Support for eSupplierConnect users

Supplier manual

January 2023

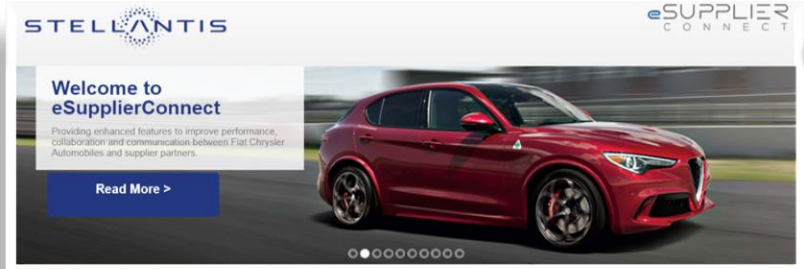
Agenda

- **eSupplierConnect Access and Help Information**
- **Support request (all users)**
- **Support request (Registered users only)**
  - DriveIT homepage
  - How to open an incident
  - Notification from DriveIT
  - How to track a ticket
- **How to download manuals for applications on eSupplierConnect portal**
- **FAQ**
  - Check who your administrator is and get access to eSupplierConnect
  - Add applications to administered user, modify roles and add/remove supplier codes from an application
  - Add/remove supplier codes from an organization
  - Modify the data of an administered users

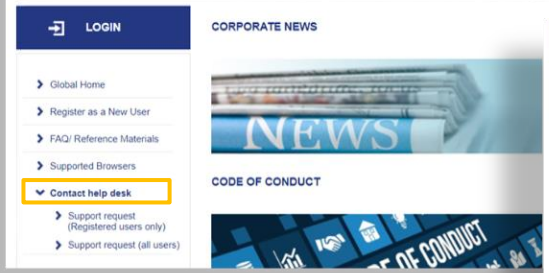
- Go to ***www.esupplierconnect.com***

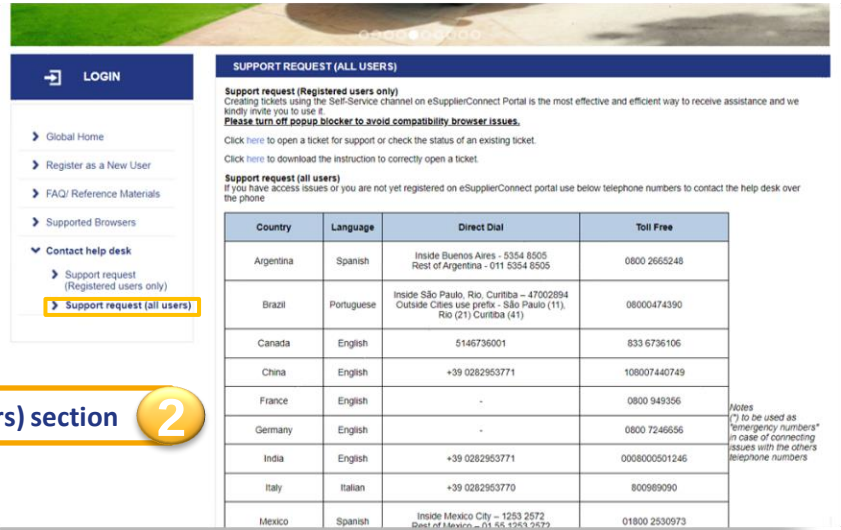
- Click the option on the left “to remain on FCA Supplier Portal” option
  (ALL suppliers should click this option even if you are an xPSA supplier)

