

MYVINCO

vincoFLOW

MYVINCO

MyVinco is a platform where you can access to:

- 3.1. Certificates;
- Shipping Guides;
- Real-time stock.

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MYVINCO PLATAFORM

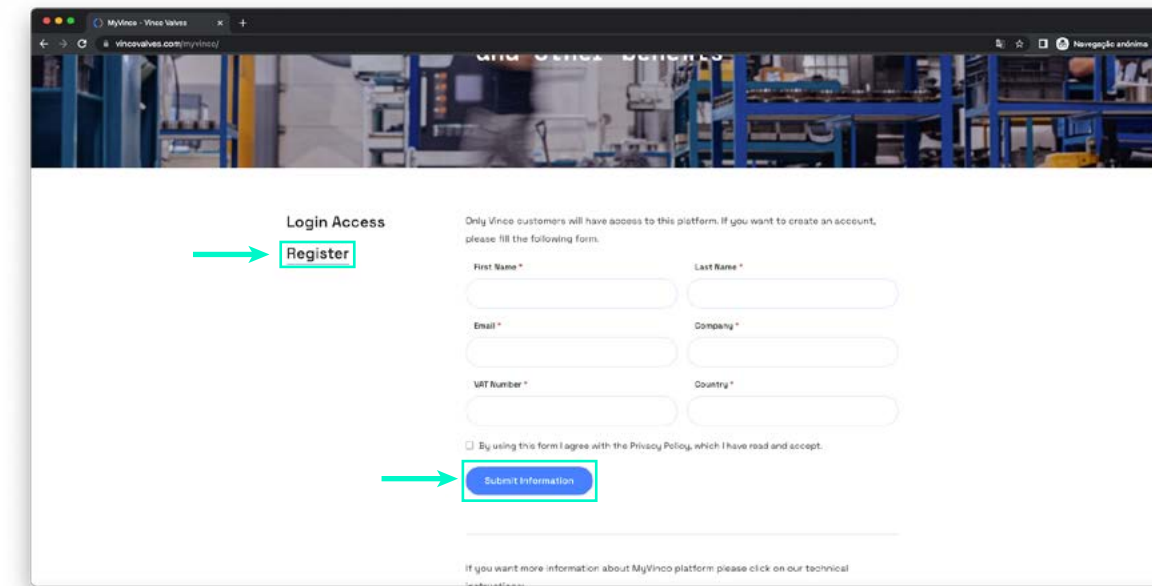
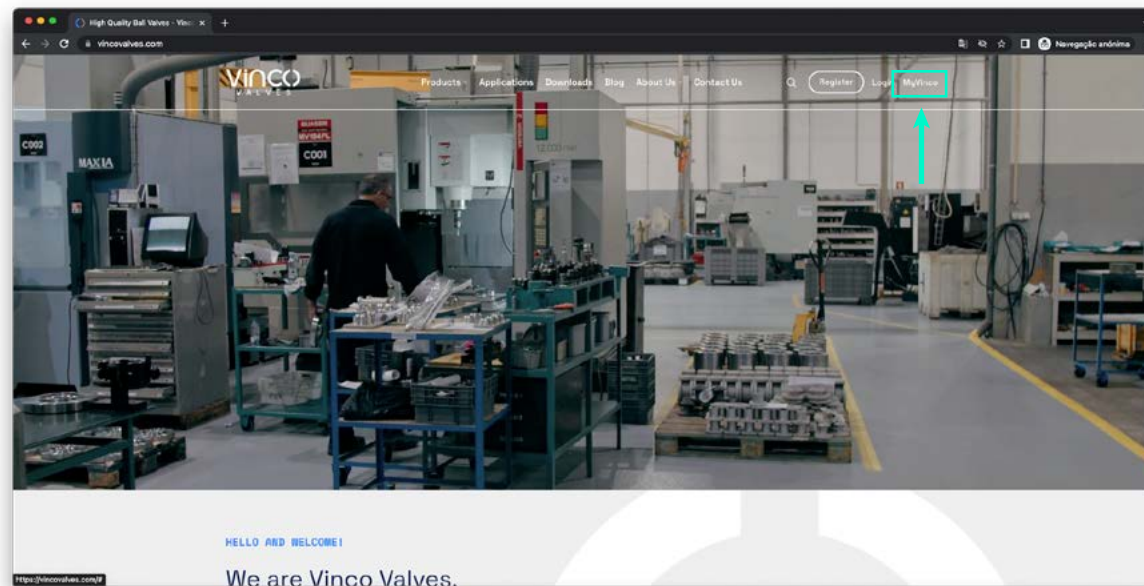
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GENERAL INQUIRIES

How to create an account or recover the old one?

Create an account:

Only Vinco customers will have access to this platform. If you want to create a myvinco account, go to our website and click on "myvinco" in the top right corner. After the page opens, click on "register" and fill in the empty fields and submit.



You will be sent an email with your login (please allow up to 2 business day). If you want to change your password, you must do so on the platform after logging in with the data assigned to you. To find out how to change the password, see page 9.

Recover password:

If you have forgotten your password, send an email to **aftersales@vincovalves.com** with the subject: **"Recover MyVinco Password"**.

GENERAL INQUIRIES

How to access the MyVenco platform?

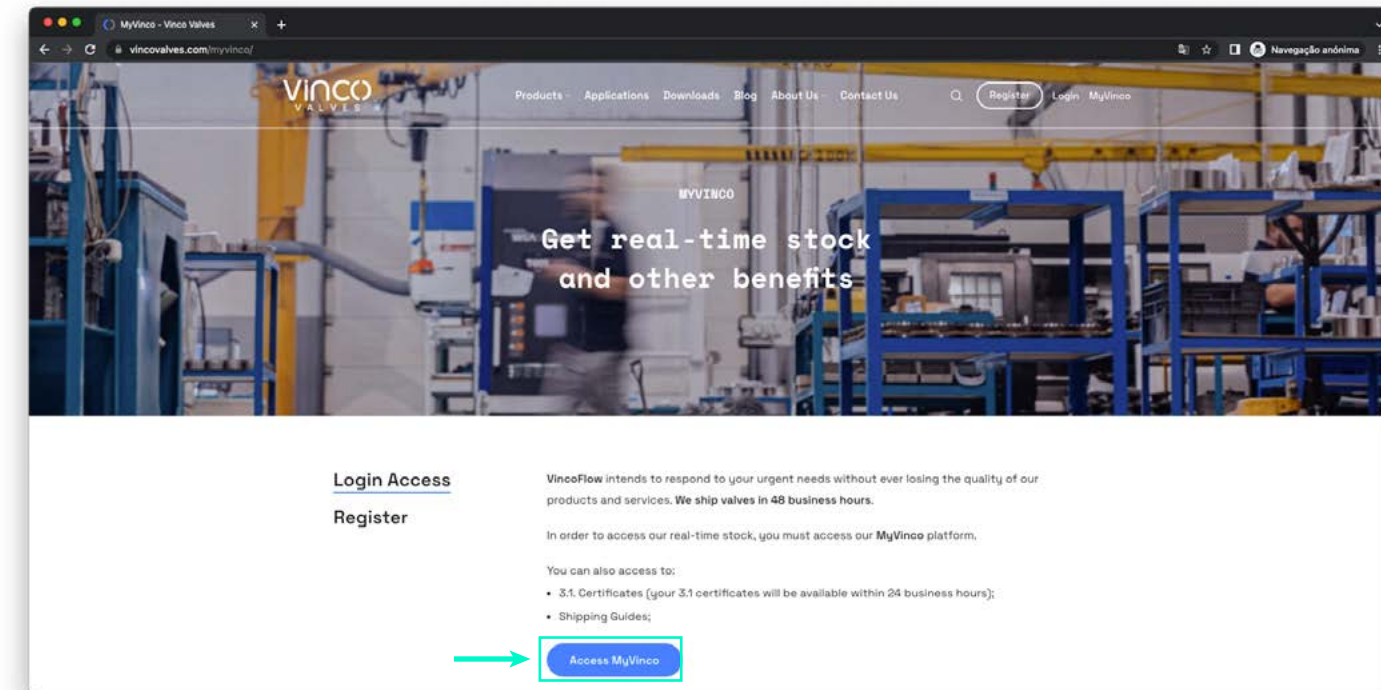


Click here

or follow these steps:



1. Visit our website www.vincovalves.com.
2. In the header you will find the **MyVenco** tab, click on it.



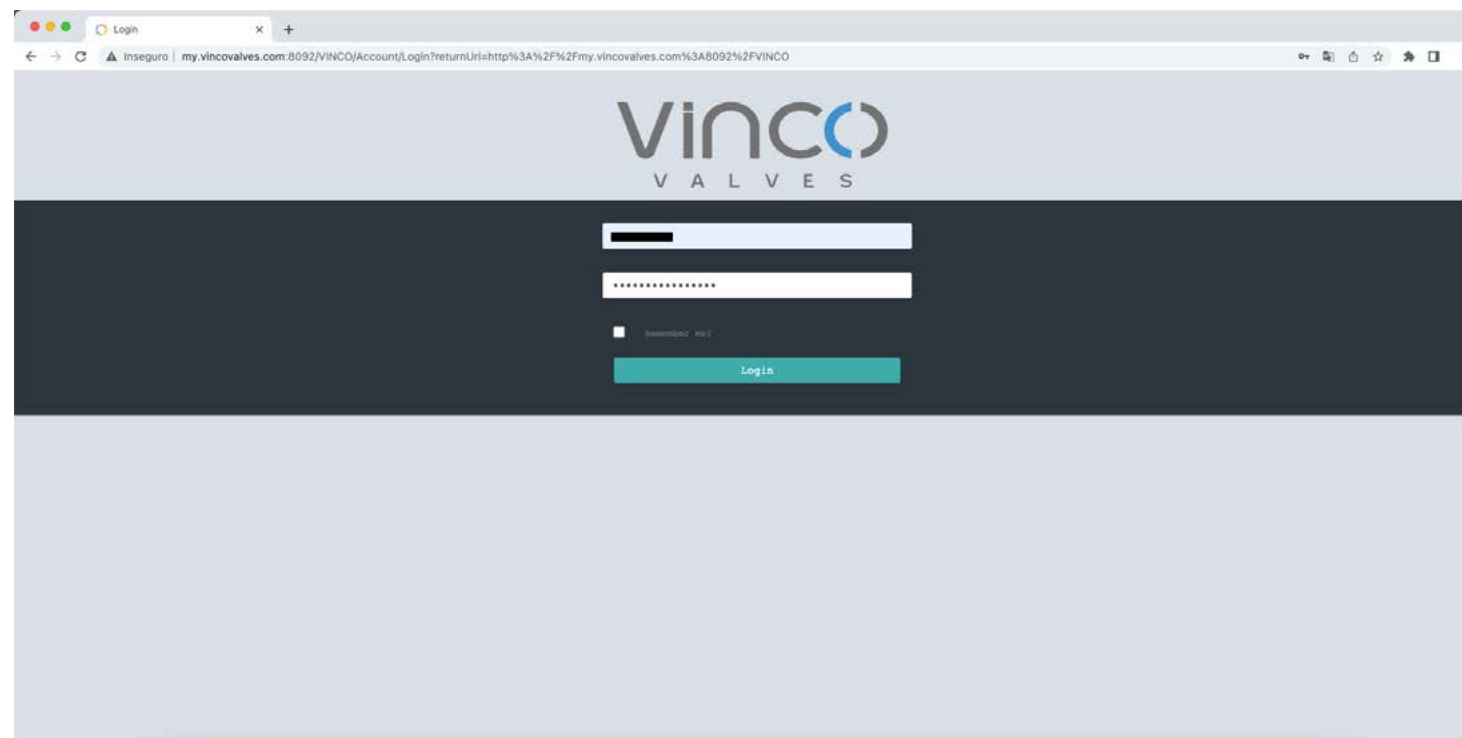
3. Click **Access MyVenco** again.

