



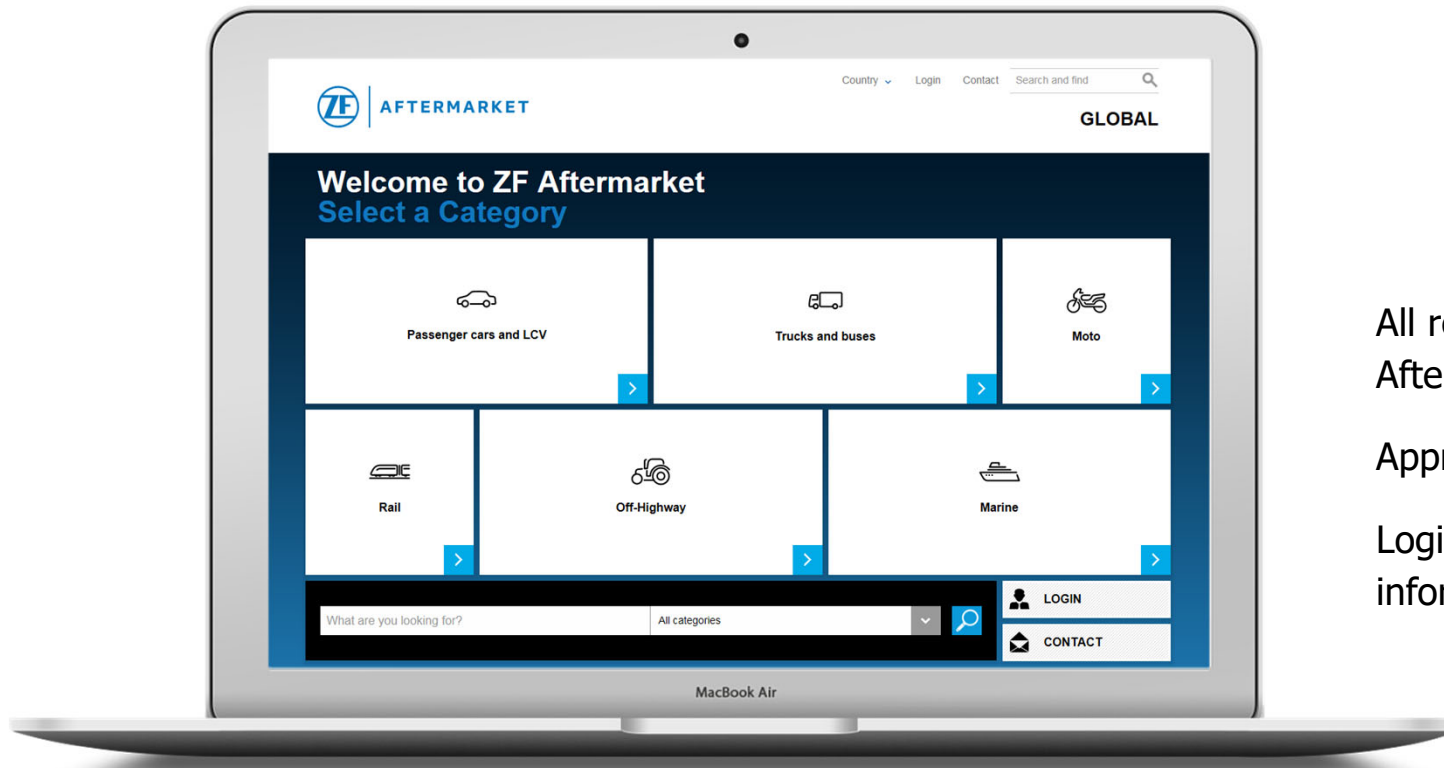
# The ZF Aftermarket Portal – Easy Registration Guide for Online Services

