# "如何"



# 对于西卡新西兰保修门户

## <u>介绍</u>

该门户网站旨在让西卡客户获得仅涉及**少于50平方米**的已安装西卡BlackSeal Elastic, Sika BlackSeal Plus, Sika Agua Blok SBR或WPU或Sikalastic-220 W的工作保修。 它不**适**用于任何其他产品。

如果您需要超过50平方米的保修,您需要使用西卡保修申请表(<u>在此处</u>下载)申请。如果您在任何时候需要帮助,请参阅门户中的"需要帮助"部分。如果您仍然遇到困难,请拨打 0800 745 269 并要求分机 436 的 Lisa。

# 1 <u>注册</u>

- 1.1 **您必**须使用此**注册**链接注册**才能**访问西卡新西兰保修门户 : <u>https://sika-</u> global.my.site.com/ciam/s/ciamSelfRegistration?language=en\_US&accessSysCode=WARRANTY\_ <u>SERVICE</u>
- 1.2 填写在线表格,勾选隐私声明和reCAPTCHA,单击"提交"按钮

图1:西卡新西兰保修门户注册屏幕

### **2** <u>访问</u>

Г

 2.1 提交后,您的注册证书将接受内部西卡茶的检查。他们将决定批准或撤销访问请求。无论哪种 方式,您都将在 24 小时内得到答复。(这是您唯一的等待 - 一次唯一的检查。访问获得批准后,您可以立即创建和接收保修。)

Language	Sign In Sign Up
English (United Stat 🔻	Your request is under consideration. Once it's approved you will receive an email for setting your password and login.
	<b>廖ŋ.确</b> 计消自 <b>口</b> 担 <b>去汁皿/三自</b>

2.2 访问获得批准后, 您将收到一封电子邮件通知, 要求您重置 密码。

Welcome to MySika Login! Your new System Access! Inbox ×				
MySika Login <mysika.support@int.sika.com> to +nz8 ▼</mysika.support@int.sika.com>				
Dear NZ8 Test,				
You have been granted access to the Sika Customer Portal. Please use the link below to set your password.				
Please, navigate to the portal login page after you set your password.				
Your access details: Username @gmail.com Portal: NZ Warranty Service				
Login: Link				
Kind Regards				
Your Sika Team				

图3:批准电子邮件-授予对门户的访问权限

2.3 单击"设置密码"链接。 **您**将看到一个新屏幕,要求**您**输入新密码。按照提示操作,然后单击"更 改密码"按钮

	BUILDING TRUST	
1	Enter a new password for rmagdaong.s+nz8@gmail.com. Make sure to include at least: <ul> <li>10 characters</li> <li>1 letter</li> <li>1 letter</li> <li>1 special character ()</li> </ul> <li>* New Password <ul> <li>Good</li> </ul></li>	
3	* Confirm New Password Match Change Password Password was last changed on 2/17/2023, 2:12 AM.	

图 4: 重置密码屏幕

#### 3 <u>登</u>录

- 3.1 使用新密码登录。 登录链接: <u>https://sika-apac.force.com/WarrantyService/</u>
- **3.2** 请记住,如果您忘记了密码,可以使用"忘记密码?"链接再次重置密码。

	To access this page, you have to log in to CIAM. Username		
•	Password	D	
	Log In		
	Forgot Your Password? 2		

图 5:门户登录屏幕

- 4 <u>导航</u>
- 4.1 网站有三个部分
  - 创建保修(创建新保修)
  - 已签发的保修(查看/访问您已经创建的保修)
  - 需要帮助吗? (请参阅常见问题、联系我们链接和电话号码)

<u>Jika</u>	Sika New Zea	aland			nmagdaong.s+nz5
Home	Create Warranty	Issued Warranties	Need Help?		
WELCOME Thank you fo Warranty fo 220 W. Please use th • Create • Issued • Need H	or registering to use t r jobs involving less t he links below to: • <b>Warranty:</b> to genera <b>Warranties:</b> where y <b>Help:</b> contact informa	the Sika New Zealand N han 50m² of installed S ate a Sika Warranty for you can see all warranti ation if you require som	Varranty Portal. Within this po ika BlackSeal Elastic, Sika Black your project es you have previously generat ne assistance	rtal you can quickly and easily gene cSeal Plus, Sika Aqua Blok SBR or W ed	rate a Sika /PU or Sikalastic-
	Creat	e Warranty	Issued Warranties	contact us	
			图6:门户主屏幕		

