eSupplierConnect - How to self reset password or recover your user ID

11/2023

In this Quick Reference guide you will find a summary of the new features that are accessible from the user authentication page of eSupplierConnect Portal.

- **Forgot your password?**
  This feature will take you to the new "The user account management landing page" which allows you to reset your password.

- **Ask a new password (reset)**
  This feature will allow you to login with a temporary password sent to your registered email address in the portal. You will be prompted to set a new password following Stellantis password requirements.

- **Forgot your user ID**
  This feature will allow you to receive your own user ID through email

Forgot your password?

Forgot your password?

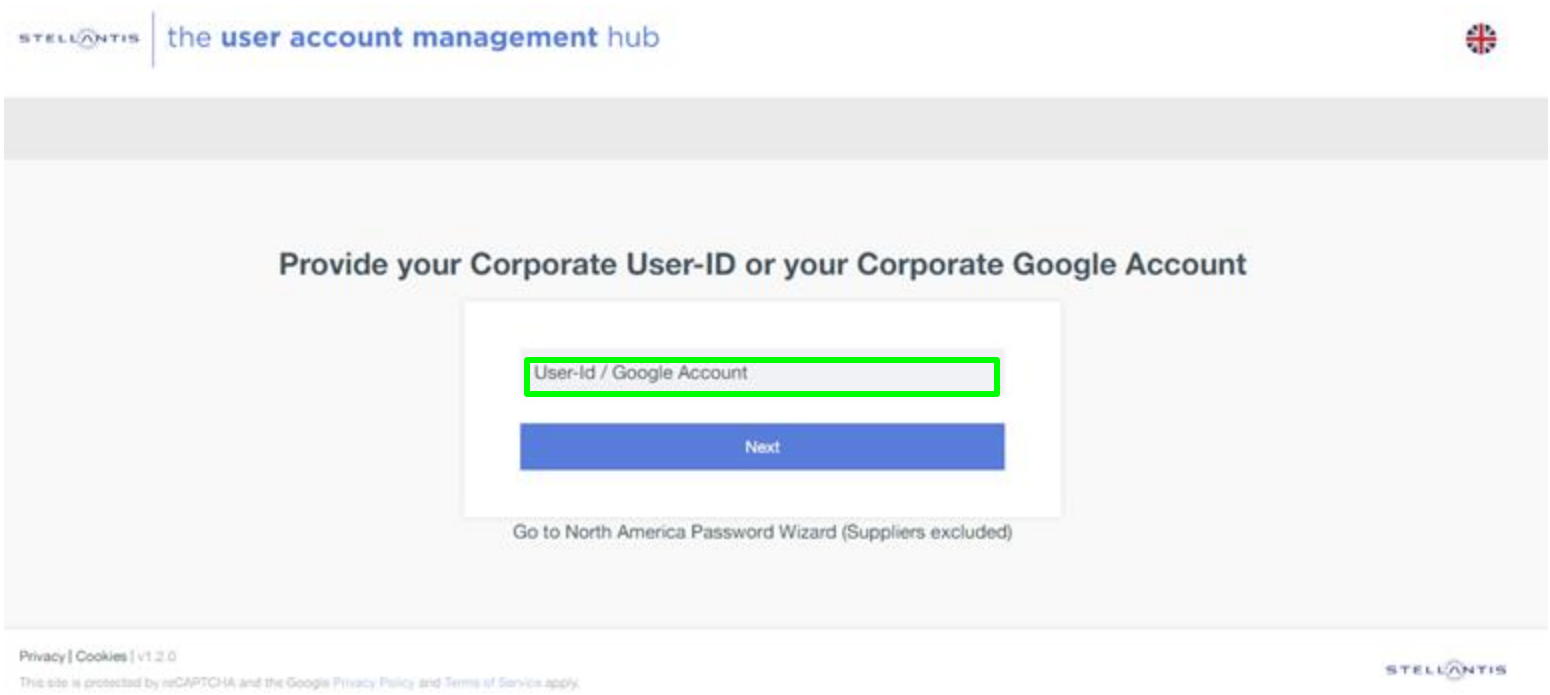
Connect to https://esupplierconnect.com and click on “LOGIN” button

Forgot your password?

