

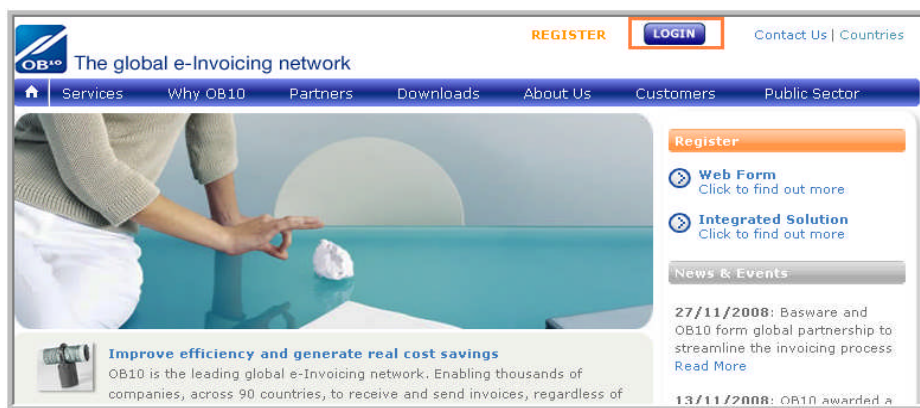


The Global e-Invoicing Network

How To... Log-in to Your OB10 Account

1. Go to the OB10 Portal

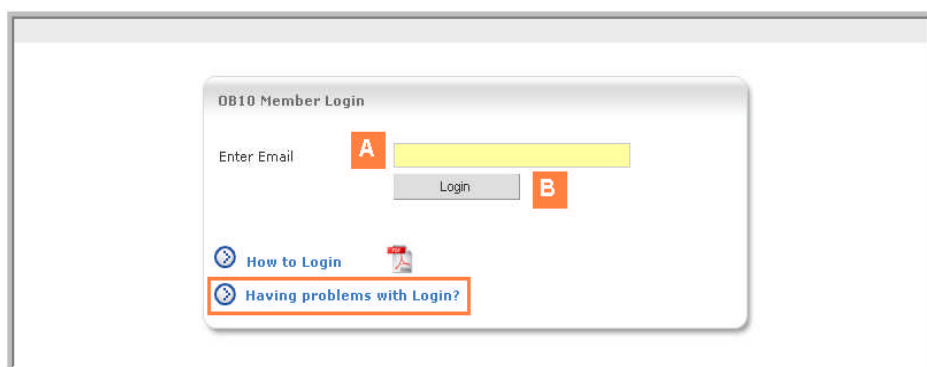
- Go to www.OB10.com
- Click on the 'Login' button



2. Enter Your Email

You will be asked to identify yourself;

- Enter your email address (A).
- Click the "Login" button (B).



Note: If you have problems with the login, click on the text "Having problems with Logon"



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3. Enter Your Password & 2 Characters of Your Memorable Word

Your email address is associated with a password and a memorable word.

- Enter your password (A).
- Enter two alpha or numeric characters from your memorable word as prompted. In the example below, the 1st and 9th characters are requested (B).
- To submit your credentials, click the "Submit" button (C).
- If you have forgotten your password, click on "click here" (D). You will receive an email from OB10. The email will contain a link that will enable you to re-set your password once you correctly provide your memorable word.
- If you have forgotten your memorable word, click on "click here" (E). You will receive an email that contains the hint you defined to help you remember your memorable word. If the hint is not sufficient, contact your systems administrator.
- If you have forgotten both your memorable word and your password, click on "click here" (F). OB10 will generate a support ticket. Alternatively, contact your system administrator.

The screenshot shows a 'Member login' form with the following elements and annotations:

- A:** A text input field for the password.
- B:** Two text input fields for the 1st and 9th characters of the memorable word.
- C:** A 'Submit' button.
- D:** A link labeled 'If you have forgotten your Password, click here.'
- E:** A link labeled 'If you have forgotten your Memorable Word, click here.'
- F:** A link labeled 'If you have forgotten both your Memorable Word and your Password, click here.'

Frequently Asked Questions

1. Who do I contact for help?

Please raise a support ticket with OB10 via the Support section in the OB10 Portal (See the 'How to... Raise a Support Ticket' guide). Contact the help desk via telephone (see www.OB10.com for the appropriate telephone number).

2. Where is my user profile stored?

Your user profile is part of the information stored as part of your company profile. You will find the company information in the Administration functions after you login to your account.

3. Can I change my password?

Yes. After you login, click on Administration and then select "Your Details."

4. Can I change my memorable word?

Yes. After you login, click on Administration and then select "Your Details."