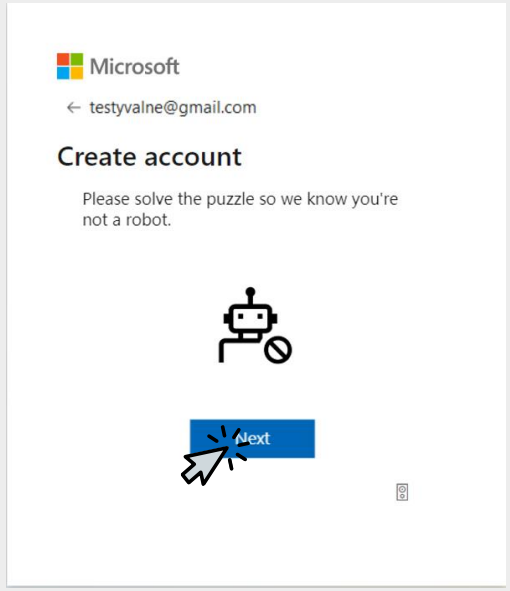
Verify Access

Microsoft will verify your e-mail by sending you a code.

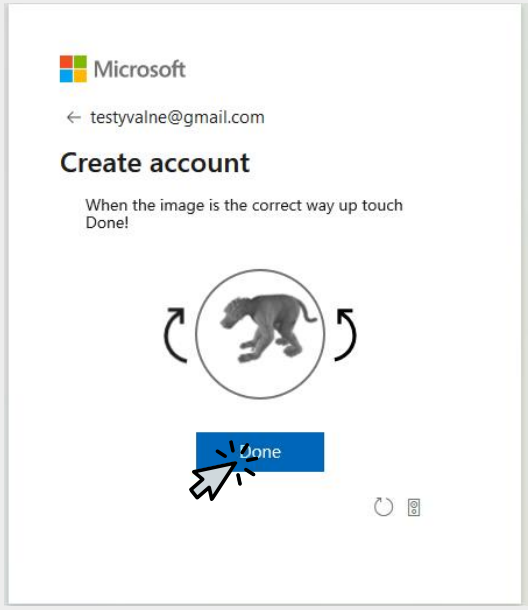
1 Enter the code sent by Microsoft and click “Next”



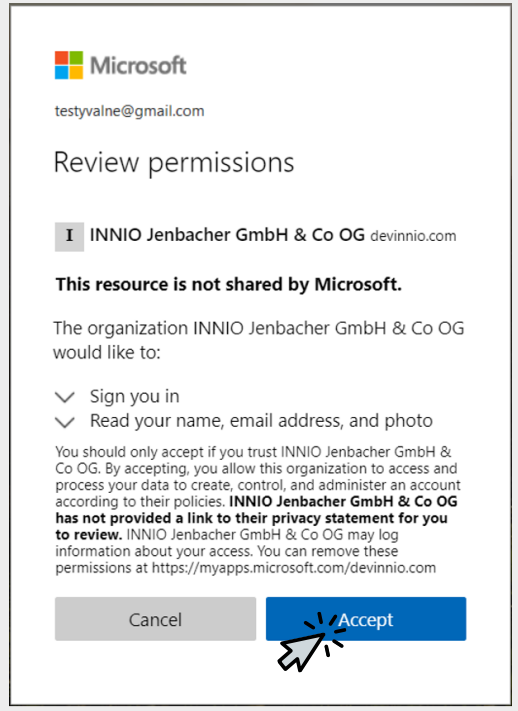
2 Pass the Microsoft puzzle to confirm you are not a robot. Click “Next”.



