Introduction to the IT User Services of 004

This document describes the terms of use, technical requirements and functionalities of the services we provide.

Please note the following points when handling this document:

- in some places there are links to other sections in this document or to specified Internet pages
- the table of contents is completely linked
- at the end of each section you will find a link back to the table of contents
- · since the document is generated automatically, we are unable to provide page numbers
- we therefore recommend that you use the document as a PDF instead of printing it out
- the document is updated as required and published on my004.de
- Introduction
 - General Terms of Use
 - · Classification and licensing of services
 - User application
 - >>> IMPORTANT: FIRST LOGIN WITH YOUR 004 ACCOUNT <<<
- Services via my004
- Managing your password
 - Register your own e-mail address
 - Unlocking a Locked Account
 - Password reset
 - Change Password
 - Section "Data Protection"
 - Records of processing activities
 - Revision of company data and authorizations
 - Meaning of the Permission Table
 - E-mail with Outlook Web Access (OWA)
 - How-To Videos for gcs:SUITE
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 - Starting Remote Desktop
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 - Outlook Client (Outlook 2016)
- Additional Services
 - ActiveSync
 - SFTP Access
- Help and Support

Introduction

In the introduction, we describe the prerequisites for using our services.

General Terms of Use

Please ensure that the following terms of use are adhered to when using our services:

- The company and its employees must be qualified / trained to use the services of 004 and must authenticate themselves with the
 access code provided.
- The passing on of the individual access code is not permitted, access codes that are no longer required must be reported immediately to 004.
- The operating system and the installed software of the systems used for access must be up to date. Virus scanners must be installed which regularly receive current signatures.
- They must only be used for official purposes. In particular, any use that violates data protection, personal rights, copyright or criminal law provisions or that has consequences that damage 004's business or are detrimental in any other way is not permitted.
- The company and its employees may not attempt to penetrate areas that are not approved or intended for them, even if this is
 possible due to technical defects. 004 must be informed of such possibilities without delay.
- 004 must also be informed immediately in case of suspicion of virus danger, data espionage and data manipulation as well as in case of data loss and data inconsistencies.

Classification and licensing of services

Individual user accounts are usually required for the use of our services. You can instruct them via your shop manager. Please note that license fees may apply.

- With the help of *ActiveDirectory (AD)* you can access different services with only one user account. Your company must agree to Microsoft's license terms. As a service provider, we record the required licenses with each user application and report them to Microsoft independently.
- Alternatively, some services require a separate user account. Here you may also have to agree to the terms of use and licensing models of third parties.

User application

User requests are usually required for a user account and its access rights. Please contact your shop manager.

>>> IMPORTANT: FIRST LOGIN WITH YOUR 004 ACCOUNT <<<

Before you can use your 004 account, be sure to perform the following procedure:

You will need to change your password and register your email address to unlock your 004 account:

- Go to my004.de
- Switch to English by selecting Sprache auswählen in the navigation bar
- Click on Verwalten Ihres Passworts / Managing your password
- Log in with your 004 account
- You will be prompted to change your password.
- Change your password according to the displayed password policy
- Then please register an external or your private e-mail address, as described later in this documentation under *Managing* your password.
- After you have successfully completed the above steps, you can use our services.

After you have successfully completed the above steps, you can use our services.

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Services via my004

On my004 we provide practical links to some of our services. This eliminates the need to remember many different URLs.

Access to the service portal

The address of the service portal is *my004.de*. When you open it, it is displayed in German. You can switch to English by selecting *Sprache auswählen* in the navigation bar.

The following sections are available to you on the start page:

| € ⇒ G ∎ | ← → C 🗎 Sicher https://my.004group.com | | ☆ | Ζ | 0 | 91 | D. | 8 | : |
|---------------|---|---------------------------|-----------------|--------------|------|-------|-------|-----|---|
| | Datenschutz Bitte melden Sie sich direkt hier an, um Kom oder wählen Sie einen anderen der unten st | takte und V ehenden Se | 'erari ervio | beitu es. | inge | n eir | nzuse | hen | |
| | Benutzername | | | | | | | | |
| | Passwort | | | | | | | | |
| | Anmelden | | | | | | | | |
| | weitere Services | | | | | | | | |
| | Verwaltung Ihres Passworts | | | | | | | | |
| | E-Mails mit Outlook Web Access | | | | | | | | |
| | HowTo Videos zur gcs:SUITE | | | | | | | | |
| | Fotoarchiv der 004 Studios Download von Tools | | | | | | | | |
| © 004 GmbH 20 | 17 | | | | | | | | |

Please note that the use of the service portal with a mobile device is limited and/or your mobile device does not support all listed services. We also recommend displaying the service portal horizontally on devices with a minimum resolution of 1200 pixels.

