

# **INNIO ACCOUNT REGISTRATION**

External User Guide



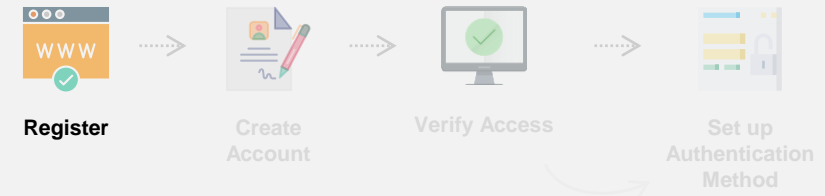


# **INNIO Account**

**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.

**As a customer, you may have access to our dedicated portals.**

**JENBACHER**

Log in or Sign up for Jenbacher apps

You'll find useful applications for your Gas Engines.

[Go to Jenbacher](#)

**Waukesha**

Log in or Sign up for Waukesha apps

You'll find useful applications for your Gas Engines.

[Go to Waukesha](#)

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

### LOG IN OR SIGN UP FOR OUR DEDICATED APPS

As a customer, you may have access to our dedicated portals. If you don't have an INNIO account yet, please register below:

**1**

REQUEST AN INNIO SSO ACCOUNT

**2**

REQUEST ACCESS TO INNIO'S APPS OR VISIT CUSTOMER PORTAL

**3**

LOG IN TO AN INNIO APP

*Not sure how to proceed?*

[READ DOCUMENTATION](#)

or

[CONTACT US](#)

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

**1**

REQUEST AN INNIO SSO ACCOUNT

**2**

REQUEST ACCESS TO INNIO'S APPS OR VISIT CUSTOMER PORTAL

**3**

LOG IN TO AN INNIO APP

- ⓘ If you do not have an INNIO SSO Account, please fill out the form below.
- ⓘ If you already have an INNIO SSO Account, please open step 2: "Request an INNIO app access"

Note: all INNIO SSO Accounts of existing customers have been migrated to the new INNIO SSO system. Instructions were sent via email. If you do not have access to these instructions, please fill out the form below.

Relationship Type \*

Last Name \*

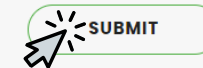
First Name \*

Email (Business or Institution) \*   
Public email domains are not accepted; such as Gmail, Hotmail, etc.

