



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)**

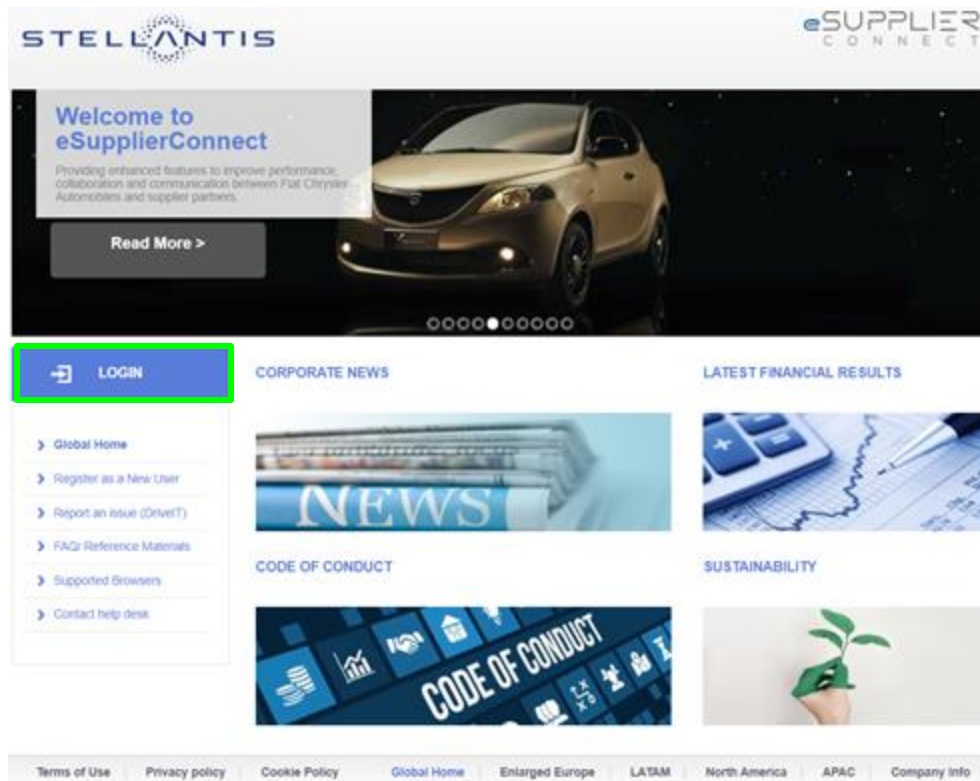
This feature will allow you to login with a temporary password sent to your registered email address in the portal. You will be prompted to set a new password following Stellantis password requirements.

- **Forgot your user ID**

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

Forgot your password?

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



The screenshot shows the eSupplierConnect website homepage. At the top, there are logos for STELLANTIS and eSUPPLIER CONNECT. Below the logos is a large banner featuring a gold car and the text "Welcome to eSupplierConnect" with a sub-headline: "Providing enhanced features to improve performance, collaboration and communication between Fiat Chrysler Automobiles and supplier partners." A "Read More >" button is positioned below the text. A navigation menu is located on the left side, with the "LOGIN" button highlighted in green. The main content area is divided into four sections: "CORPORATE NEWS" with a "NEWS" banner, "LATEST FINANCIAL RESULTS" with a calculator and chart banner, "CODE OF CONDUCT" with a "CODE OF CONDUCT" banner, and "SUSTAINABILITY" with a plant banner. At the bottom, there is a footer with links for "Terms of Use", "Privacy policy", "Cookie Policy", "Global Home", "Enlarged Europe", "LATAM", "North America", "APAC", and "Company info".

