



**Connect to the customer portal
My Pages**

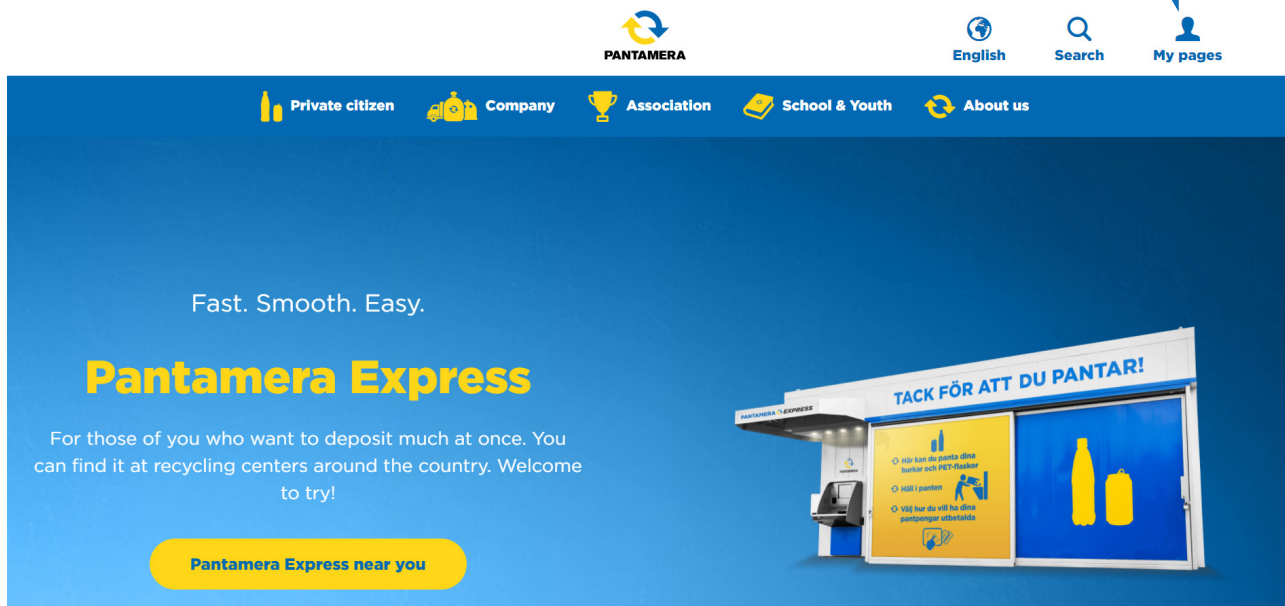
How-to guide



1. Find My Pages

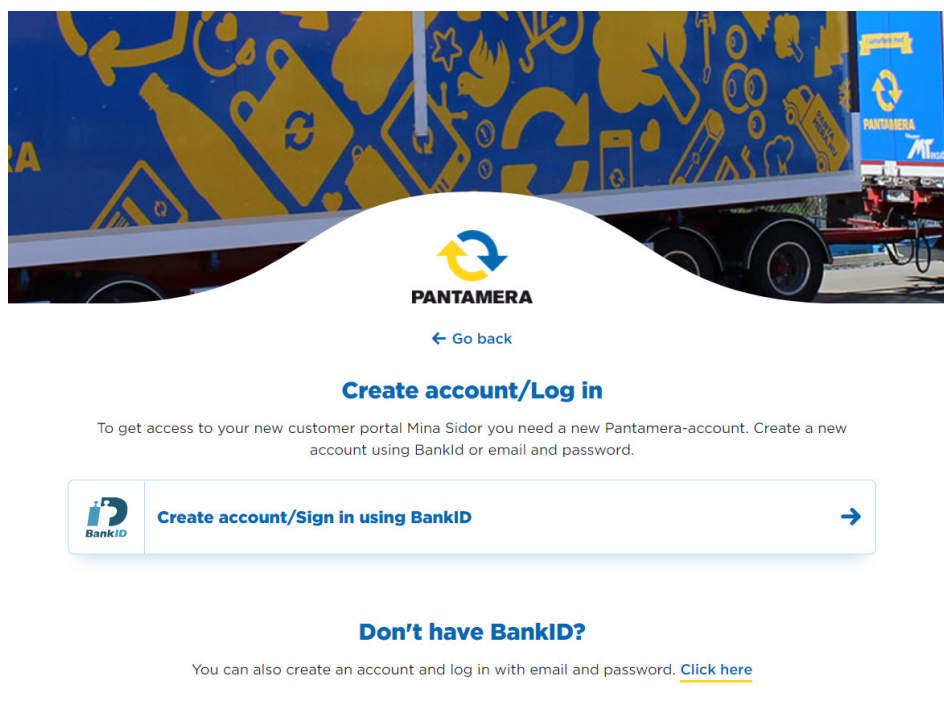
You will always find the button to 'My Pages' in the top right corner of our website. Click on the icon to get to the login page.

