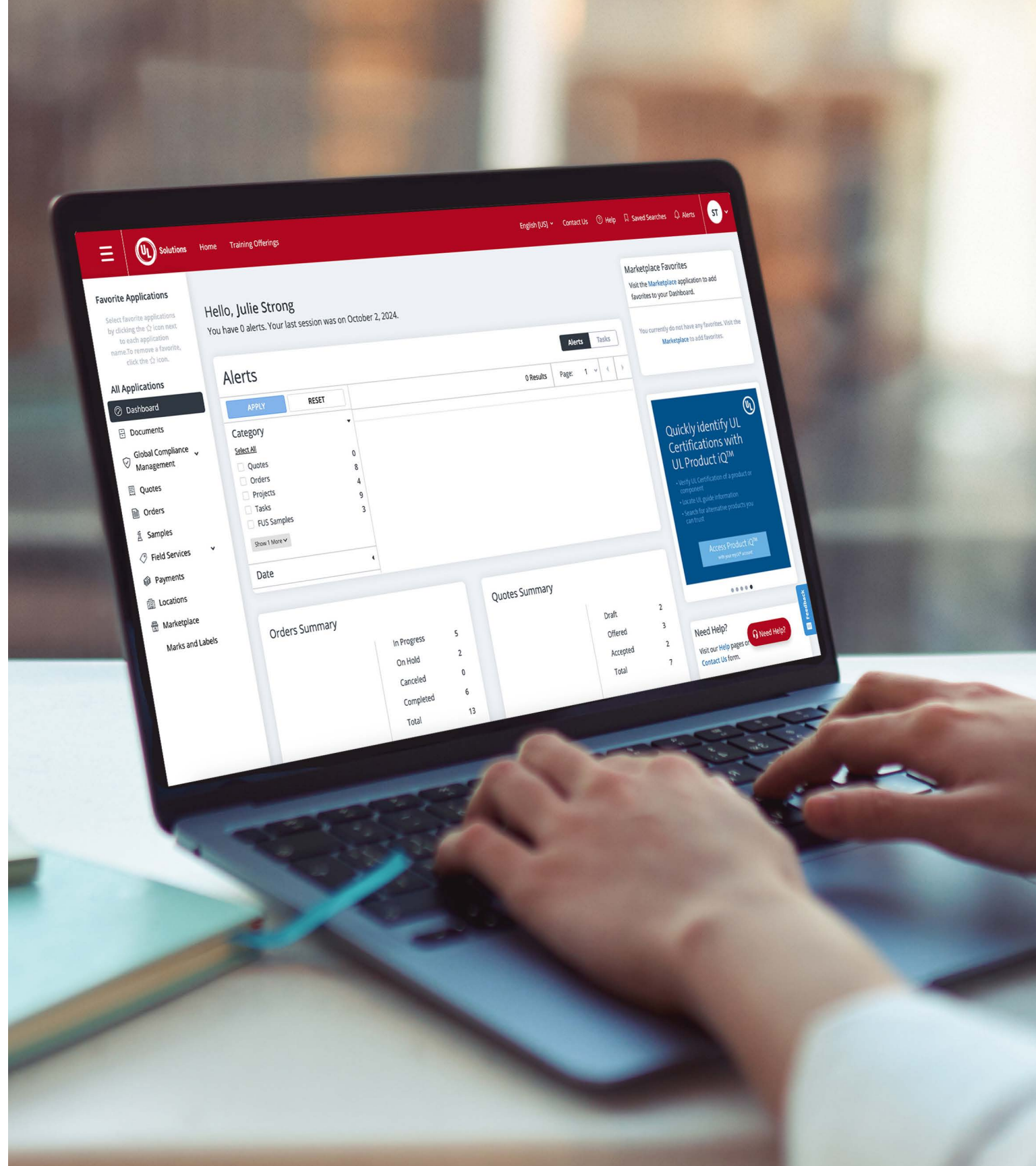




myUL[®] Client Portal user guide



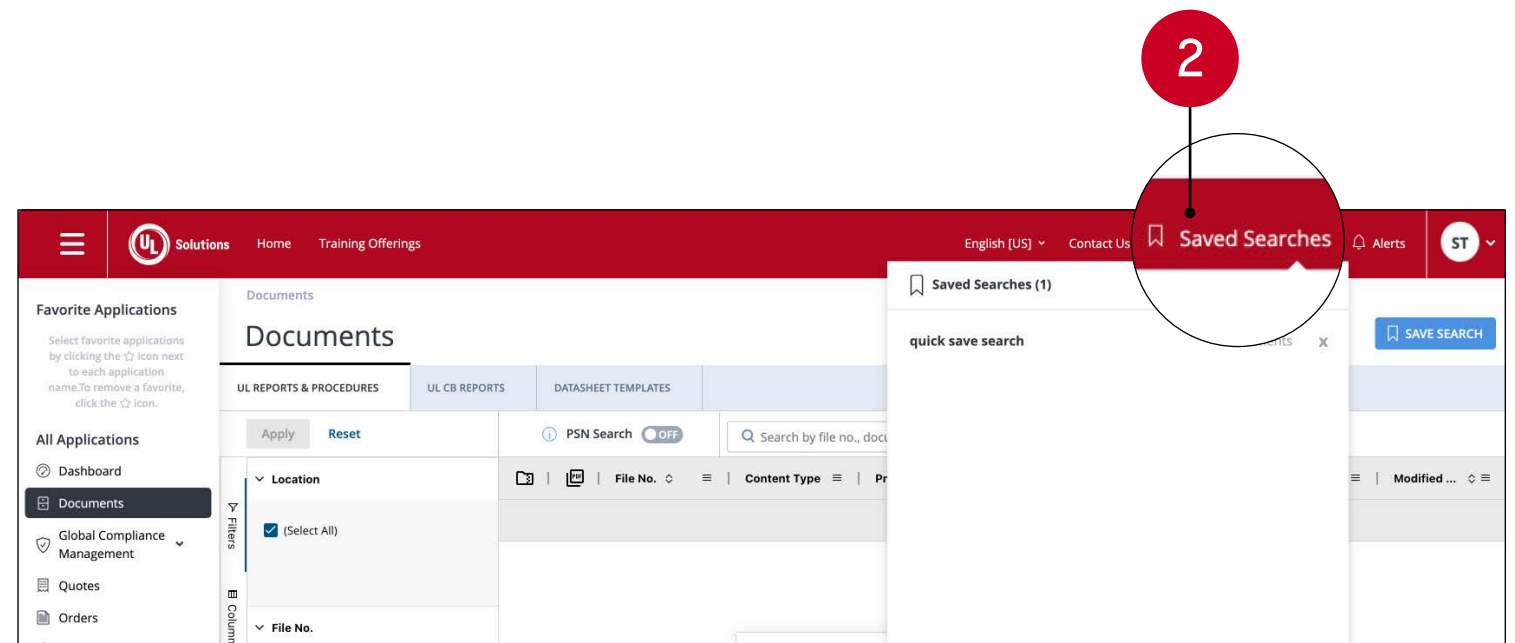
