



USER GUIDE

Create New Account

The myDVG portal gives you access to create an account by completing the registration form and submitting your contact, company, and billing information.

This guide walks you through each step of creating a new account in myDVG, including entering required fields, submitting the form, and confirming the registration email.

GETTING STARTED

Before you begin registering a new account, make sure you have the following ready:

- Access to a web browser
- Your business email address and contact details
- Your company name
- Your company and billing address information

This guide walks you through creating a new user account on the myDVG platform. It is intended for customers and brand partners who need to register for first-time access.

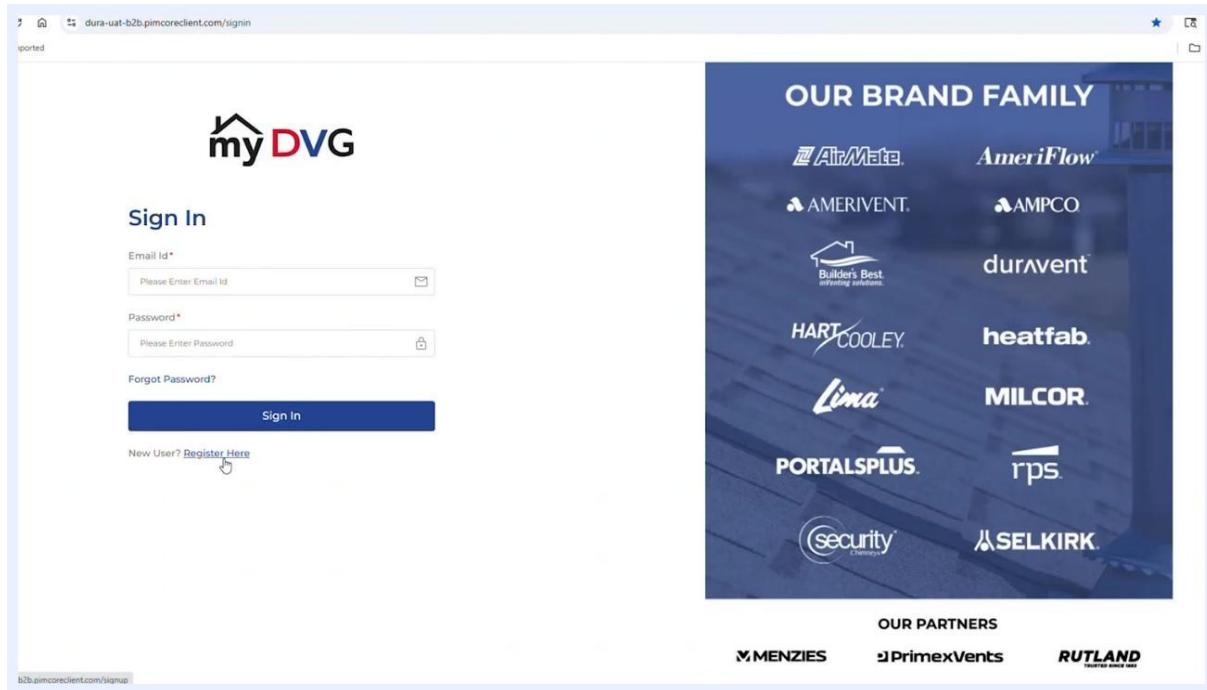
WHAT YOU WILL LEARN

- How to access the myDVG registration page
- How to complete the account registration form with personal, company, and billing details
- How to submit your registration and confirm it was received
- What to expect after submitting your registration, including activation timing

ACCESSING THE REGISTRATION PAGE

Step 1: Open your web browser and go to the myDVG sign-in page. You will see a **Sign In** form on the left and a list of brand partners on the right.

Step 2: At the bottom of the sign-in form, click **New User? Register Here** to begin the registration process. You will be directed to the **Create Your Account** page.



Step 3: Complete all required fields across the sections listed below.

