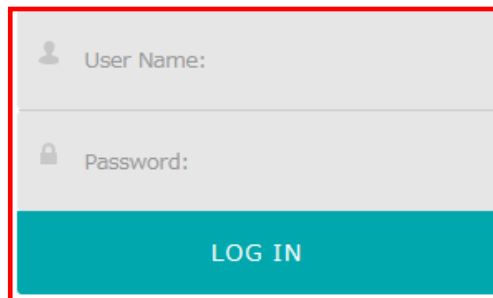


Login procedure (Two-Factor Authentication)

1. Enter your User ID and Password, then click “Login.”

KOBELCO PORTAL

Portal Site of the Kobelco Construction Machinery Group



User Name:

Password:

LOG IN

[Forgot password?](#)

If you do not know your password, please use “Forgot password ” at the bottom of the login screen.

2. If you log in using the initial password or meet other required conditions, the password change screen will appear.
Follow the on-screen instructions and click “Change Password.”
3. Enter your Current Password and New Password, then click “Change.”

KOBELCO PORTAL

Portal Site of the Kobelco Construction Machinery Group

PASSWORD HAS EXPIRED.
PLEASE CHANGE THE
PASSWORD.

CHANGE THE PASSWORD

KOBELCO PORTAL

Portal Site of the Kobelco Construction Machinery Group

CHANGE PASSWORD

[About Password Policy](#)

Current Password:

New Password:

Confirm New Password:

CHANGE

Password Policy

- 8 to 30 characters Must contain at least two of the following: letters, numbers, symbols
Uppercase and lowercase letters are distinguished.
(The password policy is also available via the “Password Policy” link.)

- The message “PASSWORD CHANGED” will be displayed.
The password change is now complete. Then, click “ LOGIN”.

KOBELCO PORTAL

Portal Site of the Kobelco Construction Machinery Group

PASSWORD CHANGED.

LOGIN

A confirmation email stating “The Password has been changed” will be sent to your registered email address.

The Password has been Changed



ksam_noreply@kobelco.com

* This e-mail was sent from the KOBELCO Web Access Authentication service.

Dear

Your password has been changed.

*The new password is not described in this email for security purpose.

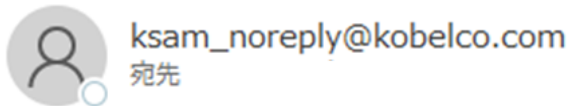
[Note] Please do not reply to this e-mail.

Kobelco Construction Machinery Co., Ltd.

5. If one-time password authentication is required for security reasons, the OTP input screen will be displayed. An email containing the one-time password (OTP code) will be sent to your registered email address. Enter the OTP code from the email and click “SUBMIT OTP.”

<SAMPLE one-time password notification>

Login one-time password notification



Valid for 30 minutes.

Your one-time password is : 123456

- The OTP is valid for 30 minutes after ID and password authentication (not from the time the email is received).
- If more than 30 minutes have passed, click “Request OTP Code” to issue a new one.

If you do not receive the OTP email, please wait a moment and try again, or check your spam settings and ensure that emails from ksam_noreply@kobelco.com can be received.

6. Once OTP authentication is completed, you will be logged into the system.

Password reset procedure



How to Reset Your Password

If you do not know or forget your password, please reset your password via “Forgot password” at the bottom of the login screen.

1. Click “Forgot password”

KOBELCO PORTAL

Portal Site of the Kobelco Construction Machinery Group

 User Name:	<input type="text"/>
 Password:	<input type="password"/>
LOG IN	

[Forgot password?](#)

How to Reset Your Password

2. Enter your User ID or Email Address, then click “Send.”

Request Password Reset

The URL to reset the password will be e-mailed to you.

If you have forgotten your password or if your password has expired.
Please enter your User ID.

User ID	<input type="text"/>	Send
---------	----------------------	------

If you have forgotten your ID and password.
Please enter your e-mail address.

E-mail address	<input type="text"/>	Send
----------------	----------------------	------

*If the same e-mail address is registered for more than one ID, you cannot log in with that e-mail address.

Back



Request Password Reset

E-mail has been sent.
Please reset by following the instructions on the e-mail.

3. A password reset email will be sent to you.

How to Reset Your Password

4. “The Password has been changed” email will be sent to you.

If you do not receive the email, please check your spam settings and ensure that emails from ksam_noreply@kobelco.com can be received.

The Password has been Changed



ksam_noreply@kobelco.com

* This e-mail was sent from the KOBELCO Web Access Authentication service.

Dear

Your password has been changed.

*The new password is not described in this email for security purpose.

[Note] Please do not reply to this e-mail.

Kobelco Construction Machinery Co., Ltd.