

Password reset instruction

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. Click “Forgot password”

Click “Forgot password” at the bottom of the login screen to reset your password.

KOBELCO PORTAL

Portal Site of the Kobelco Construction Machinery Group

	User Name:
	Password:
LOG IN	

[Forgot password?](#)

4. 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

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

E-mail address

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

Request Password Reset

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

If you have forgotten your User ID, you can reset your password by using your registered email address instead.

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

Click the password reset URL included in the email you received.

Please reset your password.



ksam_noreply@kobelco.com

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

Please change your password from the following URL.

If the password change screen does not open, please copy the URL between "<>" and paste it into the browser's address bar.

<<https://www.kobelcoportal.com/idm/reset/PwReregister.do?tmpcert>>

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

Kobelco Construction Machinery Co., Ltd.

NOTE

If you do not receive the reset 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. Enter a “New password” and “Re-enter new password”, then click “Change”.

KOBELCO

Change Password

Change

User ID	Test00001
Name	Test
New password:	<input type="text"/>
Re-enter new password:	<input type="text"/>

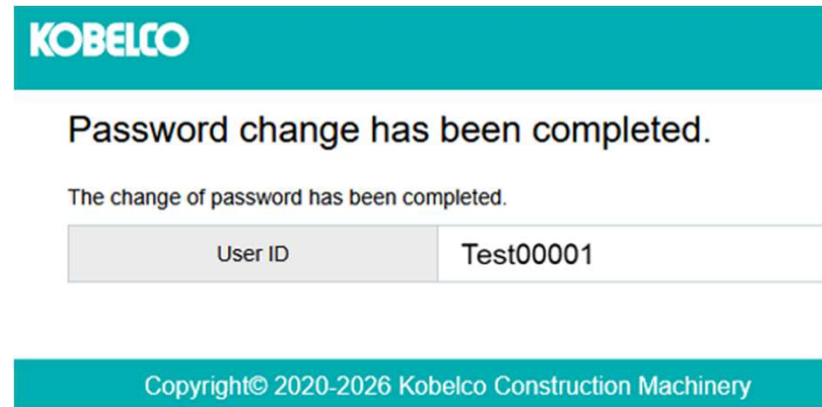
Password must be more than 8 letters and less than 30 letters.

It is case-sensitive.

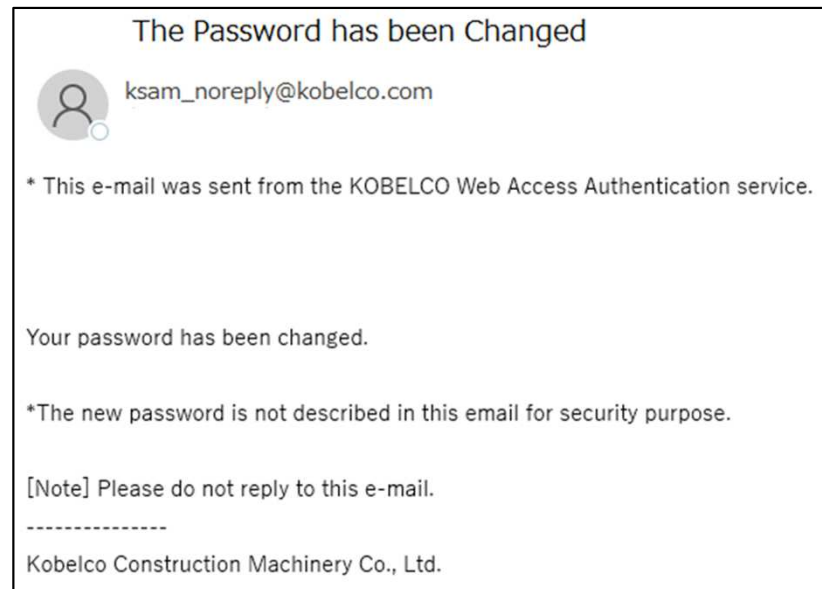
The password must contain at least two kinds of the alphabet (uppercase / lowercase), numbers, and symbols.

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7. Your password has been successfully changed.



8. A confirmation email will be sent after the password change is completed.



※ Confirm that you can log in using your new password.