

# Trouble Shooting Guide



ACConnect is Atlas Copco's eCommerce website which among other features allows the secure online ordering of Genuine Atlas Copco Machines and Spare Parts.

The website can be efficiently and effectively used for product information, current pricing, managing & tracking orders, maintenance planners may create lists of parts. Atlas Copco people onsite can access for stock availability and accounts people are able to access invoicing and statements.

Ordering activity alone Atlas Copco receive an of average 60,000 order lines globally per month.

The following trouble shooting guide should be used in the case of a user not being able to successfully login and use ACConnect website. It does not cover email ordering, OCI, EDI etc

## Step 1. ACConnect settings

To be checked by your local ACConnect admin

- ➔ Ensure website is <https://connect.atlascopco.com> and check that site is functioning correctly
- ➔ Ensure user password is not locked
- ➔ ACConnect Admin to verify they can log in using the users login credentials. This confirms the Company and Person account settings are correct. Correct and retry as required.



## Step 2. User System settings

If the ACConnect admin is able to successfully connect then the problem is most likely on the users system. Follow the below checklist.

User system checklist

- ➔ Clear saved passwords
  - Tools => Internet Options => General => Browsing History Delete
  - Also when you change your password ensure that before using the new password you close the window and open a new window.
  - For Satellite connections refer to local Admin for further help, they may need to set your password for you.
- ➔ Check version of Internet Explorer is 5.5/6.0/7.0
- ➔ Check security settings are medium or lower. If not allowed by your IT policy then modify Cookies and Popup Blockers as follows
- ➔ Cookies should be allowed,
  - If not allowed by your IT policy then add atlascopco.com as follows
    - Tools => Internet Options => Privacy => Sites => Add "atlascopco.com" as "Allowed"
- ➔ No pop-up blockers
  - If not allowed by your IT policy then add atlascopco.com as follows
    - Tools => Internet Options => Privacy => Popup blocker settings => Add "atlascopco.com" as an exception
    - Ensure no Google or Yahoo etc tool bars are blocking pop-ups
- ➔ For IE7.0 the parameter "Navigate sub-frames across different domains" must also be enabled.

## Step 3. Still get an error.

- ➔ Send a screen shot to your ACConnect admin to escalate to Global Support.

## eCommerce Help

For ACConnect information visit:

<http://www.atlascopco.com.au>

and follow the Industrial Tools and Assembly Systems link to download the following forms:

- ❑ Application form for AC Connect
- ❑ ACConnect application help file
- ❑ eCommerce application form Atlas Copco tools



On the eCommerce website “ACConnect” within the Customer service section you will find:

- ❑ Help Users manual – downloadable.
  - ❑ Frequently Asked Questions
  - ❑ Local Atlas Copco contact information
- Go to <https://connect.atlascopco.com> (note a login is required)

For help with:

- ❑ Signing up for Atlas Copco’s eCommerce website ACConnect
- ❑ Finding out if you can use the Atlas Copco external Catalogue
- ❑ Getting set up to place orders by email or to find out more about the email ordering template
- ❑ Discovering more about B2B or EDI integrations and eMarketplace

**Customer Service**  
**Phone 1800 801 489**  
**Fax 02 9621 9966**  
**Email: [ecommerce@au.atlascopco.com](mailto:ecommerce@au.atlascopco.com)**

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