



# Customer Portal User Manual (For Individual User)

# Agenda

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

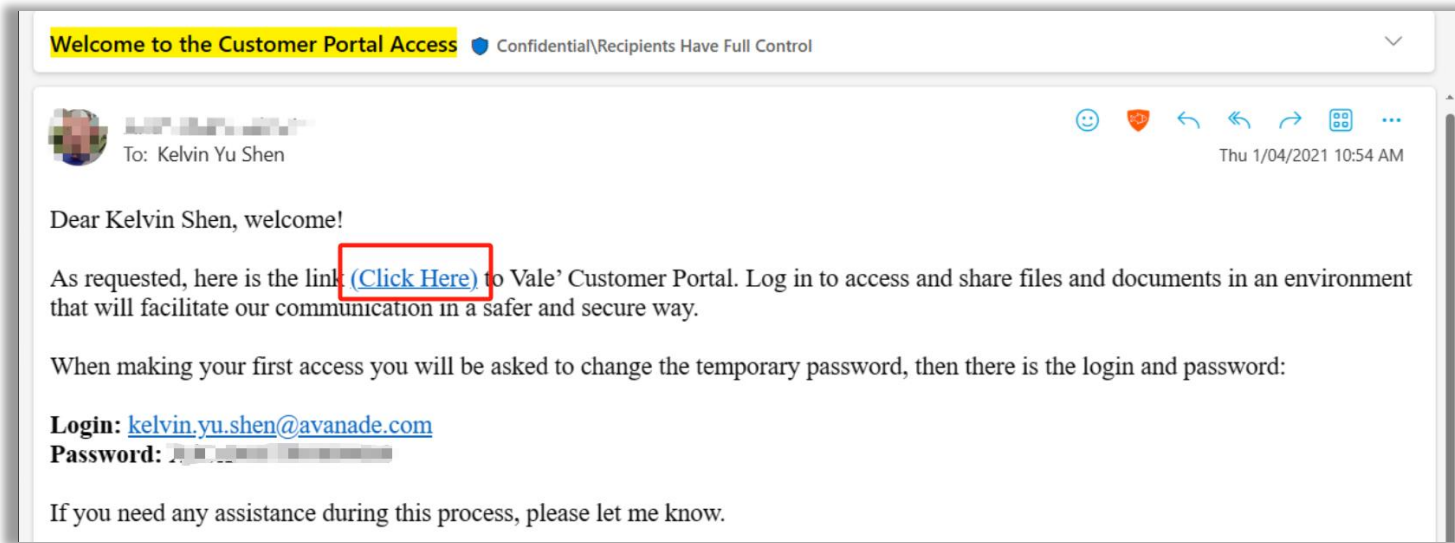
1

**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.

# Individual Account

## Individual Email

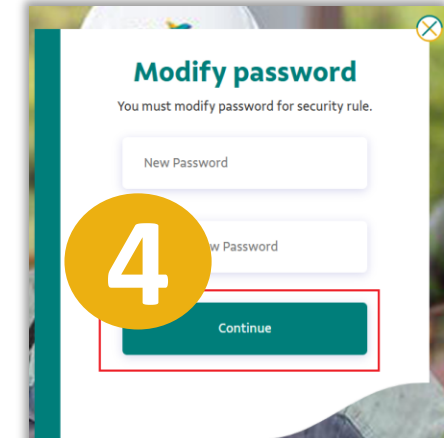
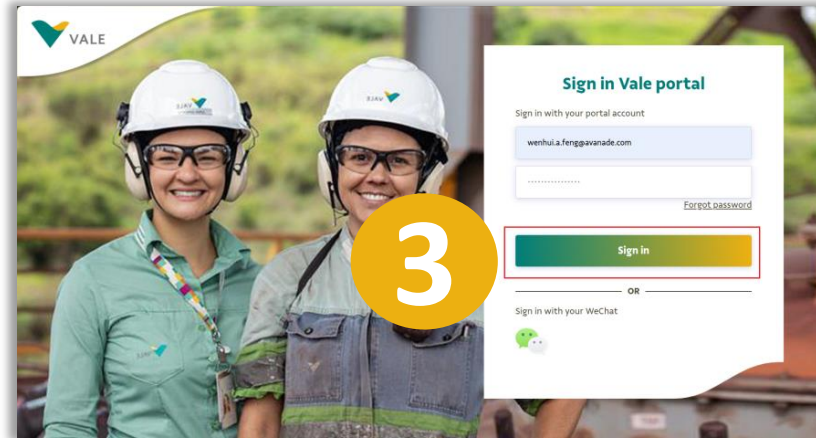
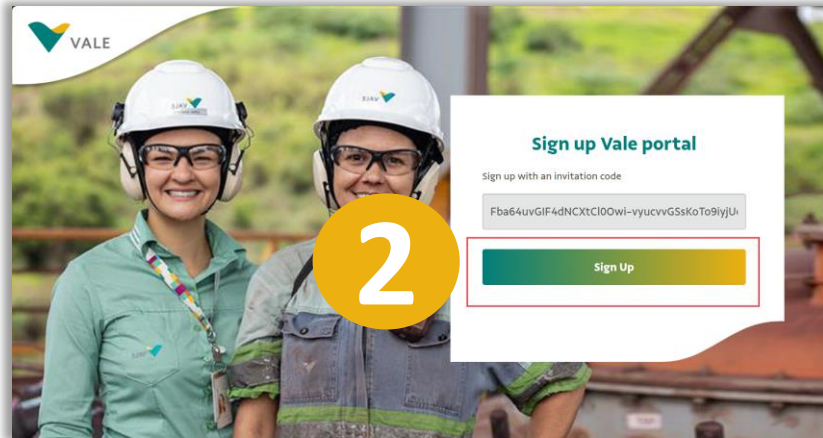
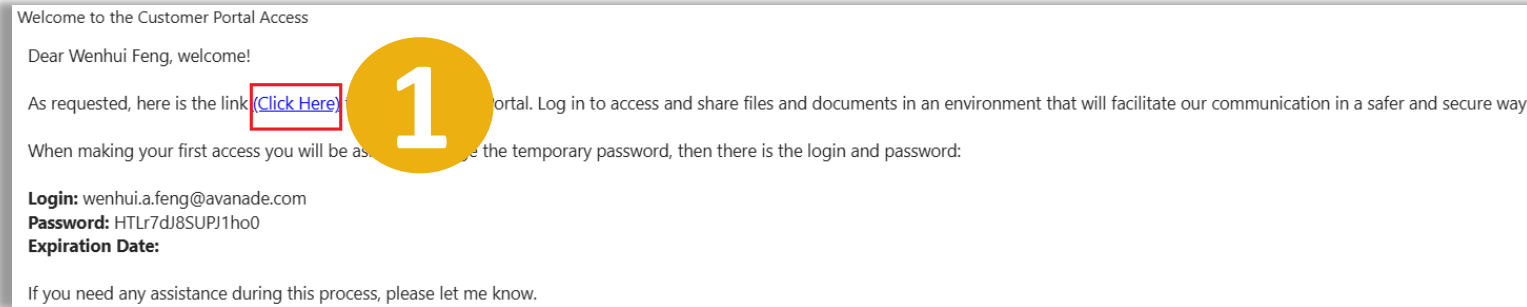
- If user has an individual company email address, VALE will send invitation to his/her individual company email address, then she/he can follow Section 2 to complete Customer Portal registration and sign-in.
- User can register and sign-in Portal via MS Authenticator or WeChat. User can bind to WeChat when sign-in his/her account even he/she register Portal account with MS Authenticator, accordingly user can bind to MS Authenticator when sign-in his/her account even he/she register Portal account with WeChat.
- Client needs to inform VALE to close user's Portal access permissions if a user no longer needs access to the Customer Portal.