3 Once the verification is complete, click “Done”.



4 Review permissions and click “Accept”



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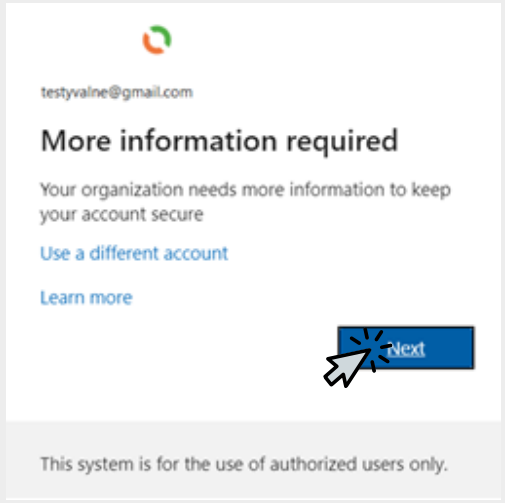
INNIO Account

How to Register a New User

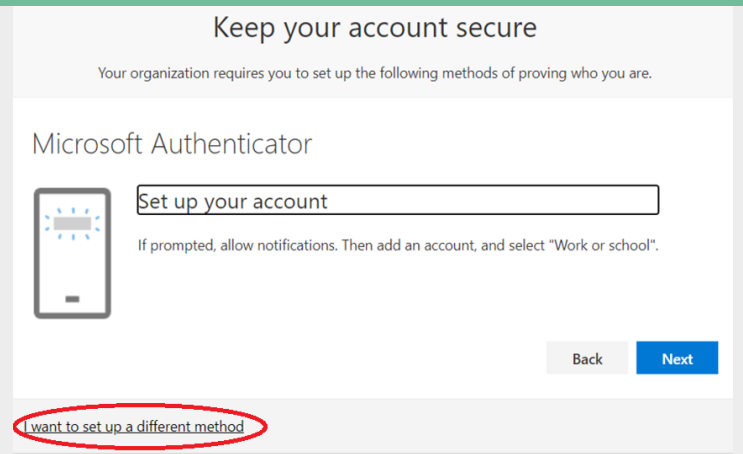
Set up Authentication Method

To increase security, INNIO has enabled an IT Policy that requires all accounts to use one of the Multi-Factor Authentication methods to access INNIO systems. If you need more information on this process, please click here.

1 You will receive a notification that the organization needs more information to keep your account secure. Click '**Next**.'



2 Choose one of the methods for authentication:
- **Phone number** (Get a code via SMS or via call back by Microsoft)
- **Authenticator application** (Confirm access request through the application)



To choose Authenticator application, click "Next"
To choose a Phone number, click "I want to set up a different method"

Microsoft Authenticator Pros:

- No need to spam your memory with another 6-digit code.
- Once set up, requests can be approved even without mobile data or wi-fi access if you use a one-time passcode.

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Microsoft Authenticator Application

