



COVISINT & JAGUAR LAND ROVER SUPPLIER PORTAL ONBOARDING/REGISTRATION USER GUIDE

Onboarding User Guide



CONTENTS

This guide includes the following to provide you with the information you need to gain access applications and information hosted on the Jaguar Land Rover Supplier Portal via the Covisint Portal by following the registration processes required.

The Covisint Portal is a secure gateway provided by a 3rd party partner (OpenText) to provide access to JLR systems directly from your PC.

Registration to Covisint & the Jaguar Land Rover supplier portal is free to end users

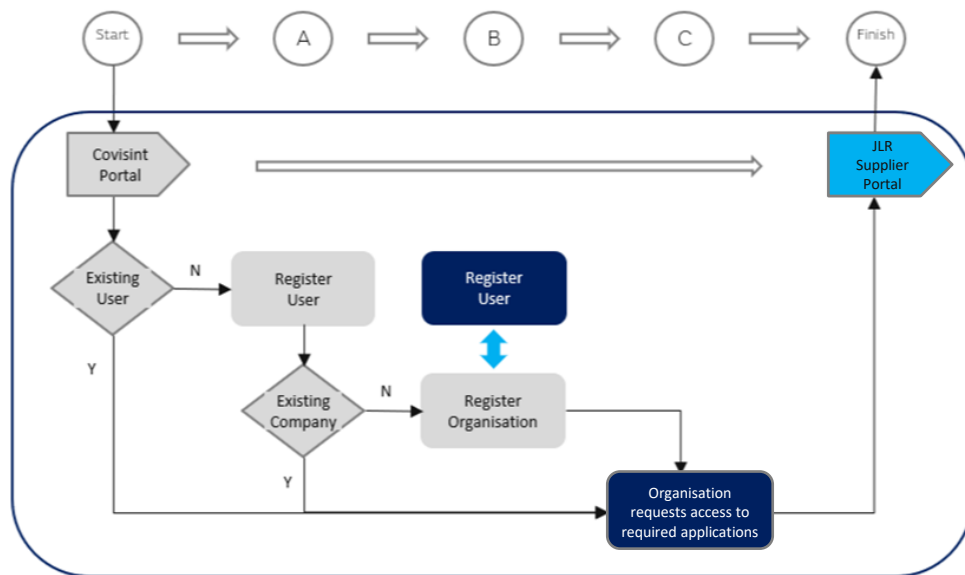
- Overview of document
- Step-by-step instructions
- Help and support

PLEASE READ AND FOLLOW EACH PAGE AND STEP AS REQUIRED USING ANY NAVIGATIONAL BUTTONS AVAILABLE.



OVERVIEW

The registration process is made up of 3 sections to complete. Some sections may already have been completed by your company or yourself, so we will guide you through this manual on where to start.



SECTION A

Register a **user** for access to the Covisint Portal

[GO TO..... ►](#)

SECTION B

Register a **new organisation** for access to the Covisint Portal

[GO TO..... ►](#)

SECTION C

Register a **user** and **organisation** for access to the required JLR Applications

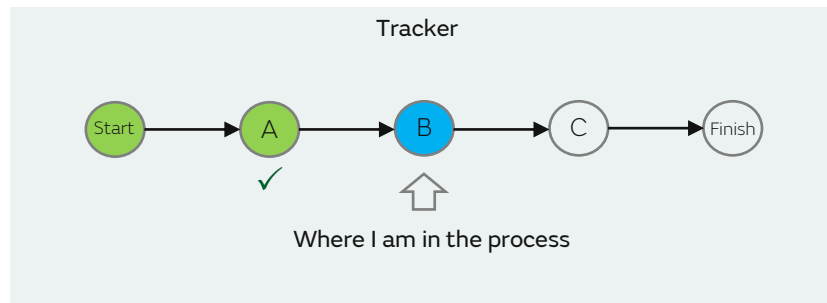
[GO TO..... ►](#)

Instructions / Manual Guidelines



Each section of this guide will provide a tracker and a step-by-step overview of the process you need to follow, including images of the screens you will see, and information provided to describe what you need to do, and how to get support.

HOME



Step-by-Step

Description.....

What to do now....

Help & support....

Each page will provide you with some, or all, of the following information guides and navigation tools:



Action



Previous / next page



Information



Start / end of section

GO TO..... ►

Go directly to next required step

FAQs..... ►

Frequently asked questions

HELP..... ►

Tell me how to report a problem



Instructions / Manual Guidelines



Screenshot Highlights

Each Process step screenshot is highlighted to indicate where your attention or action is required:

A **Red Box** refers to an action. This is usually a button or tab you need to click or a field which you need to populate in order to progress to the next step.

A **Yellow Box** refers to information displayed for your attention. This is usually a confirmation / error message, or data displayed relevant to your search criteria.

