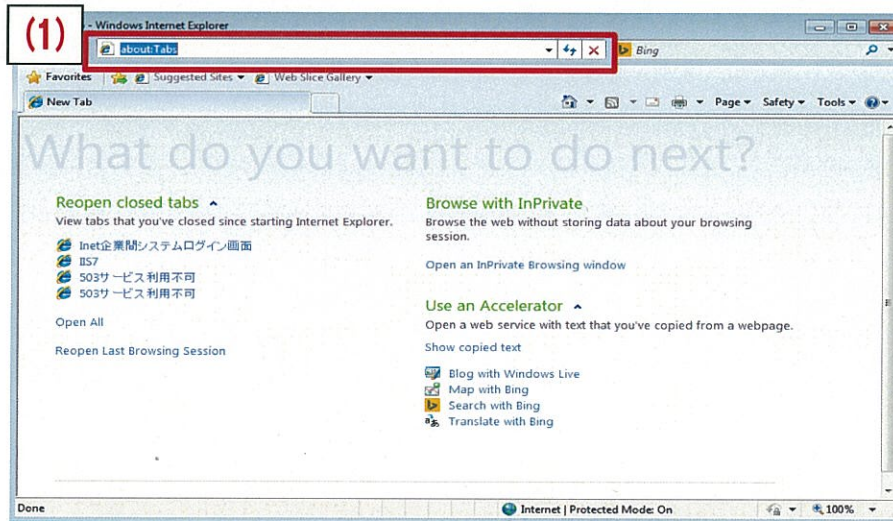


Q1) I can't connect to the page.

1. Check that the URL you entered is correct.

(1) Enter "https://www.ac.kobelco.co.jp/Inetindex.html" in the address bar.



2. Is your PC connected to an Internet environment?

Check with system personnel at your company.

Q2) I forgot my password.

If you have forgotten your password, you will need to have it reset. Follow the template below to enter the required information and contact Kobe Steel representatives via email.

[email destination address]

inet-support@kobelco.com

[Subject]

Inet Intercompany System Password Reset Request

[Body Text]

[User ID]

xxxxxx

[Name of User]

xxx xxx

[Company Name]

xxxxxx

[User Email Address]

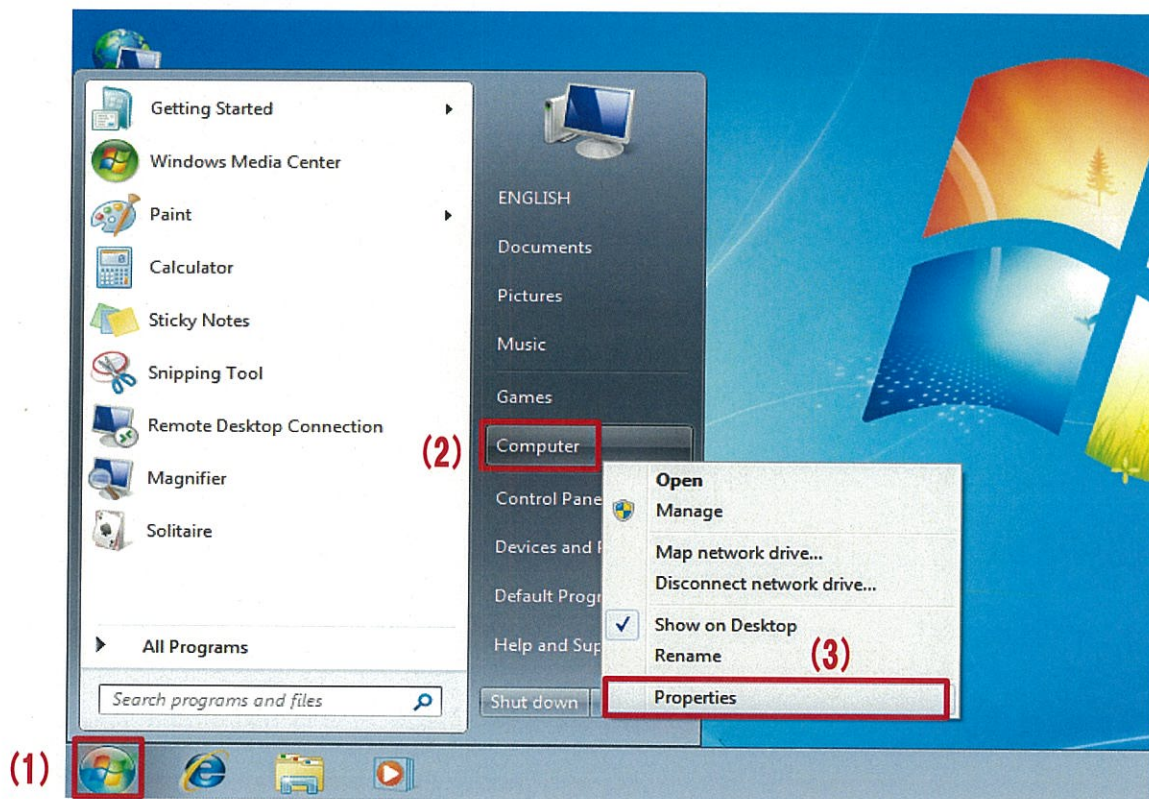
Q3) I can't login.

