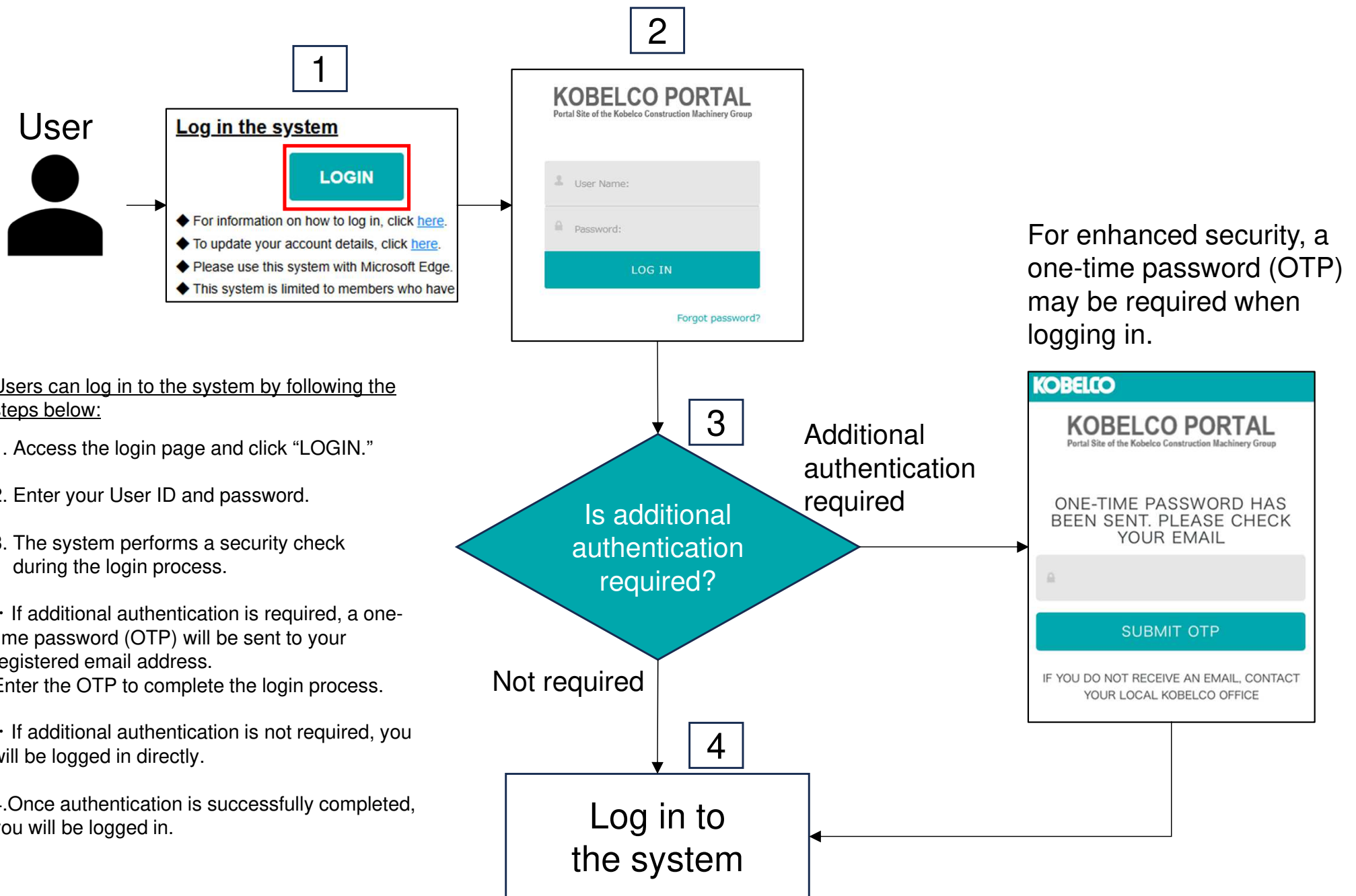


Login procedure with Two-Factor Authentication

User Login process



1. Access the new URL

- KOMEXS


<https://www.kobelcoportal.com/common/gmerit/>

- KCROSS

<https://www.kobelcoportal.com/common/kcross/>

2. Click “LOGIN”

Log in the system

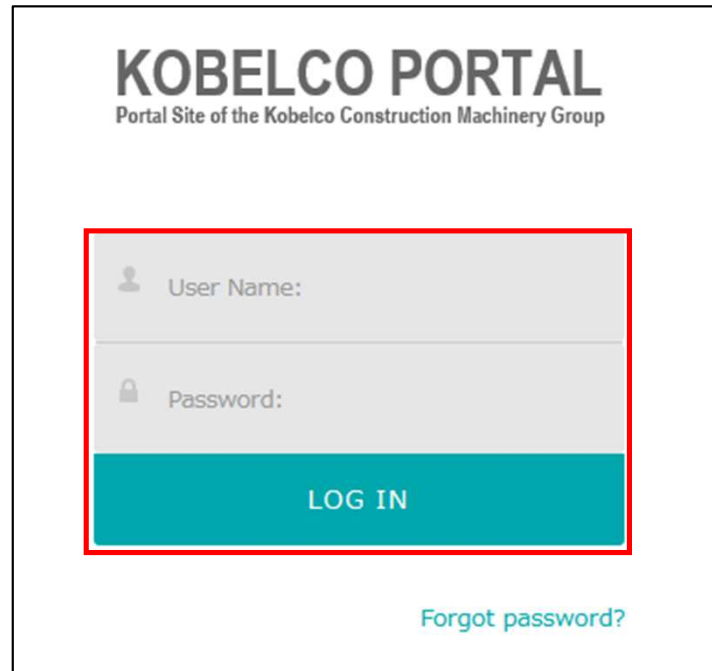


- ◆ For information on how to log in, click [here](#).
- ◆ To update your account details, click [here](#).
- ◆ Please use this system with Microsoft Edge.
- ◆ This system is limited to members who have purchased a product equipped with an IT terminal and who have been issued an ID.

When using Google Maps APIs provided by Google Inc., please comply with the following policies.

- Google Maps / Google Earth Additional Terms of Service (https://www.google.com/help/terms_maps.html)