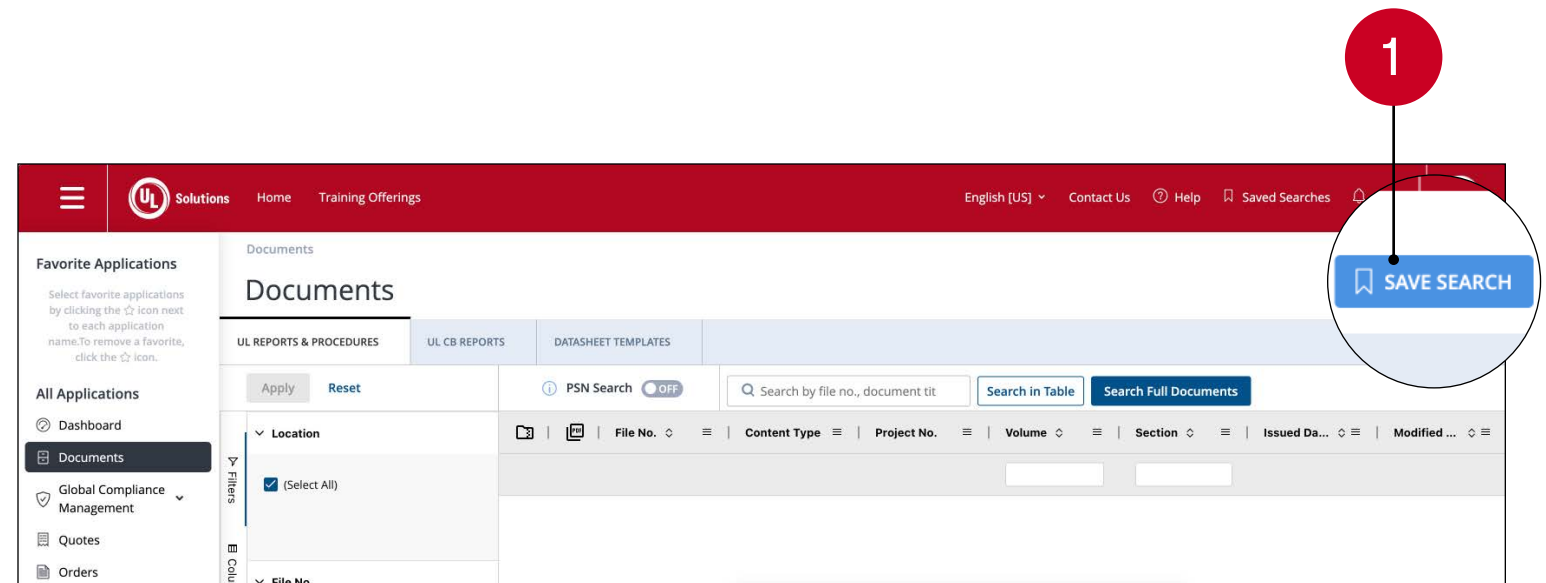
Optimize your time by saving your searches