1. Please check that you entered the correct User ID and password.
(User IDs and passwords are case-sensitive.)
You can enter upper case characters while holding down the [Shift] key, or toggle CapsLock by pressing [Shift+CapsLock] (on a Japanese keyboard) or [CapsLock] on an English keyboard.
2. Compare your PC against the following recommended environment to check that you are using the system under the correct environment.

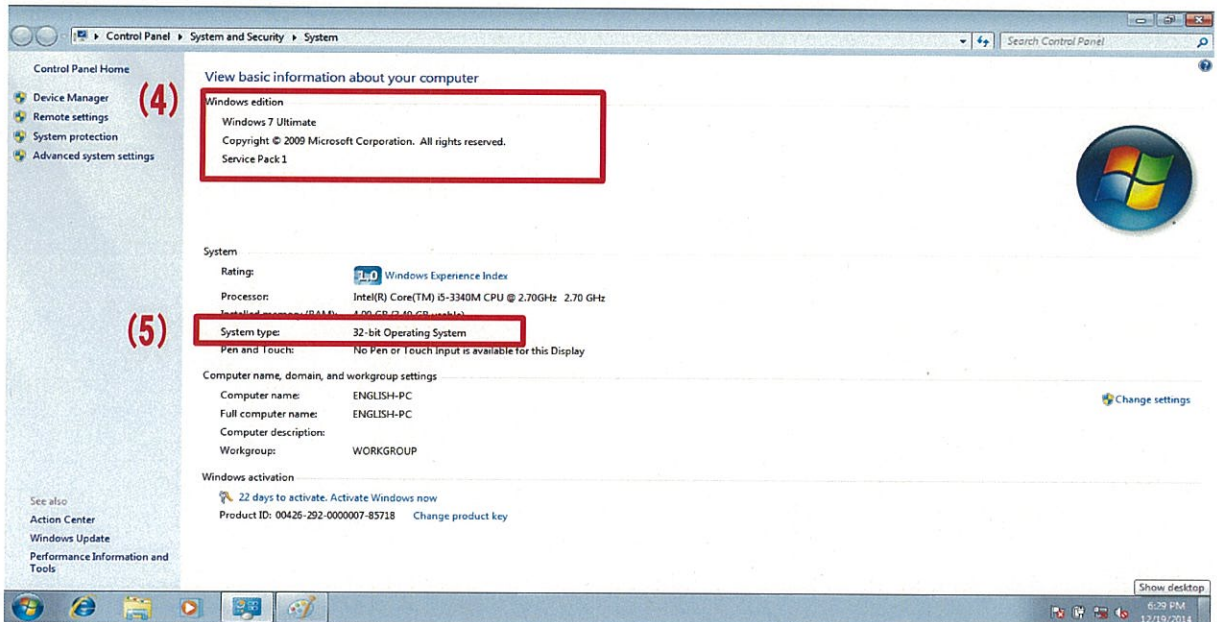
Operating System	Windows 7 32-bit
Browser	Internet Explorer 8

<Checking Your Operating System>

- (1) Open the Start Menu
- (2) Right-click on [Computer]
- (3) Click on [Properties]

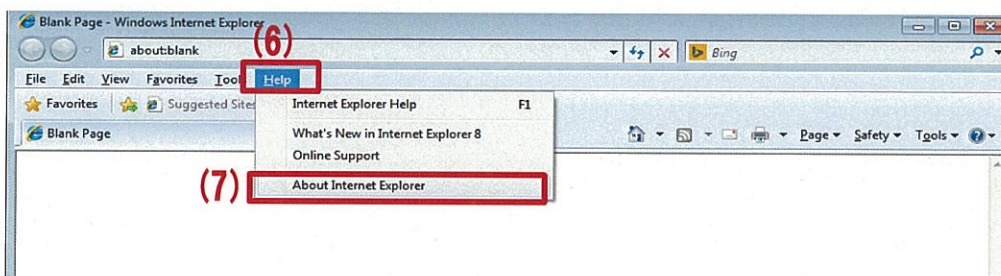


- (4) Check under [Windows edition]
- (5) Check under [System type]



<Checking Your Browser>

- (6) Launch Internet Explorer
- (7) Click [Help] and select [About Internet Explorer]
- (If the menu bar is not displayed, reveal it by pressing the [Alt] key on your keyboard.)
- (8) Check the browser version.



