

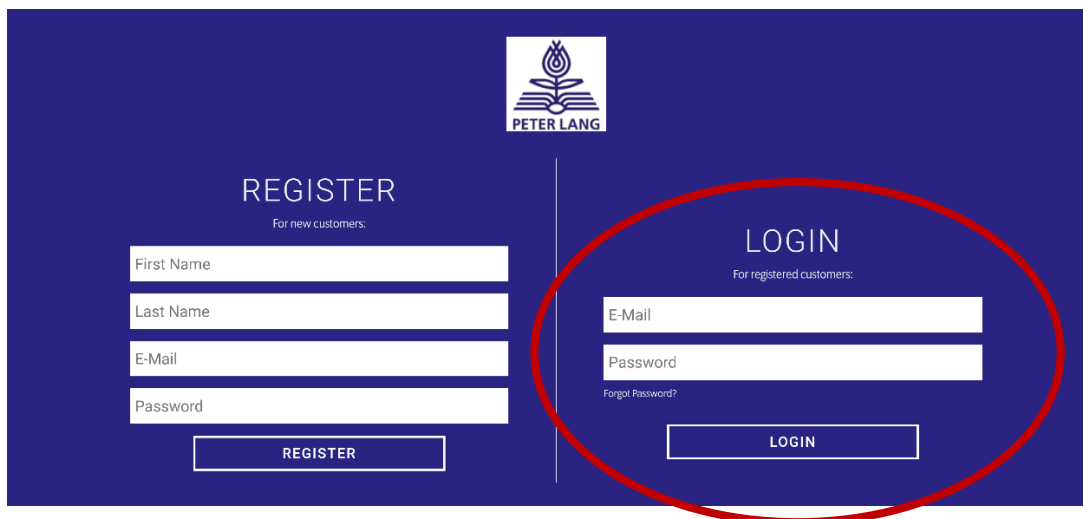
Library guide for customer login and self-service

1. How to connect to your customer account

Step 1: Click on *Sign in* (upper-right corner of our website).



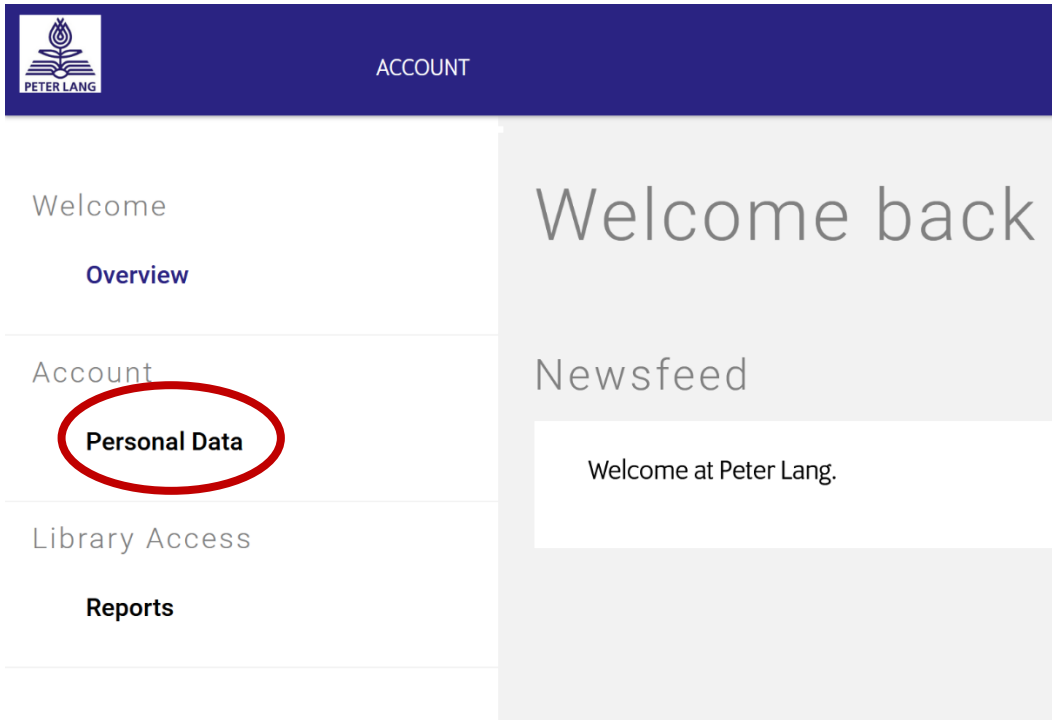
Step 2: Enter your E-mail and password in the LOGIN area and click on the *Login* button.