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



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

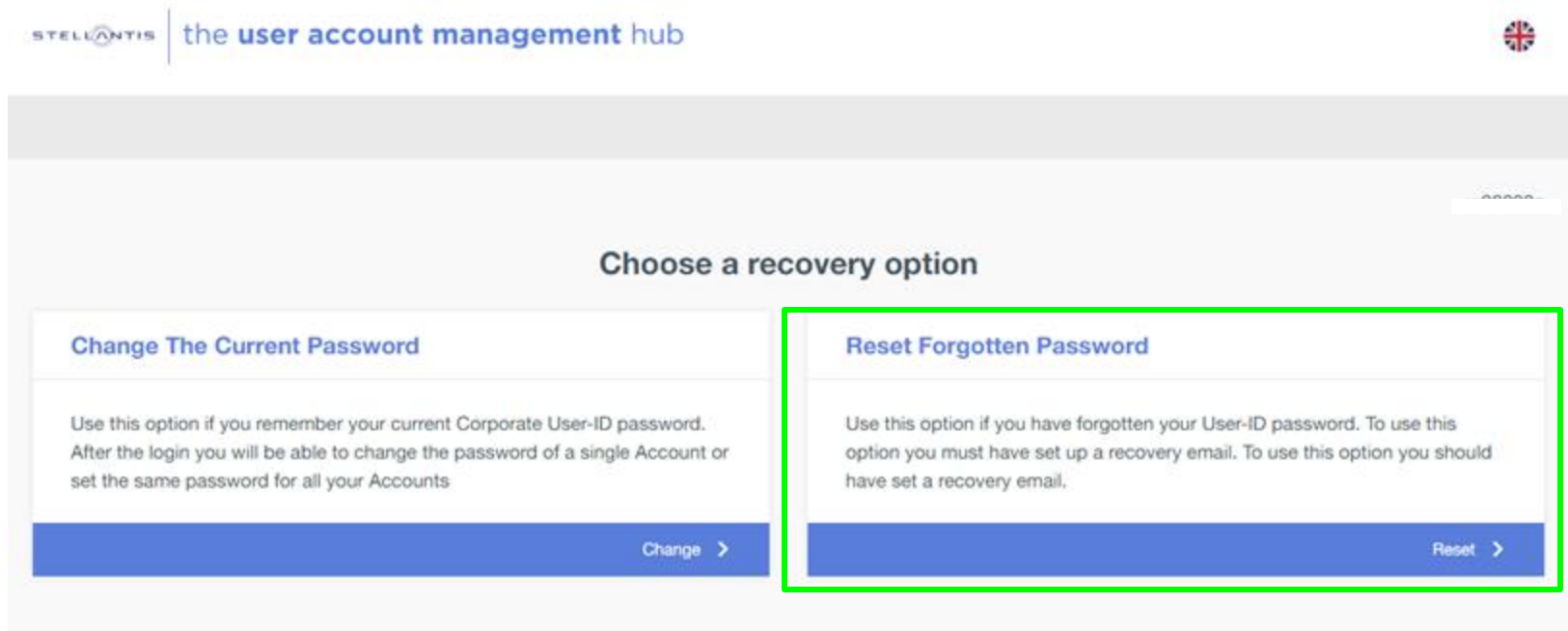



Provide your Corporate User-ID or your Corporate Google Account

Next

Go to North America Password Wizard (Suppliers excluded)

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



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Choose a recovery option

Change The Current Password

Use this option if you remember your current Corporate User-ID password. After the login you will be able to change the password of a single Account or set the same password for all your Accounts