HOME



Where relevant, pages will provide a link directly to the required section or page of the document....

GO TO..... ►

.....or to a Q & A page which provides more information about the step you are on.....

FAQs..... ►

.....or to a section of the document which provides help and support, should you be unable to complete a process as described

HELP..... ►

Instructions / Manual Guidelines



This guide will help both new and existing users who may have carried out some steps previously, so the following questions will allow you to navigate to the relevant section of the user guide from where you can either start or complete the process

[HOME](#)

Q1. Do you have *any* login details for being a Registered User on the Covisint Portal ?



Q2. Do you have access to the JLR Supplier Portal on Covisint?

Q3. Is your company registered as an organisation on Covisint ?
and / or

Q3. Do you know if your organisation has access to the JLR Application you require on Covisint?



Q4. Are you able to access the required JLR Application?
and / or

Q5. Have you used the JLR application previously?

If no: [GO TO..... ►](#) Section A

If no: [GO TO..... ►](#) Section A6

If no: [GO TO..... ►](#) Section B

If no: [GO TO..... ►](#) Section C

Section A

Register a **user** for access to the Covisint Portal



HOME

This section of the guide will show you how to register a new user for access to the Covisint Portal.

If your company is not yet registered as an organisation, you will be prompted at the relevant stage to navigate to Section B to find instructions on completing this process before then completing registration as a *user*.

Please be aware that access permissions will need to be granted once the following steps have been completed which **could take up to 1 week**. If after this time your access is still not available, please refer to the FAQ section of this document for help and advice.

[FAQs.....](#) ►



New User Registration on Covisint



1. Go to <https://us.register.covisint.com/CommonReg?cmd=REGISTER>. Google Chrome is our recommended browser however other browsers can be used.
2. Click on **Begin Registration** to create a new user with a company already registered on Covisint with a CSA (Company Security Administrator). If you are not sure if you have a CSA, please continue with the instructions.

HOME

Covisint Connection and Administration

Language Portal Help

welcome: covisint registration

Steps: 1 2 3 4 5

Thank you for choosing to register with Covisint! Our registration wizard will walk you through the following steps:

1. Review registration instructions
2. Search for your organization; if your organization does not exist, you will be prompted to register one
3. Create a user account
4. Select the services your organization will need to access
5. Submit your request

Your request will then be sent to an administrator for approval. We will let you know as status changes through email updates.

Note: if you are registering for an automotive portal service, you may be asked for your site code or supplier code during the registration process. Please have that information handy.

[begin registration](#)

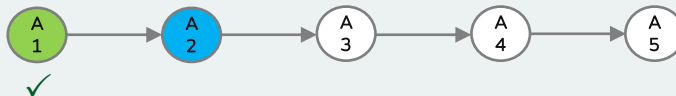
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v6.02

NB: If you are already registered on Covisint with log in details and only require the JLR Supplier Portal access adding, please go to Step A6

HELP.....



New User Registration on Covisint



3. On the following screen, identify the organisation you need to register as a user by entering the vendor code (supplier code / GSDB) and selecting 'Jaguar Land Rover Limited (Jaguar Land Rover Supplier Portal)' from the drop-down options in the lower half of the screen

HOME

'find organisation by supplier code'

Covisint Connection and Administration

Home : My Profile : My Organization : Search : Administration : Reports : Show side nav

Find Your Organization

Steps: 1 2 3 4 5

Find your organization by entering your company's name in the search box below. Keep your search terms as general as possible find all possible results (Example: search "Acme" instead of "Acme Fasteners and Bolts, LLC")

find organization by keyword search

enter organization name: contains search tips

results per page: 50

search register new organization

- OR -

Search for your company using your supplier code or site code. If your company is already registered AND has access to an OEM portal...

find organization by supplier code

select a supplier portal:

enter supplier code:

results per page:

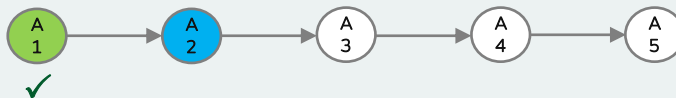
- Adient PLC (Adient: Automotive Experience)
- Adient PLC (Adient: Automotive Experience)
- CHERY JAGUAR LAND ROVER AUTOMOTIVE CO., LTD (Chery Jaguar Land Rover Portal)
- Daimler Trucks North America LLC (Daimler Portal: Access to Daimler Trucks North America)
- Delphi Corporation (Delphi Supplier Portal)
- Ford Motor Company Portal (Ford Supplier Portal)
- General Motors - Limited Access Supplier Portal (GM Limited Access Supplier Portal)
- General Motors - SupplyPower (GM SupplyPower)
- General Motors - SupplyPower (GM AlliancePower)
- General Motors - SupplyPower (GM AgencyPower)
- Jaguar Land Rover Limited (Jaguar Land Rover Supplier Portal)**
- MAHLE GMBH (MAHLE Supplier Portal)
- Mercedes-Benz Cars and Daimler Trucks (Daimler Portal: Access to Mercedes-Benz Cars and Daimler Trucks)
- Mitsubishi Motors Corporation - Japan (Mitsubishi Motors Supplier Portal)

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HELP.....