How To access eSupplierConnect Support Page for **all users**



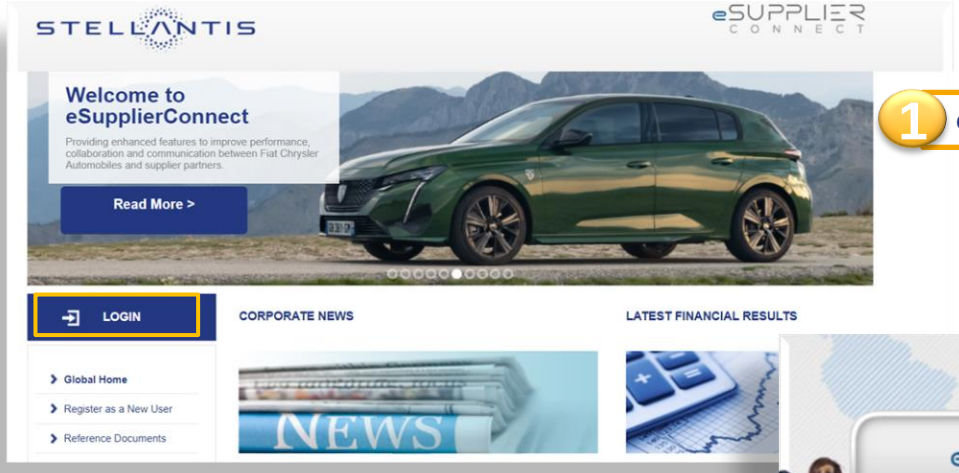
1 **eSupplierConnect Homepage**





Support request (all users) section 2

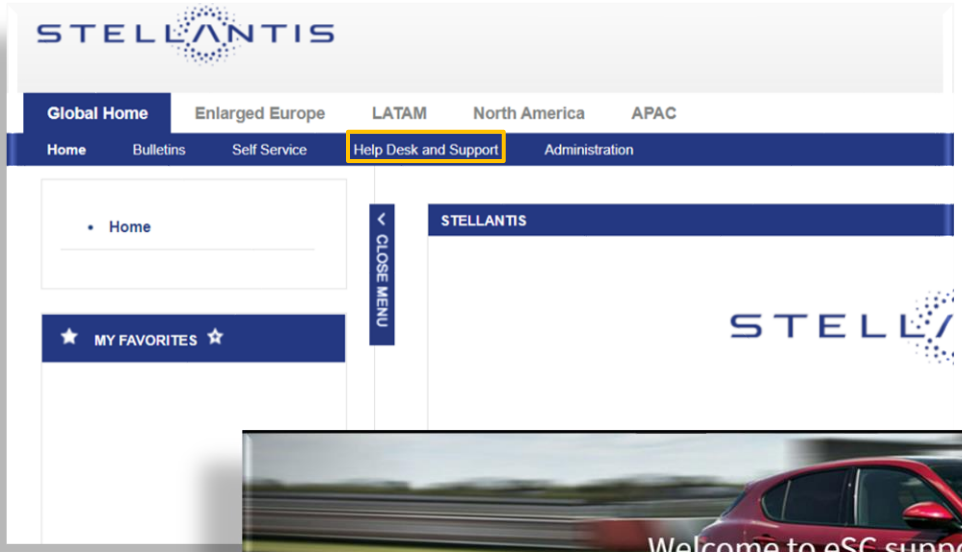
How to access eSupplierConnect Support Page (*www.esupplierconnect.com*) for **registered users only**



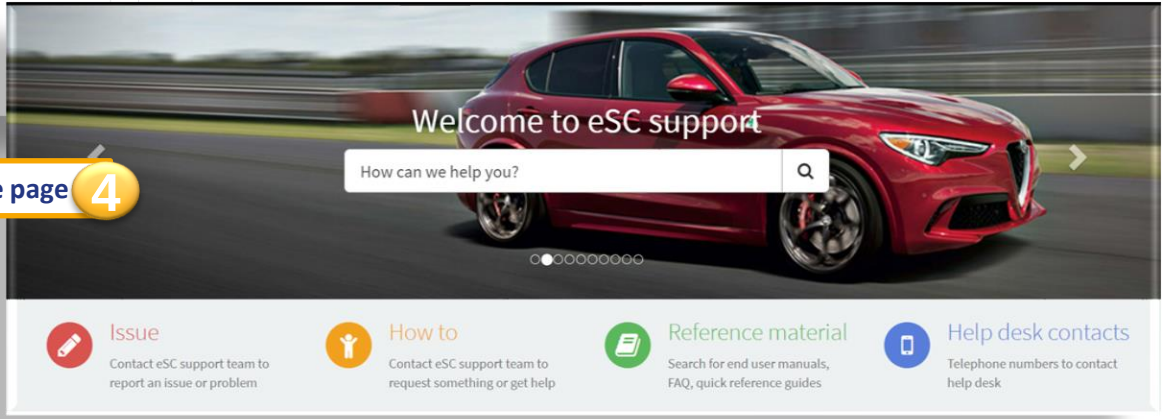
1 eSupplierConnect Homepage

Login page 2

Support request (Registered users only)