Company \*

I agree with the Privacy Notice

**3** Click Submit



# INNIO Account

## How to Register a New User



Register



Create Account



Verify Access



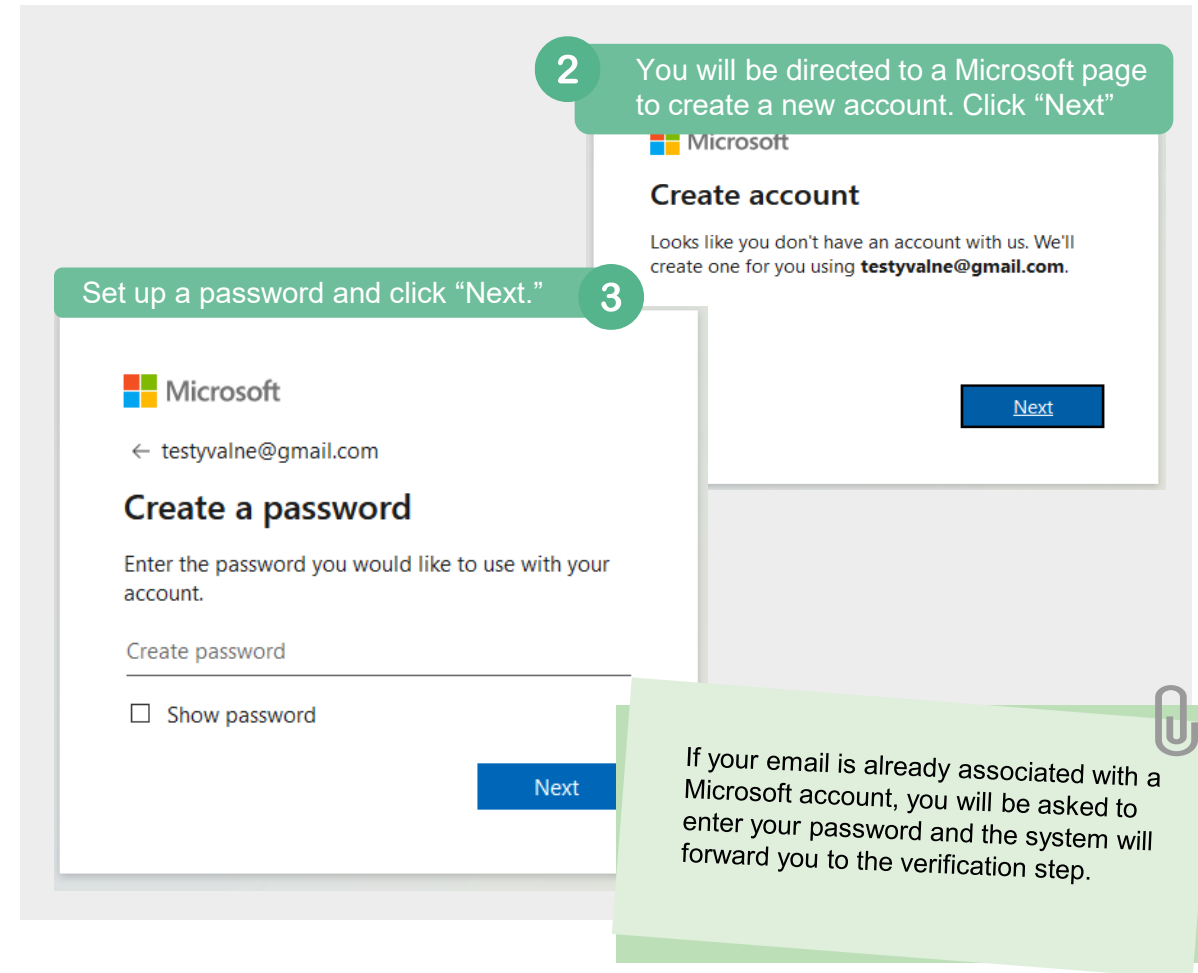
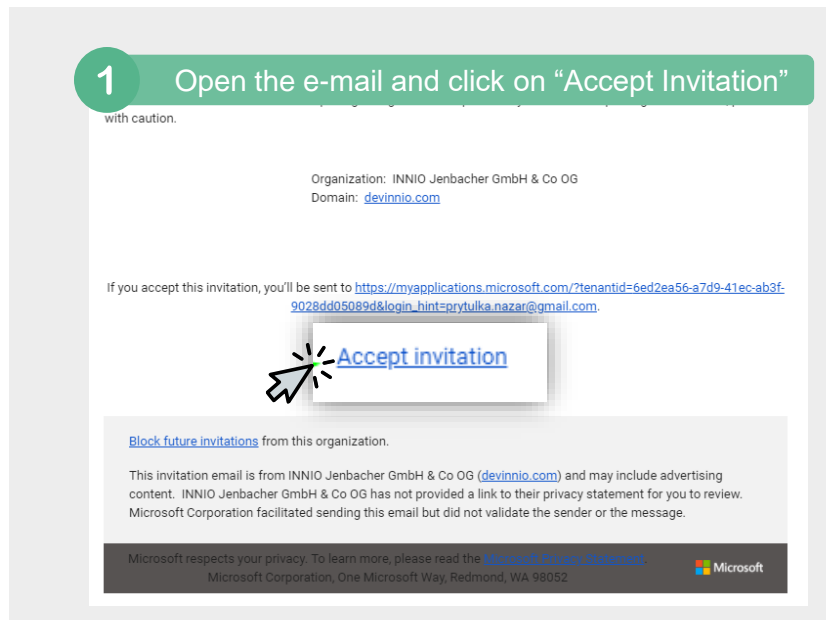
Set up Authentication Method