Using the **SAVE SEARCH** button on an application helps you find it immediately from any page in myUL.

Complete a search for an order number or manufacturing location.

On the results page, select “SAVE SEARCH.”

To locate your saved search, select the bookmark icon and select your search from the drop down menu. The application the search was performed in will open and show your search results.



Locate your quotes and orders

All quotes and orders can be found in the Quotes or Orders applications. Search using your order number to locate the quote/order you are looking for.

The screenshot shows the UL Client Portal interface. On the left is a navigation menu with sections for 'Favorite Applications', 'All Applications', and various application categories. The 'Orders' application is highlighted in the 'All Applications' section. On the right is the 'Orders' application interface, which includes a search bar, a table of orders, and various filters. A red circle with the number '1' highlights the search bar in the Orders application.

Favorite Applications
Select favorite applications by clicking the ☆ icon next to each application name. To remove a favorite, click the ☆ icon.

All Applications

- Dashboard
- Documents
- Global Compliance Management
- Quotes
- Orders**
- Samples
- Field Services
- Payments
- Locations
- Marketplace

Orders

APPLY RESET Search Within Sort: Order Date (Newest First)

Role	Status	Order	Location	Quote No.	Order No.	Project No.	Purchase Order No.
<input type="checkbox"/> Owner 79	In Progress	pruebas ...	UL INTERNAL SYSTEM ...	1102428313	15474841	4791474505	---
<input checked="" type="checkbox"/> Agent 2	In Progress	Fake order, pleas...	UL INTERNAL SYSTEM ...	---	15458949	4791459215	Fake order, please dis...
<input type="checkbox"/> Third Party	In Progress	Fake order for sm...	UL INTERNAL SYSTEM ...	---	15410846	4791414547	---
	In Progress	---	UL INTERNAL SYSTEM ...	---	15410851	4791414548	---
	In Progress	This is the custom...	UL INTERNAL SYSTEM ...	---	15384357	4791391881	Smoke Test - Please di...
<input checked="" type="checkbox"/> In Progress 21	In Progress	1102420470 - NO...	UL INTERNAL SYSTEM ...	---	15342288	4791353522	.
<input checked="" type="checkbox"/> On Hold 56	In Progress	LK Smoke Test for...	UL INTERNAL SYSTEM ...	---	15316449	4791327340	---
<input type="checkbox"/> Cancelled 2	In Progress	LK Smoke Test - A...	APPLICANT ORGANIZA...	---	15310249	4791321956	---
<input type="checkbox"/> Completed	In Progress	LK Smoke test on ...	UL INTERNAL SYSTEM ...	---	15305755	4791318329	---
	In Progress	---	APPLICANT ORGANIZA...	---	15305757	4791318331	---
	In Progress	LK Smoke Test on ...	UL INTERNAL SYSTEM ...	---	15294745	4791308485	---
	In Progress	LK Fake Order for ...	UL INTERNAL SYSTEM ...	---	15044066	4791075460	Fake order for smoke ...
	In Progress	14995378	UL INTERNAL SYSTEM ...	2000114382-1	14995378	53462626	---
	In Progress	14393088	UL INTERNAL SYSTEM ...	20000008321-1	14393088	4790468550	12345 - Smoke test - p...
	In Progress	14391171	UL INTERNAL SYSTEM ...	200000012485-1	14391171	4790466762	SW-PO-100099-Test