New User Registration on Covisint



3. Continued.....

Enter the required organisations **vendor codes (supplier code / GSDB)** that you are registering a user against in the **enter supplier code' field** and **press search.**

[HOME](#)

Your GSDB Code (Vendor Code/Supplier Code) can be found on your JLR Purchase Orders or obtained from your JLR Purchasing Contact

Covisint Connection and Administration

[Home](#) [Portal](#) [Help](#) [Logout](#)

[Home](#) : [My Profile](#) : [My Organization](#) : [Search](#) : [Administration](#) : [Reports](#) : [Show side nav](#)

Find Your Organization

Steps: ✓ 2 3 4 5

Find your organization by entering your company's name in the search box below. Keep your search terms as general as possible find all possible results (Example: search "Acme" instead of "Acme Fasteners and Bolts, LLC")

find organization by keyword search

enter organization name: contains

search tips

results per page: 50

– OR –

Search for your company using your supplier code or site code. If your company is already registered AND has access to an OEM portal...

find organization by supplier code

select a supplier portal: Jaguar Land Rover Limited (Jaguar Land Rover Supplier Portal)

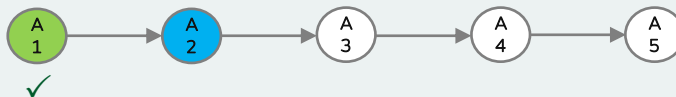
enter supplier code: XXXXX

results per page: 50

[HELP.....](#)

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New User Registration on Covisint



4. From the returned results either:

- A. **Select the appropriate organisation** from the search results and **click 'continue registration'**.
- B. **If your organisation is not registered, you will need to register a new organisation by entering your organisation name and click 'register new organisation'**. *NB: At this point, please continue with **section B** as per below navigation button available.*

HOME

Covisint Connection and Administration Portal Help

Find Your Organization Steps: 1 2 3 4 5

Your organization has elected to delegate administration into one or more administrative divisions. Using the Organization Name and Address to assist you, please select the organization responsible for approving your registration request from the structure below.

Select

Organization Name

Continue registration

New search

If you cannot locate an appropriate organization from the above list, you may conduct a **new search** or register a new organization.
If you would like more assistance on searching, go to **search tips**.

find organization by keyword search

enter organization name: contains **search tips**

results per page: 50 **register new organization** **B**

- OR -

Search for your company using your supplier code or site code. If your company is already registered AND has access to an OEM portal...

find organization by supplier code

select a supplier portal: Jaguar Land Rover Limited (Jaguar Land Rover Supplier Portal)

enter supplier code: XXXXX

results per page: 50

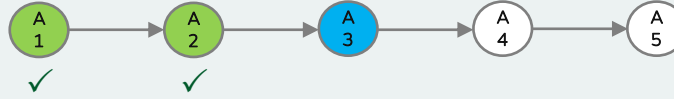


GO TO..... ▶

Section B

HELP..... ▶

New User Registration on Covisint



5. On the 'enter user information' screen enter your data making sure to complete all required fields, which are designated by an *. When complete, **click on 'continue registration'**.

HOME

Content Connection and Administration 80% + Reset Home * Portal * Help * Logout

Home My Profile My Organization Search Administration Reports Show side bar

enter user information

Please input your user information into the fields below.

User Information

* = required fields

Organization Name: Jaguar Land Rover Limited
Title: --NOT SELECTED--

*First Name:
Middle Name:
*Last Name:
Job Title:
*Address 1: Abbey Road
Address 2:
Address 3:
*City/Region: Whitley
*State/Province: Coventry
*Postal Code: CV3 8LF
*Country: UNITED KINGDOM
*Phone Number:
mobile phone number:
Fax number:
*Email Address:
*Re-enter Email Address:
Wireless Email Address:
*Time Zone: (GMT-05:00) Eastern Time (US & Canada)
*Language Preference: English
note: This language selection does not guarantee the availability of the language in Covisint services or applications.
Department:
BOS Communication Code:

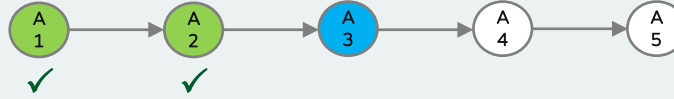
continue registration **cancel changes**

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HELP.....



