



Customer Portal User Manual (For Group Email)

Last update: Aug. 2025

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1. Customer Portal Introduction
2. Customer Portal Registration and Sign-in
3. Customer Portal Homepage
4. Customer Portal File Exchange
5. Customer Portal Trash Folder
6. FAQ

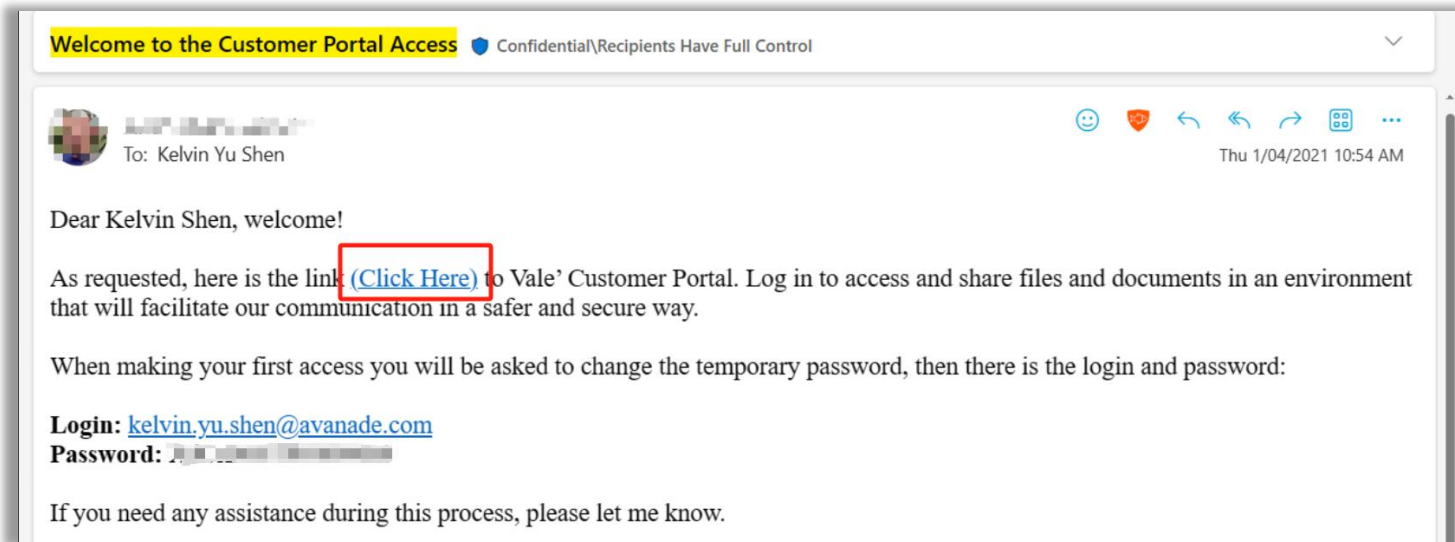
1

**Customer Portal
Introduction**

Customer Portal Introduction

Customer Portal is a platform provided to important customers of VALE, through which user can obtain more VALE information and exchange documents more securely.

This platform adopts an invitation system, and only users who receive invitations can register and log in to it. Users who receive invitations need to complete registration within a validity period of 5 days. Invitation email as below:



After completing registration, please log in to Portal regularly to ensure your account is active, failure to log in for more than 165 days will result in the account un-registration.

Group Email User Introduction

Group Email

- If user use Group Email to process business with VALE, Vale provides Group Email function to support multiple users use the same Group Email to register and sign-in Customer Portal, please follow steps in Section 2 to complete registration and sign-in.
- If user only have group email address, then VALE only support user to register and sign-in Customer Portal with Group Email. If user have both individual company email address and Group Email, then he can use both individual and Group Email to register and sign-in Customer Portal with Group Email.
- Client needs to inform VALE to close user's Portal access permissions if a user no longer needs access to the Customer Portal.

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**Customer Portal
Registration and Sign-in**

Customer Portal Registration - Group Email

Welcome to the Customer Portal Access

Dear Wenhui Feng, welcome!

As requested, here is the link [\(Click Here\)](#) to Vale' Customer Portal. Log in to access and share files and documents in an environment that will facilitate our communication in a safer and secure way.

When making your first access you will be asked to change the temporary password. Here is the login and password:

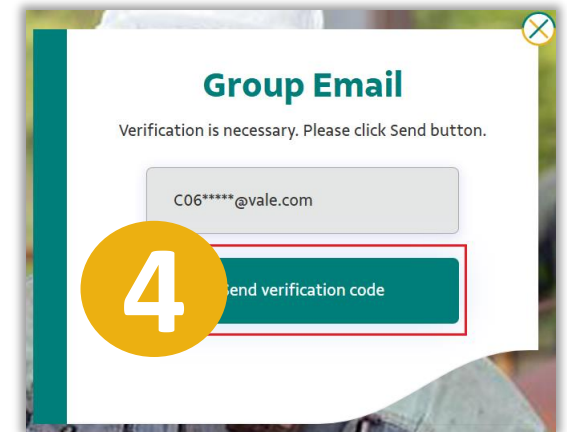
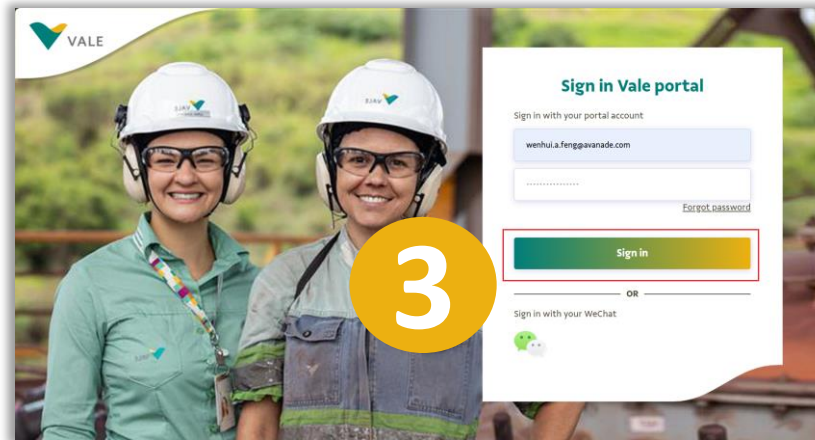
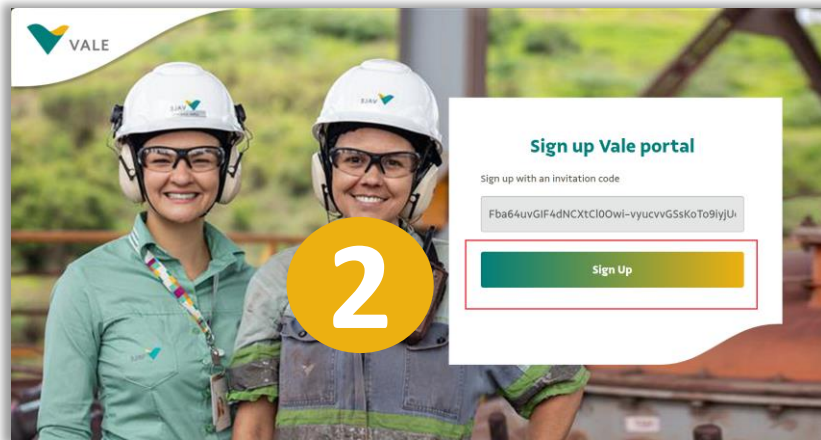
Login: wenhui.a.feng@avanade.com

Password: HTLr7dJ8SUPJ1ho0

Expiration Date:

If you need any assistance during this process, please let me know.

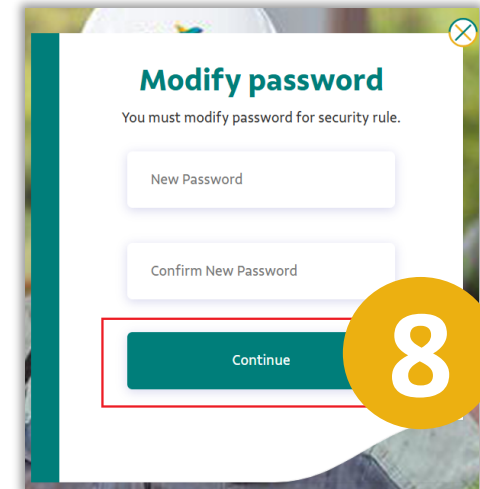
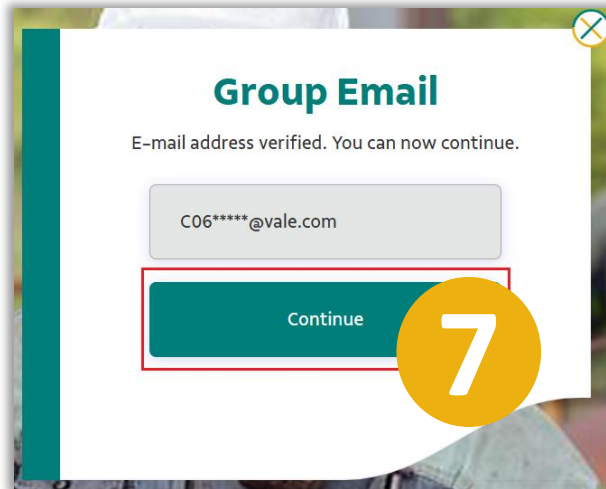
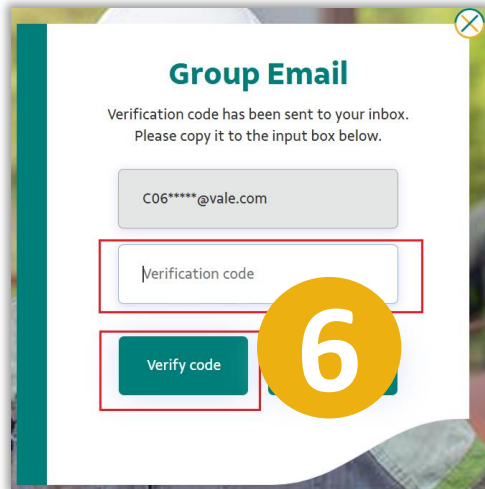
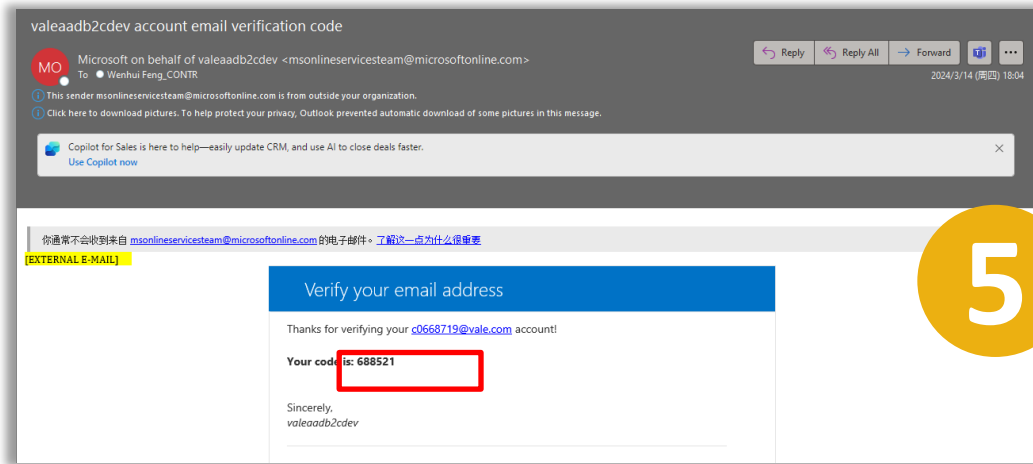
1



1. Click “Click Here” in the invitation email to open registration page.
2. Click “Sign Up” button in registration page.
3. Copy login account and password from invitation email and input to Sign-in page, then click “Sign in” button.
4. Click “Send verification code” button, system will send a verification email to your Group Email mailbox.

