



ACCESS TO	HOMAG Group Cloud
	https://extranetportal.homag.de https://eparts.homag.de https://academy.homag.de
Version	04.05.2016
Point of contact	 HOMAG Service Zentrale Dienste  (+49) 7443 13 0  (+49) 7443 13 82852  eparts@homag.de

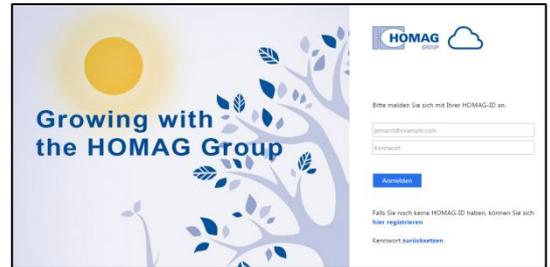
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Registration in the HOMAG Group Cloud Portal

1 HOMAG Group Cloud

Since the beginning of September 2015 a new access server has been used for our HOMAG Group Cloud (eXtranet). The login page was therefore amended as shown opposite.



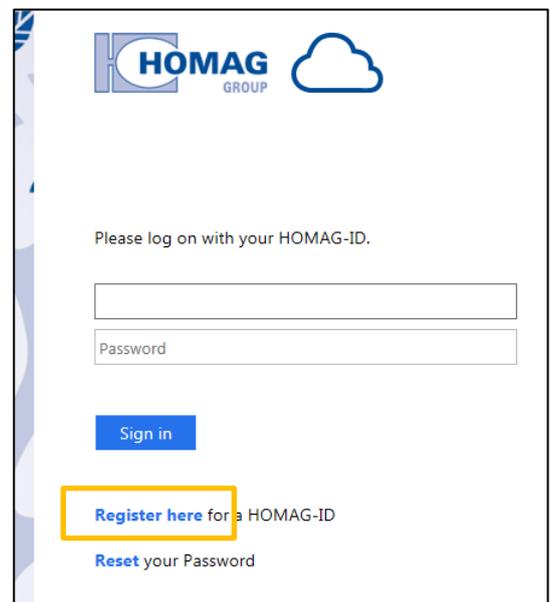
2 Registration link

Use the following links to access the login and registration pages:

- eXtranet-Portal:
<https://extranetportal.homag.de>
- HOMAG Group eParts:
<https://eparts.homag.de>
- HOMAG Group academy:
<https://academy.homag.de>

The language displayed in the user interface depends on the browser's specific language setting. The following languages are provided: German and English.

Click on "Register here" to get registered to the HOMAG Group Cloud.



Note:

- The term User has been changed to HOMAG-ID.
- Old five-digit access data consisting of a combination of numbers lost their validity. A re-registration is required.

3 Entry of login data

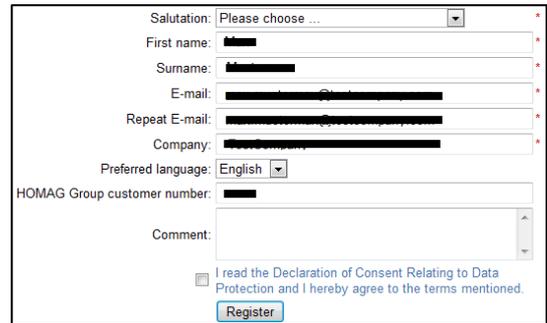
When entering the login data there are fields marked with a red star *. These fields are mandatory for registration.



Note:

The entry of the HOMAG Group customer number is not yet necessary here*. If other data are entered like e.g. machine number, the system will ignore them.

*becomes necessary later-on for clear identification.