A screenshot of the Peter Lang website's user interface. The background is dark blue. At the top center is the Peter Lang logo. Below the logo, there are two main sections: "REGISTER" and "LOGIN". The "REGISTER" section is for new customers and has four input fields: "First Name", "Last Name", "E-Mail", and "Password", followed by a "REGISTER" button. The "LOGIN" section is for registered customers and has two input fields: "E-Mail" and "Password", followed by a "LOGIN" button. The "LOGIN" section is circled in red. There is also a "Forgot Password?" link below the password field.

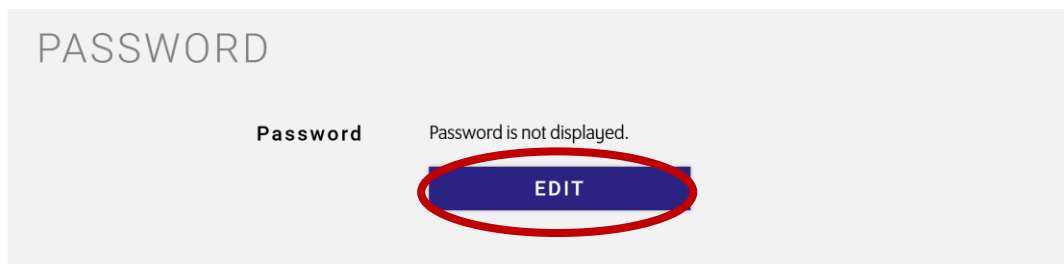
2. How to update/reset your password by using the self-service

Step 1. Sign in to your customer account (see section *How to connect to your customer account*).

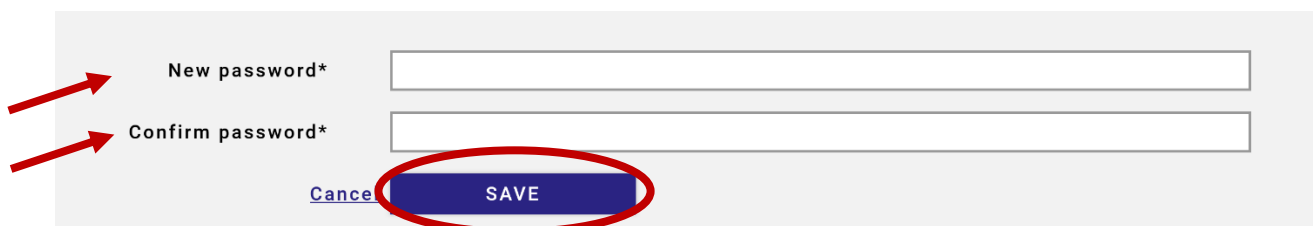
Step 2. Click on *Personal Data* (in the left menu)



Step 3. Scroll down to the *PASSWORD* section and click on *Edit*.



