FREQUENTLY ASKED QUESTIONS

Q **What is the Ecolab Portal?**

The Ecolab Portal is a secure, online site that allows you, our customer to sign-in once and see electronic information from all Ecolab divisions who service your organization.

Q **How do I get access to the Ecolab Portal?**

Authentication is needed in order to access the Ecolab Portal. Users who have been identified to have access to the Portal will be emailed a username and password along with instructions to login. Once you receive your username and password go to customer.ecolab.com via your internet browser.

Q **How do I get to the Pest Elimination section?**

Along the top menu bar of the Ecolab Portal there is a tab for Pest Elimination. Click on that tab and you are directed to the Pest area.

Q **What information is available on the Ecolab Portal?**

You can view your current and historical service reports in a new, updated electronic version, and access informational material such as pest guides, white papers, videos and webinars; links to SDS and labels; pest pages showcasing facts and identification and signs of pests; and news stories related to the prevention of pests.

Q **Can any of this information be downloaded and shared with my team?**

Yes. We encourage you to download any of the resources and service reports to help educate your team on pest prevention.

Q **What if I forget my username?**

Your username is your email address.

Q **What if I forget my password?**

You can reset your password by **clicking on the "Forgot Password" link** on the Portal login page. After typing your username, an email will be sent to you with a temporary password. Alternatively, you can email pestportal@ecolab.com for assistance.

Q **What do I do when my password expires after 90 days?**

You will receive a prompt to reset your password. Follow the prompts accordingly. Your password must be five characters in length and contain at least one number.

ECOLAB PORTAL
PEST ELIMINATION

customer.ecolab.com

Q **Can I access the Ecolab Portal on my mobile device?**

Yes. You can access the Ecolab Portal on any device that has access to the internet, which includes laptops, tablets and smart phones. Portal views will automatically adjust to fit the screen size of your device. To access the Ecolab Portal go to customer.ecolab.com using your internet browser.

Q **Can I add a quick link icon to my mobile device?**

Most smart phones have a way to add a quick link icon to your screen. Check with your manufacturer for complete instructions.

Q **Is the updated, electronic Service Report replacing the one the Service Specialist leaves behind?**

No. You will continue to receive the paper leave-behind report, but you will also receive this new electronic version via email or the Ecolab Portal.

Q **Are electronic Service Reports only available through the Ecolab Portal?**

No. Service Reports can be received electronically via email if your organization has chosen this option. Printed service reports will continue to be provided from your Service Specialist after service has been completed.

Q **Are Service Reports in the Portal available immediately after service occurs?**

Service reports are generally available about 24-hours after pest service is performed.

Q **How do I ensure former employee's usernames and passwords are inactivated? How do new users get added?**

Your Corporate Office will send us regular updates on new and inactivated users.

Q **What process is in place to ensure data security?**

Prior to a user getting access to the Ecolab Portal, stringent rules are established and hierarchical data is received from your Corporate Office. It is then verified and tested prior to user credentials being sent.

Q **Who do I contact for support?**

Email pestportal@ecolab.com

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