3 Help Desk and Support

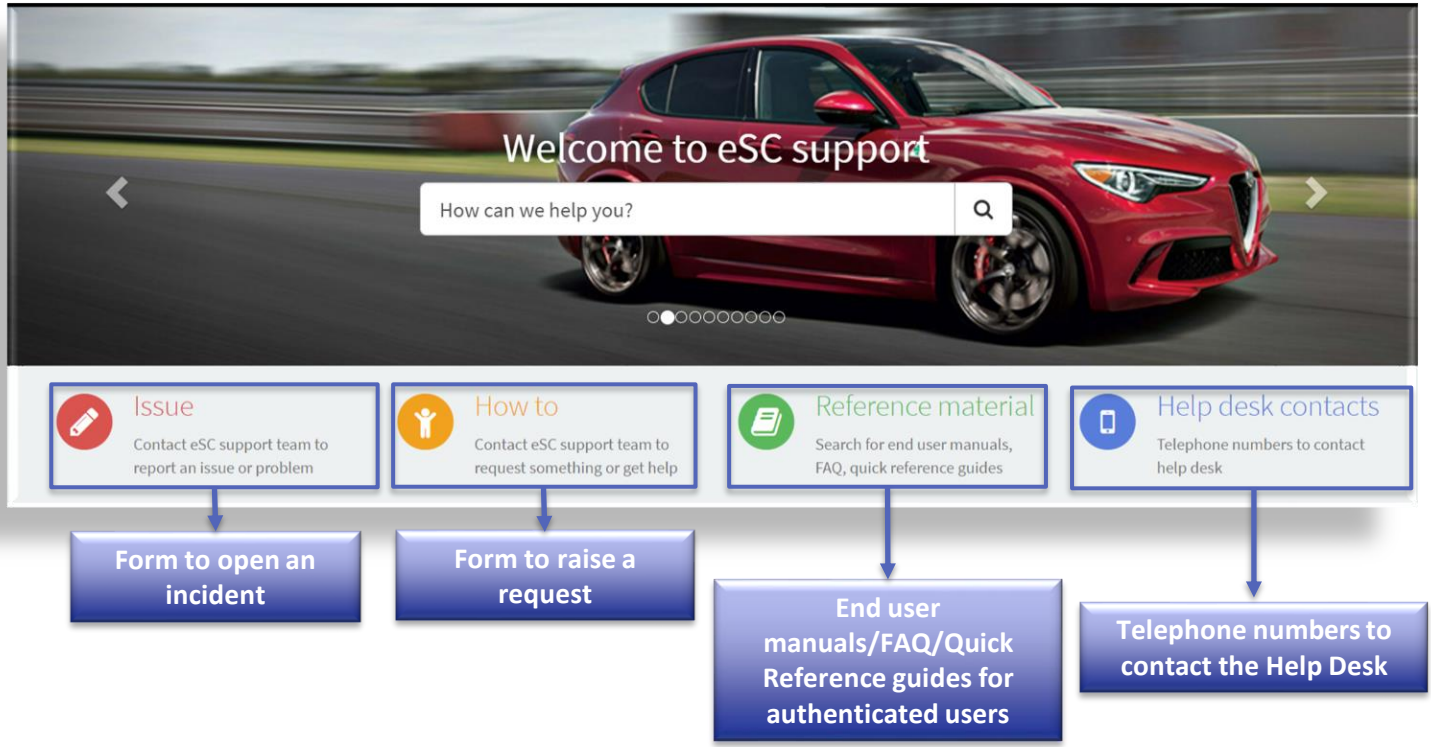


eSC Support Home page 4

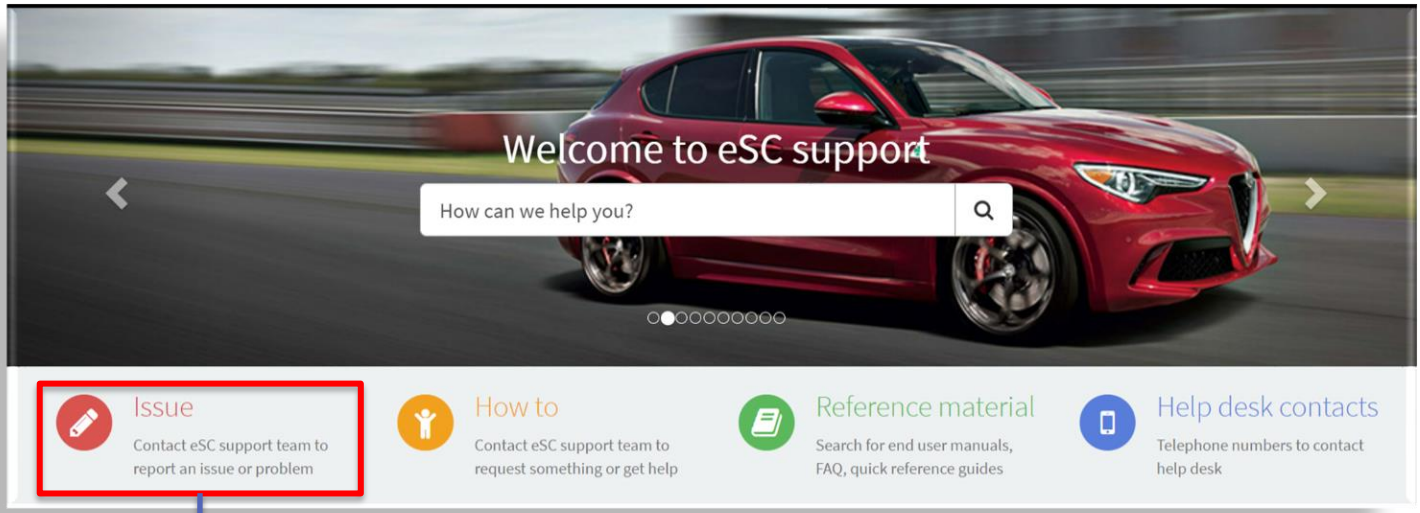
Support request (Registered users only): DriveIT homepage

It's strongly recommended to create a ticket through the Self-Service channel since is the most effective and efficient way to be supported and receive assistance.

