



## **FAQ**

# **KX User Creation & Management EN**

## Contents

How do I register with Kwizda Xperience? .....	3
What can I do if I haven't received a confirmation email? .....	7
How can I change my user profile data? .....	8
How can I change my password on KX? .....	9
How can I delete my user profile? .....	10
Is there a way to get support for questions about Kwizda Agro products and technical issues with the app? .....	11

To use Kwizda Xperience services, you must first register with KX. This document provides step-by-step instructions on the registration process, changing or resetting your password, and managing your user data.

## How do I register with Kwizda Xperience?

You can register with KX via the Kwizda Xperience website or directly within the respective KX service.

KX Homepage: <https://www.kx-digital.com>

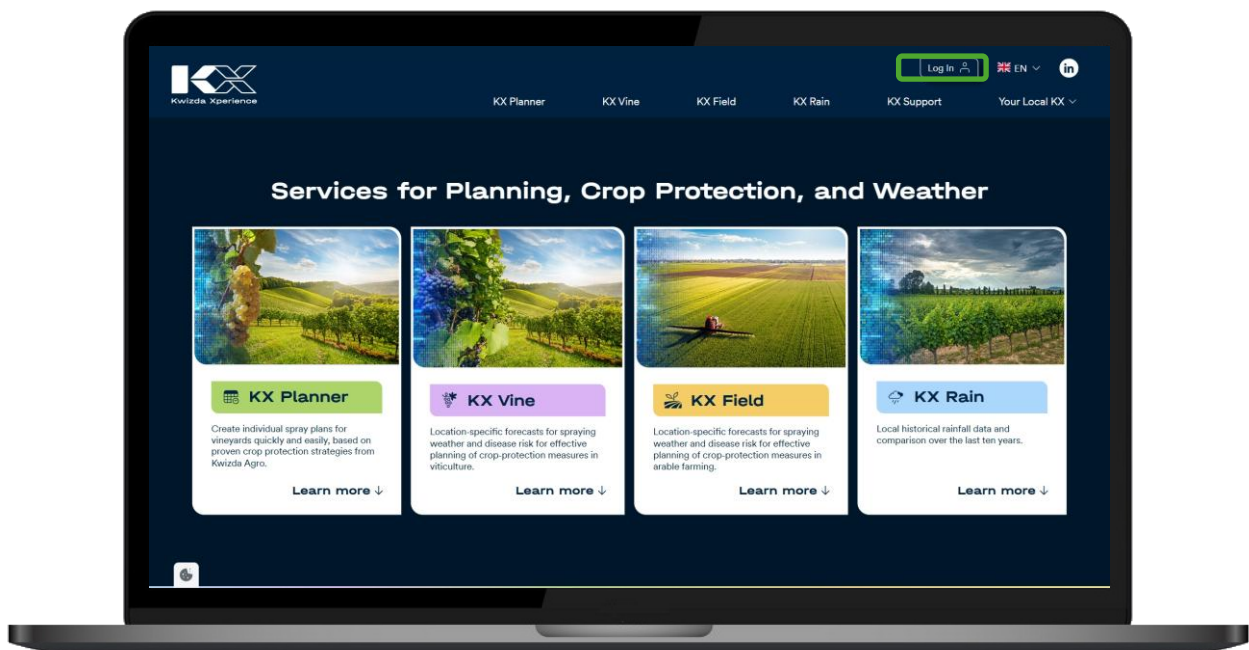
KX Planner: <https://planner.kx-digital.com>

KX Vine: <https://vine.kx-digital.com/>

KX Field: <https://field.kx-digital.com/>

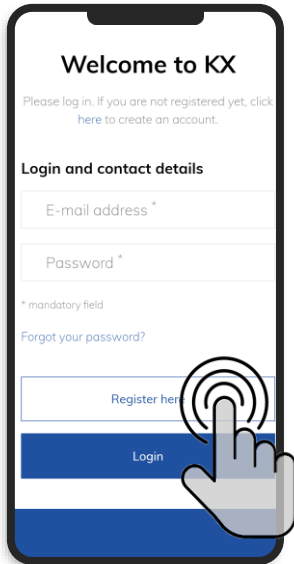
KX Rain: <https://rain.kx-digital.com/>

To register with KX, click “Log In” in the upper-right corner of the website. You will then be taken to the log-in page, where you can click the “Register here” button to proceed to the registration form. Follow the remaining instructions to complete your registration.