### Create Account

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

**Sender:** [invites@microsoft.com](mailto:invites@microsoft.com) (Microsoft Invitations on behalf of INNIO)

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



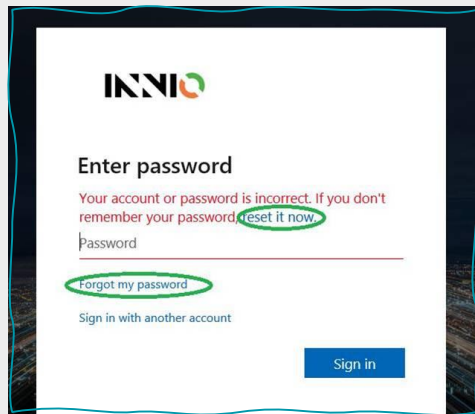
# INNIO Account Setup Troubleshoot

## 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.

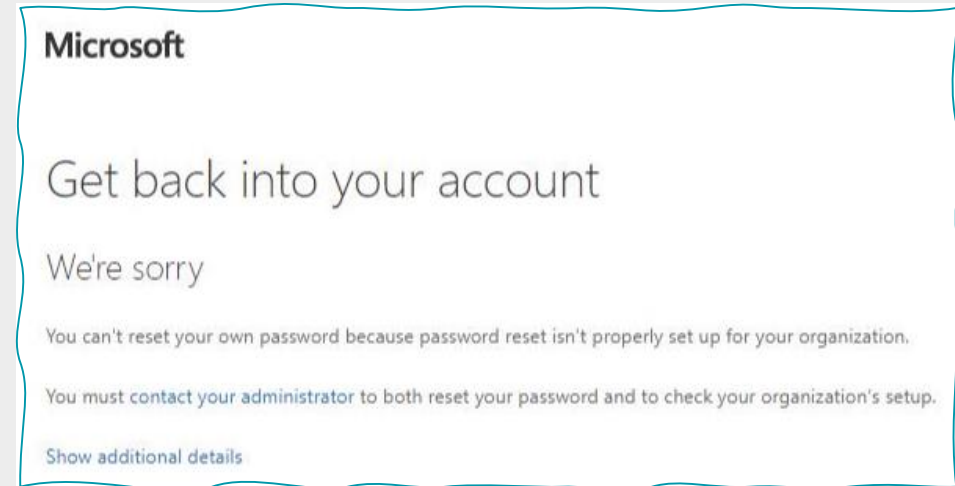


If the password reset option is blocked by your Organization or you are having problems with the setup, please contact your IT department/ Help Desk to have your password reset for you.



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.

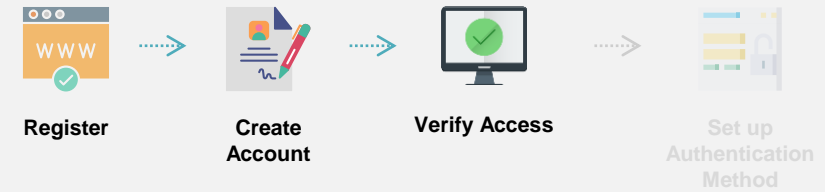
If you are seeing the incorrect password message and after clicking on **reset password**, you receive the following message below :



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

# 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".

The first screenshot shows the 'Verify email' screen with a text input field for the code and a 'Next' button. The second screenshot shows the 'Create account' screen with a puzzle of a dog and a 'Next' button.

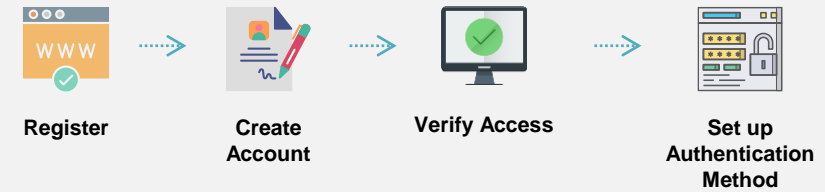
**3** Once the verification is complete, click "Done".

**4** Review permissions and click "Accept".

The third screenshot shows the 'Create account' screen with a dog puzzle and a 'Done' button. The fourth screenshot shows the 'Review permissions' screen with a list of permissions and an 'Accept' button.

