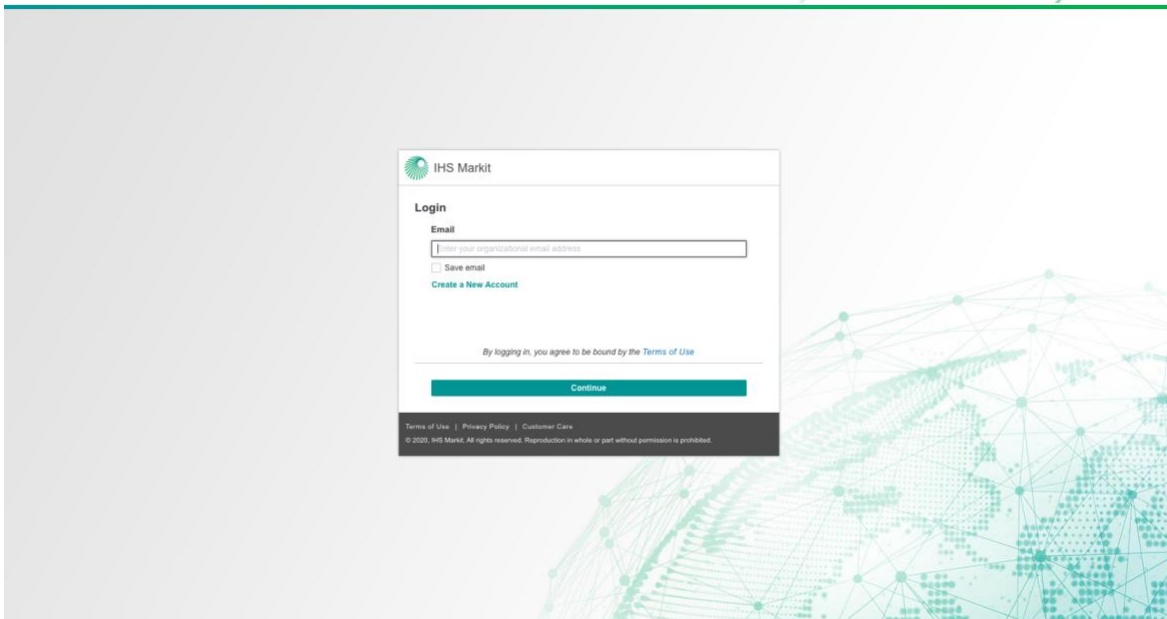




FAQ: CHANGES TO THE LOGIN PROCESS

Starting March 21, 2020



New IHS Markit login page starting March 21, 2020

New Login Process at a Glance

There will be a new login experience for users accessing products via the Engineering Resource Center (ERC) starting March 21, 2020.

As we continue to improve the security of our solutions, changes have been made to the way you log into your Engineering products from IHS Markit.

Starting March 21, 2020, accounts that use Email and Password to login will be redirected to a new login page.

Step 1: Enter your company email address.

Step 2: Enter your password.

Step 3: Launch your product(s).

Step 1: Enter email

Step 2: Enter password

Step 3: Main Menu

To reduce the number of times you need to enter your credentials, select the options to *Save your email* and to *Keep you logged in*.

FAQs

What changes are coming March 21, 2020?

Beginning March 21, 2020, customers using an email address and password to access our products will experience a new login and authentication process.

You will have to enter your organizational email address and password the first time you access this new login page. You do not need to create a new account.

Why are you making these changes?

We constantly work to improve the security of our solutions and this new authentication method will provide:

- Robust and modern security controls to protect our data and your intellectual property.
- A more modern and streamlined user experience.
- Options to reduce how often you enter your credentials, while maintaining the best security practices.
- Better “self-service” options such as Account Creation.
- Improved error messaging with clearer directions when there are issues.

Do you have to enter your email and password each time you login?

To reduce the number of times you are asked to log in, click the available options to **Save email** and **Keep me logged in**. A cookie will be placed on your computer if you select either of these options. If you delete your cookies, or your organization does not allow cookie storage, you will have to enter your credentials each time.

