



**Whirlpool Corporation EMEA**

# **EMEA Self Registration Portal (ESRP)**

**User Guide**

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# 1. Registration

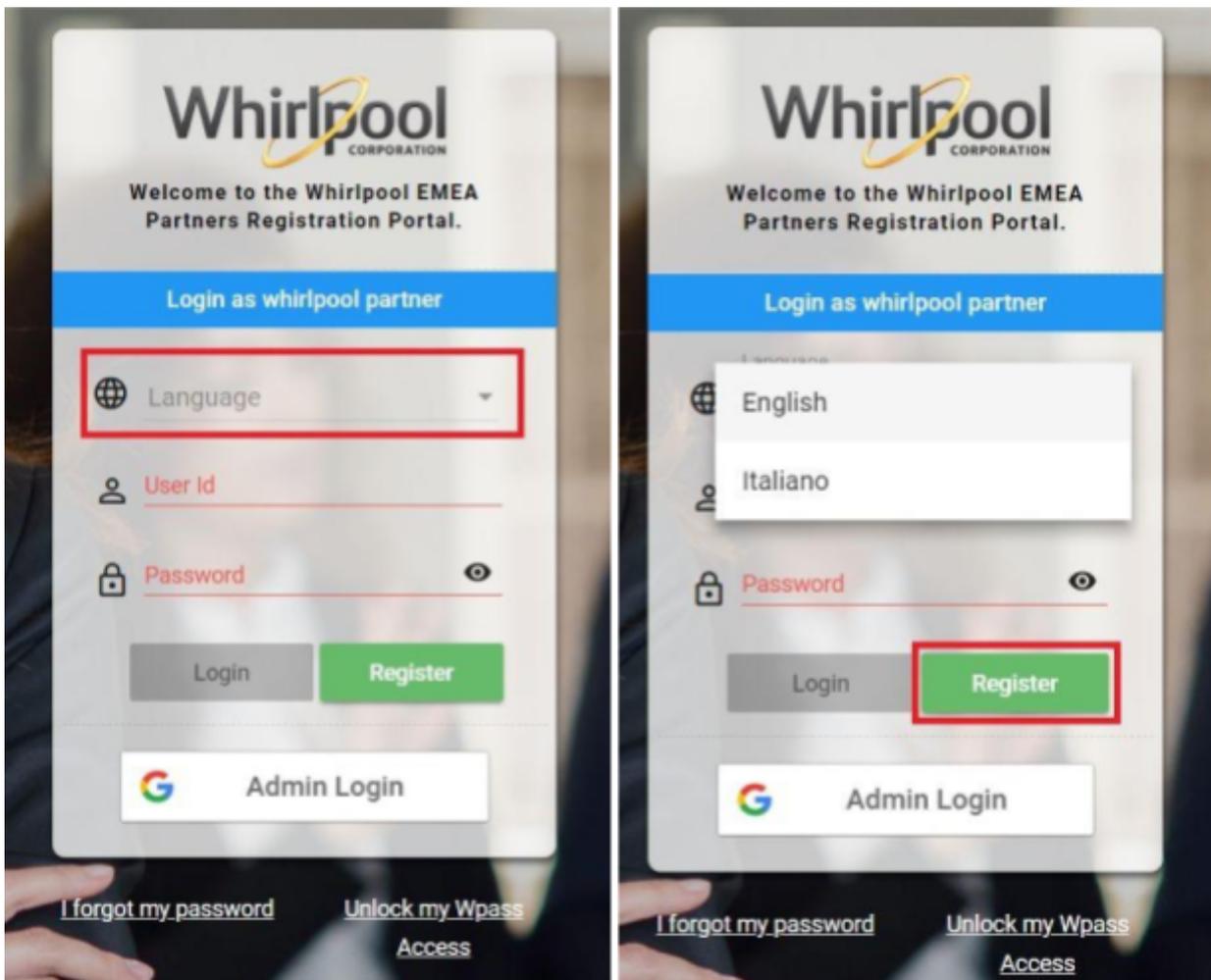
1.1 Open the following link

<https://whr-self-registration-prod.appspot.com/>

1.2 Open the Language box (pic.1), select the Language and click on Register (pic.2)

pic.1

pic.2



1.3 fill in all the following fields (pic.3)...

*the fields marked with "\*" are mandatory*

if you don't know the Customer Number you can let the box empty and your Manager will add it

...and click Confirm

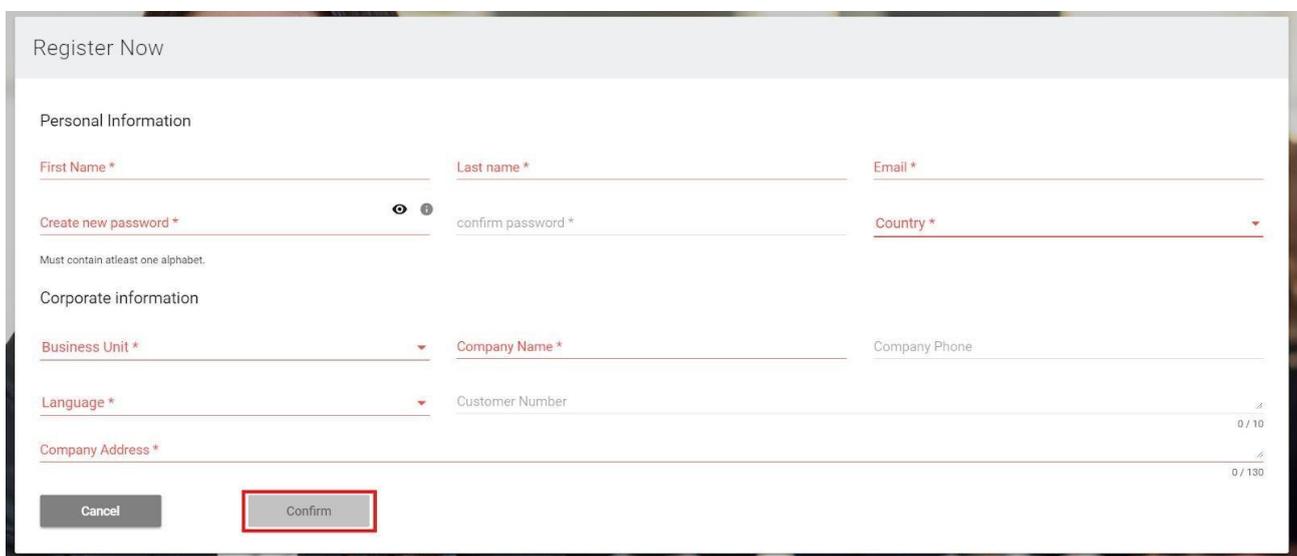
role for the password:

- The password must have only 8-11 characters.
- Must contain at least one upper case and one lower case alphabet (eg: A;a)
- Must contain at least one numeric character.

**IMPORTANT: Please write down the password you inserted, because you will need later on when you Login into the ESRP Portal**

**For whirlpool policy this password is known only to you and the reset of the password if necessary can be done only by yourself.**

pic.3



Register Now

Personal Information

First Name \* Last name \* Email \*

Create new password \* confirm password \* Country \*

Must contain atleast one alphabet.

