KONE Internal

Quick Guide

Delivery Transparency

1

GET STARTED

When a new delivery project is about to start, you'll receive an email from **info@my.kone.com**. To access the details of your project, simply follow the link and sign in with a **one-time passcode** for added security.
Missed the first email? No worries—we'll send updates on your project progress all the way until completion.

2

STAY INFORMED

Once authenticated, you'll find your project details, including **site address** as well as **the delivery schedule** per equipment. Under each milestone, you will find concrete actions that are expected from you to ensure a smooth delivery and installation.

3

STAY CONNECTED

For any questions regarding your project or the installation process, you can easily **get in touch with your KONE project contact**. You'll find their name and contact details for each of your projects in myKONE.
Tell us what you think about myKONE and what you would like to see next, via our integrated feedback functionality.

Effortless. Transparent. Reliable. That's the KONE way.

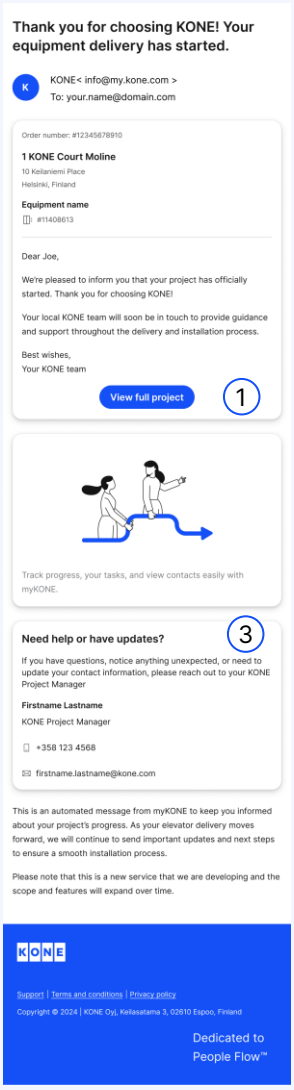
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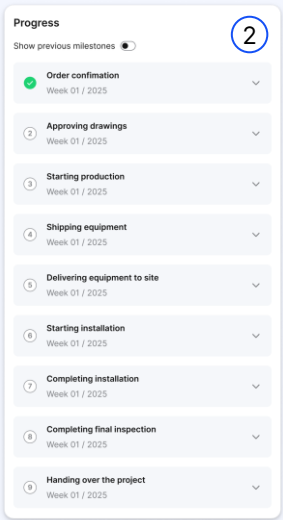
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Step-by-step Guide

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1.1 Receive email notifications





1. Once your order is confirmed, you will receive an email from KONE with a **link to your project**, including the **next milestone**. This helps you to quickly access your project and understand what happens next.

2. You will be given updates at **key milestones** throughout the project to keep you informed of progress.

3. Your project manager details can also be found in the email notifications

***Did you know:** If you want a colleague of yours to receive access to myKONE, simply inform your KONE project contact.

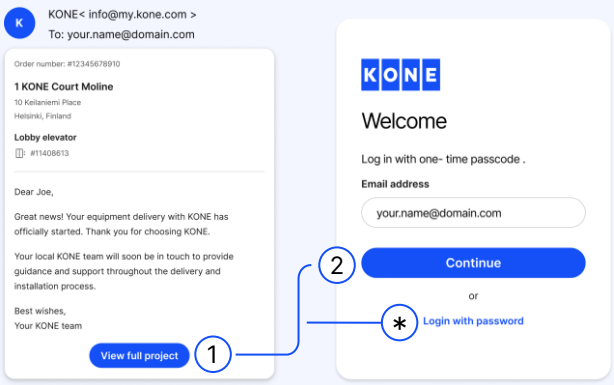
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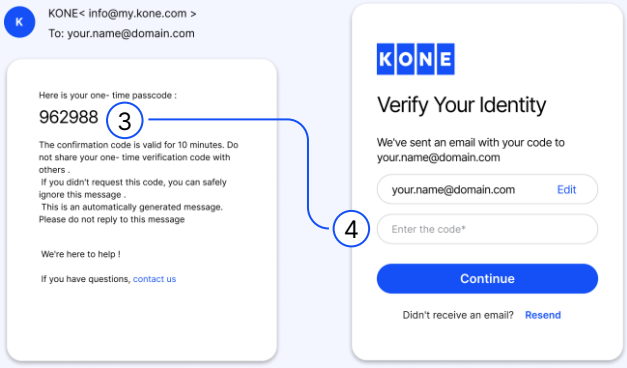
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1.2 Getting access



1. When you receive an email about your project, click 'View full project' to begin.
2. You can either get a **one-time passcode** by clicking 'Continue',
* or Choose to **log in with your password***



3. Check your Email **inbox** for the one-time **passcode.**
4. **Enter** the code to confirm your identity - easy and secure.