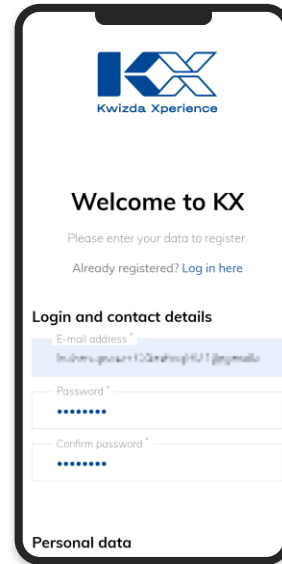


If you want to register directly in the app, you will be automatically redirected to the registration form the first time you open it. You can find detailed step-by-step instructions in the following section of this guide.

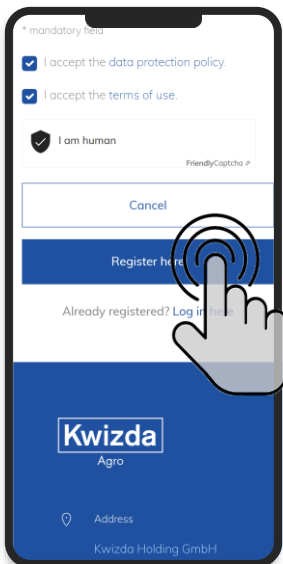
01. As soon as you start the sign-up process or use the KX apps for the first time, you will be taken directly to the sign-up page. There, you can click “Register here” to access the registration form.



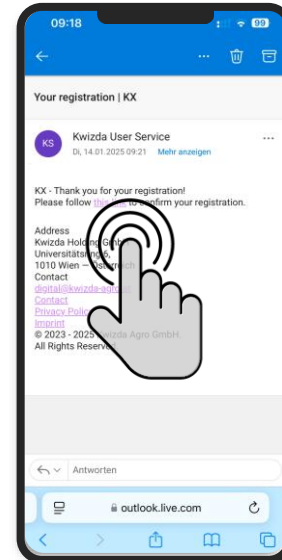
02. Enter your email address, set a password, and fill in all the required fields on the registration page.



03. Agree to the privacy policy and terms of use and complete the registration by clicking "Register now."



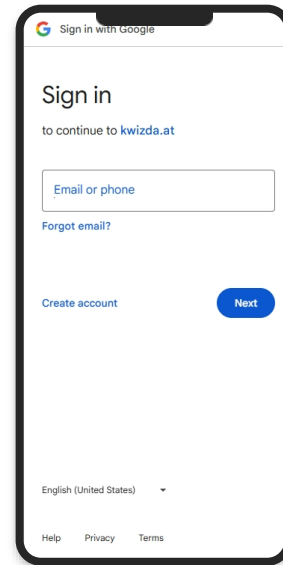
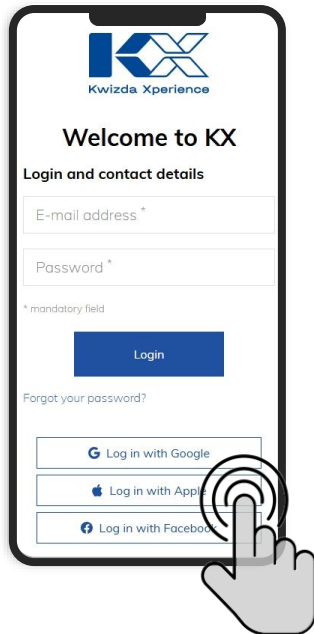
04. Confirm your registration via the link sent to you by email.