By clicking on "Forgot your password?" button, you will be redirected to the new ***the user account management hub page***

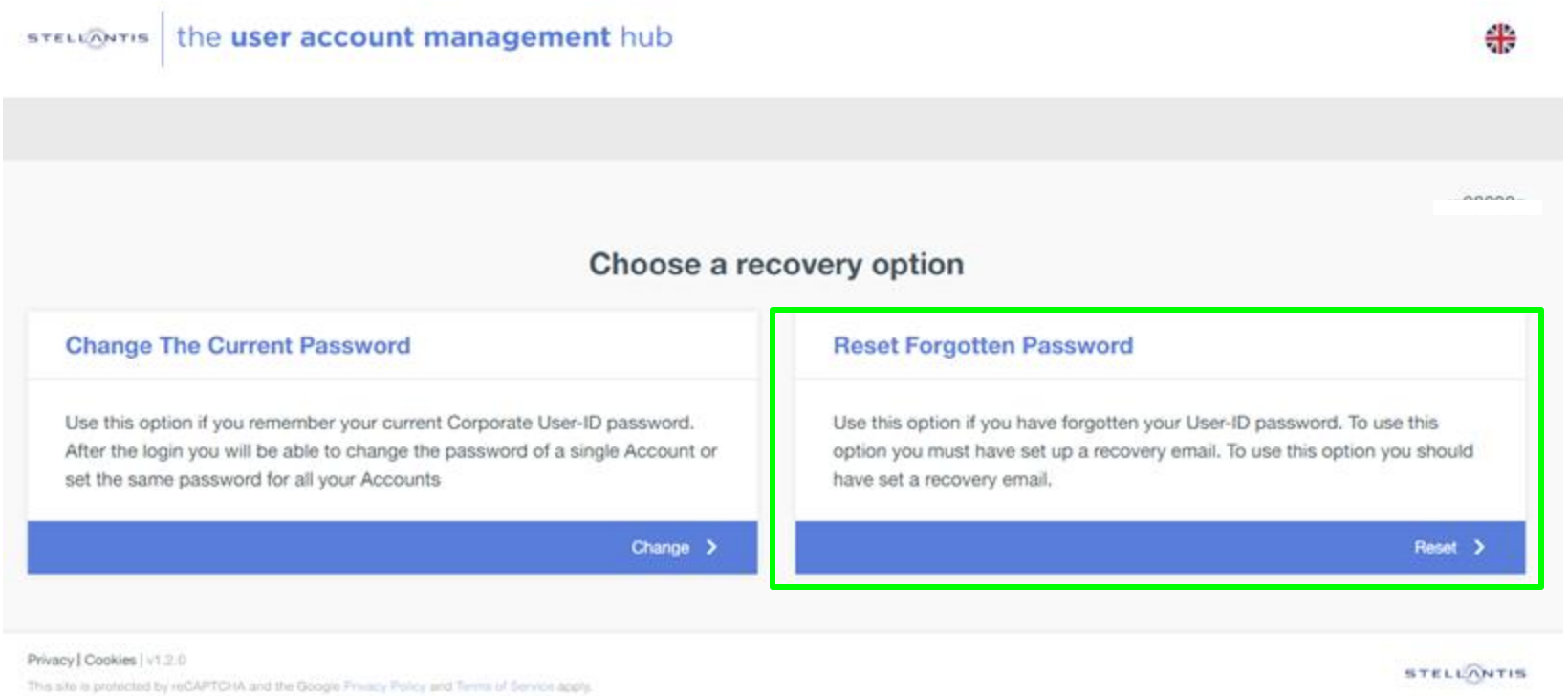
Forgot your password?

- **Step 1:** you can insert your own eSupplierConnect userID and click on "NEXT"