Identity Management Training | Digital Marketing | Division B



# One portal for ZF Aftermarket

## All the information on [aftermarket.zf.com](https://aftermarket.zf.com)



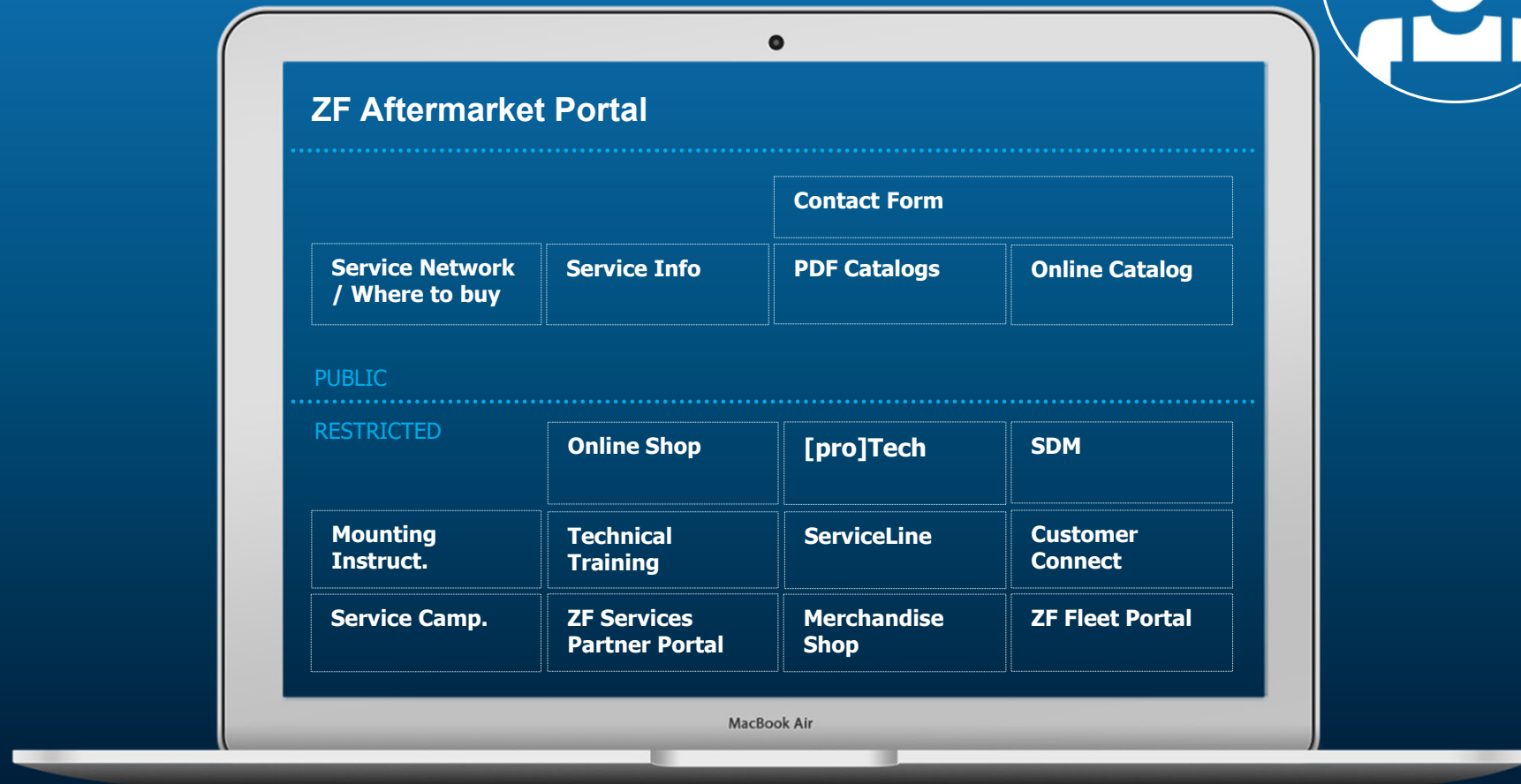
All relevant information on ZF  
Aftermarket services within one portal