Q4) There is no response even after pressing the login

If the screen does not change even after entering your username and password, and clicking the [OK] button, it may be due to the following.

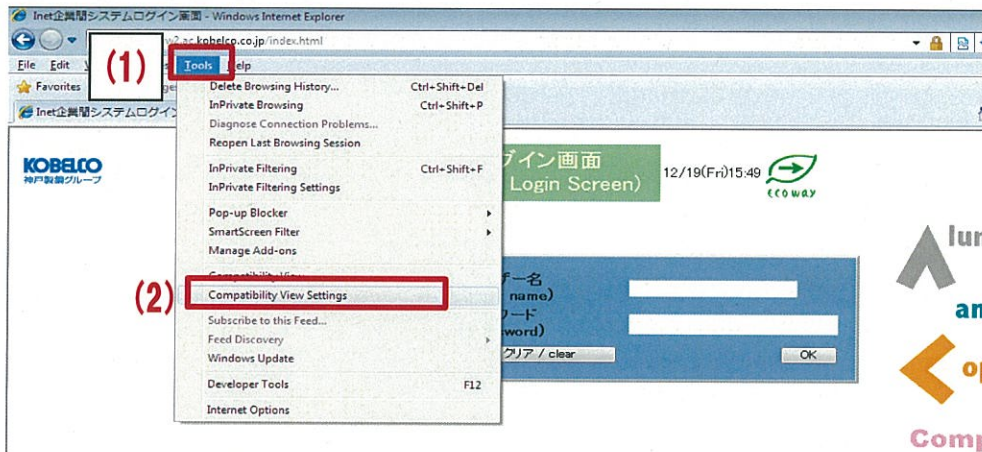
- [1] The recommended environment for using the system has not been met (See Q3-2.).
- [2] You are using a higher version of Internet Explorer (IE).

To address issue [2], follow the steps described below to try "Compatibility View" settings.

(1) Click [Tools] from the IE menu bar.

(If the menu bar is not displayed, reveal it by pressing the [Alt] key on your keyboard.)

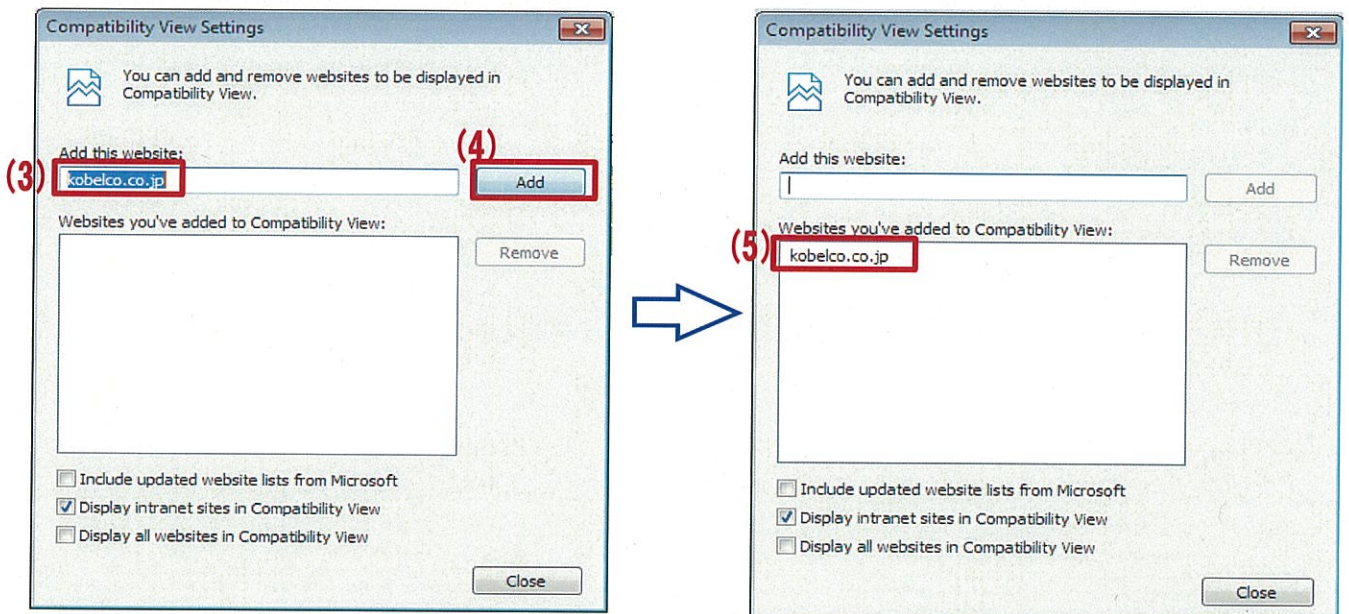
(2) Click [Compatibility View Settings].