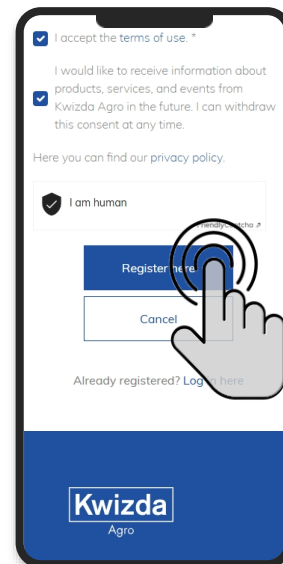
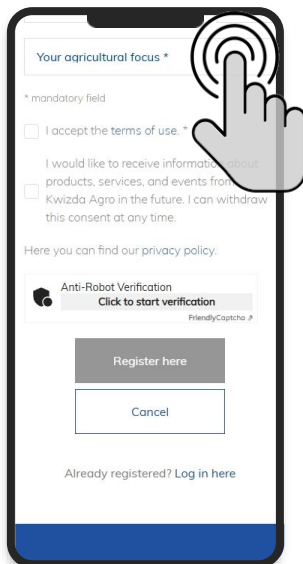
### Registration with SSO (Single Sign-On):

By registering via an identity provider such as Google, Apple, or Facebook, you can log in using the credentials stored with that provider. This offers the advantage of not having to create a new password.

01. Select one of the provided options to begin the registration process.
02. Follow the instructions provided by your selected identity provider.



03. Not all information required for registration with KX is provided by the identity provider. These details must be added manually.
04. Once the required information has been added, the registration can be completed just like the standard registration with a KX account.

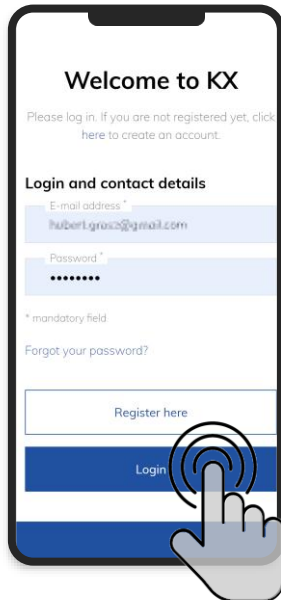


### Login with username and password:

As a registered user of KX Planner, you can log in with your email address and password.

01. Open the login page for the relevant KX service, enter your login credentials, and click “Login”.

02. After logging in, you will be taken to the KX Planner homepage, where you can start planning your sprays.

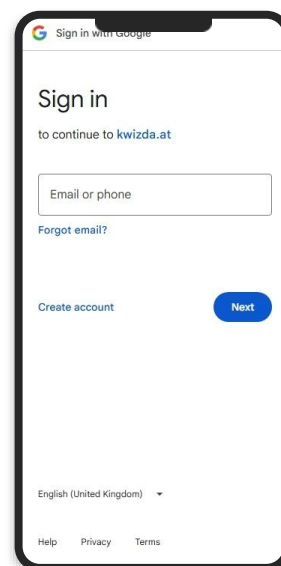
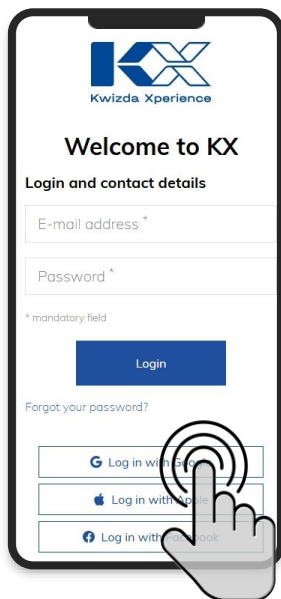


### Login with SSO (Single Sign-On):

If you registered via an identity provider such as Google, Apple, or Facebook, simply select the corresponding provider to log in. No password entry is required.

