

User Manual for MHI Access Gateway5 (ver1.5)

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1 Overview

This manual explains how to register “One-Time password (OTP)” or login to “MHI Access Gateway3” (MAGES3) with newly implemented “Multi-Factor Authentication (MFA)” .

Note: “OTP” : “One-Time-Password” , “MAGES3” : “MHI Access Gateway3” , “MFA” : “Multi-Factor Authentication”

(*) Rules for ” MAGES3.”

“1.1 Regular Authentication
↓
“1.2 Contact for Inquiry.
↓
“1.3 Basic Steps on “MHI Access Gateway5” Login Page

(*) For first time Users (those who have not yet used “MAGES3”), reference the following

“1. Overview”
↓
“2. Logon “MHI Access Gateway5” for the first time “
↓
“3 Usual Usual Login Flow “
↓
“4 Security Questions “

(*) Login Flow on “MAGES3” (If you had already used “MAGES3”)

“3 Usual Login Flow “
↓
“4 Security Questions “

↓ Return to [” Table of Contents”](#)

1.1. Regular Authentication

【Login Steps】

1. Access https://ghsam***.
2. The link may be redirected to e5.mhi.co.jp
3. “MHI Access Gateway3” Login page appears. (* Do NOT Bookmark this web page.
4. After logging in the “MAGES3” successfully, you can Bookmark the webpage.

【Images】

1. Access Website (e.mhi.co.jp/...)

2. You will be redirected.

The diagram illustrates the redirection process. It starts with a browser address bar showing <https://e.mhi.co.jp/...>. A green arrow points to a screenshot of a browser displaying a message: "このページは移動しました。移動先は以下。 This page has moved. Please check the URL." Below the message is a link <https://e4.mhi.co.jp/>. A callout box says "Click the link". A green arrow points to another browser address bar showing <https://mages3.mhi.co.jp/...>. To the right, a dashed box labeled "Old Login Page [e.mhi.co.jp]" shows a login form with fields for "ユーザID (USER ID)", "パスワード (Password)", and "パスワード有効期限 (Password valid for 45 days)".

3. You can see “MAGES3” page.

The diagram shows the "New Login Page. [mages3]" which is the "MHI Access Gateway3" login page. It features an "Announcement" section with instructions to register a "Secret Question" and a "For use" section with links to manuals and password reissue information. A "Login" callout points to the "Username" and "Password" input fields. A large arrow labeled "4.Success" points from the login form to three boxes representing application websites: "Website Page A. [e4.mhi.co.jp/...A]", "Website Page B. [e4.mhi.co.jp/...B]", and "Website Page C. [e4.mhi.co.jp/...C]". A callout box above these boxes says "You will be directed to respective application website."

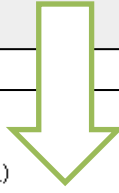
◇ Return to " 1 Overview "

1.2. Contact for Inquiry.

- Refer to Section 5 Previously Inquired Matters.
- How to Inquire.

■ For use

- (1) The manual is [here](#).
- (2) The information from "MHI Access Gateway3" is [here](#).
- (3) The password expires in 45 days. If you forget your password, you can apply for a reissue [here](#).
- (4) For other inquiries, [here](#).



● Follow

to MHI Help Desk

* User Information
UserID: [] (Please tell us your MHI UserID.)
Your Name: []
Company: []
Email Address: []
Phone Number: []

* System Information
System Name: []
Access URL: [https://e4.mhi.co.jp/...] or [https://e.mhi.co.jp/...]

* Content of inquiry
[]

*Please check here before you send us.
a) Fill in this "[]".
b) Be careful. [https://mages3.mhi.co.jp/...] is not Access URL.

to MHI Help Desk

* User Information
UserID: [] (Please tell us your MHI UserID.)
Your Name: []
Company: []
Email Address: []
Phone Number: []

* System Information
System Name: []
Access URL: [https://e4.mhi.co.jp/...] or [https://e.mhi.co.jp/...]

* Content of inquiry
[]

*Please check here before you send us.
a) Fill in this "[]".
b) Be careful. [https://mages3.mhi.co.jp/...] is not Access URL.