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Managing your password

By selecting *Managing your password*, you can automatically unlock your locked 004 account if you know your password. You can also change your password if it has expired or if you have forgotten it.

| OO4 GmbH Account Self Service | 2 |
|--|---|
| Sign in User Name: username Password: •••••• Login | Kennwort zurücksetzen Reset Password Benutzerkonto entsperren Unlock Account |

Register your own e-mail address

In order to be able to use the service, it is necessary to provide an external e-mail address in advance.

- Go to *my004.de*
- Switch to English by selecting Sprache auswählen in the navigation bar
- Select *Managing your password* to get to the mask above
- Log in with your 004 account

- Follow the instructions or click on Enrollment
- Enter an *e-mail address* that you can access without a 004 account
- An e-mail will be sent to you to confirm the address you have entered

Unlocking a Locked Account

If your 004 account is locked, please proceed as follows:

- Go to *my004.de*
- Switch to English by selecting Sprache auswählen in the navigation bar
- Select Managing your password to get to the mask above
- Enter your *login name*
- Click on Unlock Account
- Select your registered e-mail address to send the confirmation code
- An e-mail with a confirmation code will be sent to you
- By entering the confirmation code your account will be unlocked

Password reset

If you have forgotten the password of your 004 account, please proceed as follows:

- Go to my004.de
- Switch to English by selecting Sprache auswählen in the navigation bar
- Select *Managing your password* to get to the mask above
- Click on Reset Password
- Enter your *login name*
- Select your registered e-mail address to send the confirmation code
- An e-mail with a confirmation code will be sent to you
- Enter the confirmation code and change the password

You must update the new password on all devices (PC, phone, tablet, etc.), otherwise your 004 account may be locked again and again!

Change Password

Wenn Sie Ihr Passwort kennen und es ändern möchten oder müssen, gehen Sie bitte wie folgt vor:

- Go to my004.de
- Switch to English by selecting Sprache auswählen in the navigation bar
- Select *Managing your password* to get to the mask above
- Log in with your *004 account*
- Click on *Change Password*
- · Fit to the password guidelines and follow the instructions

You must update the new password on all devices (PC, phone, tablet, etc.), otherwise your 004 account may be locked again and again!

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Section "Data Protection"

In the area of data protection, we have implemented various data protection and organisational requirements. This area requires your active participation. In accordance with the GDPR, you / your company might also be named as the controllor /person responsible in this document and this area.

In order to use this service you need:

- User request for the service portal (see Introduction)
- If the access does not work, please make sure that your firewall allows TCP port 443 to my004.de.

Records of processing activities

The Records of Processing Activities (RPA) is a central instrument of the Genereal Data Protection Regulation (GDPR). We therefore ask you to pay careful attention to this section.

In the RPA, we carry out all processing on your behalf in accordance with Art. 30 Para. 2 GDPR. This includes, among other things, the categories of data subjects, their data and other recipients of the data. The RPA must be made available to the competent supervisory authority upon request. It must therefore always be kept up to date. We have implemented a process through which we can adapt the PRA promptly in the event of changes in processing, but we still need the responsible person to regularly revise the company data and the stored contacts.

To view or download your Records of Processing Activities (RPA) for your documentation, please proceed as follows:

- Go to my004.de
- Switch to English by selecting Sprache auswählen in the navigation bar
- Choose *Processing > Report*
- Select your *project* or *company*
- Select *show* or *print* to create a PDF

Revision of company data and authorizations

We need your cooperation regarding the correctness of the following information:

- Master data of the controller
- Contact details of the legal representative
- Contact details of the data protection officer
- Contact details of the supervisory authority
- Contacts in the permission table

To do this, please proceed as follows:

- Go to *my004.de*
- · Switch to English by selecting Sprache auswählen in the navigation bar
- Log in with your 004 account
- Choose Administration > Company master
- Select your project or company
- Check the data and update it if necessary.
- · Confirm the correctness with the button checked
- This also confirms the details in the *permission table*.