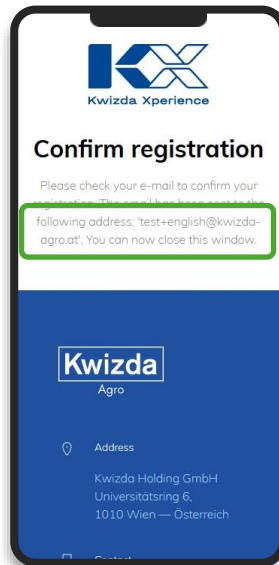
01. Select the identity provider you used to register with KX.

02. Follow the authentication instructions to complete the login process.



## What can I do if I haven't received a confirmation email?

If you do not receive a confirmation email after registering with your username and password, first check the email address displayed in the registration window for any typing errors.

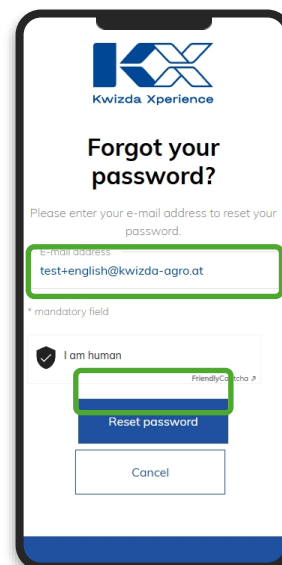
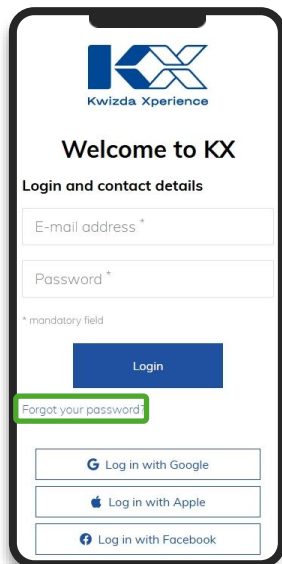


If the address is incorrect, please register again using the correct email address.

If you used the correct address and still haven't received an email, check your spam folder.

If no email is found there either, proceed as follows:

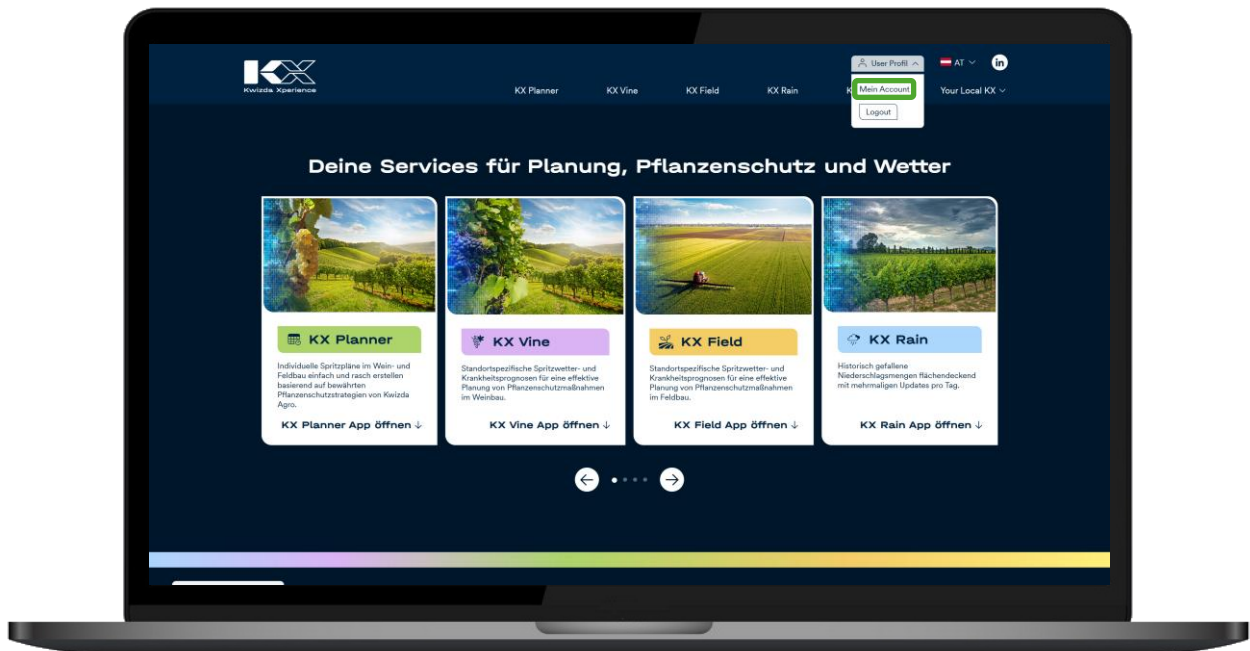
Open the login window and click "Forgot password". Enter the email address you used during registration and select "Reset password".



