

eSupplierConnect Frequently Asked Questions

FAQs for eSupplierConnect portal

1. How do I register for access to eSupplierConnect?

- To request access, click the “Register as a New User” button on the eSupplierConnect homepage (www.esupplierconnect.com) and follow the steps as prompted. You will need your supplier code (15 code) or CoFor code, along with general personal and business information (i.e. name, contact info, etc.). Reference guides for registration are available at www.esupplierconnect.com → **FAQ Reference material** section

2. How to fill the Supplier Code / CoFor field in the registration process?

- In case of COFOR CODE, the code must be 10 digits long using spacebar in order to reach the standard 10 digits length (e.g. ABCDEF 01 -> ABCDEFspacebarspacebar01). 1 spacebar counts like 1 digit.
- If you need to enter a code that starts with 15, supplier code must be 10 digits long.

3. 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 eSupplierConnect portal can be accessed by the appropriate people within their company.

4. 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 eSupplierConnect portal administrator. 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.

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

eSupplierConnect offers three ways users can access help:

- *FAQ / Reference material*: Offers self-service support resources such as manuals and answers to frequently asked questions.
- *Contact help desk* → *Support request (all users)*: Provides telephone numbers to support that is available 24 hours a day, seven days a week in several languages.
- *Contact help desk* → *Support request (Registered users only)*: Provides the option to submit an online ticket for help or check the status of an existing ticket (log in required).

6. What do I do if I forget my password/user ID?

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

Auto-reset it by clicking on the “Ask new password (reset)” link on the Log In page – manual available under www.esupplierconnect.com → **FAQ Reference material** section

Ask to your administrator to reset it.