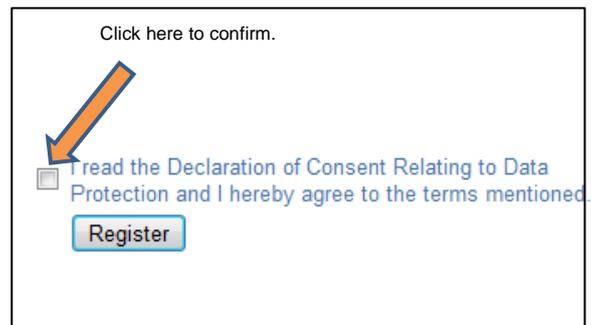
Salutation: Please choose ...
 First name: *
 Surname: *
 E-mail: *
 Repeat E-mail: *
 Company: *
 Preferred language: English
 HOMAG Group customer number: *
 Comment:
 I read the Declaration of Consent Relating to Data Protection and I hereby agree to the terms mentioned.
 Register

3.1 Data protection

All data entered are subject to our Privacy Policy. Click on the text link to show the terms.

Without confirmation, the registration will be denied. You accept the Privacy Policy by ticking the box (checkmark will then be set).

The registration process can be continued by clicking on "register".



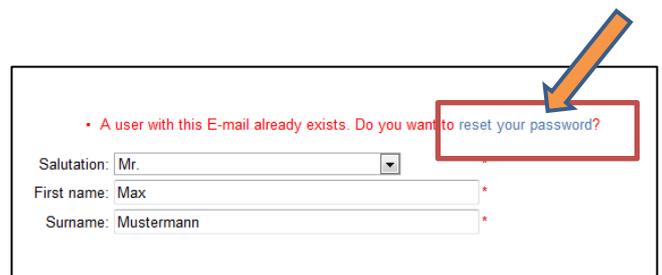
Click here to confirm.
 [read the Declaration of Consent Relating to Data Protection and I hereby agree to the terms mentioned.](#)
 Register

3.2 Error message: user already exists

If there already exists a user with the entered e-mail address, you receive a red marked error message. A link appears at the same time asking if you wish to reset the password.

In case you have forgotten your password, a new registration is not required. By confirming the link, you can reset the password for your already existing HOMAG-ID.

see point "9 Have you forgotten your access data?"



• A user with this E-mail already exists. Do you want to [reset your password?](#)
 Salutation: Mr.
 First name: Max
 Surname: Mustermann

4 Access data

If the registration has been successfully completed, a corresponding message will appear on the screen. At the same time, our system sends an e-mail containing the login data to the previously entered e-mail address.

Sender of the e-mail is extranet@homag-group.com with the subject "Welcome to the Homag Group eXtranet!"

This e-mail contains your access data consisting of HOMAG-ID and password.



Note:

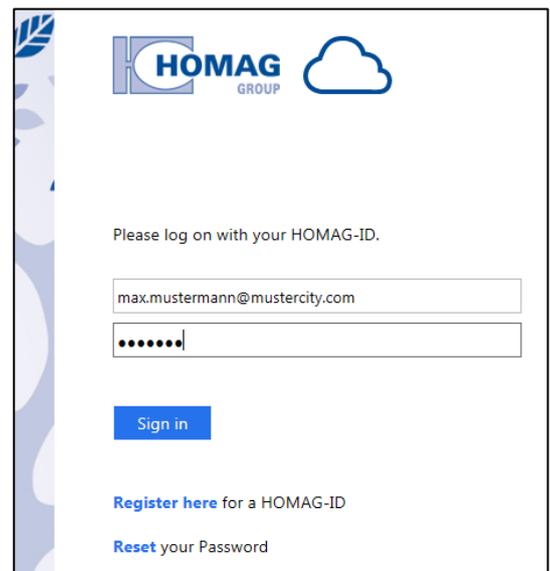
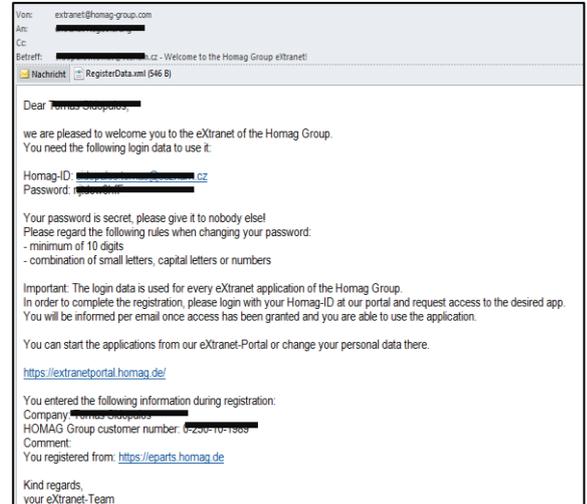
If you have not received the e-mail, please check as follows:

- Check your spam folder, maybe your e-mail has been considered as spam.
- Check storage space of e-mail-server. Free e-mail providers do possibly limit space. E-mails may consequently be denied.
- Check the e-mail address for typing errors. Although the entry has been done twice, there might still be errors. Maybe the address has been copied and entered into the field by drag & drop and possibly existing typing errors have not been recognized.

5 First login

After receipt of the access data, you **have to log-in** to our system for the first time. This is required to continue the registration process.

Log-in at the portal or directly at the application page entering your data at the login page and confirming by clicking on "Sign in".



6 Applying for the HOMAG Group Cloud App “eParts“

The applications of our system are **not** activated **by default** when receiving the access data. The activation has to be done manually as follows.

After login at the portal page, you receive an overview of all applications available to you.

The applications with a grey background need to be activated. To this, please apply for activation by clicking on the corresponding app symbol like e.g. eParts.



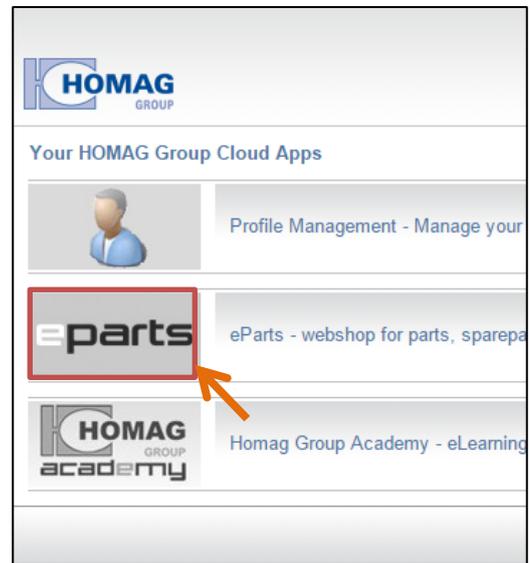
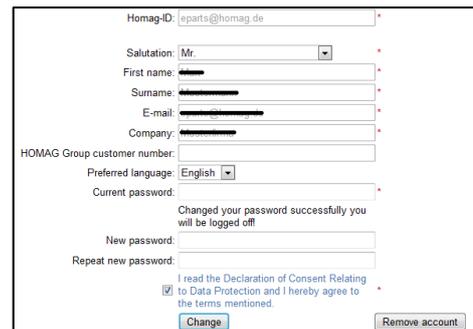
Note:

The **profile management** is an always active standard application. Here you can view your saved data. Editing your personal data is not possible.

The password can be changed at this point. You only have to enter the new password twice and confirm it.

Passwords must be at least 10 characters in length and at least 2 of 4 of the following criteria are: lowercase, uppercase, numeric, special characters.

At this point it is furthermore possible to delete access and personal data, provided that the access to the system is no longer necessary or the data are no longer current, like e.g. e-mail address.

6.1 Checking “your data“

After selecting the app “eParts“ or after accessing eParts directly via the application link, the window on the right appears.

Here again you can check whether your data is correct. If not, you can delete the account in the profile management and get newly registered entering the correct data. This is a fast and simple procedure.

At this point the data cannot be changed anymore. Now you have to enter the HOMAG Group customer number, if it has not been done yet. The entry of the HOMAG Group customer number is mandatory, you cannot go on without it.

Continue by clicking on “Next“. Once the data have been successfully entered, the message on the right appears.

Your data

We need some additional information to grant you access to eParts.
Please check your data and provide missing information.
If your data is incorrect, please inform us

Homag-ID:

Salutation:

First name:

Surname:

Company:

HOMAG Group customer number:

Thank you!