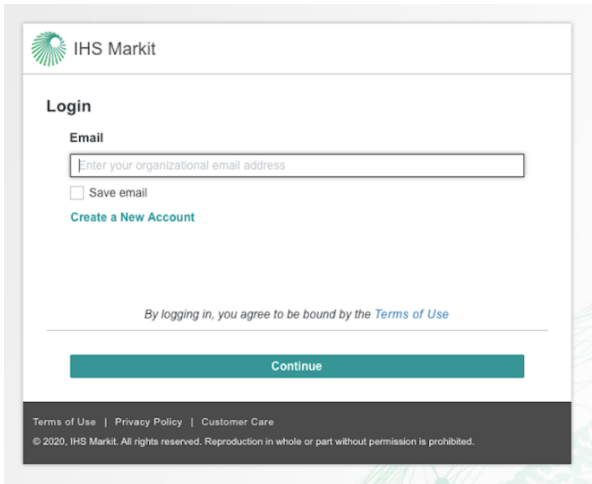
What if I have access to a number of subaccounts?

If your account has multiple subaccounts, you will be prompted to select the subaccount once you have entered your password. You can change your subaccount selection by clicking the **Change** icon on the ERC main menu that is next to your name.

Email and Password Users

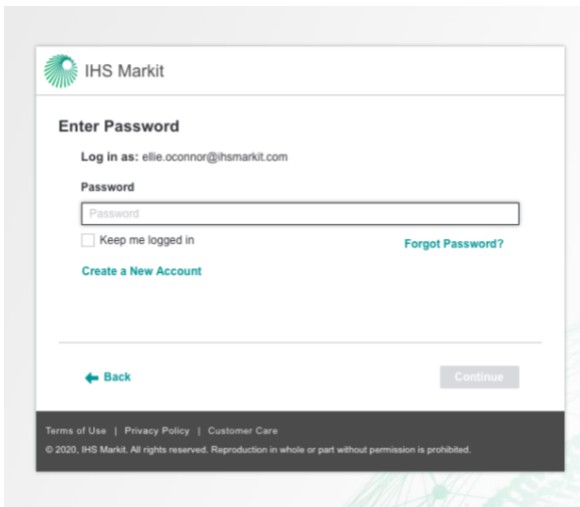
If you are an existing user, you will need to enter your organizational email address and password the first time you visit the new login page.

Step 1: Enter an email address. This should be your current, corporate or organizational email address.



The screenshot shows the IHS Markit login interface. At the top left is the IHS Markit logo. Below it, the word "Login" is displayed. Under "Login", there is a section for "Email" with a text input field containing the placeholder "Enter your organizational email address". Below the input field is a checkbox labeled "Save email" and a link "Create a New Account". A horizontal line separates this section from a footer area that contains the text "By logging in, you agree to be bound by the Terms of Use" and a large teal "Continue" button. At the very bottom, there is a dark footer bar with links for "Terms of Use", "Privacy Policy", and "Customer Care", and a copyright notice: "© 2020, IHS Markit. All rights reserved. Reproduction in whole or part without permission is prohibited."

Step 2: Enter your password. If you forgot your password, you may reset by clicking **Forgot Password**.



The screenshot shows the IHS Markit login interface at the password entry stage. At the top left is the IHS Markit logo. Below it, the text "Enter Password" is displayed. Under "Enter Password", there is a line of text "Log in as: ellie.oconnor@ihsmarkit.com". Below that is a "Password" section with a text input field. To the right of the input field is a link "Forgot Password?". Below the input field is a checkbox labeled "Keep me logged in" and a link "Create a New Account". A horizontal line separates this section from a footer area that contains a "Back" button with a left arrow and a "Continue" button. At the very bottom, there is a dark footer bar with links for "Terms of Use", "Privacy Policy", and "Customer Care", and a copyright notice: "© 2020, IHS Markit. All rights reserved. Reproduction in whole or part without permission is prohibited."

Step 3: Access your product(s).

Single Sign-On (SSO) or Federated User Access

The login process will not change if you are using Single Sign On (SSO) to login. An SSO or Federated user will bypass these new login screens and arrive logged into the ERC Main Menu page or taken directly into the product.

