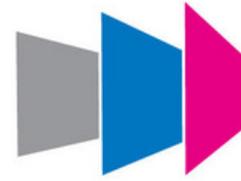
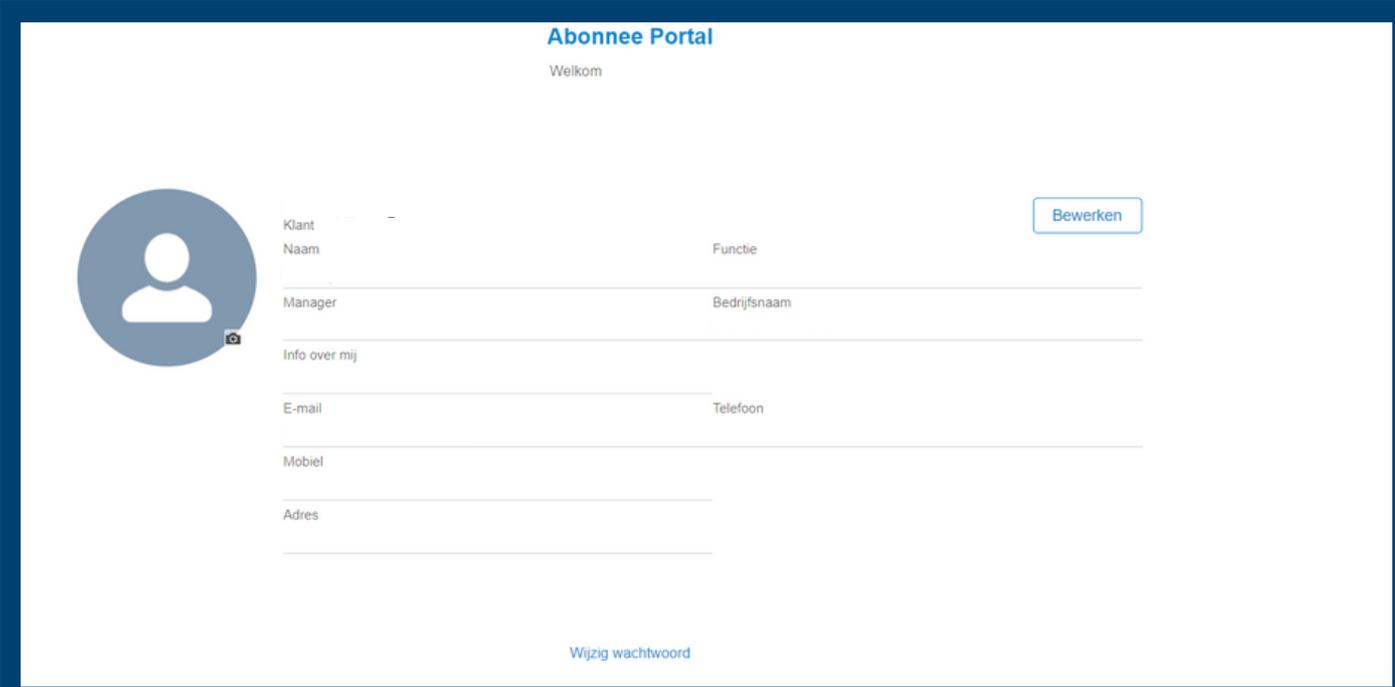


Manual My ProMedia



ProMedia
group.nl





The screenshot shows the 'Abonnee Portal' (Subscriber Portal) interface. At the top, it says 'Welkom' (Welcome). On the left, there is a circular profile picture placeholder with a camera icon. To the right of the profile picture, there are several input fields for user information:

- Klant Naam** (Client Name) and **Functie** (Function): A single line with a 'Bewerken' (Edit) button to the right.
- Manager** and **Bedrijfsnaam** (Company Name): A single line.
- Info over mij** (About me): A single line.
- E-mail** and **Telefoon** (Phone): A single line.
- Mobiel** (Mobile): A single line.
- Adres** (Address): A single line.

At the bottom center, there is a link that says 'Wijzig wachtwoord' (Change password).

Introduction

We are looking forward to welcoming you as a subscriber of a ProMedia Group publication. ProMedia Group publishes business-to-business magazines in the mobility, traffic and transport sectors. We inform directors, managers, entrepreneurs and other professionals on a daily basis about developments in their discipline. We also organize high-quality national and international conferences and trade fairs. We believe that sharing knowledge leads to a better business climate.

In this manual we explain how the self-service subscriber portal works. You can view and manage your subscription in the portal. In addition, you can also give colleagues a reader license so that they can read the latest news as well.

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Subscriptions

ProMedia publications

Currently, the subscriptions of the following ProMedia publications can be managed in the portal:



Flows

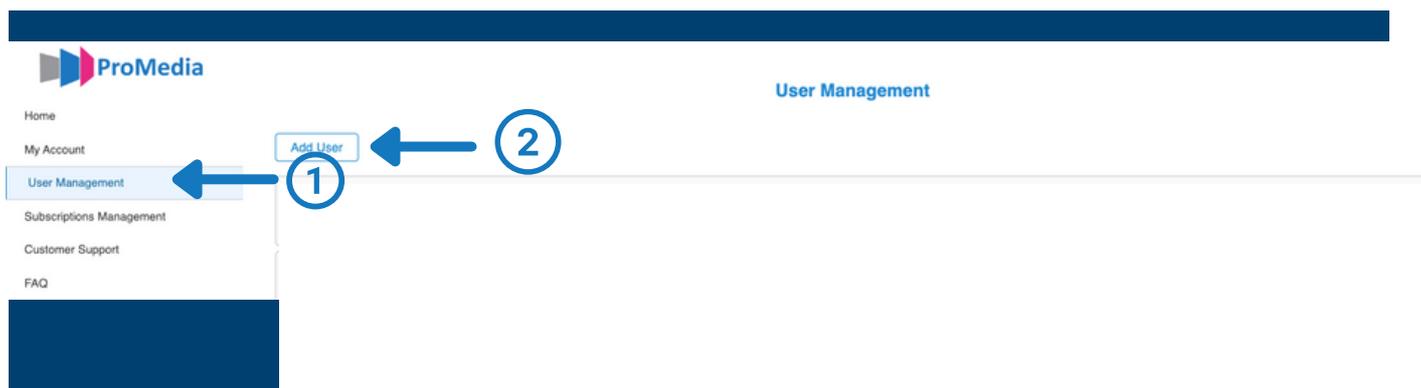
Self-Service Portal

You can get access to the self service portal via: <https://my.promedia.nl/>.