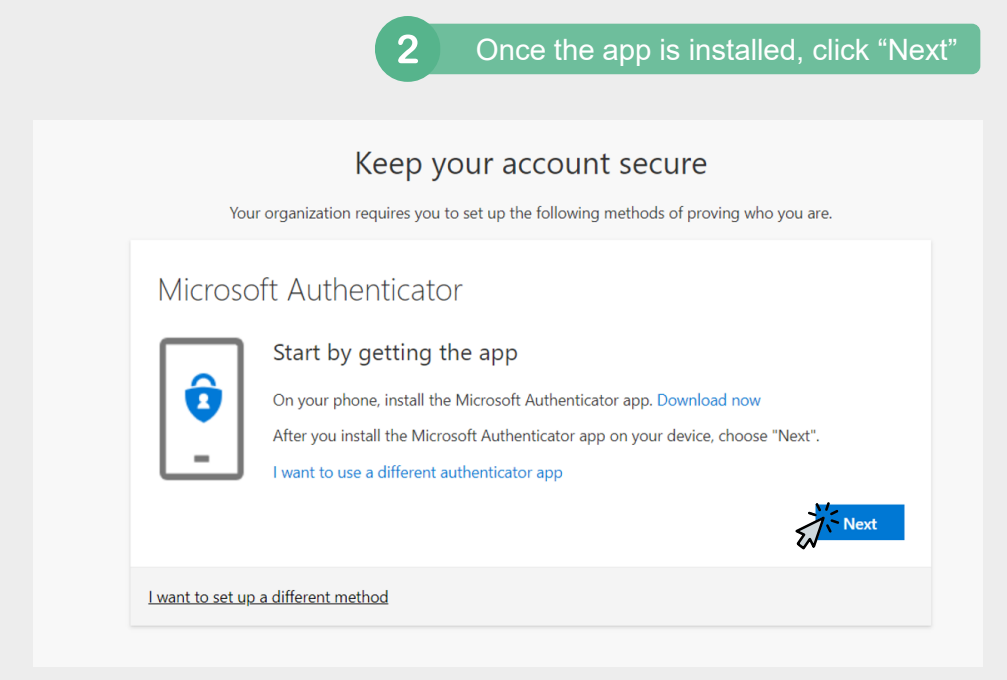
How to Set up

INNIO Account

How to Set up the Microsoft Authenticator Application

Set up the Microsoft Authenticator Application

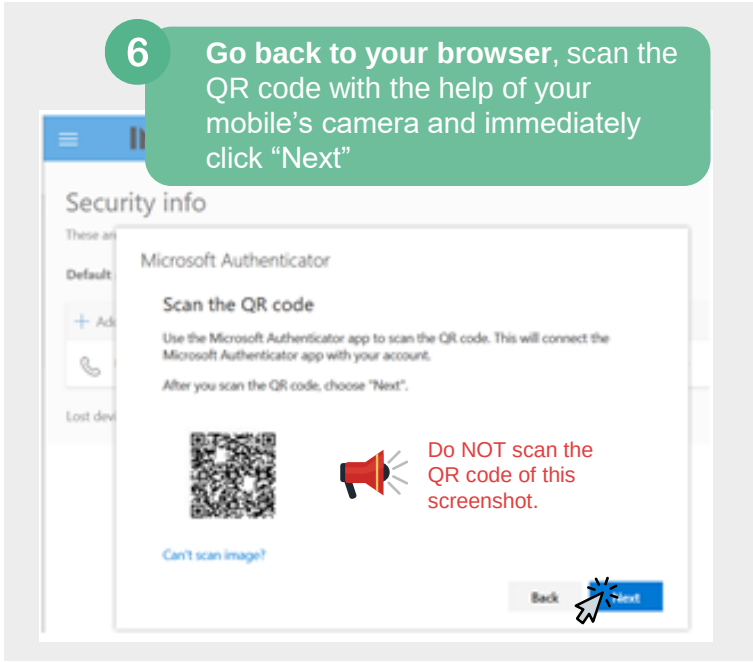
1. Go to your phone's App store and download Microsoft Authenticator application;



3. **On your phone**, search for Authenticator App and open it.
   Please note: *At this point, you might be asked to input your phone pin and allow push notifications and camera settings.*

4. In the **Authenticator app**, choose "Add account;"
   Android: *You can find this option on the 3 dots in the top right corner*
   iOS: *You can find this option on the + sign in the top right corner*