Change >

Reset Forgotten Password

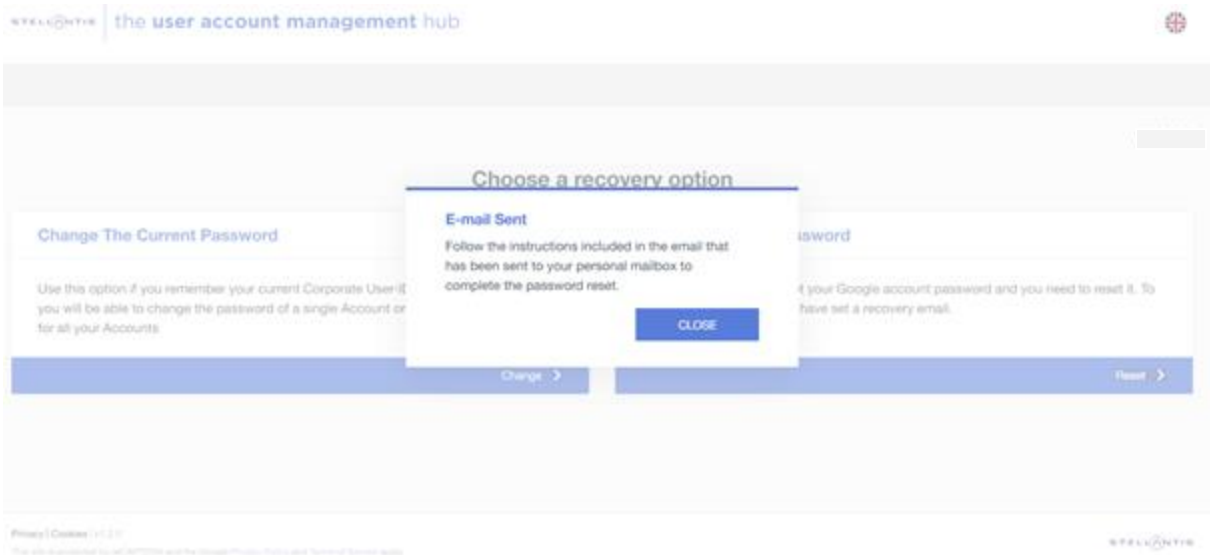
Use this option if you have forgotten your User-ID password. To use this option you must have set up a recovery email. To use this option you should have set a recovery email.

Reset >

Privacy | Cookies | v1.2.0
This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply.



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



The screenshot shows the 'the user account management hub' interface. A central dialog box titled 'Choose a recovery option' is displayed. It contains three options: 'Change The Current Password', 'E-mail Sent', and 'Reset your Google account password'. The 'E-mail Sent' option is highlighted, and a 'CLOSE' button is visible below it. The 'Change' and 'Reset' buttons at the bottom of the dialog are disabled.

STELLANTIS | the user account management hub

Choose a recovery option

Change The Current Password

Use this option if you remember your current Corporate User ID. If you will be able to change the password of a single Account or for all your Accounts.

E-mail Sent

Follow the instructions included in the email that has been sent to your personal mailbox to complete the password reset.

Reset your Google account password

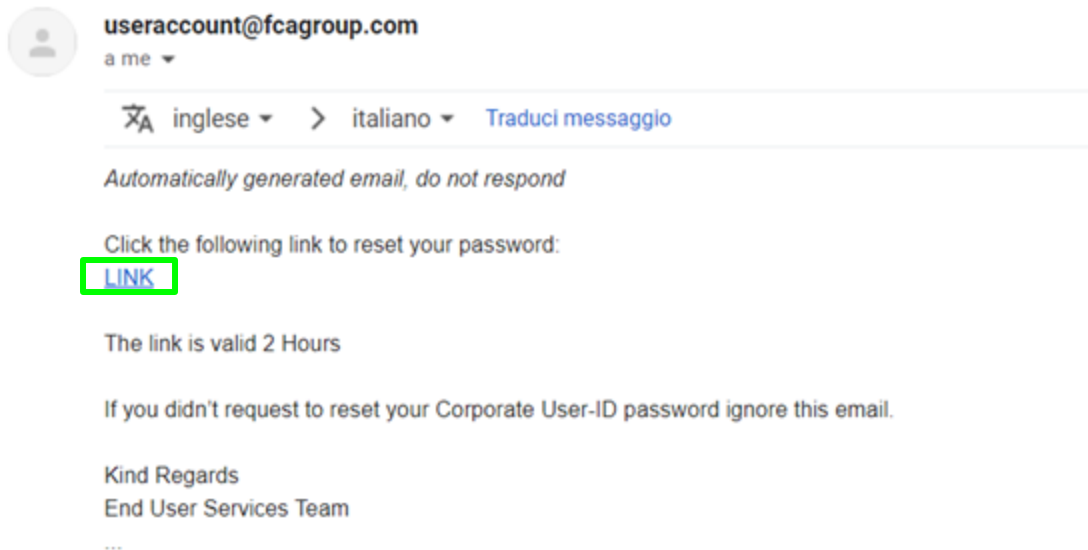
Use this option if you remember your Google account password and you need to reset it. You must have set a recovery email.

