To use certain features in IHS products, such as watch lists or retail purchases in IHS Standards Expert, you must first create a user profile. This allows the system to recognize and register you when you login and keep track of information, such as lists and purchases. To store your profile information, you must have cookies enabled on your system. Ask your company’s System Administrator if you are not sure whether you have cookies enabled or not.

Logging into the ERC
1. Go to [http://www.ihs.com](http://www.ihs.com) and click on IHS Login.

2. On the Login Menu, select **Login - IHS Engineering Division - ERC**.

3. On the **Account Login** page, enter your company issued Login name and Password. This is the Login name and Password your company was given when an IHS subscription product was first purchased by your company.
Logging into the ERC (continued)

If you have not registered as a unique user, you are prompted to create a User Profile on the Registration page. You only have to enter this information once. Registering your User Profile creates a cookie (information put on your hard disk that records your preferences so that it can remember them the next time you use one of your IHS subscription products).

4. Enter your first name, last name, location, and e-mail address, and then enter a unique Username and Password, and click Submit. **Important Note:** When you log into the Engineering Resource Center (ERC) to use one of your IHS subscription products, you will always use your Account Login name and password, not this unique username and password.

When you click on the >>Already registered? Log in ... button, enter the unique user name and password you created on the Registration page, and then click Submit.

If you have forgotten your password, click on the Forgot your username and password? link and you will be prompted for your e-mail address.

If you have forgotten your password, click on the Forgot your username and password? link and you will be prompted for your e-mail address. Enter your valid e-mail address and click the Remind Me button. Your password will then be sent to you at the e-mail address you entered.

If you click on the >>Already registered? Log in ... and are prompted to enter a unique username and password but you have not registered yet, click the Not Registered link and you will be prompted to create a user profile on the Registration page.

If your cookies are deleted or you login from a different machine, you are prompted by this Registration page again but you DO NOT have to re-enter your profile information. Simply click on the >>Already registered? Log in ... button and enter your unique username and password. Once you do this, the information from your cookie is reset.

Please NOTE, IHS does not sell or rent online user information to other companies and you will not receive unwanted spam as a result of completing this registration form.
5. Once you have successfully logged into the ERC, select an IHS product, such as IHS Standards Expert, from the Main Menu. Products to which you do not subscribe are listed in the right-hand column. If you are interested in more information on these products, visit us at www.ihs.com or contact your IHS Sales Representative.

6. Once you are finished using one of your IHS subscription products, you can click on the Main Menu link and return to the ERC Menu and select another product to which you subscribe. In the examples below, we clicked on the Standards Expert, clicked on the Main Menu link to return to the ERC Menu, and then clicked on Fasteners eCatalogs.

Customer Support

Onsite customer support and training is available using state of the art learning methodologies, educational approaches and tools that focus on improving project implementation.

The Customer Support Management team and a worldwide dealer network provide regional language based training and support.

The IHS Engineering Support team is available to help you resolve questions promptly and effectively.

To contact the IHS Engineering Support Center:
Call: 800-447-3352 (USA/Canada)
or +1-303-397-2295 (Worldwide)
Fax: 303-397-2599
TDD: 303-754-4032

Or you can contact them by going to http://engineers.ihs.com/about/support/support-email-requestform.htm and then filling out and submitting a form with your request for information. Depending upon your type of request, a Customer Support Service Representative will either respond via email or phone.

For More Information on IHS:
Worldwide  +1 303 397 2896 (USA/Canada)
U.S.  800 716 3447
Web  www.ihs.com