***Did you know:** If you don't have a password yet, use **'Forgot password'** to set one. You will receive instructions to your email to proceed.

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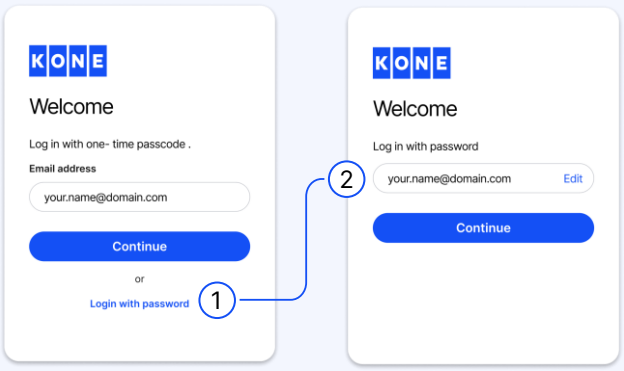
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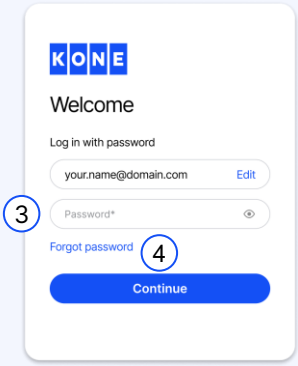
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1.3 Access with password



1. If you own a **password**, select 'Login with password'.
2. On the next page, simply confirm your **email address**, then click 'Continue'.



3. Enter your **password**, then click 'Continue'.
4. Forgot your password or don't have one? Click **'Forgot password'** to reset it or request a new one by email*.

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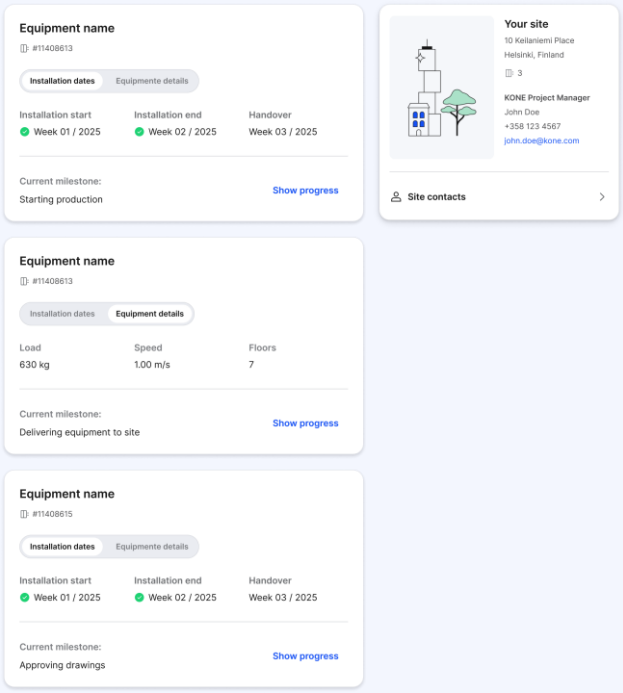
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2.1 Site and equipment information



1. View your **site details**, including address, number of equipment, and your KONE project contact. Use this to quickly confirm you are looking at the right site.

2. **All equipment** for this site is listed here. Review key installation dates or equipment details.

   The **current milestone** shows the installation status at a glance.

***Did you know:** If you identify incorrect information please ask your KONE project contact for correction.

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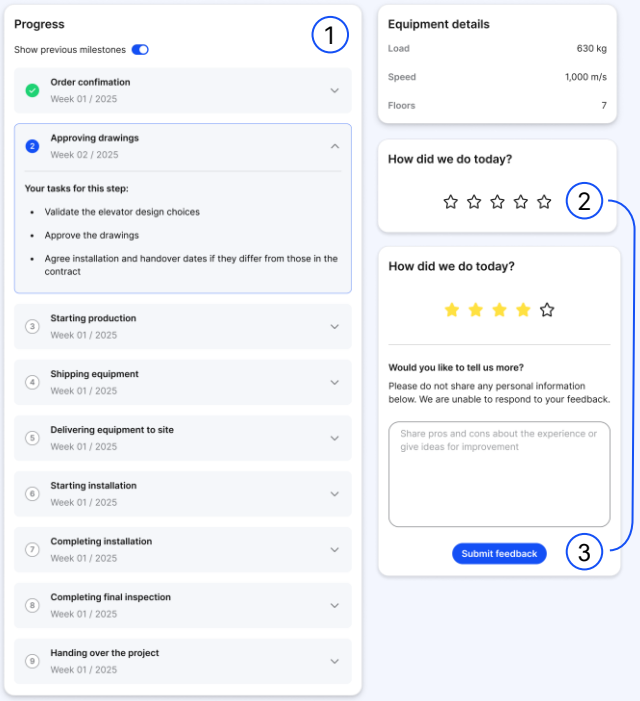
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2.2 Milestone overview



1. You can view all **milestones** for each equipment and follow the progress step by step. See what has been completed, what's coming next, and what may need your attention.

2. Please **rate your experience**.

3. Feel free to **add your comments** so we can improve your digital experience.

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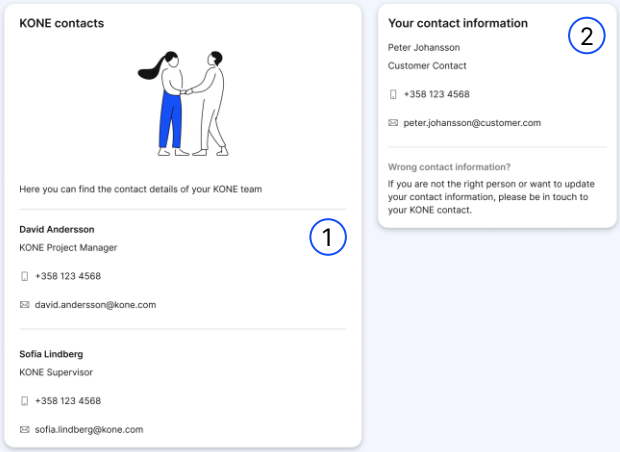
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2.3 KONE contact details



1. If you have any questions about your project, you can easily find the right **KONE project contact here.**
Reach out anytime - your KONE team is here to support you.

2. To make sure we can reach you when needed, please check that **your contact details** are correct.

***Did you know:** Your KONE project manager details can also be found in the email notifications. See page 2.

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1. **I did not receive One-time passcode**
    - Wait a few minutes, check your trash/spam folder, and order a new code if needed. Also, verify that you're using the email address that you provided to the KONE project contact. If you're using a shared email address, we recommend setting up a password for easier access.
2. **One-time passcode is not working**
    - The passcode is valid for 10 minutes. You can order a new code by choosing 'Resend'. If you ordered multiple codes, please keep in mind that only the most recent one is valid.
3. **I want to set up a password**
    - If you don't have a password yet, use 'Forgot password' to set one. You will receive instructions to your email to proceed.
4. **I cannot access myKONE**
    - When logging in, verify that you're using the email address that you provided to the KONE project contact and ensure your passcode or password is valid. If you're still unable to log in, please contact your KONE contact.
5. **What if I am not the right person to manage this project?**
    - If there's been a change and you're no longer responsible for this project, you can inform your KONE project contact. He can easily set up the access for a new colleague.

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6. **What if I have questions on this project?**
    - If you have any questions, we're here to help. You can easily contact your KONE project contact that you find next to the site location details.
7. **What if I need to make changes to the project plan?**
    - Please get in touch with your KONE project contact. After he updates the plan internally, within one day you will see the updated schedule in myKONE.
8. **What if I need support to complete the listed tasks per milestone?**
    - We are happy to help. Let your KONE project contact know about your questions or support needs, and he will be able to answer your questions and identify how we can support you.
9. **How can I give feedback?**
    - We value your feedback on myKONE and would love to hear about your experiences. You can share your thoughts directly through myKONE at any point during the project delivery phase.