# INNIO Account

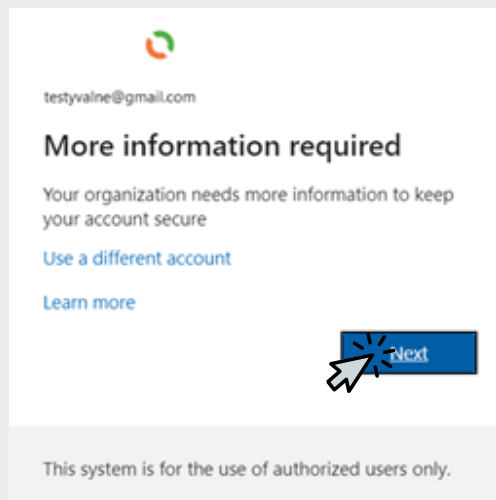
## How to Register a New User



### Set up Authentication Method

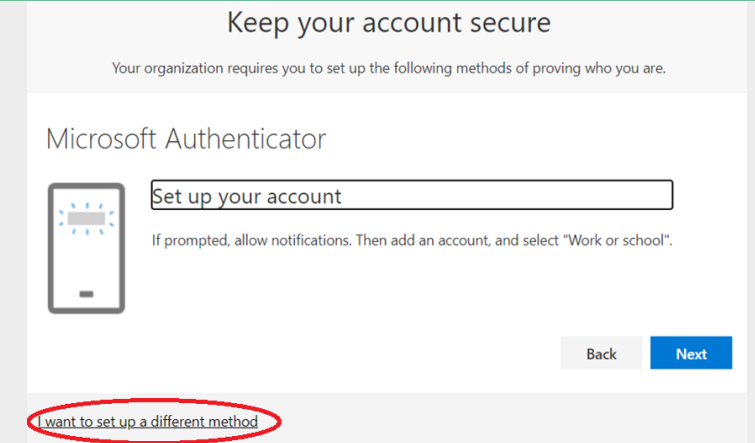
To increase security, INNIO has enabled an IT Policy that requires all accounts to use one of the Multi-Factor Authentication methods to access INNIO systems. If you need more information on this process, please click [here](#).

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.

