

Log In:

https://www.stihl-clearingcenter.com/stihl_smartlink

1. User ID: Logon name please see in your mail which you receive from support-smartlink@stihl-clearingcenter.com
2. Password: Initial password please see in the email
3. Help: Description of the logon page
4. Forgot your password: If you forgot your password, you can request a new initial password via the support addresses
5. Support: Link to SmartLink support website

STIHL®

 SMARTLINK

[Help](#) [Forgot your password?](#)

3

4



Please sign in

User ID: 1

Password: 2

4

After initial logon you are requested to change your password.



The new password must have a minimum length of 8 digits and has to match at least 3 of the following criteria:

1. lower case characters (a, b, c,...),
2. upper case characters (A, B, C,...),
3. numbers (1, 2, 3,...)
4. special characters (!, @, #, \$, %, ^, &, *).

A screenshot of a "Please sign in" form. The form has a blue title bar with the text "Please sign in" and a close button. Below the title bar, there are four input fields stacked vertically. The first field is labeled "User ID :". The second field is labeled "Password :". The third field is labeled "New Password :". The fourth field is labeled "Retype Password :". At the bottom of the form, there is a button labeled "Sign In".

Upload

Send data to STIHL Employee:

After your logon you will see the "Upload" page:

STIHL® SMARTLINK

Home Profile Help Sign Out

Upload Files Download Files

Upload a file
Specify mailbox, file and renaming pattern

Mailbox Path :

File :

Rename File to :

©2010 Andreas STIHL AG & Co. KG

Mailbox Path: Here you can select the STIHL employee for sending your data. You are authorized sending data to assigned STIHL employees only. Multiple selection is not possible.

Upload Files Download Files

Upload a file
Specify mailbox, file and renaming pattern

Mailbox Path :

File :

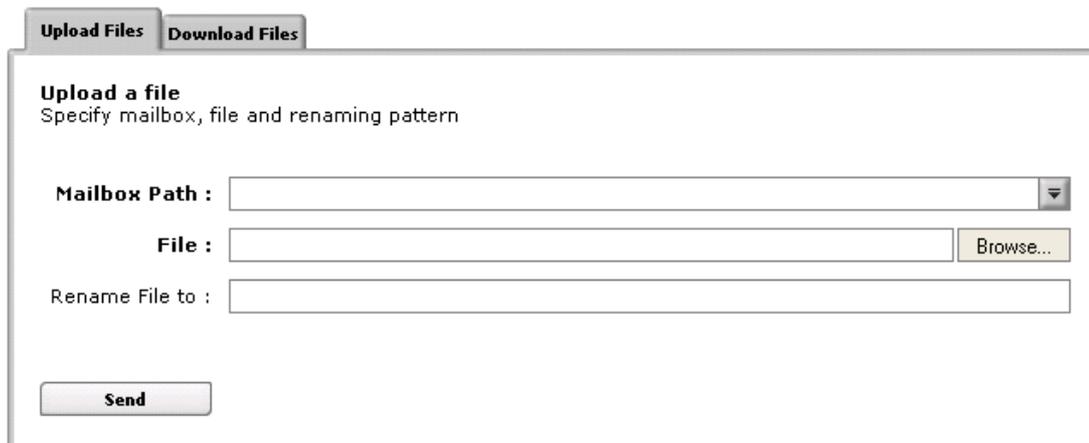
Rename File to :

- /Inbox
- /M.Frank
- /Markus.Bohn
- /Markus.Ehmann
- /Patrick.Trueb
- /Simon.Friedl

File: Select your data which you will send with the „Browse“ button. For large files we suggest to create a ZIP folder.

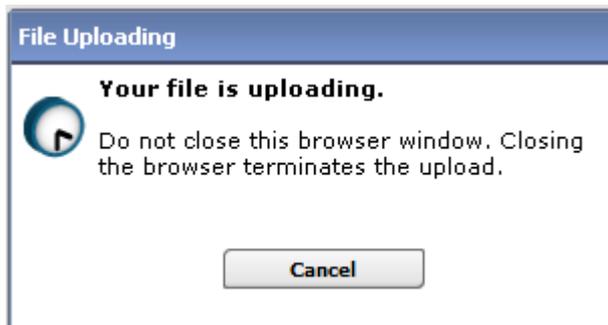
Rename File to: Data can optional renamed.

Send: With the “Send” button you will send your data.

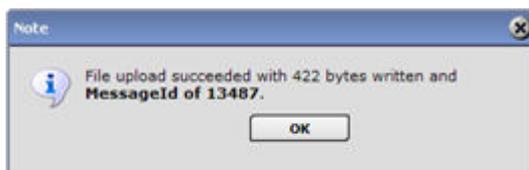


The screenshot shows a web interface with two tabs: "Upload Files" (selected) and "Download Files". Under the "Upload Files" tab, there is a section titled "Upload a file" with the instruction "Specify mailbox, file and renaming pattern". Below this, there are three input fields: "Mailbox Path" (a dropdown menu), "File" (a text input field with a "Browse..." button to its right), and "Rename File to" (a text input field). At the bottom of the section is a "Send" button.