Filter your documents for an easier search

Having trouble locating information in the Documents app? Filter your search by Party Site Number (PSN) using the PSN Search function. Your Party Site Number (PSN) is a unique identifier that helps you differentiate your work sites. Activate it by switching the “PSN Search” toggle to ON, then selecting a PSN from the menu that appears on the left side of the screen.

The view will then show only documents related to that PSN.

Selecting “Report List” in a row will show associated report documents.

View a particular volume of procedure documents by selecting your volume and clicking “Procedure List.”

The screenshot shows the 'Documents' app interface for a specific document (591002). The interface includes a search bar, a 'PSN Search' toggle (ON), and a table of documents. The table has columns for 'Party Site Number - Location', 'File No.', and 'Material'. The 'Material' column contains 'Report List' and 'Procedure List' options. A 'Need Help?' button is visible in the bottom right corner.

Party Site Number - Location	File No.	Material
591002 - 3Do Not Use Smoke Test AG ,123 ...	E1000	Report List
591002 - 3Do Not Use Smoke Test AG ,123 ...	E1002	Report List
591002 - 3Do Not Use Smoke Test AG ,123 ...	E1003	Report List
591002 - 3Do Not Use Smoke Test AG ,123 ...	E1004	Report List
591002 - 3Do Not Use Smoke Test AG ,123 ...	E1005	Report List
591002 - 3Do Not Use Smoke Test AG ,123 ...	E1006	Report List
591002 - 3Do Not Use Smoke Test AG ,123 ...	E1007	Report List
591002 - 3Do Not Use Smoke Test AG ,123 ...	E1010	Report List
591002 - 3Do Not Use Smoke Test AG ,123 ...	E1011	...
591002 - 3Do Not Use Smoke Test AG ,123 ...	E1012	Report List
591002 - 3Do Not Use Smoke Test AG ,123 ...	E1013	Report List
591002 - 3Do Not Use Smoke Test AG ,123 ...	E1014	Report List
591002 - 3Do Not Use Smoke Test AG ,123 ...	E1015	Report List
591002 - 3Do Not Use Smoke Test AG ,123 ...	E1016	Report List

Download multiple documents at once

To download specific materials as a compressed file:

Select the triangular arrow next to the file name. This will reveal a list of all supplemental materials you can select as a compressed file.

Check the boxes alongside each item you want to include.

Select the download icon (downward-pointing arrow above a tray shape) to download a zip file with all your selected materials.