# Microsoft Authenticator Application

How to Set up

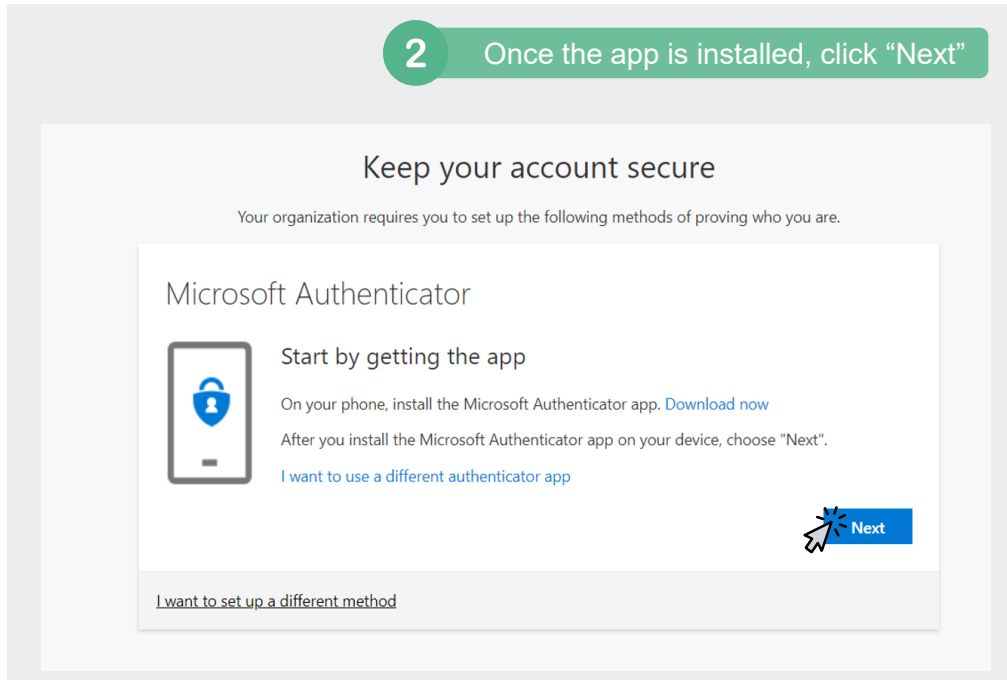


# INNIO Account

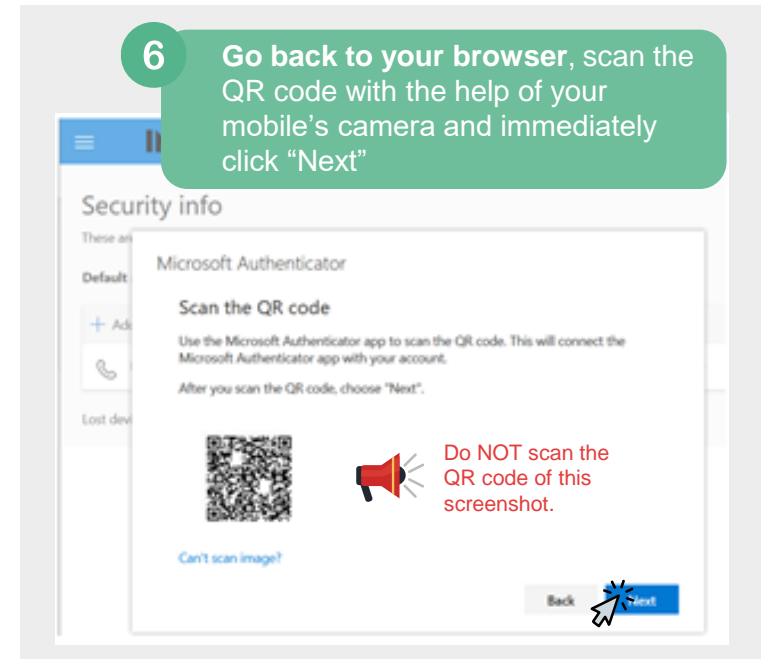
## How to Set up the Microsoft Authenticator Application

### Set up the Microsoft Authenticator Application

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



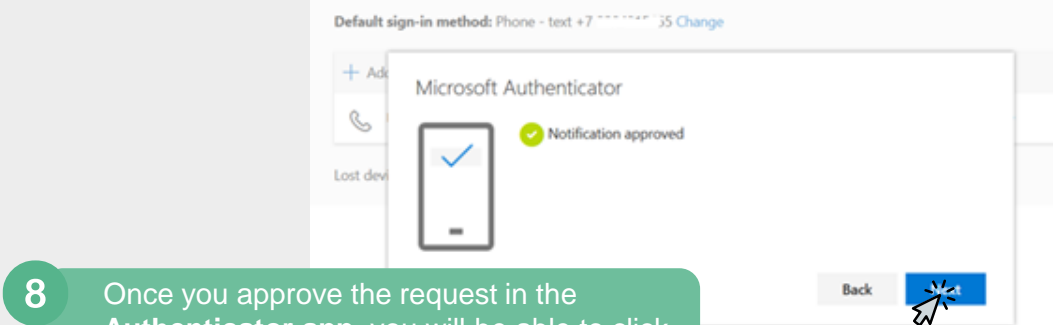
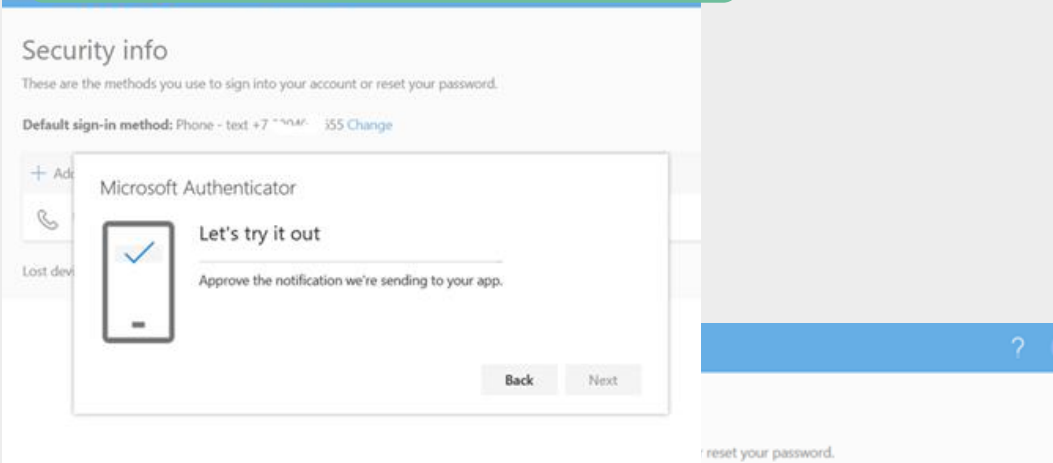
3. **On your phone**, search for Authenticator App and open it.  
**Please note:** At this point, you might be asked to input your phone pin and allow push notifications and camera settings.
4. In the **Authenticator app**, choose "Add account;"  
**Android:** You can find this option on the 3 dots in 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;.