Notice: If user only have Group Email, then invitation will be sent to the Group Email and Portal account will be a VALE assigned username. If user have both individual and Group Email, then invitation will be sent to his/her individual company email address and the Portal account will be his/her individual email;

Customer Portal Registration - Group Email



5. Open your Group Email mailbox and copy verification code from the verification email.
6. Input code to “Verification code” textbox and click “Verify code” button.
7. Click “Continue” button.
8. Change the password and click “Continue” button.

Customer Portal Registration – Confirm Agreements

User need to expand and scroll down to the end to read and accept all the agreements when registering Customer Portal account, next time user can directly accept agreements to sign-in Customer Portal.

To access Customer Portal, please read and accept the terms below: 请确认以下条款, 之后我们将进入Customer Portal:

Privacy Notice 隐私声明 2.2

Terms and Conditions 使用条款 3.2

I have read and agreed to the Privacy Notice. 我已阅读并同意《隐私声明》

I separately acknowledge and agree that my sensitive personal information will be collected, processed, transferred, used and stored. 我单独确认并同意敏感个人信息将被收集、处理、转让、使用和存储。

I have read and agreed to the Terms and Conditions. 我已阅读并同意《使用条款》

Confirm

Agreement for China

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To access Customer Portal, please read and accept the terms below: 请确认以下条款, 之后我们将进入Customer Portal:

Agreement Vale International SA. 1.8

I have read and agreed to the Terms and Conditions. 我已阅读并同意《使用条款》

Confirm

Agreement for JKS and Europe

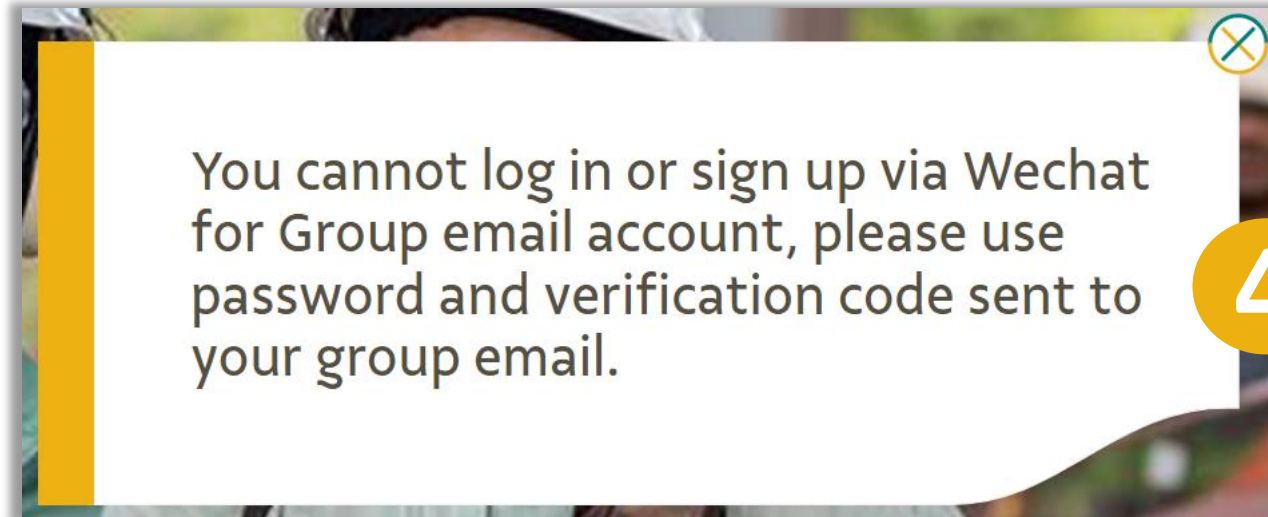
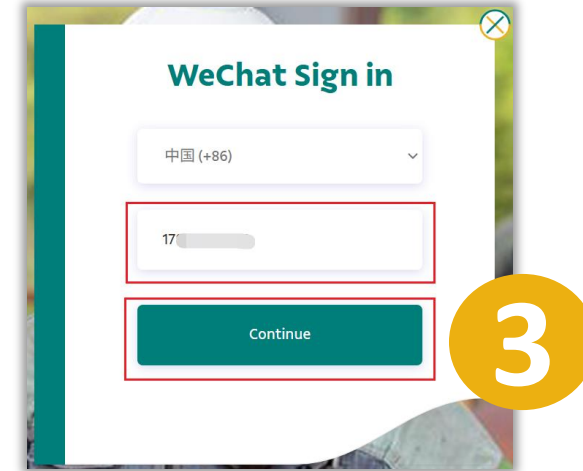
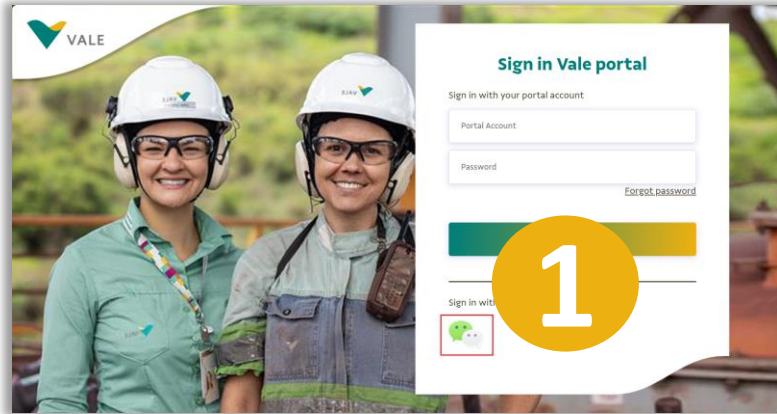


1. Read and accept Agreements, then click “Confirm” button.
2. System will navigate to homepage.

Notice: China users need to confirm two agreements “Terms and Condition” and “Privacy Notice”. But JKS and Europe users only need to confirm “Terms and Condition”.

