

Quick Guide

New era of Service and Equipment information

1

GET STARTED

If you are new to KONE elevator maintenance, or have not used KONE customer portals before, you'll receive an email from info@my.kone.com that includes your username. To access your account, simply follow the link and click 'Continue' to receive your one-time passcode.

If you have used KONE customer portals before, you can utilize the same username and password to login to my.kone.com.

For questions on your access, please reach out to our Customer Service team.

2

YOUR EQUIPMENT AND SERVICES

Once authenticated, you'll find information on the status of your equipment for all your sites. You will also be able to review component health and ongoing services for this equipment.

In addition, you can track all your service visits – from planned and ongoing to historical events – in one place. On completed work orders you'll be able to download service reports.

3

SETTINGS AND USER MANAGEMENT

Stay in the know with automatic email notifications. You can easily customise your notifications by event type, site and equipment, so that you'll receive meaningful information that you need most.

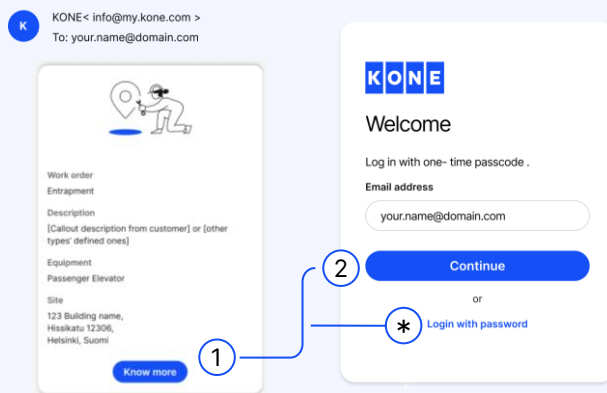
You can also manage your own user as well as your team users and their access rights, if you are authorized to do so.

Effortless. Transparent. Reliable. That's the KONE way.

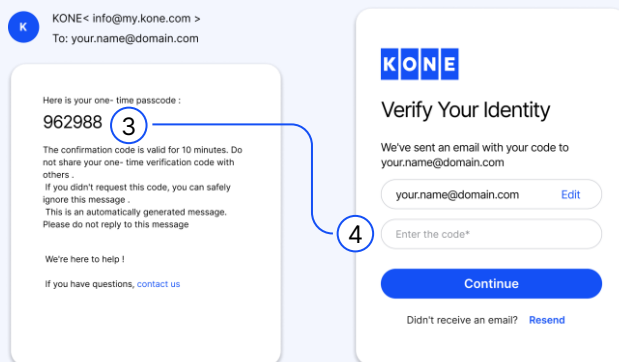
Step-by-step Guide

How to access myKONE

1.1 Getting access with one-time passcode



- 1 Whenever you receive an email about your equipment or service delivery, click '**Know more**' to begin.
- 2 You can either get a **one-time passcode** by clicking 'Continue',
- * or choose to **log in with your password***.



- 3 Check your **Email inbox** for the one-time **passcode**.
- 4 **Enter** the code to confirm your identity - easy and secure.

Did you know? You can access myKONE also directly via the website my.kone.com

Need Help?

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Step-by-step Guide

How to access myKONE

1.2 Access with password

The screenshot shows the KONE 'Welcome' page. It offers two login methods: 'Log in with one-time passcode' and 'Log in with password'. The 'Email address' field contains 'your.name@domain.com'. A blue button labeled 'Continue' is visible. Below it, the text 'or Login with password' is highlighted with a circled '1'.

This screenshot shows the same 'Welcome' page, but the 'Email address' field is now highlighted with a circled '2'. The 'Continue' button is more prominent.

- 1 If you own a **password**, select 'Login with password'.
- 2 On the next page, simply confirm your **email address**, then click 'Continue'.

This screenshot shows the 'Welcome' page with the 'Password*' field highlighted by a circled '3'. Below the password field, there is a link for 'Forgot password' highlighted with a circled '4'. The 'Continue' button is at the bottom.

- 3 Enter your **password**, then click 'Continue'.
- 4 Forgot your password or don't have one? Click '**Forgot password**' to reset it or request a new one by email*.

***Did you know:** If you don't have a password yet, use '**Forgot password**' to set one. You will receive instructions to your email to proceed.

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Step-by-step Guide

Your equipment and services

2.1 Equipment health status

Home >

1 Equipment

Site Filter Sort 2

Brookfield Court, Westhaven ^

Equipment name
43078702
Type Elevator
Status Out of service

Equipment name
43078706
Type Elevator
Status Out of service

Equipment name
43078707
Type Elevator
Status In operation

Equipment name
43078708
Type Elevator
Status Unknown

Oakridge Plaza, Eastford ^

Equipment name
42258852
Type Elevator
Status Out of service

Equipment name
42258851
Type Elevator
Status Out of service

1 View **all your equipment** for **all your sites**, to gain an overview of what's going on.

By default, equipment is **grouped by site**. Click on the site name to open or collapse the information.