- Google Privacy Policy (<https://www.google.com/intl/ALL/policies/privacy/index.html>)

3. 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?](#)

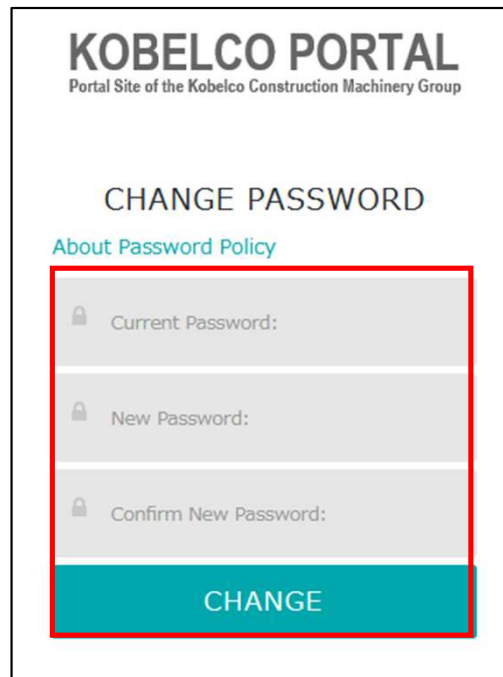
If you have forgotten your password, click “Forgot password?” at the bottom of the screen.

4. If you are using an initial password or a password change is required, the password change screen will appear.
Follow the on-screen instructions and click “CHANGE THE PASSWORD.”



The screenshot shows the 'KOBELCO PORTAL' header with the subtitle 'Portal Site of the Kobelco Construction Machinery Group'. Below this, the text reads 'PASSWORD HAS EXPIRED. PLEASE CHANGE THE PASSWORD.' A red rectangular box highlights a teal button labeled 'CHANGE THE PASSWORD' at the bottom of the screen.