2

**Customer Portal  
Registration and Sign-in**

# Customer Portal Registration – MS Authenticator

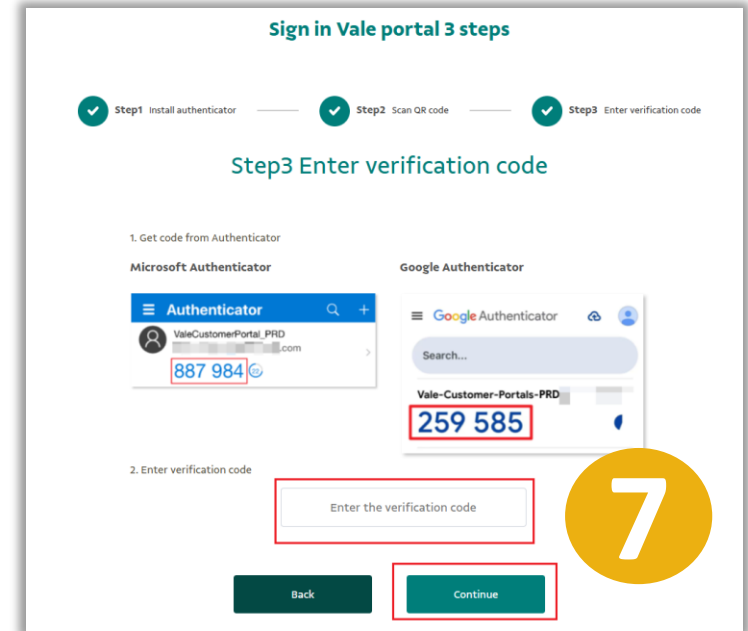
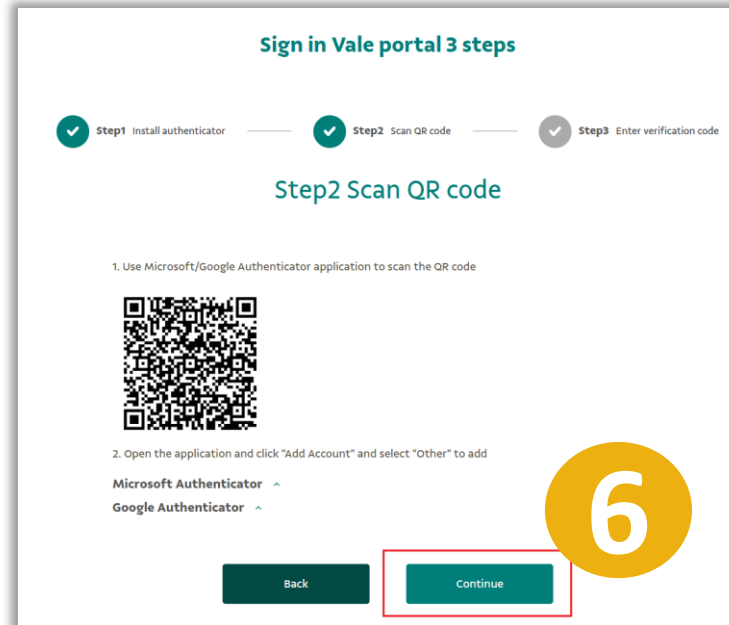
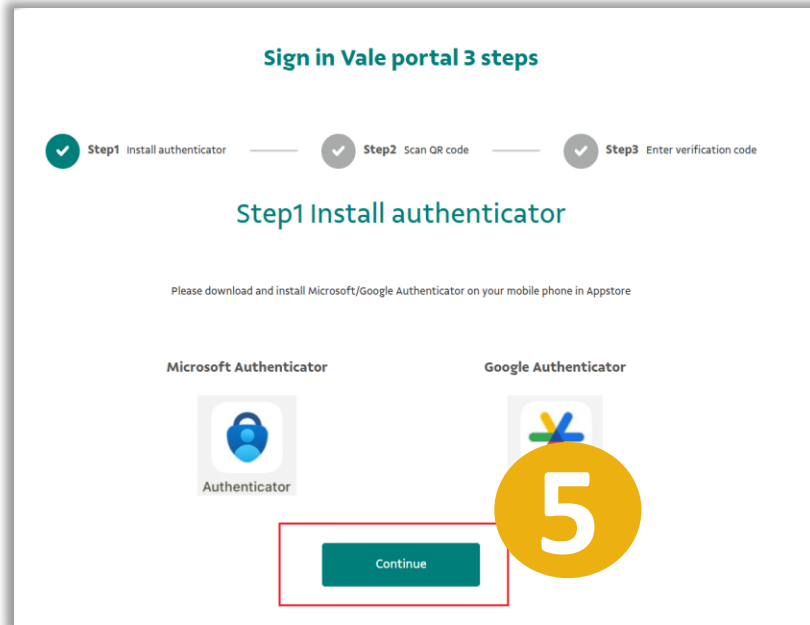
Customer Portal supports MFA and WeChat registration, and the recommended method is MFA. If user cannot use MFA, WeChat is an alternative solution. Below steps show how user register with MS Authenticator.



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. Change the password and click “Continue” button.

# Customer Portal Registration – MS Authenticator

MFA is an important way to protect Customer Portal users. User need to complete MFA binding when registering Customer Portal account, next time user just need to simply enter MFA code to sign-in Customer Portal.



5. Download “Microsoft Authenticator” app on mobile phone, then click “Continue” button in Customer Portal.
6. Scan the QR code with “Microsoft Authenticator” app and click “Continue” button in Customer Portal.
7. Get verification code from “Microsoft Authenticator” app and input to Customer Portal, then 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