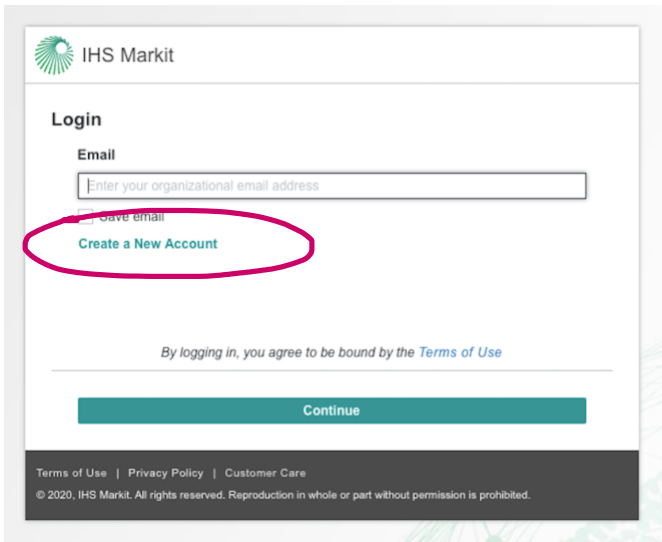
You must use the link provided by your organization to ensure a successful log in experience.

Add a New User

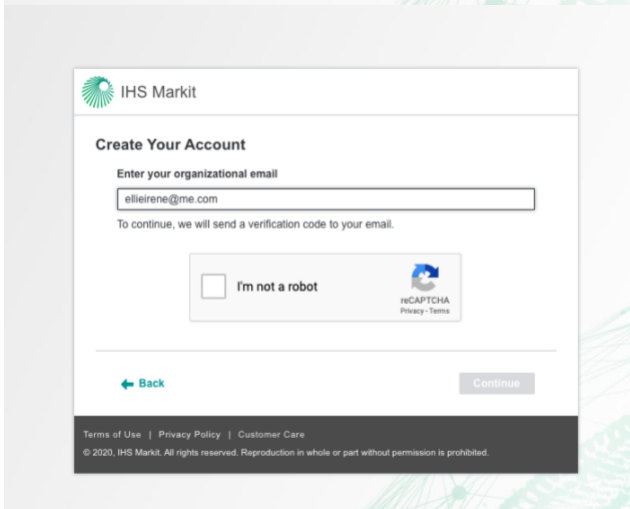
Step 1: Use the **Link** sent in the Welcome letter.

Step 2: Enter your email address and click **Create a New Account**.

Note: *Gmail, Yahoo, etc. email addresses can NOT be associated with a corporate subscription.*



The screenshot shows the IHS Markit Login page. At the top left is the IHS Markit logo. Below it is the 'Login' heading. There is an 'Email' input field with the placeholder text 'Enter your organizational email address'. Below the input field are two links: 'Save email' and 'Create a New Account'. The 'Create a New Account' link is circled in red. Below the links is a line of text: 'By logging in, you agree to be bound by the [Terms of Use](#)'. At the bottom of the form is a teal 'Continue' button. At the very bottom of the page is a footer with links for 'Terms of Use', 'Privacy Policy', and 'Customer Care', and a copyright notice: '© 2020, IHS Markit. All rights reserved. Reproduction in whole or part without permission is prohibited.'



The screenshot shows the IHS Markit 'Create Your Account' page. At the top left is the IHS Markit logo. Below it is the 'Create Your Account' heading. There is an 'Enter your organizational email' input field with the placeholder text 'Enter your organizational email' and the email address 'elieirene@me.com' entered. Below the input field is a line of text: 'To continue, we will send a verification code to your email.' Below this is a reCAPTCHA widget with the text 'I'm not a robot' and a checked checkbox. To the right of the checkbox is the reCAPTCHA logo and the text 'reCAPTCHA Privacy - Terms'. Below the reCAPTCHA widget are two buttons: a blue 'Back' button and a grey 'Continue' button. At the very bottom of the page is a footer with links for 'Terms of Use', 'Privacy Policy', and 'Customer Care', and a copyright notice: '© 2020, IHS Markit. All rights reserved. Reproduction in whole or part without permission is prohibited.'

Step 3: Select the **I'm not a robot** check box and click **Continue**.