*User Information
*System Information
*Content of inquiry

- MHI HELP DESK
 - E-Mail Address : mind-helpdesk@mhi.com

◇ Return to " 1 Overview ".

1.3. Basic Steps on “MHI Access Gateway5” Login Page.

MHI Access Gateway3

■ **Announcement**

- Please Register Your "Secret Question" (2021/3/11 update)

Please be sure to register your "SecretQuestion" for "Password Lost". Let's click the checkbox for "M-CAP". After that, please logon.

■ For use

- (1)The manual is [here](#).
- (2)The information from "MHI Access Gateways" is [here](#).
- (3)The password expires in 45 days. If you forget your password, you can apply for a reissue [here](#).
- (4) For other inquiries, [here](#).

Annotations:

- Announcement from Management Group.
- Click [here](#) for "Password Reset"
- Logon Section

Form fields:

- Username
- Password
- Change Password
- M-CAP(User Info Maint)
- Logon

◇ Return to " 1 Overview "

2 Logon “MHI Access Gateway5” for the first time

If you use this “MAGES3” at the first, you need to take the following steps.
If you have already used it once, refer to “3 Usual Login Flow.”

“エラー! 参照元が見つかりません。 エラー! 参照元が見つかりません..”



“2.1 In case of forgetting your password, reissue. “



“2.2 Login with Username and Password. “



“2.3 If “ Change Your Password” window pops up, simply follow the instructions. “



“2.4 ” Click” to move onto the regular Login Page. “



“2.5 Login using your ID and password. “



“2.6 If you still see “Password Change,” follow the instructions and change the password. “



“2.7 Register your E-mail address for OTP. “



“2.8 Complete the registration your Address. . “

◇ Return to [” Table of Contents”](#)

2.1. In case of forgetting your password, reissue.

You can reissue password at “MHI HELPDESK.”

After checking your information to confirm your identity, your new password will be reissued.

to MHI Help Desk

* User Information
UserID:[] (Please tell us your MHI UserID.)
Your Name:[]
Company:[]
Email Address:[]
Phone Number:[]

* System Information
System Name:[]
Access URL:[https://e4.mhi.co.jp/...] or [https://e.mhi.co.jp/...]

* Content of inquiry
[]

*Please check here before you send us.

a) Fill in this “[]”.

b) Be careful. [https://mages3.mhi.co.jp/...] is not Access URL.

2.2. Login with Username and Password.

Username
[]
Password
[]
Change Password

M-CAP(User Info Maint)

Logon

Use your ID and Password and click “Logon.”

2.3. If “ Change Your Password” window pops up, simply follow the instructions.

Please change your password.
(1)Enter your password in "New Password".
(2)Next, enter your password in "Verify Password".
(3)Finally, click "Logon".

*Don't enter the password that was reissued by password reset.
*If this screen is displayed automatically, the password has expired. Password change required.

*The following conditions are mandatory for setting a password.

(a) []
(b) []
(c) []

New Password
[]
Verify Password
[]
Logon

Enter and verify your new password and click “Logon.”

2.4. ” Click” to move onto the regular Login Page

**MHI
Access
Gateway3**

You have not registered an email address yet.
Please "Click". And Login from the next page.

Click

2.5. Login using your ID and password.

(*) If you changed to new password (2.3) use them.

The screenshot shows a navigation bar at the top with links: TOP, ご連絡 (2020/07/22 update) (Announcement), パスワード変更 (Change Password), 操作方法 (Manual), and 問合せ (Contact us). Below the navigation bar is a login form with two input fields: ユーザID (USER ID) and パスワード (Password). A red box highlights these fields. To the right of the password field, there is a note: (A password valid for 45 days). Below the input fields, there is a red warning message: ID・パスワードを入力する前に、本ページが当社ウェブサイトのドメイン(e.mhi.co.jp)であることをお使いのブラウザのアドレスバーでご確認下さい。 Please confirm the Internet address on the browser as e.mhi.co.jp before you type in the ID and password. At the bottom of the form is a button labeled LOGIN, which is also highlighted with a red box. An orange callout box points to the input fields with the text: Use your ID and Password. And click "Logon." A green arrow points from this callout box down towards the next section.