Approach via vehicle type or user group

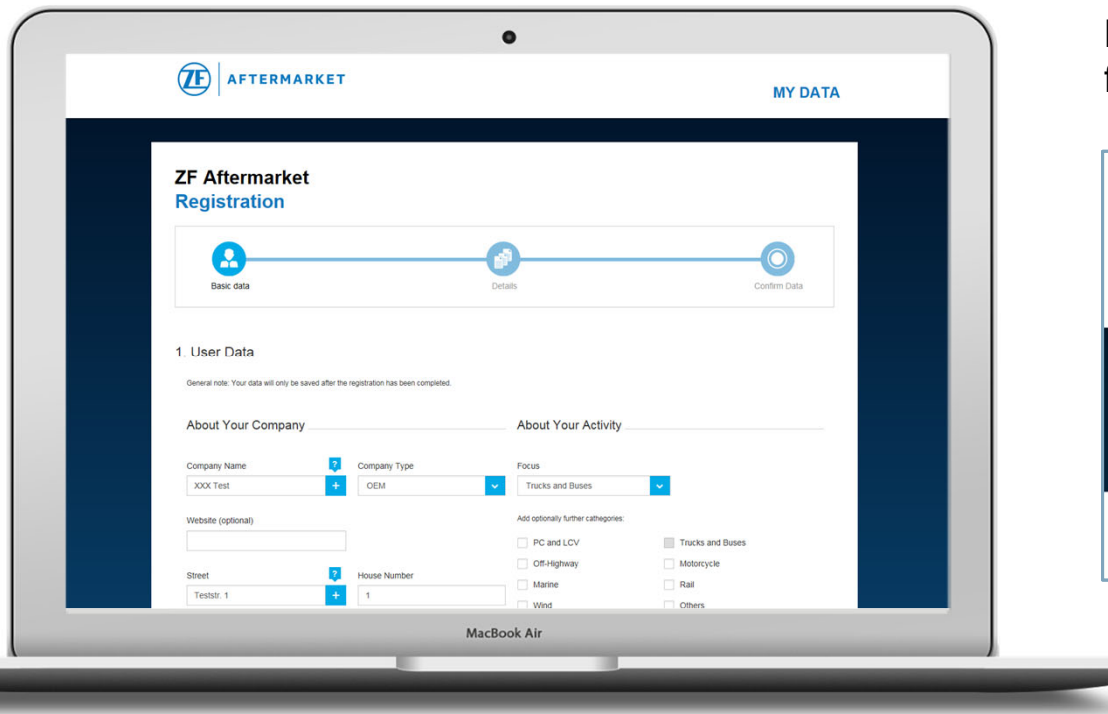
Login area with access to all restricted  
information according to a user's rights



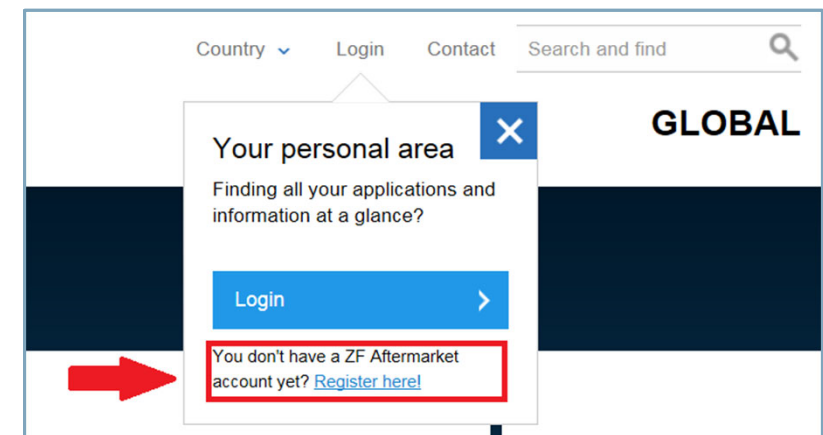
# Goal: All services our customer need at one spot!



# Quick and tailored – Easy registration for online services



Register for relevant online services in a few easy steps



# Registration

## Step 1

ENTER BASIC DATA



### ZF Aftermarket Registration



#### 1. User Data

General note: Your data will only be saved after the registration has been completed.

About Your Company  About Your Activity

Company Name  Company Type  Focus

Website (optional)

Street  House Number

City  Post Code

Country  Region (optional)

About Your Person

Salutation

Mr.  Mrs.

First Name  Last Name

Contact E-mail Address  Repeat E-mail Address

Phone Number  Mobile Phone (optional)

Next >

2. Online Services

3. Completion

# Registration

## Step 2

ENTER BASIC DATA



CHOOSE RELEVANT APPLICATION



### ZF Aftermarket Registration



Basic data



Details



Confirm Data

#### 1. User Data

Edit >

#### 2. Online Services

We have compiled these online services for you. Choose from the following options:

- SCM**  
Looking for technical product information for ZF transmissions? You can find it online in our spare parts catalogue, SCM.
- ServiceLine**  
Detailed information on installation and repairs for our products as well as provision of software upgrades for service partners.

