

MeterTools

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## How To: How to request access to MeterTools



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# 1. MyKamstrup

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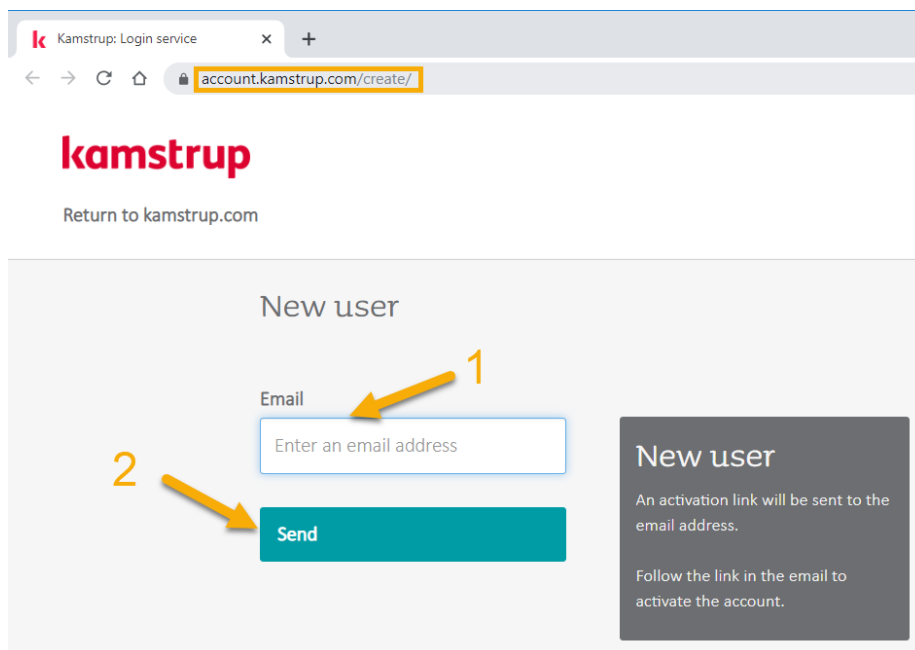
On our MyKamstrup platform it is possible to manually download KEM-files that have been associated with your customer account.

When you buy encrypted meters directly from Kamstrup the meter is transferred to your account automatically during the sales process, if you have bought from a 3<sup>rd</sup> party licensed Kamstrup partner they must transfer the ownership to your account after finalizing the sale.

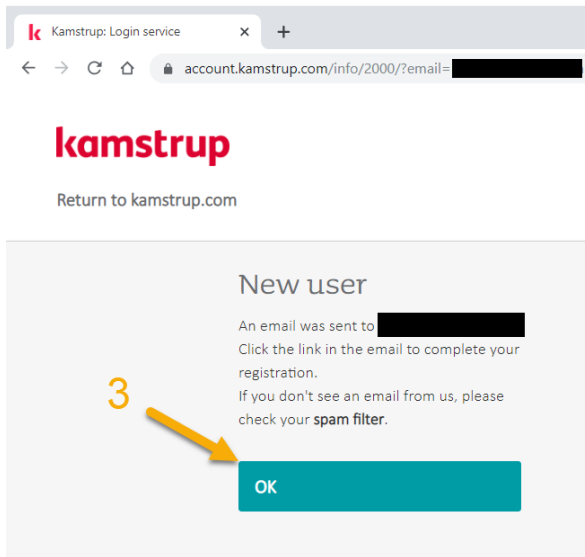
## 1.1 Registering a MyKamstrup account

Begin by registering on MyKamstrup, this will also allow you to create cases in our support ticket system as well as replying and keeping an overview of past cases, without a MyKamstrup account you are not able to reply to cases in our ticket system.

1. Go to <https://account.kamstrup.com/create> to register your email.



2. A new page will now open, confirming that an email has been sent to the email provided in the previous step, click on the "OK" button to close this page and proceed to your email account to click on the link.

