

eSupplierConnect Frequently Asked Questions

FAQs for New Users of Fiat Chrysler Automobiles Supplier Portal, eSupplierConnect

1. How do I register for access to eSupplierConnect?

To request access, click the “Register” button on the eSupplierConnect homepage (www.esupplierconnect.com) and follow the steps as prompted. You will need your supplier code, along with general personal and business information (i.e. name, contact info, etc.). Reference guides for registration are available at www.esupplierconnect.com/support.

2. What is the role of the security administrator?

The security administrator monitors the supplier company’s account on eSupplierConnect to ensure that his/her company’s information within the Fiat Chrysler Automobiles Supplier Portal can be accessed by the appropriate people within their company.

3. After I complete self-registration for a new eSupplierConnect account, what happens? When will I get my credentials to log in?

Once submitted, account requests are sent on for approval. A request from a first user at a brand new supplier has to be approved by an internal FCA employee. A request from a new user at a current supplier company has to be approved by that supplier’s security administrator. Approval time will vary depending on the individual responsible for granting approval.

4. Upon first logging in to eSupplierConnect with my new user ID, why was I asked to provide challenge questions and answers?

This information will be requested in the event that you need to auto-reset your password.

5. How do I request help if I have an issue?

eSupplierConnect offers three ways users can access help:

- *Reference Materials*: Offers self-service support resources such as manuals and answers to frequently asked questions.
- *Call Center*: Provides telephone numbers to support that is available 24 hours a day, seven days a week. Telephone support is available in several languages.
- *eSupport*: Provides the option to submit an online ticket for help or check the status of an existing ticket (log in required).

If not logged in to eSupplierConnect, access to these support resources is available at www.esupplierconnect.com/support. When logged in to eSupplierConnect, access to these support resources is available by clicking on the “Help Desk Support” button in the webpage footer.

6. What do I do if I forget my password?

If you have a problem with your password or you forgot it, you can:

Auto-reset it by clicking on the “Reset Password” link on the Log In page

Ask to your administrator to reset it.

If you are a Security Administrator and you forgot the challenge answers you can get support only by calling the helpdesk.

7. Can non-Tier 1 suppliers request access to eSupplierConnect?

Companies with current Fiat / Chrysler supplier codes can request access. Those without a supplier code cannot.