We need some time.

You will be informed per email once access has been granted!

6.2 Error when entering the customer number

Should the customer number has not been entered successfully, you receive an error message. After three unsuccessful attempts, you will be asked to get in contact with our sales partners. They will provide you with your correct HOMAG Group customer number.

[Please refer also to our note on the following page.](#)

6.3 App Activation

Should your entered person-related contact data be known to our system and thus our system has clearly identified you, the application is activated by default by our system. You then receive an e-mail for confirmation.

Should our system not be able to verify the data as there are for example no contact data saved under the given HOMAG Group customer number, our staff members will examine your request accordingly.

This normally happens within 48 hours (in case of bank holidays or weekends, the period shall be extended).

Dear

You have access to following extranet-applications of the Homag Group:

<https://eparts.homag.de> eParts

<https://extranetportal.homag.de> extranet-Portal

Best regards

extranet-team of the Homag Group

Registration in the HOMAG Group Cloud Portal

If the check turns out to be positive, an activation e-mail showing the activated HOMAG Group eXtranet apps will be sent. Our staff members are only able to verify you, if you have successfully applied for the corresponding applications. For verification, we will get in touch with you by writing, in case of no response within 7 days, your account will be deleted.



Note:

How do I get my HOMAG Group customer number?

Usually you can find your HOMAG Group customer number in your documents like for example contract documents, orders, invoices, delivery notes.

The HOMAG Group customer number consists of five numbers with the following format x.xxxx (e.g. 1.2345). Only numbers are to be entered, do not enter any special characters like dot or hyphen.

If you cannot find your HOMAG Group customer number, please get in touch with your HOMAG sales partner / sales manager or support.

[see point "10 Support"](#)

7 Applying for the HOMAG Group Cloud App “HG Academy”

The activation process for the eLearning-platform “HOMAG Group academy” is different from the “eParts” activation. First of all, the application has to be selected in the eXtranet-Portal.

In order to be able to set-up an access, we need some more information which you have to select accordingly.

There are currently four target groups. Our eLearning platform is at present (as of September 2015) only enabled for the target group “**Service Homag Group**”.

When clicking on “Next” the message on the right appears referring to the remaining target groups.

If you belong to the target group “**Service Homag Group**” and have selected it, you will receive - when clicking on “Next” - the overview “your data” for verification purposes.

[see “6.1 Checking “your data””](#)

When done, you have to choose your “Training Manager” (your superior) from the drop-down list. Confirm with “Next”.

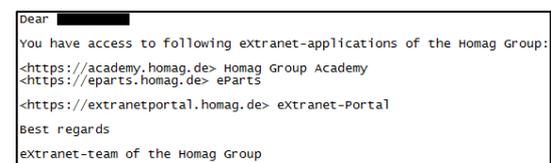
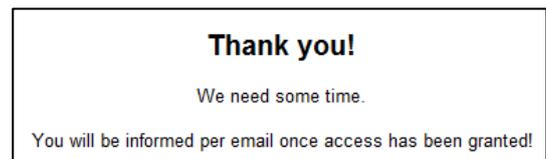
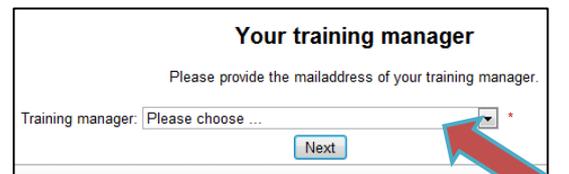
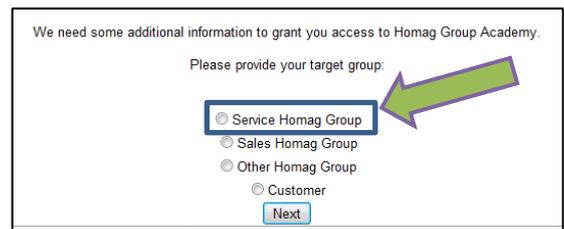
The process has now been completed. This is confirmed by a message equal to the “eParts” message.