!!! Please do not contact the buyer unless explicitly requested by help desk operators !!!



Support request (Registered users only): How to open an incident



Click here to report an issue

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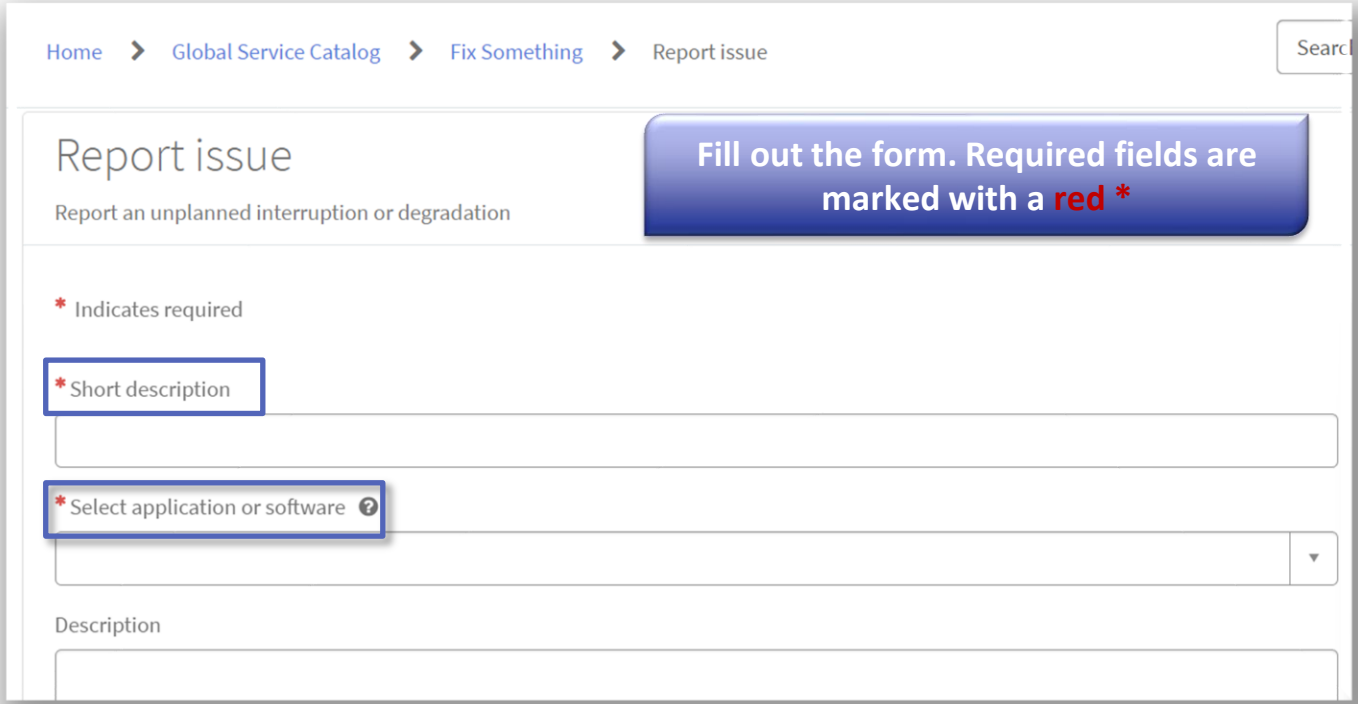