GENERAL INQUIRIES

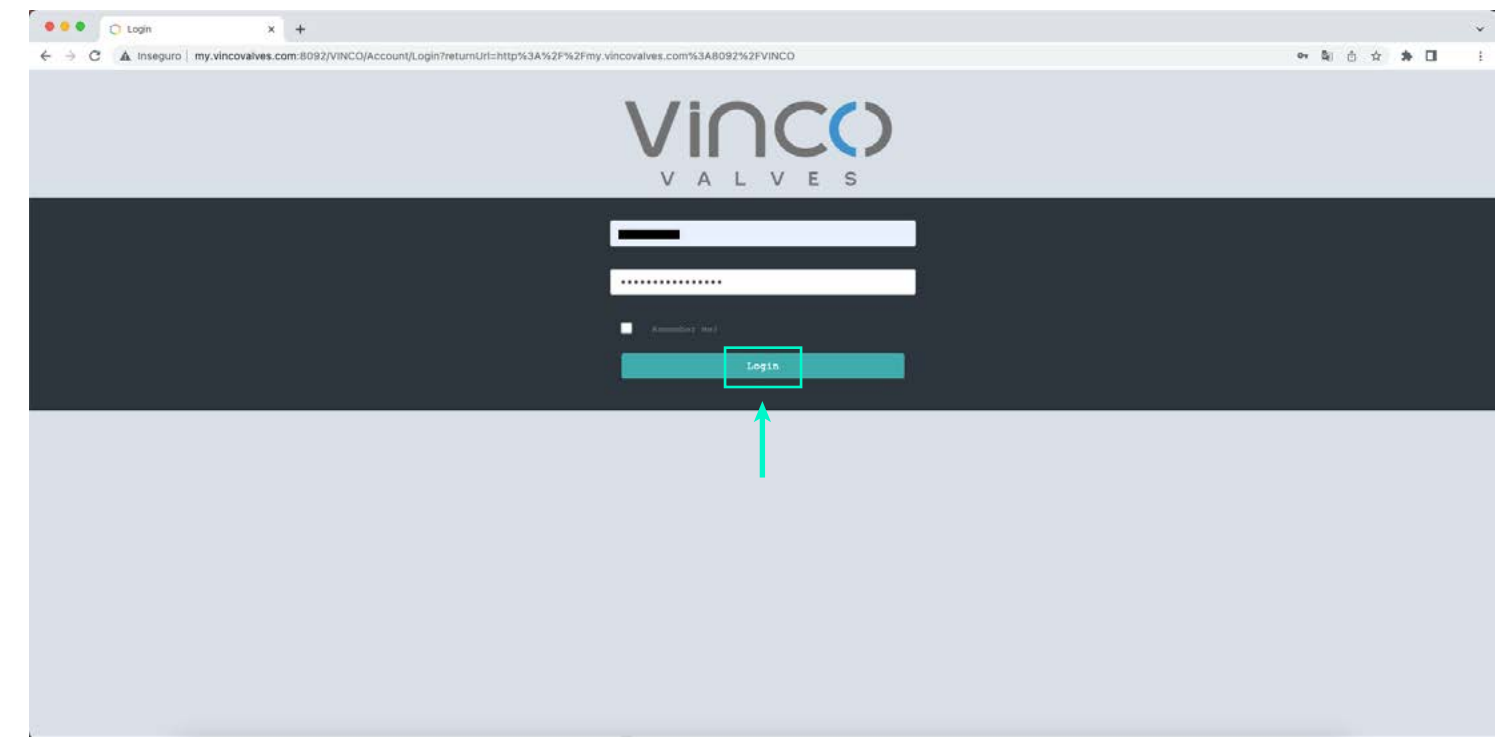
How to login?



Now that you are on the **MyVinco** platform, follow these steps:



1. Enter the user name.
2. Enter the password.



3. Click the Login button.

GENERAL INQUIRIES

What to do if you can't login?

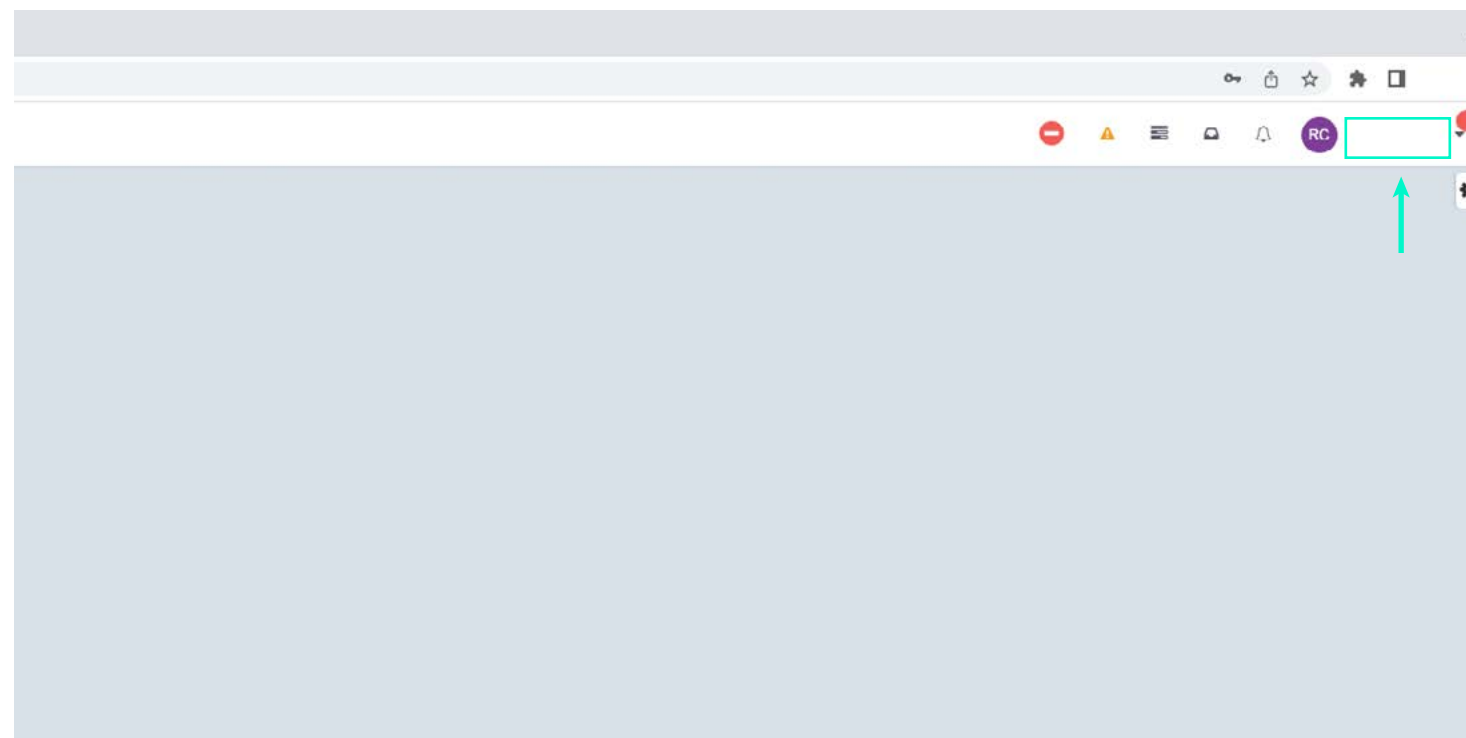


You should prefer **Google Chrome (updated)**, if you are already using this platform and still have problems accessing it, you should communicate via email to **aftersales@vincovalves.com** with the subject "**MyVincO Access Problems**".

