



USER GUIDE

How to Log In

The myDVG Customer Portal is a self-service platform for Duravent Group customers.

This guide helps new account holders navigate first-time and subsequent logins—from accessing temporary credentials to setting a password and default shipping address after account approval.

GETTING STARTED

Before logging in for the first time, make sure you have the following:

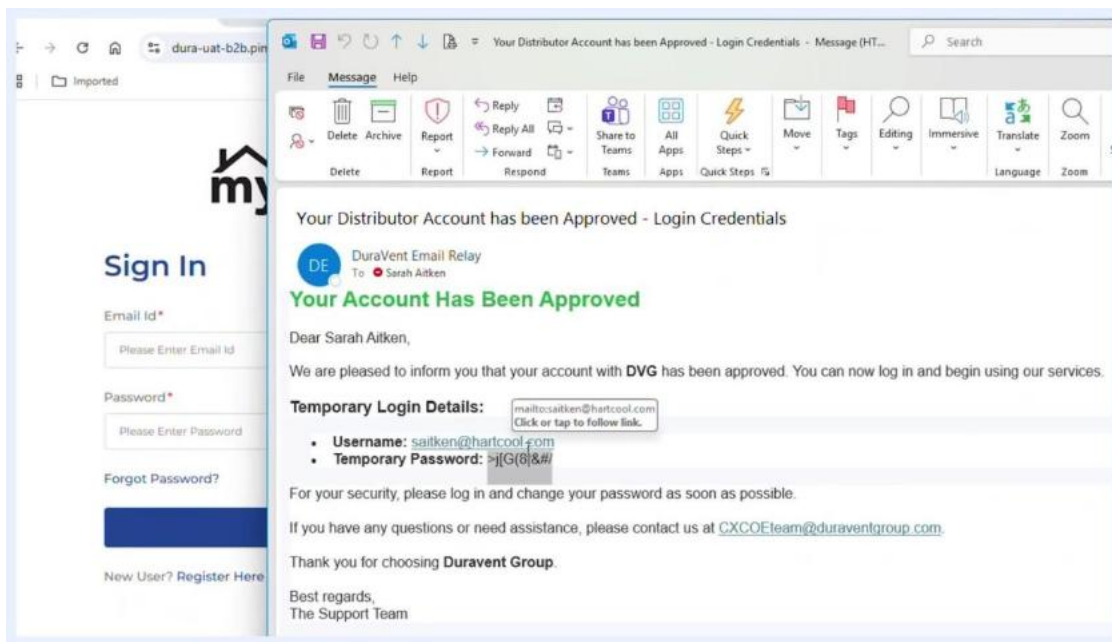
- A distributor account that has been approved by the Duravent Group
- Access to the email inbox associated with your account
- A web browser

Step 1: Find your approval email

Once your distributor account is approved, you'll receive an email with the subject line "Your Distributor Account has been Approved - Login Credentials."

Open that email and locate:

- Your username (your email address)
- Your temporary password

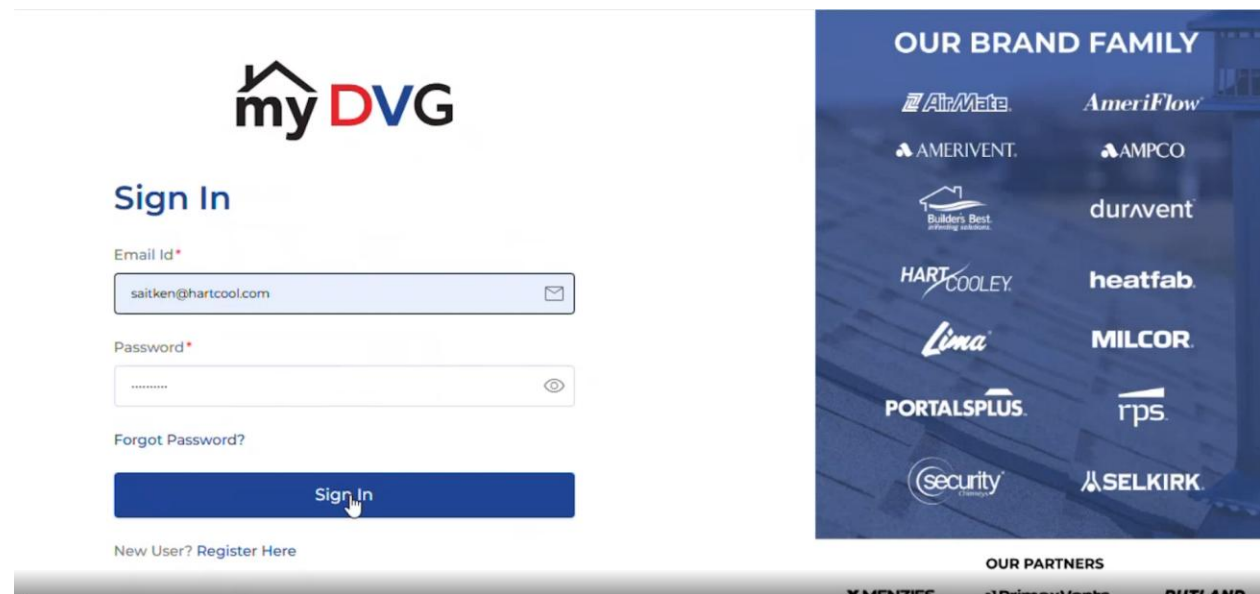


Note: Keep this email open — you'll need both the temporary password and a verification code that arrives in a separate email shortly after.

Step 2: Go to the myDVG login page

Open your web browser and navigate to the myDVG Customer Portal login page.

Enter your email address and the temporary password from your approval email into the respective fields, then click Sign In.



The screenshot shows the myDVG login page. On the left, there is a 'Sign In' section with the myDVG logo at the top. Below the logo, the text 'Sign In' is displayed. There are two input fields: 'Email Id*' with the value 'saitken@hartcool.com' and 'Password*' with masked characters. A 'Forgot Password?' link is located below the password field. A blue 'Sign In' button is at the bottom of the form. Below the button, there is a link 'New User? Register Here'. On the right side of the page, there is a section titled 'OUR BRAND FAMILY' featuring logos for various brands: AirMate, AmeriFlow, AMERIVENT, AMPCO, Builder's Best, duravent, HART COOLEY, heatfab, Lima, MILCOR, PORTALSPLUS, rps, security, and SELKIRK. Below this section, there is a section titled 'OUR PARTNERS' with logos for Y. MENZIES, aPrimaVents, and BUTLAND.