2.6. If you still see "Password Change," follow the instructions and change the password.

(*) Refer to "2.3."

The screenshot shows a page titled "Change Password". The main content area is a large black rectangle. Below this, there are three input fields: 旧パスワード (Old Password), 新パスワード (New Password), and 新パスワード (New Password) (confirmation). A red box highlights these three fields. An orange callout box points to the "Old Password" field with the text: Input your old password. Another orange callout box points to the "New Password" and "New Password (confirmation)" fields with the text: Enter and verify your new password. And click "Logon." At the bottom of the form is a button labeled OK.

2.7. Register your E-mail address for OTP.

Register E-Mail Address for OTP Help

Registration procedure of e-mail address for OTP

Provisional registration Receiving confirmation e-mail Access the activation URL

1 2 3

You can register your e-mail address to receive one time password for multi factor authentication. First, you have enter your e-mail address (both of input content must be same to confirm). And press "Provisional Registration" button.

Registered E-mail Address

E-mail Address to change

E-mail Address to change (retype)

Enter your E-mail address.

Return to Menu Provisional Registration

Dear [redacted]

We have accepted your e-mail address registration request for OTP. But registration procedure has not completed yet.

To complete this procedure, please access the confirmation url below.

<Confirmation URL>

<https://...>

Check E-mail. Click URL.

Registration OTP e-mail

Registration procedure of e-mail address for OTP

Provisional registration Receiving confirmation e-mail Access the activation URL

1 2 3

You e-mail address for OTP has been registered definitively. Now this procedure has completed.

Close

Completed

2.8. Complete the registration your Address. .

❖ Jump to Section 3. Usual Login Flow “

3 Usual Login Flow

“3.1 Access your Website Application. “



“3.2 Logon with your ID and Password. “



“3.3 If it requires you “Password-Change” , execute “



“3.4 If it requires One Time Password (OTP), go ahead and enter to proceed. “



“3.5 Select “Yes” when it asks you to register the device. “



“3.6 Successful Login. “



“3.7 Register Secure Questions . “

3.1. Access your Website Application.

Refer to ” エラー! 参照元が見つかりません。 エラー! 参照元が見つかりません。 “.

3.2. Logon with your ID and Password.

The screenshot shows a login form with the following elements:

- Username** and **Password** input fields, both highlighted with a red box.
- Change Password** checkbox (unchecked).
- M-CAP(User Info Maint)** checkbox (unchecked).
- Logon** button, highlighted with a red box.

An orange callout box points to the Username and Password fields with the text: "Enter your ID and Password and click Logon."

3.3. If it requires you “Password-Change” , execute.

The screenshot shows a password change screen with the following elements:

- Instructions: "Please change your password. (1)Enter your password in "New Password". (2)Next, enter your password in "Verify Password". (3)Finally, click "Logon"."
- Red asterisks: "*Don't enter the password that was reissued by password reset." and "*If this screen is displayed automatically, the password has expired. Password change required."
- Blue asterisks: "*The following conditions are mandatory for setting a password"
- List items (a), (b), and (c) with redacted content.
- New Password** and **Verify Password** input fields, both highlighted with a red box.
- Logon** button.

An orange callout box points to the New Password and Verify Password fields with the text: "Enter and verify your new password, and click "Logon.""

3.4. If it requires One Time Password (OTP), go ahead and enter to proceed.

The screenshot shows an OTP verification screen with the following elements:

- One Time Password** input field, highlighted with a red box, containing "65" followed by redaction.
- Instructions: "Identity authentication succeeded. Then enter your one time password. * system sent an email."
- Redacted email address: " @ "
- Red asterisks: "* password on your E-mail do not correspond to business traveler password." and "* you do not receive this password, [click here](#)."
- Password** input field, highlighted with a red box.
- Logon** button, highlighted with a red box.

A green arrow points from the OTP input field to the Password input field.

An orange callout box points to the Password input field with the text: "Check E-mail for OTP and enter 6 digits of OTP."

3.5. Select “Yes” when it asks you to register the device.

By selecting “Yes” , OTP Flow (3.4) should be skipped after next time you login.

One time password authentication succeeded. Do you want to register the device?
*If you select "Yes", your device information is registered and one time password authentication is not required for a certain period from the next time.