1

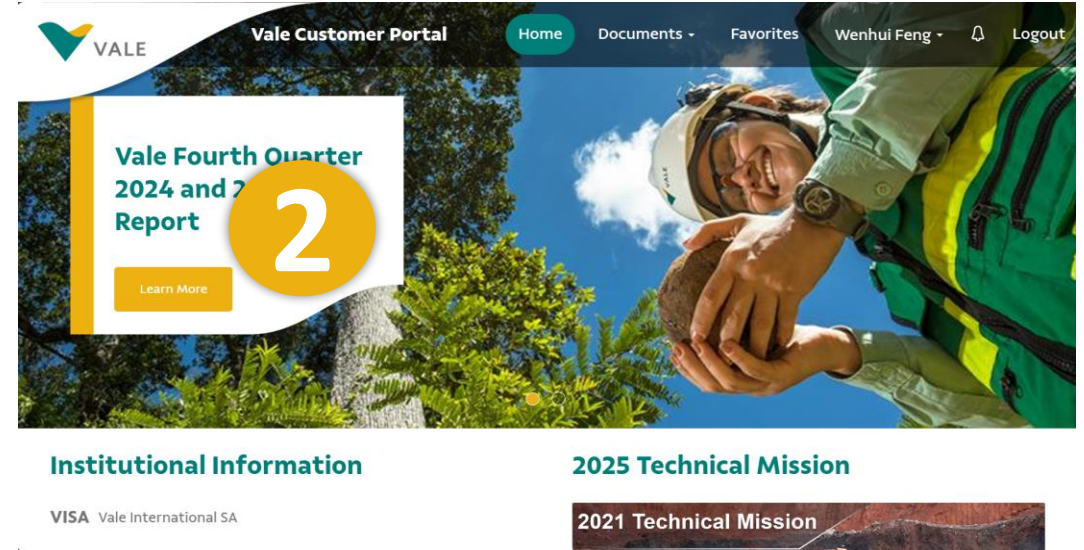
To access Customer Portal, please read and accept the terms below: 请确认以下条款，之后我们将进入Customer Portal:

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

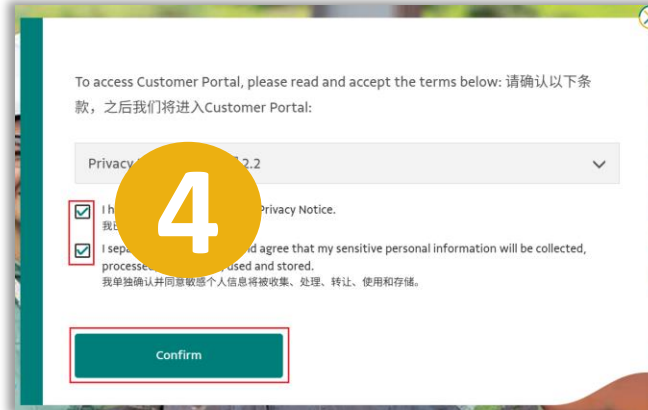
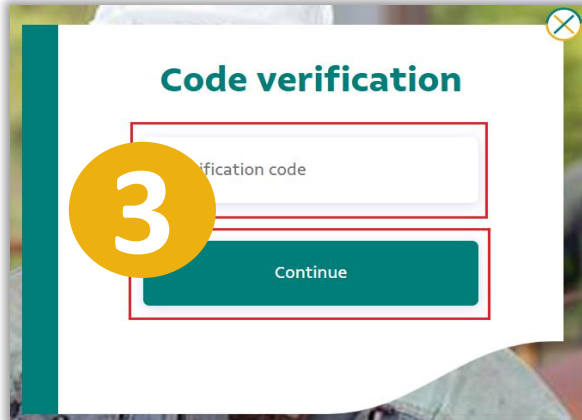
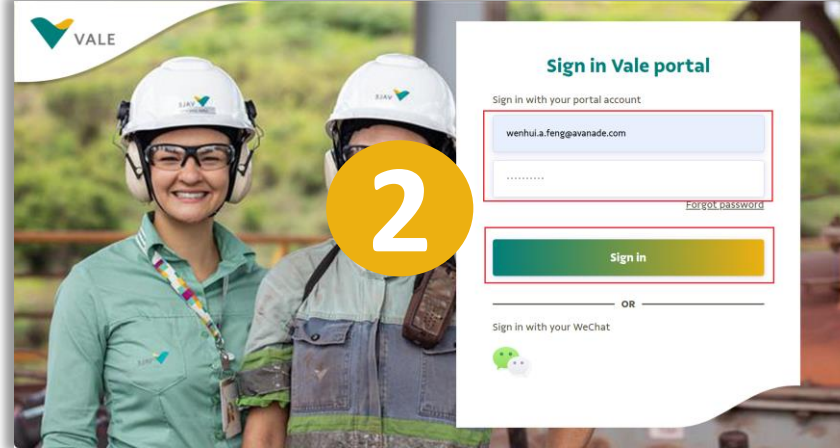


1. Read and accept Agreements, then click “Confirm” button.
2. System will navigate to homepage.

**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 Sign-in – MS Authenticator

To sign-in Customer Portal with MS Authenticator user need to follow page 7 – page 9 to complete MS Authenticator 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. Enter the verification code and click “Continue” button.
4. Read and accept agreements, then click “Confirm” button

# Customer Portal Registration – WeChat

Welcome to the Customer Portal Access

Dear Wenhui Feng, welcome!

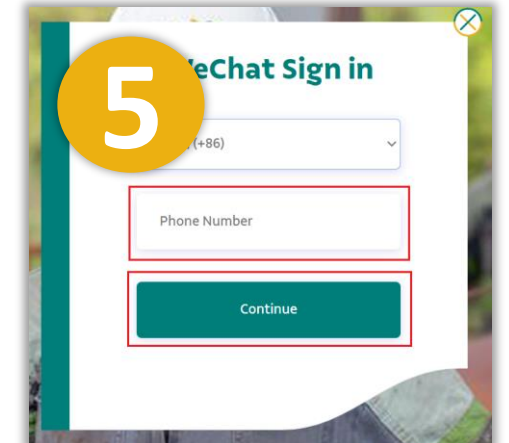
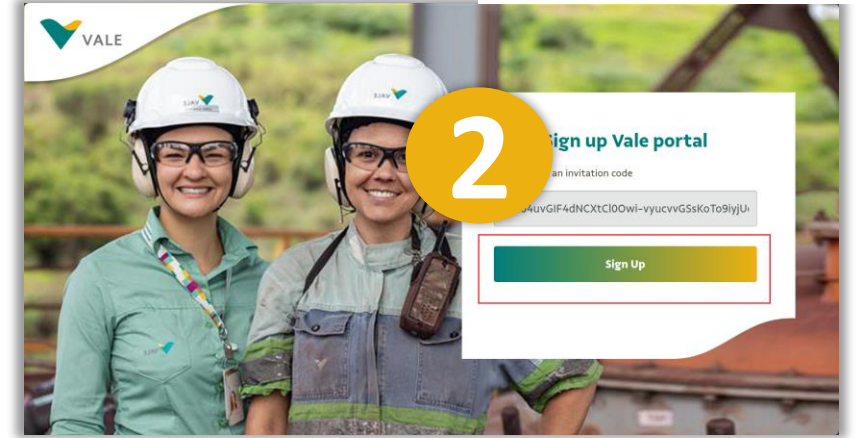
As requested, here is the link [Click Here](#) to Vale' Customer Portal. Log in to access and share files and documents in an environment that will facilitate our communication in a safer and secure way.