This will resend the registration email to you. If you still do not receive an email, please contact the KX support team at [digital@kwizda-agro.com](mailto:digital@kwizda-agro.com)

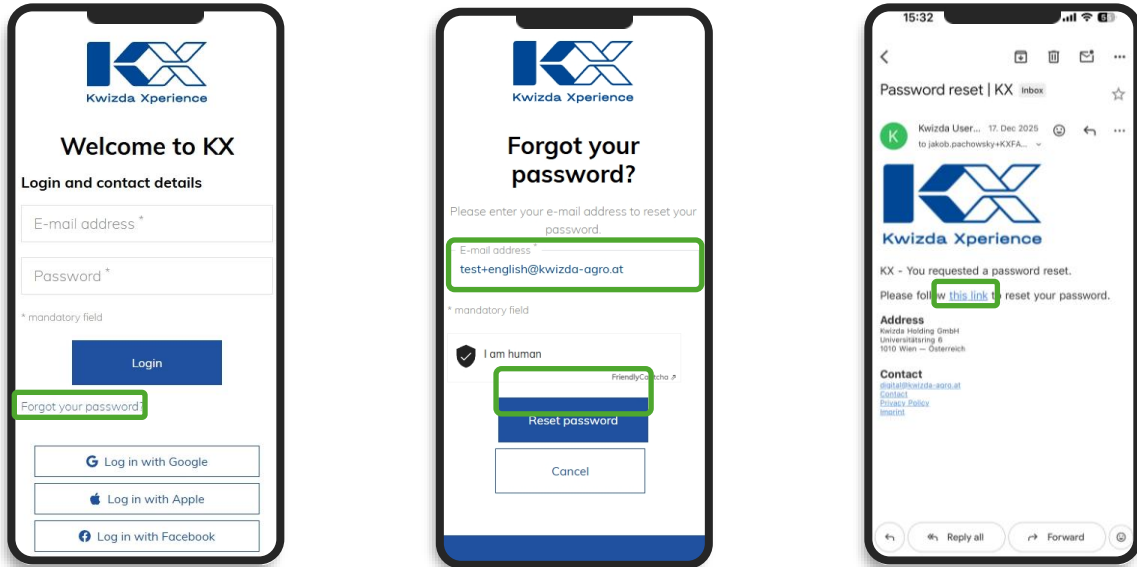
## How can I change my user profile data?

You can update your personal information by logging in to the KX website (<https://www.kx-digital.com/en>), clicking on “My Account”, and then selecting “Edit Profile.”

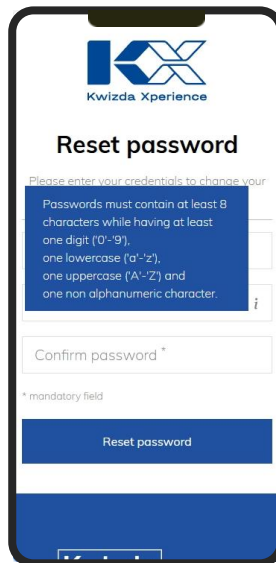


## How can I change my password on KX?

To change your password, you must not be logged into your KX account. First, log out. In the login window, click **“Forgot password?”** and enter your registered email address. You will receive an email with a link that allows you to set a new password.

