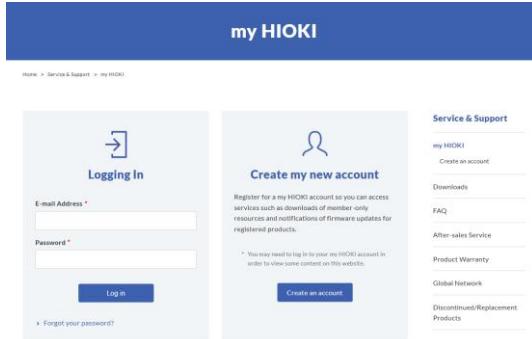


# How to Create your Gennect Cloud Account from my HIOKI

HIOKI

Nov.2025

## 1. Login to my HIOKI.



## 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 [link]

Product registration

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.

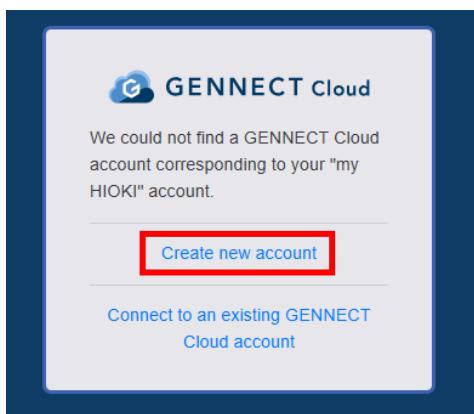
Gennect Download Portal is a service within Gennect Cloud.  
To get started, you'll need to create a free Gennect Cloud account. After your first login, your accounts will be linked, and you can simply sign in with your my HIOKI account from the next time onward.

Gennect Download Portal [link]

X Close

## 3. Click [Create new account].

Gennect Download Portal is a service within Gennect Cloud.



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].

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].

Accountholder information

Country \*

Japan

Company name \*

HIOKI

Name \*

Name

- Omitted -

Login information

Account ID

gc\*\*\*\*

Accountholder user ID \*

Administrator

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

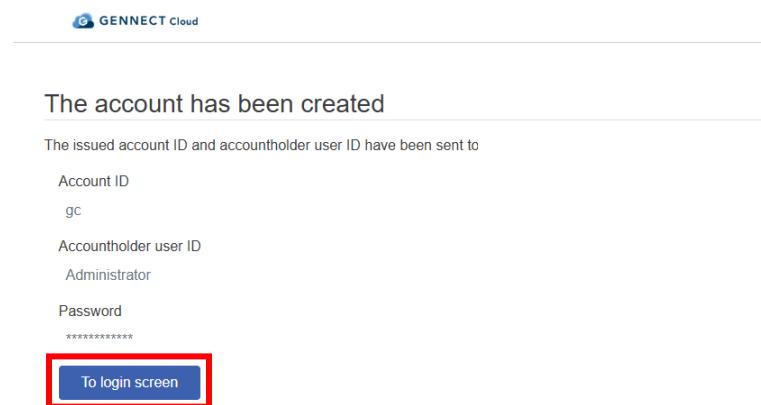
Password \*

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].



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



9. Click the [Registered Products] button.



10. The list of Registered Products is displayed.

List of product					+Add new product
Select	Customer Record No.	Model	Serial number	Version	Remarks
<input type="radio"/>		PW4001-01	123456789		<button>Details</button>

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](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](https://www.hioki.com/e/document/Calibration-document-download-procedure_en.pdf)