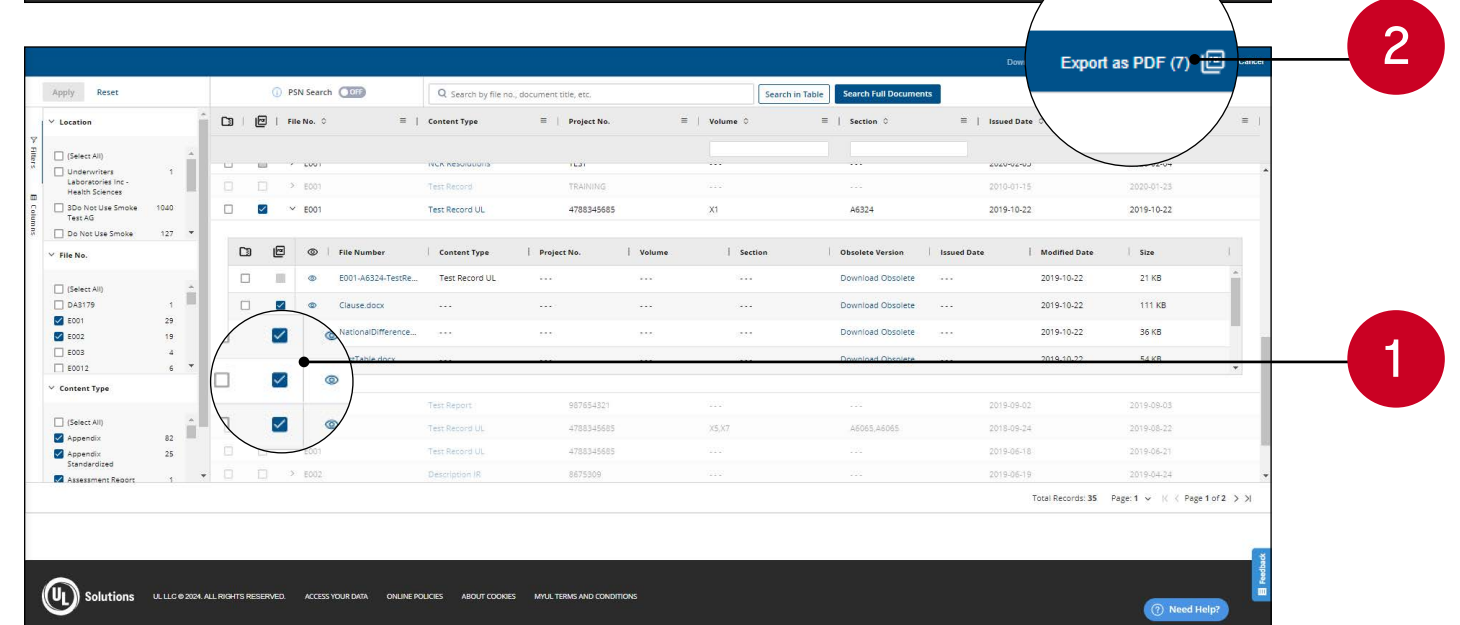
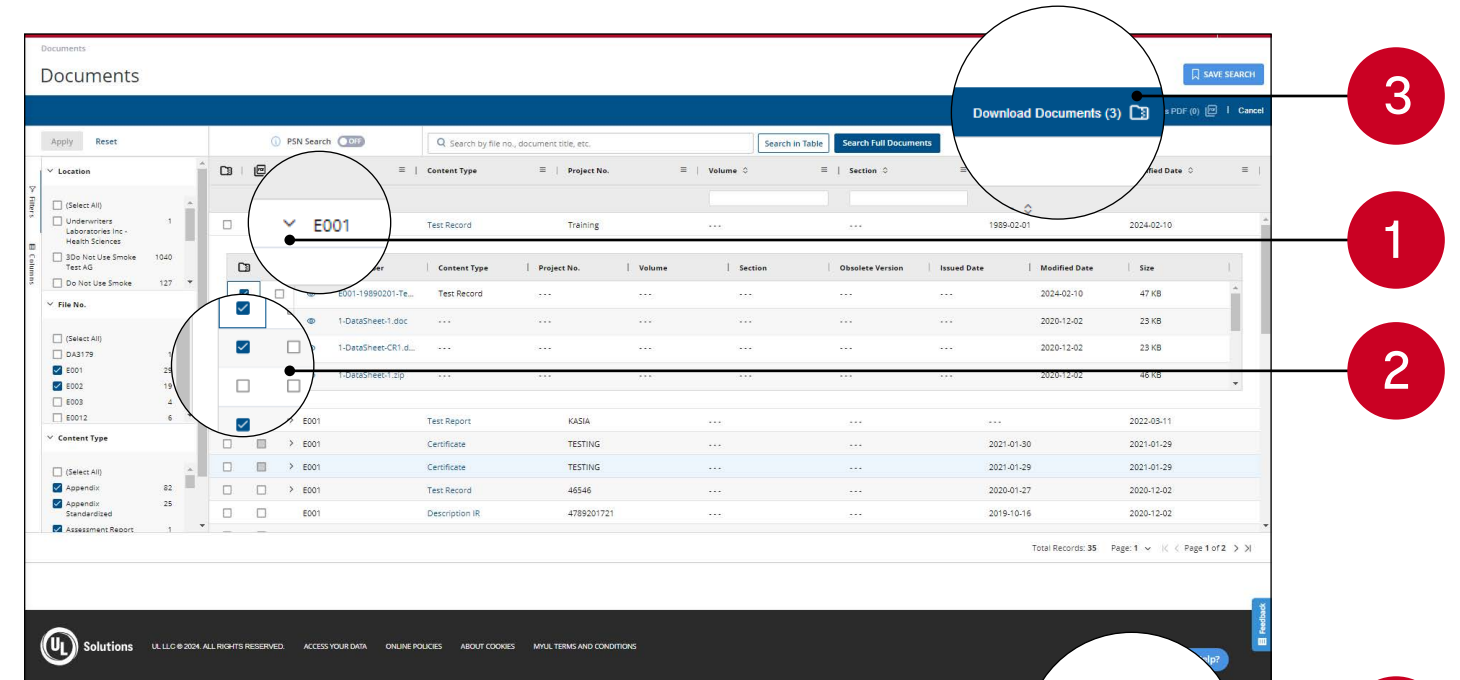
To download a single PDF of all documents:

Check the box on either a description for a procedure or a test record for a report.