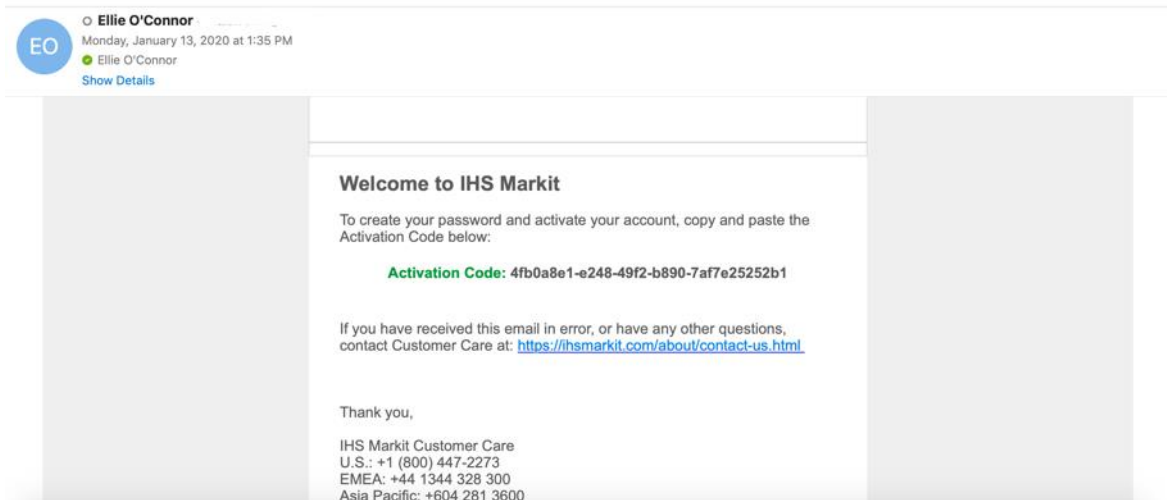
Step 4: An email will be sent to the address provided with an **Activation Code**.

If the code doesn't arrive, the user can click **Resend Code**.

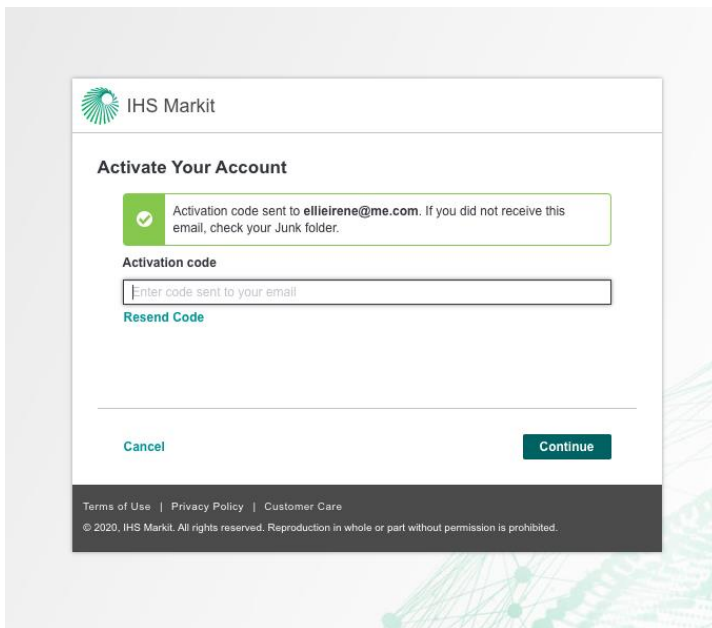
If you don't receive the Activation Code, it might be for the following reasons:

- Check the spam or junk folders.
- Your email address could be incorrect.

- There was a problem with email delivery. (uncommon)



Step 4: Copy and paste this code to **Activate Your Account**.



Step 5: Follow the steps to **Create Your Profile** and set your **Password**.

Forgot Password

Step 1: Enter your email address on the login screen. The **Forgot Password** workflow is only available on the Password entry screen.

Step 2: Select **Forgot Password**.

Step 3: Select **Send Code** and an email will be sent with directions to reset your password.

Step 4: Copy and paste the **Verification Code** from the email.

Step 5: Create a new password. You will be prompted to re-enter your password once it is successfully created.