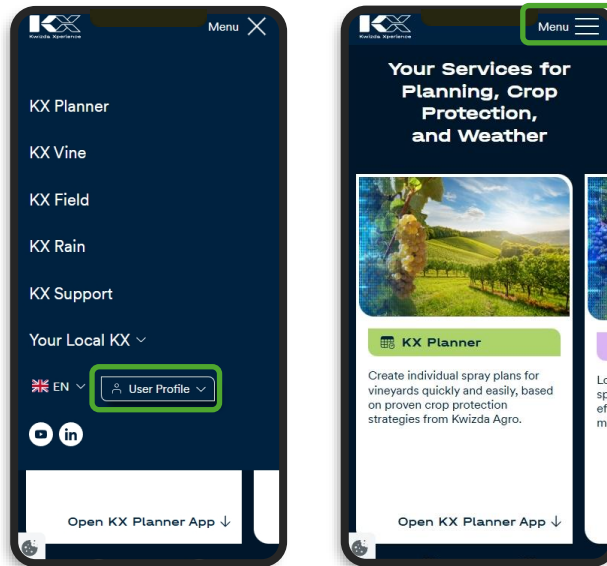


Make sure your new password meets the security requirements. You can view these requirements by clicking the small **“i”** icon in the field where you enter your new password.

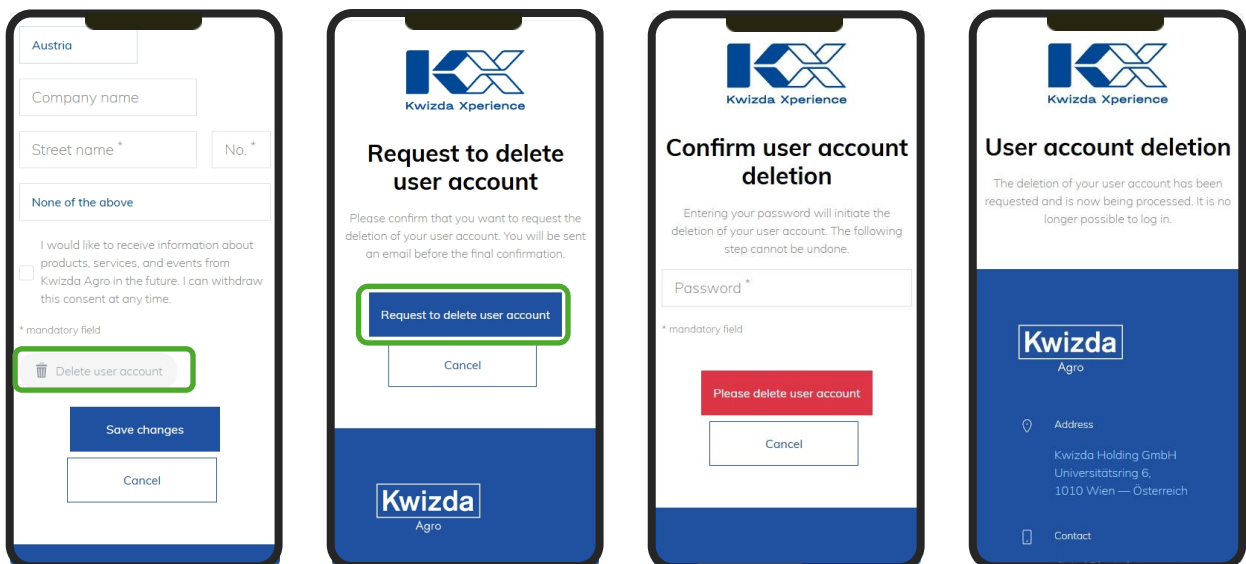


## How can I delete my user profile?

You can easily delete your user profile yourself. To do this, log in on the KX homepage [www.kx-digital.com](http://www.kx-digital.com) and navigate to the [profile settings](#) (via **User Profile** → **Edit Profile**).