Change > CLOSE Reset >


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This site is powered by iMST2024 and the iMST2024 Portal. For more information, see the Terms of Service page.

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




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


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Insert your new password

 The password must follow the rules shown below.

Fill in the form below

New password 

Confirm password 

Password Policy

- Password must contain at most 3 characters of the user's name or surname
- Password must contain at most 2 characters of the User-Id
- Should be at least 8 characters long

Must contain at least 3 of the following

- Numbers (0, 1, 2, 3, 4, 5, 6, 7, 8, 9)
- Lowercase characters (a, b, c, ...)
- Special characters (-!@#\$%^&*~+=~{}|[]_~"~'~<~>~?)
- Uppercase characters (A, B, C, ...)

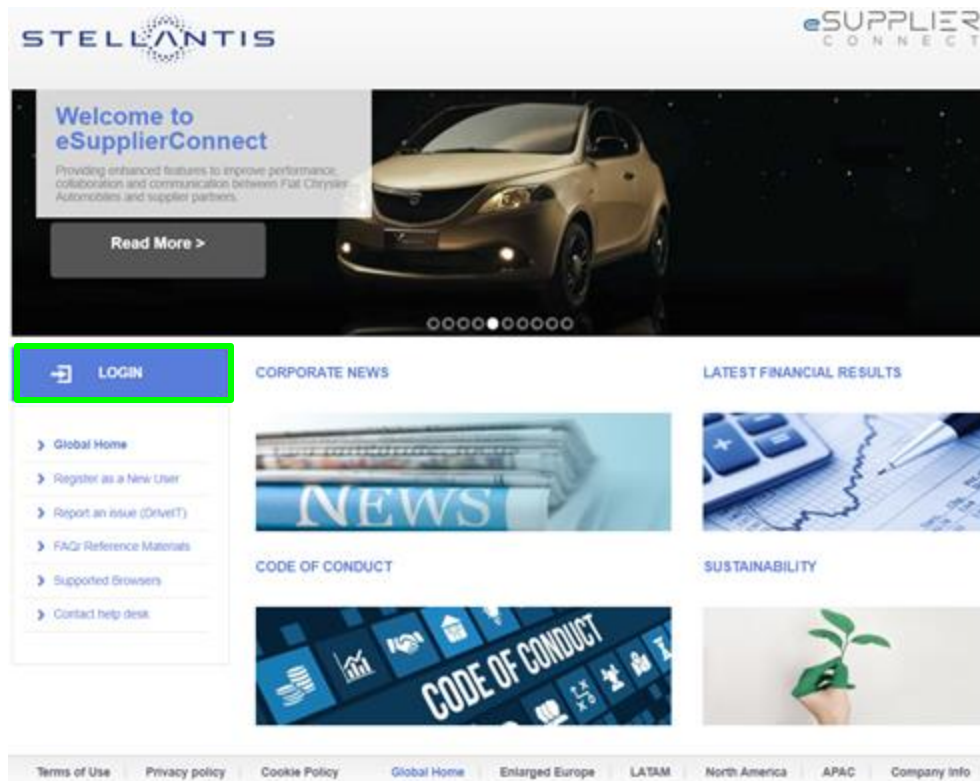
For higher safety, password must be different from the last 10 previously used.

