

Dear TWX-21 customer

01.15.2023

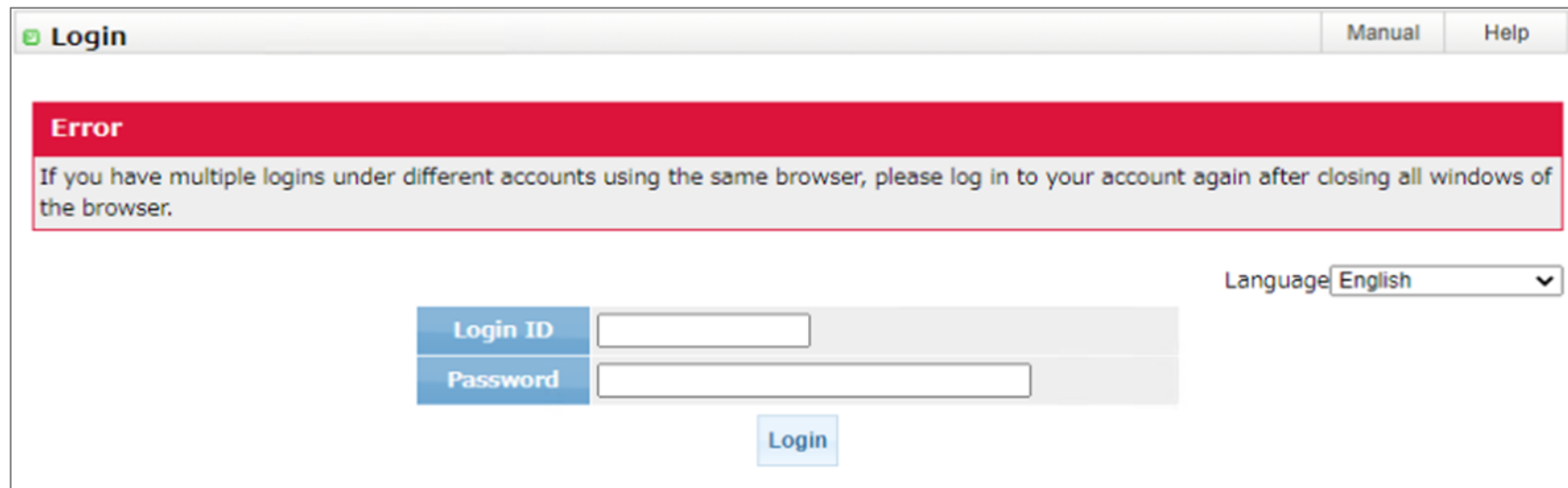
Hitachi, Ltd.

Managed Services Business Division

Notes on Portal Login

Thank you for using TWX-21 service.

If you are using multiple tabs on the same browser when logging in to Portal, you may get the following error message.



The screenshot shows a web browser window titled "Login". In the top right corner, there are links for "Manual" and "Help". A prominent red error banner at the top of the page reads: "Error: If you have multiple logins under different accounts using the same browser, please log in to your account again after closing all windows of the browser." Below the error message, there is a language selection dropdown menu currently set to "English". At the bottom, there are two input fields: "Login ID" and "Password", each with a blue label and a white input box. A blue "Login" button is positioned below the password field.

If you get the above error message, please close all windows for the browser and try logging in again.

Best regards.