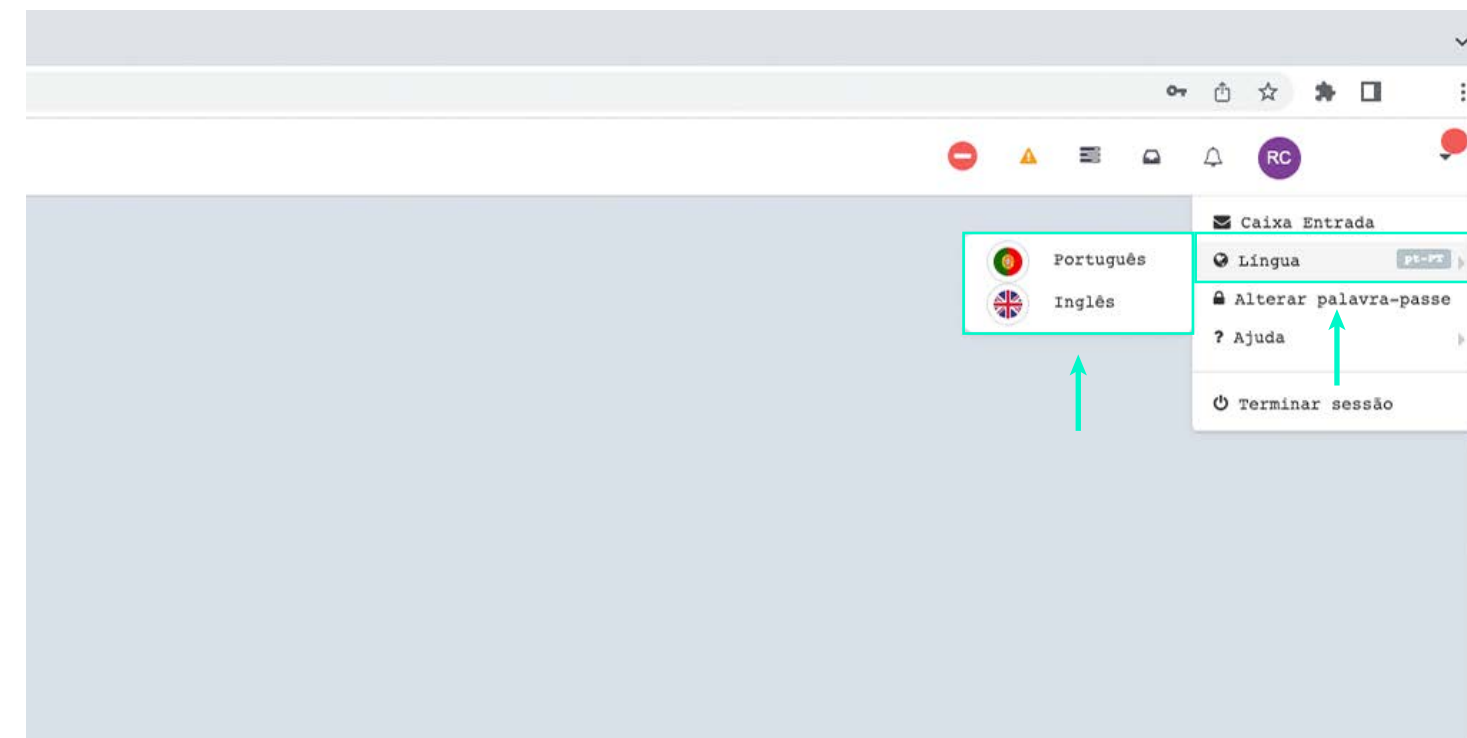
GENERAL INQUIRIES

How to change the language?

To change the language click on your username in the upper right field and follow these steps:



1. Click on the username.

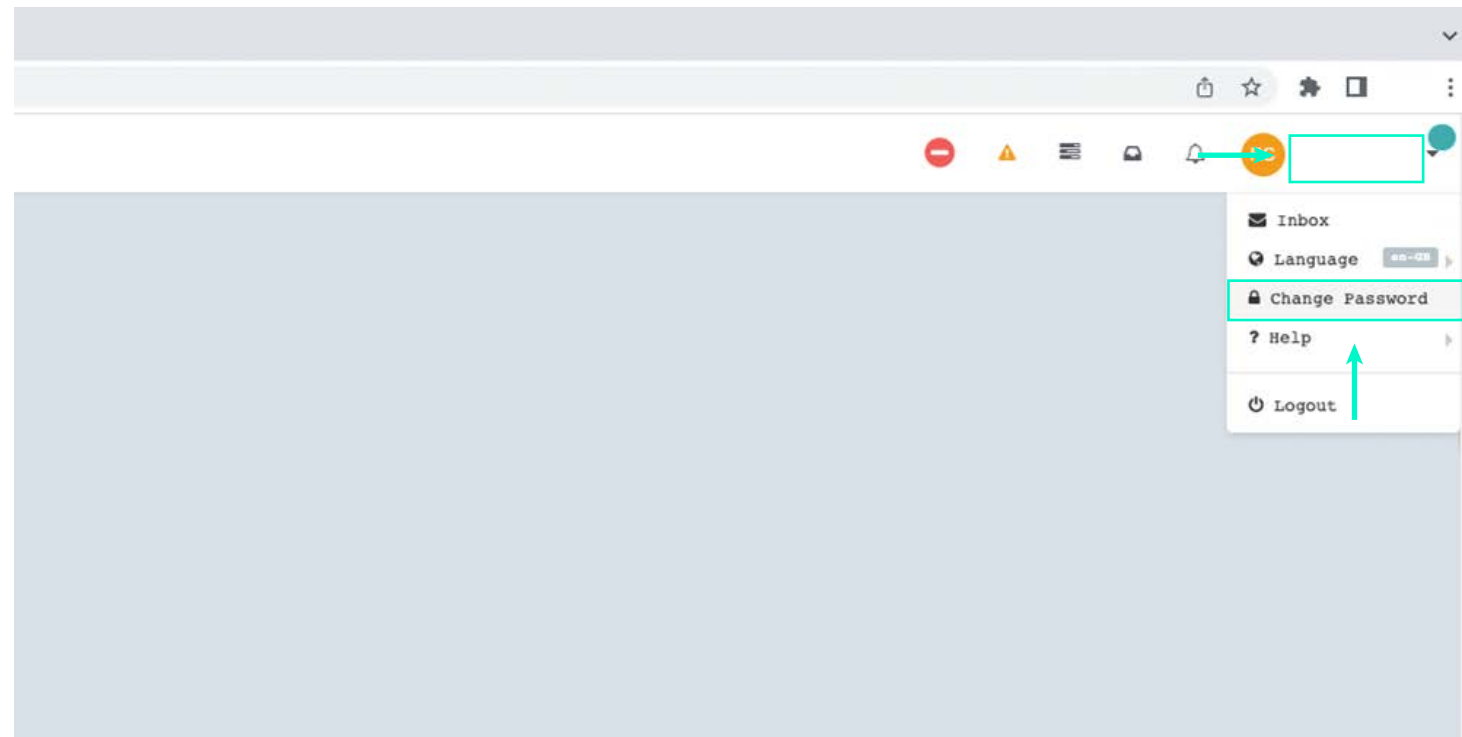


2. Select the Language field;
3. Choose between English and Portuguese.

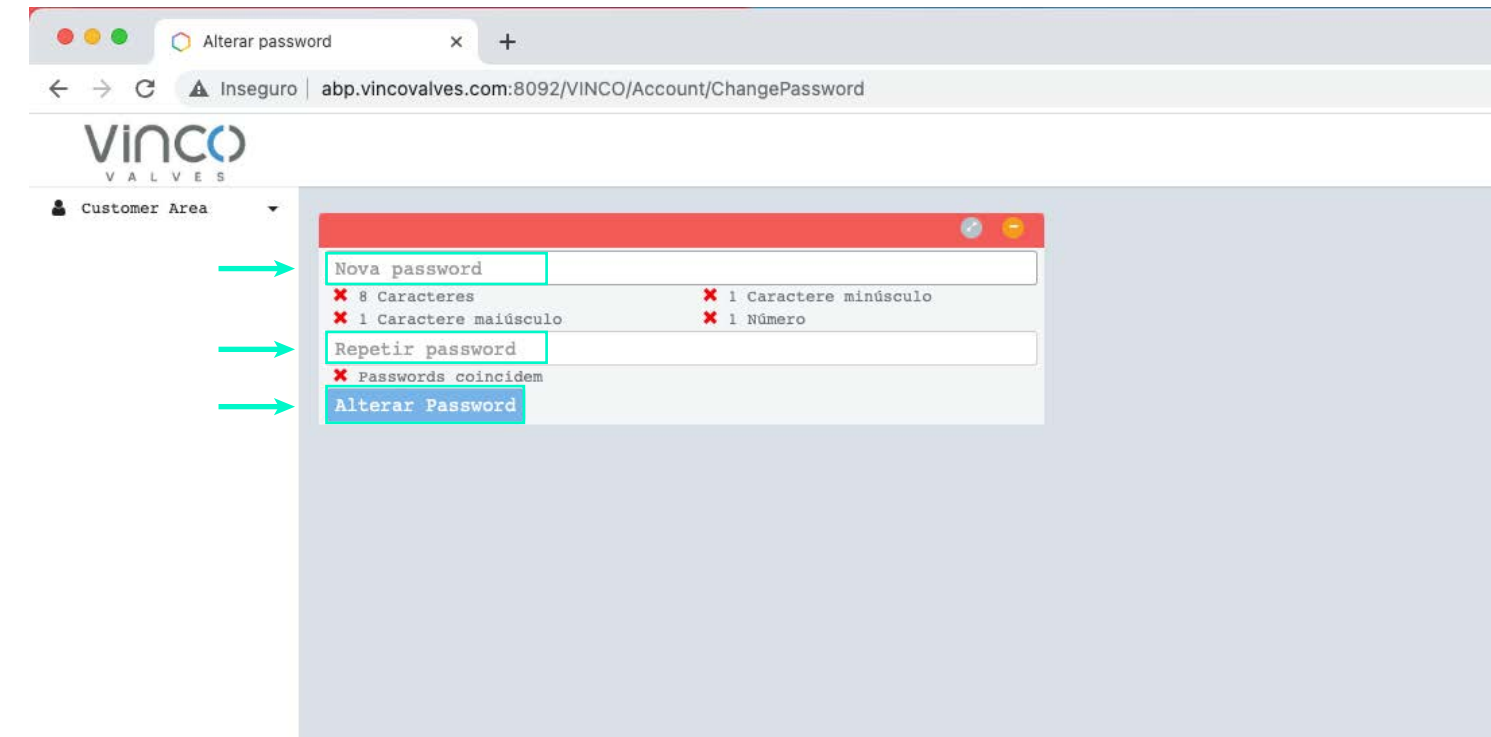
GENERAL INQUIRIES

How do I change the password I was assigned?