My Pages is located here



2. Create account with BankID

In the next step, you create your account with BankID. If you do not have BankID, you can create an account by entering your e-mail address and password.



3. Select device and enter social security number

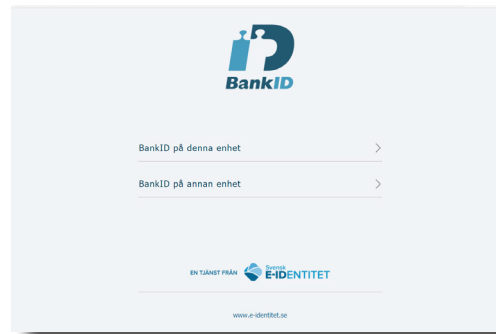
In the next step, select whether you want to start BankID on the device you are using or another device.

'BankID på samma enhet'

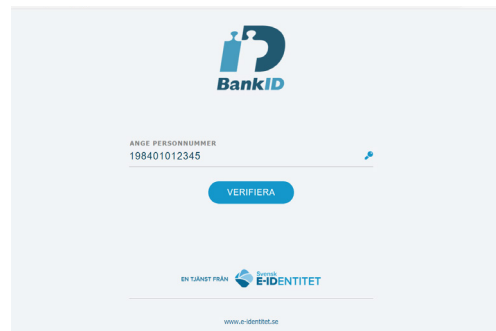
BankID is started on the device you are using. Verify yourself with your personal password.

'BankID på annan enhet'

You enter your social security number and click **'Verifiera'**. Then start BankID on the device you want to use. Verify yourself with your personal password.



Choose where you want to start BankID.



Enter social security number if you want to start BankID on another device.

4. Verify by e-mail

You will be directed to a page where you will be asked to verify yourself by entering your e-mail address. When you have entered your e-mail address and clicked on *Send verification code*, a code will be sent to your e-mail address. If you don't receive a code, check your junk mail or click *Send new code*. Enter the code in the field *Verification code* that appears. Click *Verify Code* and read Returpack's privacy policy further down. Confirm that you have read the privacy policy by clicking the box and then click the button *Continue* to proceed.

1 Please provide the following details.

Verification is necessary. Please click Send button.

Email Address
panta@pantastore.com

Send verification code

Given Name
Panta

Surname
Pantamerasson

Confirm our user policies
 I have read Returpack's [privacy policy](#)

Continue **Cancel**

2 Verify your email address

Thanks for verifying your panta@pantastore.com account!

Your code is: 337243

Sincerely,
Returpack

3 Please provide the following details.

Verification code has been sent to your inbox. Please copy it to the input box below.

Email Address
panta@pantastore.com

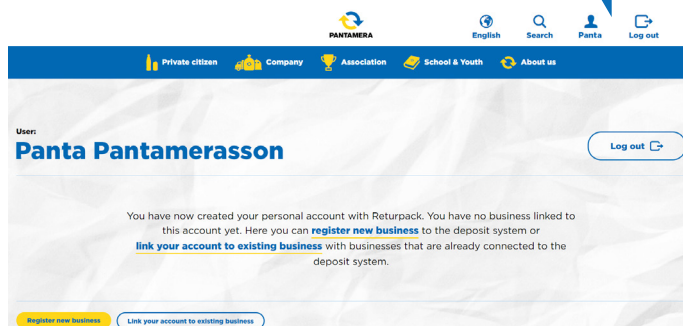
Verification code
337243

Verify code **Send new code**

5. Link account to existing business

Welcome to My pages. Here you can link your account to your business. New customers who have not previously connected their business to the deposit system can do this here. The account that is first connected to a business automatically becomes an administrator account for that business. That user can in turn invite other users and assign access levels to them as well as change their own.

Note that your name is now here, and that the button to log out has been added.



Link your account to a business that is already connected to the deposit system.

Access levels:

Administrator - Have full access to all information and functions. Can change users access levels.