Corporate information

Business Unit \* Company Name \* Company Phone

Language \* Customer Number 0 / 10

Company Address \* 0 / 130

Cancel Confirm

1.4 Once confirmed, you receive the following page, where "Registration successful" message is displayed (pic.4)

pic. 4

Informazioni personali

Nome * Mario	Cognome * Rossi	E-mail * mario@hotmail.it
Crea una nuova password * Indesit01	Conferma Password * .....	Nazione * Italia

Informazioni aziendali

Business Unit * Field Service (Nucleus-Servicenet...)	Nome della ditta * xxxservice	Telefono Aziendale
Seleziona Lingua * Italiano	Numero cliente	0 / 10
Inirizzo Aziendale * via A. Merloni 47		17 / 130



Dettaglio Applicazione

Nome Applicazione * Global Technician Service Tool	Nome Applicazione * Servicenet Portal
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1.5 Click on “Close” to close the page

Once you Closed the “Registration successful” page you will receive an email from Whirlpool Portal Admin for your email verification. This step should not take more than 5 min.

1.6 Please click on button “verify email” (pic.5)

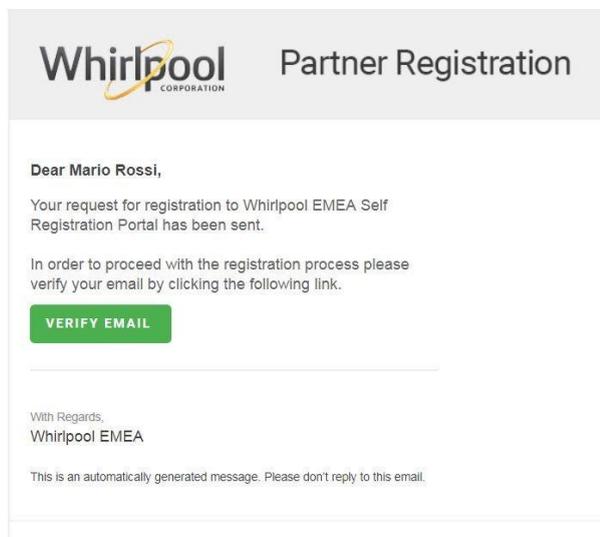
pic.5

ù

Email verification for Whirlpool EMEA Partner Registration Portal. Posta in arrivo x

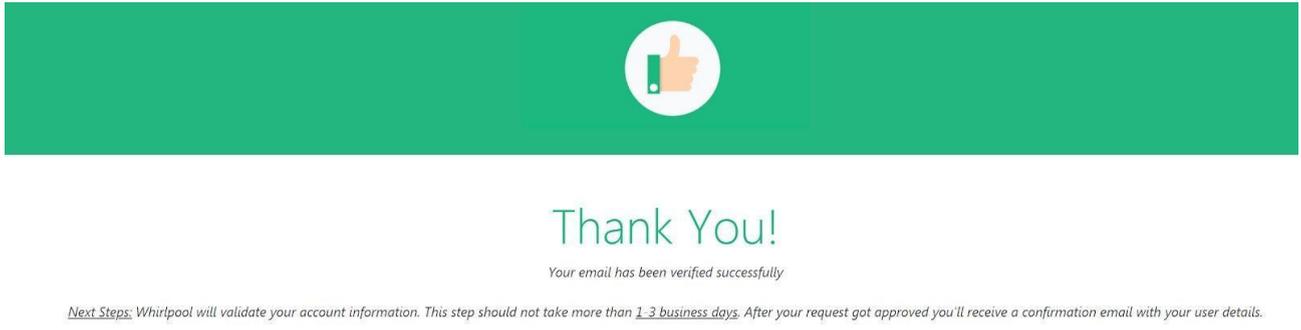
Whirlpool Portal Admin whir...@whr-self-registration-uat.appspotmail.com [tramite m3kw2wrgufz5godrsrytd7.apphosting.bounces.google.com](#)  
a me

inglese > italiano Traduci messaggio



1.7 Once confirmed, you receive the following page (pic.6)

pic.6



Now Whirlpool will validate your account information. This step should not take more than 1-3 business days.

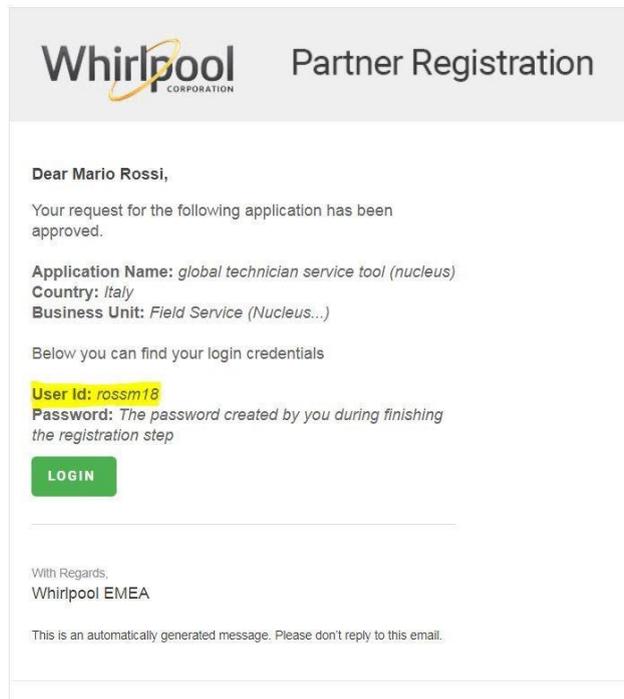
## 2. Login

2.1 After your request got approved you'll receive a confirmation email with your user details (pic.7)

IMPORTANT: if you don't receive the email from Whirlpool Portal Admin for your email verification, something went wrong with your registration request so please contact your Manager  
pic.7

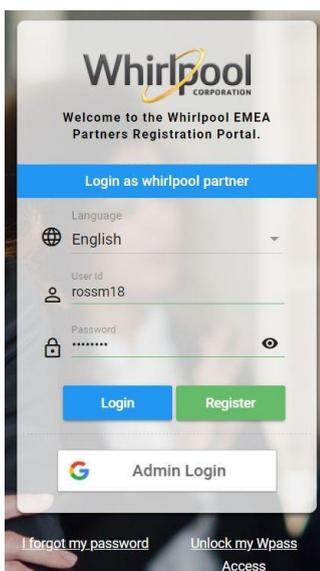
**Whirlpool Portal Admin** whir...@whir-self-registration-uat.appspotmail.com [tramite](#) m3kw2wvrgufz5godrsrytd7.apphosting.bounces.google.com  
a me ▾

🌐 Inglese ▾ > italiano ▾ Traduci messaggio



2.2 Click on “Login” button in your email, then enter your User id and your Password in the portal, as per the following page (pic.8)