2 Select a specific **Site**, or use **Filter** or **Sort** for faster access.

Equipment > Site name >

3 Equipment name

Real-time monitored

Status
Out of service ⓘ
Technician reported on 28.3.2025

Equipment health

Doors and entrance Car
User interface Machinery
Shaft

Report issue

Ongoing service 4

Service order name
Current step >

Service order name
Current step >

Equipment information

Equipment number K1452671
Type Elevator
Contract KONE CARE DX
Site People flow center
Address 18 Alder Grove,
Westhaven WH4 2JF,
United Kingdom

View more

3 Selecting an equipment, you will see **detailed information** on the health of **each component**. Click on the component to get more information.

4 If **services are planned or ongoing for this equipment**, you can find more details here. This gives you full transparency in one view.

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***Did you know:** The "Real-time monitored" label ensures that the equipment status information is current. If it is missing, the equipment status is provided manually. Contact your salesperson to see how you can get real-time data.

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Your equipment and services

2.2 Service delivery transparency

Home >

1 Services

Planning Ongoing Closed Site Filter Sort 2

Brookfield Court, Westhaven ^

Planned maintenance

Current step
The description of current step

Equipment name
Name of the equipment/KEN

Repair

Current step
The description of current step

Equipment name
Name of the equipment/KEN

Oakridge Plaza, Eastford ^

Entrapment

Repair

- 1 Gain an easy overview of all your **planned, ongoing or closed service activities**.
- 2 Simply select a specific **Site**, or use **Filter** and **Sort** for quick access.

Home > Service >

3 Repair

Service overview

Ongoing

Completed on Working in progress, ETC 16:20

Equipment Passenger Elevator A-02

Equip number 44112060

Equip status In operation

[View equipment details](#)

Technician notes

Technicians
Imran Patel

Job description
Curtain of light damaged, needs to be replaced. Repair proposal to be sent.

Technician comment
Curtain of light damaged, needs to be replaced. Repair proposal to be sent.

Reason
Weather damage

Condition on arrival
Not running - On limit switch - top

Condition on departure
Equipment running, back to normal operation

Steps

Technician visit done

Work order planned

Technician visit

1 Technician assigned for 13:00 - 17:00, 16.6.2025
hh:mm, dd/mm/yyyy

2 Technician on the way, ETA 13:30

3 Technician arrived

4 Working in progress

5 Visit done

Technician
Imran Patel

Work order completed

- 3 Clicking on a service card, you can find more **detailed information**, e.g. **status and current service step**.

In addition, more granular information on the **service delivery steps** and the **Technician's name** are provided here.

- 4 Once completed, relevant **service reports** can easily be found and downloaded from this page.

Reports

Service report.pdf
5/7/0.2025

4

4(6)

***Did you know:** When a service is completed, you'll receive an email notification. Click "Know more" in the email, and you will be guided directly to the page from where you can download the service report.

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Step-by-step Guide

Settings and user management

3.1 Email notification settings

Home > Profile and settings > Email notifications >

① Equipment in service

Notifications enabled 🔴

Health status ②

Alerts enabled 🔴
Only for your 24/7 connected equipment

Out of service alert 🔴

Back in operation notification 🔴

You are being notified for 5 equipment.

[Modify selection](#) ③

Work orders ②

Notifications enabled 🔴
What are unexpected and planned events?

Work order created 📄

Sent when a new work order is created for your equipment, for all work orders.

Work order progress 📄

Sent when technician is booked, on the way, arrived to your site, only for planned work orders.

Work order completed 📄

Sent when a work order is completed, only for unexpected work orders.

You are being notified for 5 equipment.

[Modify selection](#) ③

① You can find your email notification settings under > **Profile and Setting** > **Email notification** > **Equipment in service**.

② Select for which **equipment-related event** or **work order type** you want to be informed.

③ If you want to receive this information only for **selected sites or specific equipment**, you can choose those under **"Modify selection"**.

Home > Profile and settings > Email notifications > New equipment >

③ Modify selection

Select all site and equipment

Brookfield Court, Westhaven
[Select individual elevators](#)

Oakridge Plaza, Eastford

Passenger Elevator A-01
Elevator

Passenger Elevator A-02
Elevator

[Hide](#)

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***Did you know:** For easy access, you will find a link to your myKONE email settings also in every automated email that you receive on your equipment status or service delivery.

Need Help?