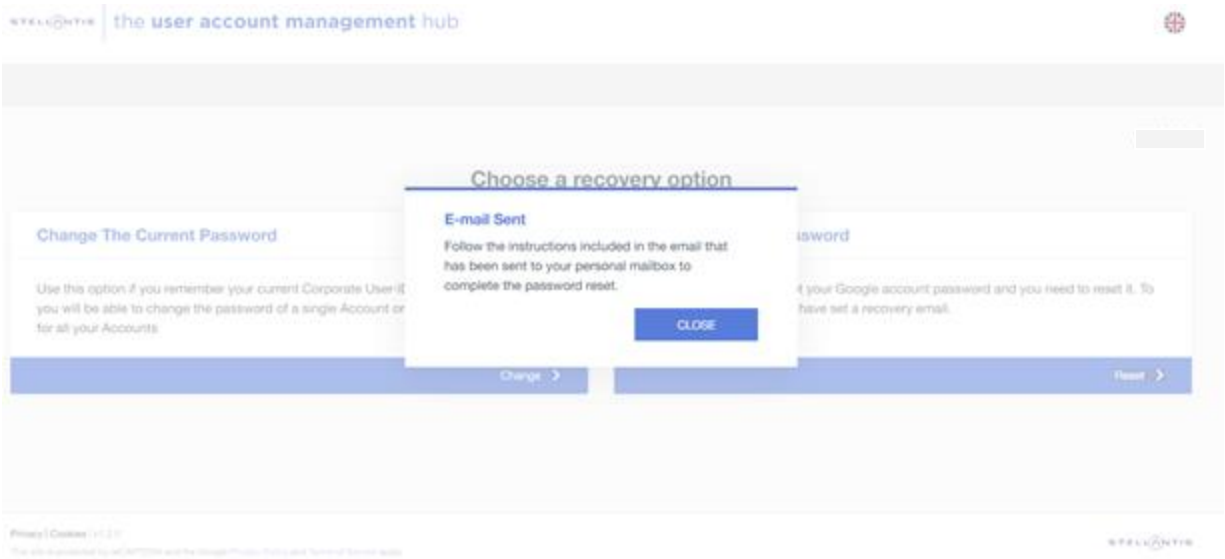


Forgot your password?

- **Step 2:** click on “Reset forgotten password”

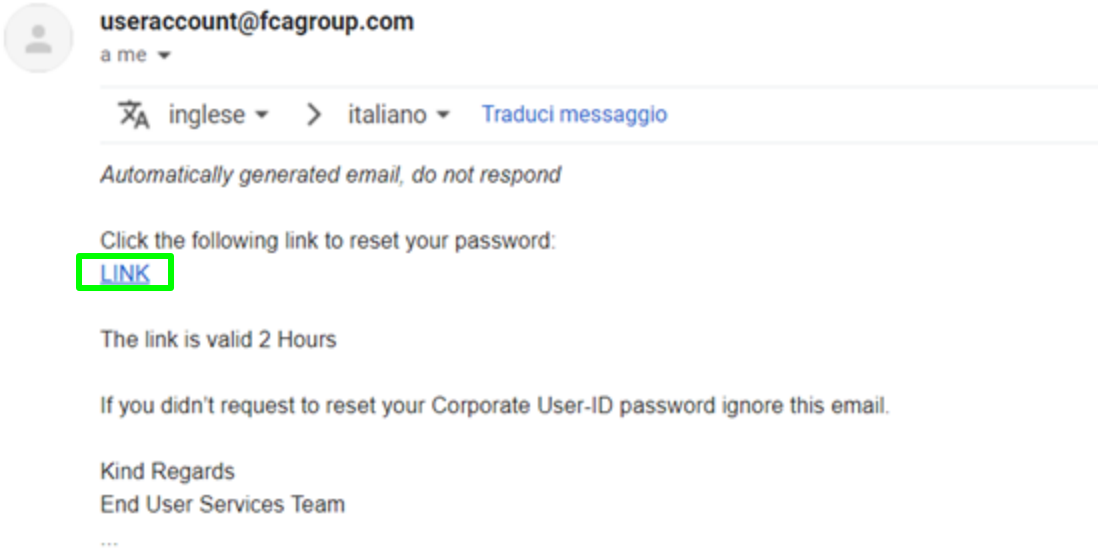


- **Step 3:** the system will inform you that an email has been sent to your registered email address in the portal



Forgot your password?

- **Step 4:** you will receive an email notification from *useraccount@fcagroup.com*
- **Step 5:** click on the "LINK" you will find in the email