Select the button labeled “Export as PDF.”

Once the PDF is ready to download, you will receive a link in your email.

Note that only documents that pertain to a single project can be compiled into a single PDF.



Share large documents securely with UL Solutions

If you have documents you'd like to share with your UL Solutions team, they can be uploaded on the Details screen of the Quotes or Orders applications.

Go to the Details screen of your Quotes or Orders application.

Select "UPLOAD" and choose the document(s) you want to share, up to 2 GB.

Your project handler will also be able to share documents with you through this same method.

1

2

Favorite Applications
Select favorite applications by clicking the ☆ icon next to each application name. To remove a favorite, click the ☆ icon.

All Applications

- Dashboard
- Documents
- Global Compliance Management
- Quotes
- Orders**
- Samples
- Field Services
- Payments
- Locations
- Marketplace

Orders / Order Details
14393089

ORDER DATE: 2022-06-27
TOTAL ORDER PRICE: USD 39.99
PO NUMBER: 12345 - Smoke Test - Please Disregard
UL CONTACT: [Redacted]

QUOTE NUMBER: 2000008321-1
PROJECT NUMBER: 4790468550
COMPANY NAME: UL INTERNAL SYSTEM TESTING 1 (NA)
ESTIMATED COMPLETION DATE: 1969-12-31

File Name	Version	Uploaded	Uploaded By	Size	
Test doc.txt	2024-09-26	2024-09-26	UL	7	□
DA1205 2012 - 2021.png	2024-09-07	2024-09-07	UL	41211	□
Rogers-2024-05-25 (1).pdf	2024-07-24	2024-07-24	UL	558952	□
ECM test_80.txt	2024-05-18	2024-05-18	UL	181	□
Upload test 018.txt	2024-02-09	2024-02-09	UL	11	□
download.png	2023-02-16	2023-02-16		274541	□

Registering and logging in

What should I do if I completed my registration but still can't access myUL?

Your account needs to be verified by someone your company has identified as the Master Gatekeeper. They are tasked with approving requests for accounts for your work with UL Solutions.

Select the “SEND REMINDER” button to remind the Master Gatekeeper that you are still awaiting access or reach out to them through your company channels.

If you do not know who your Master Gatekeeper is or need urgent access to myUL, please [contact us](#).

Can someone walk me through registration?

Absolutely! Contact the [myUL Client Portal Support team](#) for direct assistance.

How do I recover a forgotten password or username?

Reset your password by selecting “Forgot/reset password” on the myUL login screen. Your username should be your work email. If you need assistance recovering either, contact your [myUL support team](#).

What is a PSN, and how do I find mine?

Your Party Site Number (PSN) is a unique five- to six-digit identifier linked to your company name and address. You can find your PSN by checking the authorization page of your safety certification report. It will be located to the left of your customer name, in parentheses. If you are unable to locate this number, please [contact us](#).

How do I change the address on my account?

Go to your profile and find your account settings. Then, use the online Change of Address form.

Accessing myUL

Controlling access and permissions

Is there a preferred browser for myUL?

We recommend using Google Chrome or Microsoft Edge as your designated browser, as myUL is optimized for those platforms.

Is there a myUL app?

Not currently, but myUL is web-accessible on large-screen mobile devices.

What is a Master Gatekeeper?

The Master Gatekeeper is the person your company has designated to manage and control company access to myUL. They are also able to authorize other Gatekeepers, who can provide access to others.

What is a Gatekeeper?

A Gatekeeper is a person the Master Gatekeeper has designated with the ability to control access and manage myUL within their assigned area.

How do I set up more Gatekeepers or users within my company?

Please refer to the Help section in myUL. If additional assistance is needed, contact the [myUL support team](#).

Who should I enter as the secondary contact?