Personal Information

- First Name
- Last Name
- Title, selected from the dropdown
- Business Email Address
- Phone Number
- Preferred Language

Company Information

- Company Name

Billing Address

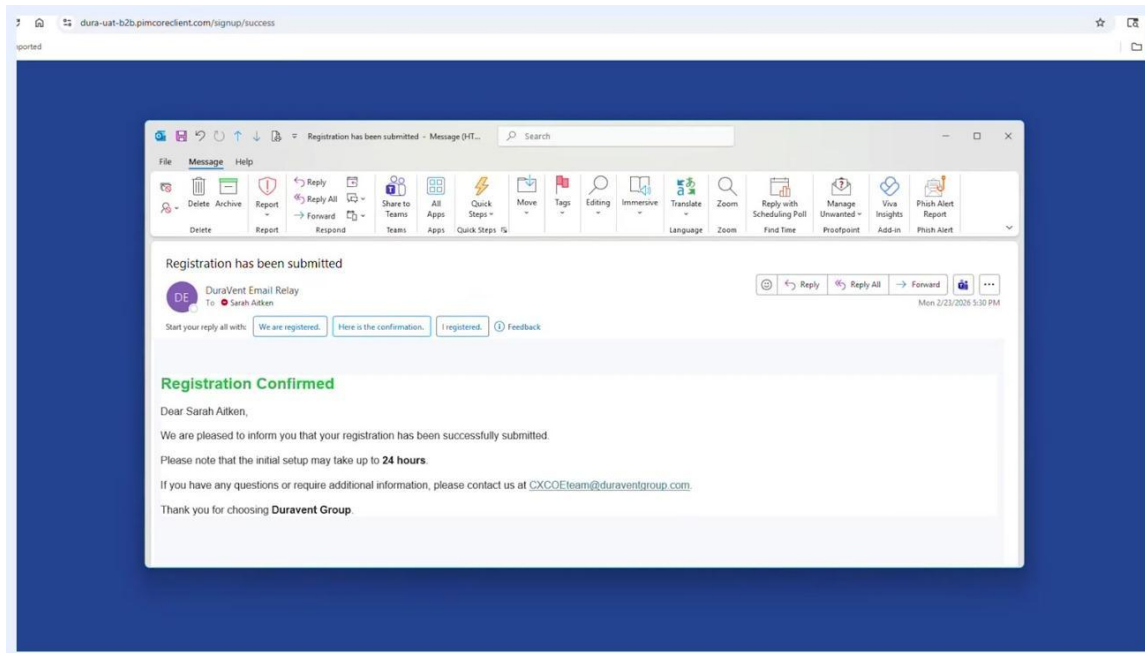
- Address Line 1
- Address Line 2, optional
- Address Line 3, optional
- Country
- State/Province
- County
- City
- ZIP/Postal Code

Note: Address Line 2 and Address Line 3 are optional. Complete these only if you need to provide additional address details.

Tip: Double-check your business email address and phone number before submitting. Accurate contact information helps avoid delays in account activation.

Step 4: Once all required fields are complete, the **Register** button becomes active. Click **Register** to submit your form.

Step 5: After submitting, you will see a confirmation message indicating your registration was successfully submitted. You should also receive a confirmation email from DuraVent Group.



Step 6: Allow up to 24 hours for your account to be fully set up. Once you receive final confirmation, you can sign in and begin using your myDVG account.

Confirmation message example: Registration Confirmed. Your registration has been successfully submitted. Please note that initial setup may take up to 24 hours.

FAQ

Q: How long does account activation take?

A: Initial setup may take up to 24 hours after you submit your registration.

Q: What if I do not receive a confirmation email?

A: Use the support email address provided in the confirmation message for help.

Q: Are all address fields required?

A: Address Line 2 and Address Line 3 are optional. All other billing address fields are required.

Q: What information do I need before I start registering?

A: You will need your personal details, company name, and billing address information.

Q: Can I use my personal email to register?

A: The registration form asks for a business email address, as shown in the example.