When making your first access you will be asked to change the temporary password, then there is the login and

**1**

**Login:** wenhui.a.feng@avanade.com  
**Password:** HTLr7dJ8SUP1ho0  
**Expiration Date:**

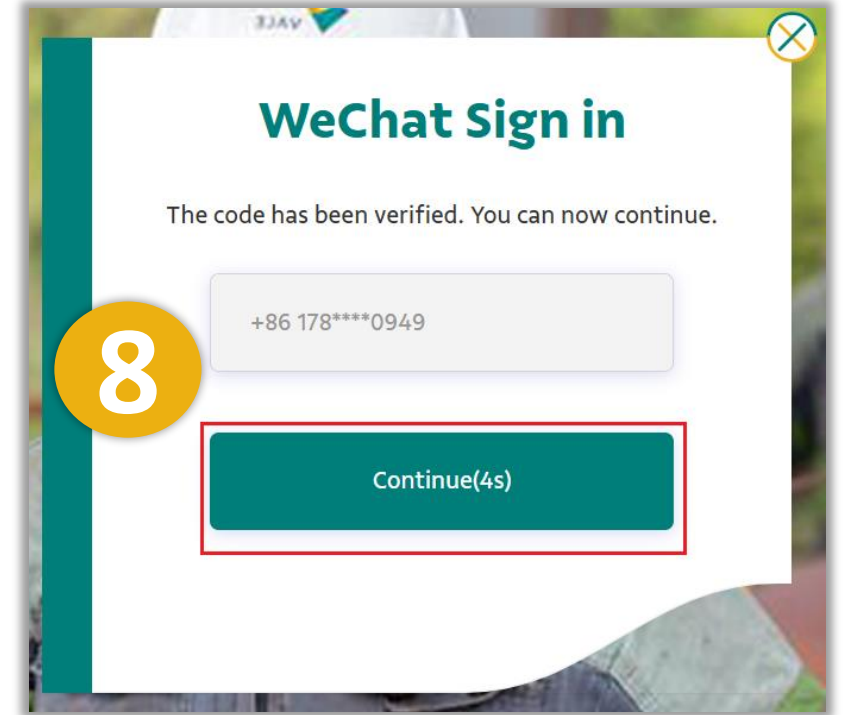
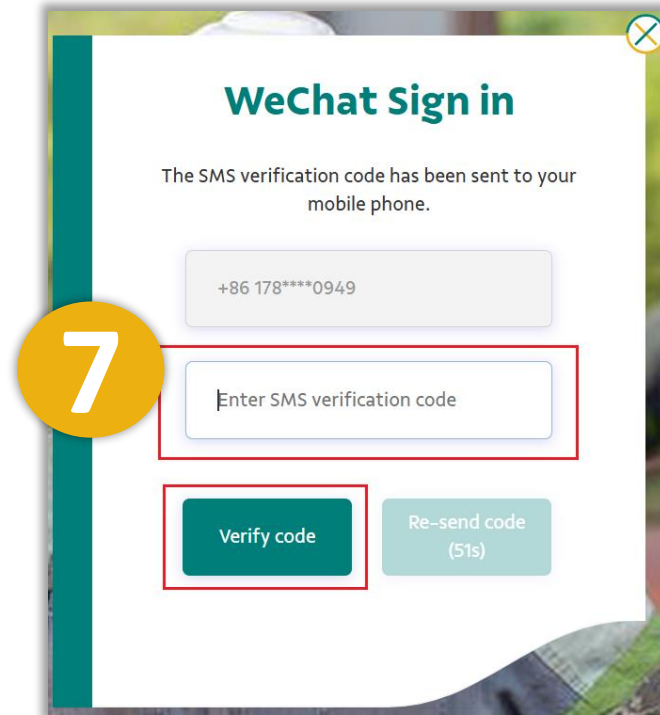
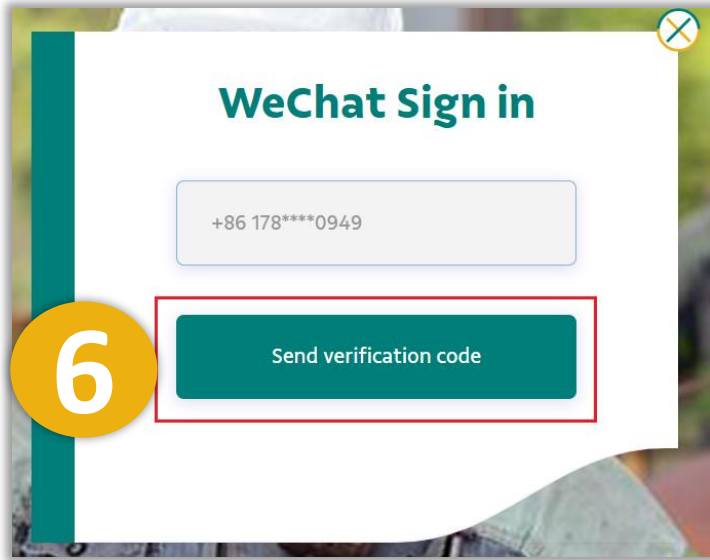
If you need any assistance during this process, please let me know.



1. Click “Click Here” in the invitation email to open registration page.
2. Click “Sign Up” button in registration page.
3. Click WeChat logo in sign-in page.
4. Scan the barcode with WeChat and accept the sign-in request.
5. Input phone number and click “Continue”.

**Notice:** The phone number should be the same one as user provided to VALE and can receive SMS.

# Customer Portal Registration – WeChat



6. Check the phone number and click “Send verification code” button.
7. Input verification code which received on mobile phone and click “Verify code” button.
8. Click “Continue” button to complete the verification.

**Notice:** User may wait for 5-30 seconds to receive the verification code, please reach to VALE if user can't receive code after wait a long time.

# 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

1

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

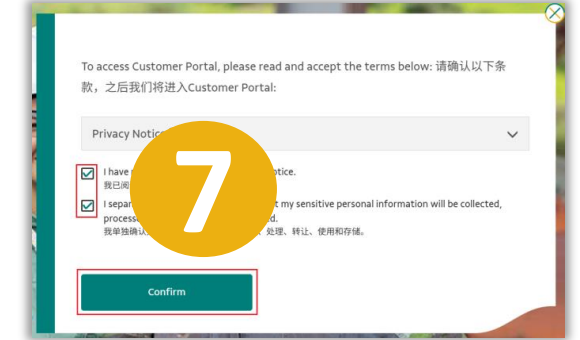
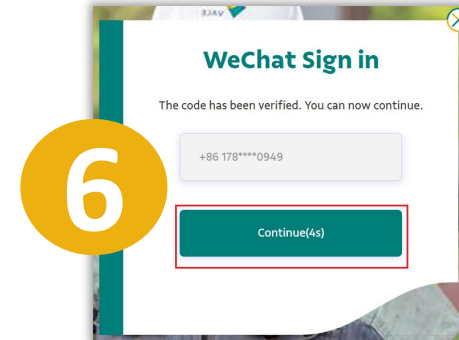
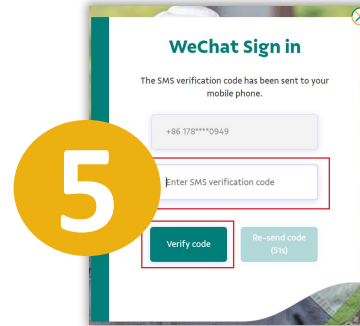
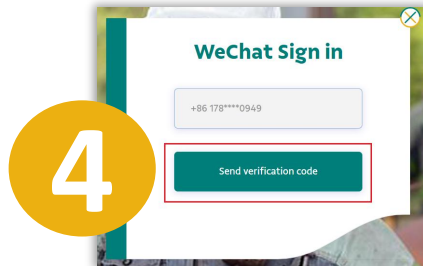
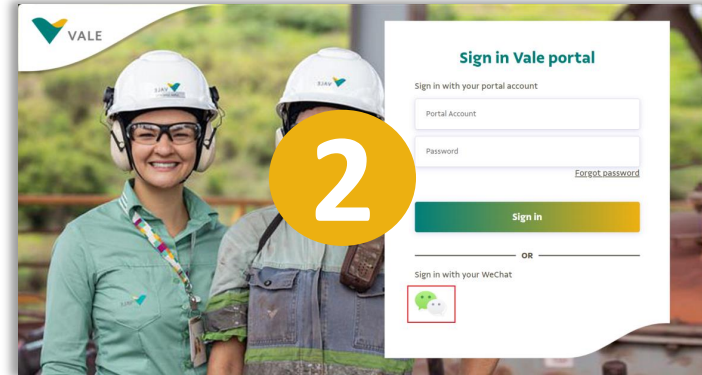