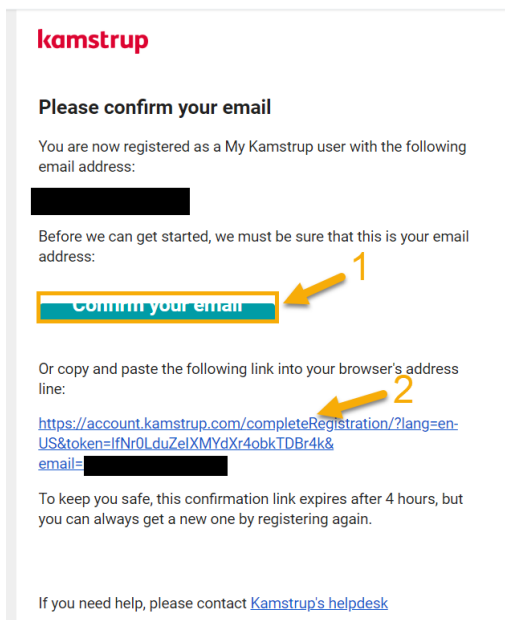


## 1.2 Finalizing the registration

3. Go to your email provider or your email program and locate the email from Kamstrup, if you are unable to locate this email, check your spam or wait up to 5 minutes.

If the email has not been received by then, then please contact the MyKamstrup support team at: [mykamstrup@kamstrup.com](mailto:mykamstrup@kamstrup.com)

After opening the mail, you must either click on either “Confirm your email” or copy and paste the provided link to your browser.



4. A new page will be opened, on this page you can fill out your Name and your desired login password.

Please be aware that the Password **CANNOT** match either your First Name or Last Name nor may it match your organization name.

Example:

Name: Lasse Jensen

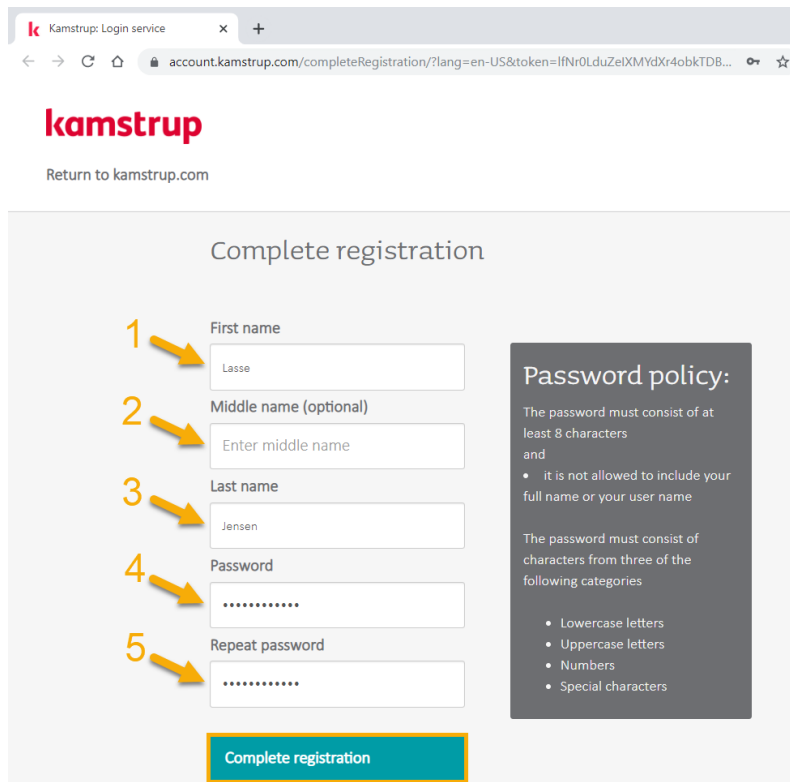
Organization: Kamstrup

the password **may not be**:

- Lasse2019!
- Jensen2019!

Or

- Kamstrup2019!



Kamstrup: Login service

account.kamstrup.com/completeRegistration/?lang=en-US&token=lfNr0LduZeIXMYdXr4obkTDB...

**kamstrup**

Return to kamstrup.com

### Complete registration

- 1 First name  
Lasse
- 2 Middle name (optional)  
Enter middle name
- 3 Last name  
Jensen
- 4 Password  
.....
- 5 Repeat password  
.....