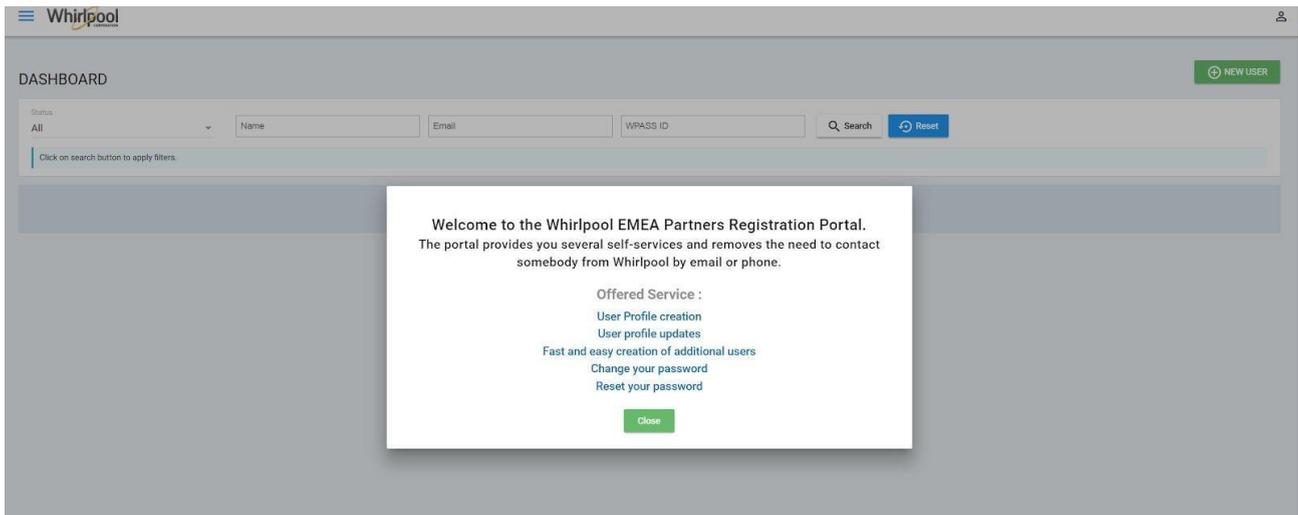
pic.8



2.3 press Login and you can enter in your EPRS

account Welcome message is displayed (pic.9)

pic.9



### 3. Profile

3.1 In the Menu you have (pic.10):

Profile

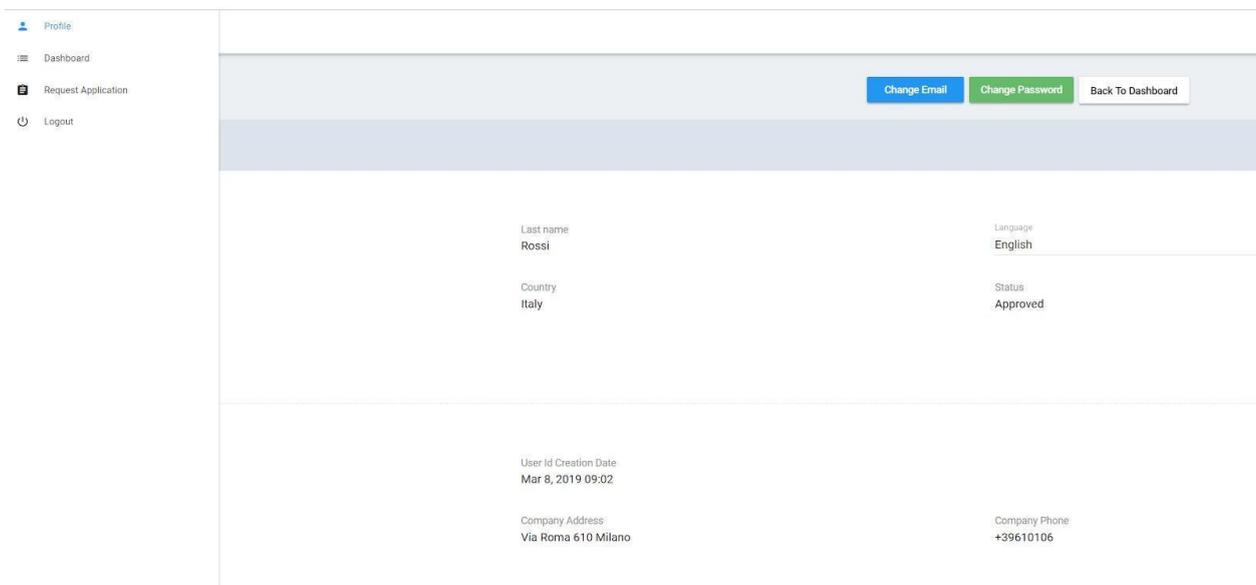
Dashboard

Request

Application

Logout

pic.10



## 4. Change Password/email

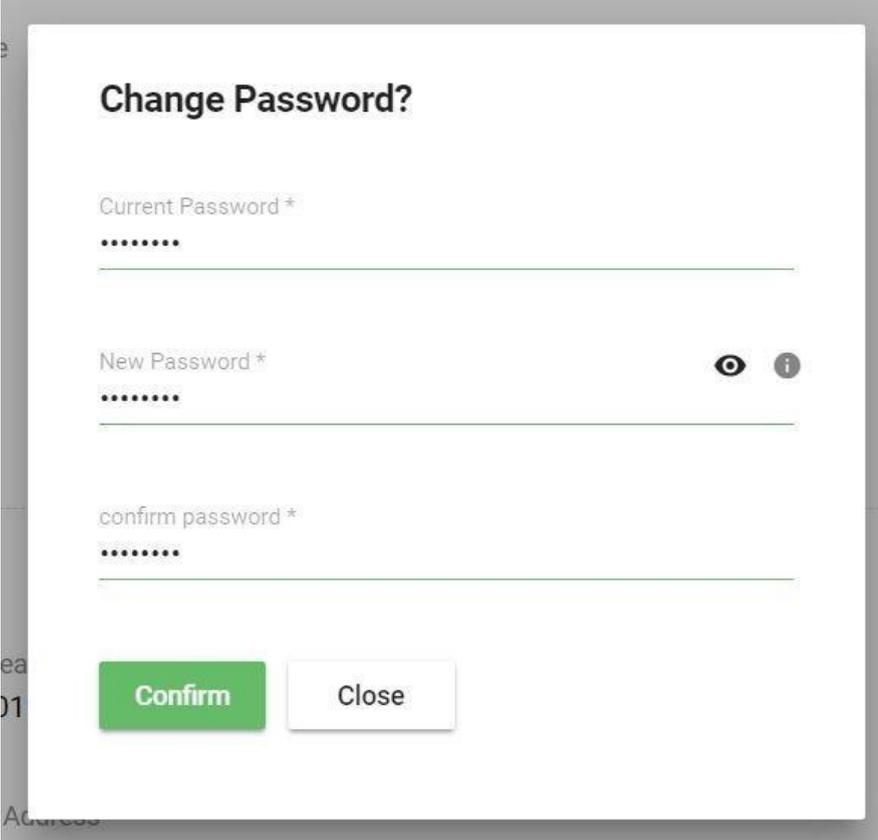
4.1 In the Menu - Profile you can change password and/or email

4.2 Change password

Click on “Change password” button and fill in the fields (pic.11) and click on “Confirm”

- Current password
- New password
- Confirm password

pic.11



The screenshot shows a modal dialog box titled "Change Password?". It contains three input fields, each with a red asterisk indicating it is required. The first field is labeled "Current Password \*", the second "New Password \*", and the third "confirm password \*". The "New Password \*" field includes an eye icon for toggling visibility and an information icon. At the bottom of the dialog, there are two buttons: a green "Confirm" button and a white "Close" button.