1. Read and accept Agreements, then click “Confirm” button.
2. System will navigate to homepage.

**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 Sign-in – WeChat

To sign-in Customer Portal with WeChat user need to follow page 11 – page 13 to complete WeChat registration process first.



1. Open [Customer Portal - PRD](#) in browser and click “Sign in” button.
2. Click “WeChat” button in Sign-in page.
3. Scan the barcode with WeChat and accept the sign-in request.
4. Check the phone number and click “Send verification code” button.
5. Input verification code which received on mobile phone and click “Verify code” button.
6. Click “Continue” button to complete the verification.
7. Read and accept Privacy Notice, then click “Confirm” button.

3

**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 controls show "0:00 / 13:49".

4

[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](#)

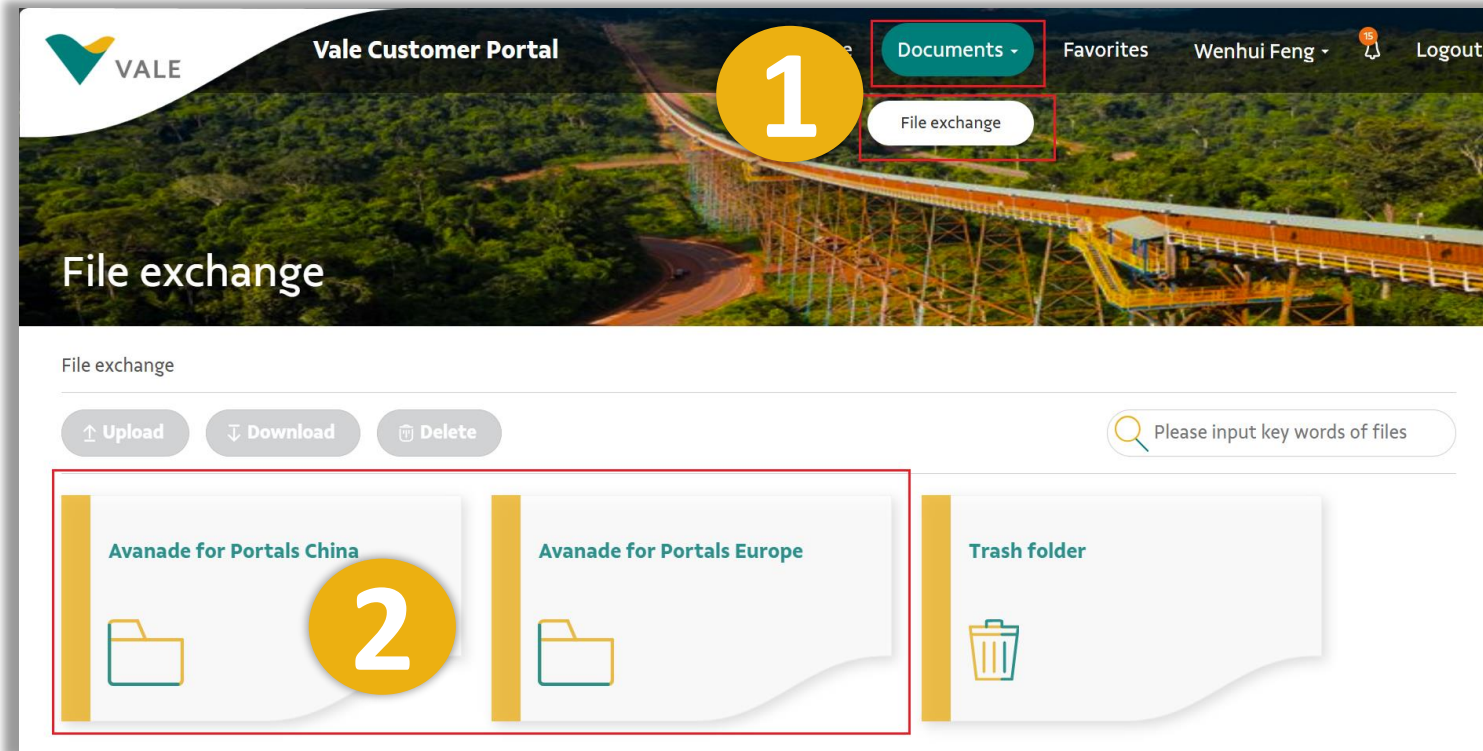


4

**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.

[Back to main menu](#)



# 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 or Remove Favorite).

Name	Modified by	Favorite Action
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”.

[Back to main menu](#)

## 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 contains a folder named 'test' and 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](#)

