

FAQ's

1. Supported Browsers

Chrome is the only supported browser.

2. How do I reset my password?

Unfortunately, There is no way to reset your password. Your password is defaulted to your username. If you have any questions about the username or password, reach out to your main Ingersoll Rand point of contact for assistance.

*Please note that the username and password are case sensitive, use all lowercase.

3. How do I export images?

You can download images through one of the export options.

Select Actions >View Selected>Export Selected

- Product Spreadsheet: Images are sent via a spreadsheet with a link to the URL. Content will also be included in this option.
- Product Assets: All assets are sent to your email with a direct link to images.

4. How do I export content?

Content can be exported through the export> Product Spreadsheet option.

Select Actions >View Selected>Export Selected



5. How do I download 360 spin images?

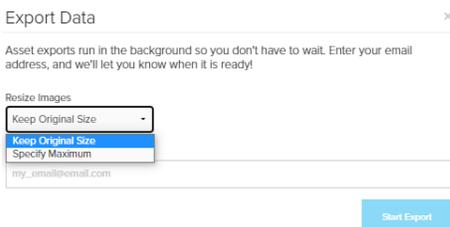
360 spin images can only be downloaded through the export options.

6. How do I download Videos?

Videos are stored in the catalog as URL links. They can only be downloaded via the Export Product Spreadsheet option.

7. How can I resize images?

Pixel size can be modified or an image can be padded when using the export product asset option.



8. Why do I only see content for some product pages?

The content will only appear for information and assets we have stored in our product management system (PIM). Over the upcoming months, we will be adding content to PIM and the information will automatically flow through the catalog.