See the options



You have successfully registered your device.



3.6. Successful Login to Bookmark the Website Application

Bookmark will makes it easier for your frequent usage.

3.7. Register Secure Questions for Reissue Password System

- ✧ Refer to Section 4 Secure Questions
- ✧ Or return to 3 Usual Login Flow. “

4 Security Questions

Use the following steps in the case you forget your password.

- “4.1 Access your Website. “
↓
“4.2 Click “M-CAP(User Info Maint)” and Login. “
↓
“4.3 Register Security Questions. “

4.1. Access your Website.

refer the ”エラー！参照元が見つかりません。エラー！参照元が見つかりません。 “
(*)or access this URL “<https://e4.mhi.co.jp/hq/q-mcap/mcap/menu>. ”

4.2. Click “M-CAP(User Info Maint)” and Login.

Username
Password
Change Password

M-CAP(User Info Maint)

Logon

4.3. Register Security Questions.

Secret Question Help

Security Question1 What is your pet's name?

Answer1

Security Unregistered

Select “Security Question”
Boc and fill it in.

Security Question3 Unregistered

Answer3

This question is used for identity verification when you recover your lost password.

◇ Return to ” [Table of Contents](#)”

Click Register

5 Previously Inquired Matter

“5.1 Login failed for some unknown reason “

“5.2 Cannot logon to “MAGES3” “

“5.3 Access Problem: “ID or password is incorrect.” “

“エラー! 参照元が見つかりません。 Reset Password System

“5.5 Access Problem: “Forbidden” “

“5.6 Connectin Problem: “IBM Security Access Manager for Web” “

“5.7 Access Problem: “This site can’ t be reached “

“5.8 Access Problem: “You do not have permission to access this page.” “

“5.9 Caution if you want to Bookmark MAGES3 “

“5.10 Can I use the same ID and password on both old and new Application Websites? “

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5.1. Login failed for some unknown reason.

try A) or B) before inquiring.

A) Close the browser, and try again.

B) Close the browser, and use the other browser(s) to access your Website.

5.2. Cannot logon to “MAGES3”

We receive many inquiries with a simple statement “I can’ t logon to MHI Access Gateway3.” In order for us to address and solve the problems the most efficiently, we will ask “What did you do?” and “What kind of screen did you see?.” Be ready to answer these questions after doing everything you can to try the suggested ideas below

“5.3 Access Problem: “ID or password is incorrect.” “

“5.5 Access Problem: “Forbidden” “

“5.6 Connectin Problem: “IBM Security Access Manager for Web” “

“5.7 Access Problem: “This site can’ t be reached “

“5.8 Access Problem: “You do not have permission to access this page.” “

“5.9 Caution if you want to Bookmark MAGES3 “

The following tips may help solve the problem.

5.3. Access Problem: "ID or password is incorrect."

MHI Access Gateway3

ID or password you entered is incorrect. Please "Click" and logon again. If you fail to login 5 times, your ID makes revoking. And logon is failed.

[Return to Logon Page.](#) Try again to check the spelling

Click

Username
Password
Change Password

M-CAP(User Info Maint)

Logon

If you forgot your ID or Password, refer to the sections "1.3" or "エラー! 参照元が見つかりません。" and reissue your password.

5.4. Reissue Password System

Both "here" in A) or B) lead to "Reset Password."

A) Proceed with A) if you have "Security Question" registered.

B) Refer the "1.2 Inquiry Contact for Inquiry." to send email.

■For use

- (1)The manual is [here](#).
- (2)The information from "MHI Access Gateway3" is [here](#).
- (3)The password expires in 45 days. If you forget your password, you can apply for a reissue [here](#).
- (4) For other inquiries, [here](#).

A)

B)

5. 5. Access Problem: “Forbidden”

Forbidden

The resource you have requested is secured by [REDACTED]

- A) The URL address is incorrect.
Example) ...e.mhi.co.jp/junction/appplication/.....” Mispelling”
(*If you have bookmarked anything in the past, you can access it from there.
- B) Your ID has no “Access authority” .
Refer to “PD-ID” from “Business Partner” to “PD Management Group” and contact your
“Business Partner.”