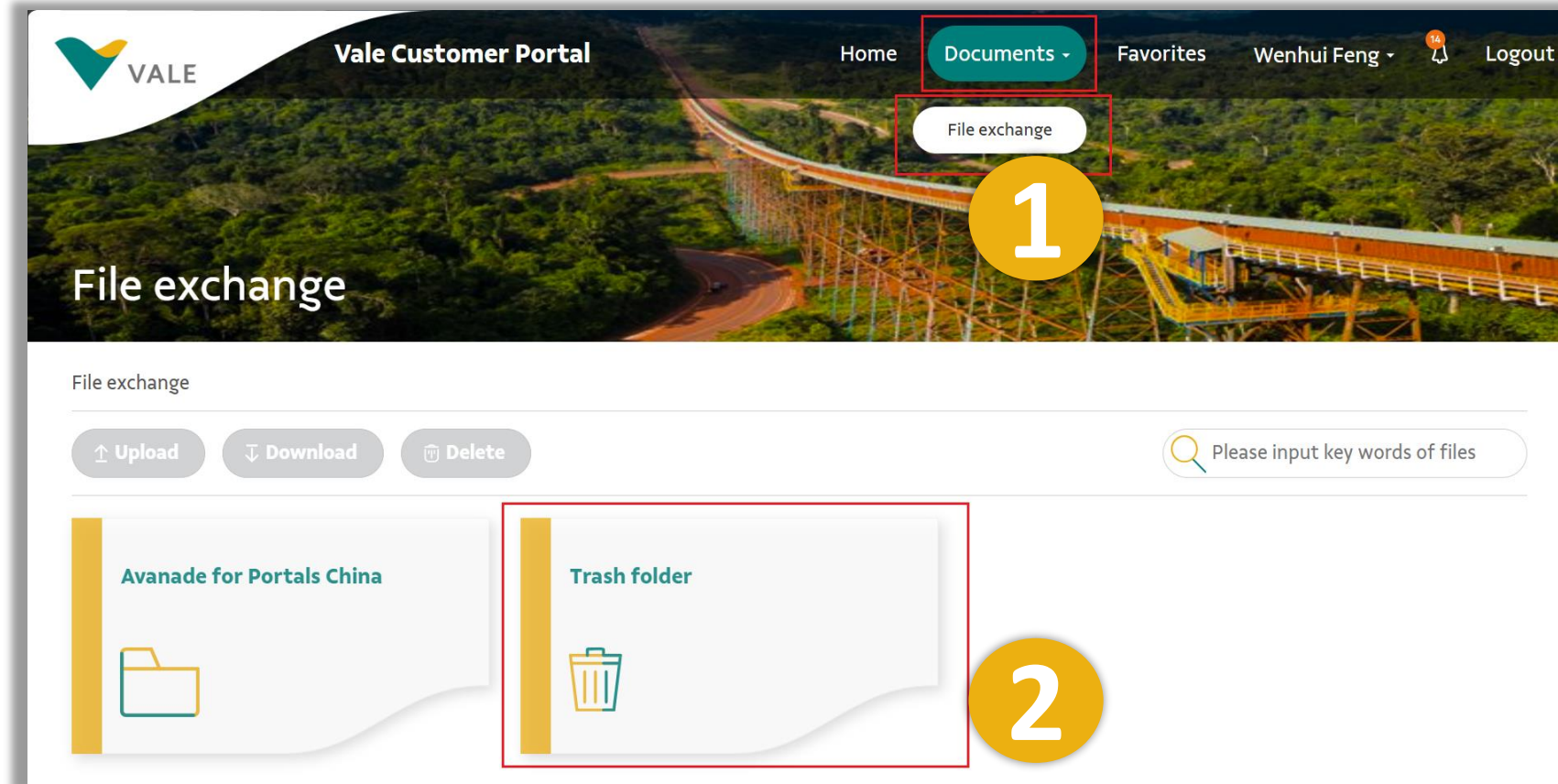


5

**Customer Portal Trash  
Folder**

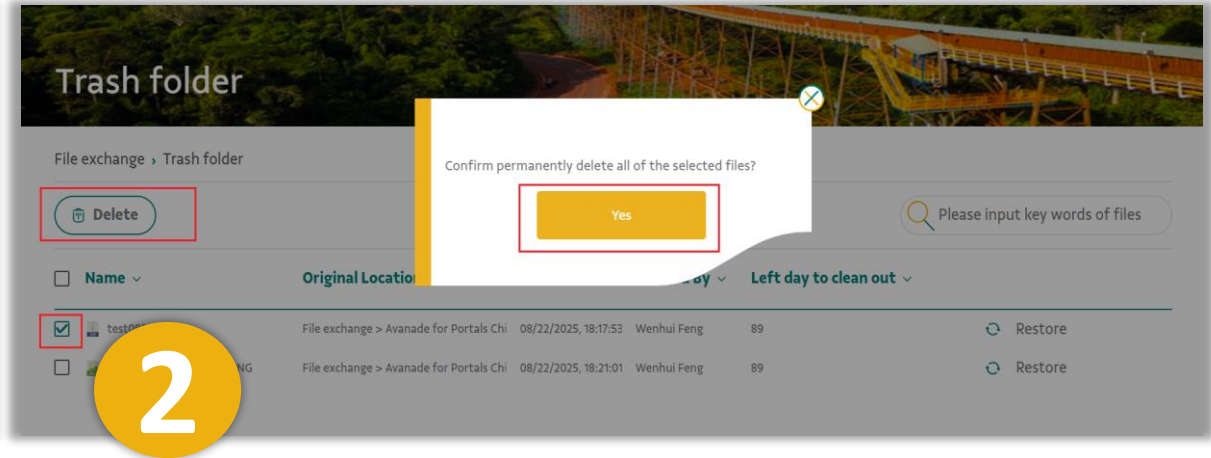
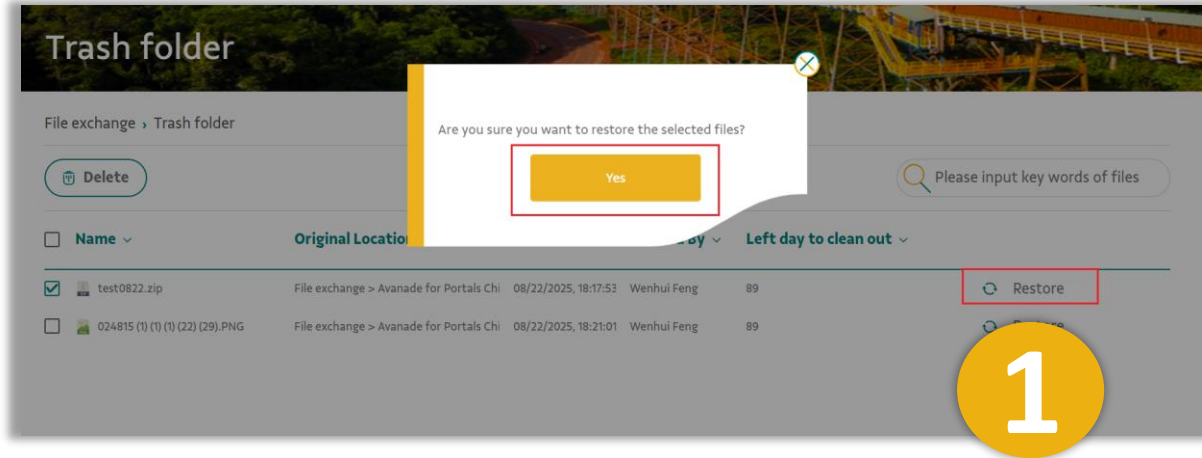
# Customer Portal File Exchange – Trash Folder

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.