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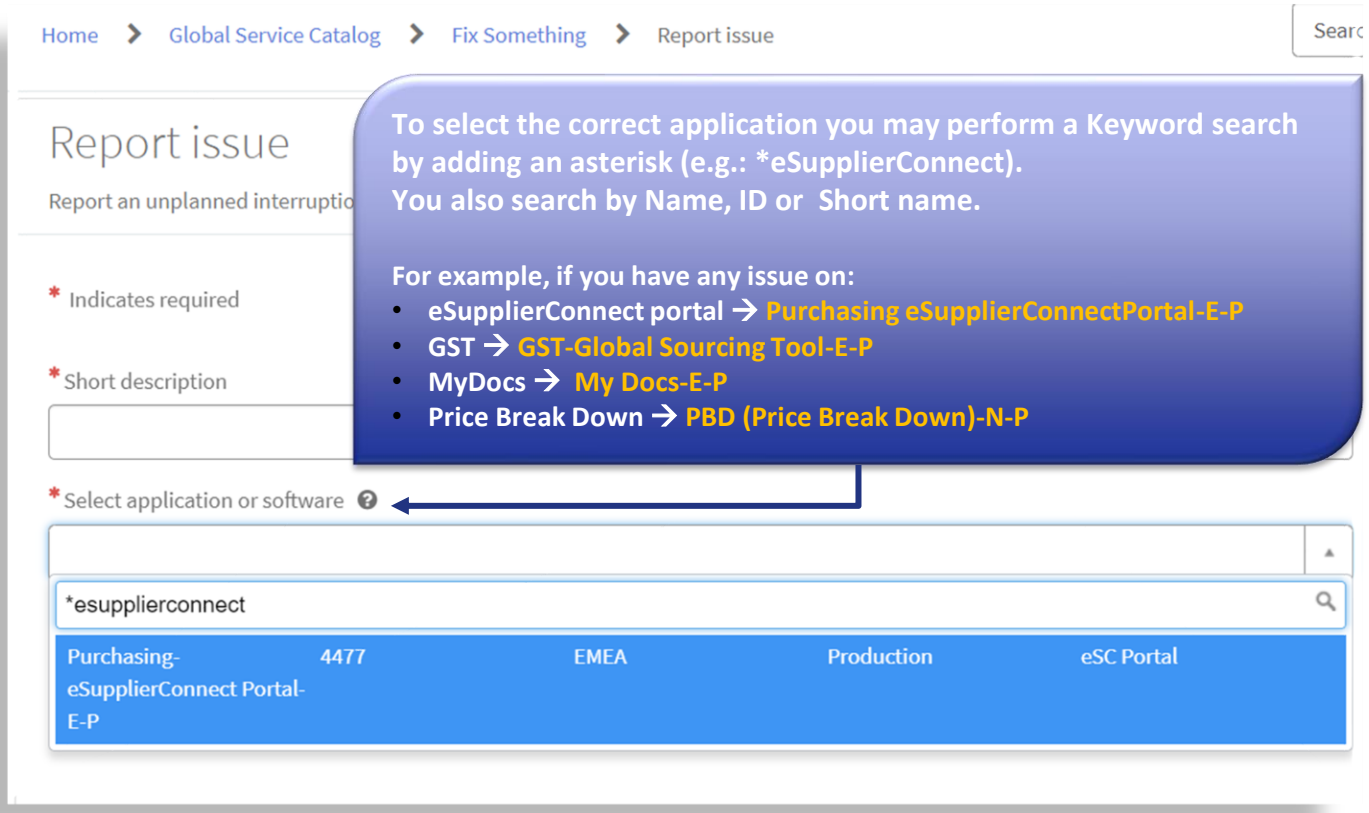

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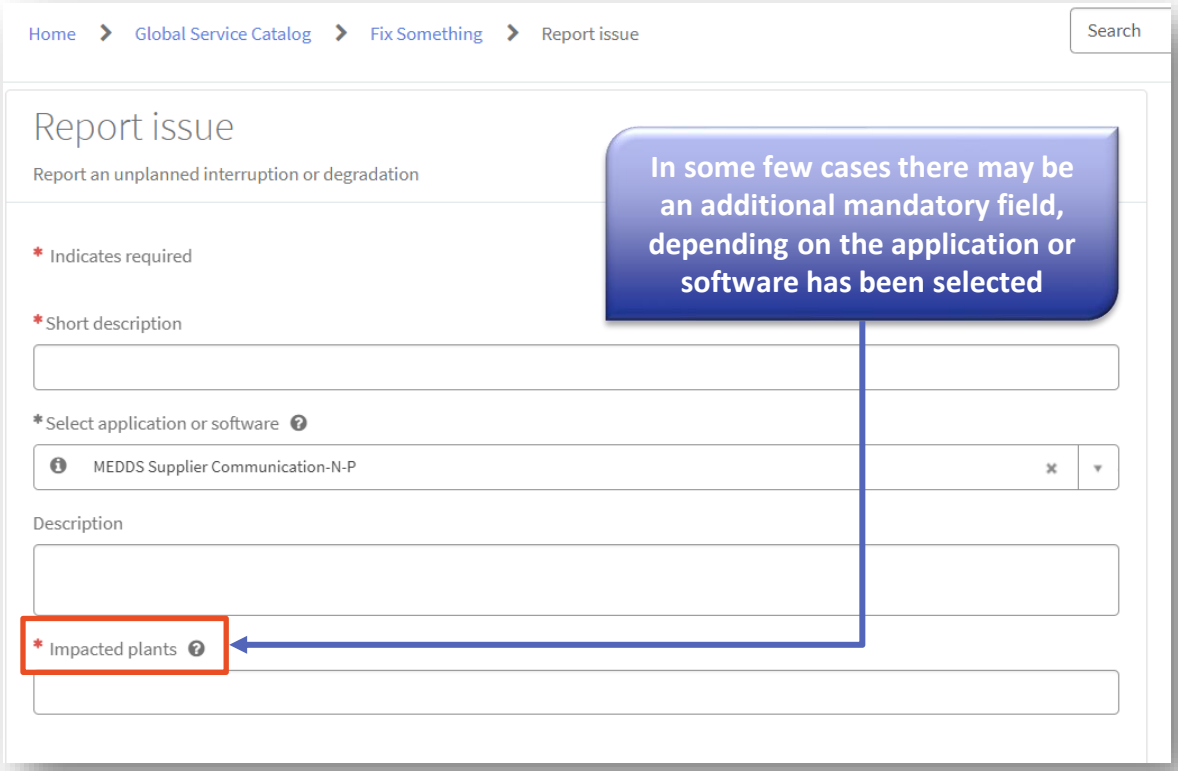