【Additional Tips】

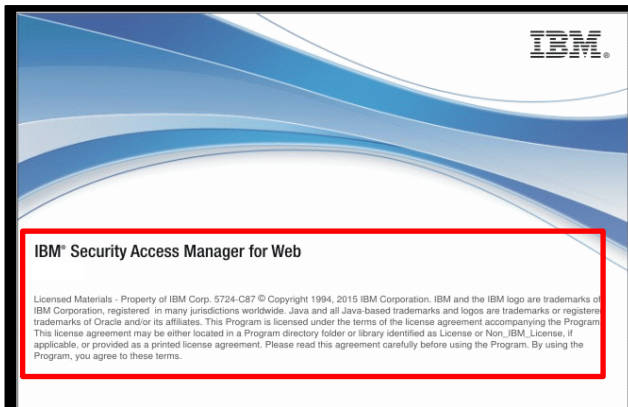
- Try not to reissue your password every time website connection has failed, because even when login succeeds sometimes the website connection can be simply busy.
- If you updated on “MAGES3” login page and the next page failed to show, the change still took effect.

5.6. Connectin Problem: “IBM Security Access Manager for Web”

5.7. Access Problem: “This site can’ t be reached”

Those who have used the URL links below may fail to connect properly. Refer to “エラー! 参照元が見つかりません。”

A) <https://e4.mhi.co.jp/>



B) <https://mages3.mhi.co.jp/>

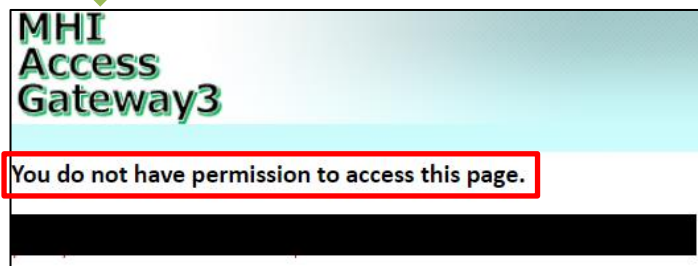
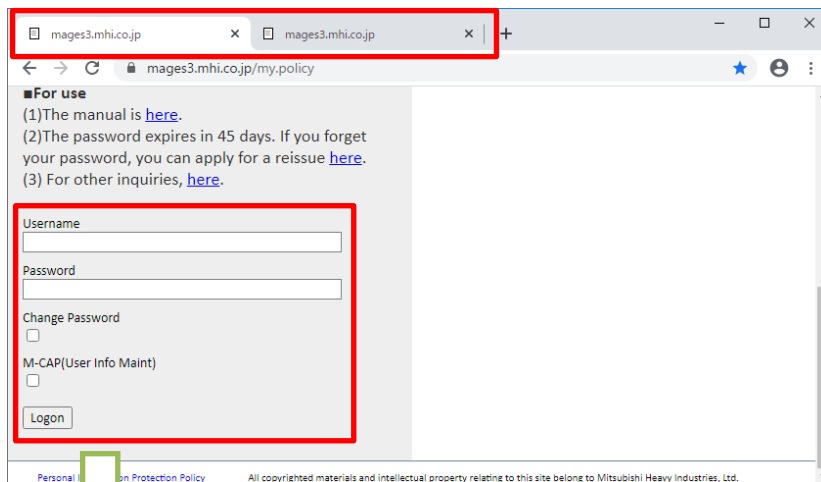


【Additional Tips】

- Try not to reissue your password every time website connection has failed, because even when login succeeds sometimes the website connection can be simply busy.
- If you updated on “MAGES3” login page and the next page failed to show, the change still took effect.

5.8. Access Problem: “You do not have permission to access this page.”

Close your all the browsers, and access your website again. The error happens if you try to launch “MAGES3” screen multiple times at the same time.