Meaning of the Permission Table

In the *permission table*, you can create contacts and assign permissions to them by checking the appropriate boxes.

The abbreviations mean in detail:

- *INC (Incident):* The selected contacts are informed by e-mail to the respective e-mail address during maintenance work and incidents.
- **DSW** (data protection directive): We accept data protection directives or changes to processing exclusively from appropriately marked contacts.
- REV (Revision): The marked contacts are informed by e-mail if the information in the RPA has to be checked.

Please enter at least one contact for each authorisation, as well as an appropriate representative if applicable.

We ask you or the controller to maintain and check the data protection information regularly (currently every 90 days). Here are a few examples that illustrate the need for regular maintenance:

- If your company and contact data are not correct, the RPA is considered invalid.
- If you do not leave a contact for Incidents (//NC), we cannot inform anyone about maintenance work.
- If an employee is not authorized to issue instructions (DSW), he or she cannot make any adjustments to the platform.
- If we do not know the contact of your data protection officer, we will not be able to escalate requests from affected parties if necessary.

Please note that it is therefore imperative for <u>proper operation</u> that all authorisations and contacts are maintained responsibly by you / the controller and always kept up to date. As processor, we may also only process personal data in accordance with the instructions of the controller. It is therefore imperative for us to know which persons are authorized to issue instructions. The persons listed in the permission table with DSW are binding contacts for us in the following cases:

- Adjustment of order processing
- · Issuing instructions under data protection law
- Escalation of data protection issues
- · Coordination of rights of data subjects pursuant to Art. 12-23 GDPR

In order to coordinate the <u>rights of data subjects</u>, we will first forward requests from data subjects to an authorised officer. He should send us an instruction within one week. If this is not the case or if you have not provided any contact details, we will refer the person concerned directly to your data protection officer or, if applicable, to the legal representative.

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E-mail with Outlook Web Access (OWA)

OWA allows you to access your 004 mailbox. Please note, that this service is only available in german language.

| Outlook [®] Web App | | | | | | | |
|---|--|--|--|--|--|--|--|
| Sicherheit (Besc | hreibung anzeigen) | | | | | | |
| Dies isDies is | t ein öffentlicher oder freigegebener Computer t ein privater Computer | | | | | | |
| Outloo | ok Web App Light verwenden | | | | | | |
| Benutzername: | username | | | | | | |
| Kennwort: | •••••• | | | | | | |
| Mit Microso © 2010 Micros | Anmelden ft Exchange verbunden oft Corporation. Alle Rechte vorbehalten. | | | | | | |
| | | | | | | | |

- User request for an e-mail inbox (see *Introduction*)
- If the access does not work, please make sure that your firewall allows TCP port 443 to mail.004gmbh.de.

To start, please proceed as follows:

- Go to *my004.de*
- Select E-Mails mit Outlook Web Access / E-Mail with Outlook Web Access
- Login to the OWA web frontend with your 004 account

Via OWA you can edit e-mails and appointments, configure absence settings and rules in a similar way to a full-fledged Outlook client. Furthermore, the functions Automatic Replies and Inbox Rules are available under Options.

| Outlook Web App | | | Abmelden |
|--|--|----------------|---|
| Mail > ESSEN 42 Element(e) | | | 👔 Person suchen 🛛 Optionen * 👔 * |
| Favoriten | Neu - Löschen - Verschieben - Filter - Anzeigen - | C o o | Tagesangebot Savarini 13.05.2019 |
| Rosteingang (6) Entwürfe [1] | Unterhaltungen nach Datum × Ne | ueste oben | • gfi Aschaffenb 🖉 🍖 🌾 Aktionen - |
| Gesendete Objekte Gelöschte Objekte [207] | Tagesangebot Savarini 13.05.2019 gfi Aschaffenburg - Savarini | 0 [🕅 11:05 | Montag. 13. Mai 2019 11:05 |
| 🧓 Junk-E-Mail 📃 Notizen | Gi Aschaffenburg - Savarini | 0 07:46 | Sehr geehrte Gäste, |
| ▷ 🐻 RSS-Feeds | Letzte Woche: | เป | als Anlage erhalten Sie unsere Tageskarte aus der Kantine in der Auhofstraße 21. |
| | gfi Aschaffenburg - Savarini 09.05.2019 | Do 09.05 | Mit formalistan Collar |
| | gfi Aschaffenburg - Savarini | Mi 08.05 | |
| Kalender | gfi Aschaffenburg - Savarini | Di 07.05 | Das Savainin' reall |
| Kontakte | gfi Aschaffenburg - Savarini | Ui 07.05 | Jugendhilfebetrieb Savarini gfi Aschaffenburg |
| 🖌 Aurgaben 🎒 Öffentliche Ordner | Vorletzte Woche 🖂 Tagesangebot Savarini 03.05.2019 | Ű, | Auhofstraße 21 63739 Aschaffenburg |