To change the password we have given you, you must click on your username in the upper right corner and follow these steps:



1. Click on your username.
2. Click change password.

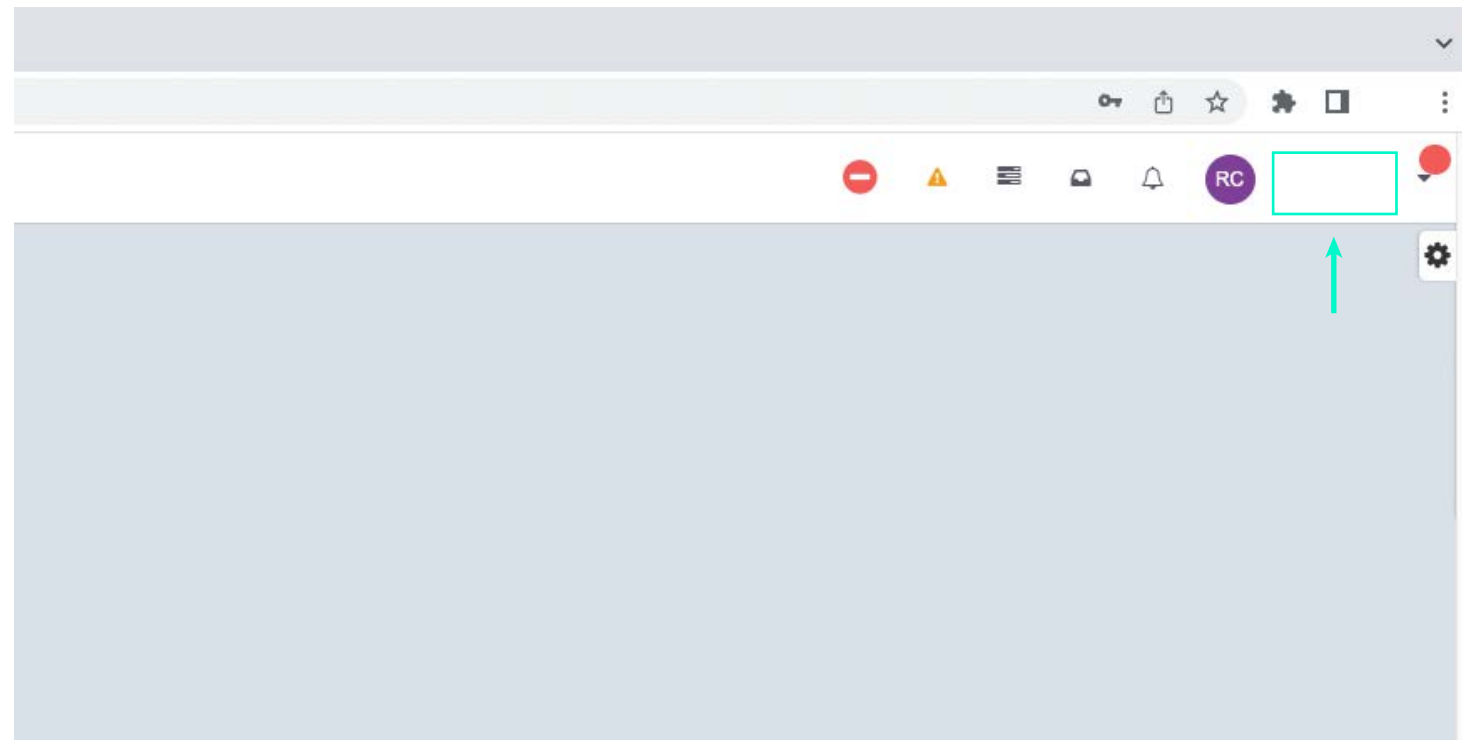


3. Enter the new password which must contain at least 8 characters, an uppercase letter, a lowercase letter and a number.
4. Repeat the chosen password.
5. Click update password.

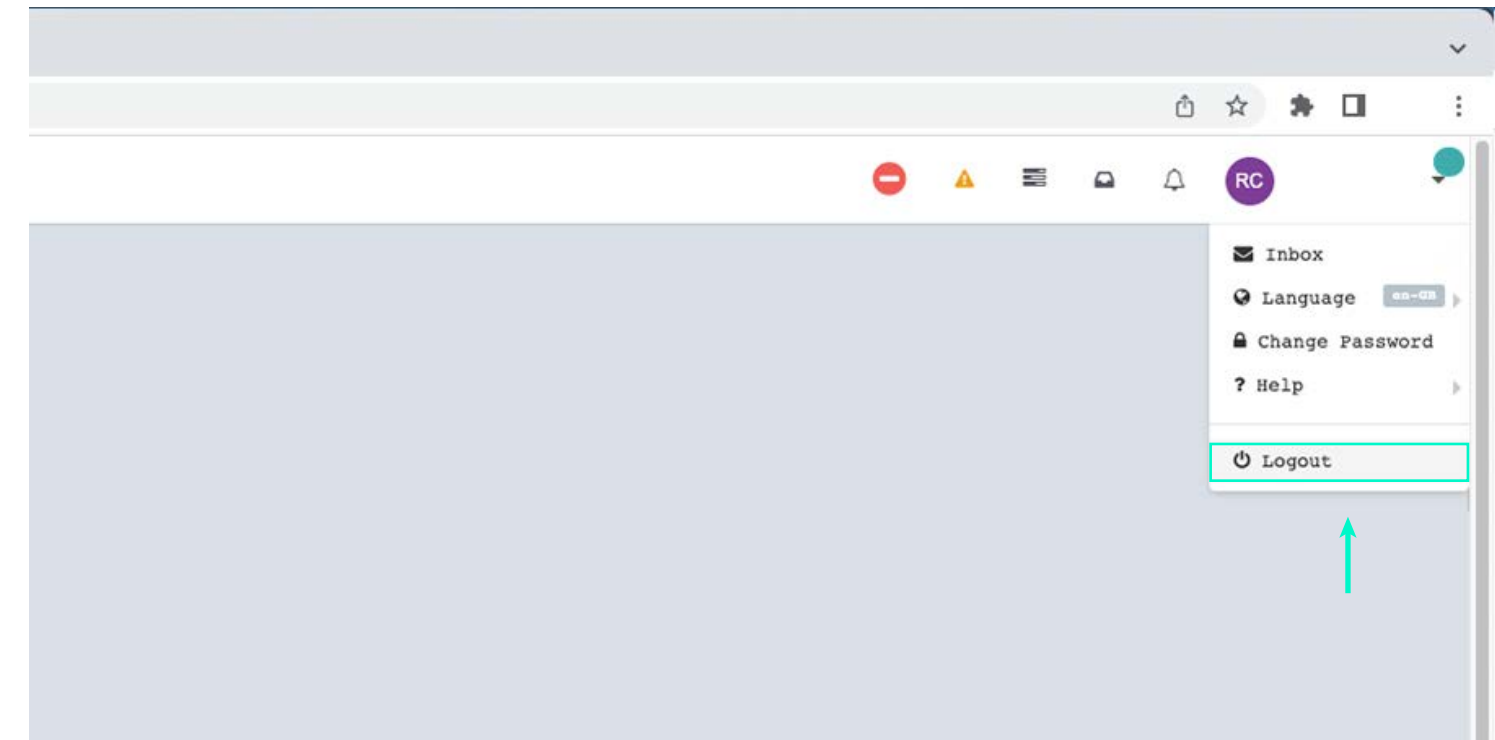
GENERAL INQUIRIES

How to end the session?

To end the session, follow these steps:



1. Click on your username.



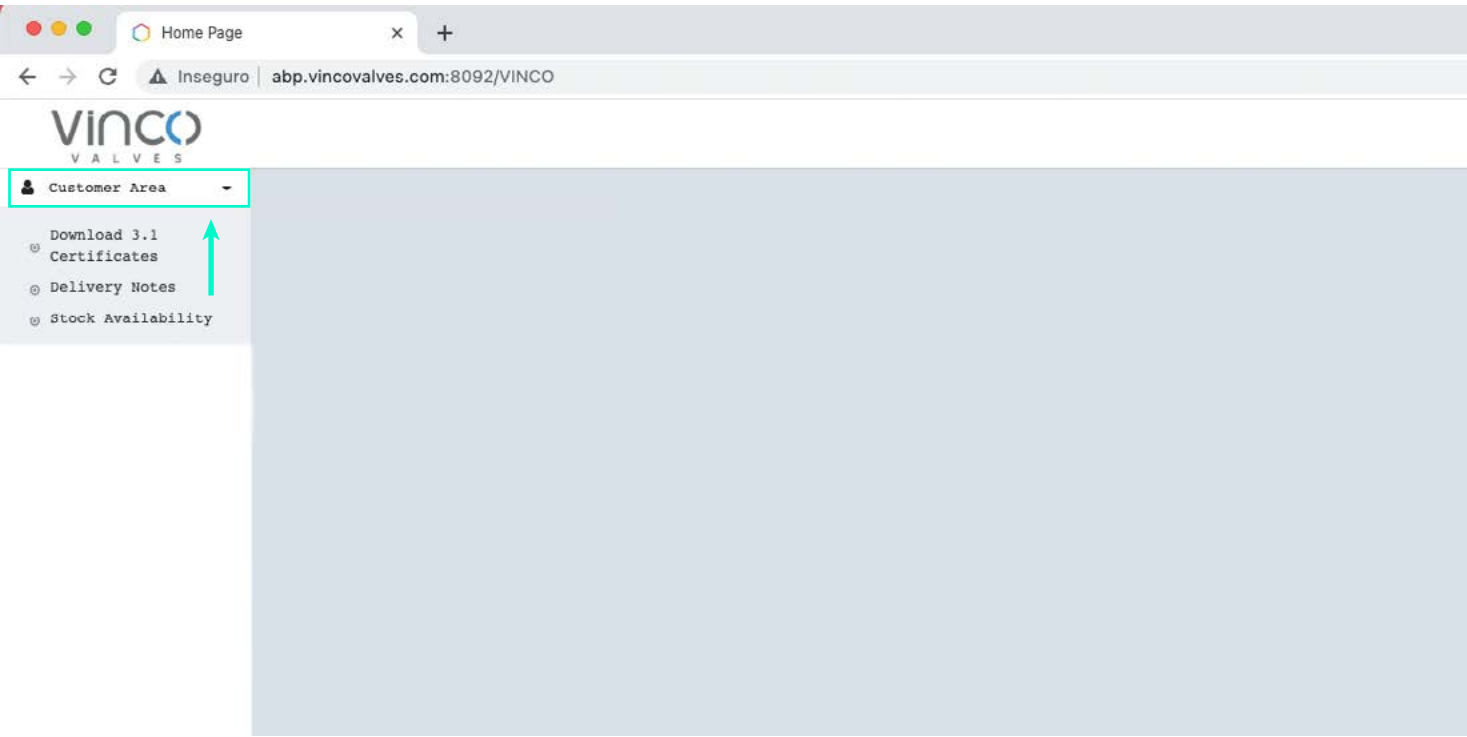
2. Click log out.