5. Select "**Work or School account**" and the option to scan the QR code;.



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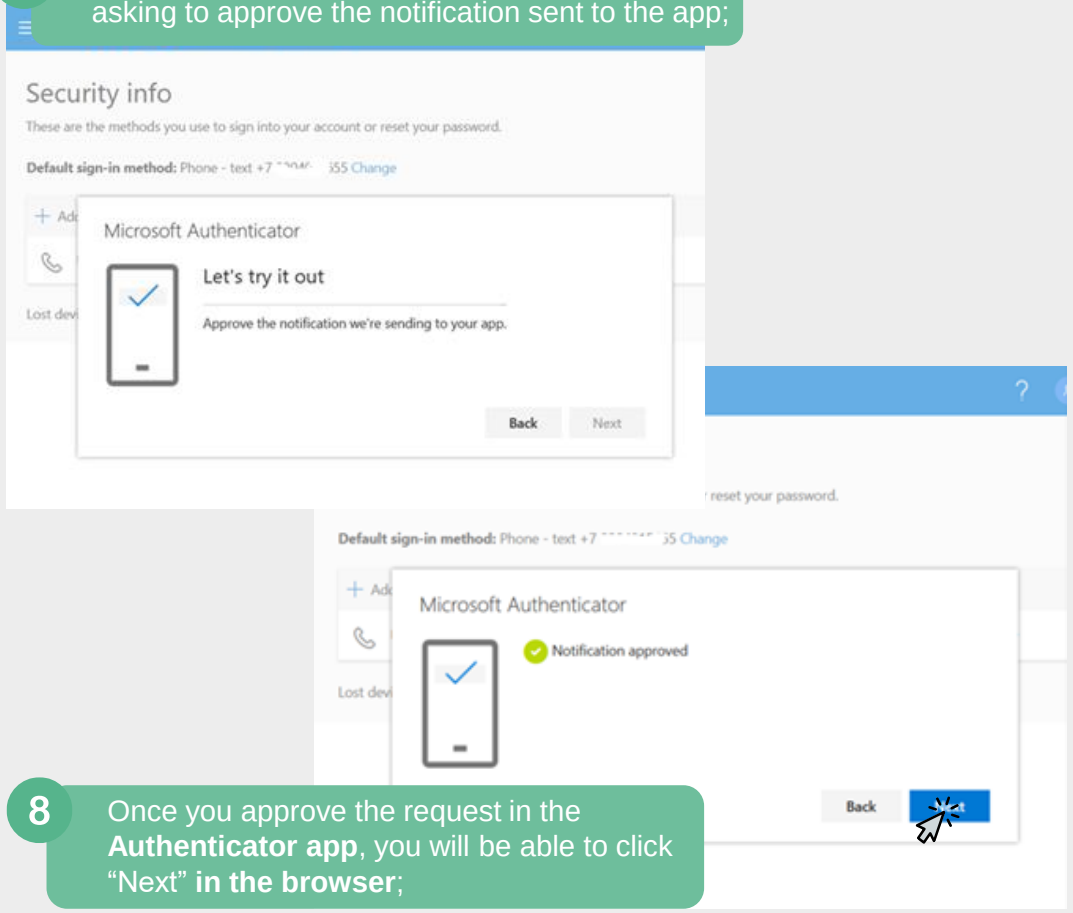
INNIO Account

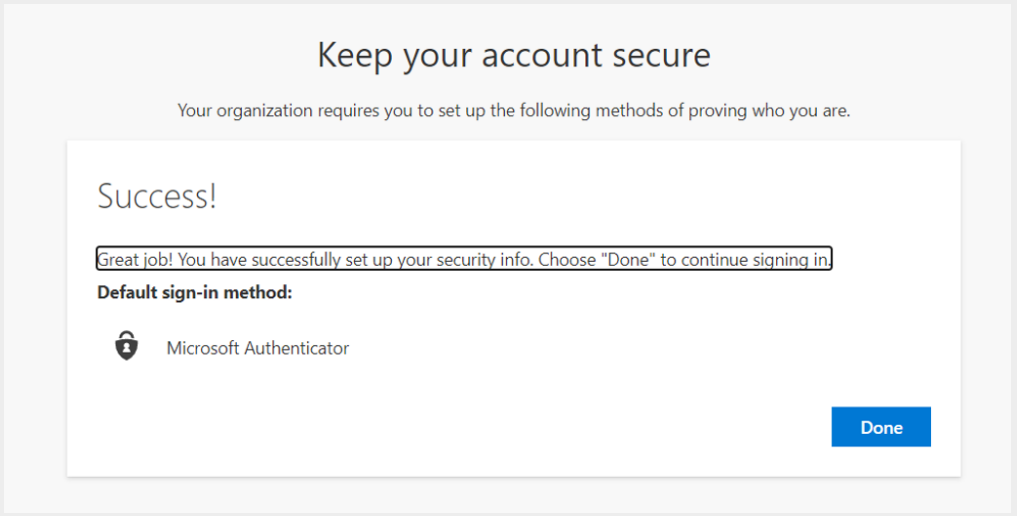
How to Set up the Microsoft Authenticator Application