#### 5 创建保修

- 5.1 单击"创建保修"磁贴或导航链接。
- **5.2** 填写在线表格。请注意,**您**的注册信息将预先填写在**涂**抹器部分。所有带有红色星号\*的部分都必须填写。(它与目前使用的西**卡**保修申请表非常相似。

lika	Sika New Ze	aland	
me .	Create Warranty	Issued Warranties Need Help?	
		Create Warranty Warranty Details Applicator *Applicator First Name NZ5 *Applicator Let Name Test *Name of Applicator Company. NZ Corp Test *Applicator Issail	Project *Project Name *Chent Name Who the warranty is made out to! *Chent Name Address *Project Street Address *Project City
		rmagdaongs+ht25@gmail.com *Applicator Phone	*Project Zu Code
		*Sika Applicator Licence Humber	*Project Installation Completion Date
		Choose one.	*Anta of product mutalied (m2)
		Sika Products Used: *Main Product Used (mart Sickhelect one) Sika BlackSeal Elects Sika Signa Agua Block WPU Sika Agua Block SBR *Axellary Products Used (Sick way that were used) Sika Agua Block SBR *Axellary Products Used (Sick way that were used) Sika Primer-11 W+ Sika Primer-21 W ECO Prime WB ECO Prime WB Sika Finmer-21 W Sika Sika Sika Sika Sika Sika Sika Sika	
		Sika BlackSeal Protection Sheet (or equivalent free-draining protection	ction sheet)
		Upicad Receipt(s)	
		Upload Receipt(s)  Upload Files  Or drop files  While uploading your proof of purchase is preferred, it is optional at this p However you must provide receipts Involces in the event of a claim.	iolinit.

- 5.3 **西卡使用产品** 部分 选择一个"主要"产品,以及项目中使用的任何"辅助"产品
- **5.4 上传收据**部分 如果**您**购买西**卡**产品的收据很方便,请上传。 但是,虽然**您**不需要上传它们,但 如果有索赔,则需要提供它们,以使保修有效。
- 5.5 **单击"创建"**,您的保修文档已创建-它将通过电子邮件发送给您。

#### 6 <u>保修已签发</u>

6.1 您将收到一封电子邮件,其中包含新保修文档的PDF附件,示例如下(图8)

Q	Search mail	3 <u>4</u>
÷		
	Sika Warranty Document(s) - WR-000000003 Inbox ×	
	Sika APAC Salesforce <noreply.salesforce@sg.sika.com> to rmagdaong.s+nz5@gmail.com</noreply.salesforce@sg.sika.com>	
	Dear NZ5 Test (EXT),	
	Thank you for applying for a Sika Warranty.	
	Please see attached your Sika warranty document(s) as requested.	
	<ul> <li>Important things to note</li> <li>In the event of a claim against any issued Sika NZ Warranty, proof of purchase must be</li> <li>This Sika Warranty is only valid for Sika products purchased in New Zealand.</li> </ul>	provided for the Sika Warranty to be valid.
	Kind regards Your Sika NZ Team	
	One attachment • Scanned by Gmail ()	

图8:"已发出保修"电子邮件的示例

 6.2 您还可以随时访问您在门户网站中创建的所有保修。只需登录到门户,单击"已颁发保修"磁贴并 搜索所需的保修。 您可以按客户名称、项目日期或位置等进行排序。 如果您想查看或下载/打印 保修,请单击"生成文档"列。

	Sika New Zealand					🙎 ) rmagdaoi					
	Home	Create Warra	nty Issued Warran	ties Need H	elp?						
All Warranties 💌 🔊 1 item • Sorted by Warranty Request Number • Filtered by All warranty requests											
		Warranty Re 🕇 🗸	Generate Warranty D 🗸	App 🗸 App 🗸	Client Name 🗸 🗸	Project Name 🗸 🗸	Project I 🗸	Products Installed? $\checkmark$	State/Region 🗸	Warranty Reques 🗸	
	1	WR-000000003	GENERATE DOCUMENT	NZ5 Test	Sika Aqua Blok WPU	Sika Aqua Blok WPU	14/02/2023	Sika Aqua Blok WPU	Central North Island - CNI	16/02/2023 6:21 pm	

图9:门户中的"已签发保修"屏幕

#### 7 需要帮助吗?部分

7.1 如果**您**在任何时候需要**帮**助,请点击"需要**帮**助? 磁贴或顶部导航。 在这里,**您**将看到一些常见问题解答,这些常见问题解答可能会回答**您**的问题,或者有一个链接可以与我们联系。

Sil	Sika New Zealand
Home	Create Warranty Issued Warranties Need Help?
NEED	HELP?
While Please	we've endeavored to make getting a Sika warranty for small jobs easier for you, there will be times when you might need a little help. e have a look at our frequently asked questions, and if you still need some assistance, please use the contact form below or give us a call on 0800 745 269 and ask for Lisa.
FAQs Q: A:	What if I lose my copy of the warranty? You have access to all the documents you've generated via your log-in. You can view past warranty documents you've created, and download copies at any time, 24/7.
Q: A:	What if my project is larger than 50m <sup>2</sup> ? If you have a project involving >50m <sup>2</sup> of installed Sika BlackSeal Elastic, Sika BlackSeal Plus, Sika Aqua Blok SBR or WPU or Sikalastic-220 W, you can still get a warranty. However, you will need to apply for it using the <u>Sika Warranty Request form</u> . This is also the case for any other Sika products that you would like to request a warranty for.
Q: A:	Do I need to upload my proof of purchase? While you don't need to upload your proof of purchase when generating the warranty document, it will be required if you (or your client) need to make a claim.
<b>Still st</b> If you	t <mark>uck or not sure? Contact us!</mark> 'd still like some help, please feel free to <u>contact us</u> with your warranty questions.