Note: The ZF application / online service you are looking for is not included in the list?

Comment (optional)

< Previous

Next >

#### 3. Completion

# Registration

## Step 3

ENTER BASIC DATA



CHOOSE RELEVANT APPLICATION



ENTER SPECIFIC DATA



### ZF Aftermarket Registration



#### 1. User Data

Edit >

#### 2. Online Services

Edit >

#### More Data on Your Selection

Please take another moment to complete the needed information

#### Workshop Details

Total Employees	Workshop Employees	Vehicle Lift
<input type="text" value="307"/>	<input type="text" value="220"/>	<input type="text" value="9"/>

#### Full Service Concept \*

No Fullservice Concept

▼

#### Details Concept \*

No Detail Concept

# Registration

## Step 4

ENTER BASIC DATA



CHOOSE RELEVANT APPLICATION



ENTER SPECIFIC DATA



CHECK DATA



### ZF Aftermarket Registration



Basic data



Details



Confirm Data

#### 1. User Data

[Edit](#)

#### 2. Online Services

[Edit](#)

#### 3. Completion

Please check every given information again.

##### Personal Data

Salutation	Mrs.	Company Name	XXX Test
First Name	Test	Street	Teststr. 1
Last Name	XXX Test	Post Code	12345
Contact E-mail Address		City	Test City
Phone Number	+33 1234567		
Mobile Phone (optional)			






Your Choice of Services

[Change Data](#)

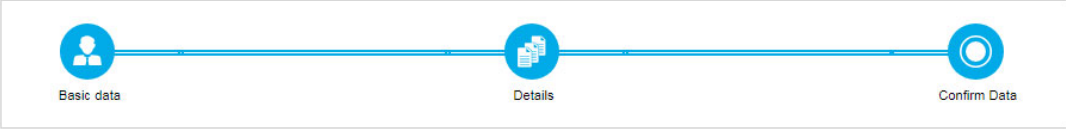


# Registration

## Step 5

- ENTER BASIC DATA 
- CHOOSE RELEVANT APPLICATION 
- ENTER SPECIFIC DATA 
- CHECK DATA 
- START (MAIL-) WORKFLOW 

### ZF Aftermarket Registration



**Thank you for your registration!**

You will shortly receive an e-mail to your specified mailbox.  
Your request is now being processed by one of our colleagues. This may take some days. We will contact you via eMail regarding the next steps. If you have any questions considering your registration please do not hesitate to contact us via online.zf-aftermarket@zf.com.

[To the homepage of the ZF Aftermarket Portal >](#)

Support  
Do you have any questions?  
Please contact the ZF Aftermarket Support  
Call us at: +49 9721 4756 0  
Or write us at: [online.zf-aftermarket@zf.com](mailto:online.zf-aftermarket@zf.com)