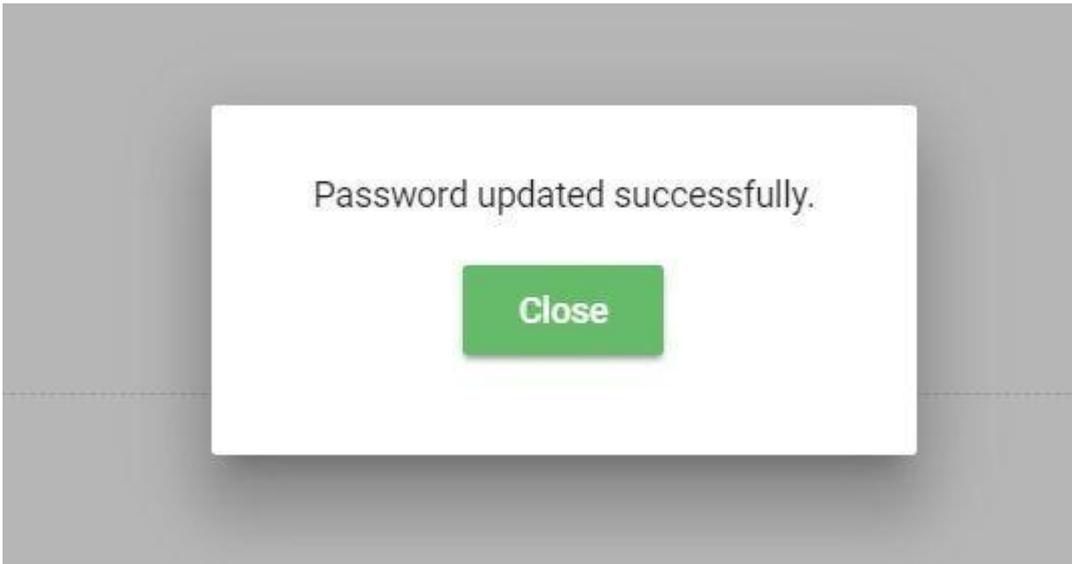
role for the password:

- The password must have only 8-11 characters.
- Must contain at least one upper case and one lower case alphabet (eg: A;a)
- Must contain at least one numeric character.

you can not use the same last ten user passwords

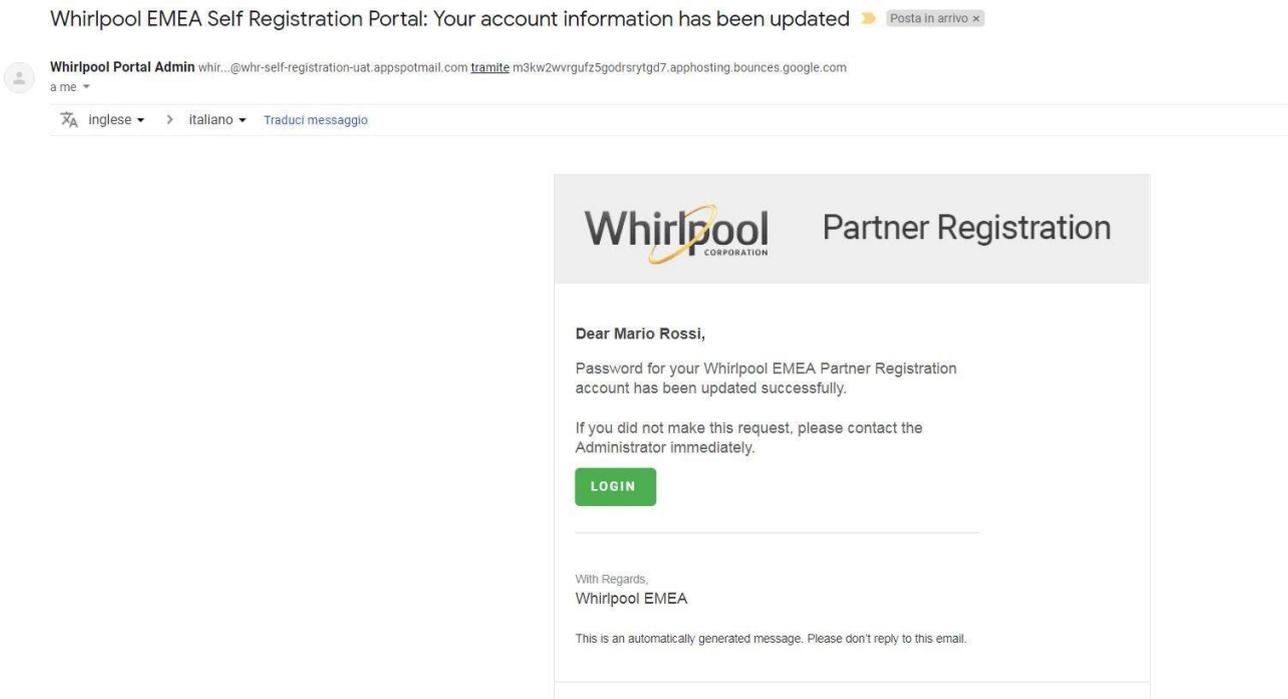
4.3 Once Confirmed, you receive the message "Password updated successfully" (pic.12)

pic.12



4.4 You will receive an email as confirmation of the change (pic.13)

pic.13

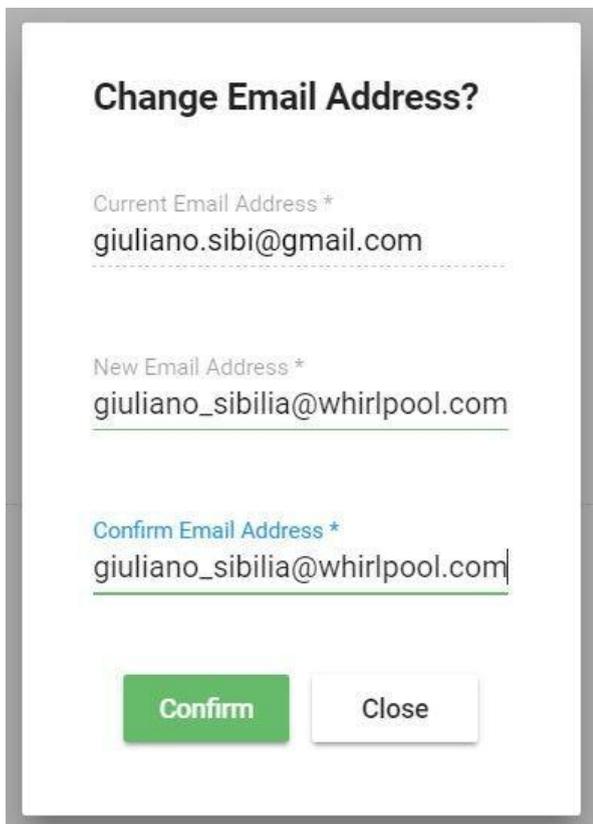


#### 4.5 Change email

Click on “Change email” button and fill in the fields (pic.14) and click on “Confirm”