# INNIO Account

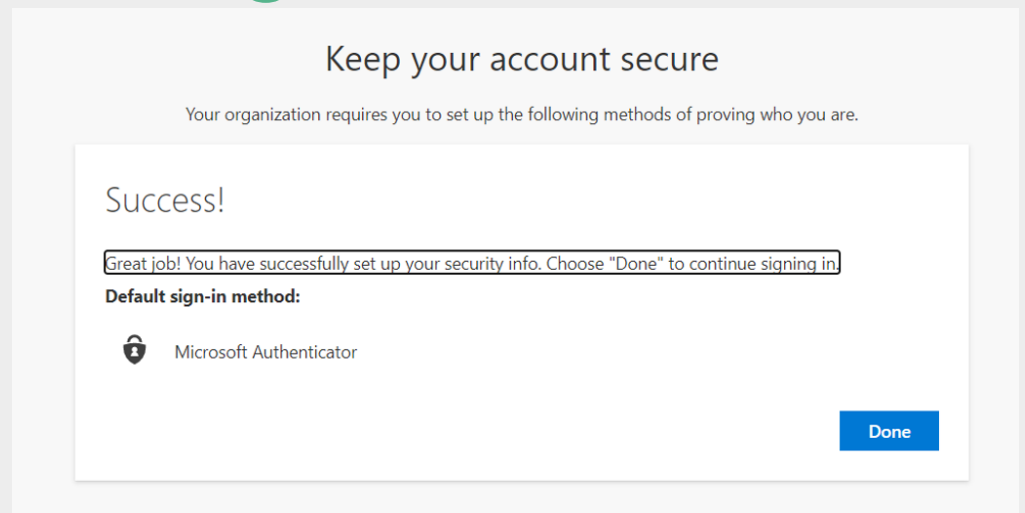
## How to Set up the Microsoft Authenticator Application

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

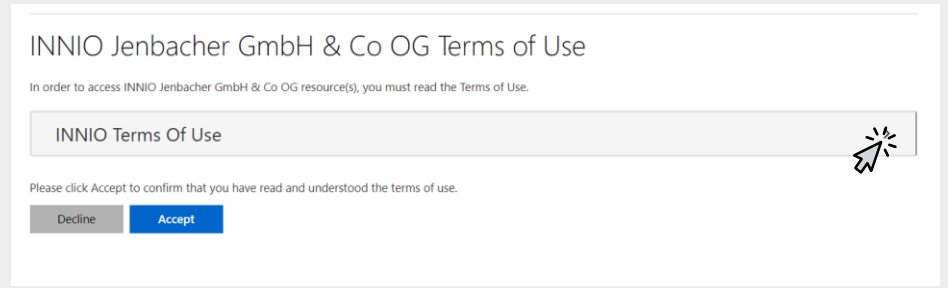


**8** Once you approve the request in the Authenticator app, you will be able to click "Next" in the browser;

**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."



# 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"

The screenshot shows the Microsoft Authenticator app selection screen. A callout box labeled '1' points to the link "I want to use a different authenticator app". A second callout box labeled '2' points to the "Phone" option in the dropdown menu. A third callout box labeled '3' points to the "Next" button.

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".

The screenshot shows the phone verification success screen. A callout box labeled '4' points to the "Done" button. A callout box labeled '5' points to the "Done" button. A callout box labeled '6' points to the "Accept" button.