How-To Videos for gcs:SUITE

Auf unserem Youtube-Kanal zeigen wir Ihnen hilfreiche Videos zum Umgang mit unserer gcs:SUITE:



To start, please proceed as follows:

- Go to *my004.de*
- Click on How-To Videos zur gcs:SUITE / How-To Videos for gcs:SUITE
- You will be redirected to our Youtube channel.

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Photo archive of 004 Studios

If we take photos for you or edit them, you can view or download them in the photo archive. Please note, that this service is only available in german language.



- User request for Fotoware (see Introduction)
- If the access does not work, please make sure that your firewall allows TCP port 443 to fotoarchiv. 004gmbh.de

To start, please proceed as follows:

- Go to my004.de
- Click on Fotoarchiv der 004 Studios / photo archive of 004 Studios
- Login to the 004Studios web frontend with your 004 account

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Download

Besides this document and other tools, we here offer Teamviewer for remote support. If necessary, a 004 employee can connect to your computer with *Teamviewer* and provide you with targeted support.

To download, please proceed as follows:

- Go to *my004.de*
- Click on Benutzerhilfe und Tools / User's Guide and Tools
- Download the required tool

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Services via Remote Desktop

With Remote Desktop, you can access a desktop environment and other services such as *Dynamics NAV*, Excel, Word, *Outlook*, internally hosted web pages or network drives.

To use this service and the mentioned services you need:

- User requests for the desired services (see Introduction)
- For the access we need a Remote-Dektop-Colient (RDP-Client)
- The RDP client is integrated into Windows, for other operating systems it is available in the respective App Store.
- If access does not work, please make sure that your firewall allows TCP port 443 to remote.004gmbh.de

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Starting Remote Desktop

| 004 GmbH Remote Web Access | | | |
|--------------------------------------|----------------------|--------------------------|---|
| | Username Password | username Change Password |]] |
| | | Login |] |
| \times | E-Mail: help | odesk@004gmbh.de 🌜 Phone | e: +49 (0)6021 453 48 88555 🎤 Change Password |

To start, please proceed as follows:

- Go to *my004.de*Click on *Starten von Remote Desktop / Starting Remote Desktop*Log on to the RemoteDesktop web frontend with your 004 account
 RDP connections are displayed, which you can download by clicking on them

| | | 004 GmbH Remote Web Access | |
|------------------------------|-----------------------------|--------------------------------------|--------|
| Applicat | ions | | Logout |
| 1 | 1 | | |
| Remote Desktop English | Remote Desktop German | | |

After downloading the RDP file:

- Start the RDP file
- Login again with your *004 account*
- ATTENTION: Here you must prefix the user name with *004group.in*λ (see screenshot)
 NOTE: Under MacOS write the backslash \ with the following key combination: *Alt + Shift + 7*

| Windows-Sicherheit | × | | | | |
|--|------------|--|--|--|--|
| Anmeldeinformationer | n eingeben | | | | |
| Geben Sie den Benutzernamen und das Kennwort ein, um eine Verbindung mit "RD-CB.004group.int" herzustellen. | | | | | |
| 004group.int\username | | | | | |
| | | | | | |
| Domäne: 004group.int | | | | | |
| Weitere Optionen | | | | | |
| ОК | Abbrechen | | | | |
| | | | | | |

Interesting facts about the RDP connection:

- Usually your local printers are also available in the RDP connection
 Your session is automatically disconnected after 60 minutes idle (no interaction)
 You can use a maximum of two sessions at the same time (session limit)

You can log off from the Remote Desktop System via the start menu by clicking on the user icon and selecting log off.