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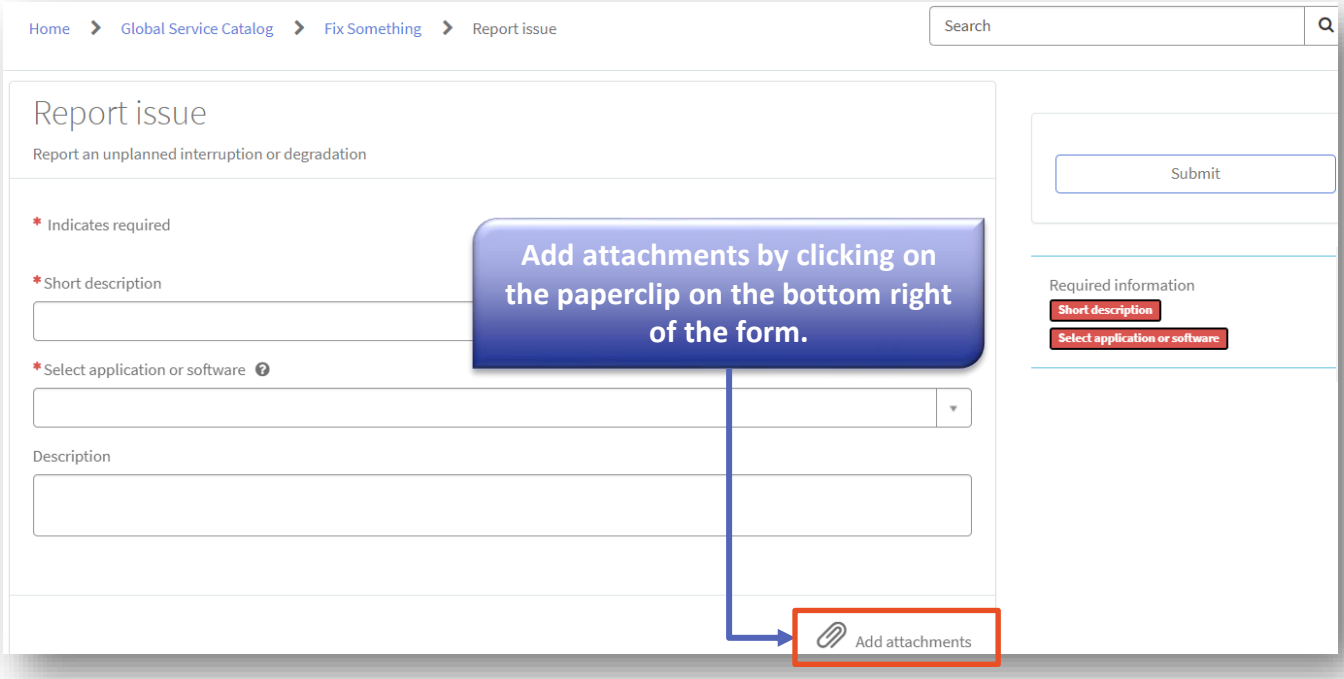

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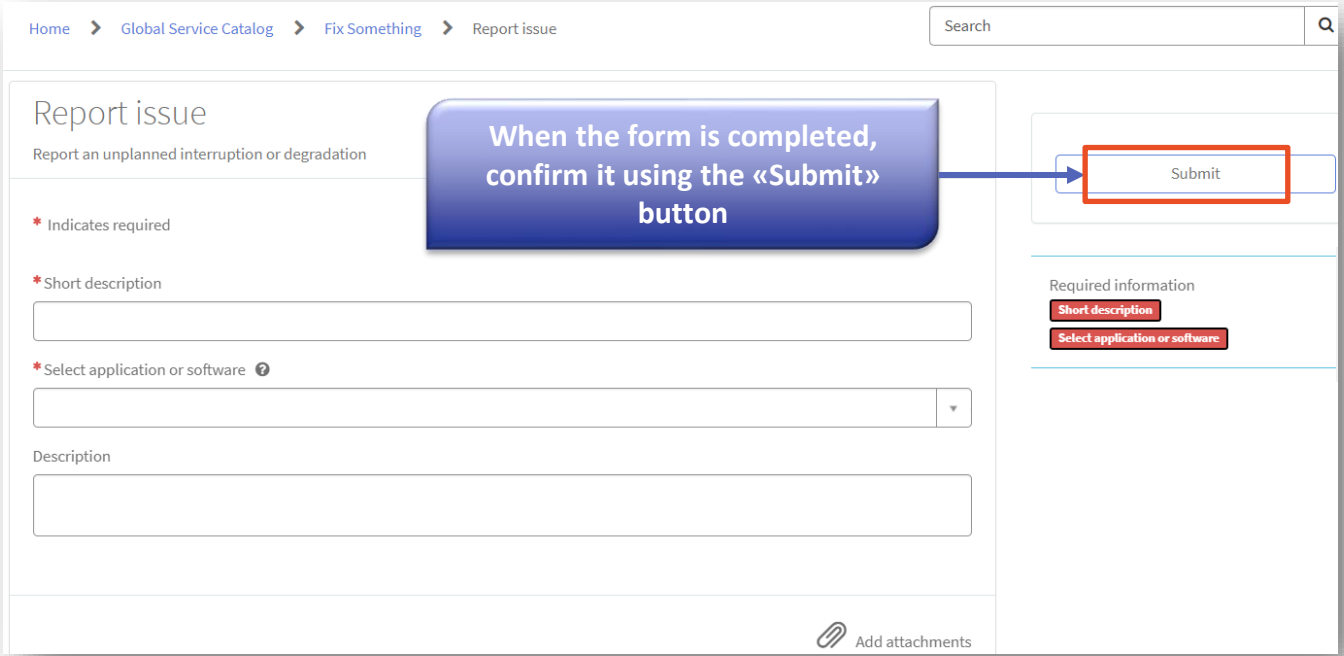