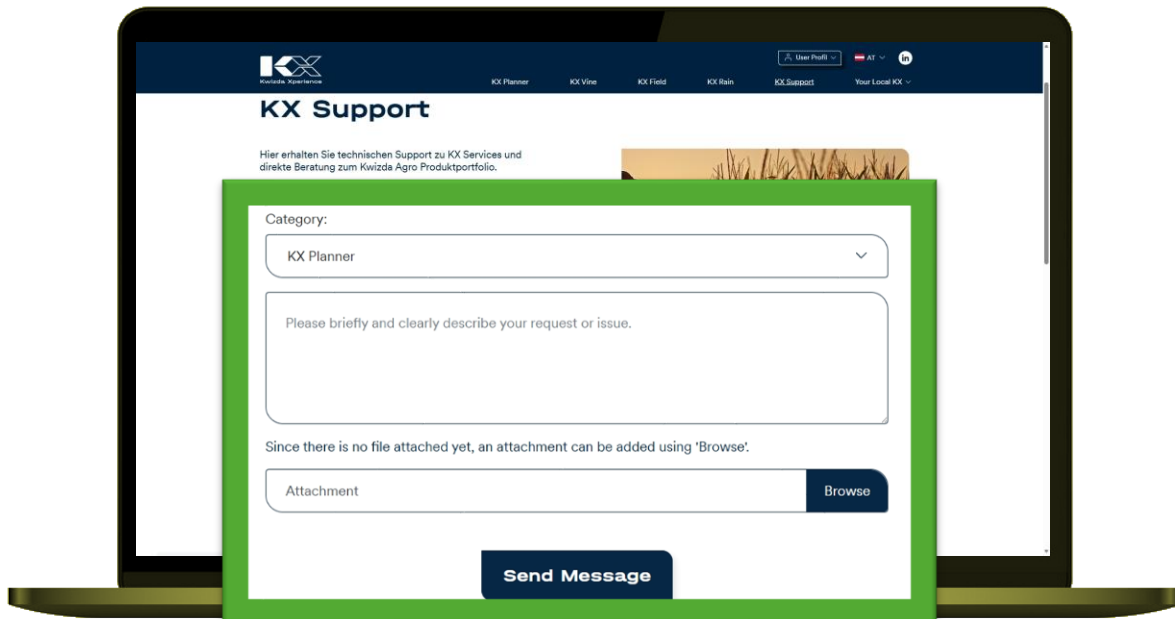
Below your personal details, you will find the option “Delete user account”. When you select this option, you must first confirm the deletion. You will then receive an email with a link. Using this link, you must confirm the requested deletion by entering your password. After the deletion is successfully completed, you will receive a confirmation email stating that your account has been deleted.



## Is there a way to get support for questions about Kwizda Agro products and technical issues with the services?

If you have questions about Kwizda Agro products or KX services, you can submit a request at any time at <https://www.kx-digital.com/en/support>. The support team of Kwizda Agro will then take care of your inquiry.

When creating a request, you can select the category of your issue and add a short explanation.



The screenshot shows the 'KX Support' form on a laptop. The form is titled 'KX Support' and includes a navigation menu with links for 'KX Planner', 'KX View', 'KX Field', 'KX Rain', 'KX Support', and 'Your Local KX'. Below the title, there is a brief description in German: 'Hier erhalten Sie technischen Support zu KX Services und direkte Beratung zum Kwizda Agro Produktportfolio.' The form fields are: a 'Category:' dropdown menu with 'KX Planner' selected, a text area with the placeholder 'Please briefly and clearly describe your request or issue.', an 'Attachment' field with a 'Browse' button, and a 'Send Message' button at the bottom.