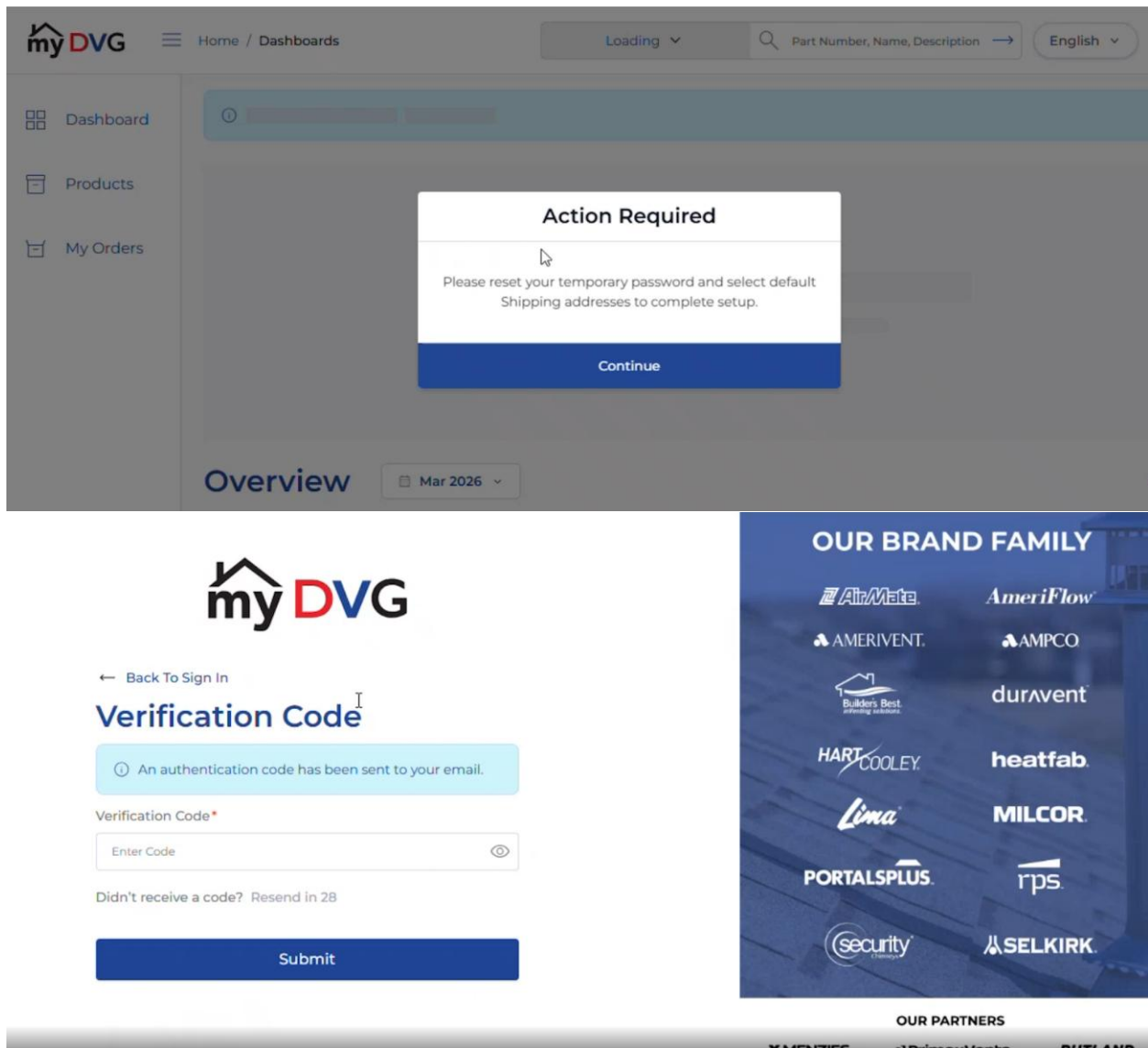
INITIAL LOGIN

Follow these steps in order the first time you access your account. You'll only need to complete this setup once.

Step 1: Enter the verification code

After clicking **Sign In**, the portal prompts you to verify your identity.

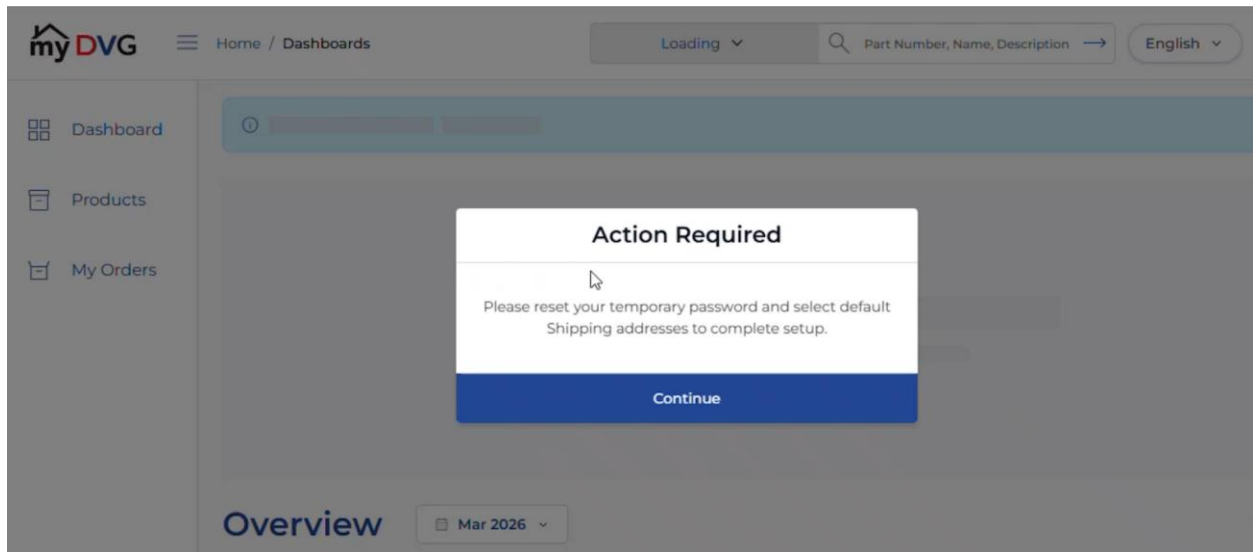
1. Check your email inbox for a new message containing a six-digit authentication code.
2. Enter the code in the **Verification Code** field.
3. Click **Submit** to proceed.