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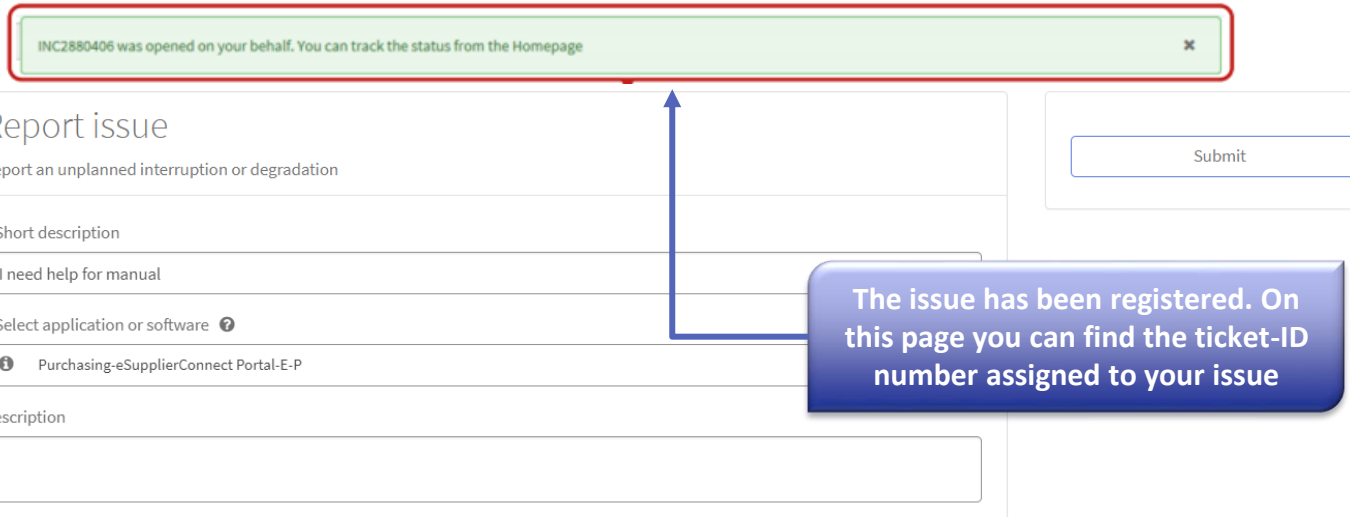
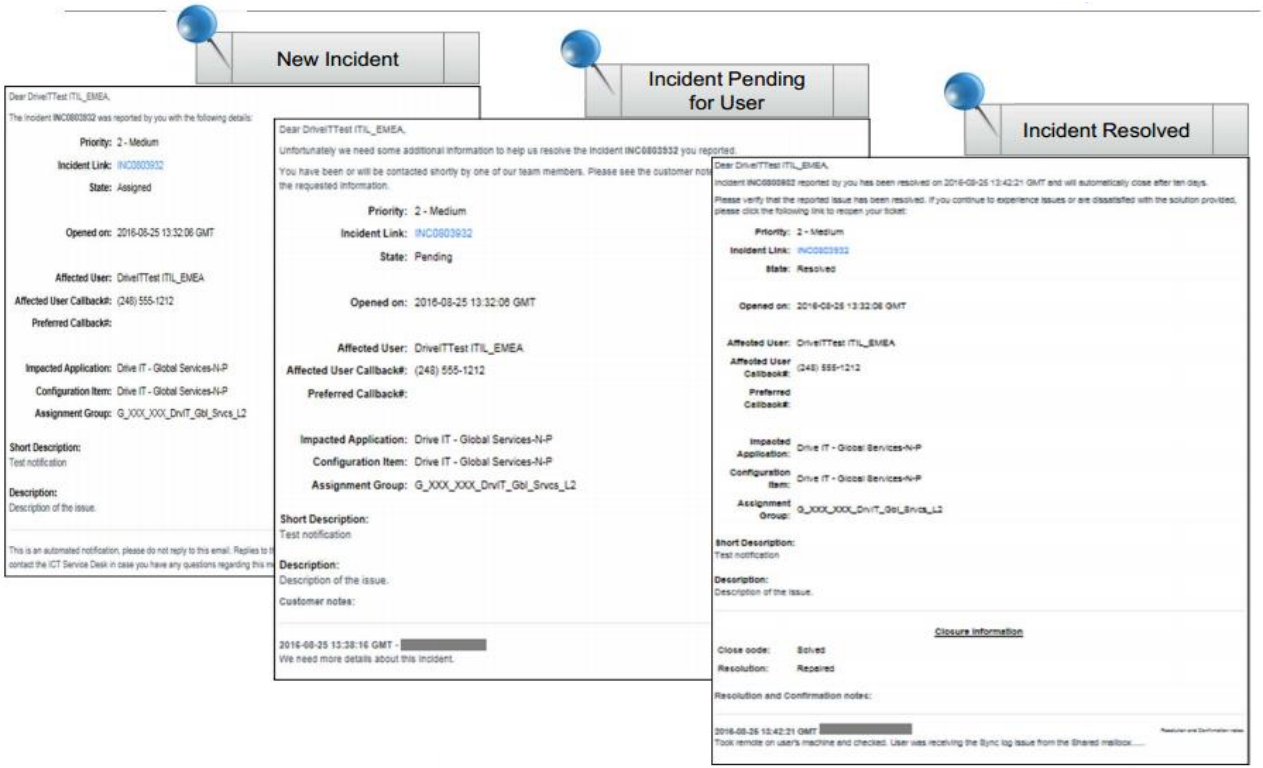
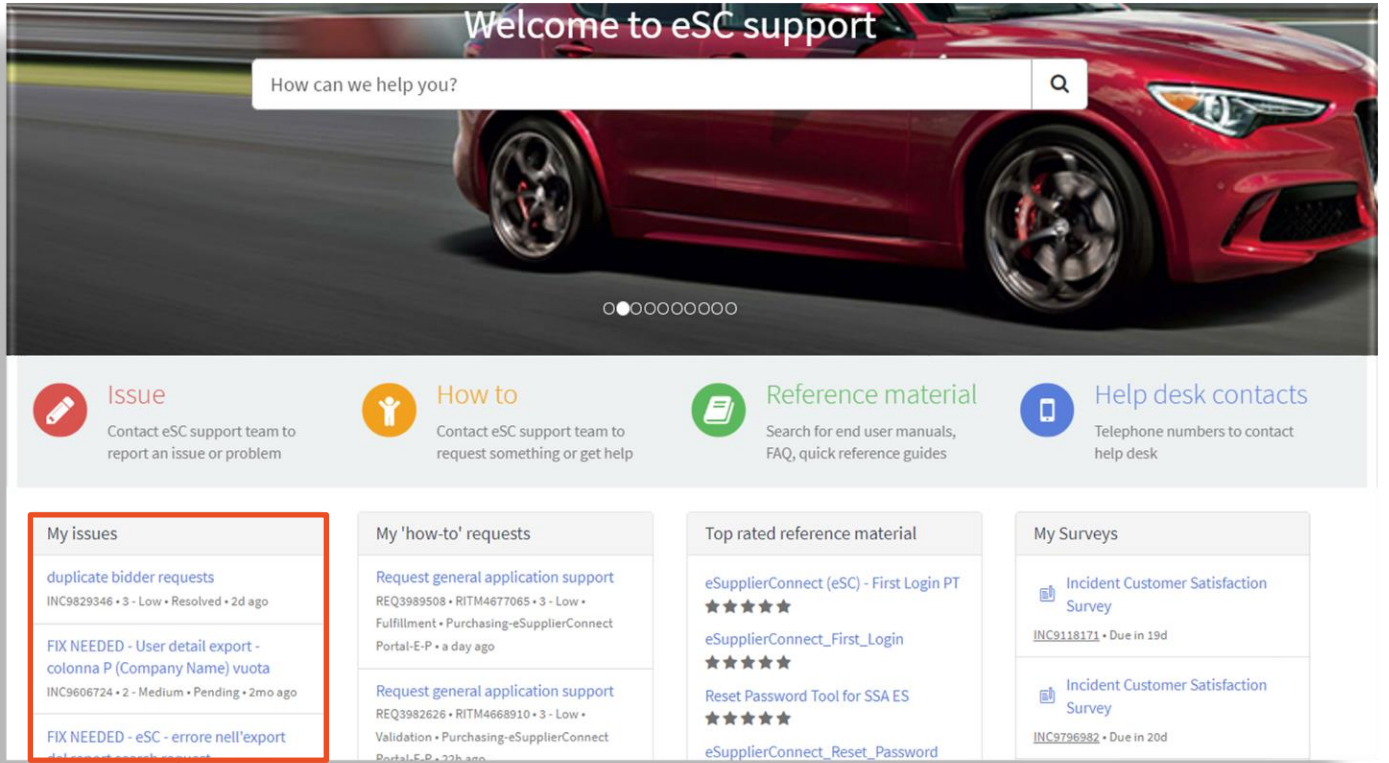


