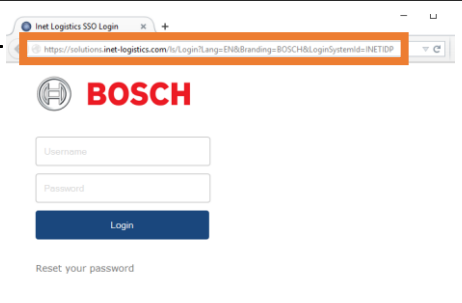




1

- Open link: <https://solutions.inet-logistics.com/ls/Login?Lang=EN&Branding=BOSCH&LoginSystemId=INETIDP>



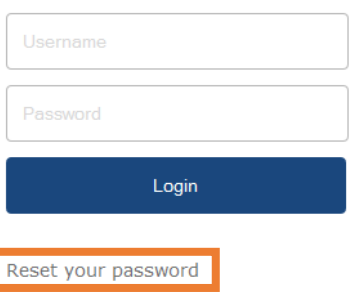
5

- Open the email you received from „support.service@inet-logistics.com“
- The email might be in your spam folder
- Click on the link that is shown in the email



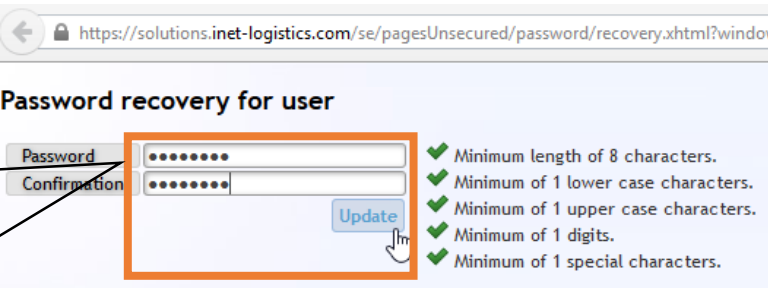
2

- Click on „Reset your password“




6

- Enter a NEW password
- Confirm your NEW password
- Click on “Update”



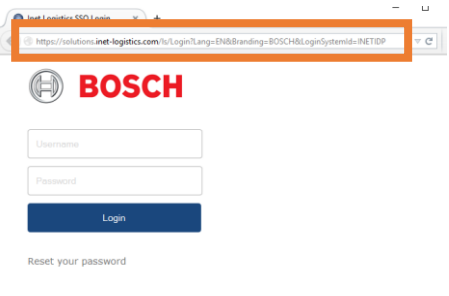
3

- Enter your username
- Click on “Request”



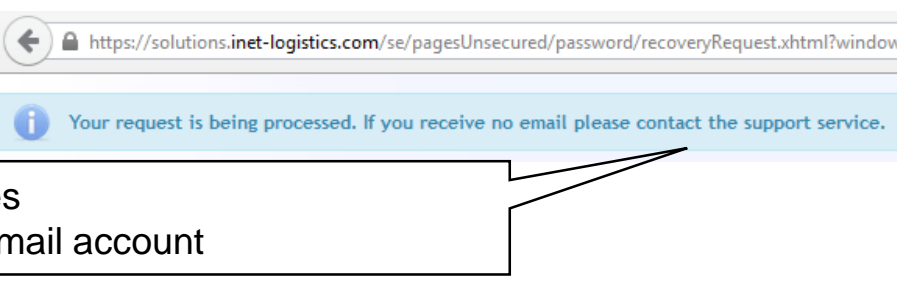
7

- Open link: <https://solutions.inet-logistics.com/ls/Login?Lang=EN&Branding=BOSCH&LoginSystemId=INETIDP>



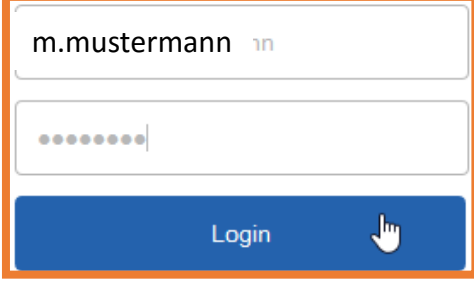
4

- Wait 2 minutes
- Check your email account



8

- Enter your username
- Enter your new password
- Click on “Login”