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MS Dynamics NAV

You can start Navision via Remote Desktop.

| Artikel - navst22 / node2 | | | | | | | | |
|---|--|--|--|---------------|---------------|----------------|-------------------------------|---------------------------------|
| ← → T Standardshop → Lager | Artikel | | | | | | | |
| | PEDICUT | | | | | | | |
| Neu Verwalten | Artikel Artikel Umlag. Webseite uch-Blatt BuchBlatt Verar | GCAT aufrufen beiten | Lager - Lager - Wiederbestellung Verkaufsrückstände Melden | ₹ Refe | renzen | i Gene Sene | hmigung hmigung Genehmi | sanforde sanforde gung ar |
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| Artikel BuchBlätter | + Filter hinzufügen | | | | | | | |
| Hersteller Artikelkategorien Broduktarungen | Nr. | Beschreibung | Beschreibung 2 | rei M | Wenn Best | Übe verh | Verk | Ges |
| Navigationskategorien | BT000001-001 | Tom Tailor Damen Jeans dunkelgrau | | Neir | | | | |
| Preiskopplung | BT000001-001-L | Tom Tailor Damen Jeans dunkelgrau (Gr. L |) | Neir | | | | |
| Farbfamilien | BT000001-001-M | Tom Tailor Damen Jeans dunkelgrau (Gr. N | ٨) | Neir | | | | |
| Geschlecht | BT000001-001-S | Tom Tailor Damen Jeans dunkelgrau (Gr. S |) | Neir | | | | |
| Standardartikelattribute | BT000001-001-XL | Tom Tailor Damen Jeans dunkelgrau (Gr. X | (L) | Neir | | | | |
| Größenlauf | BT000001-001-XXL | Tom Tailor Damen Jeans dunkelgrau (Gr. X | (XL) | Nei | | | | |
| Artikel Farbfamilie | BT000001-002 | Tom Tailor Damen Jeans blau | | Nei | | | | |
| SALE Einrichtung | BT000001-002-L | Tom Tailor Damen Jeans blau (Gr. L) | | Neir | | | | |
| NEU Einrichtung | BT000001-002-M | Tom Tailor Damen Jeans blau (Gr. M) | | Neir | | | | |
| Umlagerungsaufträge | BT000001-002-S | Tom Tailor Damen Jeans blau (Gr. S) | | Neir | | | | |
| Geb. UmlagEingänge | BT000001-002-XL | Tom Tailor Damen Jeans blau (Gr. XL) | | Nei | | | | |
| Geb. UmlagAusgänge | BT000001-002-XXL | Tom Tailor Damen Jeans blau (Gr. XXL) | | Nei | | | | |
| Artikeljournale | BT000002-001 | Tom Tailor Damen Bermuda rot | | Neir | | | | |
| Synchronisation Queue | BT000002-001-L | Tom Tailor Damen Bermuda rot (Gr. L) | | Neir | | | | |
| | BT000002-001-M | Tom Tailor Damen Bermuda rot (Gr. M) | | Neir | | | | |
| Startseite | BT000002-001-S | Tom Tailor Damen Bermuda rot (Gr. S) | | Nei | | | | |
| Finanzbuchhaltung | BT000002-001-XL | Tom Tailor Damen Bermuda rot (Gr. XL) | | Nei | | | | |
| | BT000002-001-XXL | Tom Tailor Damen Bermuda rot (Gr. XXL) | | Neir | | | | |
| | BT000003-001 | HIS Damen Jeans dunkelblau | | Neir | | | | |
| Ressourcen und Projekte | BT000003-001-L | HIS Damen Jeans dunkelblau (Gr. L) | | Neir | | | | |
| Verkauf | BT000003-001-M | HIS Damen Jeans dunkelblau (Gr. M) | | Nei | | | | |
| | BT000003-001-S | HIS Damen Jeans dunkelblau (Gr. S) | | Neir | | | | |
| 😽 Kampagnen | BT000003-001-XL | HIS Damen Jeans dunkelblau (Gr. XL) | | Neir | | | | |

- Please note the information above about *Remote Desktop*User request for Navision account (see *Introduction*)

To start Navision, please proceed as follows:

- Select the *Dynamics NAV* shortcut on the desktop
 To change the language within Navision, click on the dropdown field in the menu bar and select *Sprache auswählen / Select Language*



To call up the internal help, please press F1. We also offer training courses on request.