Notification about your recent ticket raising and the general ticket tracking notifications come from the address: ICT Service Desk **(fiatchrysler@service-now.com)**

Notifications for INCIDENT – Examples

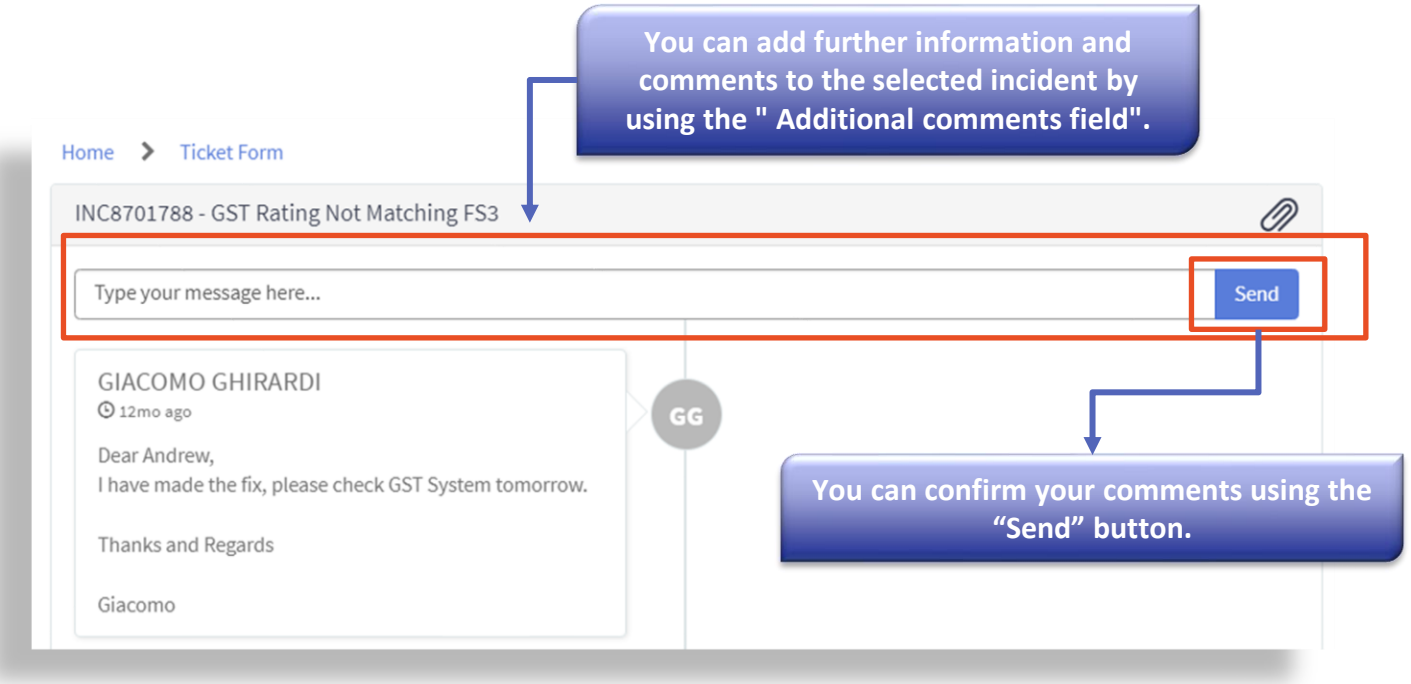


Support request (Registered users only): How to track a ticket



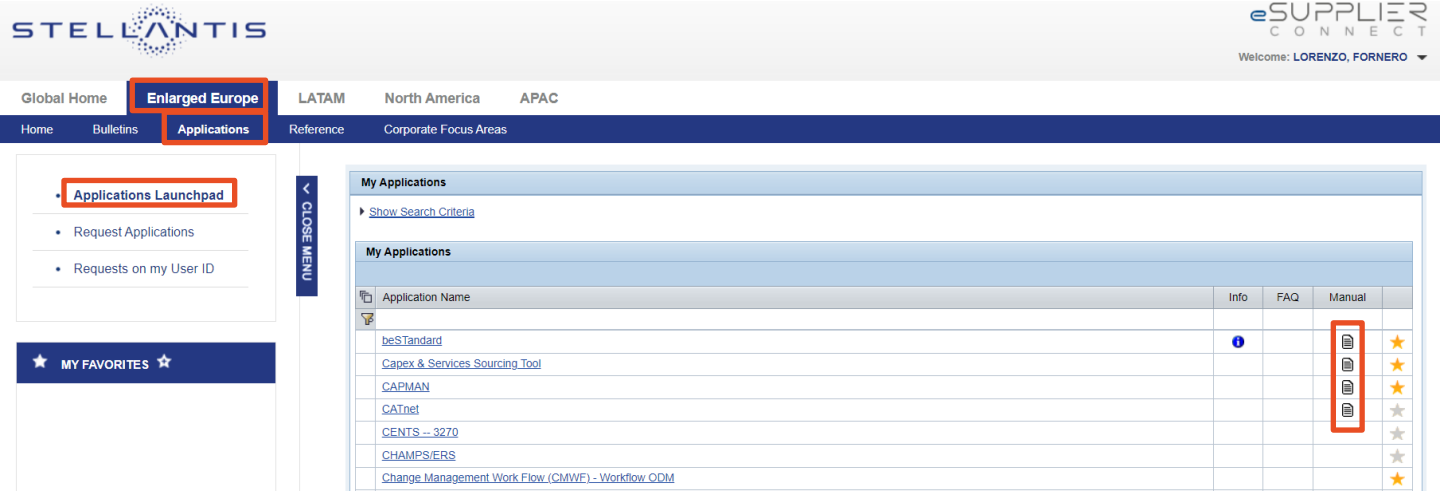
In this section you can find all the incidents you have opened

Support request (Registered users only): How to track a ticket



How to download manuals for applications on eSupplierConnect portal

You can access the support manuals for specific applications directly from the "Application Launchpad" section



You can refer to your administrator for:

Check who your administrator is and get access to eSupplierConnect

- To check your administrators you should go on **Global Home - Self Service - User Info - Table "Own Supplier Security Administrators"**.
- To get access to eSupplierConnect portal you can perform a self registration that will be then approved by the administrator of the code inserted (if already administered) or by a Stellantis internal user (in case of new registration) or ask to your administrator to register yourself to eSupplierConnect portal

Add applications to administered user, modify roles and add/remove supplier codes from an application

- You can autonomously request a new application from "Enlarged Europe / LATAM / North America / APAC-Applications - Request Application" area or request updates on your application profiles by following the path "Global Home - Self service - User application manager". Alternatively, you can ask your administrator to add applications to your profile, modify roles and add/remove supplier codes for your granted applications.

Add/remove supplier codes from an organization

- This function is available for your administrator in order to add codes into the Administration Group you belong to. This will allow you to request visibility on a certain application for missing supplier code.

Modify the data of an administered users

- You can autonomously modify your personal data from "Global Home - Self service - User Info". Alternately through the functionality "Modify" your administrator can update your personal data according to your instructions (such as email, address, phone number)

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