Questions and Answers

- **Question 1: I get a blank page after logging in with my new password. What can I do?**
 - Please use another browser (e.g. Firefox, Chrome).
- **Question 2: I get an application error. What can I do?**
 - Please delete your browser cache and cookies by following these instructions:
 - Internet Explorer
 - Cache: <https://clear-my-cache.com/windows/internet-explorer-11.html>
 - Cookies: <https://support.microsoft.com/en-us/help/17442/windows-internet-explorer-delete-manage-cookies>
 - Mozilla Firefox
 - Cache: <https://clear-my-cache.com/windows/mozilla-firefox.html>
 - Cookies: <https://support.mozilla.org/en-US/kb/delete-cookies-remove-info-websites-stored>
 - Google Chrome
 - Cache and Cookies: <https://support.google.com/accounts/answer/32050?hl=en>
- **Question 3: I did not get an email with the link to reset my password. What can I do?**
 - Please check your spam folder for an email sent from support.service@inet-logistics.com.
 - The email with the link is sent to the email address used when the user was first created. If you are using someone else's login details, please check with the owner of the account.
 - If you still cannot find the email, please see question
- **4.Question 4: Nothing is working. How do I get help?**
 - Please contact BOS.Support@hu.bosch.com and send us a description or the process step where you got stuck. Please be aware that it might take some time to receive an answer. If it is time critical (e.g. announcing a transport) please contact BOS.Support@hu.bosch.com.

Passwort zurücksetzen Fragen? E-mail an BOS.Support@hu.bosch.com schicken und Schritt mit Problem nennen.



1

- Link öffnen: <https://solutions.inet-logistics.com/ls/Login?Lang=DE&Branding=BOSCH&LoginSystemId=INETIDP>

5

- Öffnen Sie die E-mail vom Absender „support.service@inet-logistics.com“
- Die E-mail könnte in Ihrem Spam Ordner befinden
- Klicken Sie auf den Link in der E-mail

2

- Auf „Reset your password“ klicken

6

- Neues Passwort eintippen
- Neues Passwort bestätigen
- Auf „Update“ klicken

3

- Benutzernamen eingeben
- Auf „Request“ klicken

7

- Link öffnen: <https://solutions.inet-logistics.com/ls/Login?Lang=DE&Branding=BOSCH&LoginSystemId=INETIDP>

4

- Warten Sie 2 Minuten
- Prüfen Sie E-Mail-Postfach

8

- Benutzernamen eingeben
- Neues Passwort eingeben
- Auf „Login“ klicken



- **Frage 1: Nach dem Login kommt nur eine weiße Seite. Was kann ich machen?**
 - Bitte verwenden Sie einen anderen Web Browser (z.B. Firefox, Chrome).
- **Frage 2: Ich bekomme einen „application error“. Was kann ich machen?**
 - Bitte löschen Sie den Cache und die Cookies in Ihrem Browser:
 - Internet Explorer
 - Cache: <https://browser-cache-leeren.de/windows/internet-explorer-11.html>
 - Cookies: <https://support.microsoft.com/de-de/help/17442/windows-internet-explorer-delete-manage-cookies>
 - Mozilla Firefox
 - Cache: <https://browser-cache-leeren.de/windows/mozilla-firefox.html>
 - Cookies: <https://support.mozilla.org/de/kb/cookies-loeschen-daten-von-websites-entfernen>
 - Google Chrome
 - Cache und Cookies: <https://support.google.com/accounts/answer/32050?hl=de>
- **Frage 3: Ich habe keine E-mail mit einem Link für das Zurücksetzen des Passwortes bekommen. Was kann ich machen?**
 - Bitte prüfen Sie Ihren Spam-Ordner auf eine E-mail die von support.service@inet-logistics.com versendet wurde.
 - Die E-mail wurde an diejenige E-Mail-Adresse geschickt, die bei der Anlage des Benutzers hinterlegt wurde. Sollten Sie Benutzer eines Kollegen verwenden, prüfen Sie bitte, ob er die entsprechende E-mail zugeschickt bekommen hat.
 - Wenn Sie die E-mail immer noch nicht finden konnten, nutzen Sie bitte die Kontaktmöglichkeiten unter Frage 4.
- **Frage 4: Wie bekomme ich Hilfe, wenn der Login immer noch nicht funktioniert?**
 - Bitte schicken Sie uns eine E-mail an BOS.Support@hu.bosch.com und beschreiben Ihr Problem bzw. geben den Prozessschritt an, an dem Sie hängen bleiben. Da eine Lösung nicht immer sofort gegeben werden kann, wenden Sie sich in zeitkritischen Fällen (z.B. Avisierung eines Transportes) bitte an BOS.Support@hu.bosch.com.