useraccount@fcagroup.com
a me

inglese > italiano Traduci messaggio

Automatically generated email, do not respond

Click the following link to reset your password:
LINK

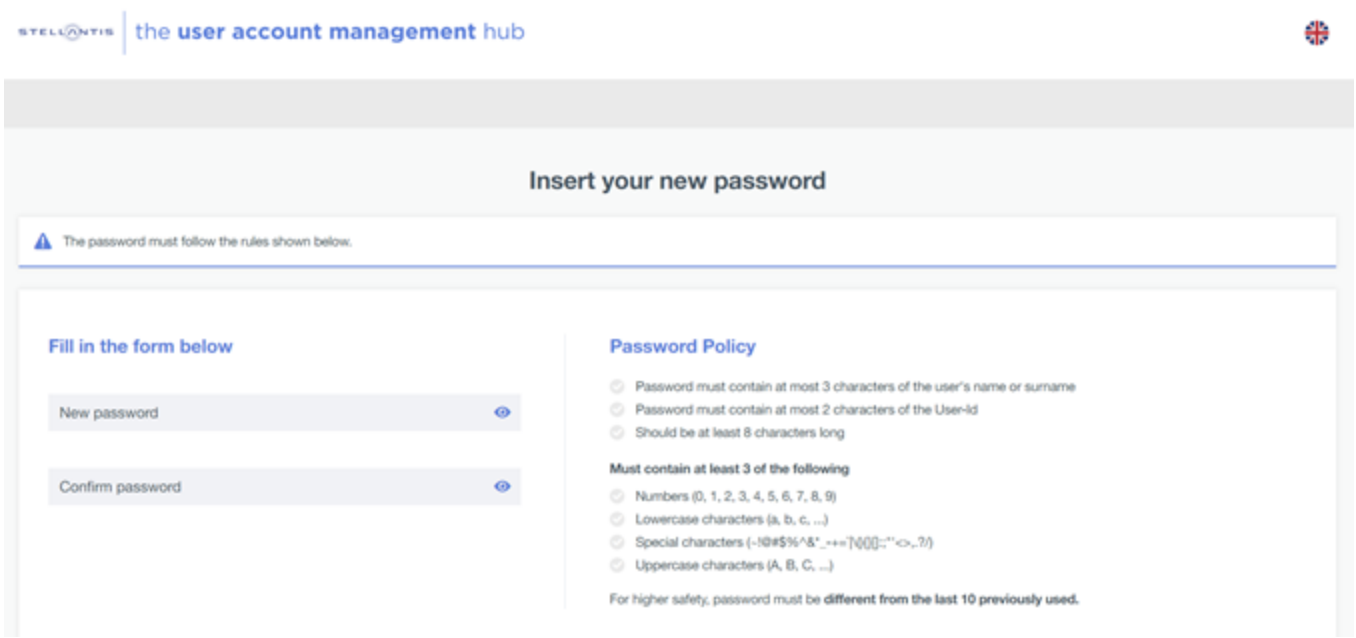
The link is valid 2 Hours

If you didn't request to reset your Corporate User-ID password ignore this email.

Kind Regards
End User Services Team
...

Forgot your password?

- **Step 6:** you can set your own new password



Forgot your password?

- **Step 7:** You can go to http://www.esupplierconnect.com, click on "LOGIN" and insert the new password to access to the portal

ASK A NEW PASSWORD (reset)

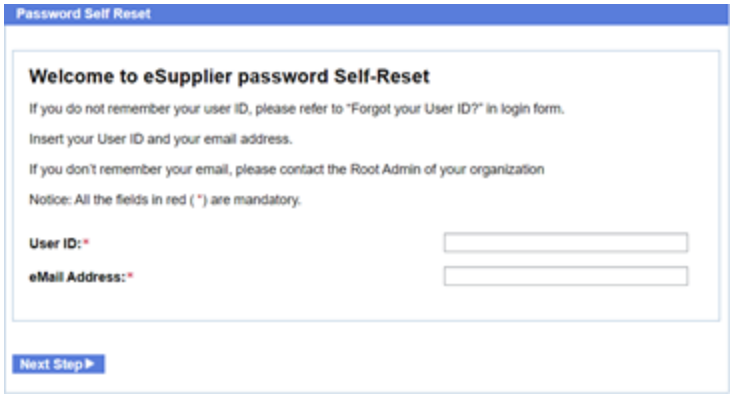
Forgot your password?

Connect to https://esupplierconnect.com and click on “LOGIN” button

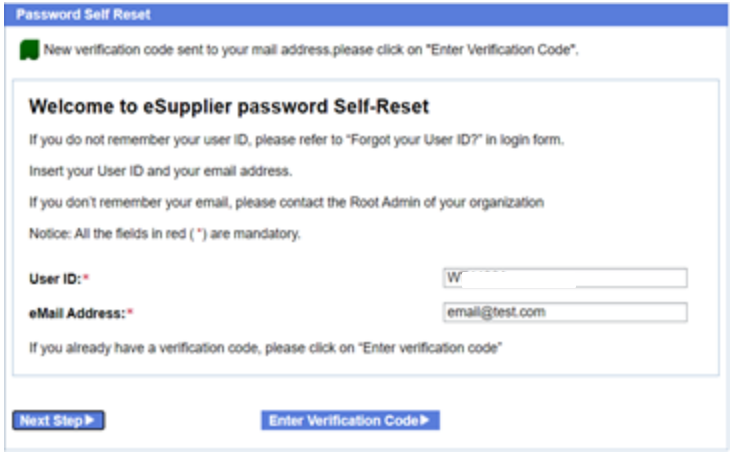
ASK A NEW PASSWORD

By clicking on "Ask a new Password (Reset)" button, you will be redirected into eSupplier anonymous page, where will be asked to insert both UserID and registered email address