7 **On your browser**, you will see a message asking to approve the notification sent to the app;

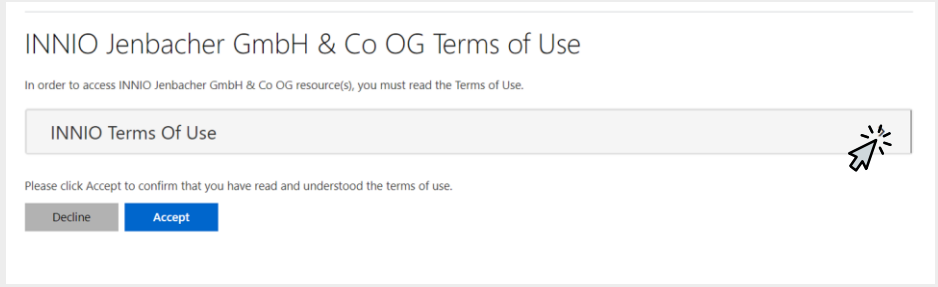


8 Once you approve the request in the **Authenticator app**, you will be able to click "Next" **in the browser**;

9 A "Success!" message will appear. Click on "Done;"



10 Click on the arrow to read the INNIO Terms of Use. After reading, click on "Accept."



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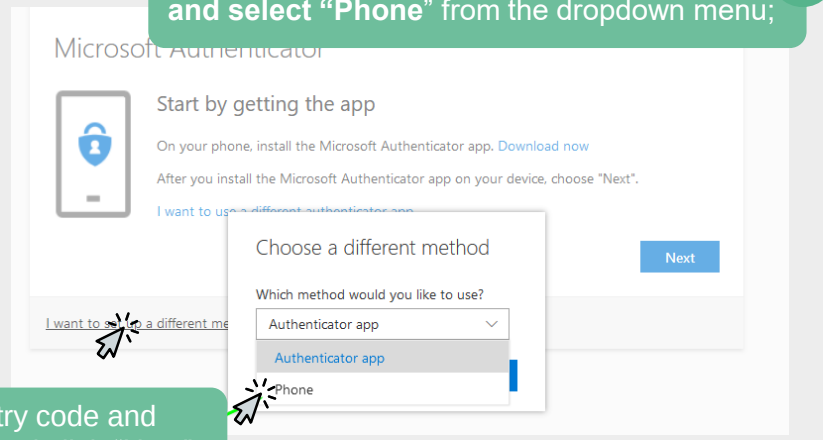
Phone Number Authentication

How to Set up

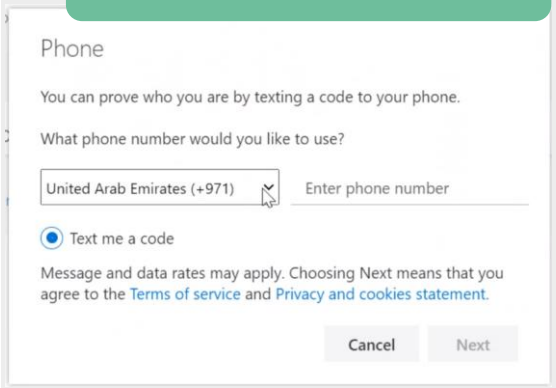
INNIO Account

How to Set up Phone Number Authentication

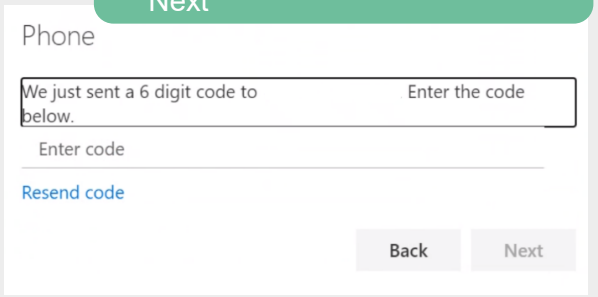
1 Click on “**I want to set a different method**” **and select “Phone**” from the dropdown menu;