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Outlook Client (Outlook 2016)

You can start a mail client via Remote Desktop.



- Please note the information above about *Remote Desktop*
- User request for e-mail account (see *Introduction*)

If you have an email account with us, the setup wizard will automatically add your account.

You can also configure the settings manually:

- File > Information > Account Settings
- Select New/Change
- Select service: Microsoft Exchange, Outlook.com or ActiveSync compatible service
- Server: mx1
- User: Your *login name* (Username)

To set up a signature, select File > Options > E-mail > Signatures in Outlook.

| | Outlook-Optionen | ? X |
|--|--|-----------|
| Allgemein E-Mail | Ändern Sie die Einstellungen für von Ihnen erstellte und empfangene Nachrichten. | |
| Kalender | Nachrichten verfassen | |
| Personen Aufgaben | Ändern Sie die Bearbeitungseinstellungen für Nachrichten. Editoroption Nachricht in diesem Format verfassen: HTML | en |
| Suchen Sprache Erweitert | ABC ✓ Vor dem <u>S</u> enden immer die Rechtschreibung prüfen ✓ Originalnachricht bei Antworten und Weiterleitungen ignorieren | tur |
| Menüband anpassen Symbolleiste für den Schnellzugriff | Erstellen oder ändern Sie Signaturen für Nachrichten. | en |
| Add-Ins Trust Center | Verwenden Sie Briefpapier, um Standardschriftart und Formatvorlagen sowie Farben und Hintergründe zu ändern. | en |
| | Outlook-Bereiche | |
| | Passen Sie die Art an, in der Elemente bei Verwendung des Lesebereichs als gelesen markiert werden. | ich |
| | Nachrichteneingang | |
| | Beim Eintreffen neuer Nachrichten: ✓ Sound wiedergeben Kurzzeitig den Mauszeiger verändern ✓ Briefumschlagsymbol in der Taskleiste anzeigen ✓ Desktopbenachrichtigung anzeigen Vorschau für Nachrichten mit geschützten Rechten aktivieren (kann die Leistung verschlechtern) | |
| | Unterhaltungen aufräumen | - |
| | ОК | Abbrechen |

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Additional Services

ActiveSync

With ActiveSync you can synchronize your mobile device with your 004 mailbox.



To use this service you need:

- User requests for an e-mail mailbox and ActiveSync (see Introduction)
- If the access does not work, please make sure that your firewall allows TCP port 443 to *mail.004gmbh.de*Mobile device with support for Microsoft Exchange accounts
- Consent to our terminal device policy (including PIN protection, remote wipe)

Before connecting your device, please note the following information:

You must agree to our DevicePolicy for the connection. This DevicePolicy changes the configuration of your device so that the device is automatically locked after a certain inactive time. In case of a reported loss, 004 can also reset your device via a so-called RemoteWipe to the factory settings and delete all data on it.

Select Microsoft Exchange Account or ActiveSync Account in the mail client of your device and use the following settings:

- Mail server: mail.004gmbh.de
- Protocol: SSL
- Port: 443
- Domain: *004group* (with iOS)
- User: username (for iOS)
- User: *004group.intlusername* (for Android)

Finally, you will be prompted to assign a PIN. Then the device restarts and the DevicePolicy is activated. You can remove the DevicePolicy at any time in the settings of your device. All contents of your 004 mailbox stored on the device will also be removed.

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SFTP Access

Using the Secure File Transfer Protocol (SFTP), data can be exchanged confidentially. If you would like to transfer data to us personally on a regular basis or if one of your IT interfaces needs to exchange data with us automatically, we recommend this service.

In order to use this service you need:

- User application for SFTP account (see Introduction)
- An SFTP client, e.g. WinSCP (please contact your IT administrator)
- If access does not work, please make sure that your firewall allows TCP port 22 to sharebox.004gmbh.de

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Help and Support

Please use to the following channels for specific help:

- If you have general questions about this document or the revision, please contact your shop manager.
- Support requests for the individual services can be sent to helpdesk@004gmbh.deat any time.
- The helpdesk is available from Monday to Friday from 9 AM to 5 PM

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