



READ THIS GUIDE TO UNDERSTAND:

- How to get help before, during and after a GDT Pulse Auction
- GDT Pulse training materials available

HOW TO GET HELP BEFORE, DURING & AFTER A GDT PULSE AUCTION

Contact GDT for assistance

GDT has a dedicated GDT Pulse team that can be contacted via email at gdpulse@globaldairytrade.info

Please save this email address to your address book to ensure you receive important communications and assistance when required.

Due to the shorter auction duration, there is no GDT Helpdesk phone line available.

Please email GDT at gdpulse@globaldairytrade.info for help before or after a GDT Pulse Auction.

When emailing GDT, please include your:

- Full Name (in English)
- Bidder Number (seven digits)
- Company Name (in English)
- Mobile phone number
- A clear description of your issue or query including supporting screenshots.

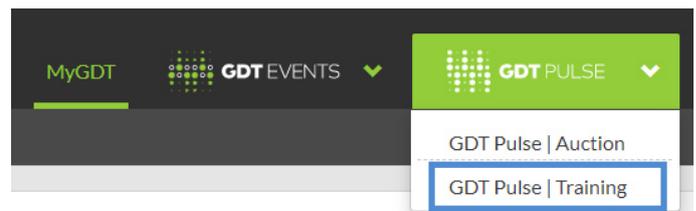
Forgot your MyGDT password?

- Use the **'Forgot password'** link when logging into MyGDT
- An automated email will be sent to you
- If you do not receive this within 5 minutes of your request, please check your spam and junk folders
- If you still can't find the automated email, send an email with details to gdpulse@globaldairytrade.info

GDT PULSE TRAINING MATERIALS AVAILABLE

All the GDT Pulse training materials are available on the GDT Pulse Training Resources page..

- Log into MyGDT
- Go to the GDT Pulse tab and select **'Training'** from the drop-down to learn more about the GDT Pulse trial and how to participate in a GDT Pulse Auction.



For detailed information on MyGDT, the GDT Events Bidder Portal and GDT Pulse Auction Website functionality, please refer to the [GDT Events Training Resources Page](#).

FOR MORE INFORMATION

Refer to the [GDT Pulse Training Resources page](#) or email us at gdpulse@globaldairytrade.info

