

## 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:**

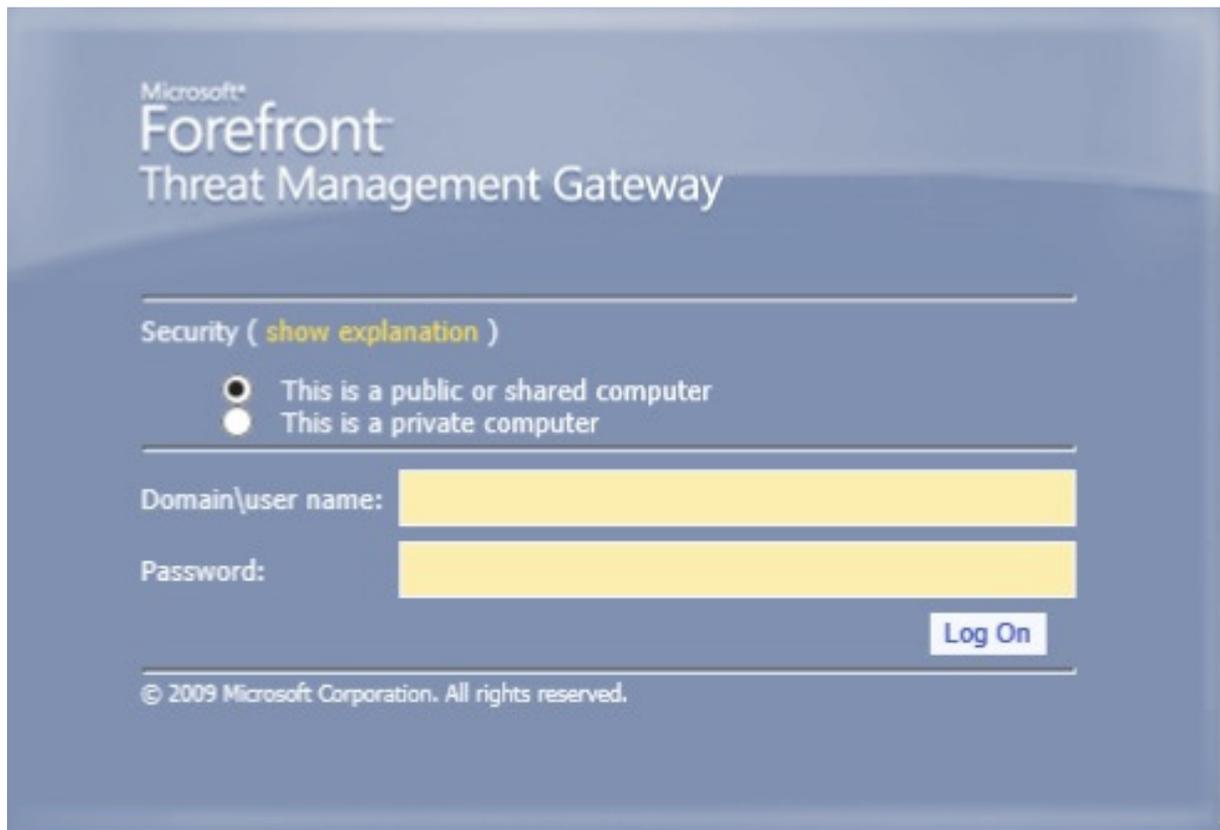
- **Maximum Embedded Spaces: 0**
- **Minimum Length: 8**
- **Minimum Lowercase: 1**
- **Minimum Numeric: 1**
- **Minimum Uppercase: 1**
- **The password must not contain the userid**

[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:



The screenshot shows the Microsoft Forefront Threat Management Gateway login interface. At the top, it displays the Microsoft logo and the text "Forefront Threat Management Gateway". Below this, there is a horizontal line followed by the text "Security ( show explanation )". Underneath, there are two radio button options: "This is a public or shared computer" (which is selected) and "This is a private computer". Below these options is another horizontal line, followed by two input fields: "Domain\user name:" and "Password:". To the right of the password field is a "Log On" button. At the bottom of the screen, there is a copyright notice: "© 2009 Microsoft Corporation. All rights reserved."

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?

12/9/2014

IVECO Body Builders

**IVECO**

**BODY BUILDERS**

MANUALE  
CONTATTACI

LOGIN  
ITALIANO

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Errore: Operazione non completata. È possibile che una richiesta esiste già per questo utente. Contattare l'assistenza per ulteriori informazioni.

[TORNA ALLA HOME PAGE](#)

**IVECO  
MAGIRUS**

**IVECO  
BUS**

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ASTRA**

**IVECO  
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The service is provided by Iveco S.p.A. – Company with a sole shareholder  
Via Puglia 35 – 10156 Turin, Italy - Paid-In Capital Euro 200.000.000,00  
Company Register of Turin - Fiscal Code and VAT no. 9709770011 – REA 107476

A. Because the system detects that an access request – for the same User - has already been approved.

## [Certification and Technical Agreement]

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".

[Features of the site]

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.

[Statement]

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.