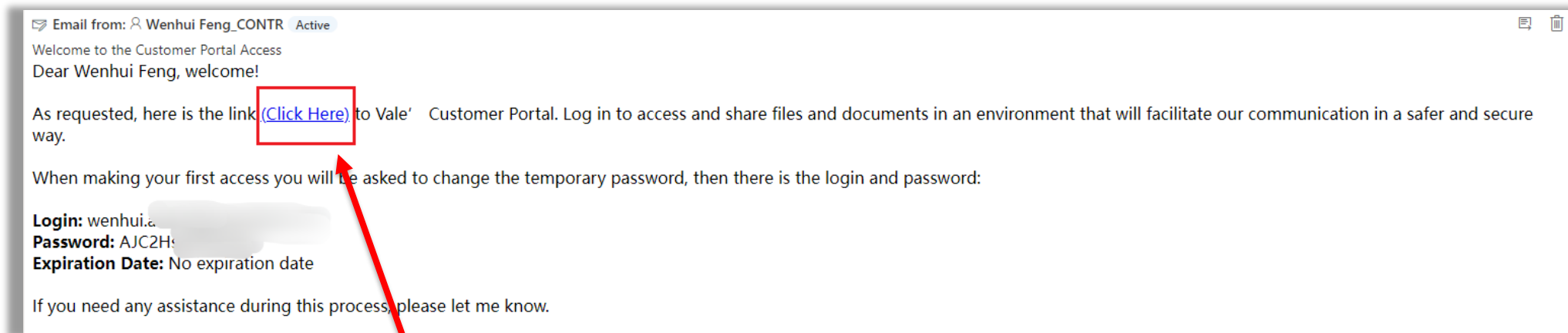
6

FAQ

## FAQ: Registration Failed

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

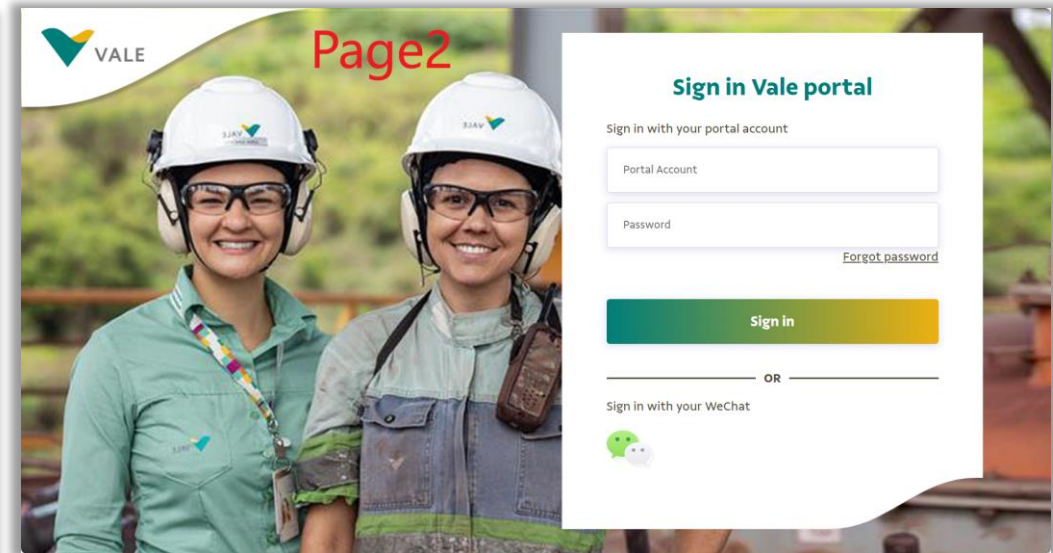
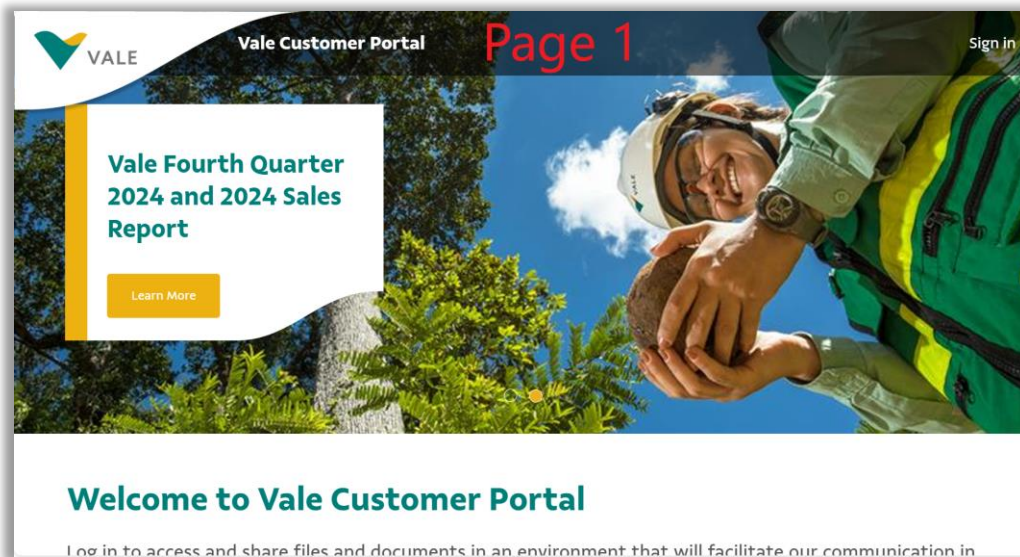
**Resolution:** User should click the URL in invitation email during registration.



# FAQ: Sign-in Failed

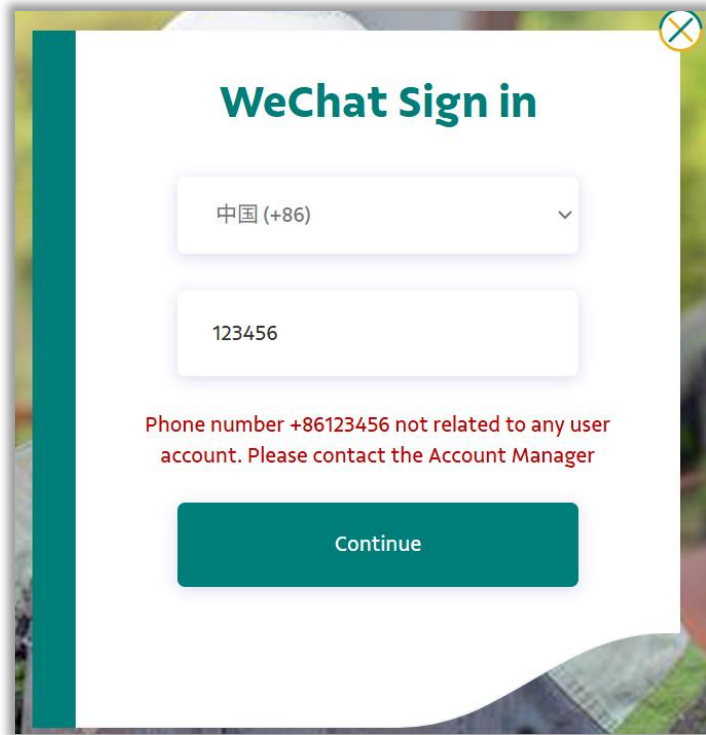
**Issue:** Portal requires user to sign-in again even user entered correct account and password.