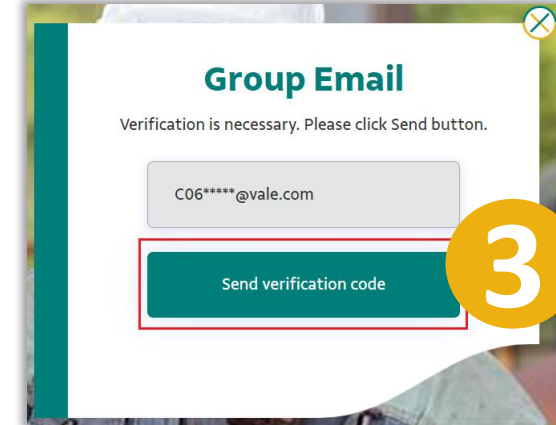
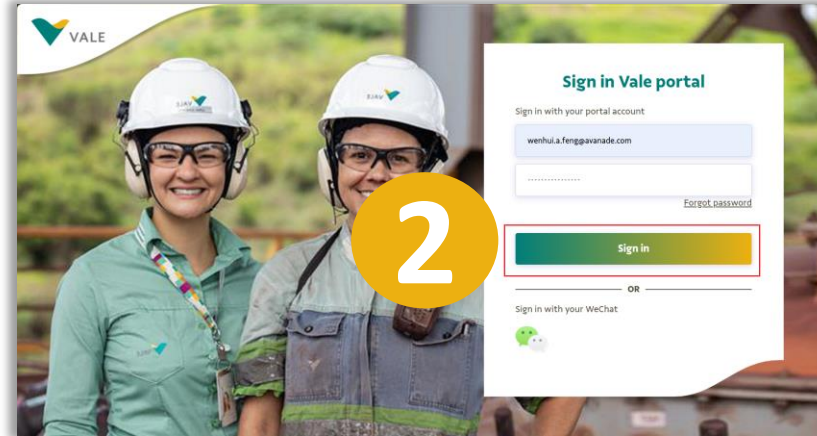
Customer Portal Registration - WeChat

Group Email user are not available to register and sign-in Customer Portal via WeChat, it's by design if you encounter below issue when using WeChat.



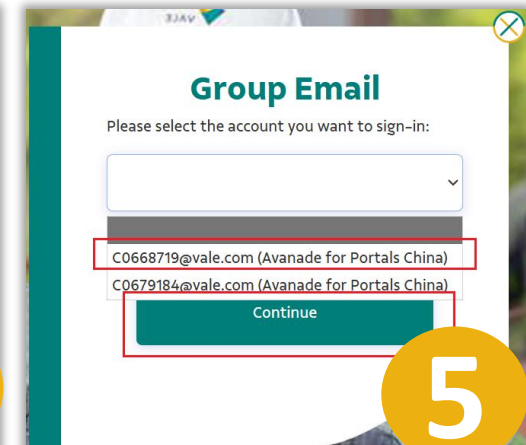
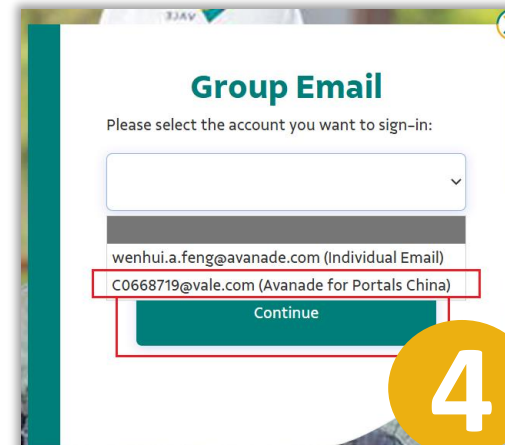
Customer Portal Sign-in – Group Email

To sign-in Customer Portal with Group Email user need to follow page 7 – page 9 to complete Group Email registration process first.