- **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)

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



The screenshot shows the eSupplierConnect website homepage. At the top, there are logos for STELLANTIS and eSUPPLIER CONNECT. Below the logos is a large banner featuring a gold car and the text "Welcome to eSupplierConnect" with a sub-headline: "Providing enhanced features to improve performance, collaboration and communication between Fiat Chrysler Automobiles and supplier partners." A "Read More >" button is positioned below the text. A navigation menu is located on the left side, with the "LOGIN" button highlighted in green. The main content area is divided into four sections: "CORPORATE NEWS" with a "NEWS" graphic, "LATEST FINANCIAL RESULTS" with a calculator and chart graphic, "CODE OF CONDUCT" with a "CODE OF CONDUCT" graphic, and "SUSTAINABILITY" with a plant graphic. At the bottom, there is a footer with links for "Terms of Use", "Privacy policy", "Cookie Policy", "Global Home", "Enlarged Europe", "LATAM", "North America", "APAC", and "Company info".

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

Password Self Reset

Welcome to eSupplier password Self-Reset

If you do not remember your user ID, please refer to “Forgot your User ID?” in login form.
Insert your User ID and your email address.

If you don't remember your email, please contact the Root Admin of your organization


Notice: All the fields in red (*) are mandatory.

User ID: *

eMail Address: *

[Next Step >](#)

Password Self Reset

 New verification code sent to your mail address.please click on “Enter Verification Code”.

Welcome to eSupplier password Self-Reset

If you do not remember your user ID, please refer to “Forgot your User ID?” in login form.
Insert your User ID and your email address.

If you don't remember your email, please contact the Root Admin of your organization

Notice: All the fields in red (*) are mandatory.

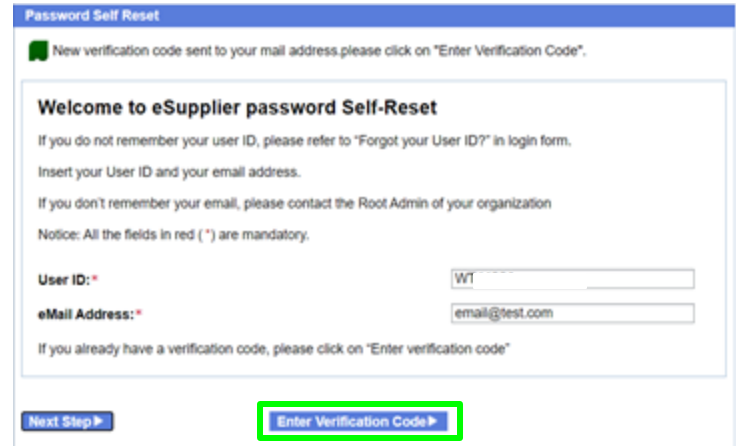
User ID: *

eMail Address: *


If you already have a verification code, please click on “Enter verification code”

[Next Step >](#) [Enter Verification Code >](#)

- **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



Password Self Reset

 New verification code sent to your mail address, please click on "Enter Verification Code".

Welcome to eSupplier password Self-Reset

If you do not remember your user ID, please refer to "Forgot your User ID?" in login form.
Insert your User ID and your email address.

If you don't remember your email, please contact the Root Admin of your organization

Notice: All the fields in red (*) are mandatory.