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



## FAQ: WeChat Sign-up Phone Number Issue 1

**Issue:** Can't find user with phone number which input in below page .

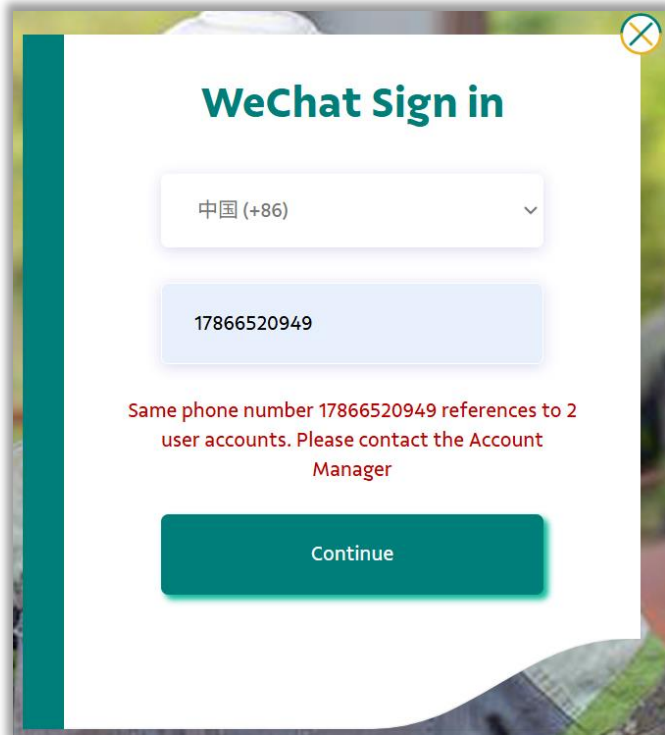


### **Resolution:**

1. Compare if the phone number you input above is the one you provided to VALE account manager.
2. Reach to VALE account manager to update your phone number in D365.

## FAQ: WeChat Sign-up Phone Number Issue 2

**Issue:** Duplicate user account found when sign-up with WeChat.

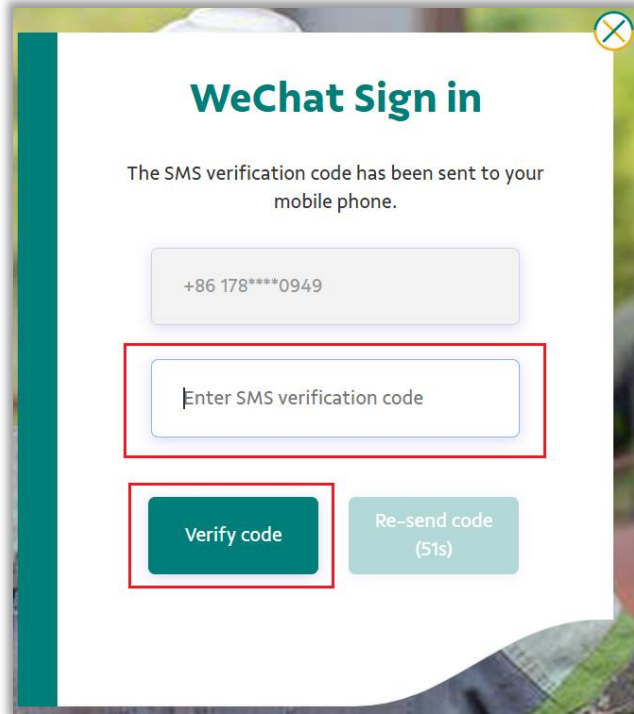


**Resolution:**

1. Reach to VALE account manager to check in D365 and remove duplicate account.

## FAQ: WeChat Sign-up Phone Number Issue 3

**Issue:** Can't receive SMS when sign-up or sign-in with WeChat.



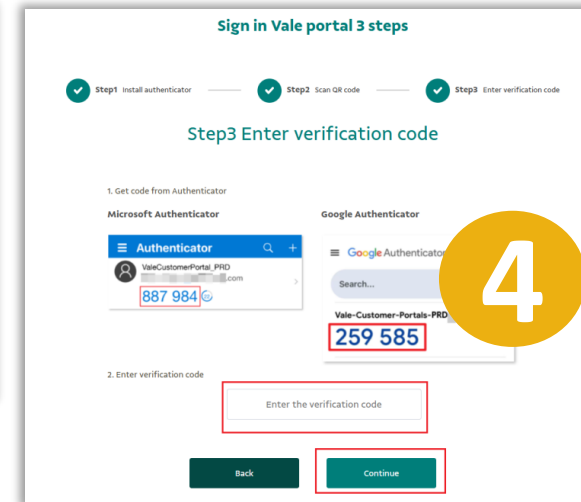
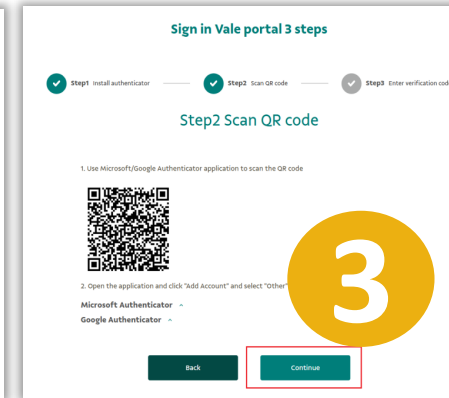
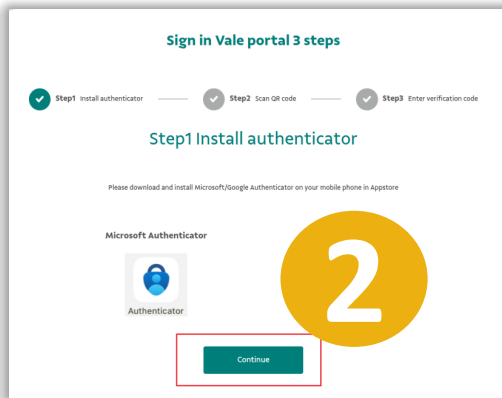
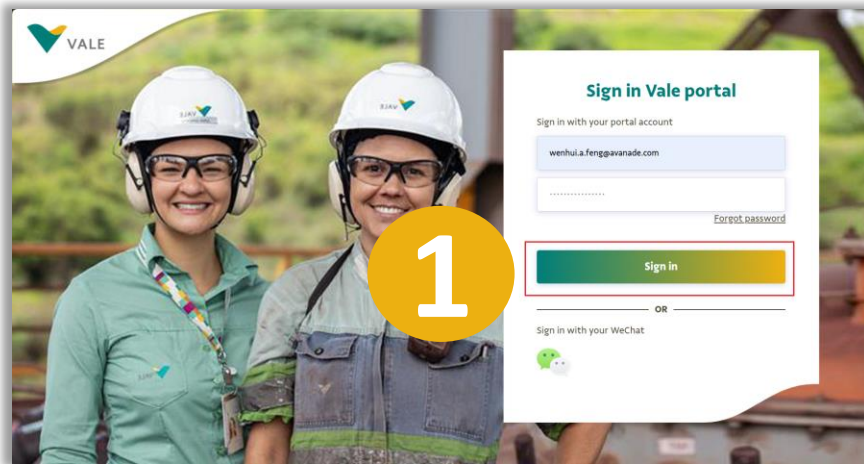
### **Resolution:**

1. Re-send code after waiting for 60 seconds.
2. Make a screenshot of current page and reach to VALE account manager for help.

# FAQ: Failed to pass Authenticator verification

**Issue:** User can't pass Authenticator verification after switch to a new phone or reinstall of the MS Authenticator app.

**Resolution:** Reach to VALE account manager to reset MS Authenticator and follow below steps to bind MS Authenticator.



1. Input email and password in the invitation email and click “Sign in” Button.
2. Download “Microsoft Authenticator” app via phone and click “Continue” button.
3. Scan the QR code and click “Continue” button.
4. Enter the verification code and click “Continue” button.