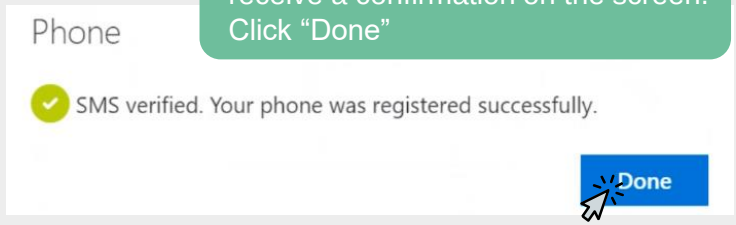
2 Enter your country code and mobile number and click “Next”



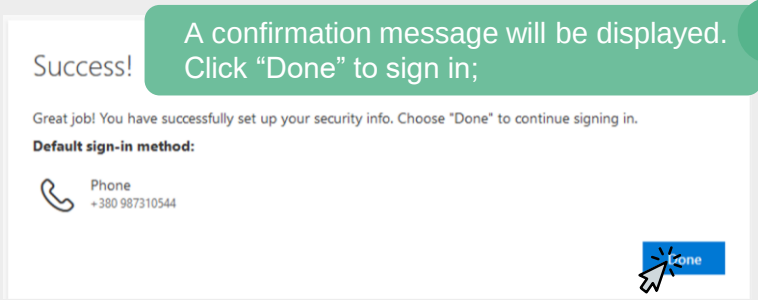
3 You will receive a SMS/Call back. Enter the provided code and click “Next”



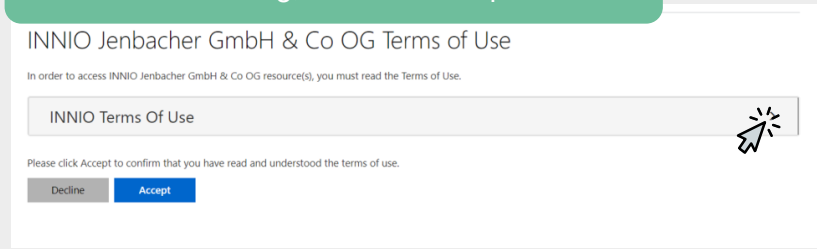
4 After successful verification you will receive a confirmation on the screen. Click “Done”



5 A confirmation message will be displayed. Click “Done” to sign in;



6 Click on the arrow to read the INNIO Terms of Use. After reading, click on “Accept”.



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INNIO Applications

Access & Support

INNIO Applications

Access & Support

Application	Purpose	Direct Link	Support Contact
Customer Portal	Technical information/documentation for all Jenbacher and Waukesha gas engines	https://customer.innio.com	webportal@innio.com
SPATSL 2.0	Jenbacher gas engine's spare parts catalogue	https://spatsl.innio.com	spatsl.support@innio.com
Jenbacher iStore	e-Commerce platform for Jenbacher engine's spare parts purchase	https://store.innio.com	istore.support@innio.com
Jenbacher iSupport	Service requests for Jenbacher engines: • Service complaint • Spare's identification • Pricing request • Inquiry	https://store.innio.com	istore.support@innio.com
Waukesha iStore	e-Commerce platform for Waukesha gas engine's spare parts purchase	https://customer.innio.com	teresa.jahn@innio.com
EPIC	Waukesha gas engine's Bill-of-Material (BOM)	https://epic.waukeshaengine.com/	EPICsupport@innio.com
Lifecycle	Waukesha gas engine's forecasting tool	https://customer.innio.com	luke.pekrul@innio.com
Jenbacher Salesforce	Warranty and Technical Issue Resolution (TIR) for Jenbacher	https://channels.innio.com/service	https://channels.innio.com/service Click on "Contact IT Support"
Waukesha Warranty & TIR	Warranty and Technical Issue Resolution (TIR) for Waukesha	https://customer.innio.com/	webportal@innio.com
Jenbacher Training Center Website	Jenbacher Product Training booking, information and access to eTrainings	https://training.innio.com/jenbacher	jenbacher.trainingcenter@innio.com
Waukesha Product Training Center Website	Waukesha Product Training booking, information and access to eTrainings	https://training.innio.com/waukesha	waukesha.ptc@innio.com