**Complete registration**

**Password policy:**

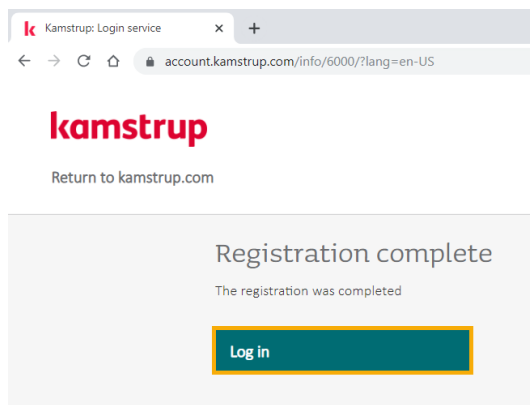
The password must consist of at least 8 characters and

- it is not allowed to include your full name or your user name

The password must consist of characters from three of the following categories

- Lowercase letters
- Uppercase letters
- Numbers
- Special characters

Complete the registration, by clicking on the button and you will be directed the registration complete page, where you can login automatically the first time, all future logins require manual input.



Kamstrup: Login service

account.kamstrup.com/info/6000/?lang=en-US

**kamstrup**

Return to kamstrup.com

### Registration complete

The registration was completed

**Log in**

## 2. New ServiceDesk

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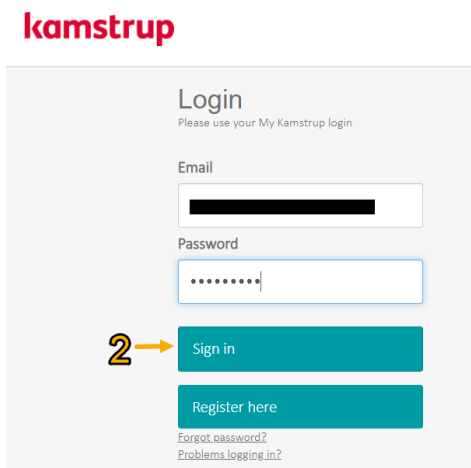
Our New ServiceDesk is the new portal for customers.

From here you can download different Software, create and follow cases and create SRO (Service Repair Order) for defective or broken equipment.

To Access this part please follow the steps below.

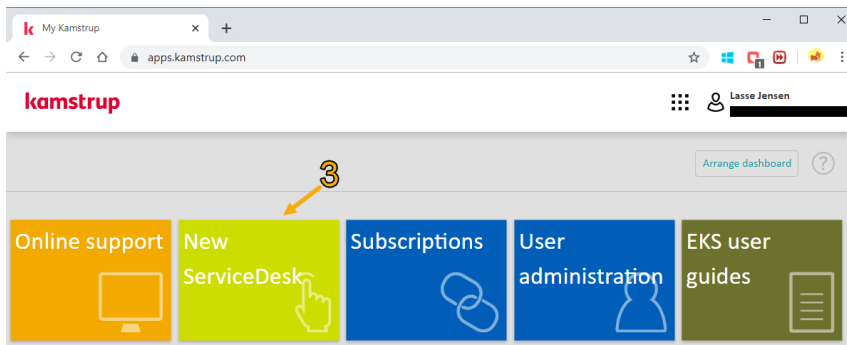
### 2.1 Logging onto MyKamstrup

1. Log onto MyKamstrup by going to [apps.kamstrup.com](https://apps.kamstrup.com) or clicking on MyKamstrup from our homepage.



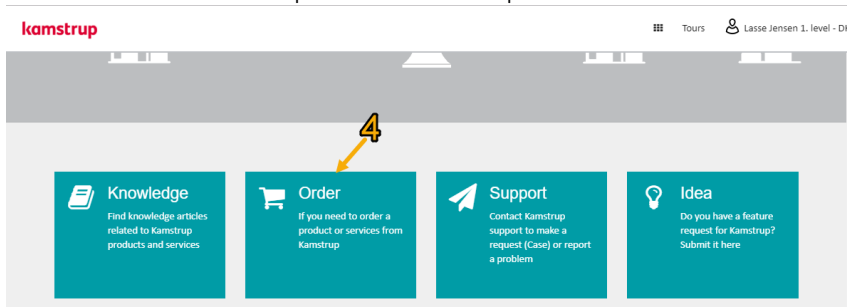
## 2.2 Navigating the New ServiceDesk

- Now click on New ServiceDesk, this icon is always Yellow on your Dashboard



- You will now open to our ServiceDesk homepage, click on Order to access Software as well as SRO access.