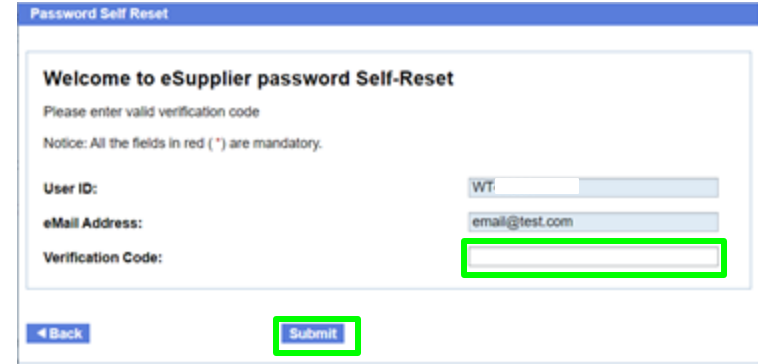
User ID: *

eMail Address: *

If you already have a verification code, please click on "Enter verification code"

[Next Step](#) [Enter Verification Code](#)

- **Step 6:** you need to insert the verification code received via email
 - **Step 7:** you need to click to “Submit”
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- **Step 8:** you will receive the email notification from *no-reply@esupplierconnect.com* with the new temporary password



Password Self-Reset

Welcome to eSupplier password Self-Reset

Please enter valid verification code

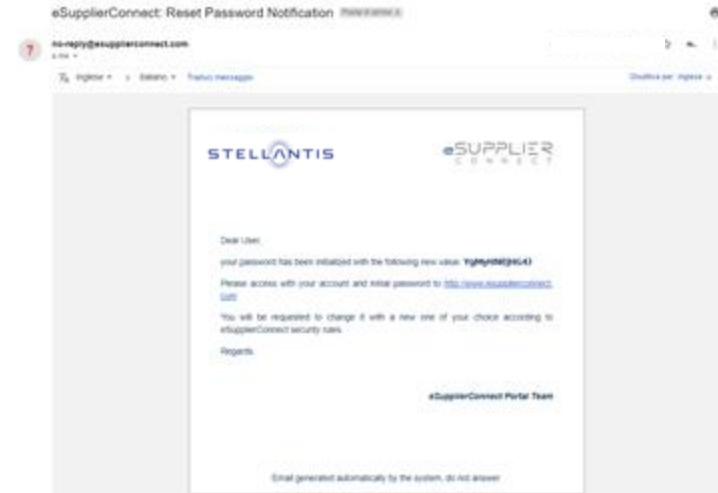
Notice: All the fields in red (*) are mandatory.

User ID:

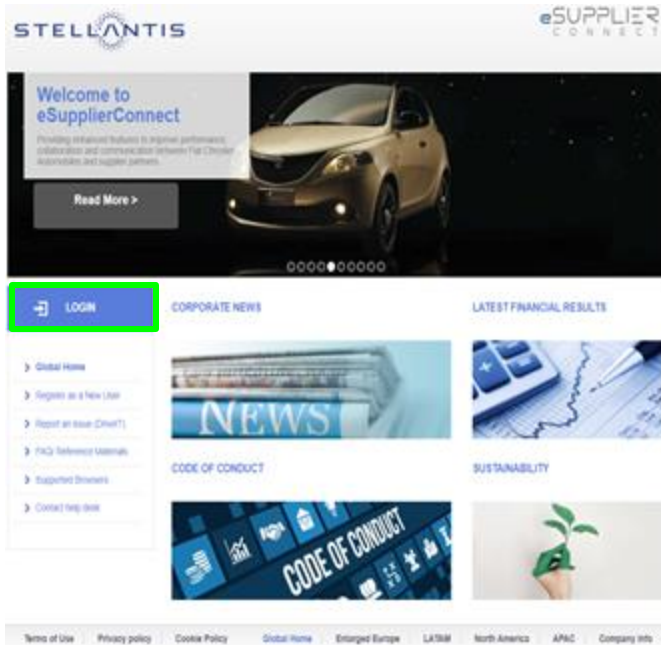
eMail Address:

Verification Code:

[← Back](#) [Submit](#)