- **Step 1**: You should insert your eSupplierConnect userID and your registered email address in the portal
- **Step 2**: Click on "Next Step"

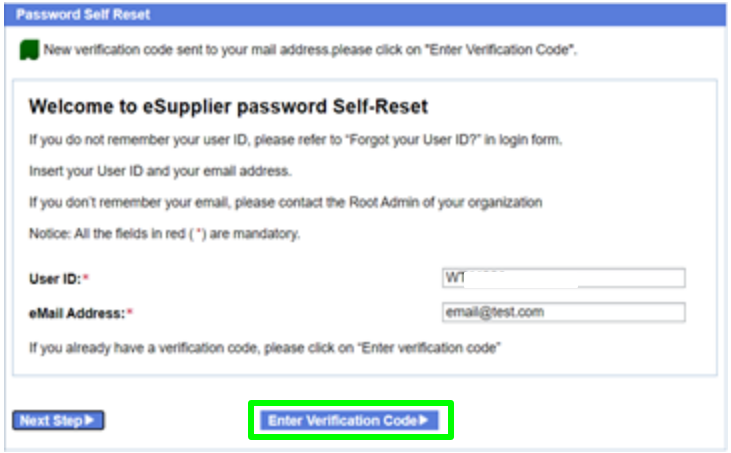


- **Step 3**: a message will appear informing you that a verification code has been sent to your registered email address in the portal

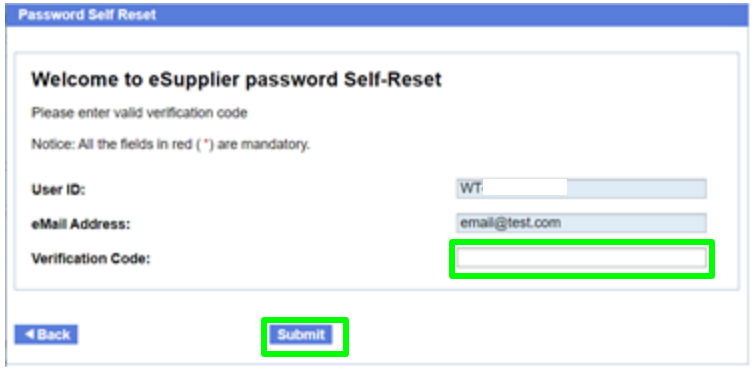


- **Step 4**: you will receive the email notification from *no-reply@esupplierconnect.com*with the verification code.

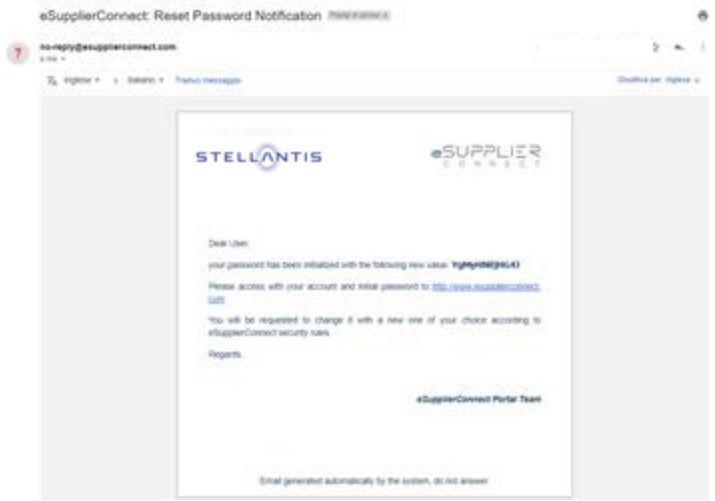
- **Step 5**: you need to click on "Enter Verification Code" button



