

User Guide

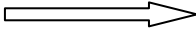
Panasonic INTERNET
Registration for
Panasonic Europe
Service Systems

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Accessing the Panasonic Europe Service Home page

1. Open your preferred Internet browser (Internet Explorer, Firefox, Opera, Safari, Chrome, etc).
2. Type in our URL address www.panasonic-europe-service.com to display the following

3. The access to the site will automatically re-route you to the HTTPS language page for your browser, if the language displayed is incorrect please reselect the preferred language from the language option list. This should be done before adding this page to your favourites or saving it as a link.
4. From this page you must select **New User? Register here**, to access the registration screen. The default screen shown above is for accessing the Internet facilities to registered companies only. 
5. The registration screen will now be displayed.

- You are required to enter your **Account Number** and **Postcode**, and then click **REGISTER**. (Republic of Ireland Customers please contact pananet.support@eu.panasonic.com as you do not have a Postcode).

Please note if the entry is not recognised you will be refused access.

Account Number: This is your new Service account number as notified by the local Panasonic Sales/Service Company.

Postcode: This is the local country postal code for your billing address.

- If the **Account Number** and **Postcode** are confirmed you will be presented with a confirmation screen.

The screenshot shows the 'New Administrator - Welcome' page. It includes a header with the Panasonic logo and 'Europe', and a navigation bar with 'PANASONIC SERVICE NETWORK EUROPE' and the date 'Today: Thursday, 23 February 2006'. Below the header is a copyright notice: 'Pana-Net EU V/1.0 Copyright © 2004 Panasonic Europe All Rights Reserved'.

The main content area contains a welcome message: 'New Administrator - Welcome'. It asks the user to enter details for the new administrator and notes that fields marked with a red asterisk are required. It also states that the details must be correct and that the new administrator's password will be emailed to the address entered on the form.

Below the message is a form titled 'Panasonic Service Network Europe New Administrator'. The company is pre-filled as 'GROUP TELECOM. RIOJA, S.L.'. The form includes the following fields:

- Select your address (dropdown menu)
- Company * (GROUP TELECOM. RIOJA, S.L.)
- Building
- Street * (PEREZ GALDOS, 42)
- District
- City * (LOGROÑO)
- Region/County
- Postal Code/Zip * (26002)
- Administrator's First Name *
- Administrator's Surname *
- Telephone *
- Mobile
- Fax
- Email Address *
- Confirm Email *

At the bottom of the form is a 'Register Now' button and a 'Back to Logon' link.

- Select the appropriate confirmation option, "Yes" if the details displayed are correct. If these details are incorrect select "No" and contact the Local Panasonic Sales/Service Company with the details of the error.

Configuring the access profile for your company

1. After selection of “Yes” in the registration confirmation area you will be presented with the following screen.

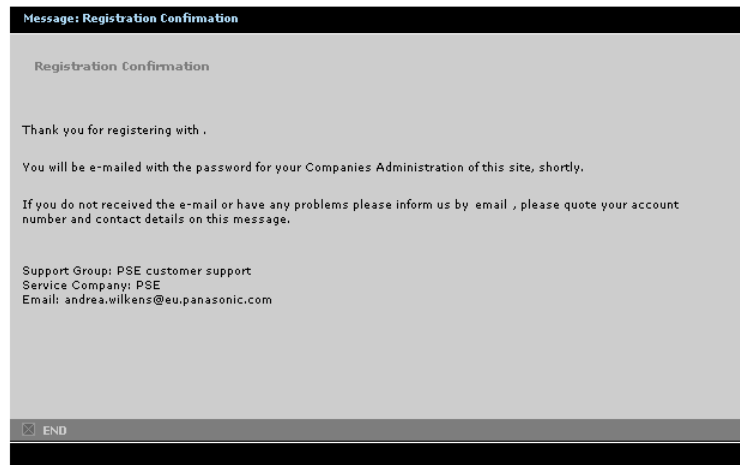
The screenshot shows a registration form with the following fields:

- Select your address (dropdown menu)
- Company * (text input: GROUP TELECOM RIOJA, S.L)
- Building (text input)
- Street * (text input: PEREZ GALDOS, 42)
- District (text input)
- City * (text input: LOGROÑO)
- Region/County (text input)
- Postal Code/Zip * (text input: 26002)
- Administrator's First Name * (text input)
- Administrator's Surname * (text input)
- Telephone * (text input)
- Mobile (text input)
- Fax (text input)
- Email Address * (text input)
- Confirm Email * (text input)

At the bottom right of the form, there is a checkbox labeled "Register Now" which is checked.

Complete all the details for the administrator configuration, those fields marked with a * are compulsory. When complete click on **Register Now**.

2. When the “Submit” key has been pressed the following screen will be displayed. Click “Home” to return to the LOGIN option. An email will be automatically sent with the access codes to you for your Administrator log on.



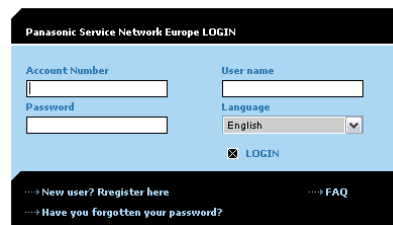
Receiving the access email

1. After completion of the registration the automatic e-mail will be sent to the email address entered by you, if it is not received within 2 hrs please re-enter the registration screens as above and check the email address entered. An example of the e-mail is shown.

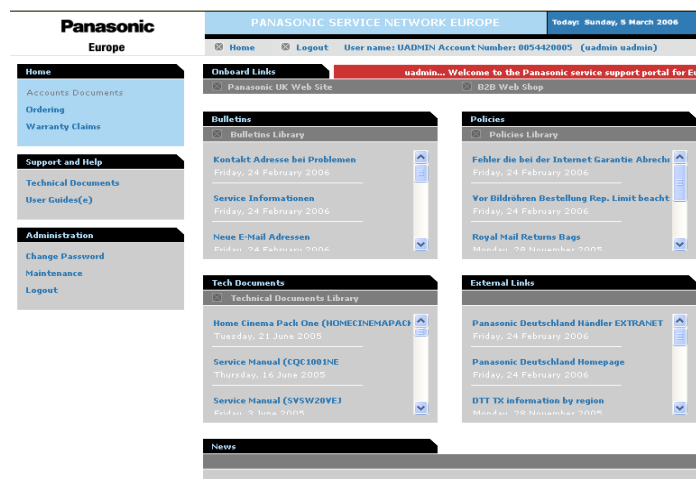
Welcome to Pana-Net and thank you for registering your Company's details and yourself as the Administrator.
 The following details will be required to access the Pana-Net system:
 Account: Use your own Panasonic account number
 User Name: UADMIN
 Password: 5Dv00LGA
 Accessing Pana-Net Applications

1. Access the Internet
2. Type in the URL address <https://www.panasonic-europe-service.com> (to save this address click Favourites)
3. Select your preferred language;(to save this address click Favourites)
4. You will be prompted for an Account Number, User Name and Password (please use the details provided above)
 For security reasons we suggest that you login to the system immediately and change the password.
 Logging in as administrator will allow you to create and assign users with access rights to the applications offered by Pana-Net (please refer to the User Guide). Once you have allocated user IDs, they will be validated automatically at <https://www.panasonic-europe-service.com> ,and your users will be presented with the Pana-Net applications that you have given them access rights to.
 Thank you for registering on Pana-Net

2. The e-mail will contain the administration password for your company and you can log-in to the system to create new users for your company (See Registering New Users section)
3. Enter the Account Number, User name and Password, and then click the LOGIN option. You have now gained access into the Panasonic European Service Internet



4. The passwords, which are given, can be change when you next log on to the internet systems using the change password option in the maintenance section on the bottom left of the Home page screen.

