



PROBIS Expert

FAQ'S TO THE PROBIS LICENSING MANAGER

Since June 2020, a PROBIS Licensing Manager has existed alongside PROBIS Expert.

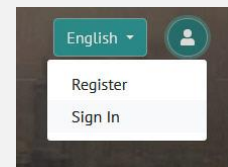
Your PROBIS Expert Package		
PROBIS Expert Access		PROBIS licenses manager
https://app.probis-expert.de/	Website	https://licensing.probis-expert.com/
PROBIS\first name.last name	Login	E-Mail-Address
First password sent/ your personally changed subsequent password	Password	Set up initial password via "Forgot password"
Access to Probis Expert and the projects	Sinn	Connect your license to your e-mail, view and manage your licenses, evaluate license cost reports if necessary.

For the initial login to the new license manager, you must create a separate password to link your PROBIS Expert account to the license once in the second step. You can do this using the following steps:

STEP 1

Accessing the login page: <https://licensing.probis-expert.com/>

In the login window click on the user icon and on "Login".



→ Then click on "Forgotten password" and enter your e-mail address.

→ Click on the received one time link (please note: if you open it more than once, it will no longer work) and copy the security code in the e-mail into the field provided ("confirmation password").

You can now set a new password for the license manager. The following password conditions apply:

- At least 8 characters
- At least 1 lower case letter
- At least 1 capital letter
- At least 1 number
- At least 1 special character (permitted special characters are: !, @, \$, %, ^, =)
- Example: Emproc1!

STEP 2

After successfully changing the password of the license manager, switch to your "normal" PROBIS Expert login.

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Anmelden bei **PROBIS Expert** mit Ihren bekannten Log-In-Daten:

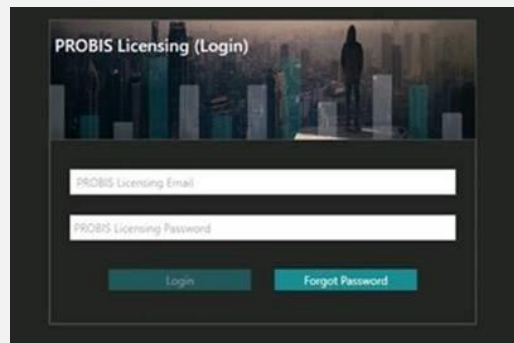
Website: <https://app.probis-expert.de/>

→Username: probis\vorname.nachname

→Password: Your **existing** PROBIS Expert Password

A window of the licensing manager opens in which you have to enter your e-mail address and your password of the license manager (from step 1) once.

After successful entry, the two systems (License Manager and PROBIS Expert) are permanently linked to each other. For future registrations with PROBIS Expert, you only need your data from step 2



QUESTIONS AND ANSWERS

1) Does creating a new password for the Licensing Manager automatically change my password for PROBIS Expert?

→ No. This is a separate registration. Your access to PROBIS Expert remains unaffected.

2) What is the PROBIS Licensing Manager for?

→ A software is always bundled and distributed with a licensing manager.

→ The licensing manager gives your company an overview and cost transparency (if agreed upon). It allows you to manage existing licenses quickly and clearly.

3) Why do I need to create a new password for the License Manager?

→ So that you can connect the PROBIS Licensing Manager to your PROBIS Expert access. To do this, you need a user name (e-mail) and a password. The user name (your e-mail) is already stored, but with the implementation of the system no passwords may be assigned, so you must set your own password.

POSSIBLE ERROR MESSAGES

- **Invalid confirmation token**
→ The one time link, which you have received by e-mail, has been opened several times. It has lost its validity. Please send a new link to your e-mail address.

- **Your desired password for the license manager does not work**
→ Please note the password requirements listed in step 1
→ Other special characters (e.g. _ + *) are not allowed.

- **Password reset e-mail cannot be sent**
→ The problem may be caused by your Internet browser. If possible, please do not use Internet Explorer to log in. If this is set as the default browser, please copy the link you received by e-mail to another browser by clicking the right mouse button. Since it is a so-called one time link, you cannot transfer it from one browser to another (via copy&paste).

CONTACT

If you have any problems or questions, please feel free to contact our support:

Via E-Mail: probis@emproc.de

Via phone: +49 30 610 822 777