(3) Confirm that "kobelco.co.jp" is displayed under [Add this website]

(4) Click [Add]

(5) Confirm that the URL has been registered.



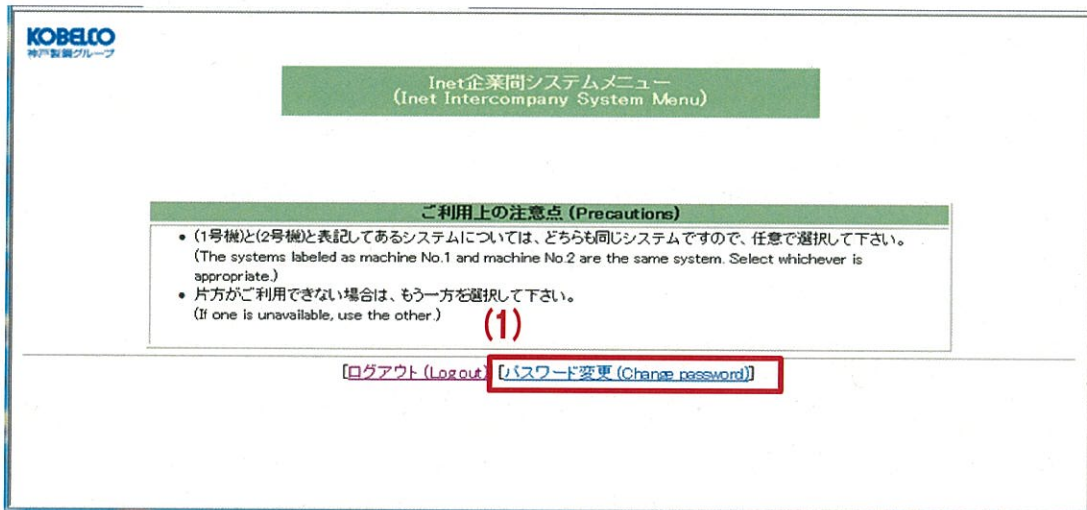
(6) After confirming that the URL is registered, click [Close].

(7) Login again.

Q5) I want to change my password.

When changing your password, follow the steps outlined below.

(1) Click [Change password].



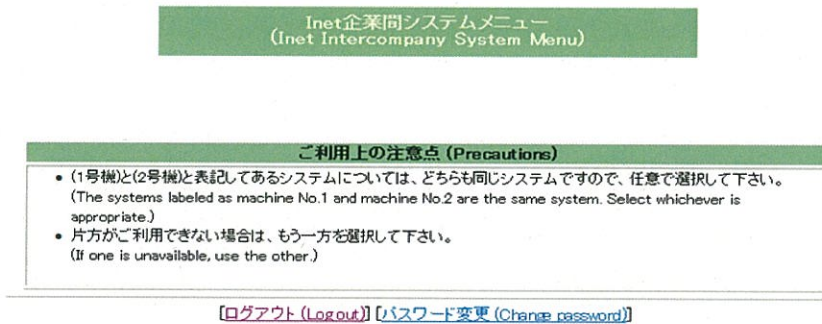
- (2) Your user ID will be displayed.
- (3) Enter your current password.
- (4) Enter a new password. (*Enter a password between 6 and 10 characters in length.)
- (5) Enter the same new password again for confirmation.
- (6) When you click [OK], the password will be changed.

パスワード変更画面

※パスワードは6文字以上10文字以下で入力して下さい。

(2)	ユーザー:	████████
(3)	現パスワード:	●●●●●●
(4)	新パスワード:	●●●●●●
(5)	新パスワード:	●●●●●●
	クリア	(6) OK

(7) When you password has been successfully changed, the following screen is displayed.



(8) If the password change is not successful, the following screen is displayed.