Please enter another person at your company who can be available to access myUL if you are unavailable.

Controlling access and permissions

What if my current Master Gatekeeper leaves my company or changes positions?

Contact the [myUL support team](#).

How do I know who has access to myUL within my company?

Your Master Gatekeeper or Gatekeeper(s) determines who at your company has access to myUL.

An employee has left my company. How do I turn off their myUL access?

Your Master Gatekeeper is responsible for turning off their access by removing them from any permissions they may have had.

How do I set up permissions?

Only Master Gatekeepers and Gatekeepers can set up permissions. If you are a Master Gatekeeper or Gatekeeper, you can control access to myUL by selecting “Permissions,” selecting a user’s email address and updating their permission level in the drop-down menu to the right.

What should I do if I can’t see my project details?

Project information can be found in the Orders app. If project details are missing or if you have questions, reach out to the UL Solutions contact specified under the order.

Do I have control over manufacturers seeing my products?

Manufacturers who log in to myUL with their own credentials will be able to see only the products that they manufacture.

What is a company structure?

Your company structure can be one or multiple locations within your company managed by your company’s Master Gatekeeper.

Documents

What types of files can I upload?

The Documents app accepts the following file extensions: DOC, DOCX, HTM, ODT, PDF, XLS, XLSX, ODS, PPT, PPTX, TXT, RTF, ASC, CSV, GDOC, HTML, PSD, DXF, DWG, JPG, TIF, GIF, SVG, AI, CAD, STL, MDX, 3DS, BMP, RAW, WMF, EXIF, PNG, M4V, WMV, MKV, ZIP, MOV

What is the largest file size I can upload?

The size limit for each individual file is 2 GB. If you have a document too large to upload, reach out to your UL Solutions project handler.

What should I do if I can't find a document?

If you are within the Documents application and cannot find a specific document, try to search in another library tab (for instance, under "Global Certifications" instead of "UL Reports & Procedures"). Additionally, double-check that your filters are accurately applied. If you still can't find the document you are looking for, contact the [myUL support team](#).

How long are inspection reports and variation notices stored in myUL?

Inspection reports and variation notices are stored in myUL for 365 days. If you are looking for documents older than that, contact your UL Solutions project handler.

How do I get a copy of a UL Standard?

You may access the UL Standards Certification Customer Library via the Marketplace app. To purchase copies of Standards, please visit the [UL Standards website](#).

Where are my UL Solutions Follow-Up Services tags?

UL Solutions Follow-Up Services tags are located within the FUS Sample Projects app under "Field Services" on the navigation bar located on the left-hand side in myUL.

Documents

How do I change my language settings?

Select the drop-down menu on the red banner in the upper right-hand area of the screen, then choose “Language Settings.”

Can I pay invoices in myUL?

Invoices are paid via our Payments Portal. In myUL, you can select “Payments” from your applications, which will redirect you to the Payments Portal.

How do I locate my UL Solutions contact?

Your UL Solutions contact can be found in both the Quotes and Orders applications. From the navigation bar on the left-hand side, go to the Orders or Quotes application and select a specific order or quote. The contact information will be displayed within the header area of the Quote/Order Details page.

What should I do if I receive an error message?

Try the task again or, if it isn’t urgent, try it again later. If you continue having difficulties, please [contact us](#) and we will do our best to resolve your problem.

What should I do if loading times for myUL are slow?

Reasons for this may vary. There could be issues with your internet connection speed or browser. We recommend using Google Chrome or Microsoft Edge as your browser if you aren’t already. If myUL runs slowly on a continuous basis, [contact us](#).

How can I give feedback about the myUL Client Portal?

We welcome your feedback! Use the Contact Us form in the upper right-hand corner of myUL to provide feedback anytime.

Find your local myUL support team

Location	Email
Americas	cec@UL.com
South Korea	cs.kr@UL.com
China	customerservice.cn@UL.com
Japan	cec.jp1@UL.com
Hong Kong	customerservice.hk@UL.com
Taiwan	customerservice.tw@UL.com
Indonesia	sales.id@UL.com
Malaysia	customerservice.sg@UL.com

Location	Email
Philippines	customerservice.sg@UL.com
Thailand	customerservice.sg@UL.com
Singapore	customerservice.sg@UL.com
Vietnam	customerservice.sg@UL.com
Europe	cec@UL.com
Australia and New Zealand	customerservice.anz@UL.com



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