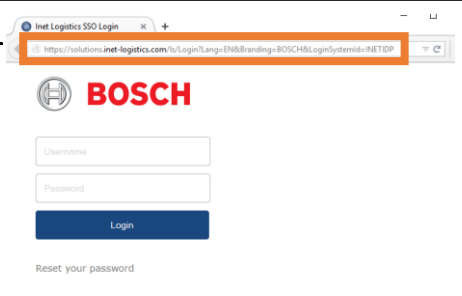
Réinitialisation du mot de passe.

Des Questions? E-mail an BOS.Support@hu.bosch.com.



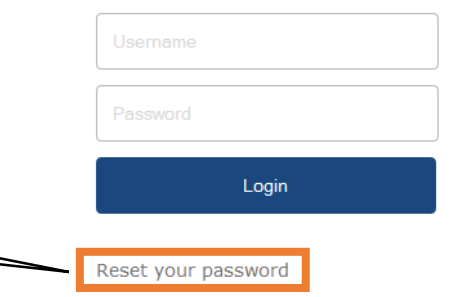
1

- Ouvrez le lien: <https://solutions.inet-logistics.com/ls/Login?Lang=FR&Branding=BOSCH&LoginSystemId=INETIDP>



2

- Cliquez sur „Reset your password“



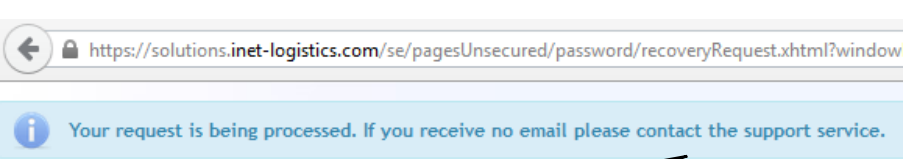
3

- Entrez votre nom d'utilisateur
- Cliquez sur „Request“



4

- Patiencez quelques instants
- Verifiez vos emails



5

- Ouvrez l'email provenant de „support.service@inet-logistics.com“
- Vérifiez vos SPAMS
- Ouvrez lien lien dans l'email



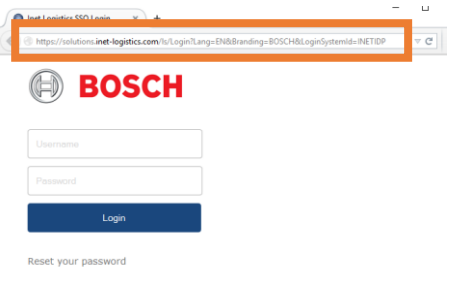
6

- Entrez un nouveau Mot de passe
- Confirmez le.
- Cliquer sur „Update“



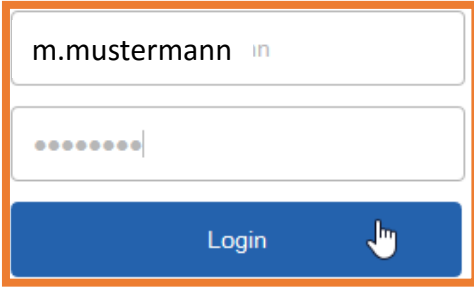
7

- Ouvrez le lien: <https://solutions.inet-logistics.com/ls/Login?Lang=FR&Branding=BOSCH&LoginSystemId=INETIDP>