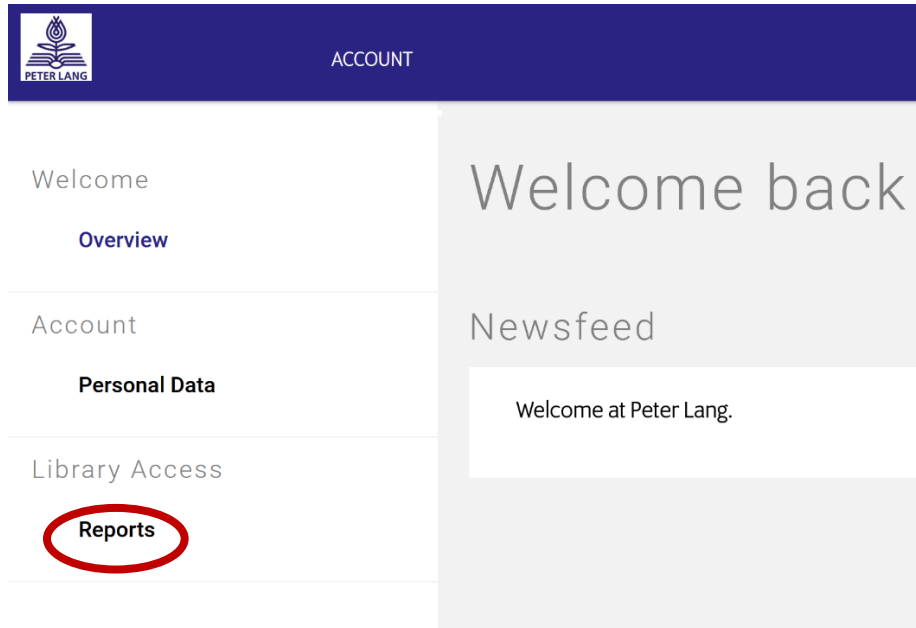
Step 4. Enter your new password and click on *Save*.



3. How to use the self-service for Counter 5 reports

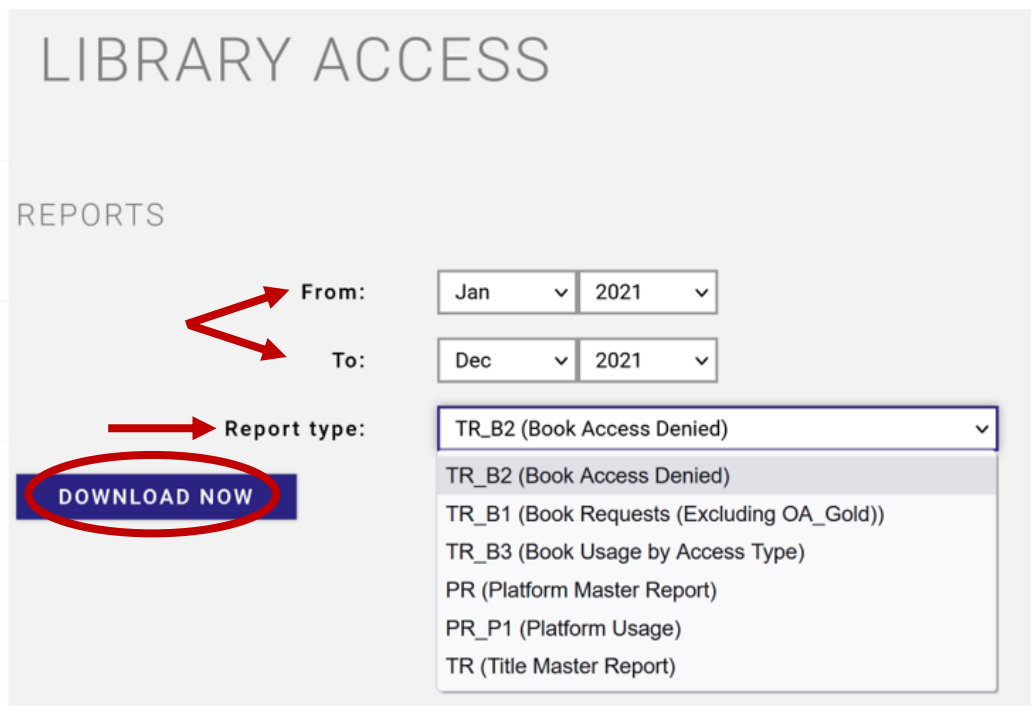
Step 1. Sign in to your customer account (see section *How to connect to your customer account*).

Step 2. Click on *Reports* (in the left menu)



Step 3. Choose the period you want your report(s) to cover.

Step 4. Choose the type of Counter 5 report you want to download and click on *DOWNLOAD NOW*.



For any other issues regarding your account, please contact orders@peterlang.com.