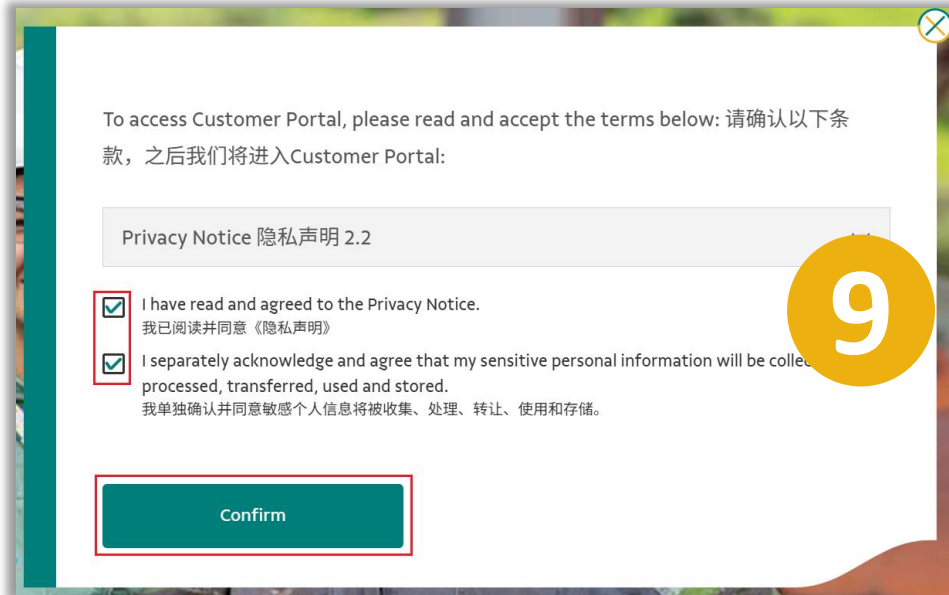
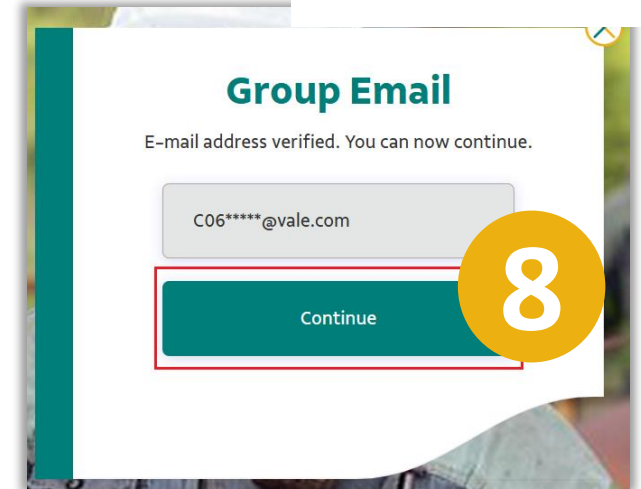
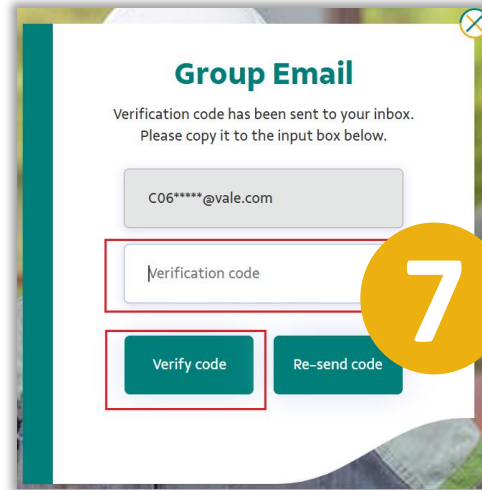
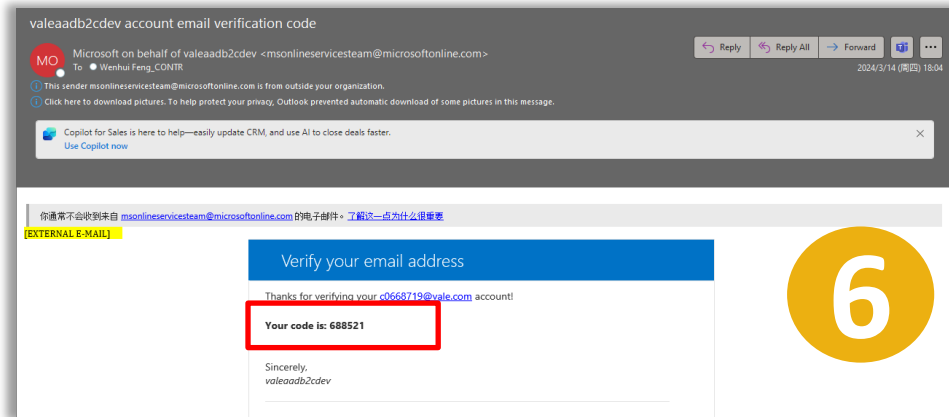


1. Open [Customer Portal - PRD](#) in browser and click “Sign in” button.
2. Input account and password and click “Sign in” button.
3. Click “Send verification code” button, system will send a verification email to you Group Email mailbox.

Notice: User will see a separate page as **4** if he/she has both individual company email address and Group Email login method; User will see a separate page as **5** if he/she has been assigned to multiple Group Emails.



Customer Portal Sign-in – Group Email



6. Open your Group Email mailbox and copy verification code from the verification email.
7. Input code to “Verification code” textbox and click “Verify code” button.
8. Click “Continue” button.
9. Read and accept Privacy Notice, then click “Confirm” button.

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Customer Portal Homepage

Customer Portal Homepage

Customer Portal homepage contains header, banner, content, footer areas.



1. In header area: click “Home” button to back to homepage, click “Documents” to navigate to file exchange page, click “Favorites” will list most commonly used folders, click bell logo will list Portal messages, click “Logout” button will logout current user from Customer Portal.
2. In banner area: click “Learn More” will navigate to VALE news page, click dot will switch to different news.

[Back to main menu](#)

Customer Portal Homepage

Customer Portal homepage contains header, banner, content, footer areas.

The screenshot displays the Customer Portal Homepage layout. On the left, under the heading "Institutional Information", there are two sections: "VISA Vale International SA" with a "Business License" PDF icon, and "VMS 淡水河谷金属 (上海) 有限公司 (Vale Metals (Shanghai))" with "Business License" and "Tax Information" PDF icons. A large yellow circle with the number "3" is overlaid on the VMS section. On the right, there is a video player titled "2025 Technical Mission" showing a "2021 Technical Mission" video of a large yellow CAT dump truck in a mining environment. A small inset video shows a woman speaking. The video player has a progress bar at 0:00 / 13:49.

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[Private Notice](#) | [Terms and Conditions](#) | Copyright © 2025 Vale plc. All rights reserved.

3. In content area: China user will see “Institutional Information” and none China user will see “Press Release”, click hyperlink will navigate to detailed page, beside this there is a video to show VALE recent marketing activities.
4. In footer area: user can click hyperlink to see detailed information of agreements. User who belongs to a China company will display both “Terms and Condition” and “Private Notice” hyperlinks, otherwise only display “Terms and Condition” hyperlink.