MYVINCO PLATFORM

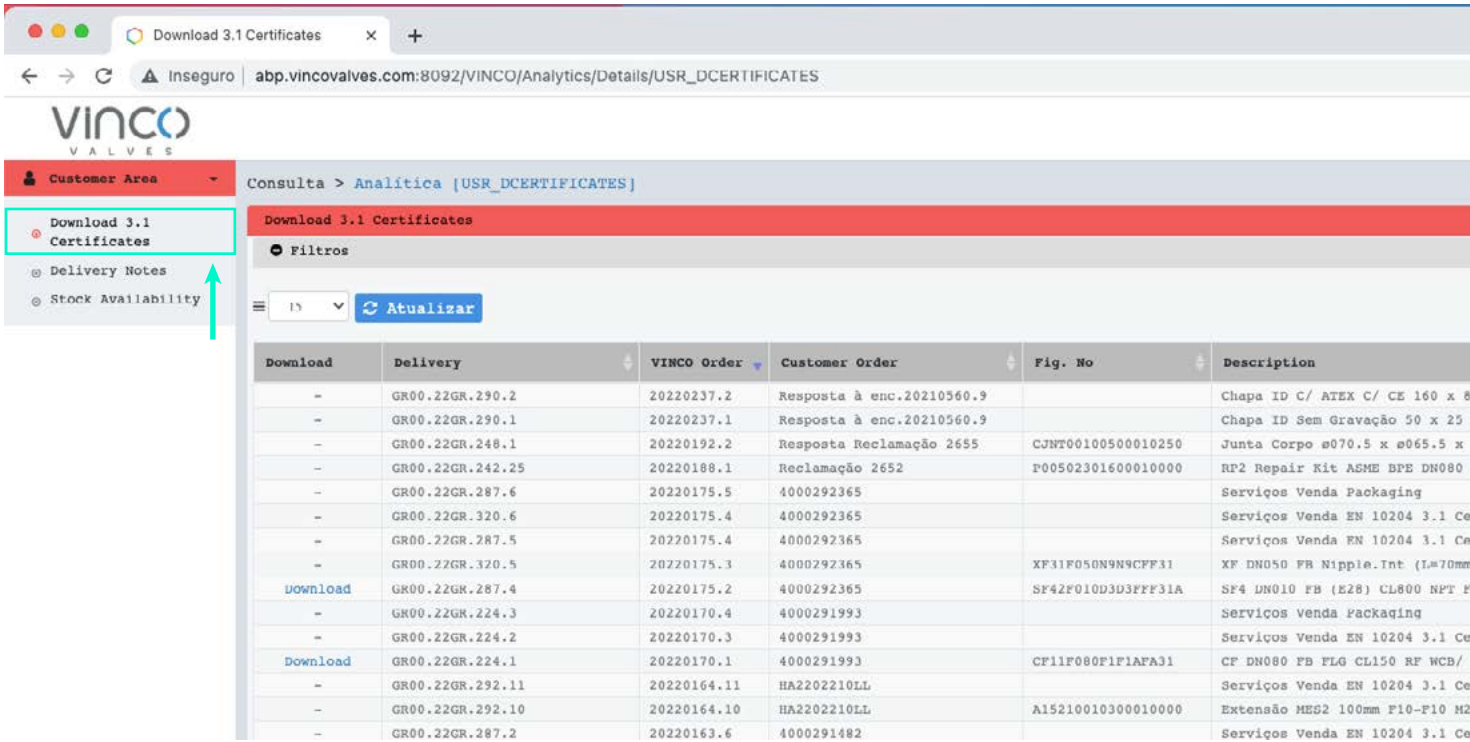
Accessing 3.1. Certificates



To access 3.1. Certificates must follow the following steps:



1. Click on "Customer Area";



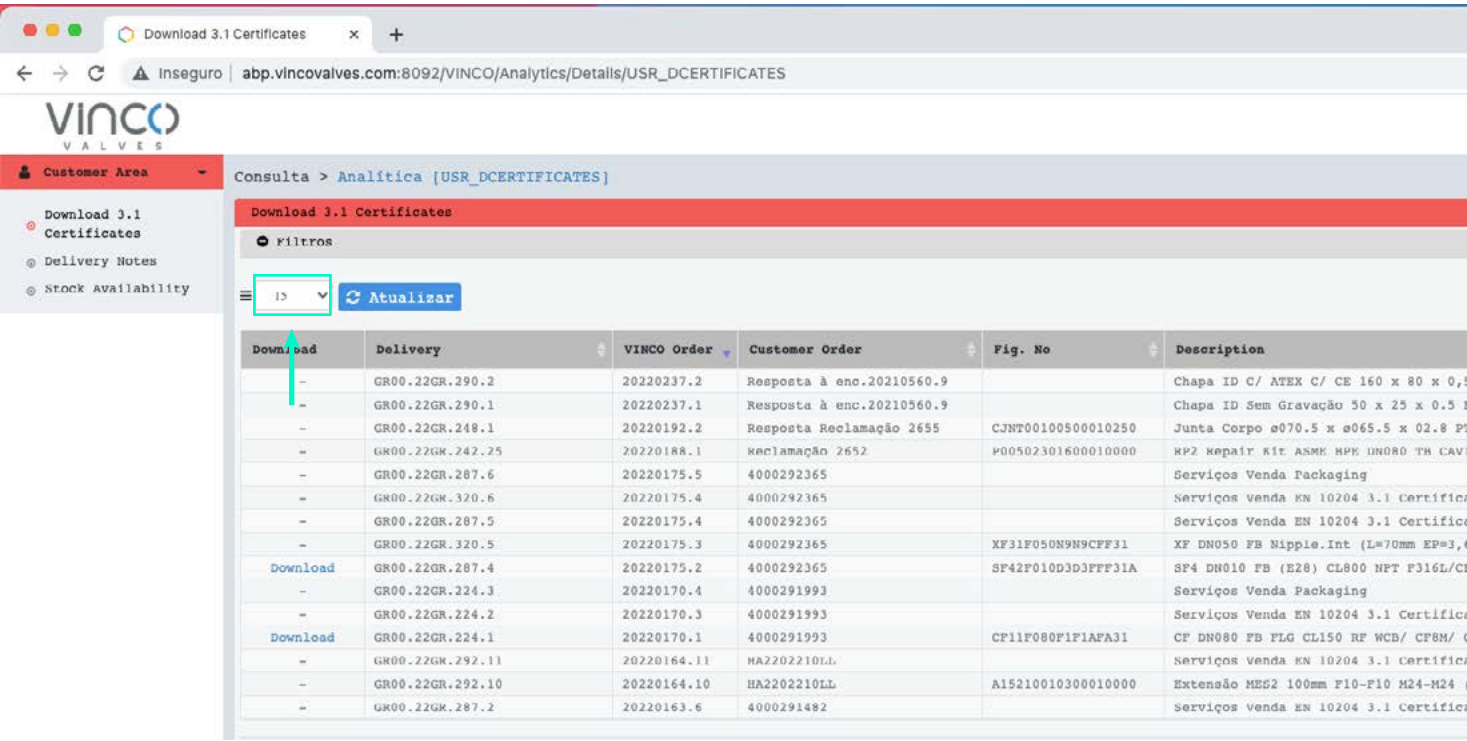
2. Click on "Download 3.1. Certificates".

MYVINCO PLATFORM

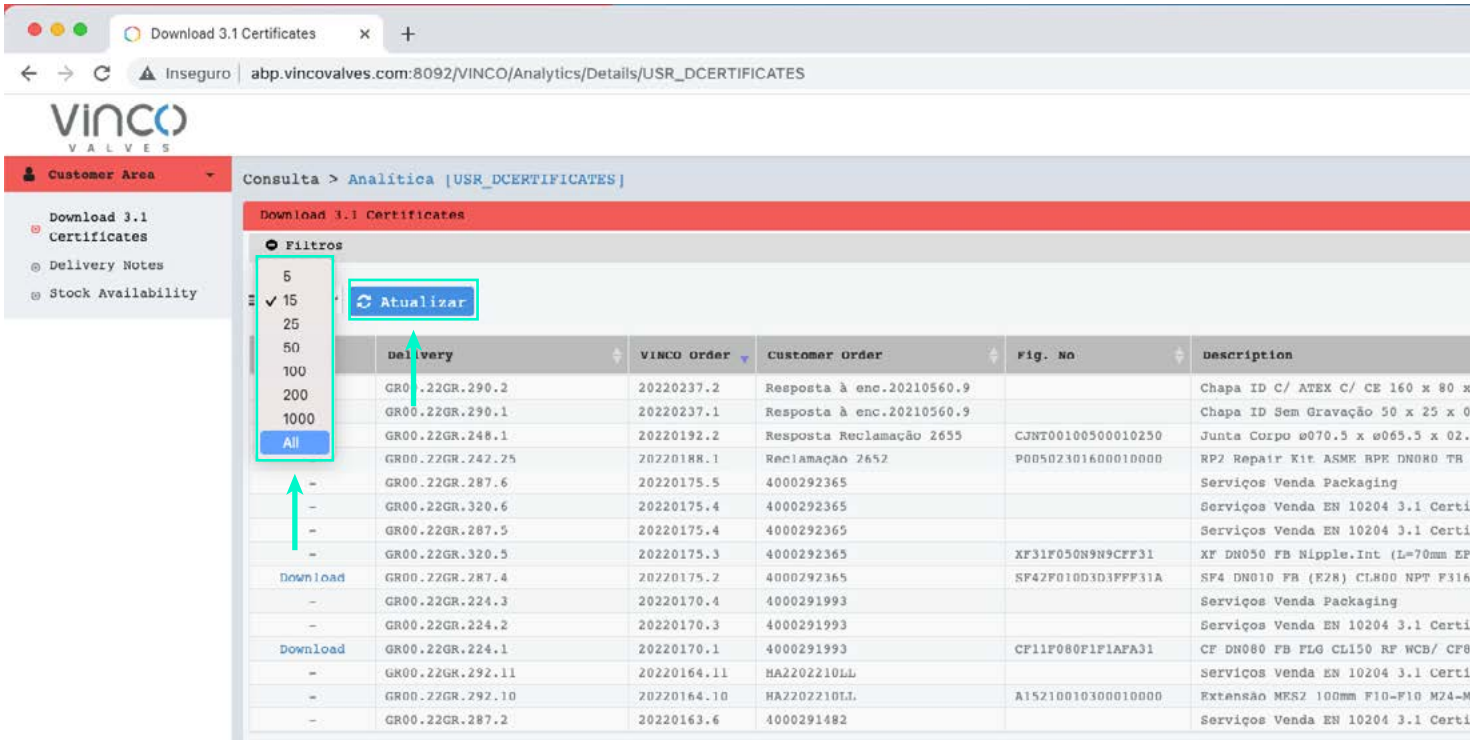
View all fields



To view all documents, make the following change:



1. Click on number 15.



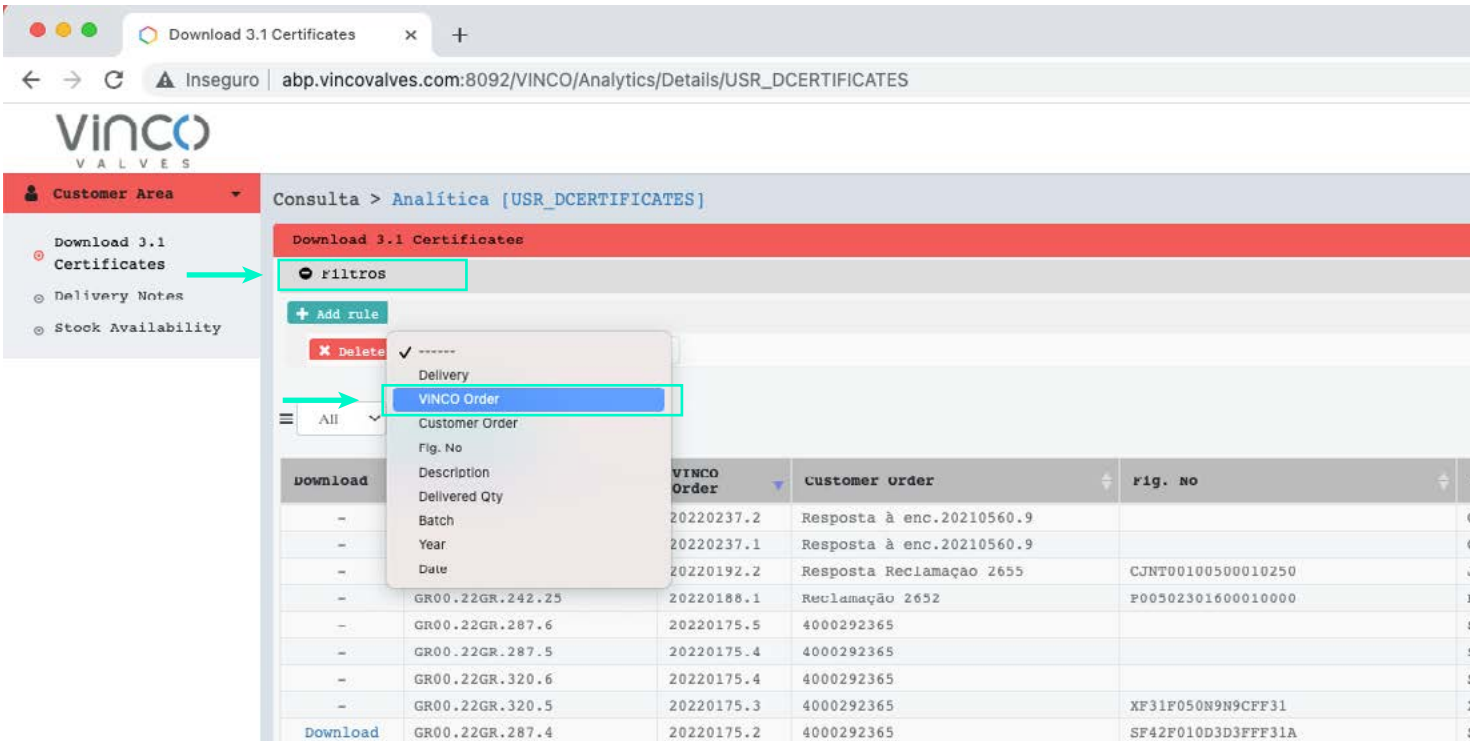
2. Change to the number of items you want and then click "**Atualizar**".

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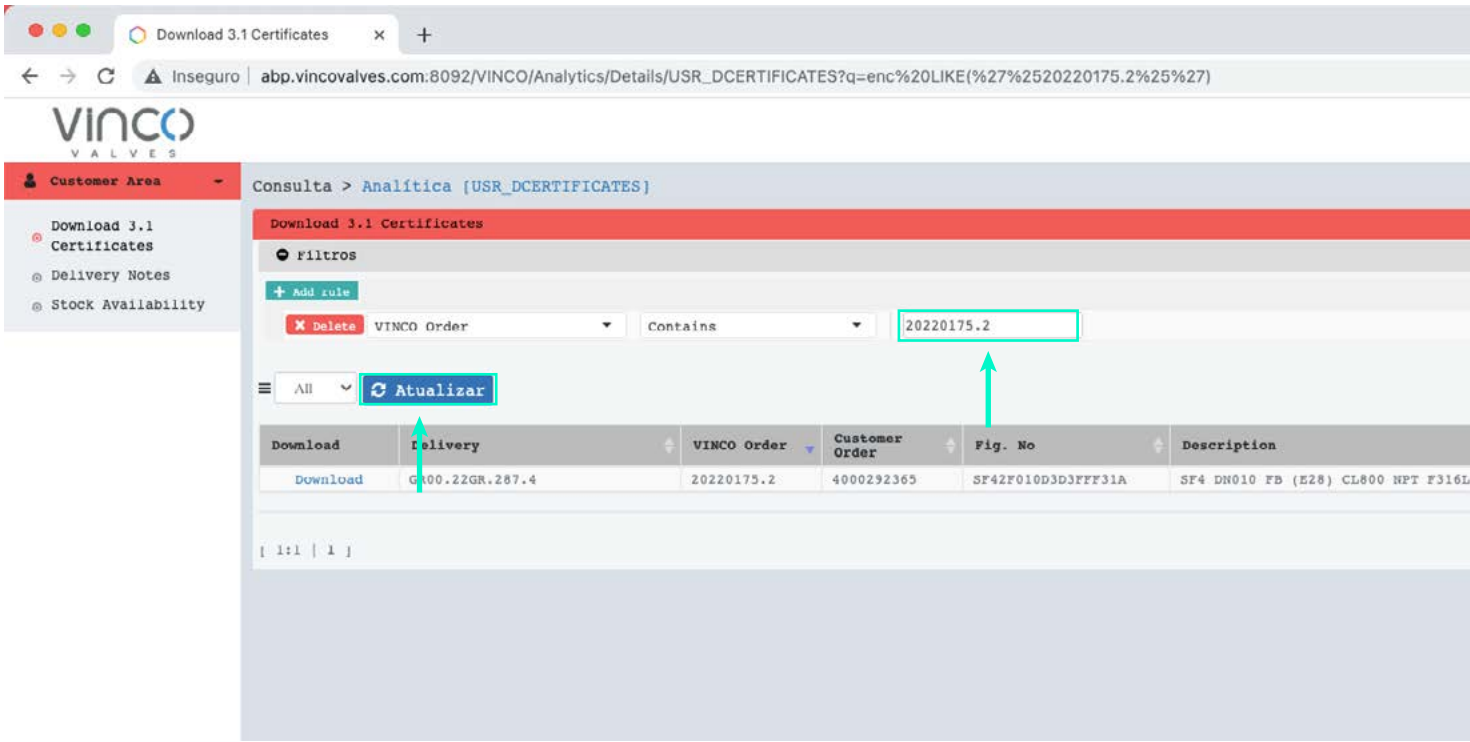
Filters (e.g. how to search by specific order)



For this tutorial we chose the **"VincO Order"** Filter to exemplify how filters work. Through this filter, you can directly find the file you want through the order code:



1. Click on **"Filtros"**;
2. Choose the filter you want, in this case we will choose the **"VincO Order"** filter.



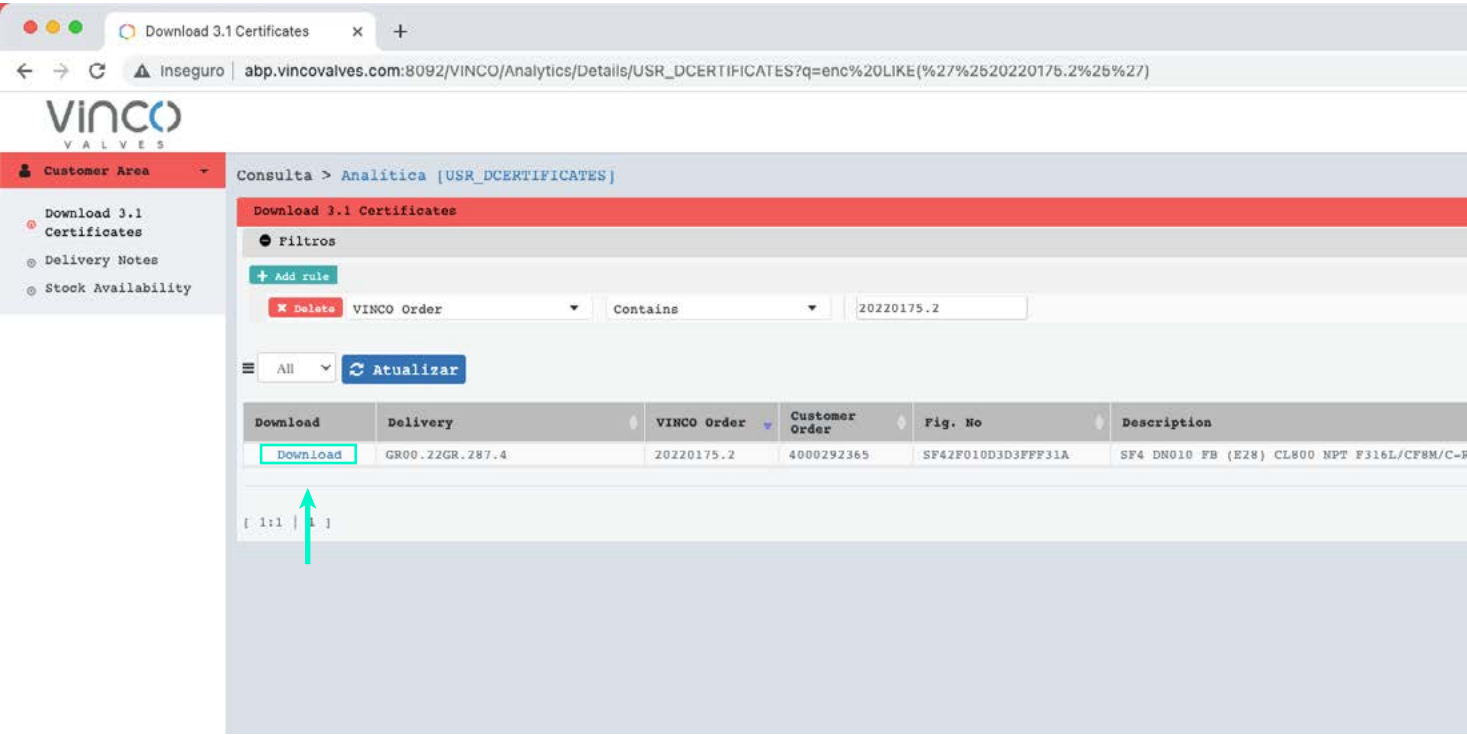
3. Enter your order code;
 4. Click **"Atualizar"** or Update.
- On the next page we explain how to download the file.

MYVINCO PLATFORM

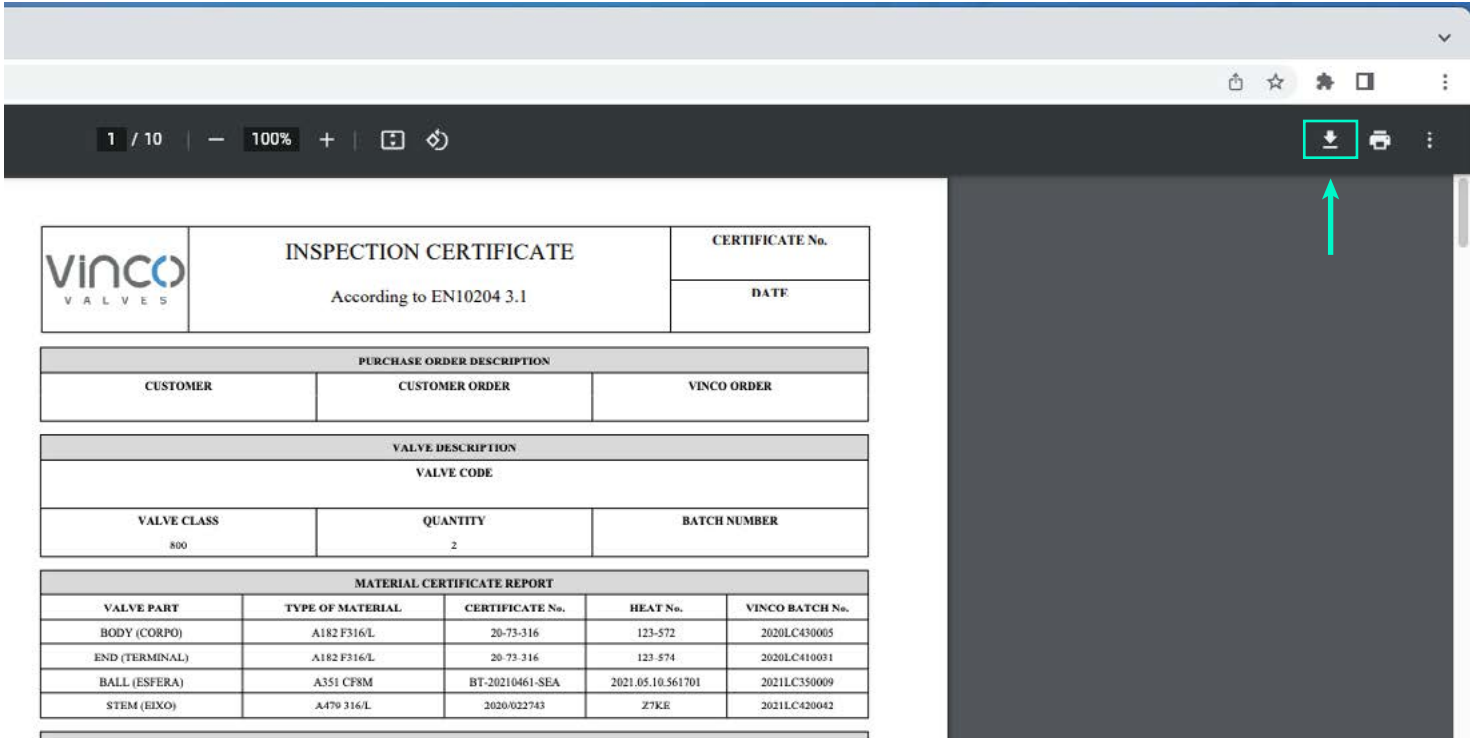
Download 3.1. Certificate



To download your 3.1. Certificate follow the steps below:



1. Click on "Download" and it will open a new tab in your browser.



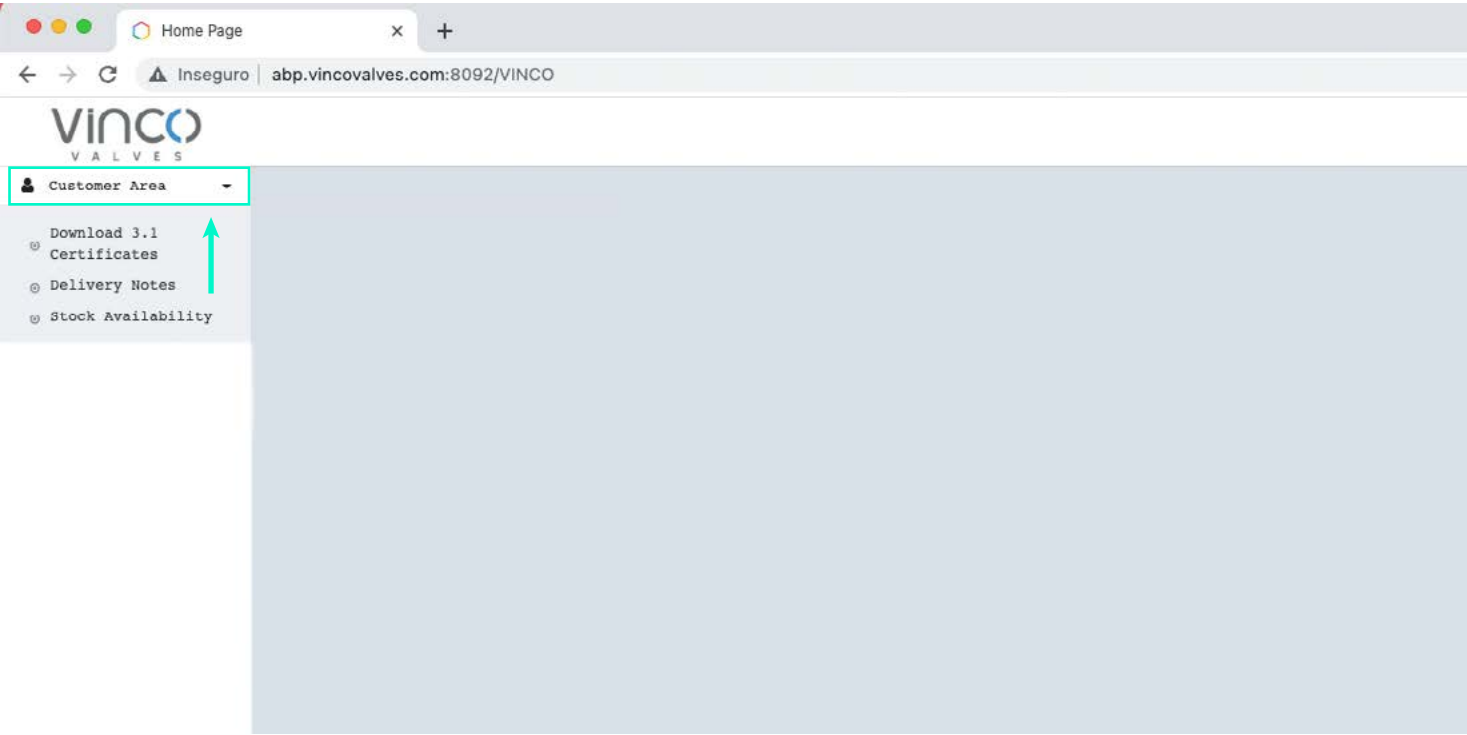
2. To save the file click on the arrow in the upper right corner.