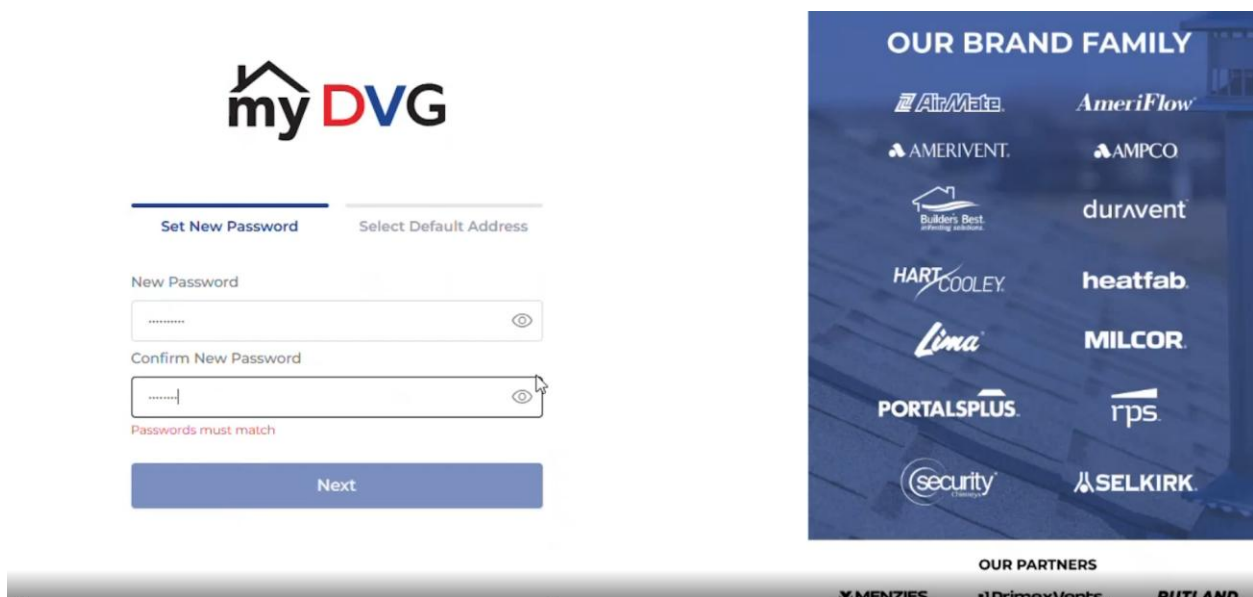
The image displays two screenshots of the myDVG user interface. The top screenshot shows a dashboard with a sidebar containing 'Dashboard', 'Products', and 'My Orders'. A modal titled 'Action Required' is centered on the screen, stating: 'Please reset your temporary password and select default Shipping addresses to complete setup.' with a 'Continue' button. The bottom screenshot shows the 'Verification Code' page. It includes a 'Back To Sign In' link, a message 'An authentication code has been sent to your email.', a 'Verification Code' input field with a placeholder 'Enter Code', a 'Resend' link indicating 'Didn't receive a code? Resend in 28', and a 'Submit' button. To the right of the verification page is a section titled 'OUR BRAND FAMILY' featuring logos for AtrMate, AmeriFlow, AMERIVENT, AMPCO, duravent, heatfab, MILCOR, rps, PORTALSPLUS, security, and SELKIRK. Below this is a section for 'OUR PARTNERS' with logos for MENZIES, PrimexVents, and BUTLAND.

Step 2: Set a new password

You'll be immediately prompted to replace your temporary password with a permanent one.



