

## **D3 Help - Frequently Asked Questions**

### **How do I get access to D3?**

D3 is a subscription service available to Fleet Doc customers, Manitowoc Distributors and Employees. To obtain subscription information, please contact your Manitowoc Distributor or Regional Account Manager. For Manitowoc Employees, please contact your supervisor.

### **I forgot my D3 User ID and Password. How do I get my login information?**

D3 login information is normally emailed to the D3 user. First, search for the original email notification to find your User ID and Password. If it can't be found, your company might have a D3 Administrator with the login information for their employees. Otherwise, submit the request using the "Contact Us" link on the Manitowoc Crane Care website and include your First Name, Last Name, Company and email address.

### **Why doesn't my D3 login work?**

Make sure you are using your D3 User ID and Password. Your D3 login is not the same as other Manitowoc systems such as GPX2 or CAPX. Next, be sure you have access to the product brand domain you are trying to enter. D3 users are normally given access to the product brand domains they need on the job, so you may not have access to all D3 product brand domains. An example of this would be a distributor or customer that only has access to the Grove domain. If this distributor or customer clicked on the Manitowoc EPIC domain, access would not be allowed. If you still have problems, submit a request using the "Contact Us" link on the Manitowoc Crane Care website and include your First Name, Last Name, Company, email address and the domain you are trying to enter.

### **My computer was upgraded and I can't get in D3 anymore?**

D3 requires web browser [Internet Explorer v6.0](#) (*not v7*) or [FireFox \(v3 or greater\)](#). If you cannot downgrade to Internet Explorer v6.0 – install the FireFox web browser or contact your company's IT department.

### **When I try to view documents for my crane, nothing happens or I get an error page?**

Popup blocker is probably enabled on your web browser. Change your browser settings to allow Popups on the D3 site or hold down the CTRL key (on your keyboard) while clicking on "View". If you are still unable to view the document, use the "Contact Us" link in D3 to submit the problem. Include the crane Model Number, Serial Number and the document you were trying to view.

11/24/2008

### **Why is D3 slow today?**

The files in D3 are sometimes rather large and take time to download. In this case you'll see a document window opening but the page will appear blank until the download is complete. Also your web browser and host can affect the download speed. In this case, please contact your IT department. Finally, the D3 server is hosted externally and is undergoing maintenance on occasion. Please be patient and if the dilemma continues, use the "Contact Us" link in D3 to submit the problem.

### **Why isn't my crane in D3?**

Most of the Manitowoc Epic cranes are already in D3 Product Docs; however other models are mainly loaded in D3 for Fleet Doc customers. Not all cranes have been published due to the amount of time and labor involved.

\* For Fleet Doc customers, please contact your Distributor to add cranes to your site.

You can also use the "Contact Us" link in D3 to submit the addition. Include the crane Model Number, Serial Number, your Company and the Unit Number (if applicable).

\* For Distributor subscriptions, many of the documents are common such as the Operator's Manual and Service Manual. You can probably find the information needed in Product Docs by viewing another crane with the same Model Number and similar Serial Number.