MYVINCO PLATFORM

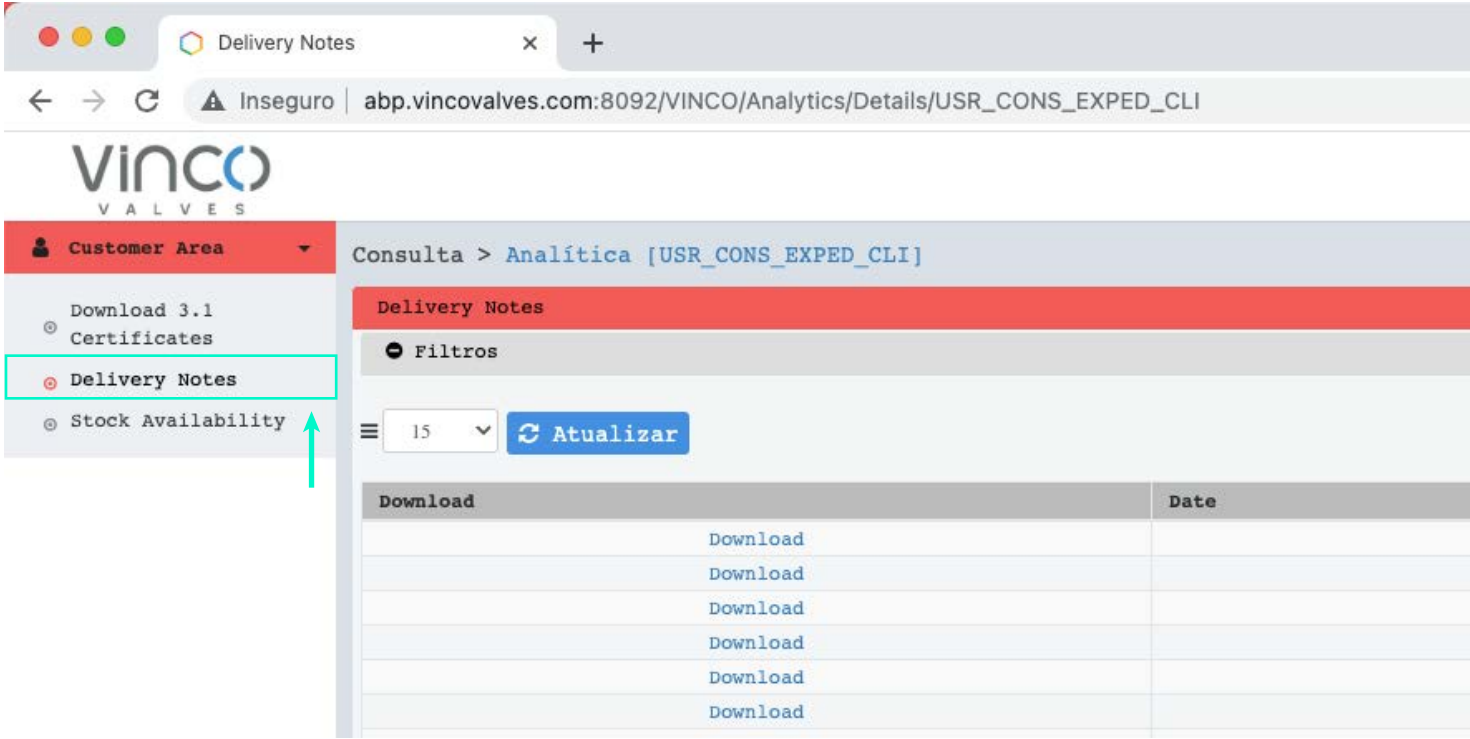
Access Delivery Notes



To access the delivery notes, follow these steps:



1. Click on **"Customer Area"**;



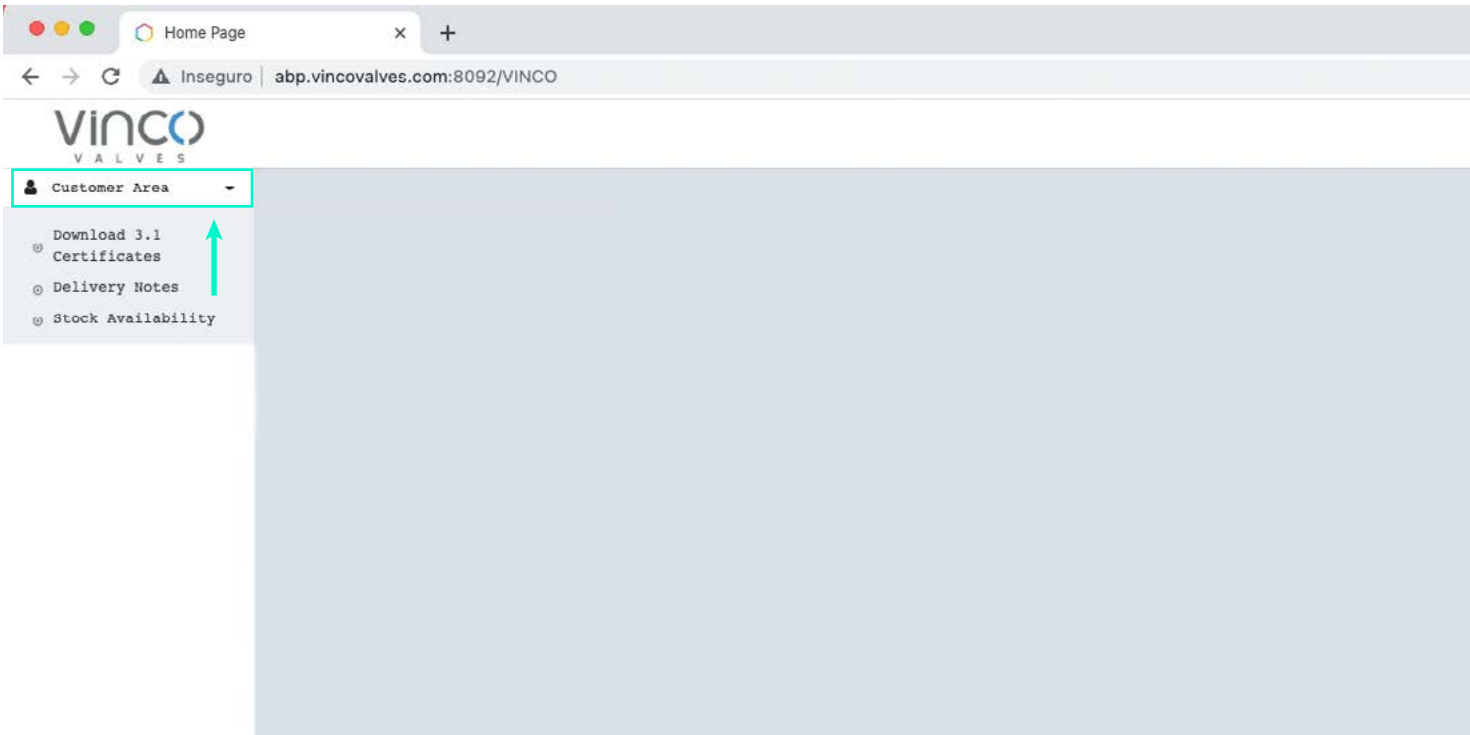
2. Click on **"Delivery Notes"**;
Viewing all fields (Filters/Downloads) works as explained above (pages 12, 13 and 14).

MYVINCO PLATFORM

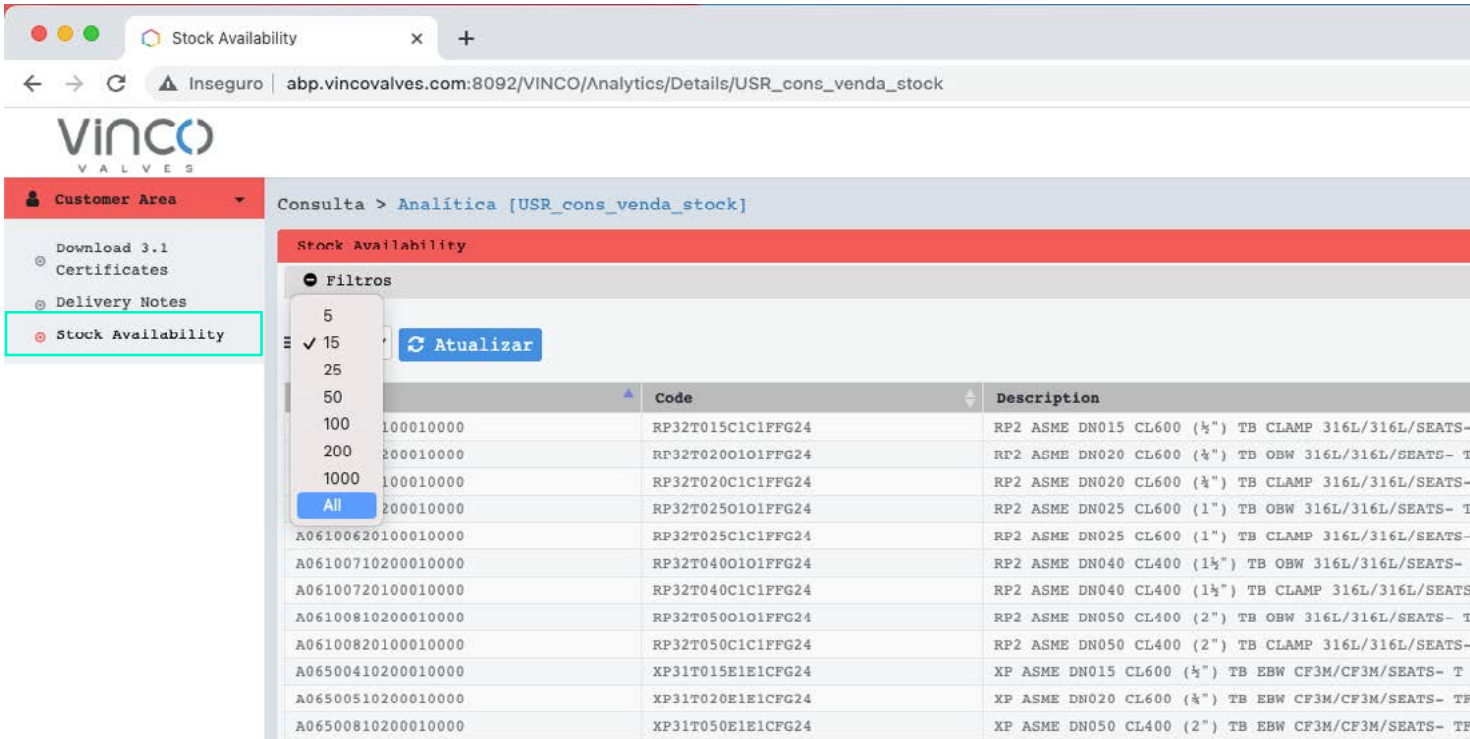
Access Existing Stock



Click on **"Customer Area"** in the upper left corner:



1. Click on **"Customer Area"**;



2. Click on **"Stock Availability"**;
Viewing all fields (Filters/Downloads) works as explained above (pages 12, 13 and 14).

THANK YOU