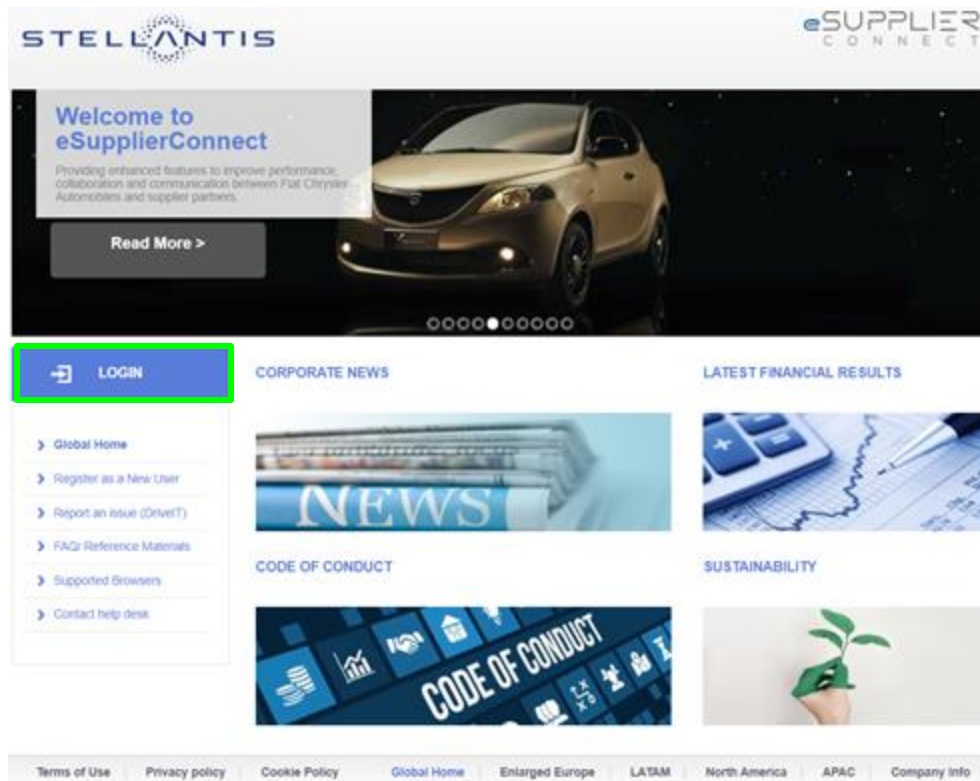
- **Step 9:** You can go to <http://www.esupplierconnect.com>, click on “LOGIN” and insert the temporary password received via email.



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

Forgot your user ID?