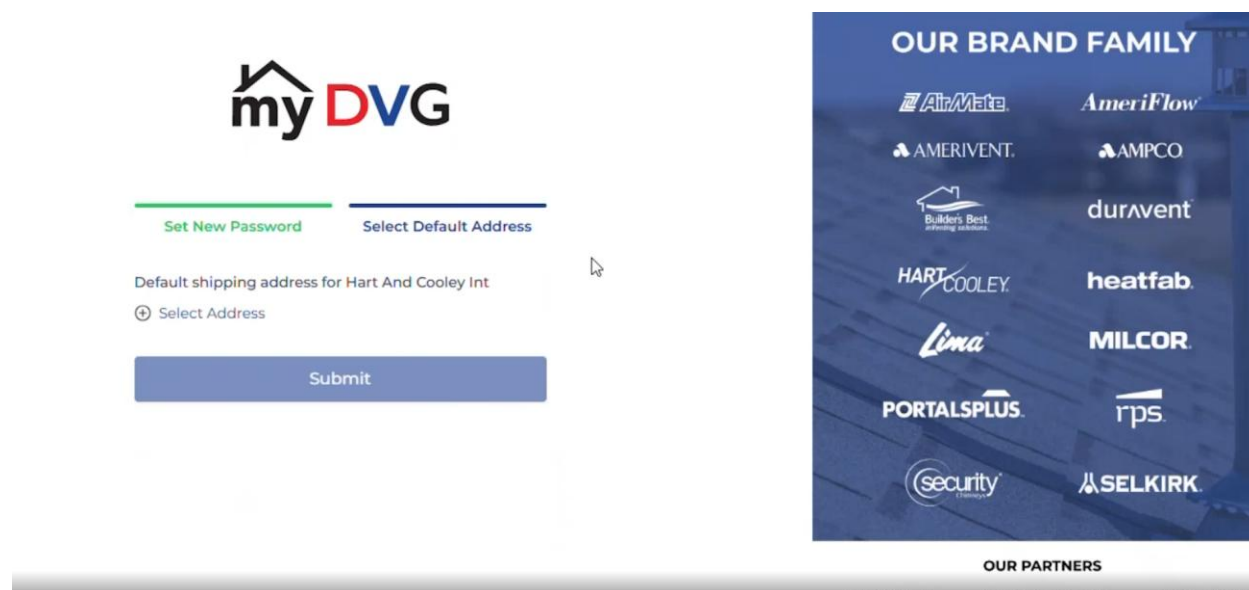
4. Enter a new password — at least 10 characters long — in the New Password field.
5. Re-enter the same password in the Confirm New Password field.
6. Click **Next** to continue.



Tip: Choose a strong, memorable password now so you don't need to reset it later.

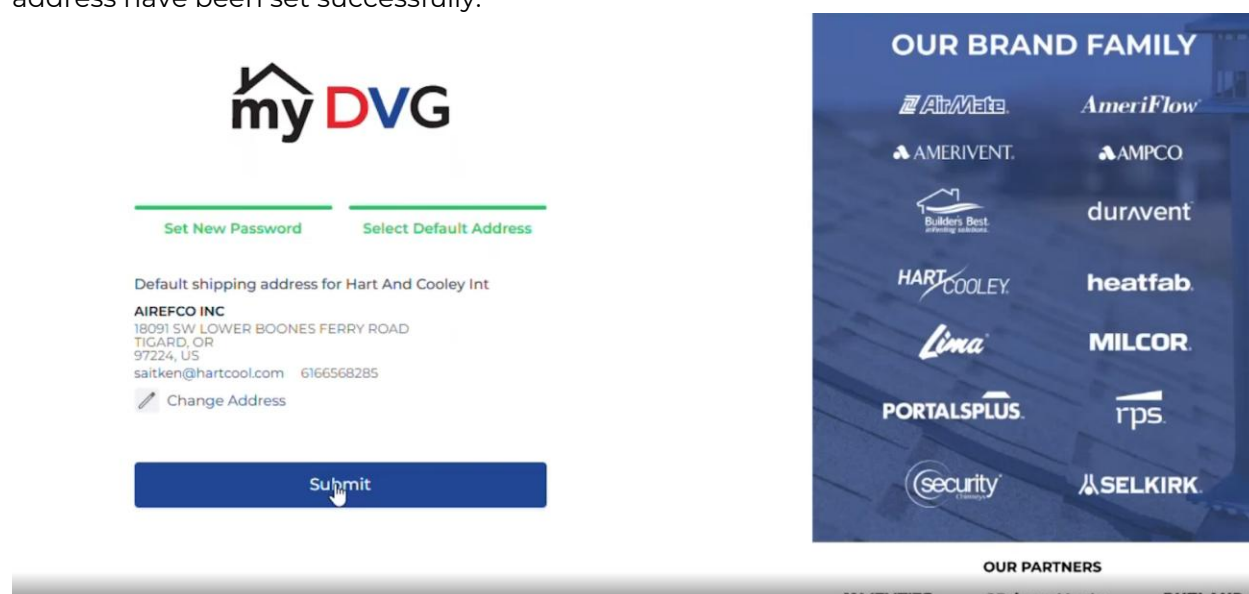
Step 3: Select your default shipping address

7. On the next screen, click **Select Address**.
8. Choose the appropriate address from the list.
9. Click **Submit** to save your selection.