- Current email address
- New email address
- Confirm email address

pic.14



**Change Email Address?**

Current Email Address \*  
giuliano.sibi@gmail.com

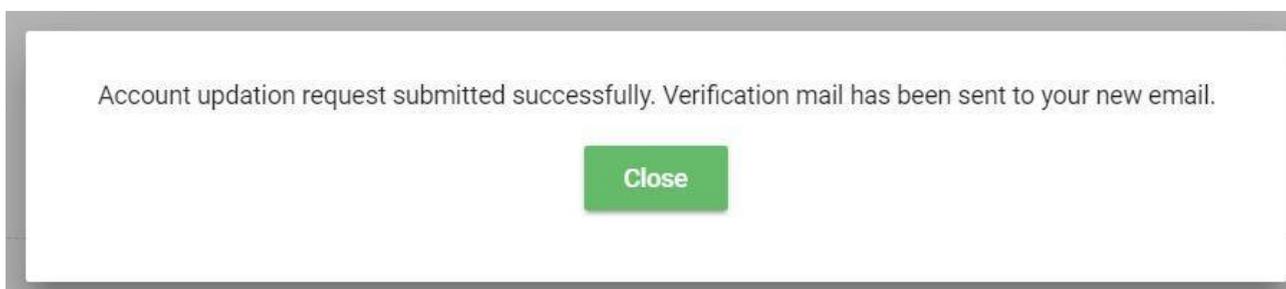
New Email Address \*  
giuliano\_sibilia@whirlpool.com

Confirm Email Address \*  
giuliano\_sibilia@whirlpool.com

**Confirm** **Close**

4.6 Once Confirmed, you receive the message “Account updation request submitted successfully. Verification mail has been sent to your new email.” (pic.15)

pic.15



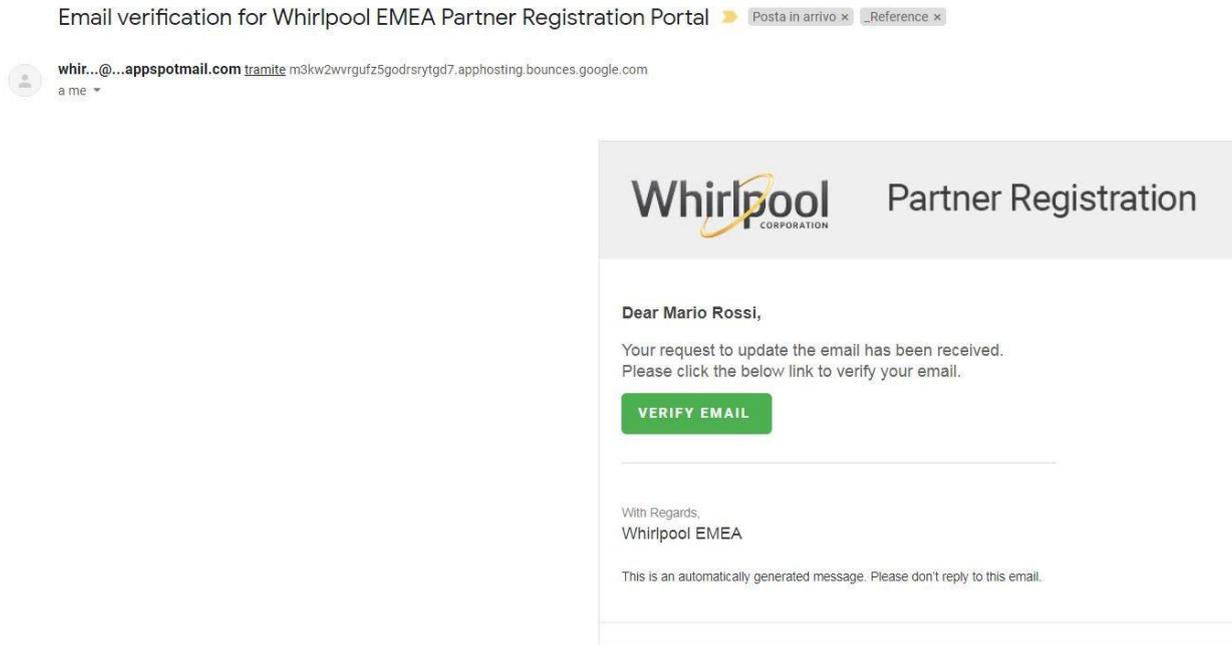
Account updation request submitted successfully. Verification mail has been sent to your new email.

**Close**

4.7 Once you Closed it, you will receive an email from Whirlpool Portal Admin for your email verification.

This step should not take more than 5 min. (pic.16)

pic.16

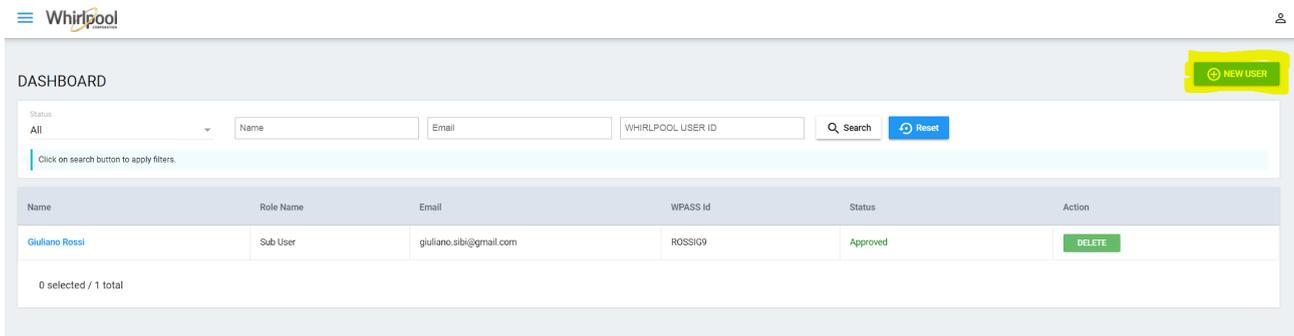


4.8 Please repeat 1.6 and 1.7 step

## 5. Sub-user creation

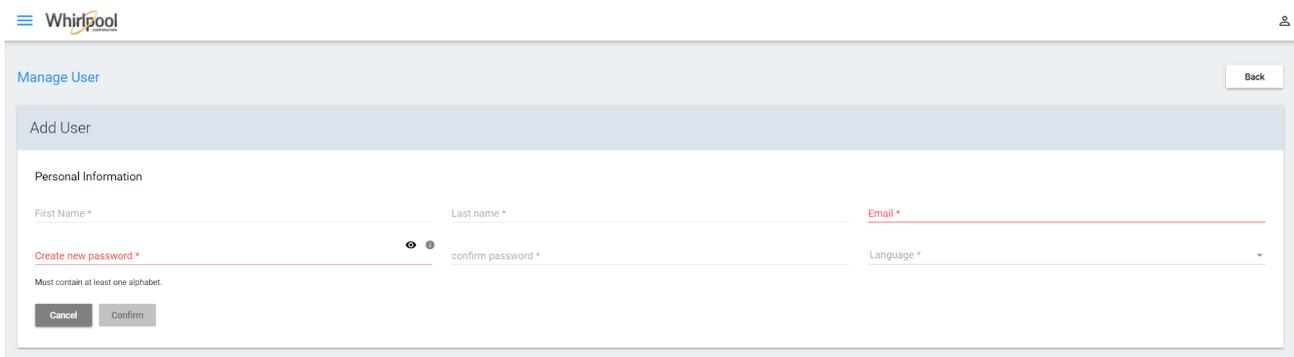
5.1 In the Menu - Dashboard you can create new sub-user by clicking on “NEW USER” (pic.17)