[Back to main menu](#)

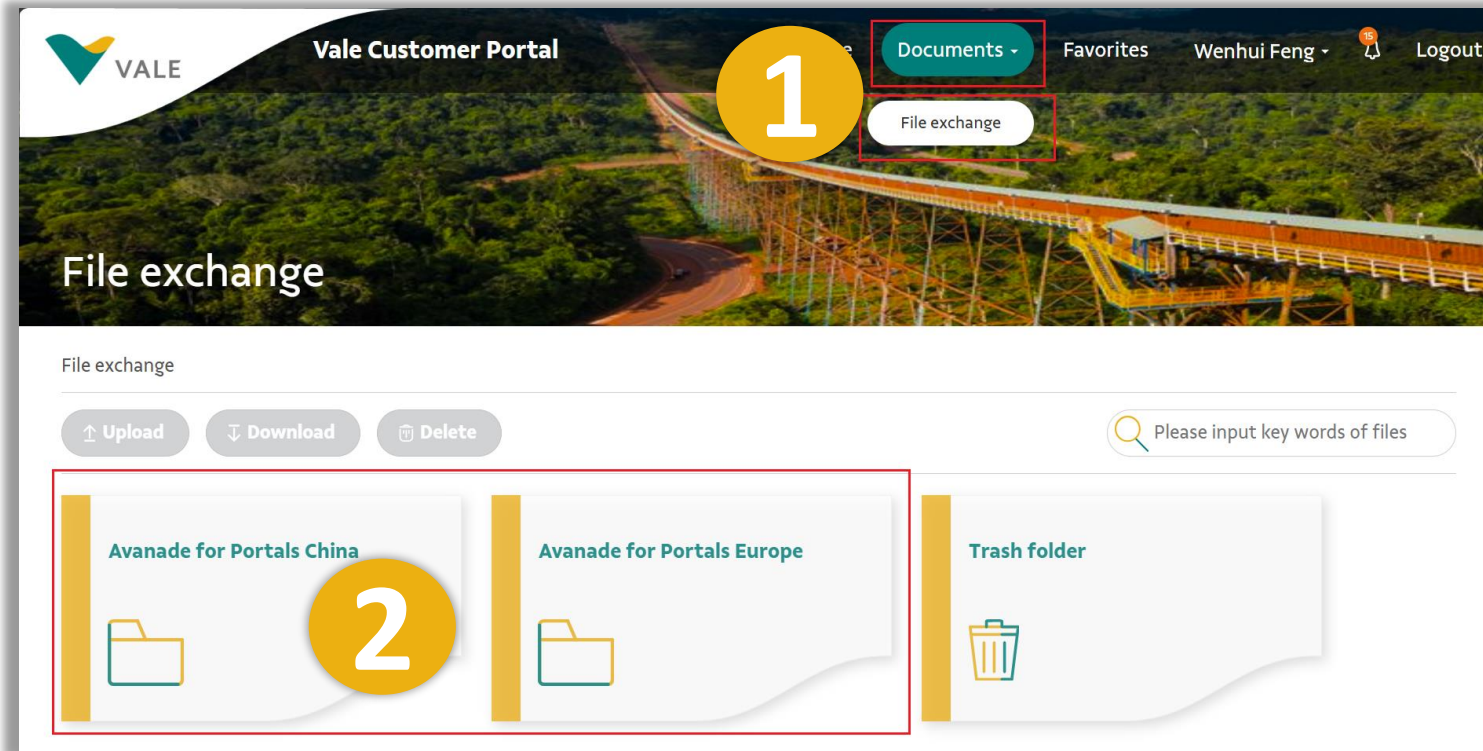


4

**Customer Portal File
Exchange**

Customer Portal File Exchange – Account Folders

File Exchange feature provide a securely way to user to exchange file with VALE, before entering file exchange page, user needs to select an account folder, if the Portal user works for more than one companies (group and subsidiaries), Customer Portal will show all these companies' folders s(he) has access to.



1. Click “Documents” dropdown then select “File exchange” in header area.
2. Select one of the account folder which user want to access.

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Customer Portal File Exchange – Document Tree

User can upload/download/search/delete and add commonly used folder to favorites in File exchange page.

The screenshot shows the Vale Customer Portal interface. At the top, there is a navigation bar with 'Home', 'Documents', 'Favorites', 'Donghai Wu', and 'Logout'. Below the navigation bar, there is a search bar with the text 'Please input key words of files'. The main content area displays a list of folders and files. The folders listed are: 01. Shipping Document, 03. Company Info., 04. Customer Sharing, 05. SMOKE TEST, 07. Automated Test, 6. New Folder, and smoke test. The files listed are: 024815 (1) (1) (22) (28).PNG, 1.png, and banner-search-form-min.png. The interface includes buttons for 'Upload', 'Download', and 'Delete'. A search bar is also present. The document tree is displayed in a table format with columns for Name, Modified by, and a column for favorite actions (Add Favorite and Remove Favorite).

Name	Modified by	Favorite Actions
01. Shipping Document	01/06/2025, 10:22:07	Remove Favorite
03. Company Info.	11/01/2024, 11:48:55	Add Favorite
04. Customer Sharing	09/18/2024, 14:02:02	Add Favorite
05. SMOKE TEST	05/27/2025, 11:01:19	Remove Favorite
07. Automated Test	07/10/2024, 16:06:12	Add Favorite
6. New Folder	08/22/2025, 17:46:42	Add Favorite
smoke test	08/19/2025, 16:32:18	Add Favorite
024815 (1) (1) (22) (28).PNG	08/19/2025, 10:37:50	
1.png	03/25/2025, 13:53:59	W F
banner-search-form-min.png	05/16/2025, 15:33:01	W F

1. Click navigation bar can navigate to account folder page or switch to parent folder.
2. Click “Upload” button to upload a file to Customer Portal, click “Download” to download selected file to local, click “Delete” to remove a file from document tree to trash folder.
3. Input text to search box can search matched folders and files.
4. Click favorite icon can add or remove folder to “Favorites”.

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Notice:

When user wants to upload files to Customer Portal, there are following restrictions: only support to upload following types: png,gif,jpg,jpeg,pdf,xlsx,docx,txt,pptx,zip,7z.; the upload file size can not exceed 30MB.