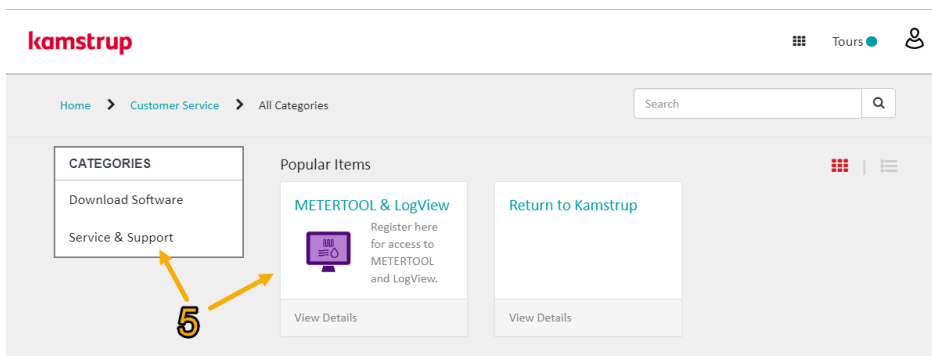
You can also go to Knowledge to find documentation on Kamstrup Products, Hard and Software. Support to create support tickets for Kamstrup Products And Ideas for feature requests for Kamstrup Products.



## 2.3 Requesting Access to MeterTools

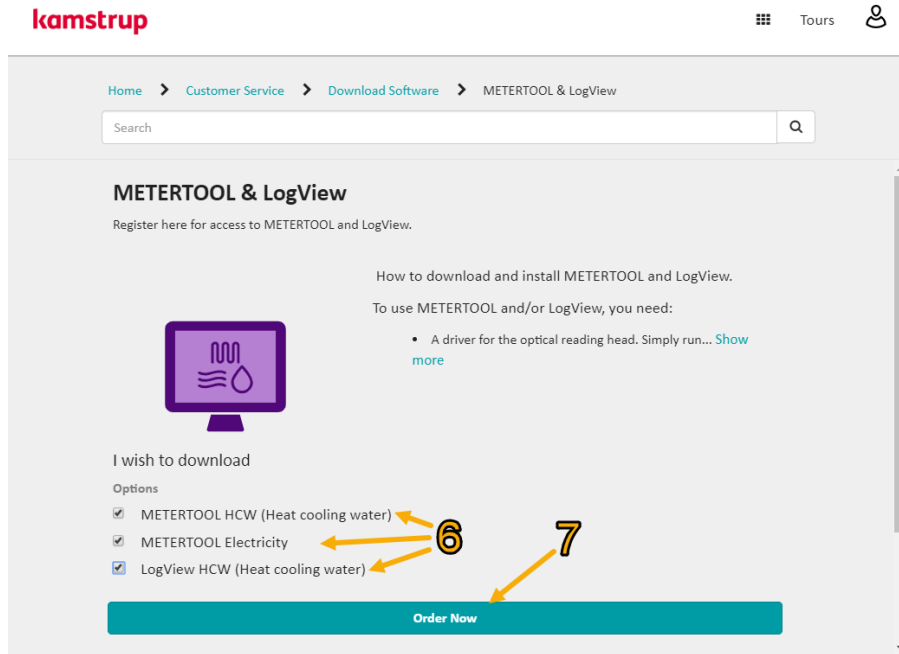
- Clicking on Order will take you to our 2 Options, Download Software and Service & Support. If you do not have access to Service & Support then please mail [supportdk@kamstrup.com](mailto:supportdk@kamstrup.com), and they will grant you access to this option.

Click on MeterTool & LogView to view the requisition form.



5. Fill in which Programs you would like, please be specific as MeterTool HCW and Electricity are not the same programs, lastly click on Order Now.

Your order will now be sent to Kamstrup, this process is not automatic however as we screen all customers who would like to download this software, in rare cases it may take longer to gain access as it goes through the approval process.



If you have any additional questions, please feel free to contact us at:

Mail Support  
[Supportdk@Kamstrup.com](mailto:Supportdk@Kamstrup.com)

Mail our MyKamstrup team regarding Account & KEM-Files  
[MyKamstrup@kamstrup.com](mailto:MyKamstrup@kamstrup.com)

Telephone: **89 93 11 10.**  
Monday - Thursday 8.00 - 16.00.  
Friday 8.00 - 15.00.

Kind Regards  
Your Kamstrup Service & Support Team

**kamstrup**