QUICK TIPS Customer Portal, SPATSL 2.0, iStore and Salesforce can also be accessed in https://myapplications.microsoft.com/innio.com

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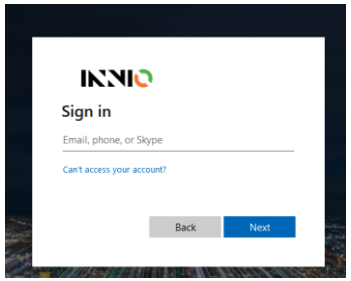
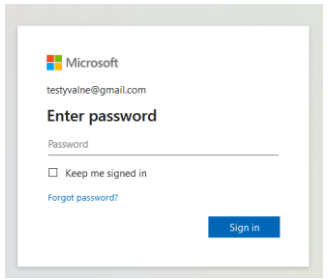
INNIO Applications

How to Access

Login Instructions

1. Enter the e-mail address used for account registration;
2. Enter the password and click “Sign in;”



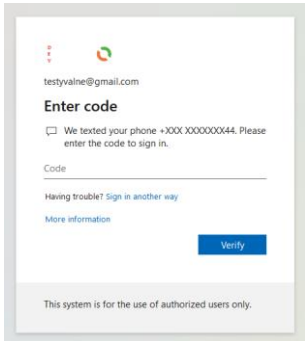


Authentication Instructions

After logging in, you will be asked to confirm your access by one of the Multi-factor Authentication methods:

PHONE NUMBER

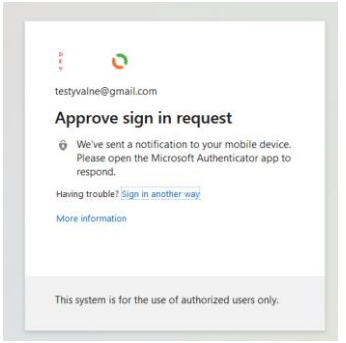
If you chose to authenticate via phone number, you will receive a Code via SMS or via a call back from Microsoft.



Enter the code and click “Verify.”

APPLICATION

If you chose to authenticate via Authenticator Application, you will get a notification request on the app.



Open the notification and confirm.

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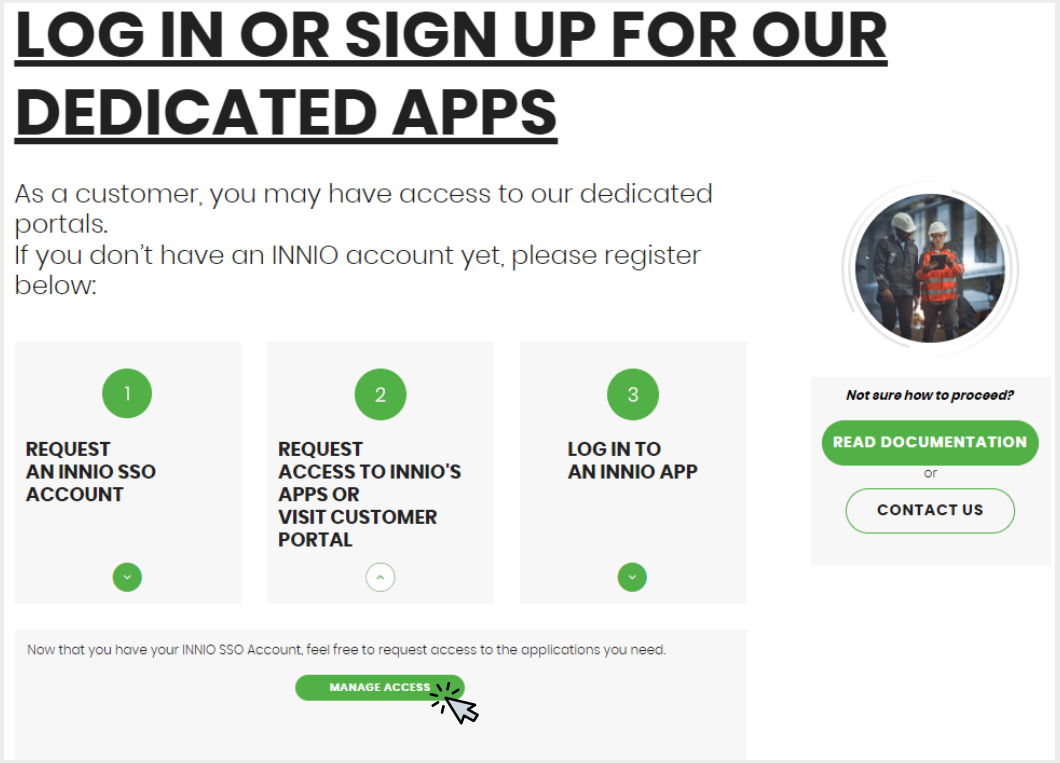
INNIO Applications