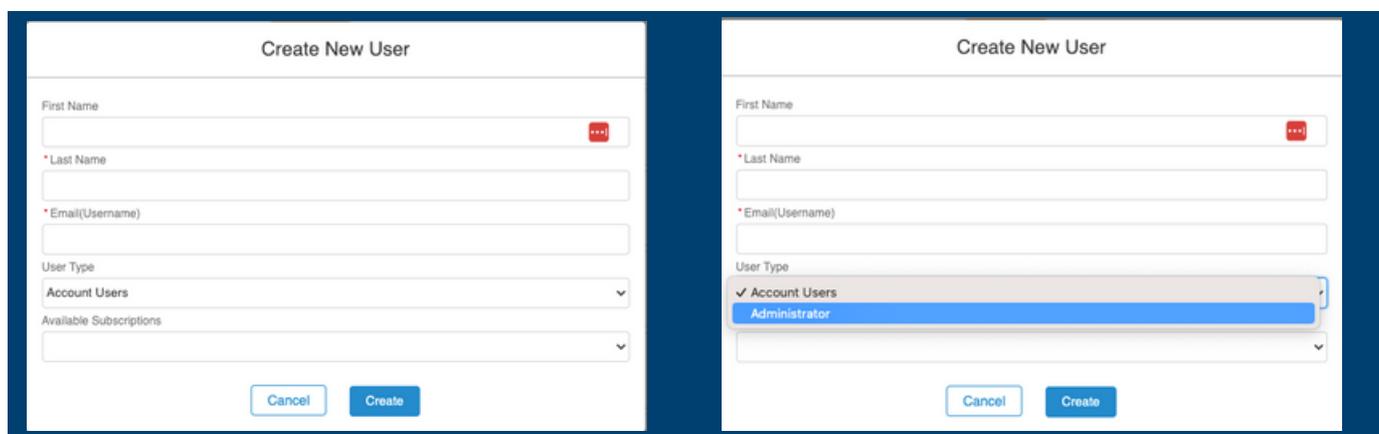
Digital Portal & login

Give access to colleagues/ reader license

In our digital portal you can view and manage your subscription yourself. You go to the digital portal and log in via your personal log in details. Next, you will click on “user management”. Then click on ‘add user’ and fill in the personal details of your colleague.



At the section ‘user type’ you can choose for a regular user (cannot manage the subscription) or manager (can manage the subscription). Next you can select the subscription applicable.



Your colleague will receive an email (of the sender accounts@promedia.nl) within 24 hours to reset the password to the digital portal. If your colleague has set his/her password, he/she can log in to the website. Please note that the link in the email is valid for 24 hours and it can happen that the email ends up in the spambox. Our advice is therefore to inform your colleague about this.

Delete access/ reader license

You go to the digital environment My ProMedia and log in with your login details. Next you click on “Subscription Management”, you search for your colleague and click on the action “delete licence”. Your ex-colleague does not have access anymore to the articles on the website.

Subscription	Publication	Subscription Number	Start	End	1/1 Available Licenses	
Jaarabonnement / Automatische verlenging	RailFreight.com	RFP-20230407065600801	2023-04-07			Add Licenses Adjust my subscription
Name	Username	RFP-20230407065600801	Actions			
Name	E-mail address		1 → Remove License			

Forgot password

In the [digital portal](#) you can request a new password. At “user name” you fill in your email address and you will receive an e-mail to reset your password.

Change language

Go to “My settings’ and change “Language” into the language you prefer. Next you click on “save”,

My Settings

Cancel Save

Account

Username Email Address *

Password Change Password

Location

Language Locale

English Dutch (Netherlands)

Time Zone

(GMT+02:00) Central Europea

Cancel Save

1 →

2 ↓

← 3

Login problems

You can best contact our customer support team via: +31 (0)10 280 1000 or customerdesk@promedia.nl. Our customer support team will be happy to help.

Other questions

[Here](#) you will find answers to the most frequently asked questions. Didn't you find an answer to your questions? Please feel free to contact our customer support team via +31 (0)10 280 1000 or customerdesk@promedia.nl.

The screenshot shows the ProMedia Customer Support interface. On the left is a navigation menu with items: Home, My Account, User Management, Subscriptions Management, Customer Support (highlighted with a blue arrow), and FAQ. The main content area is titled 'Customer Support' and 'New Case'. It contains a form with the following fields: 'Subject' (dropdown menu with '--None--'), '*Publication' (dropdown menu with '--None--'), and 'Description' (text area). A blue 'Confirm' button is positioned below the form. At the bottom, there is a section for 'All Cases' with a search bar and a table header. The table header includes columns: 'Publicati...', 'Case Num...', 'Contact N...', 'Subject', 'Status', 'Priority', 'Date/Time...', and 'Case Own...'. The status bar indicates '0 items', sorted by 'Publication', filtered by 'All cases', and updated 'a few seconds ago'.