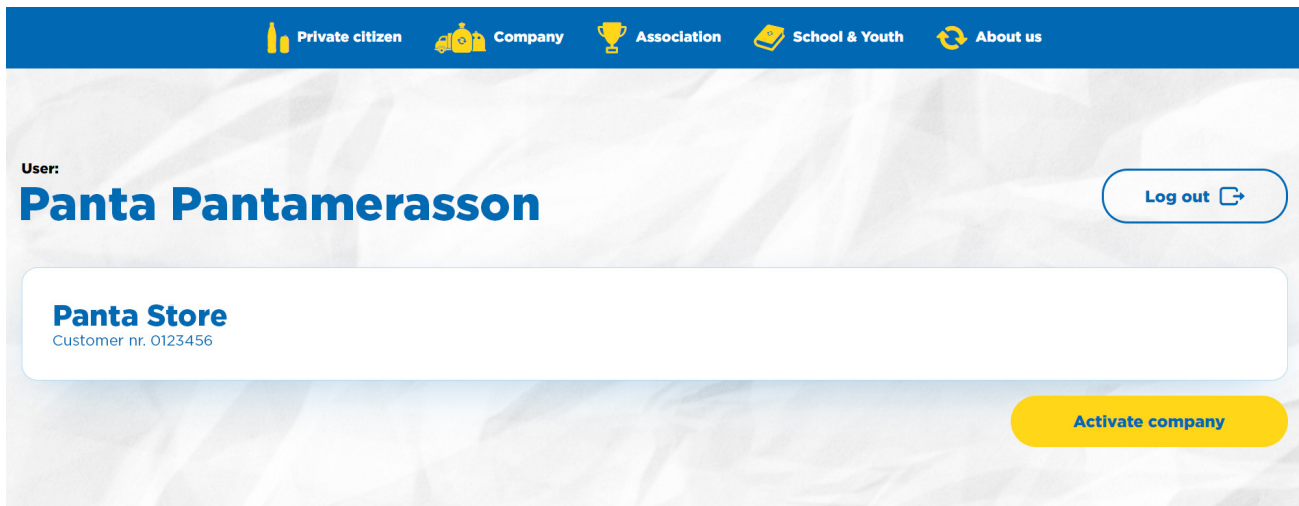
User - Have limited access to all information and functions. Can't change users access levels.

6. Enter information

To link your personal user account to your business, you need to enter your business' customer number and the PIN code you used to log in to the previous customer web. If you do not have access to the PIN code, enter the email address registered with us, and you will receive an email where you can easily complete the process. To link a Producer and Importer, enter the e-mail adress that is registered with us.

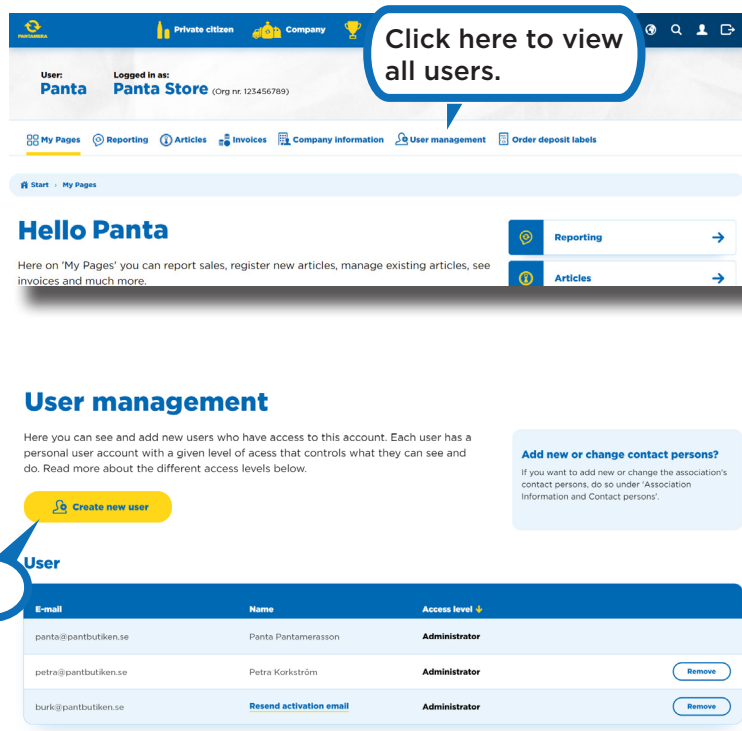
7. Activate business

In the next step you activate your business to connect it to the new customer portal and get access to My pages.



8. Add users

Now you have linked your account to your business. Under **User management** and with the button **Create new user**, you can add more people who will have access to My Pages. They receive an email with instructions on how to create an account. As an administrator, you decide what access levels they should have.



Summary

1. Find My Pages

You will always find the button to 'My pages' in the top right corner of the website.

2. Create account with BankID

Create your account with BankID. If you do not have BankID, you can create an account by entering your e-mail adress and password.

3. Select device and enter social security number

Select which device you want to start BankID on.

4. Verify by e-mail

Verify yourself by entering your e-mail adress and then enter the code that is sent to you.

5. Link account to existing business

When you have created your account, you can link it to your business that is already connected to the deposit system.

6. Enter information

Enter your customer number and PIN code. Alternatively, you can enter the e-mail adress that is registered with us.

7. Activate business

Activate your business to be able to manage it in My pages.

8. Add users

Invite more people to get access to My Pages. Click on *User management* and *Create new user*

Do you have questions?

Don't worry! Contact kundtjanst@returpack.se and we will help you.