

This document is designed to walk you through preparing for and logging into an E2open application for the first time.

Panel 1

Panel 2

A. Preparing to Use an E2open Application

Prior to logging on to an E2open Application for the first time, you must complete two preparatory steps:

1. *Ensure that you have access to your new E2open User ID and temporary Password.* You will need both to login to the system.

E2open will have automatically sent you both, in separate emails, when we registered you.

If you have not received them, either you have not been registered or your email address in the system is incorrect.

Please follow-up with the person who is responsible for arranging your registration or contact E2open Customer Support by phone at **1-650-299-8111** or email **customersupport@e2open.com**.

2. *Confirm that you have Internet Explorer 5.5 SP 2 or higher installed on your machine.* Other versions and browsers may not allow you access to all of your E2open application features.

To check your version:

- a. From the Internet Explorer Menu Bar, follow the path **Help → About Internet Explorer**. The dialog box should display your version on the **Version** line and your service pack (SP) on the **Update Versions** line
- b. When you are finished checking, click the **OK** button to close the dialog box.

If you do not have Internet Explorer 5.5 SP 2 or higher, please arrange to have your version or browser upgraded as you normally would at your company.

B. Logging In for the First Time

1. Open your web browser
2. In the **Address** box, enter "www.e2open.com" and press **<ENTER>**
3. Click the **User Login** button
4. At the Log In page in the **User ID** and **Password** boxes, enter the User ID and temporary password sent to you by E2open Customer Support
5. Click the **Login** button to continue

C. Changing Your Password* and Selecting Your Challenge Phrase

The first time you login you must change your temporary password and select your challenge phrase. The system uses your challenge phrase to verify your identity, should you forget your permanent password.

From the Change Password page:

1. Type your temporary password in the **Input old password** box.
2. Following the password rules, type your new password in the **Input new password** box
3. Retype your new password in the **Confirm new password** box
4. Click the **Change Password** button to change your password and access the Challenge Question menu.
5. From the Challenge Question menu, click the **challenge question** you want to use
6. In the **Answer** box, enter your answer
 - You should save your question and answer in a safe place, because you will need to remember both to reset your password in case you forget it.
7. Click the **Submit** button to submit your challenge information and move to application portal page

* *The system will prompt you to change your password:*

- a. *The first time you login*
- b. *Every 90 days thereafter*
- c. *If you click **Forgot Password**, from the Login page*

D. Selecting your Application

The application portal page displays the applications that you can access.

1. Click the desired **application icon** to access the solution

On the application portal page you have additional options.

2. Click the **Profile** button to change your password
3. Click the **Support** button to get Customer Support contact information

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