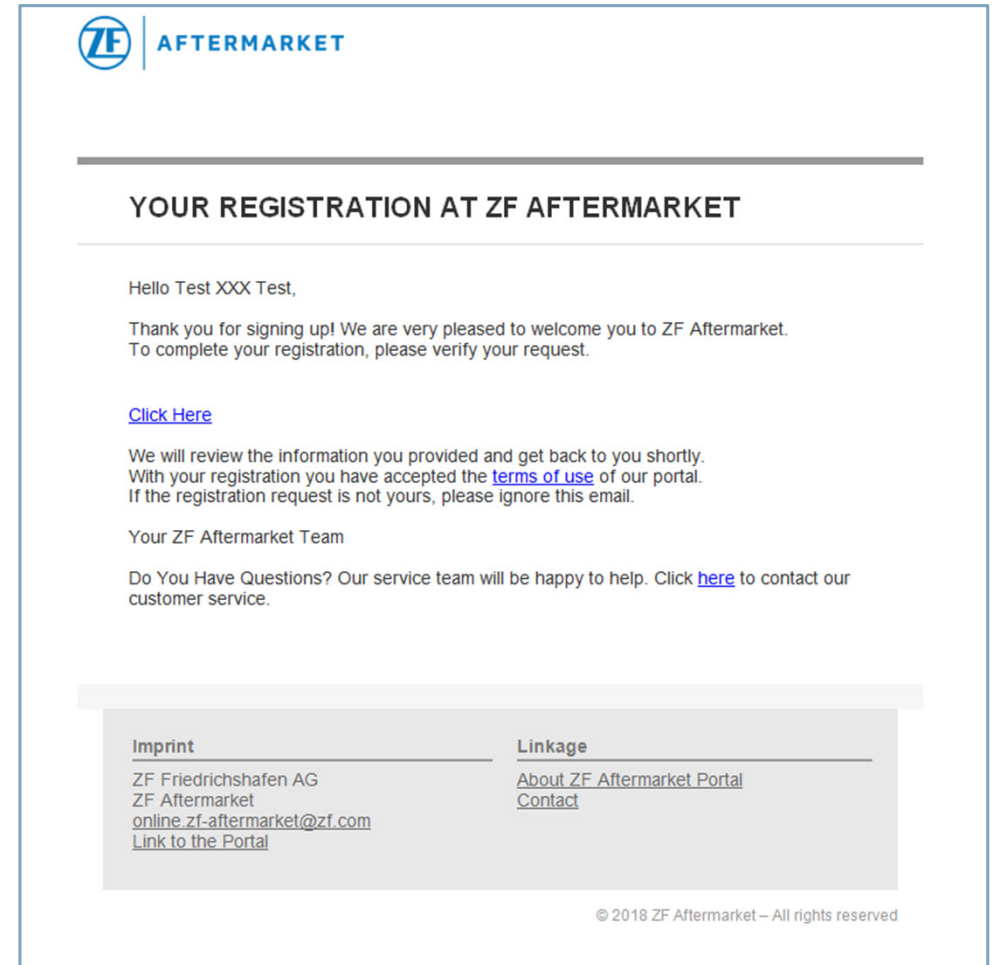
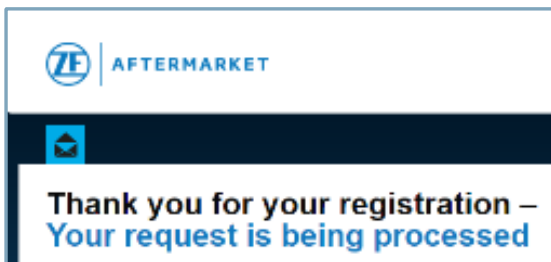
Disclaimer  
[Legal Information](#)

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# Registration process

## Data Privacy

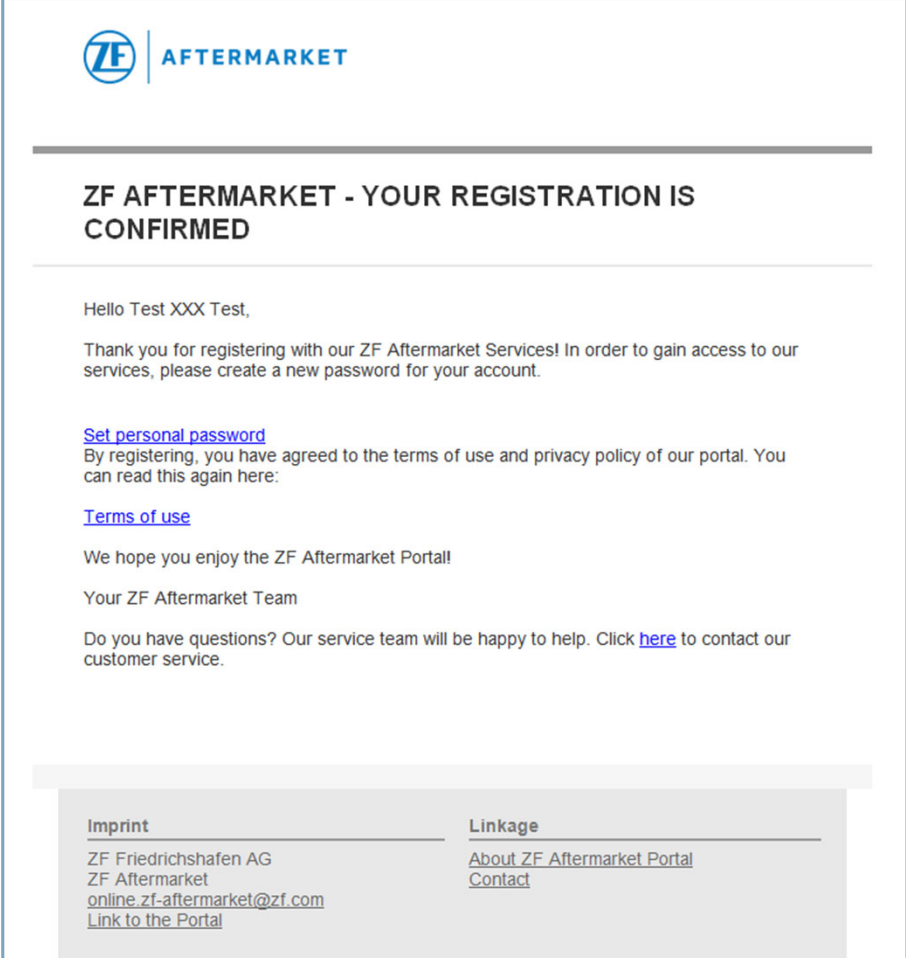
- Please confirm your registration by clicking on the link (**Double-opt-in**) in the registration e-mail. The Double-opt-in link is valid for 5 days.
- Once confirmed, you will receive notification that your request is being processed internally:



# Registration confirmed

## Set personal password

- After receiving the registration confirmation via e-mail, please create a personal password for your account in order to gain access to the ZF Aftermarket Portal
- By clicking the link "set personal password" the ZF Password Manager opens



The screenshot shows an email from ZF Aftermarket. At the top left is the ZF logo and the word "AFTERMARKET". Below this is a horizontal line, followed by the heading "ZF AFTERMARKET - YOUR REGISTRATION IS CONFIRMED". The main body of the email starts with "Hello Test XXX Test," and "Thank you for registering with our ZF Aftermarket Services! In order to gain access to our services, please create a new password for your account." There are two blue links: "Set personal password" and "Terms of use". The text continues: "By registering, you have agreed to the terms of use and privacy policy of our portal. You can read this again here:" followed by "We hope you enjoy the ZF Aftermarket Portal!" and "Your ZF Aftermarket Team". At the bottom, it says "Do you have questions? Our service team will be happy to help. Click [here](#) to contact our customer service." The footer is a grey box with two columns: "Imprint" containing "ZF Friedrichshafen AG", "ZF Aftermarket", "[online.zf-aftermarket@zf.com](mailto:online.zf-aftermarket@zf.com)", and "[Link to the Portal](#)"; and "Linkage" containing "[About ZF Aftermarket Portal](#)" and "[Contact](#)".



# Registration confirmed

## Reset your password

- Enter your information in the form and click "send"
- After that you will shortly receive an e-mail containing a link that enables you to choose a new password
- This link is valid for **120 minutes** only. After this time, you will need to resend your request.

The image shows two screenshots illustrating the password reset process. The left screenshot is the web interface for 'Reset your password'. It features the ZF logo and the title 'PASSWORD MANAGER'. The main heading is 'Reset your password Enter information now'. Below this, a message states: 'Please enter your correct information into the following form and click "send". You will receive shortly an e-mail with further instructions.' The form includes an 'E-mail address' input field, a CAPTCHA image with characters '46', 'a', '5', and 'be', and a 'Send' button. To the right of the form, there is a section titled 'Do you have any questions?' with contact information for the support team: 'Write us: helpdesk@zf.com' and 'For ZF Aftermarket clients: ZF Aftermarket Helpline'. The right screenshot is an email from 'noreply@zf.com' titled 'ZF Password Manager - Change password'. It contains the ZF logo and the heading 'Reset your password Click on the link'. The email body states: 'We have received your password selection request. User name: apstet+mlter@mllowmessage.de. Please click on the following link to access your temporary password. With this password, you can create an individual password.' A blue button labeled 'Access temporary password' is provided. Below this, it says: 'This link is valid for 120 minutes only. Please note that the link can only be clicked once.' There are also links for 'Request new link' and 'Request new link'. The email concludes with 'Thank you for using our service. Your ZF Team' and provides instructions for what to do if the user is not redirected or if they did not send a request. At the bottom, there are links for 'More Information' (www.zf.com, www.aftermarket.zf.com) and a copyright notice for ZF Friedrichshafen AG. Navigation buttons for 'Antworten', 'Allen antworten', and 'Weiterleiten' are visible at the bottom of the email.