During the uploading process you will see the following Pop Up message:



After a successful upload you will receive the following message on your display screen:

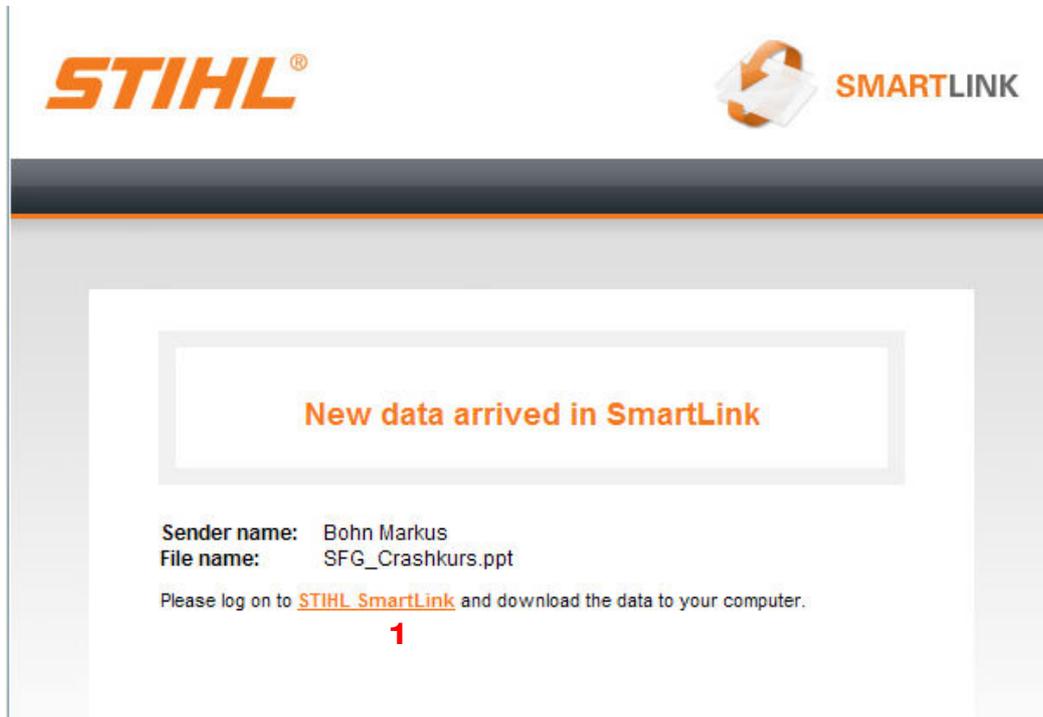


Download

Receive data from a STIHL employee:

When you receive data from a STIHL employee, you will be informed via e-mail.

1. With this link you will be forwarded to the STIHL SmartLink website.



(Logon screen please see above in this manual)

Download Files: Here you can see all your received data.

STIHL SMARTLINK

Home Profile Help Sign Out

Upload Files Download Files

Download a file
Filter your mailbox by using the column input fields

Received	File Name	Mailbox	File Size
2011/03/22 14:06:46	New Bitmap Image.bmp	/Inbox	0
2011/03/22 14:06:35	Test.txt	/Inbox	182.39 kB
2011/03/22 10:10:40	I_Kalender2011.zip	/Inbox	260.18 kB
2011/03/15 11:21:13	Kopie von Neu Textdokument.zip	/Inbox	274
2011/03/04 15:43:31	STIHL-test.zip	/Inbox	422

Refresh

With a click on the appropriate file you can download the file.

Upload Files Download Files

Download a file
Filter your mailbox by using the column input fields

Received	File Name	Mailbox
2011/03/22 14:06:46	New Bitmap Image.bmp	/Inbox
2011/03/22 14:06:35	Test.txt	/Inbox
2011/03/22 10:10:40	I_Kalender2011.zip	/Inbox
2011/03/15 11:21:13	Kopie von Neu Textdokument.zip	/Inbox
2011/03/04 15:43:31	STIHL-test.zip	/Inbox

Confirm

Are you sure that you want to download this file?

File: New Bitmap Image.bmp

From: /Inbox

OK Cancel

Note:

If you have downloaded a file, it will be available for another 7 days for downloading.
If you do not download a file, it will be deleted after 25 days.

Profile

Password change:

On this web page you can change your password:

Current Password:	Enter your current password
New Password:	Enter your new password
Confirm New Password:	Confirm your new password
Save:	Save the new password



[Home](#) | [Profile](#) | [Help](#) | [Sign Out](#)

Password

 **Password**
Modify your password, here.

Current Password :

New Password :

Confirm New Password :

©2010 Andreas STIHL AG & Co. KG