# 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	<a href="https://customer.innio.com">https://customer.innio.com</a>	webportal@innio.com
SPATSL 2.0	Jenbacher gas engine's spare parts catalogue	<a href="https://spatsl.innio.com">https://spatsl.innio.com</a>	spatsl.support@innio.com
Jenbacher iStore	e-Commerce platform for Jenbacher engine's spare parts purchase	<a href="https://store.innio.com">https://store.innio.com</a>	istore.support@innio.com
Jenbacher iSupport	Service requests for Jenbacher engines: <ul style="list-style-type: none"> <li>• Service complaint</li> <li>• Spare's identification</li> <li>• Pricing request</li> <li>• Inquiry</li> </ul>	<a href="https://store.innio.com">https://store.innio.com</a>	istore.support@innio.com
Waukesha iStore	e-Commerce platform for Waukesha gas engine's spare parts purchase	<a href="https://customer.innio.com">https://customer.innio.com</a>	teresa.jahn@innio.com
EPIC	Waukesha gas engine's Bill-of-Material (BOM)	<a href="https://epic.waukeshaengine.com/">https://epic.waukeshaengine.com/</a>	EPICsupport@innio.com
Lifecycle	Waukesha gas engine's forecasting tool	<a href="https://customer.innio.com">https://customer.innio.com</a>	luke.pekrul@innio.com
Jenbacher Salesforce	Warranty and Technical Issue Resolution (TIR) for Jenbacher	<a href="https://channels.innio.com/service">https://channels.innio.com/service</a>	<a href="https://channels.innio.com/service">https://channels.innio.com/service</a> Click on "Contact IT Support"
Waukesha Warranty & TIR	Warranty and Technical Issue Resolution (TIR) for Waukesha	<a href="https://customer.innio.com/">https://customer.innio.com/</a>	webportal@innio.com
Jenbacher Training Center Website	Jenbacher Product Training booking, information and access to eTrainings	<a href="https://training.innio.com/jenbacher">https://training.innio.com/jenbacher</a>	<a href="mailto:jenbacher.trainingcenter@innio.com">jenbacher.trainingcenter@innio.com</a>
Waukesha Product Training Center Website	Waukesha Product Training booking, information and access to eTrainings	<a href="https://training.innio.com/waukesha">https://training.innio.com/waukesha</a>	<a href="mailto:waukesha.ptc@innio.com">waukesha.ptc@innio.com</a>



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

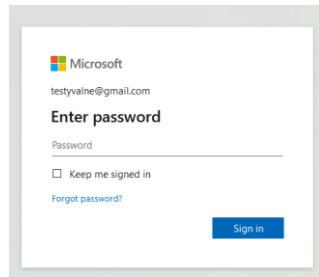
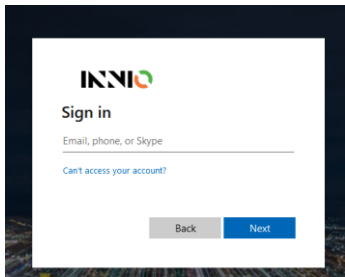
# INNIO Applications

## How to Access



### Login Instructions

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



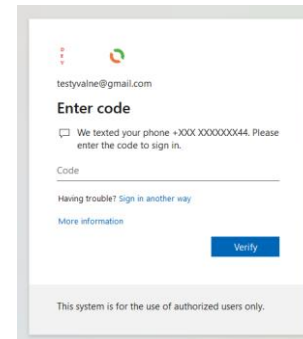
### Authentication Instructions

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.

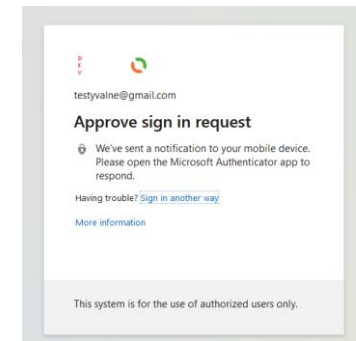


Enter the code and click “Verify.”

#### APPLICATION



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



Open the notification and confirm.

# 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”

## LOG IN OR SIGN UP FOR OUR DEDICATED APPS

As a customer, you may have access to our dedicated portals.  
If you don't have an INNIO account yet, please register below:



1  
**REQUEST AN INNIO SSO ACCOUNT**

2  
**REQUEST ACCESS TO INNIO'S APPS OR VISIT CUSTOMER PORTAL**

3  
**LOG IN TO AN INNIO APP**

Not sure how to proceed?

**READ DOCUMENTATION**

or

**CONTACT US**

Now that you have your INNIO SSO Account, feel free to request access to the applications you need.

**MANAGE ACCESS**

### Request Access

#### Access packages

5 packages

All Active Expired

+ Request access

Name ↑	Description
<input type="radio"/> INNIO Store	Purchase of spare parts, maintenance packages, quotes, order track, invoices and it
<input type="radio"/> INNIO Store (Support Jenbacher)	Service Complaints
<input type="radio"/> INNIO Store Waukesha	Spare parts' orders & quotes for Waukesha engines.
<input type="radio"/> Spatsl	Spatsl app access
<input type="radio"/> Windchill PLM PROD	Windchill PLM PROD

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”.



**INNIO**



**JENBACHER**

*Waukesha*