

Your Schenck Portal

Your Schenck Client Portal is a secure means to transfer files and data to and from Schenck SC. Documents that we publish to your portal are organized by categories. Once you have a portal established, users from your organization will see only those categories to which they have been granted access.

As a client portal user, you agree to notify Schenck immediately when a user's portal access is to be terminated by emailing us at client.portal@schencksc.com. We will make every effort to terminate access immediately. However, you cannot be assured of this until you receive an e-mail confirmation that access has been terminated.


ACCESSING YOUR PORTAL

1. Access our website www.schencksc.com
2. Click on the Client Portal link found at the bottom of the page



FIRST TIME LOGIN

1. Enter your User ID (email address), and
2. First time password (email address all in lower case – for first time login only)
3. Click Login




You will be prompted to update your password



4. Enter your current password (email address all in lower case)
5. Enter and confirm a new password

6. Click on the down arrow to select a secure "Forgot Password Question."



7. Enter the answer to your selected question, and click Continue (NOTE: you may be required to logout and login again to access your portal)
8. Review the Terms and Conditions
9. Check the box at the bottom of the screen "I agree to the terms and conditions"
10. Click Enter

You are now viewing your Portal Dashboard

LOGGING IN

1. Enter your User ID (email address)
2. Enter Password you created
3. Click Login



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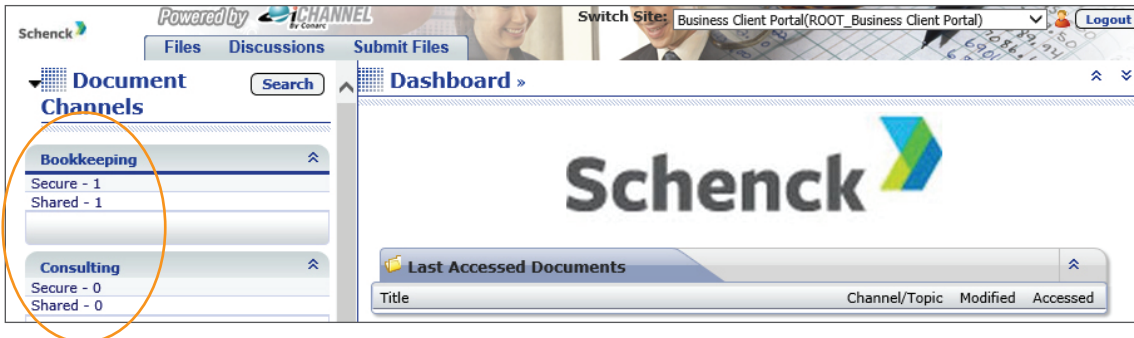
YOUR SCHENCK PORTAL

VIEWING YOUR PORTAL

Below is a sample of a portal view. Note that your portal screen may appear different based on the level of access and the categories you have been granted access to.

To View/Open/Save files Schenck has published to your portal:

1. Choose the category and subcategory the document was published to (circled in the sample view below), then
2. Click on the document title in the resulting document list



WORKING WITH DOCUMENTS

To send files to Schenck using your portal, click on the "Submit Files" link on your portal page.

Note: selecting the Alternate Upload Method from the Submit Files screen will give you the option to rename the file before uploading.



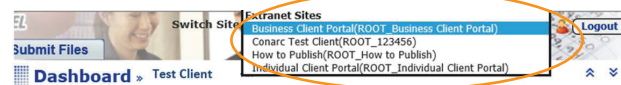
1. Browse to locate the files on your computer (at this point you can enter optional notification email addresses and any applicable notes)
2. Click Upload
3. An upload confirmation will be displayed
4. Click the Schenck icon (upper left hand corner) to go back to your Dashboard/Home screen.



ACCESSING ANOTHER PORTAL SITE

If you have access to a portal for multiple client sites (example: you own multiple companies, each set-up with their own portal), you can move between the portals from the same screen without logging out. To do so:

1. Click on the down arrow in the upper right hand corner of your Dashboard in the box that states 'Switch Sites'.
2. Company portals you have access to will be displayed
3. Click on the desired company from the resulting list to access that portal site.



EXITING YOUR PORTAL

When you have completed your session click on Logout in the top right corner of your portal screen.

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FREQUENTLY ASKED QUESTIONS

Question: How will I know when I document has been added to my portal?

Answer: You will receive an email notification.

Question: How will my contact at Schenck know that I've added a document to the portal?

Answer: Your contact person at Schenck will receive an email notification.

Question: Why do I see a message in the middle of my dashboard that my Subscriber Profile is Incomplete?

Answer: You have not set answers to your "forgot password questions". Click on the link provided and answer your security questions so that you are able to obtain your password if you forget it.

Question: Am I able to email directly from my portal?

Answer: Yes, you may email or save documents to your computer from my portal. When emailing, an option to zip file and password protect is available.

Question: Which web browser works best with my portal?

Answer: Internet Explorer (IE) 10 & 11 are preferred, but we support Chrome, Safari and Firefox as well.

For assistance contact us at 920-996-1320 or email client.portal@schencksc.com.