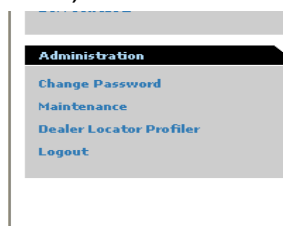


5. Logging in as administrator will allow you to create and assign new users with access rights to the applications offered by Pana-Net (please remember to add yourself as a user in addition to your Administrator log on for every day use).
6. Once you have allocated user IDs, they will be validated automatically at <https://www.panasonic-europe-service.com>, and your users will be presented with the Pana-Net applications that you have given them access rights to.
7. If you require any information about user the system please refer to the System FAQ option in the left-hand frame navigator.

Registering New Users on Pananet within Your Organisation

The Administrator may grant access to Pana-Net applications for themselves and other members of staff.

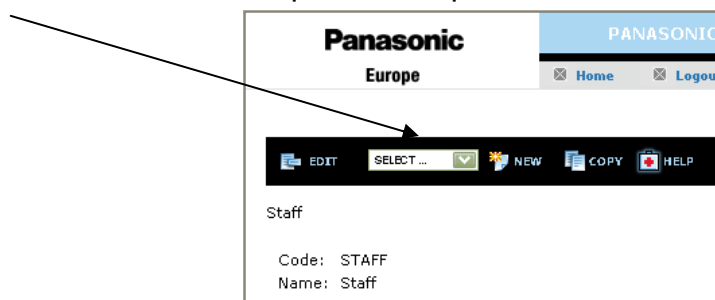
- Login to the Internet
- Type in the URL address <https://www.panasonic-europe-service.com>
- Type in **Account Number, YOUR administrator User Name and Password**
- Click **Submit**
- In the User Access Rights UNDER **Administration** SELECT **Maintenance** (it is recommended that the Administrator registers themselves as a user in order to access the every day Pana-Net applications)



This will display the user registration page



Select NEW USER from the drop down list provided and select the NEW icon.



Now enter the details of the NEW USER. Those fields marked with a RED * are compulsory.

The screenshot shows a web browser window with the Panasonic Service Network Europe interface. At the top, there is a navigation bar with 'Home', 'Logout', and user information. Below this is a 'Staff / New User' section with a form. The form contains the following fields and options:

- Login ID: [Text input field]
- language: [Dropdown menu: ENGLISH]
- Country: [Dropdown menu: UNITED KINGDOM]
- Password: [Text input field]
- First Name: [Text input field]
- Surname: [Text input field]
- Email Address: [Text input field]
- Telephone: [Text input field]
- Mobile: [Text input field]
- Fax: [Text input field]
- Pana-Net Home: [Dropdown menu: NA]
- Role: [Dropdown menu: USER]
- Permissions:
 - Login Permission
 - Offline Claims
 - Logout
 - DSN Training

Enter the users first name and surname, then in the field called login ID enter the users first name followed by first letter of their surname e.g. SMITHF for “Fred Smith”

Now enter a generic password (The user can change this later) e.g. SALES 01

Fill in as much of the other information you can and then tick the options that you want the user to have access to. For spares order entry the following need to be ticked:-

- Login Permission :
- Offline Claims :
- Parts Deliveries :
- Parts Lookup :
- Parts Order Items :
- Parts Orders :
- Send Orders :
- Service Dealer Locator :
- Spares Direct Admin :
- Logout :

Please note that option Send Orders is redundant and should never be selected. The Ordering option is now legacy and is redundant for new Pananet users. Ordering is an enquiry facility and only relevant for Pananet accounts that were active (in UK & Republic of Ireland) before 1st August 2011. For account holders on mainland Europe the redundancy date will vary from that noted above.

You must give them access to Logon permissions /change password and log out options as a minimum.



Now select SAVE and then exit system.

If you have difficulty in this area please contact your appropriate Panasonic service company.