pic.17



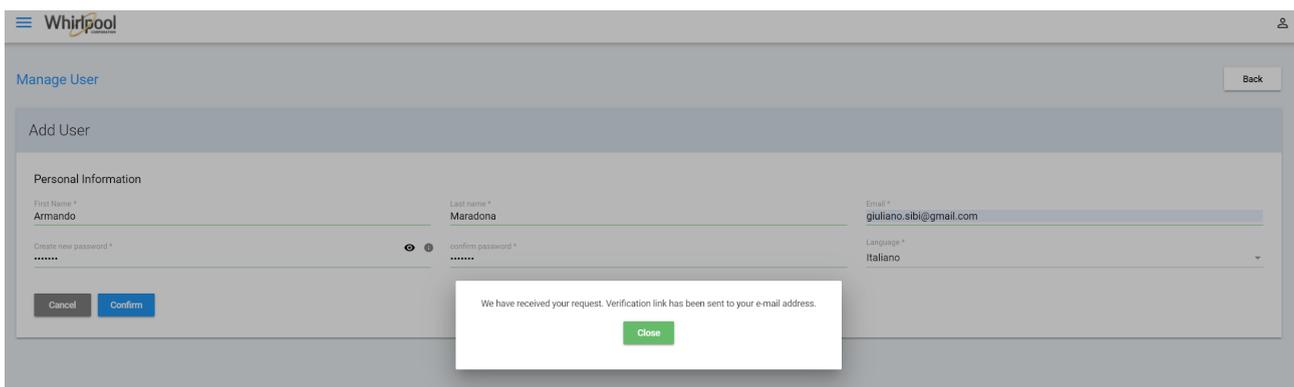
5.2 Fill in the info requested and click “Confirm” button (pic.18)

pic.18



5.3 if all the data are correct you receive message that “Verification link has been sent to your e-mail address” (pic.19)

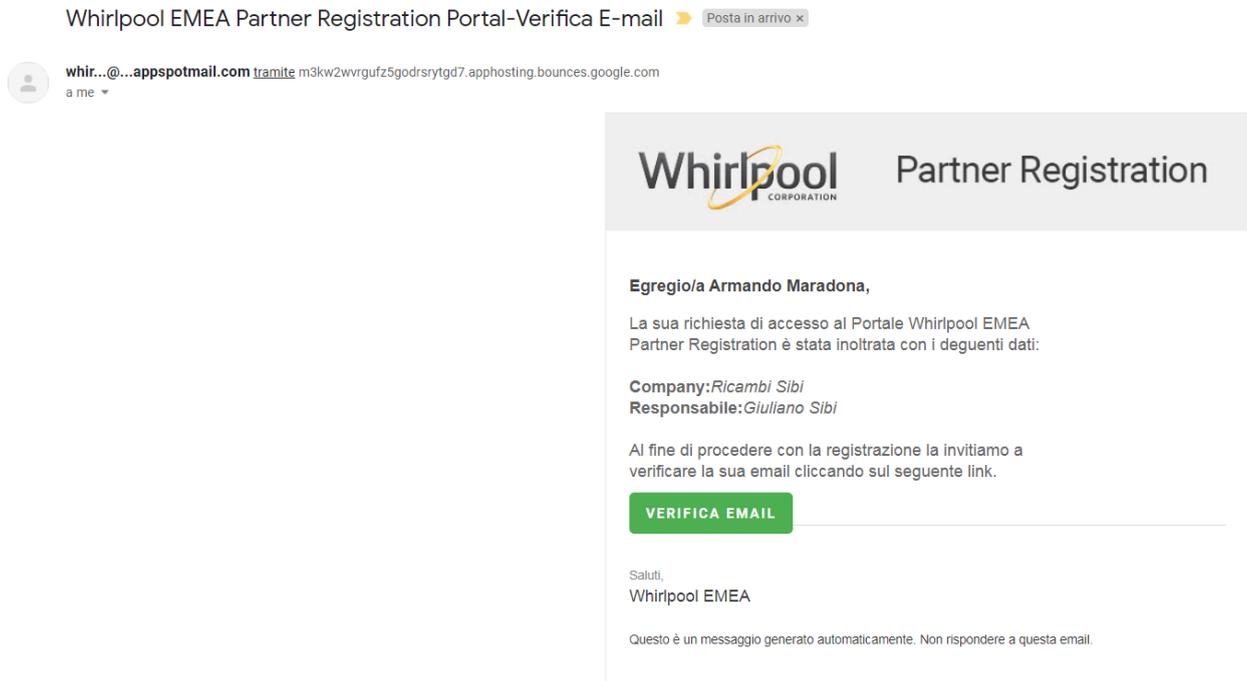
pic.19



Once you Closed the “Registration successful” page your technician will receive an email from Whirlpool Portal Admin for email verification. This step should not take more than 5 min.

5.4 Technician needs to click on button “verify email” to confirm the email (pic.20)

pic.20



5.5 In your Dashboard will appear the new user with status “Email Verification Pending” (pic.21)

pic.21



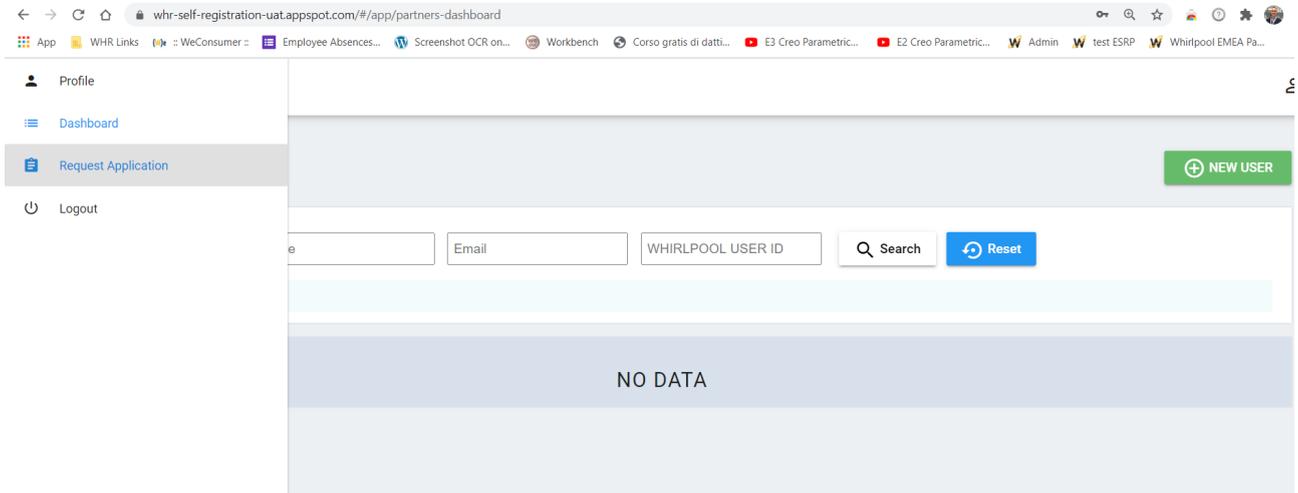
Now Whirlpool will validate this new account information. This step should not take more than 1-3 business days.