As soon as the “Academy” is activated, you will receive an e-mail notification.



Note:

There is currently **no** activation for **customers** as at present (as per August 2013) online trainings are only available for our internal staff members.



8 Validity of an account

The access accounts to HOMAG Group eXtranet Portal may expire under certain circumstances. Such is the case when three months have passed after your last log-in to the system. 14 days prior to expiry of the three months period, you will receive an e-mail reminding you to get logged-in to avoid deactivation of your account. If you do not log-in, your account will be set to inactive. If you do not reactivate your account after deactivation, which can be done by resetting your password via *"Forgot your password?"*, your account will be deleted six months following the deactivation.

9 Have you forgotten your access data?

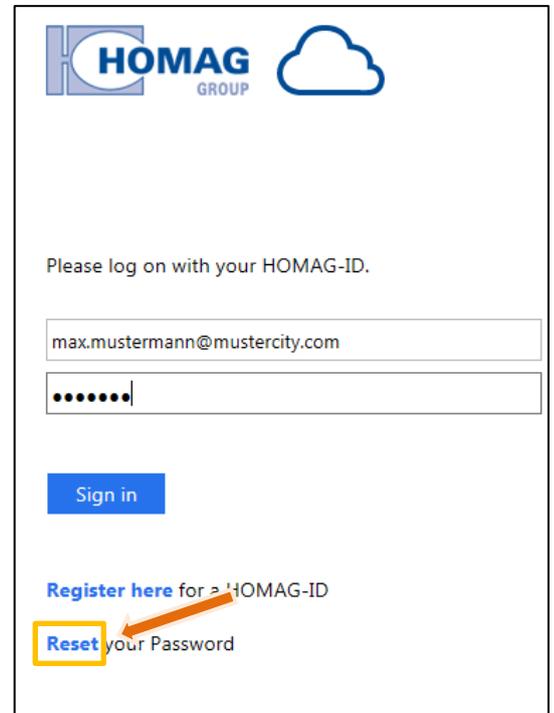
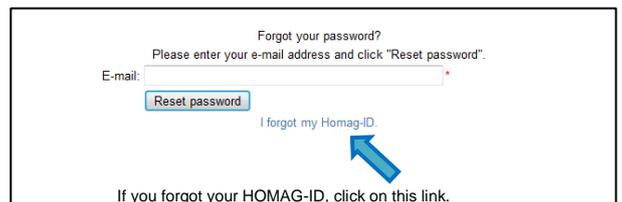
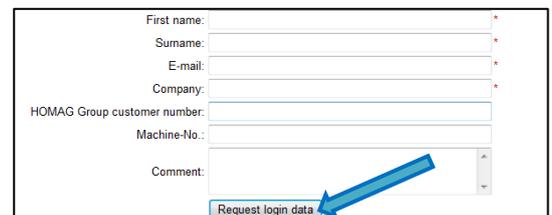
If you have forgotten your password, it is sufficient to click on *"Reset your password?"*.

And then you can enter your registered e-mail-address and click on *"reset password"*. You will receive an e-mail within certain minutes. Please follow its instructions.

If you do not know your HOMAG-ID anymore, click on the link below the button.

Please enter all necessary data into the appearing form. Fields marked with a red star * are mandatory. To simplify the search, you can enter in addition your HOMAG Group customer number and/or a machine number. Now click on *"Request login data"*.

After manual verification by our staff members, you will receive an e-mail containing your HOMAG-ID provided that you have been properly registered.

10 Support

Should you have any further questions on

- HOMAG Group Cloud (eXtranet) registration
- the cloud app “eParts”

do not hesitate to send us an e-mail to the following address: eparts@homag.de

If you do not know your HOMAG Group customer number, you can furthermore get in contact with our e-mail support. When asking for your HOMAG Group customer number, please state the following data to simplify verification:

- company name
- entire company address
- telephone number
- machine number

In case of error messages, please send a detailed description of the error or, if possible, add a screenshot to your error message.

The e-mail support is supported in the following languages:

- German
- English

Our support contact data for your Smart-phone:

