

# MY E&P Portal

## Registration of LevelM Pro

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Kötz, 18.03.2024



# Introduction

- I To ensure the **best possible service and support** throughout the entire product life cycle, LevelM Pro introduces product traceability via a product registration process.

The system is delivered in a locked condition. To unlock the system the installer needs to log in with their user data (every workshop needs to create a user account) on the **MY-E&P Portal**. The installer needs to type in the unique serial number of the LevelM Pro, which is shown on the touch panel, the VIN of the vehicle and the MFPU number.

After that, a four-digit code is created, and the system can be unlocked by entering this code into the touch panel.

This enables E&P to professionally support the systems in the field and effectively support dealers in service cases.

- I After the system has been handed over to the end customer, they have the opportunity to register (optionally) on the **MY E&P** portal to be informed about **software updates, new functions and features** as they are released.

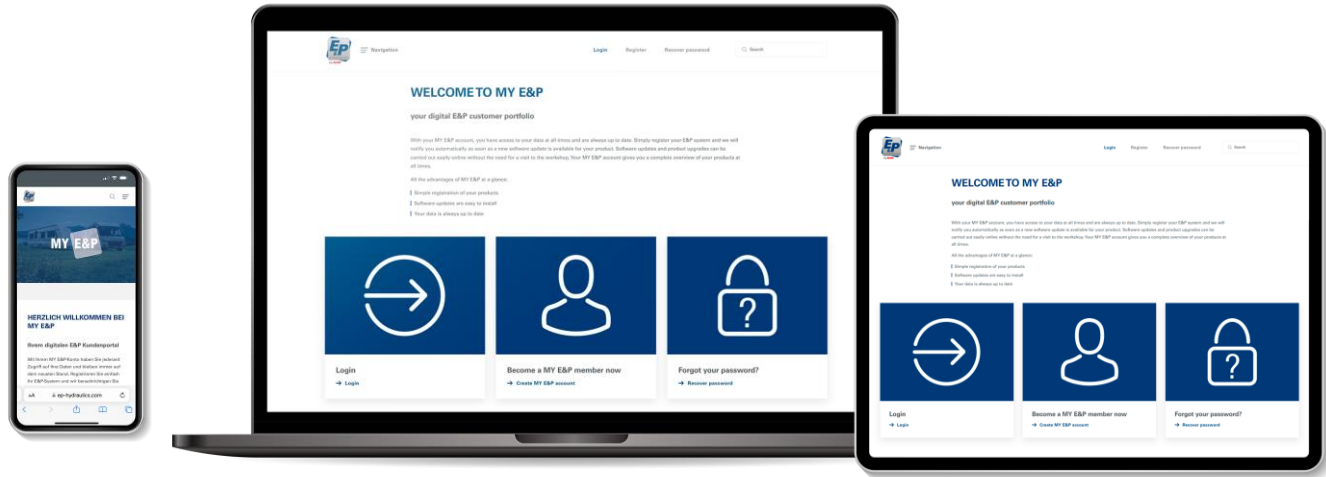


# Go to the **MY E&P** Portal

- I To get to the MY E&P portal you can scan the QR-Code shown on the Touch-Control-Unit of the LevelM Pro or go to the following URL:

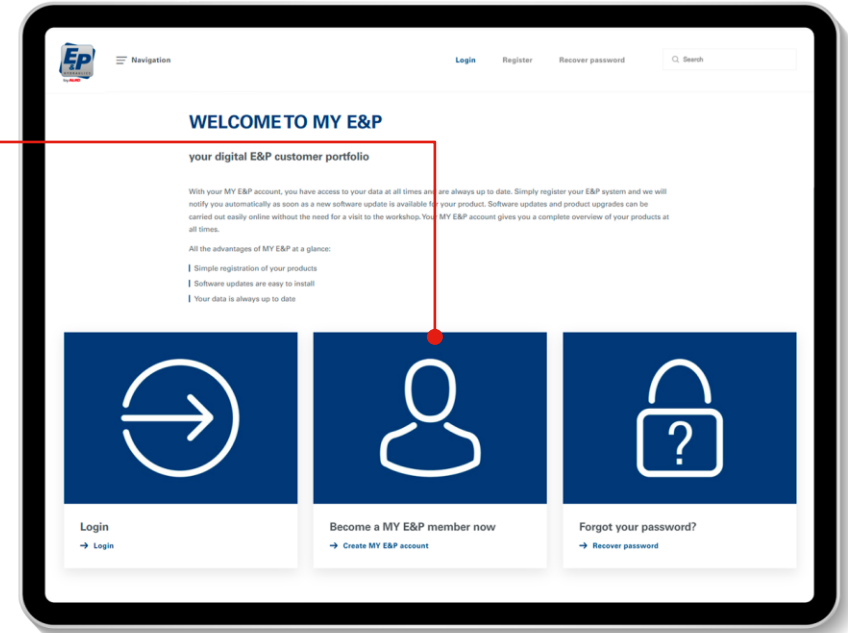
<https://www.ep-hydraulics.com/en/my-ep>

➔ The portal is compatible with Smartphone, Tablet or PC



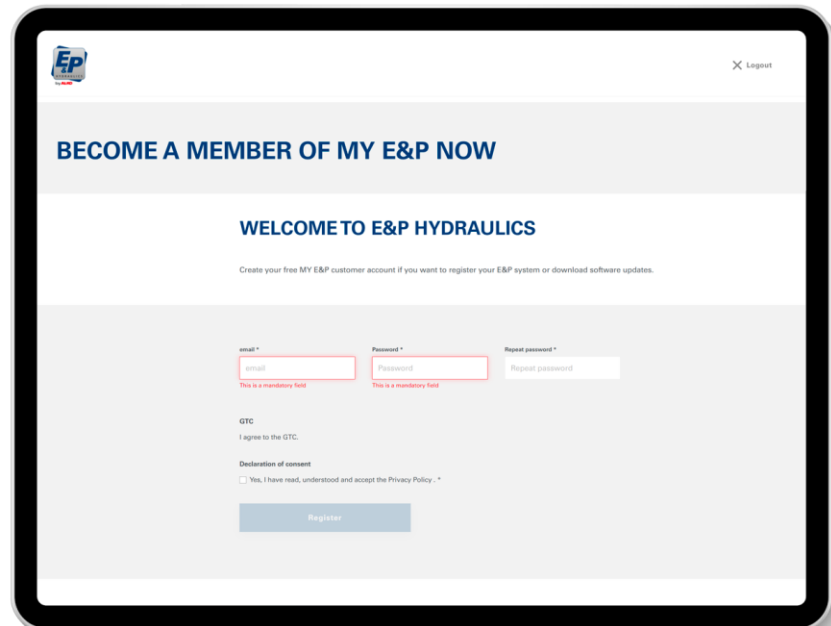
# Create an Account on the MY E&P Portal

- Click on **Become a MY E&P member now** to create a new user account



# Set Password

- | To create of a new user account a valid e-mail address is required.
- | You also need to set a password which follows the following requirements:
  - | Min. 8 characters
  - | 1 capital letter
  - | 1 lower case letter
  - | 1 number



 Logout

## BECOME A MEMBER OF MY E&P NOW

### WELCOME TO E&P HYDRAULICS

Create your free MY E&P customer account if you want to register your E&P system or download software updates.

**email \*** **Password \*** **Repeat password \***

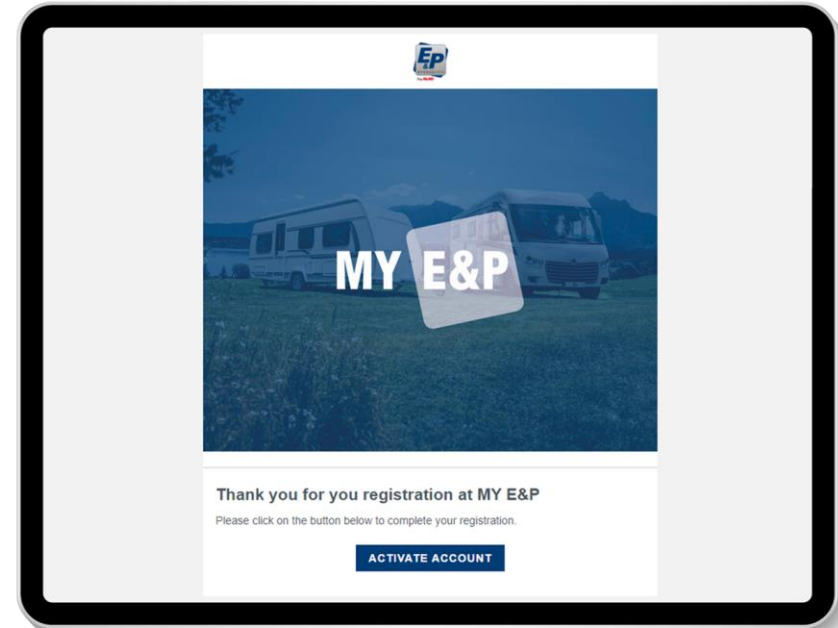
This is a mandatory field This is a mandatory field Repeat password

**GTC**  
I agree to the GTC.

**Declaration of consent**  
☐ Yes, I have read, understood and accept the Privacy Policy. \*

# Activation of the account

- | After the registration has been completed an e-mail is sent to the specified email address.
- | In this email the button ACTIVATE ACCOUNT needs to be clicked.
- | The account is now activated, and the user can log in.
- | The default user account is an end customer account.
- | Dealers get access to advanced functions like registration and partner downloads
- | Note: In some cases, the registration email may end up in your spam folder. This is related to your security settings and is nothing to worry about, but please remember to check if it doesn't immediately appear in your inbox.



# Login at **MY E&P**



- | After the user account has been activated you can log in with your personal login data

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Navigation

Login Register Recover password Search

## LOGIN MY E&P

Please enter your login details to continue.

email \*  
marketing@alko-tech.com

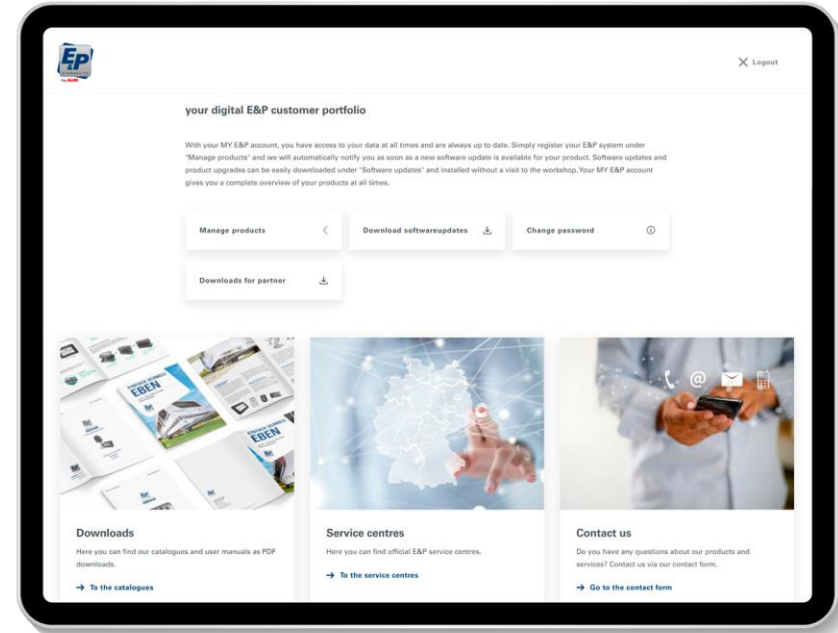
Password \*  
[Masked Password]

Forgotten password

Login

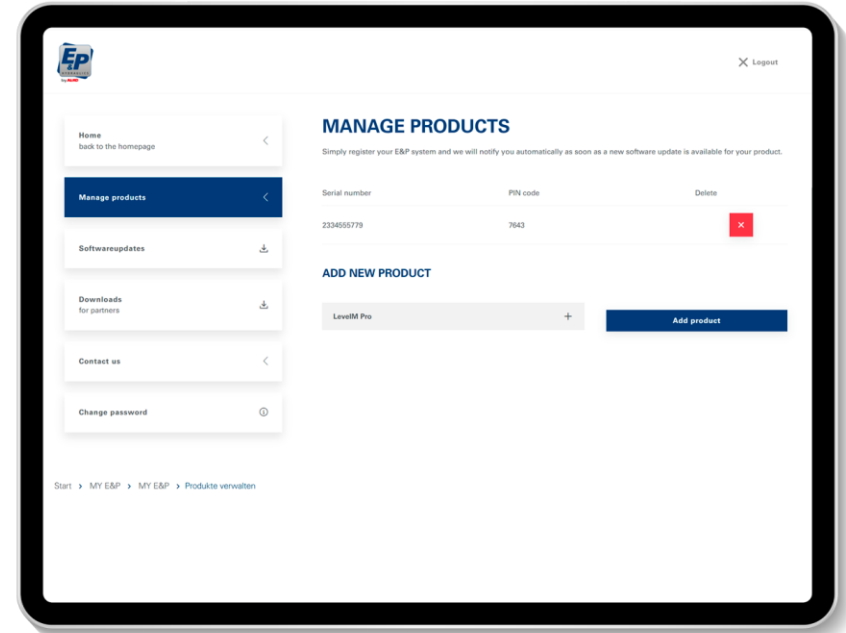
# Your digital E&P customer portfolio

- | After the login the user has the opportunity to navigate to the following areas:
  - | Manage products
  - | Download software updates
  - | Change password
  - | Downloads for partners



# Manage products

- | In the manage products menu it is possible to see all registered products
- | The user can also delete numbers in case of misspelling during the registration process
- | From this page a new registration can be started by clicking on the add product button



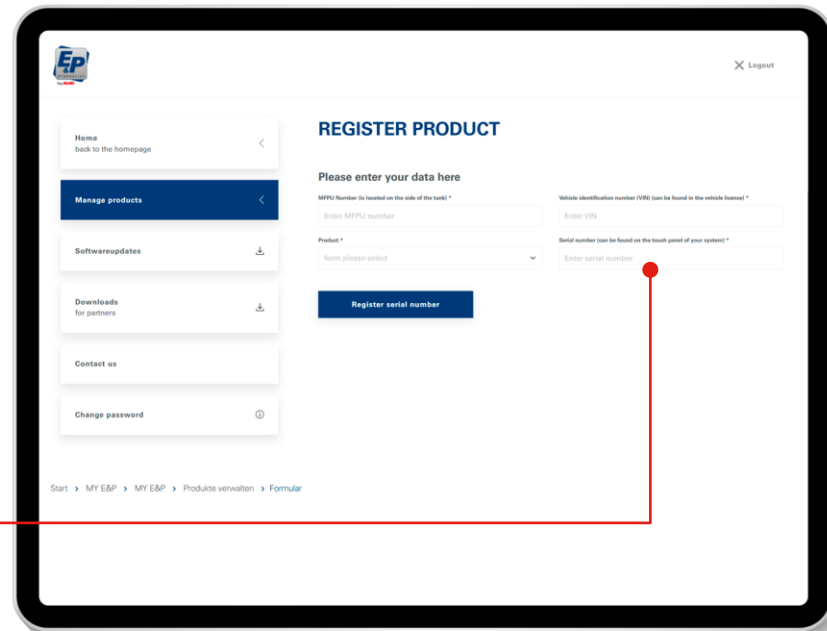
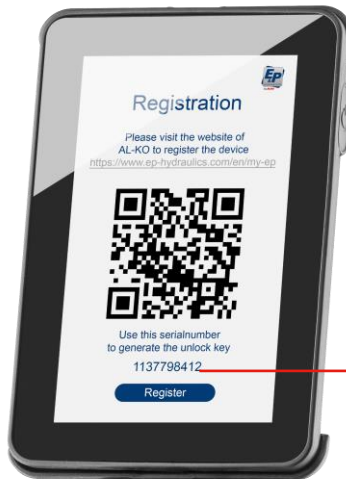
# Register product

I To register a new product, the following data needs to be typed in

- I **MFPU Number** (shown on the sticker on the tank)
- I **VIN** (17 characters shown in the vehicle licence)
- I **Product** (via drop-down list)
- I **System serialnumber** ( 10 digits shown on the locked touch control unit)



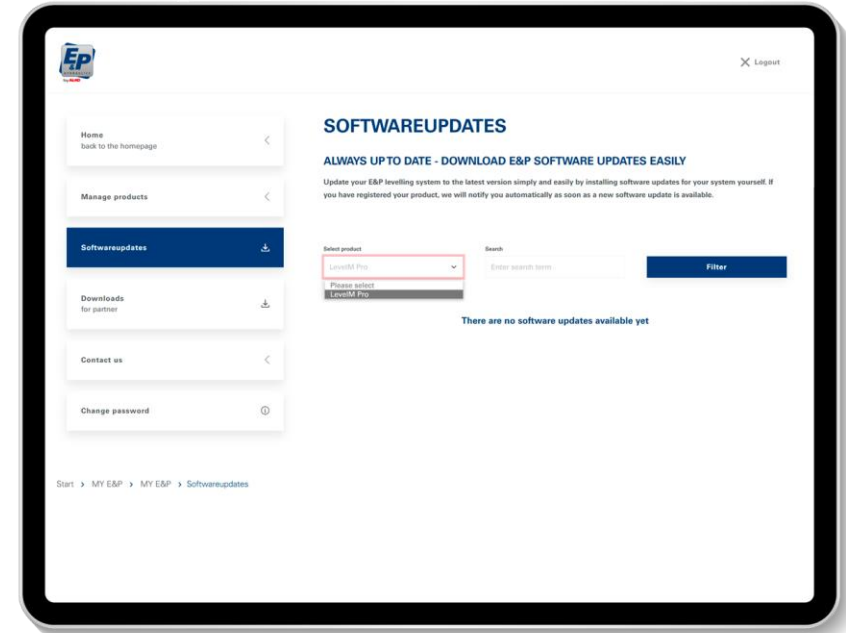
- I By clicking on the **Register serial number**, the unlock code for the system is created. The user gets directly to the **Manage Products** menu where the registered product and the unlock code is shown.
- I The unlock code can then be entered in the touch panel by clicking on **Register**



→ the system is now ready for use

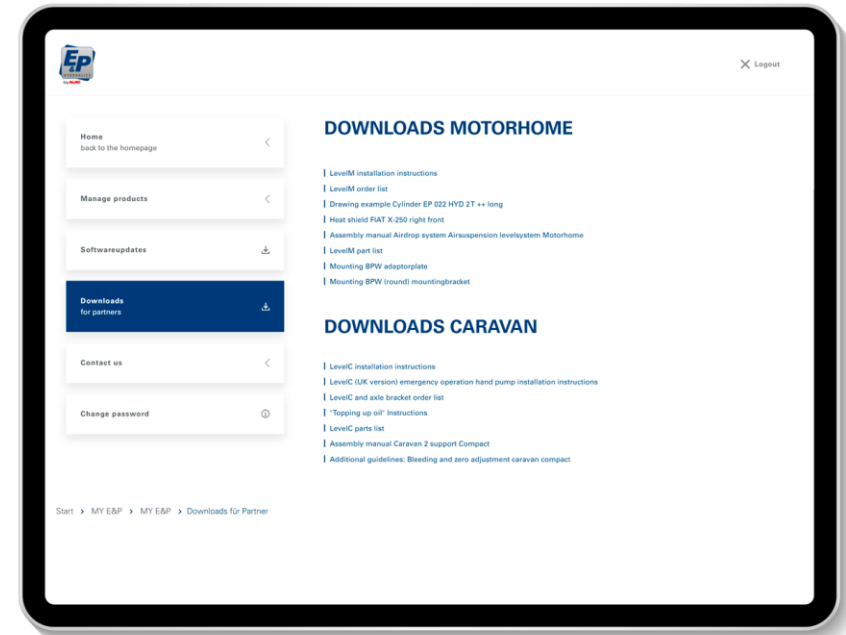
# Softwarupdates

- | In the software updates menu, the newest available version of the product firmware can be downloaded.
- | As soon as a new version is available the customer will be informed via e-mail.



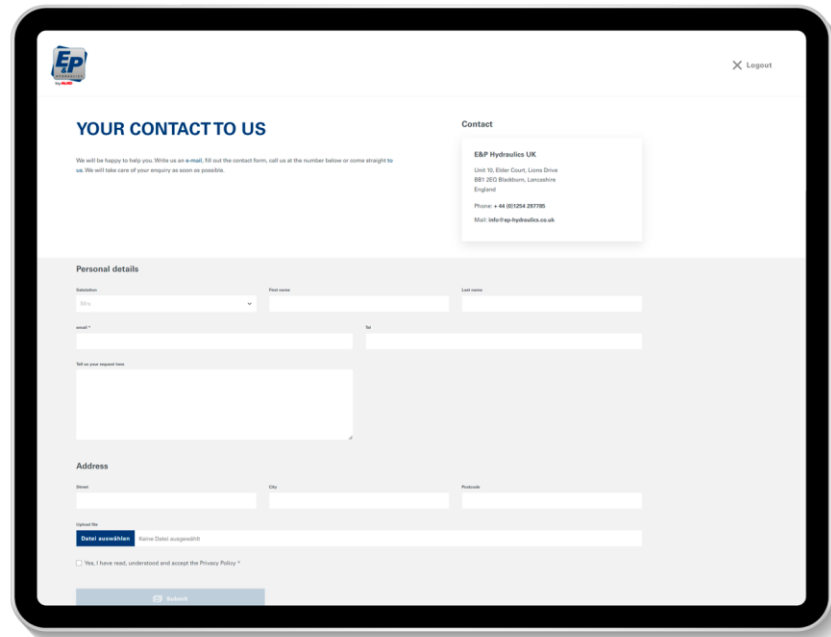
# Download for partners

- I In the download area for partners all relevant documents for motorhome and caravan systems can be downloaded, not just LevelM Pro.



# Your contact to us

- | In the contact area it is possible to contact E&P directly via online form
- | The answer will be sent to your submitted email address



**YOUR CONTACT TO US**

We will be happy to help you. Write us an e-mail, fill out the contact form, call us at the number below or come straight to us. We will take care of your inquiry as soon as possible.

**Contact**

**E&P Hydraulics UK**  
Unit 10, Elder Court, Lanes Drive  
881 25D Blackburn, Lancashire  
England  
Phone: +44 (0)1284 291795  
Mail: info@ep-hydraulics.co.uk

**Personal details**

Salutation:  First name:  Last name:

email:  Tel:

Fill in your request here:

**Address**

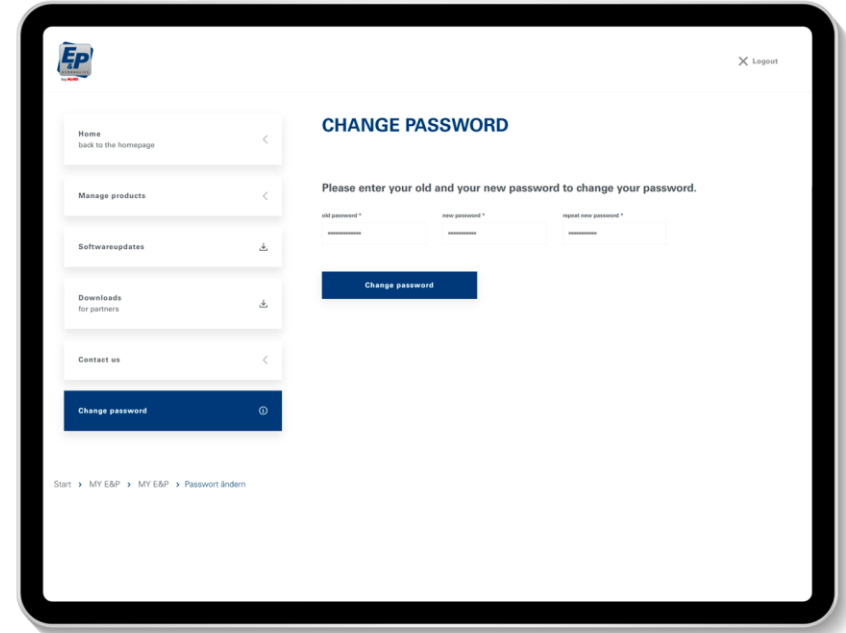
Street:  City:  Postcode:

Before Send: assign@88

☐ Yes, I have read, understood and accept the Privacy Policy \*

# Change password

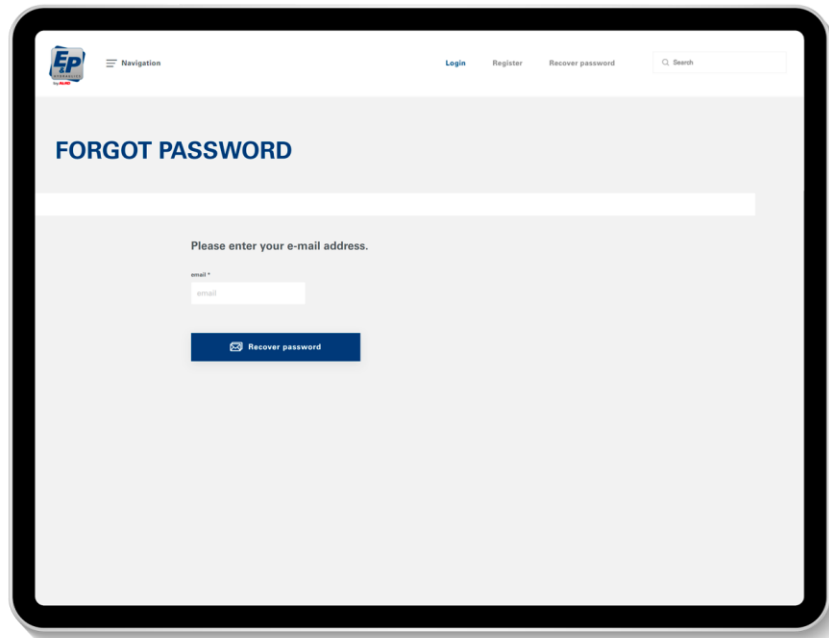
- | In this area you can change your password by typing in the current password followed by the new password.
- | The password must fulfil the following requirements:
  - | Min. 8 characters
  - | 1 capital letter
  - | 1 lower case letter
  - | 1 number



The screenshot shows a web interface for changing a password. On the left is a sidebar menu with links: Home (back to the homepage), Manage products, Softwareupdates, Downloads for partners, Contact us, and a 'Change password' button at the bottom. The main content area is titled 'CHANGE PASSWORD' and contains the instruction: 'Please enter your old and your new password to change your password.' Below this are three input fields labeled 'old password \*', 'new password \*', and 'repeat new password \*'. A blue 'Change password' button is positioned below the fields. At the bottom left of the page, a breadcrumb trail reads: 'Start > MY E&P > MY E&P > Passwort ändern'. A 'Logout' link is visible in the top right corner.

# Forgot password

- | In the case, the customer forgot his password, it can be reseted by entering his mail address



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Navigation

Login Register Recover password Search

## FORGOT PASSWORD

Please enter your e-mail address.

email \*

email

Recover password

# Internal contact person



**Matthias Ländle**

| Product-  
management



**Oliver Drinkwater**

| E&P general  
management



**Chiara Leimer**

| R&D



**Ron van Egmond**

| E&P  
(Technical department)

Thank you  
for your attention!

[www.alko-tech.com](http://www.alko-tech.com)