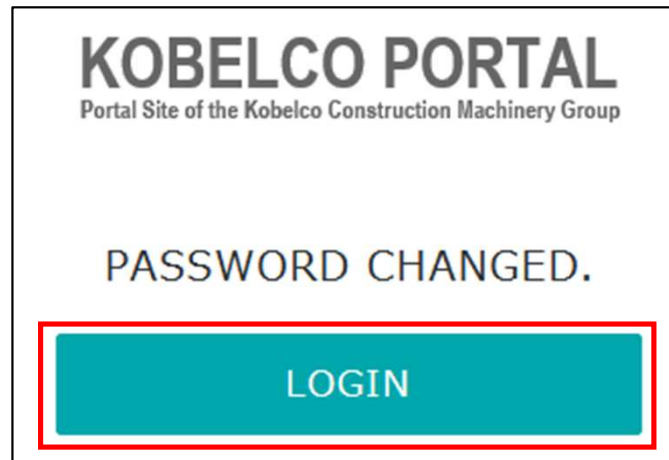
5. Enter your “Current Password” and “New Password”, then click “CHANGE.”



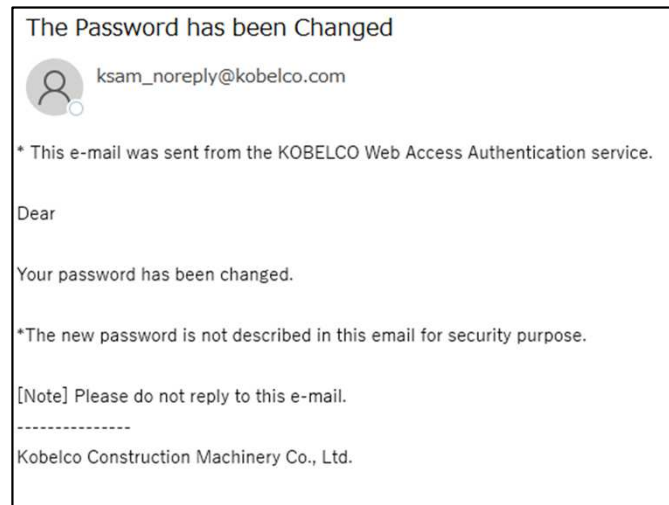
The screenshot shows the 'KOBELCO PORTAL' header with the subtitle 'Portal Site of the Kobelco Construction Machinery Group'. Below this, the text reads 'CHANGE PASSWORD' and a link for 'About Password Policy'. A red rectangular box highlights three input fields: 'Current Password:', 'New Password:', and 'Confirm New Password:'. At the bottom of the form, a teal button labeled 'CHANGE' is also highlighted.

- 8 to 30 characters
- Must contain at least two of the following: letters, numbers, symbols
- Uppercase and lowercase letters are case-sensitive

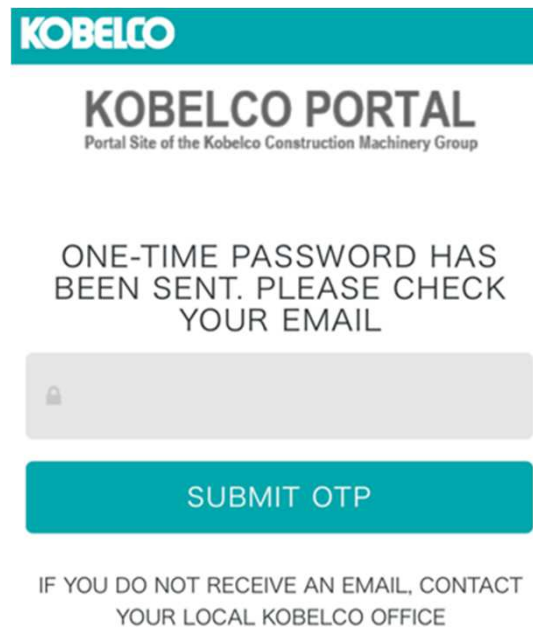
6. The message “PASSWORD CHANGED” will be displayed.
Your password has been successfully changed. Then, click “LOGIN”.



A confirmation email will be sent to your registered email address.



7. If a one-time password (OTP) is required for security reasons, the OTP input screen will be displayed.



The screenshot shows the KOBELCO PORTAL login interface. At the top, the KOBELCO logo is displayed in a teal bar. Below it, the text 'KOBELCO PORTAL' and 'Portal Site of the Kobelco Construction Machinery Group' is centered. A message states: 'ONE-TIME PASSWORD HAS BEEN SENT. PLEASE CHECK YOUR EMAIL'. Below this is a grey input field with a lock icon on the left. A teal button labeled 'SUBMIT OTP' is positioned below the input field. At the bottom, a note reads: 'IF YOU DO NOT RECEIVE AN EMAIL, CONTACT YOUR LOCAL KOBELCO OFFICE'.