# Registration confirmed

## Reset your password

- Retrieve your temporary password by clicking “To the temporary password”
- In order to change your password, you need to log in with the temporary password first

The screenshot shows the 'Reset Password' page in the ZF Password Manager. The header includes the ZF logo and 'PASSWORD MANAGER'. The main heading is 'Reset Password' with a sub-heading 'Request temporary password'. Below this, there is a text instruction: 'Click here to request your temporary password. Please use this temporary password to register for the applications of ZF.' A blue button labeled 'To the temporary password >' is centered. At the bottom, there is a small 'Imprint' link on the left and a copyright notice '© ZF Friedrichshafen AG' on the right.

The screenshot shows the 'Your temporary password' page in the ZF Password Manager. The header includes the ZF logo and 'PASSWORD MANAGER'. The main heading is 'Your temporary password' with a sub-heading 'Please log in'. Below this, there is a text instruction: 'In order to change your password, you need to log in with a temporary password first. Please use the usual login for your ZF application.' The temporary password 'sTXLjnvP?OAI11m' is displayed. A blue button labeled 'Copy the password into the clipboard >' is centered below the password. At the bottom, there is a small 'Imprint' link on the left and a copyright notice '© ZF Friedrichshafen AG' on the right. There is also a link for 'Having trouble logging in? Please contact us!' and specific helpdesk links for IT and Aftermarket clients.

# Registration confirmed

## Login with temporary password

- Now you can proceed to the Aftermarket Portal and login with your temporary password
- After logging in with your temporary password you will directly be asked to change your password
- Set your new password
- You will receive a notification that you have successfully changed your password:



**Change Password**  
**Congratulations! You have successfully changed your password.**  
Click the link below to continue.

The screenshot displays the ZF Aftermarket portal interface. At the top, there are navigation links for 'Country', 'Login', 'Contact', and 'Search'. A modal window titled 'Your personal area' is open, featuring a close button (X) and the text: 'Finding all your applications and information at a glance?'. Below this text is a blue 'Login' button with a right-pointing arrow. Underneath the button, it says 'You don't have a ZF Aftermarket account yet? [Register here!](#)'. A truck icon is visible in the bottom left corner of the modal.

Below the modal, a notification box titled 'Reset your password' states 'It takes only a few seconds'. A red error message reads: 'Your password must be reset before you can log on. Please change your password and try again or contact your helpdesk.' Below this is a form with three input fields: 'Current Password', 'New Password', and 'Confirm New Password', followed by a blue 'Submit' button with a right-pointing arrow.

Below the form, there is a question: 'Are you a ZF employee? Please change your password within the internal password changing process.' This is followed by a detailed password policy: 'Please note that the new password must meet the following conditions: It may not contain more than two consecutive digits. It must consist of at least eight characters. It must contain characters from three of the following four categories: capital letters (A to Z), lowercase letters (a to z), numbers (0 to 9), special characters (e.g., !, \$, #, %). No previously used password or a variation of it is allowed.'

At the bottom right, there is a small 'Impressum' link and the copyright notice 'Copyright © ZF Friedrichshafen AG.'