When user wants to delete file from Customer Portal, there are following restrictions: user can't delete folder; user can only delete files which uploaded by themselves; user can only delete files which uploaded within 3 days.



Customer Portal File Exchange – Document Tree

User can preview file in File exchange page.

File exchange > Avanade for Portals China > 05. SMOKE TEST

The screenshot displays the 'File exchange' interface. At the top, there are buttons for 'Upload', 'Download', and 'Delete', along with a search bar containing the text 'Please input key words of files'. Below this is a document tree with a 'Name' header and a dropdown arrow. The tree shows a folder named 'test' containing several files. The file '2024 Customer Portal Squad Achievement' is selected, indicated by a red box and a yellow circle with the number '1'. To the right, a preview window titled 'Apresentação do PowerPoint' shows the content of the selected file. The preview window has a toolbar with a zoom in icon, which is highlighted by a red box and a yellow circle with the number '2'. The preview content includes the text 'Customer Portal Squad Achievement 2024' and the VALE logo.

1. Select file on document tree, system will start to load file content and then display file preview by the right of document tree.
2. Click zoom in icon, system will open the file in a new tab.

Notice: Customer Portal Only support to preview following types: png,gif,jpg,jpeg,pdf,txt.

[Back to main menu](#)

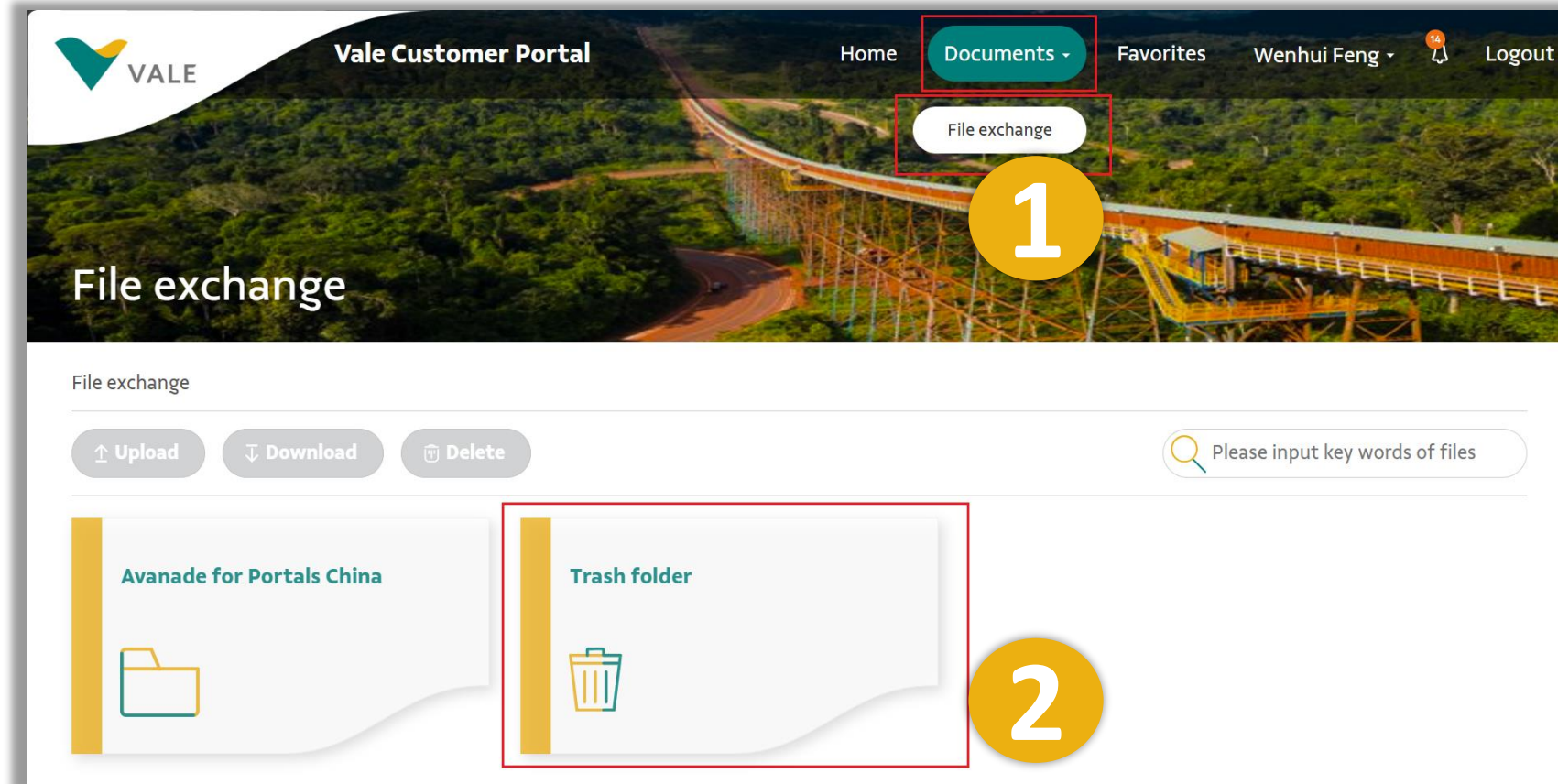


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**Customer Portal Trash
Folder**