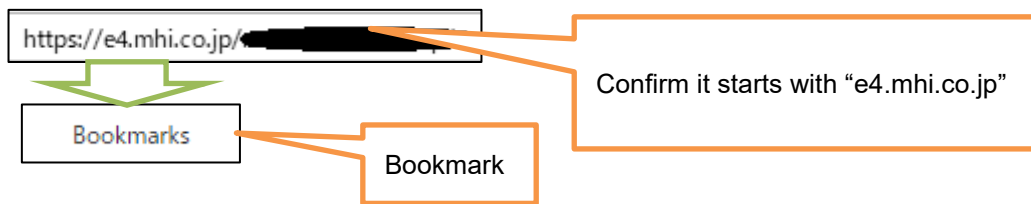


【Additional Tips】

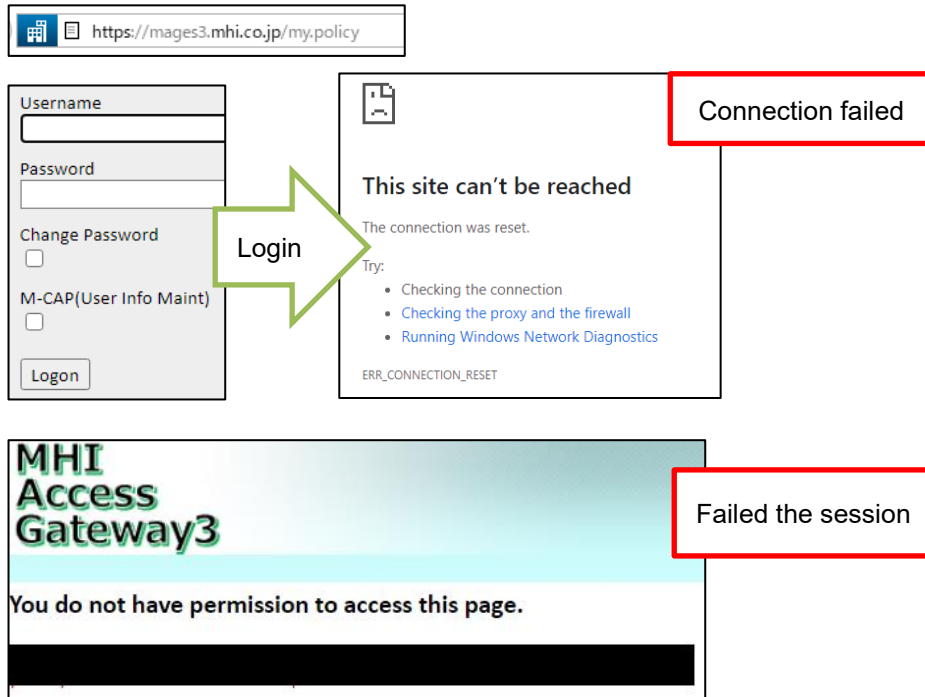
- Try not to reissue your password every time website connection has failed, because even when login succeeds sometimes the website connection can be simply busy.
- If you updated on “MAGES3” login page and the next page failed to show, the change still took effect.

5.9. Caution if you want to Bookmark MAGES3

Confirm the URL on the browser says “e4.mhi.co.jp”, and save as Bookmark.
If it says “mages3.mhi.co.jp”, do not Bookmark it because it often causes errors.

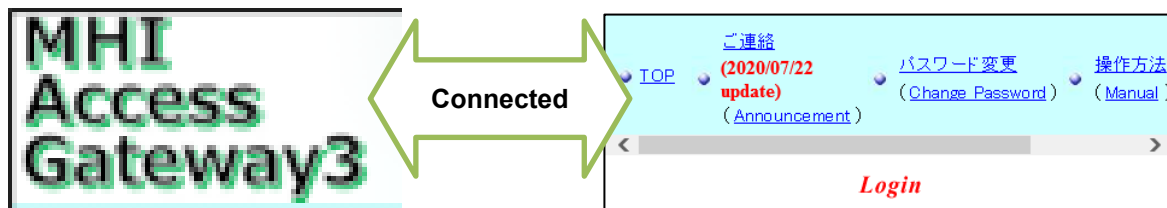


(*) Error Examples.



5.10. Can I use the same ID and password on both old and new Application Websites?

Yes. Note that if your login information is updated on either website, it gets reflected on the other also.



6 Confidentiality

Refrain from unauthorized reproduction or alteration for this manual is proprietary and confidential to the company.