

## Welcome to MPOWER



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Your **strong partner**.



## 1. Registration to the Muller Martini customer portal MPOWER

Dear Muller Martini customer

With the MPOWER customer portal, Muller Martini offers you a central solution for keeping track of your own systems, viewing documents, ordering spare parts and contacting Muller Martini. MPOWER is cloud-based, you only need to be authorized by Muller Martini for access, that's all!

At Muller Martini, user-friendliness and IT security are very important. That is why MPOWER always uses a Microsoft account as an identity that belongs to the individual user and is not managed by Muller Martini.

### **You don't know if you already have a Microsoft account?**

If you work with Microsoft TEAMS or Office 365 in your company, you probably already have a Microsoft account that is managed by your company. **The big advantage is that you can log in to MPOWER directly with the same account in the future, without an additional password.** At the same time, your company retains control of its own IT security. If you don't yet have your own Microsoft account, you should create a Microsoft account in consultation with your own IT team. This can also be done during the MPOWER registration process, especially if your company does not use Microsoft products. In this case, you can quickly and easily open a free, private Microsoft account.

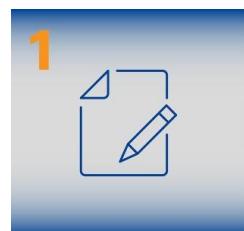
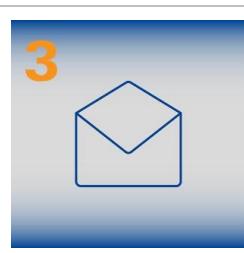
### **Important:**

Each individual user in MPOWER needs a personal Microsoft account with their own identity (no collective accounts possible). Each person defines a self-owned password, which cannot be accessed by Muller Martini and cannot be reset by Muller Martini. **The password reset has to be done directly via Microsoft.**

## 2. Do not you have MPOWER access yet?

Register your account today:

Your access to MPOWER is just four simple steps away!

	<h3>Fill out the registration form</h3> <p>Use a company email address which is connected to a person you can identify. You will receive a confirmation email.</p>
	<h3>Email verification</h3> <p>Check your inbox and click the verification link. Also check your spam folder.</p>
	<h3>Connect your Microsoft Account with MPOWER</h3> <p>Connect your Microsoft account or create a new one <a href="#">here</a>.</p>
	<h3>Well done!</h3> <p>Now you can start using our <b>MPOWER</b> Portal.</p>
	<h3>Verification   Waiting time</h3> <p>The verification process may take up to 48 hours.</p>

### 3. Challenges that may occur

To help you get through the registration process as smoothly as possible, we list the most common pitfalls here:

#### Registration page does not open

- Check correct registration link (<https://register.mullermartini.com/>)
- Use a different browser
- Press Ctrl+F5 and delete all cookies
- Have your IT enable the website

#### Cannot complete registration (step 1)

- Fill out all data fields
- Unfortunately access is not yet possible in your country
- Accept the GTCs

#### Confirmation email does not arrive (after step 1)

- Check your SPAM folder
- Provided the correct email address
- Ask your IT department whether the sender has been blocked

#### Link for email confirmation does not work (step 2)

- Delete your cookies
- Change your browser
- Ask your IT department if the website has been disabled

#### “Connect to Microsoft account” does not work (step 4)

- Try to log in directly to your account in a new browser tab: use this link: [login.microsoftonline.com](https://login.microsoftonline.com)
- You might have selected the wrong Microsoft account. Try to register again with the correct one

#### Login to the Microsoft account does not work

- Password wrong: Do a password reset directly with Microsoft
- Microsoft account is disabled: Ask your IT department for support
- Your company disabled the connection to other companies: Ask your IT to enable the connection

#### Login to MPOWER does not work

- Make sure you have the right address: <https://mpower.mullermartini.com/>
- Use a different browser or try to use a private/incognito tab

#### The login page cannot be accessed

- Ask your IT department if the website is on a block list

#### Login works, incl. access to eShop but no parts can be ordered (order button missing)

- You might have removed the “Orders” function during registration. If approved by your company send us a message via the “Feedback” button (top right) directly from MPOWER or by email so we can grant you access

#### You encounter any inconvenience or missing features

- Send us feedback via the feedback button (top right)
- Send us your idea via the feedback button so we can further develop our system



**The login page works, email and password can be entered but an error message appears "Login failed"**

- Did you use your connected Microsoft account? (Perhaps you have multiple accounts)
- Try a different account
- Try a different browser or use a private/incognito tab
- Check your PC system time. It has to be configured in your local time
- A discrepancy in your company data/authorization in the Muller Martini database: report errors incl. screenshot to [mpower-support@mullermartini.com](mailto:mpower-support@mullermartini.com)

## **Do you need support?**

If these points do not help, your IT team should contact our support in Switzerland directly via [mpower-support@mullermartini.com](mailto:mpower-support@mullermartini.com)

Please document errors with screenshots.

Thank you very much for helping us to further improve our services.

## **4. More questions & answers here:**

### ***Do I need a Microsoft account to register with MPOWER?***

*Yes, Muller Martini has decided to use this registration method because of its widespread use, simplicity and security.*

### ***We are a team that is responsible for service. Can we make a collective account?***

*No, one access is required per person. This is for reasons of data protection, transparency and authorizations.*

### ***Our company does not yet have its own Microsoft accounts but would like to introduce them soon. Can I still open my own Microsoft account with my business email address?***

*Yes, but inform your IT team in advance. The account can later be taken over by your company.*

### ***I would like to protect my access to MPOWER with a second factor (MFA). Is that possible?***

*Yes, this is possible. It is up to you or your IT team to decide whether you want to use a second factor to increase security when logging in to MPOWER.*

Thank you for your interest and enjoy using MPOWER.

With kind regards

A handwritten signature in black ink, appearing to read "Mike Hürzeler".

A handwritten signature in blue ink, appearing to read "Christoph Gysin".

Mike Hürzeler  
Head of Corporate IT Support / CISO

Christoph Gysin  
Head of CDS