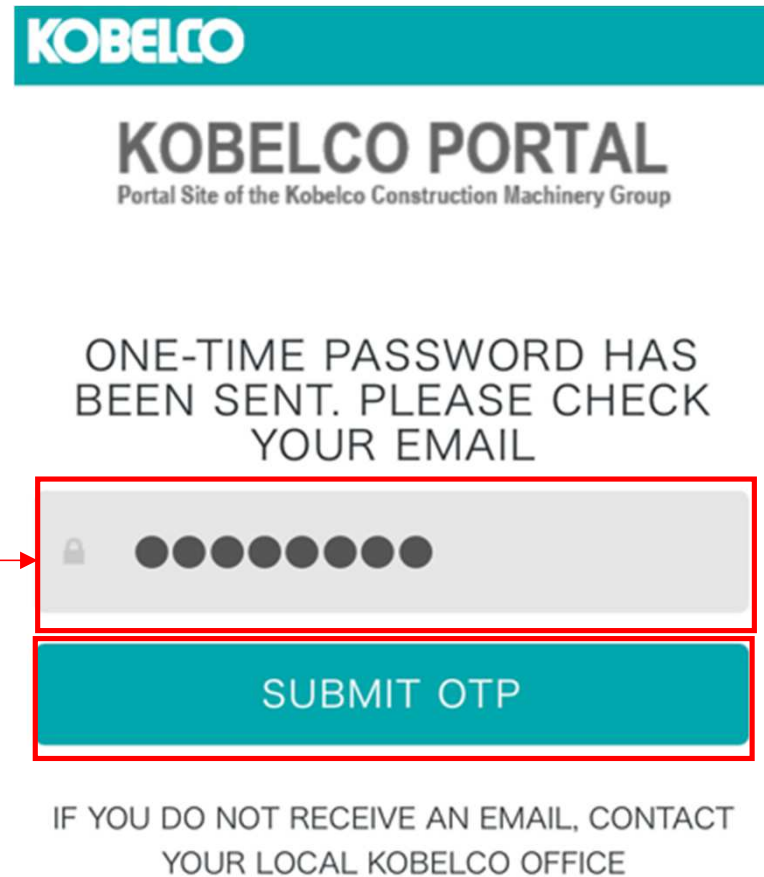
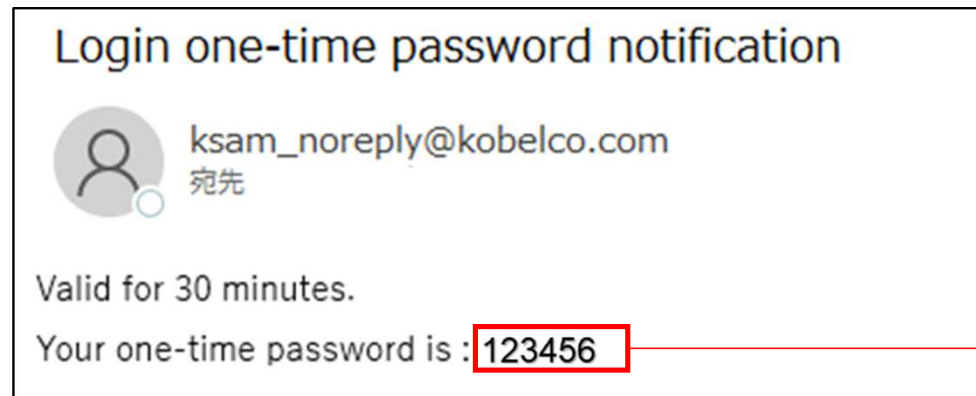
8. A one-time password (OTP) will also be sent to your registered email address.

<SAMPLE one-time password notification>



The screenshot shows an email notification titled 'Login one-time password notification'. It features a user profile icon and the email address 'ksam_noreply@kobelco.com' with the name '宛先' (Recipient) below it. The notification states: 'Valid for 30 minutes.' and 'Your one-time password is : 123456'.

9. Enter the OTP code from the email, then click “SUBMIT OTP.”



10. Once OTP verification is completed, you will be logged in to the system.

- 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.
- The OTP is valid for 30 minutes from the time you complete ID and password authentication.