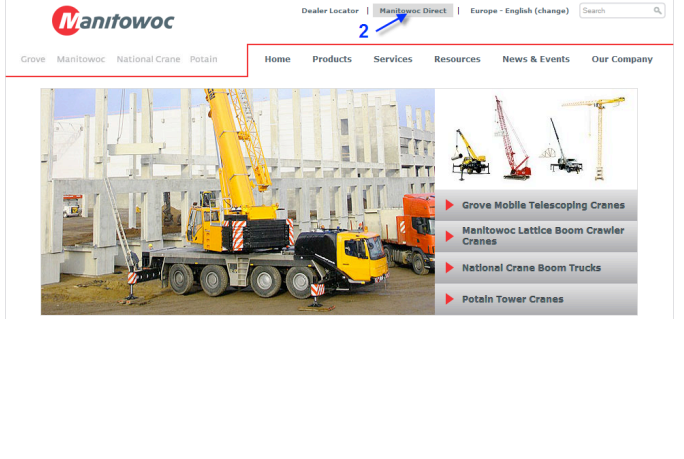
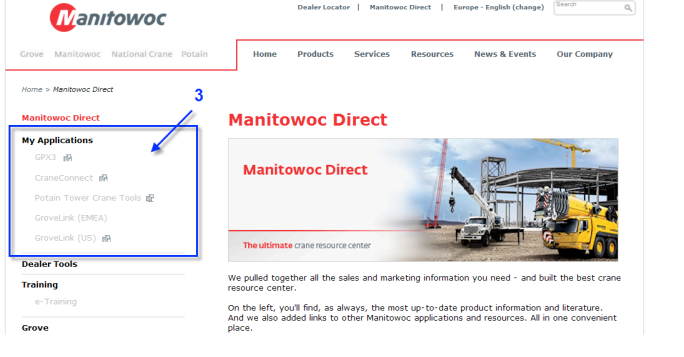


This information is for Manitowoc Direct Users

Access to Manitowoc Direct tools and support

<p>1-Go to www.manitowoccranes.com</p> <p>2-Click on Manitowoc Direct</p> <p>3-Login</p>	
<p>4-Click on your application in the “My applications” section</p>	

I was using:	New access	Your Manitowoc contact
<p>My Potain tools</p> <ul style="list-style-type: none"> • `Reactions` database • My Fleet • Tech Pub (Archives) • Potain Autocad Shapes • Guide produits • Guides service • Flash produits • Spare part catalogue 	<p>My applications / Potain Tower tools</p>	<p>By email Webmasteremea@manitowoc.com</p>
<p>Supplier Forecast (in My Potain)</p>	<p>My applications / Crane Connect</p>	<p>By email Webmasteremea@manitowoc.com</p>
<p>Customer claims (in My Potain) Warranty Claims</p>	<p>My applications / GWX</p>	<p>By email mtwdirect@manitowoc.com</p>
<p>Tech pub (for new cranes)</p>	<p>My applications / GTL</p>	<p>By email mtwdirect@manitowoc.com</p>

FAQ

Question	
What is my login?	Your login is your email address . If you are a Manitowoc employee, use your network login.
What is my password?	<p>For 'My Potain' and GPX2 former users, a new login & a new password have been sent to you by email: use this new login & password.</p> <p>For other users, use your usual login and password.</p> <p>If you still have issue, please contact: mtwdirect@manitowoc.com</p>
I haven't received a new login and password	contact mtwdirect@manitowoc.com
My password doesn't work	<ol style="list-style-type: none"> 1- Go to www.manitowoccranes.com 2- Click then on "Manitowoc Direct", at the top of the page. 3- Click on Forgot Password 4- Enter your email address in the login field. 5- Click to renew the password. <p>You will receive the password in the following minutes. <i>When you enter a new password, the system tells you that the password is expired and you can set up a new one clicking on the link in the "error" message.</i></p>
I have issue on GPX3	<p>Please contact: <i>By email</i> Help.Portal@manitowoc.com</p> <p>Following information are required in your email:</p> <ol style="list-style-type: none"> 1. Your first and last name 2. Your Company 3. Your Country 4. Your Phone number 5. Screenshot of your problem (copy of your screen issue) 6. Your GPX3 account number <p><i>By phone</i> From 9am to 6pm Central European Time Phone number + 33 472 187 966 Phone number + 33 472 187 981</p>
I have an issue on GPX2	<p>Please contact: <i>By email</i> mtwdirect.com@manitowoc.com</p> <p>Following information are required in your email:</p> <ol style="list-style-type: none"> 1. Your first and last name

	<ol style="list-style-type: none">2. Your Company3. Your Country4. Your Phone number5. Screenshot of your problem (copy of your screen issue)6. Your GPX2 account number <p><i>By phone</i> +1 717 593 5523</p>
Other issues	<p>Please contact Manitowoc Direct support <i>By email</i> mtwdirect@manitowoc.com</p> <p><i>By phone</i> +1 717 593 5523 and leave a message</p>