Frequently Asked Questions

[Password]

Q: How long is the validity of the password?
A: The password is valid for 2 months, in accordance with corporate policies Iveco. After 2 months the User must change the password.

Q: May I request a password reset on my own?
A: Yes, via the link in the login form, following the instructions.

Q: How long does to gain access after registration take?
A: Within 7 working days (according to Iveco standard) you will receive User-id and temporary password (to be replaced at first access)

Q. Which requirements must have the password?
A. (see document) For security policies, the password must conform to at least 3 of the following rules:

- Maximum Embedded Spaces: 0
- Minimum Length: 8
- Minimum Lowercase: 1
- Minimum Numeric: 1
- Minimum Uppercase: 1
- The password must not contain the userid
[Error Messages]

Q: Why in some sections of IBB (“Statements” or “Homologation \ Homologation documents”), the system says: "Service unavailable"?

A: Because these sections are accessible only with a certain profile (Bodybuilder, Dealer) that does not coincide with the user one.
Q: During the navigation sometimes such a screen appears:

A: The system, based on a web application, has a time-out set to 30 minutes. If the consultation ceases, the work session ends automatically. In this case, the User must close the browser and restart a new session re-entering User-Id and password.
Q. Why do I get this screen?

A. Because the system detects that an access request – for the same User - has already been approved.
Q: In the "Body builder Certification", should be interpreted as the Level 1 and Level 2?
A: The explanations are defined in detail in the section.

Q: What is a "Technical Agreement" and how can I request it?  
A: The document called "Technical Agreement" is necessary in case a Bodybuilder decides to get European homologation of the vehicle with the completion of the "basic" vehicle managed by himself (Multi-stage Type Approval).

The request of "Technical Agreement" can be downloaded from the section "Technical information" \ "Homologation" \ " WVTA - Technical Agreement Request Form".
Q: Which types of file formats are available for 2D / 3D?
A: The 2D drawings are provided in the formats: dwg and tiff.
The 3D drawings are provided in jt and step formats.

Q: Where can I find drawings / details of vehicles out of production?
A: The existing drawings are available in the Technical Information \ Drawings and Technical Documentation \ Archives 2D drawings; if they were not present, contact the administrator of the market.

Q. Where can I find the option drawings (such as: vertical exhaust, tanks, etc..)?
A. The drawings of the options are available in the “Eurocargo SVO – Options – Components – Vehicles configuration – Fire Fighting” section.
Q: How long does it take to get a statement?
A: The time varies depending on the complexity of the request. On average, it takes 10 working days.