## 6. Add new application to the dashboard

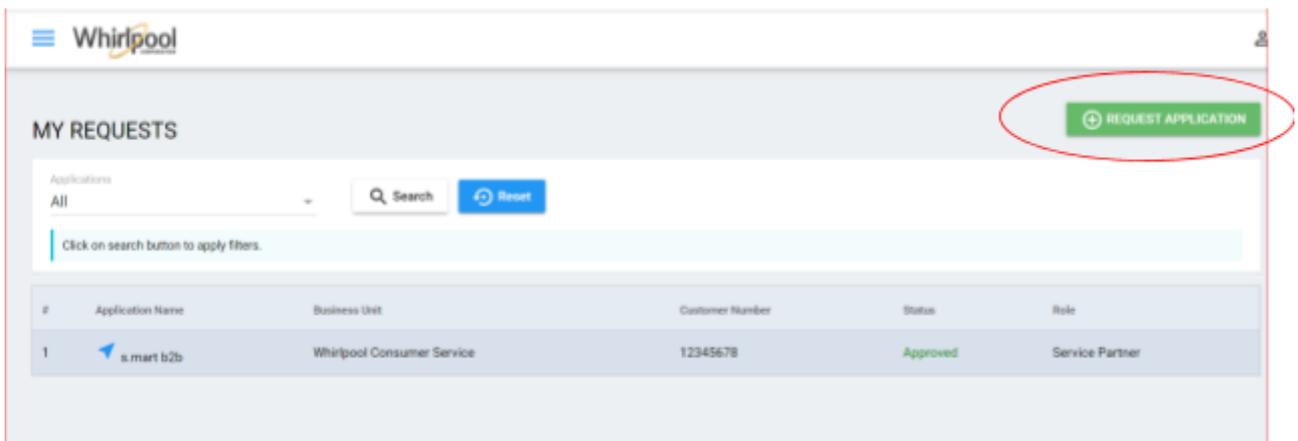
6.1 After the external Service Partner/Trade Partners USER did the login is necessary open the Menu



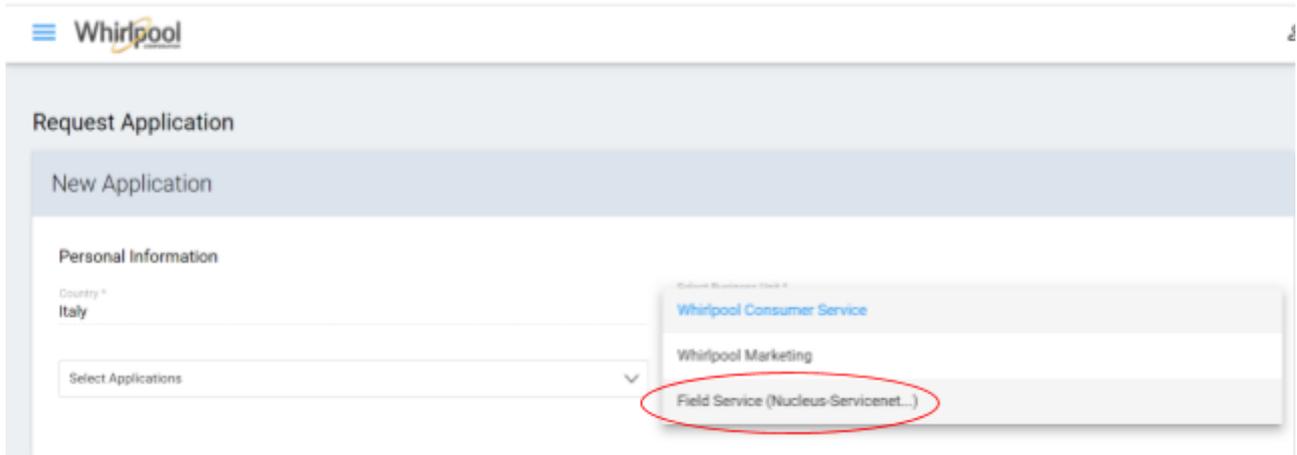
and select request Application



click on the green button Request Application



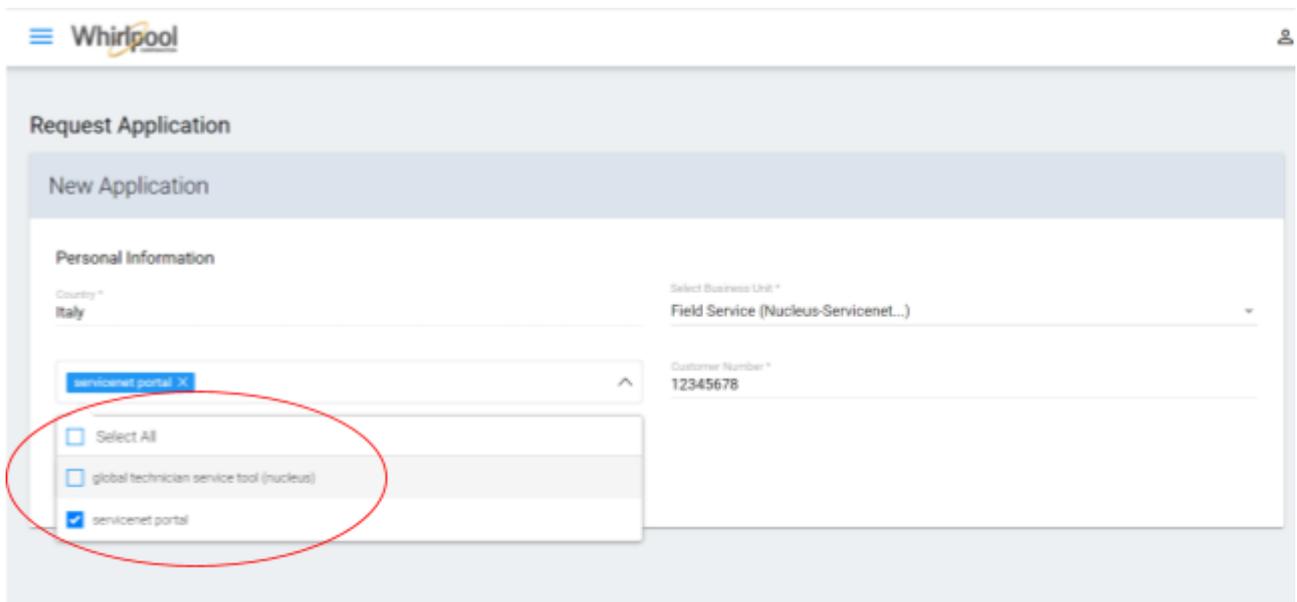
select Field Service (Nucleus-Servicenet...) in the field Business Unit



The screenshot shows the Whirlpool 'Request Application' page. Under the 'New Application' section, there is a 'Personal Information' form. The 'Country' field is set to 'Italy'. Below it is a 'Select Applications' dropdown menu. A secondary dropdown menu is open, showing three options: 'Whirlpool Consumer Service', 'Whirlpool Marketing', and 'Field Service (Nucleus-Servicenet...)'. The 'Field Service (Nucleus-Servicenet...)' option is circled in red.

select the required application in the list.