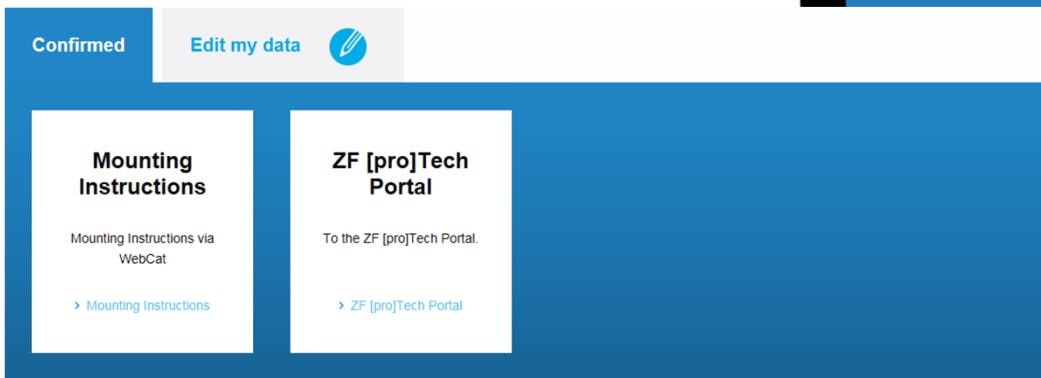
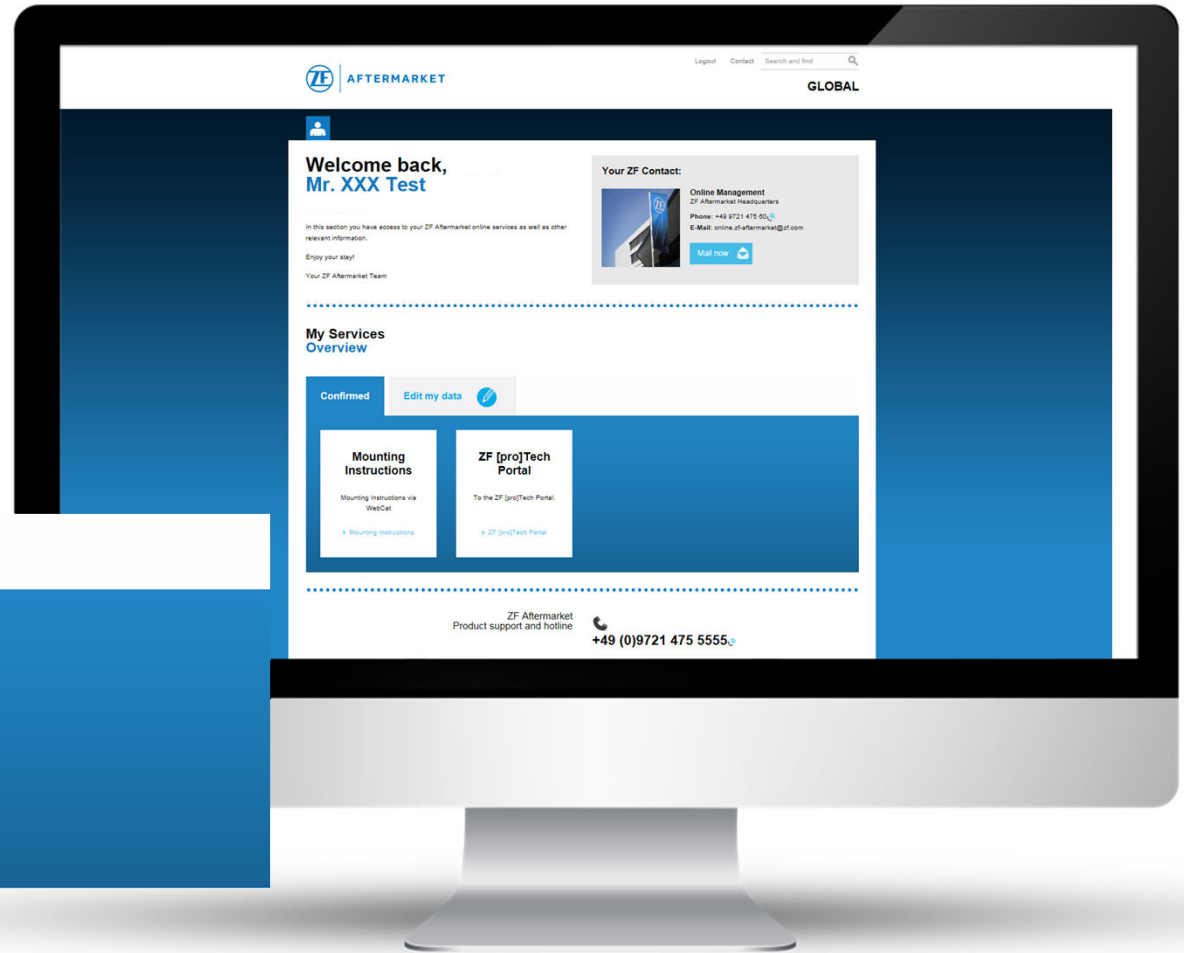
# Personal Dashboard

## Access to all your Online Services

All applications at one site

Quick and easy access

Only one Login necessary



# You have any questions? Contact us!

## ZF Danmark / Digital Team

Phone: +45 7022 6243

Mail: [zfdk@zf.com](mailto:zfdk@zf.com)





# Thank You

