

**Siemens PLM Software 技術技巧及新聞**

歡迎流覽《Siemens PLM Software 技術技巧及新聞》，希望它能成為 Siemens PLM Software 技術支援團隊將 Siemens PLM Software 最新產品更新、技術技巧及新聞傳遞給用戶的一種途徑

**Date: 2019/11/01**

**1. 使用者認證資訊遷移**

從 2019 年 11 月 4 日美國時間 (UTC-6) 9 點開始，最終用戶、合作夥伴和內部用戶所有原來使用 webkey 帳號登錄的地方都將遷移到下面的登錄介面。

Sign In  
or [create an account](#)

**Sign In has changed.** If you previously signed in with a username, please use your email. [Need help?](#)

Email

Password [Show](#)

[Forgot your password?](#)

**Sign In**

[Sign in with Siemens Employee Login](#)

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如果使用者的 webkey 帳號關聯到一個電子郵寄地址，可以在上面登錄資訊中輸入電子郵寄地址並以當前的 webkey 帳號密碼登錄即可。

如果是多個 webkey 帳號關聯到一個電子郵寄地址，使用者需要點擊“Forgot your password?”【忘記密碼】連結。系統將會提示文檔的第 3 頁的介面。

西門子內部員工，點擊“Sign in with Siemens Employee Login”按鈕，系統將會提示文檔的第 4 頁的介面。

如果在登錄介面上不確定如何去做，點擊“Need Help?”連結，系統將提示下面的頁面資訊。



## SIEMENS

### Sign In Help

For improved security and authentication, Siemens Digital Industries Software has updated its Sign In process.

**Email address replaces Webkey username as part of the Sign In process.**

If you do have issues with the new Sign In process, these steps may help you:

#### I can't Sign In

I've entered the email address associated with my Webkey account and my password, but I get an "Invalid email or password" message.

1. Please check that the email address and password you entered are correct.
2. If the problem persists, reset your password using the "Forgot Password" link.

If you are still unable to sign in, see the details below for how to contact us.

#### I have more than one Webkey account associated with the email address

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The email address I'm using has more than one Webkey account associated with it. What do I do?

1. Submit the Forgot Password form using that email address.
2. After completing the password reset process and logging in using your new password, you can select the Webkey account from the list of accounts associated with that email (see example below).
3. After making your selection, you will be provided with site access.

## SIEMENS

### Choose an Account

Multiple Webkey accounts are associated with this email: youremail@company.com. Please choose one to login.

Account: UserName1

- Name: Valued Siemens Customer
- Account Role: Standard User

Account: UserName2

- Name: Valued Siemens Customer
- Account Role: Standard User

[Continue](#)

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#### Contact Us

If you still continue to have issues or questions after following the above steps, please contact us at [\(800\) 955-0000](tel:800-955-0000).

For global support numbers, visit <https://www.plm.automation.siemens.com/global/en/support/>

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## SIEMENS

### Reset your password

Enter your email address. We'll email you instructions to reset your password. Please check your spam folder.

Email

[Back to Sign In](#)

[Submit](#)

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當點擊“Forgot your Password”連結後，將會提示上面的介面。一旦密碼成功重置，如果使用者電子郵寄地址關聯了多個 webkey 帳號，系統將會提示下面的介面。使用者需要選擇要關聯到哪一個原來的 webkey 帳號。

## SIEMENS

### Choose an Account

Multiple Webkey accounts are associated with this email: [youremail@company.com](#). Please choose one to login.

- Account: UserName1
  - Name: Valued Siemens Customer
  - Account Role: Standard User
- Account: UserName2
  - Name: Valued Siemens Customer
  - Account Role: Standard User

[Continue](#)

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## SIEMENS

### Siemens Employee Sign In

The screenshot shows two login panels side-by-side. The left panel is titled 'Smart Card PKI Login' and contains the text 'Use Smart Card PKI Login for immediate access to all content.' Below this is a mouse cursor icon and an orange button labeled 'Sign In with PKI Card'. A blue link 'Help for Smart Card PKI Login' is at the bottom. The right panel is titled 'Windows Login' and contains the text 'Use your current Windows session to Login.' It has two input fields: 'Username:' with a subtext 'Enter PLM Domain Username.' and 'Password:' with a subtext 'Enter PLM Domain Password.' and a 'Show' toggle. An orange button labeled 'Sign In with Windows Session' is at the bottom, with a blue link 'Help for Windows Login' below it. At the bottom left of the screenshot is the text '©2019 Siemens Digital Industries Software' and at the bottom right is a watermark 'GTAC Greater China' with links for 'Privacy', 'Terms', and 'Help'.

當選擇 “ Sign in with Siemens Login” 用戶將會看到上的提示介面。如有多個 webkey 帳號與帳號關聯，系統將會出現第 3 頁的提示。

Greater China

ME&S Service Team

PRC Helpdesk (Mandarin): 800-810-1970/021-22086635

Taiwan Helpdesk (Mandarin): 00801-86-1970

HK Helpdesk (Cantonese): 852-2230-3322

Global Technical Access Center: <http://www.siemens.com/gtac>

Siemens PLM Software Web Site: <http://www.plm.automation.siemens.com>

Siemens PLM Software (China) Web Site: [http://www.plm.automation.siemens.com/zh\\_cn/](http://www.plm.automation.siemens.com/zh_cn/)

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此e-mail newsletter 僅提供給享有產品支援與維護的Siemens PLM 軟體使用者。當您發現問題或希望棄訂，請發送郵件至 [helpdesk.cn.plm@siemens.com](mailto:helpdesk.cn.plm@siemens.com) 聯繫，如棄訂，請在標題列中注明“棄訂”  
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