How to Request Access

Navigate to the “Access Packages" page

1

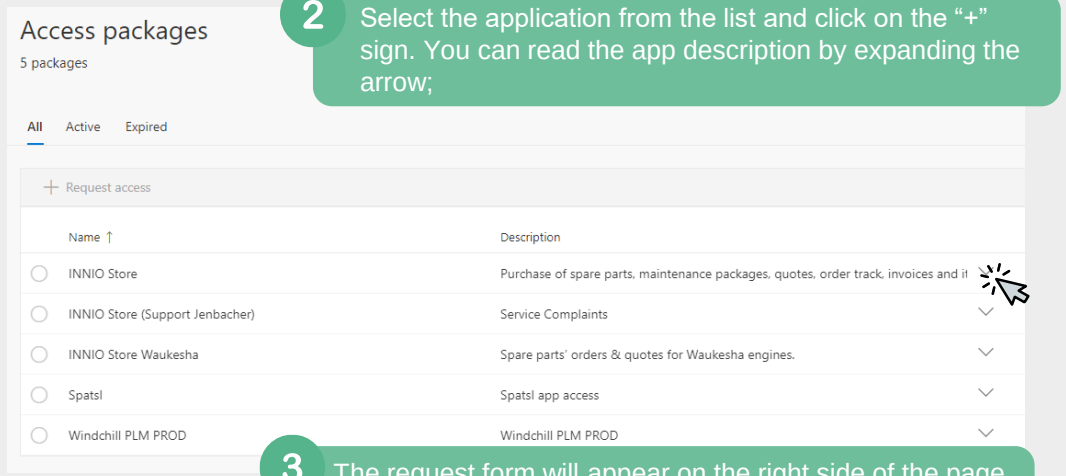
Navigate to https://www.innio.com/en/sign-in and choose Jenbacher or Waukesha. Here, choose **“Request access to INNIO’s app”** and click on **“Manage Access”**



Request Access

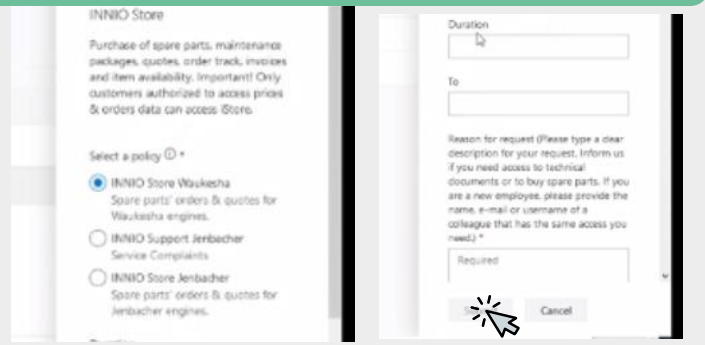
2

Select the application from the list and click on the “+” sign. You can read the app description by expanding the arrow;



3

The request form will appear on the right side of the page. Read the instructions, fill the mandatory fields and click “Submit”.



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Waukesha