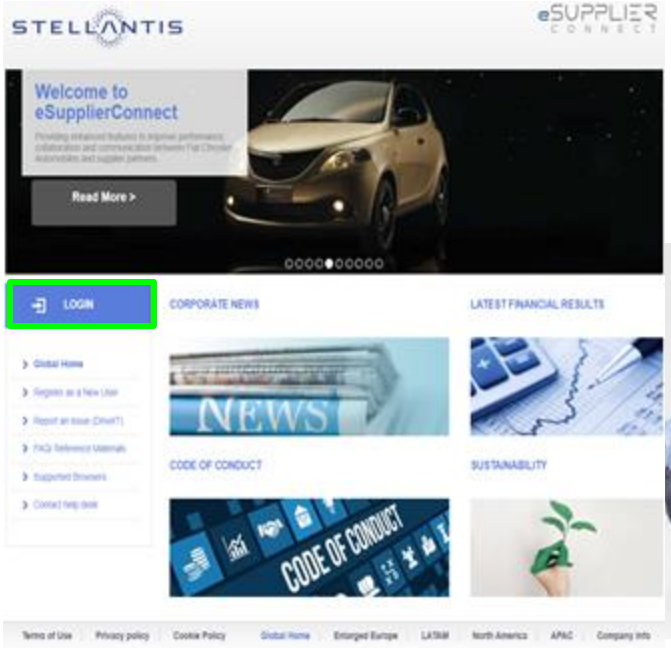
- **Step 6**: you need to insert the verification code received via email
- **Step 7**: you need to click to "Submit"



- **Step 8**: you will receive the email notification from *no-reply@esupplierconnect.com* with the new temporary password



- **Step 9:** You can go to http://www.esupplierconnect.com, click on "LOGIN" and insert the temporary password received via email.



- **Step 10**: after the login the system will request you to set your own new password

Forgot your user ID?

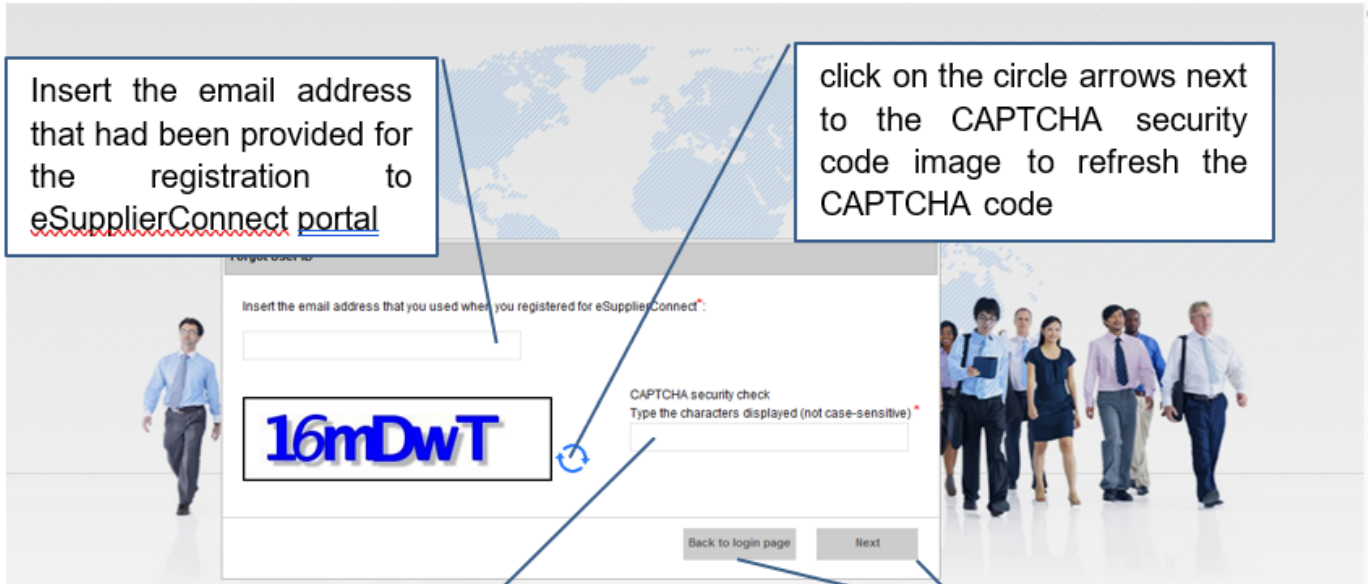
Forgot your user ID?

Connect to https://esupplierconnect.com and click on “LOGIN” button

Forgot your user ID?

By clicking on "Forgot your ID?" button, you will be redirected to the dedicated user ID recovery page

Forgot your user ID?



Insert the email address that had been provided for the registration to eSupplierConnect portal

click on the circle arrows next to the CAPTCHA security code image to refresh the CAPTCHA code

insert the CAPTCHA security code (case insensitive) displayed in the box on the left

Click on the “Back to login page” button to return to the login page without recovering the User ID

select the “Next” button to start the recovering operation