Step 4: Confirm your setup is complete

A confirmation message will appear indicating that your password and default shipping address have been set successfully.



You're now ready to log in with your new credentials.

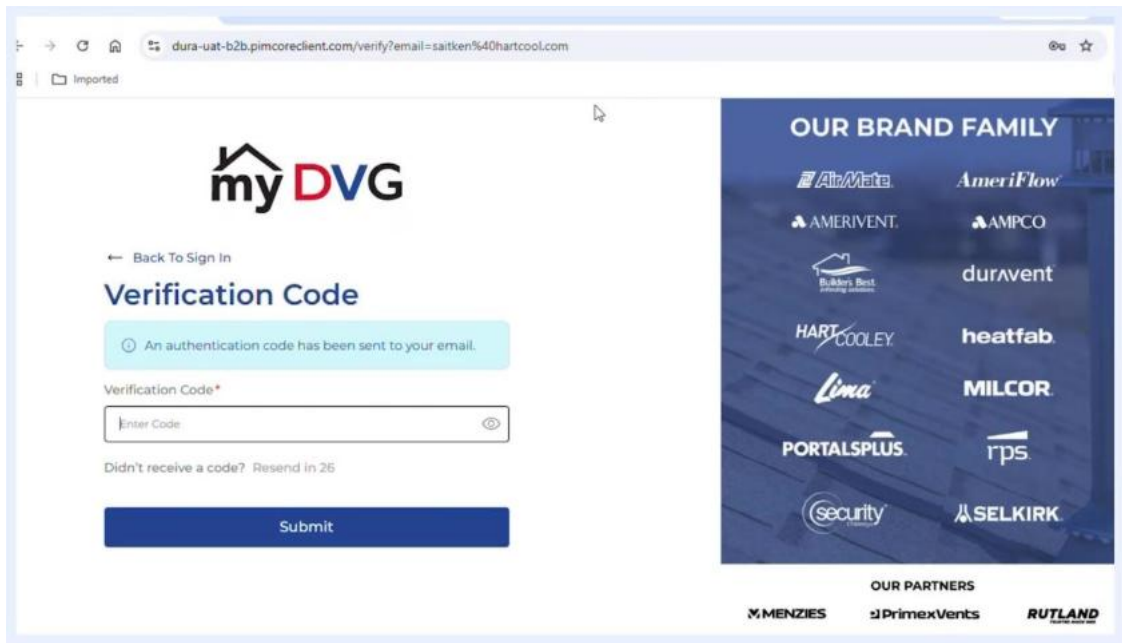
LOGGING IN AFTER FIRST-TIME SETUP

Once your account is fully configured, use these steps each time you log in:

1. Enter your email and password. Click **Next** to continue.



2. Enter 6-digit verification code sent to your email.



You're in! You now have full access to your myDVG account.

SETTINGS & CONFIGURATION

Default Shipping Address

During first-time setup, you select a default shipping address that will be pre-filled for your orders. This is configured on the address selection screen immediately after you set your password. If you need to update your default address after the initial setup, this option is available within your account settings.



[Set New Password](#)
[Select Default Address](#)

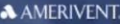
Default shipping address for Hart And Cooley Int

[+ Select Address](#)

[Submit](#)

OUR BRAND FAMILY



















OUR PARTNERS





Select Address

Select	Address Name	Address	City	State	Country	Postal Code
☐	AIREFCO INC	18091 SW LOWER BOONES FERRY ROAD	TIGARD	OR	US	97224

Show on Page
Row : 10

First Prev 1 Next Last

FAQ

Q: What if I didn't receive my approval email?

Check your spam or junk folder for an email with the subject "Your Distributor Account has been Approved - Login Credentials." If you still can't find it, contact the Duravent Group for assistance.

Q: What if I don't receive the six-digit verification code?

Check your spam or junk folder. The code arrives in a separate email from your approval message. Make sure you're checking the inbox for the email address you registered with.

Q: My temporary password doesn't work — what should I do?

Make sure you're copying the temporary password exactly as it appears in the email, including any special characters. If it still doesn't work, reach out to the Duravent Group to request a new one.

Q: What are the password requirements?

Your new password must be at least 10 characters long.

Q: Will I need to enter a verification code every time I log in?

Based on the portal's behavior, you may be prompted for a verification code on subsequent logins as part of two-factor