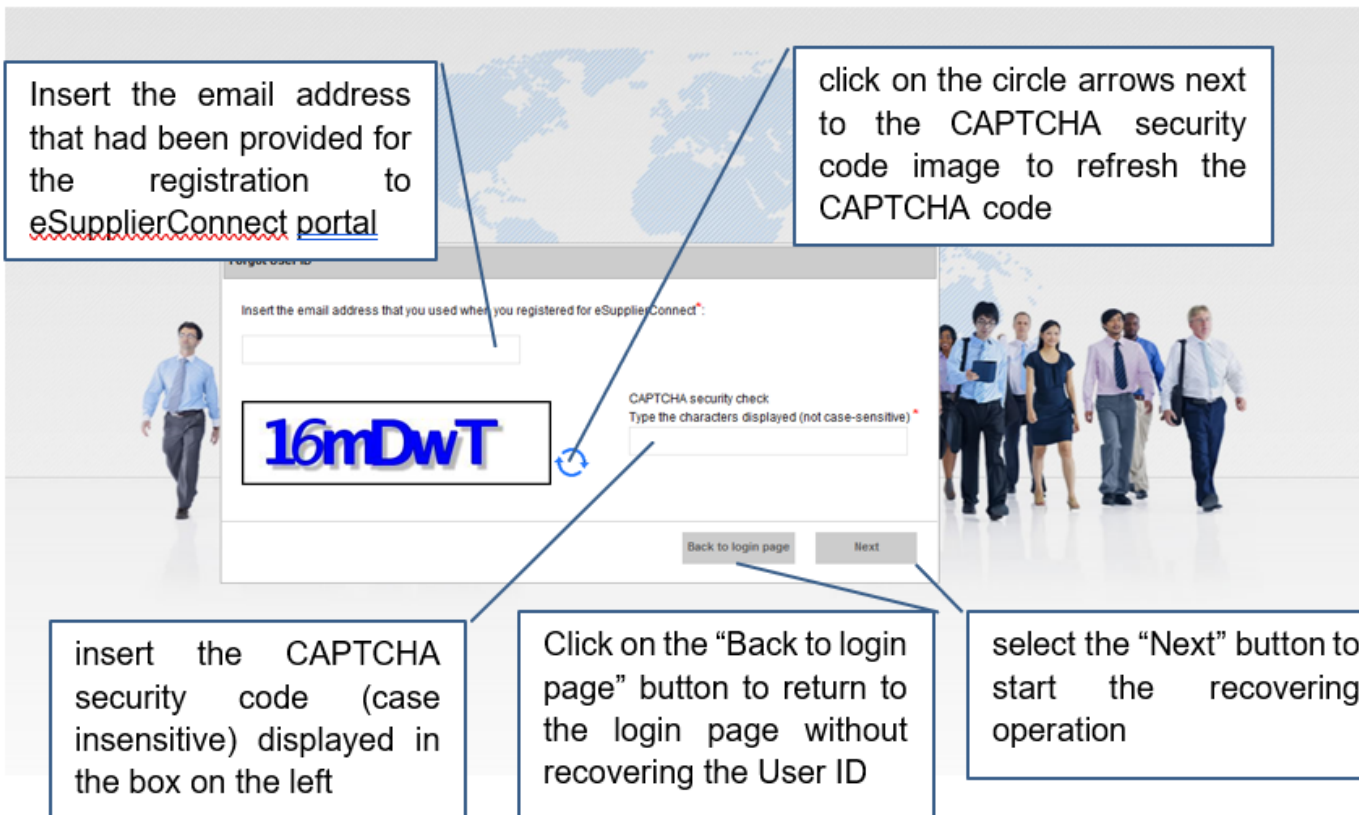
Connect to <https://esupplierconnect.com> and click on “LOGIN” button



The screenshot shows the eSupplierConnect website homepage. At the top, the Stellantis logo is on the left and the eSupplierConnect logo is on the right. Below the logos is a large banner featuring a gold car. The banner text reads: "Welcome to eSupplierConnect" and "Providing enhanced features to improve performance, collaboration and communication between Fiat Chrysler Automobiles and supplier partners." Below the banner is a "Read More >" button. On the left side, there is a navigation menu with a "LOGIN" button highlighted in green. The menu items are: Global Home, Register as a New User, Report an issue (DriVeIT), FAQ Reference Materials, Supported Browsers, and Contact help desk. The main content area is divided into four sections: "CORPORATE NEWS" with a "NEWS" banner, "LATEST FINANCIAL RESULTS" with a calculator and chart image, "CODE OF CONDUCT" with a "CODE OF CONDUCT" banner, and "SUSTAINABILITY" with a plant image. At the bottom, there is a footer with links for Terms of Use, Privacy policy, Cookie Policy, Global Home, Enlarged Europe, LATAM, North America, APAC, and Company info.

By clicking on “[Forgot your ID?](#)” button, you will be redirected to the dedicated user ID recovery page





The screenshot shows a web form for recovering a user ID. The form has a title "Forgot your user ID" and a sub-header "Insert the email address that you used when you registered for eSupplier Connect". There is an input field for the email address. Below it is a CAPTCHA security check with the text "Type the characters displayed (not case-sensitive)". The CAPTCHA image shows the text "16mDwT" with a refresh icon (two circular arrows) to its left. At the bottom of the form are two buttons: "Back to login page" and "Next".

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

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