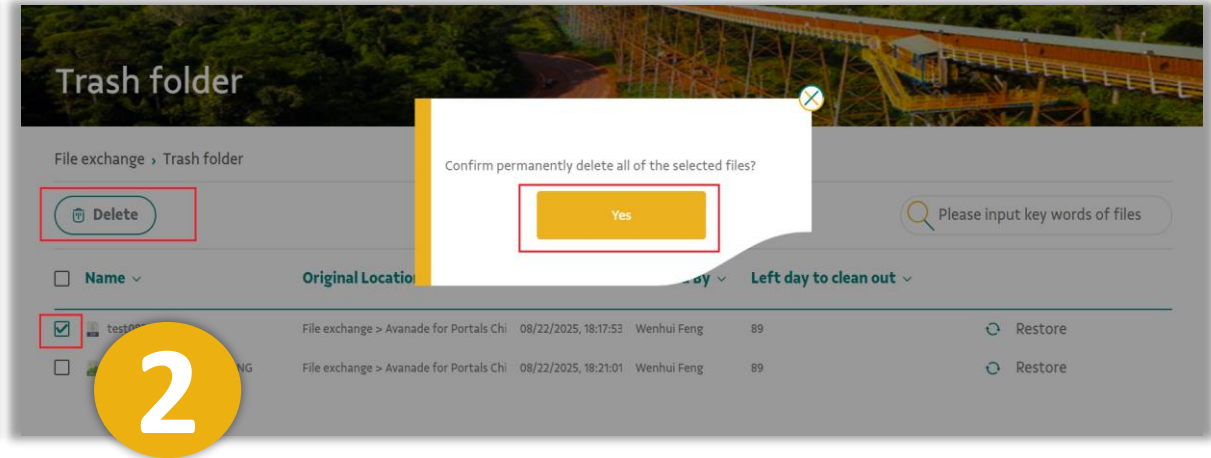
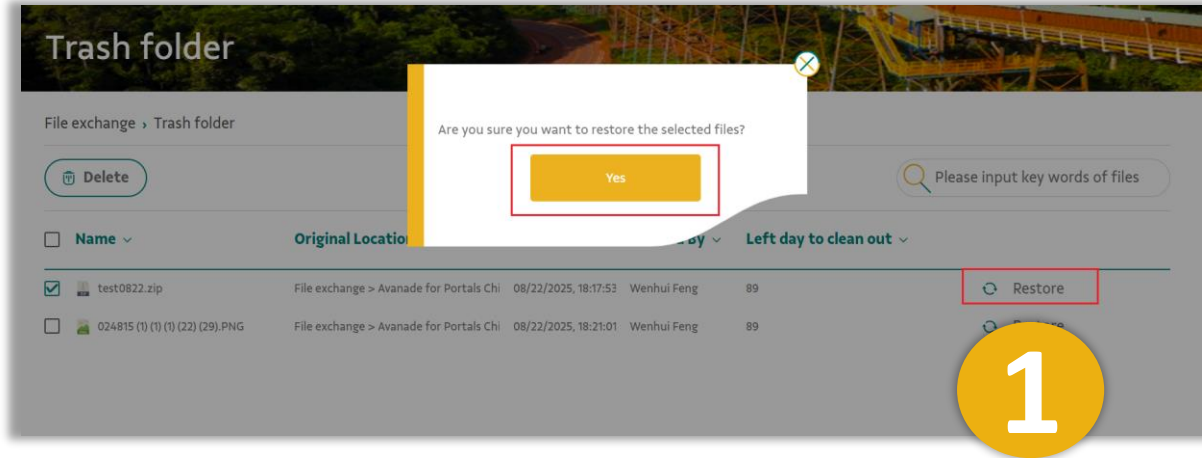
Customer Portal File Exchange – Trash Folder

Trash Folder feature provide feasibility to delete wrongly upload files or restore file which wrongly deleted by user. User can access this feature from account folder page.



1. Click “Documents” dropdown then select “File exchange” in header area.
2. Select Trash folder.

Customer Portal File Exchange – Trash Folder



1. Click “Restore” button on the trash list, system will remove current row from trash list and restore it to the original location of document tree. If the restored item is folder, then the sub-folder and files under this folder will be restored together.
2. Select a row and click “Delete” button, system will permanently delete the selected item. If the deleted item is folder, then the sub-folder and files under this folder will be deleted together.

Notice:

Restore and delete file in trash folder will be recorded by system log.

There is no way to restore items which were deleted from Trash folder.

If folders or files stay in Trash folder for more than 90 days, system will delete these items automatically.

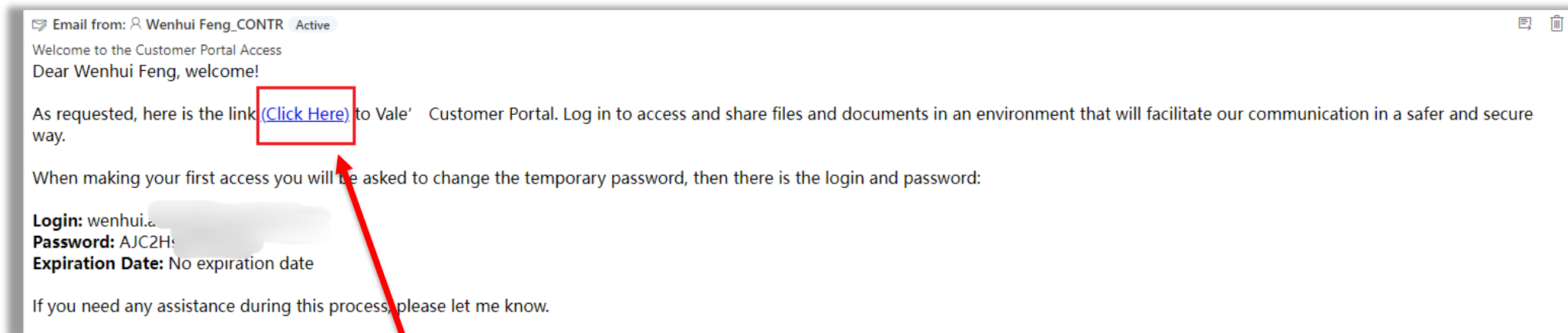
6

FAQ

FAQ: Registration Failed

Issue: User failed to sign-in with the account and password in invitation email.

Resolution: User should click the URL in invitation email during registration.



FAQ: Sign-in Failed

Issue: Portal requires user to sign-in again even user entered correct account and password.

Resolution: Always login Portal from [Customer Portal - PRD](#), never bookmark page 2 and sign-in from page 2.