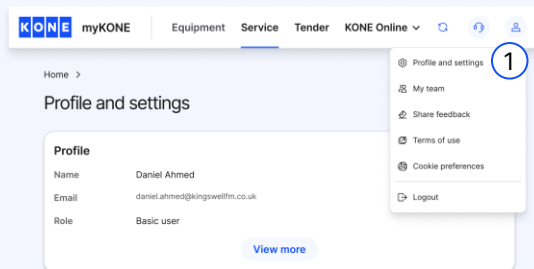
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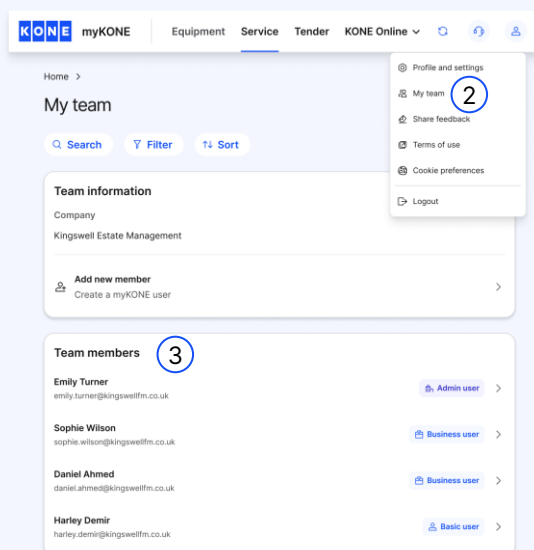
Settings and user management

3.2 User management



- ① You can view your profile under **>Profile and Setting**.

Click 'View more' to see your **personal information, role and permission** as well as **site visibility**.



- ② If you're authorized to manage a team of myKONE users, you will see **>My team** in your menu.

- ③ It will provide you a quick overview of **all users and their roles**.

Selecting any user, you can edit **personal information**, update **role and permissions** as well as **site visibility**.

***Did you know:** For your own profile, you can only edit personal information, or request changes to your role. As Team manager however, you can edit all information for your team members.

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1. I did not receive one-time passcode

- Wait a few minutes, check your junk/spam folder, and order a new code if needed. Also, verify that you're using the email address to which the tender was sent. If you're using a shared email address, we recommend setting up a password for easier access.

2. One-time passcode is not working

- The passcode is valid for 10 minutes. You can order a new code by choosing 'Resend'. If you ordered multiple codes, please keep in mind that only the most recent one is valid.

3. I want to set up a password

- If you don't have a password yet, use 'Forgot password' to set one. You will receive instructions to your email to proceed.

4. I cannot access myKONE

- When logging in, verify that you're using the email address to which the tender was sent and ensure your passcode or password is valid. If you're still unable to log in, please contact our customer service for support at customerservice-uk-ireland@kone.com or 0345 1 999 999.

5. What is the difference between myKONE, KONE Online and KONE Mobile?

- KONE Online and KONE Mobile are established digital channels for KONE Service customers. They continue to serve our customers for the time being.
- myKONE is planned to expand the digital customer channel capabilities to better serve all customers via one portal. Development is ongoing and we will keep you posted on when new features are available.
- Key improvement of myKONE is to provide real-time equipment health status for connected equipment, as well as more granular visibility on the service delivery progress. Moreover, consistent email notifications on service progress and equipment health help to always stay on top of things.

6. Can I use my KONE Online credentials to sign into myKONE?

- Yes, absolutely! Both digital channels are using the same credentials for login.
- In the future this may change as we further expand myKONE. We will keep you informed about this.

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7. How I can change my notification settings?

- You will find your notification preferences from Profile and settings menu. It is possible to define on which events, locations and equipment you want to be notified via email.

8. I do not receive any email notifications from myKONE

- There are multiple reasons that could prevent you from receiving email notifications. Please check in your settings under "Profile and Settings", if you have enabled the notifications for the equipment or site. It is also good to validate that you have visibility for this equipment or portfolio in myKONE.
- Lastly, if you cannot login to myKONE, you may not have a myKONE user set up yet. Please get in touch with your Admin user or contact Customer Service at at customerservice-uk-ireland@kone.com or 0345 1 999 999.

9. Where I can find the service report (PDF)?

- The official service report (PDF document) will be available in myKONE when the work order is completed. From the Services section, you can choose a closed event to find the attached report(s).

10. What type of user roles are available in myKONE?

- Similar to KONE Online, myKONE will have three user roles: Admin, Business and Basic.
- As Basic user, the customer can see all operational information of the full or partial organization's portfolio. As a Business user, in addition to the operational information, the customer can access commercial data and may approve commercial offers digitally. As Admin user, in addition to the Business user permissions, the customer can manage his team of all myKONE users in his organization.
- If you want to change your user role, please get in touch with your Admin user. Alternatively, please contact Customer Service at at customerservice-uk-ireland@kone.com or 0345 1 999 999.