

How to Create your Gennect Cloud Account from my HIOKI

HIOKI

Nov.2025

1. Login to my HIOKI.

The screenshot shows the 'my HIOKI' website interface. At the top is a blue header with the text 'my HIOKI'. Below the header, there are two main sections: 'Logging in' on the left and 'Create my new account' on the right. The 'Logging in' section has fields for 'E-mail Address' and 'Password', a 'Login' button, and a link for 'Forgot your password?'. The 'Create my new account' section has a 'Create an account' button. To the right of these sections is a 'Service & Support' menu with links for 'my HIOKI', 'Create an account', 'Downloads', 'FAQ', 'After-sales Service', 'Product Warranty', 'Global Network', 'Discontinued/Replacement Products', and 'Products'.

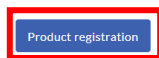
2. Click the [Product registration] button, then click [Gennect Download Portal].

Product registration

By registering your product, you will be able to receive the latest firmware and software version update notifications and download calibration documents.
Product registration is available through the Gennect Download Portal*.

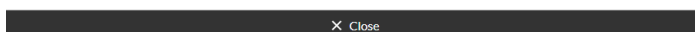
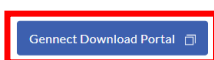
* Gennect Download Portal: Access and download materials related to after-sales service for Hioki products.

> Product registration procedure



You are now being redirected to the Gennect Download Portal.
Please note that the Terms of Use and Privacy Policy of the destination site will apply.

Gennect Download Portal is a service within Gennect Cloud.
To get started, you'll need to create a free Gennect Cloud account. After your first login, your accounts will be linked, and you can simply sign in with your my HIOKI account from the next time onward.



3. Click [Create new account].

Gennect Download Portal is a service within Gennect Cloud.

The screenshot shows the 'GENNECT Cloud' account creation page. At the top is the 'GENNECT Cloud' logo. Below the logo, there is a message: 'We could not find a GENNECT Cloud account corresponding to your "my HIOKI" account.' Below this message is a blue button with the text 'Create new account'. Below the button is a link that says 'Connect to an existing GENNECT Cloud account'.

4. Click [Obtain authentication code] to have a verification code sent to the email address registered with my HIOKI. After receiving the email, enter the verification code in the [Authentication code] field, then click [Complete Authentication].

GENNECT Cloud

Create new account

1. Authenticate email address 2. Enter account information 3. Check information to be registered

Obtain an authentication code

Please enter an email address and click the [Obtain authentication code] button.

Email address

Obtain authentication code

← Your email address registered as my HIOKI account is displayed.

Authenticate email address

Please enter Authentication number on the email sent to you. Please click the [Complete Authentication] button.

Authentication code

Complete Authentication

5. Enter your account information and click [Check registered content].

GENNECT Cloud

Create new account

1. Authenticate email address 2. Enter account information 3. Check information to be registered

Please enter your account information and click the [Review Registered Content] button.

Accountholder information

Country

Japan

Company name

HIOKI

← The information registered in your my HIOKI account is displayed.

Name

Name

- Omitted -

Login information

Account ID

gc****

Accountholder user ID

Administrator

← By default, "Administrator" is displayed. Set any ID as needed.


Password

Password (confirm)

Check information to be registered

Check registered content

6. After entering your account information, click [To login screen].



The account has been created

The issued account ID and accountholder user ID have been sent to

Account ID

gc

Accountholder user ID

Administrator

Password

To login screen

7. Your registered email address is displayed. Click [Next].



Email

xxxxxxx@hioki.com


Next

Create new account

Log in with account ID >>

For use in China >>

8. Enter the password you set when creating your Gennect Cloud account, then click [Log in].



Account ID

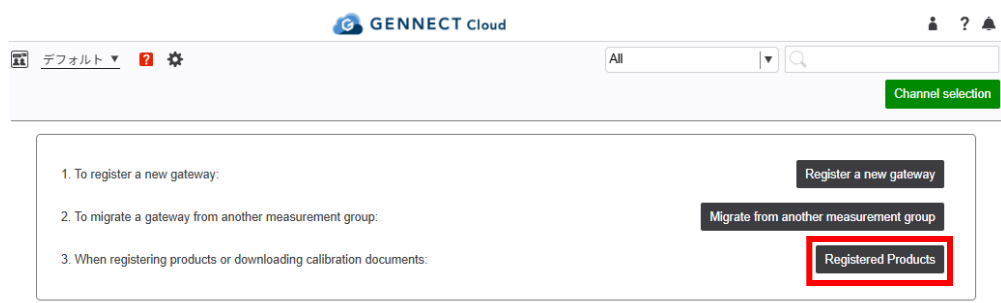
gc (Administrator)

Password

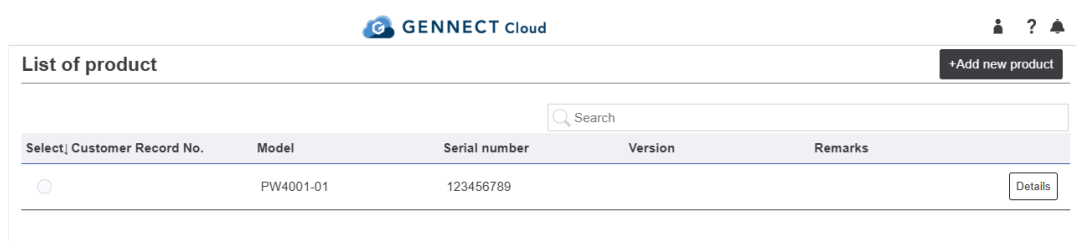
Log in

If you've forgotten your password

9. Click the [Registered Products] button.



10. The list of Registered Products is displayed.



11. If you wish to register a new Registered Product or use the Calibration Certificate Issuance download service, please refer to the following manual before using the service.

Product Registration Procedure
https://www.hioki.com/e/document/Product-registration-procedure_en.pdf

Calibration Certificate Issuance Download Procedure
https://www.hioki.com/e/document/Calibration-document-download-procedure_en.pdf