8

- Entrez votre nom d'utilisateur
- Le nouveau Mot de passe
- Cliquez sur „Login“





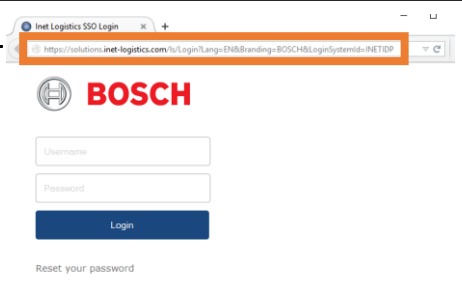
- **Question 1: Une page blanche apparaît après avoir réinitialisé le mot de passe :**
 - Veuillez tenter de vous connecter avec un autre navigateur Internet(Firefox, Chrome).
- **Frage 2: Le message „application error“ apparaît :**
 - Veuillez vider le Cache et les Cookies de votre navigateur Internet:
 - Internet Explorer
 - Cache: <https://vider-mon-cache.fr/windows/internet-explorer-11.html>
 - Cookies: <https://support.microsoft.com/fr-fr/help/17442/windows-internet-explorer-delete-manage-cookies>
 - Mozilla Firefox
 - Cache: <https://vider-mon-cache.fr/windows/mozilla-firefox.html>
 - Cookies: <https://support.mozilla.org/fr/kb/effacer-les-cookies-pour-supprimer-les-information?redirectlocale=en-US&redirectslug=delete-cookies-remove-info-websites-stored>
 - Google Chrome
 - Cache und Cookies: <https://support.google.com/accounts/answer/32050?hl=fr>
- **Frage 3: Je n'ai pas réceptionné d'email afin de réinitialiser de mot de passe.**
 - Veuillez vérifier votre dossier SPAMS si un email de support.service@inet-logistics.com est arrivé.
 - L'email a été envoyé sur l'adresse mail adossé au nom d'utilisateur. Veuillez vous rapprocher de ce dernier si vous n'avaez pas l'accès a cette adresse.
 - Si aucun email n'est arrivé veuillez vous reporter à la question 4.
- **Frage 4: Où puis-je trouver de l'aide après avoir essayé les différentes manipulation?**
 - Veuillez envoyer un E-mail à BOS.Support@hu.bosch.com en décrivant le problème et indiquant l'endroit où vous êtes bloqué. Le Nous vous prions de patienter un peu le temps que votre demande soit traitée. En cas d'urgence (Annonce d'uin transport pour le lendemain) veuillez envoyé un E-mail à BOS.Support@hu.bosch.com.

Resettare la password Domande? La preghiamo di contattare BOS.Support@hu.bosch.com e d'informarci del suo problema.



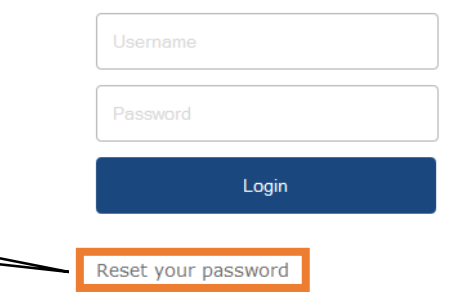
1

- Aprire il link: <https://solutions.inet-logistics.com/Is/Login?Lang=IT&Branding=BOSCH&LoginSystemId=INETIDP>




2

- Selezionare „Reset your password“



3

- Inserire il username
- Selezionare “Request”




4

- Attendere 2 minuti
- Consultare la cartella die posta in entrata sul suo indirizzo e-mail



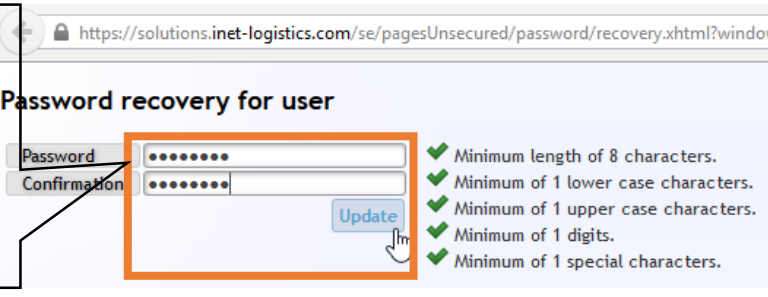
5

- Aprire l'e-mail ricevuta da „support.service@inet-logistics.com“
- E possibile che l'e-mail si trovi nella cartella email 'spam'.
- Selezionare il link indicato nel e-mail



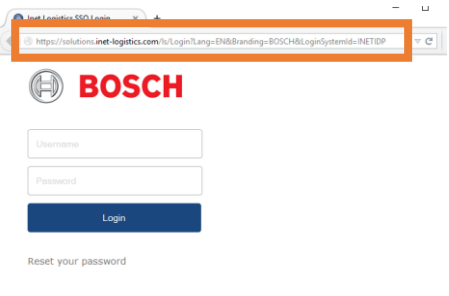
6

- Inserire NUOVA password
- Confermare NUOVA password
- Selezionare “Update”



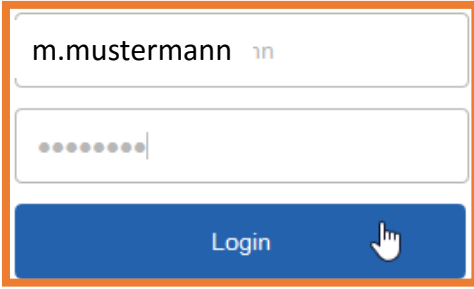
7

- Aprire il link: <https://solutions.inet-logistics.com/Is/Login?Lang=IT&Branding=BOSCH&LoginSystemId=INETIDP>



8

- Inserire il nome utente
- Inserire la NUOVA password
- Selezionare “Login”





- **Domanda 1: Ricevo un sito web bianco/ vuoto dopo il log-in con la mia nuova password. Cosa posso fare?**
- La chiediamo gentilmente di utilizzare un altro browser per l'accesso al sito (per esempio Firefox, Chrome).
- **Domanda 2: Ricevo un errore dal applicazione. Cosa posso fare?**
 - La preghiamo gentilmente di cancellare il 'cache' ed i 'cookies' del vostro browser seguendo le indicate istruzioni:
 - Internet Explorer
 - Cache: <https://clear-my-cache.com/windows/internet-explorer-11.html>
 - Cookies: <https://support.microsoft.com/it-it/help/17442/windows-internet-explorer-delete-manage-cookies>
 - Mozilla Firefox
 - Cache: <https://clear-my-cache.com/windows/internet-explorer-11.html>
 - Cookies: <https://support.mozilla.org/it/kb/Eliminare%20i%20cookie?redirectlocale=en-US&redirectslug=delete-cookies-remove-info-websites-stored>
 - Google Chrome
 - Cache and Cookies: <https://support.google.com/accounts/answer/32050?hl=it>
- **Domanda 3: Non ho ricevuto un email con il link per resettare la mia password. Cosa posso fare?**
 - La preghiamo gentilmente di ricercare un e-mail inviata dal indirizzo mail: support.service@inet-logistics.com nella sua cartella email 'spam'. L'e-mail inviata da questo indirizzo viene inviata al indirizzo e-mail usato dal utente nel seguito della prima registrazione sulla piattaforma.
 - Se sta utilizzando I dati login di un altra persona, la preghiamo di verificare se l'e-mail per resettare la password e stata inviata a questa rispettiva persona.
 - In caso le due opzioni indicate non l'hanno aiutata, la preghiamo di leggere la seguente domanda '4'.
- **Domanda 4: Il login alla piattaforma ancora non funziona. Come posso ottenere aiuto?**
 - La chiediamo di inviare un e-mail a BOS.Support@hu.bosch.com con una descrizione del suo problema. La preghiamo di considerare che non ci e sempre possibile di rispondere immediatamente alla sua richiesta. In caso di un emergenza (per esempio l'avviso di un trasporto) la preghiamo di contattare BOS.Support@hu.bosch.com.