(You can select all or only one specific application)



The screenshot shows the same Whirlpool 'Request Application' page. The 'Select Business Unit' dropdown is now set to 'Field Service (Nucleus-Servicenet...)'. The 'Customer Number' field contains '12345678'. Below the 'Select Applications' dropdown, a list of applications is displayed with checkboxes: 'Select All', 'global technician service tool (nucleus)', and 'servicenet portal'. The 'servicenet portal' checkbox is checked and circled in red.

after you selected the required application you can close the menu by clicking in the arrow highlighted in the red circle

Whirlpool

### Request Application

#### New Application

**Personal Information**

Country \*  
Italy

Select Business Unit \*  
Field Service (Nucleus-Servicenet...)

Customer Number \*  
12345678

servicenet portal X

- Select All
- global technician service tool (nucleus)
- servicenet portal

customer number is not mandatory for Servicenet and Nucleus application

Whirlpool

### Request Application

#### New Application

**Personal Information**

Country \*  
Italy

Select Business Unit \*  
Field Service (Nucleus-Servicenet...)

Customer Number \*  
12345678

servicenet portal X

Cancel Confirm

click Confirm button to add the new selected application

The screenshot shows the Whirlpool 'Request Application' interface. At the top left is the Whirlpool logo. The main heading is 'Request Application'. Below it is a 'New Application' section. Under 'Personal Information', there are two dropdown menus: 'Country' (set to 'Italy') and 'Select Business Unit' (set to 'Field Service (Nucleus-Servicenet...)'). Below these is a text field containing 'servicenet portal X'. To the right, the 'Customer Number' is '12345678'. At the bottom left of the form are two buttons: 'Cancel' and 'Confirm'. The 'Confirm' button is circled in red.

click Close button

This screenshot shows the same Whirlpool 'Request Application' interface as the previous one, but with a success message overlay. The message box is white with a green border and contains the text 'Application added Successfully' and a green 'Close' button. The 'Close' button is circled in red. The background form is dimmed.

the new application has been added and is in Pending status.

The screenshot shows a web browser window with the Whirlpool logo and a 'MY REQUESTS' section. A search bar is present with a dropdown menu set to 'All', a 'Search' button, and a 'Reset' button. Below the search bar, there is a message: 'Click on search button to apply filters.' The main content is a table with the following data:

#	Application Name	Business Unit	Customer Number	Status	Role
1	s.mart b2b	Whirlpool Consumer Service	12345678	Approved	Service Partner
2	servicenet portal	Field Service (Nucleus-Servicenet...)	12345678	Pending	

ESRP BU Business Unit manager (ESRP market manager) will receive an email from Whirlpool Portal Admin where it needs to confirm the request by clicking on View Request; if it doesn't have the email in the inbox it needs to check in the Spam emails

Whirlpool Portal Admin <esrp\_noreply@whirlpool.com>  
to me



## Partner Registration

Dear Massimo Pandolfi,

A new Business Unit access request has been received with the following details:

**Partner Name:** Test For Spcm Pandolfi

**Whirlpool User Id:** pandof

**Customer No.:** 12345678

**Country:** Italy

**Business Unit:** Field Service (Nucleus-Servicenet...)

**Company:** Test For Esrp

**Company Phone:** 0732662598

**Address:** Adress Of The Company, 60044, Fabriano, Ancona (it)

Please take the necessary actions by visiting the following link.

[VIEW REQUEST](#)

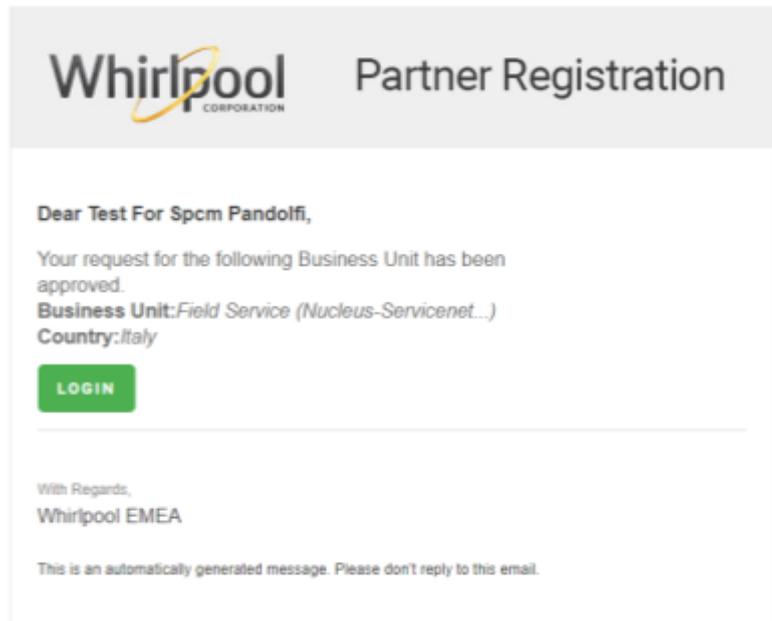
BU Manager should click on "VIEW REQUEST" to Authorize the system to proceed

With Regards,  
Whirlpool EMEA

This is an automatically generated message. Please don't reply to this email.

After the BU manager approved your request, you will be notified by email, from Whirlpool Portal Admin where if you doesn't have the email in the inbox please check in the Spam emails

**Whirlpool Portal Admin** <esrp\_noreply@whirlpool.com>  
to me ▾



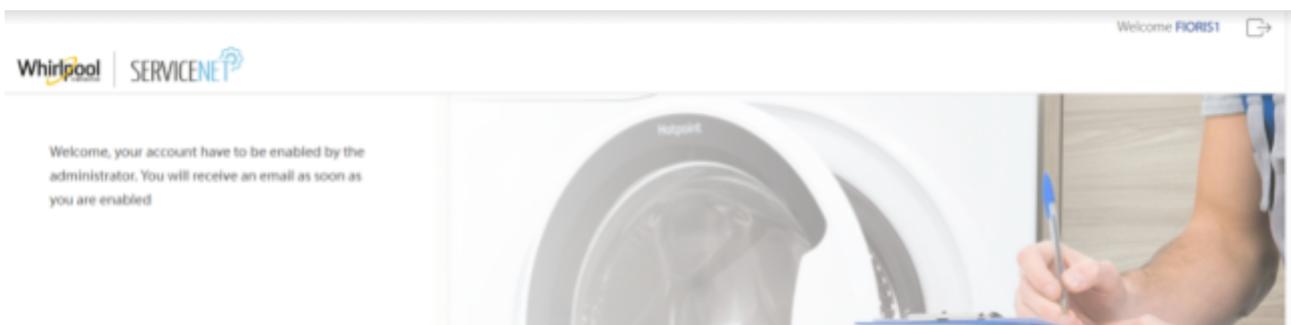
after you logged in, you will see that your request moved from Pending to Approved status.

The ESRP Application Manager will receive an email for the final approval activity and it needs to confirm the request.

After the final ESRP approval activity, the user receives an email and has to login the first time into Servicenet Portal with the ESRP Whirlpool credentials.

After the Login the application shows a message that informs that AdminTool administrator has to set the right roles

<https://servicenet.whirlpool.com/login.jsp>



The Servicenet Portal Administrator receives an email from the system informing about the new user to activate

The Servicenet Portal Administrator assigns the roles and activates the user.

The Servicenet user receives an email that the Servicenet Portal Administrator allowed it to access to Servicenet. The user can Login properly only the day after they received the email.