New User Registration on Covisint



6. The next screen will require you to:

- Create your Covisint ID. Note the requirements for the ID shown on the screen.
- Create your Covisint password. Click show password rules for confirmation of length/structure.
- Create your Challenge Question and Challenge Answer. This information will be used in the event you need to use the 'Forget my password' link on the Covisint sign-in page. When complete, **click on 'continue registration'.**

HOME

Covisint Connection and Administration Portal Help

enter user information Steps: 1 2 3 4 5

Please input your user information into the fields below.

user login information

*** = required fields**

***User ID:** **Note:** Userid must be at least 4 characters, and no more than 20 characters. If your company uses a standard convention for issuing userids for internal applications, you may wish to adhere to the same convention and select the same id for simplicity.

***Password:** [show password rules](#)

***Re-enter Password:**

***Challenge Question:**

Note: in case you should forget your password, you will be asked to answer a challenge question based on what you input in the text box above. Example 1: What is my mother's maiden name? Example 2: What is the name of the high school I attended? There is a 255-character limit on your question and answer.

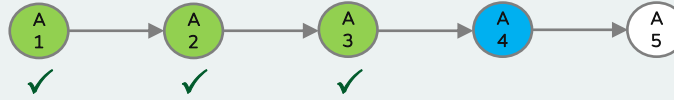
***Challenge Answer:**

Note: to retrieve a new password, your answer MUST exactly match what you input into the text box above. The answer will be punctuation sensitive. Both the question and the answer will be accessible to your Security Administrator.

continue registration **undo changes**

HELP.....

New User Registration on Covisint



7. The 'select service package(s)' screen will display. Select **Jaguar Land Rover Supplier Portal** option under the **Partner Portals** section.

HOME

8. Put a tick in the check box next to the 'Jaguar Land Rover Supplier Portal' and click the **'continue'** button at the bottom of the screen.

Covisint Connection and Administration Portal Help

select service package(s) Steps: 1 2 3 4 5

The following list displays all service packages currently offered through Covisint. Please select from the service packages below: Note that your administrator will only be able to approve access to services subscribed to by the organization. Note: If approved, the selected services will be granted and assigned to the organization, but are not automatically granted to the Organization's Security Administrator. To access and use these services, the newly approved Administrator can grant the approved services to anyone in the organization, including himself/herself.

services list

service package name ⓘ = per user fees apply ⓘ = additional information needed more info

Partner Portals

<input type="checkbox"/>	ⓘ One Stop Shop Portal	more info
<input type="checkbox"/>	ⓘ Ford Supplier Portal	more info
<input type="checkbox"/>	ⓘ Daimler Portal: Access to Mercedes-Benz Cars and Daimler Trucks	more info
<input type="checkbox"/>	ⓘ Daimler Portal: Access to Daimler Trucks North America	more info
<input type="checkbox"/>	ⓘ Chery Jaguar Land Rover Portal	more info
<input checked="" type="checkbox"/>	ⓘ Jaguar Land Rover Supplier Portal	more info
<input type="checkbox"/>	ⓘ Freight Verify Portal	more info
<input type="checkbox"/>	ⓘ Mitsubishi Motors Supplier Portal	more info
<input type="checkbox"/>	ⓘ MAHLE Supplier Portal	more info
<input type="checkbox"/>	ⓘ Johnson Controls Portal: Power Solutions	more info
<input type="checkbox"/>	ⓘ Adient: Automotive Experience	more info
<input type="checkbox"/>	ⓘ Johnson Controls Portal: Building Efficiency	more info

ALL

<input type="checkbox"/>	ⓘ Delphi Supplier Portal	more info
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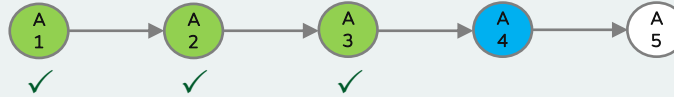
Content Management Applications

<input type="checkbox"/>	Content Management	more info
--------------------------	--------------------	-----------

HELP..... ▶



New User Registration on Covisint



9. The **Enter location code for Jaguar Land Rover Supplier Portal** screen will display.

HOME

Enter the organisations **vendor codes (supplier code / GSDB)** in the **'enter home site code' field** and click **'continue registration'**.
The 'home site code' you select should reflect the division or location that best represents what area of your company you are associated with. However, this is only a reference code. Other codes in your organisation can be added to applications when required

Covisint Connection and Administration

Portal Help

Enter location code for Jaguar Land Rover Supplier Portal

Steps:

A location code is needed to forward your request to the appropriate administrator. Please enter the appropriate location code and select the 'continue registration' button. If you do not know the location code, please contact your Organization Administrator or the organization that issues the location code for assistance. If you do not know your location code for this service package, click 'continue without requesting Jaguar Land Rover Supplier Portal' to deselect this service package and continue registration without this service package.

Please Note: You may enter a location code OR a parent code in this space. In either case, our system will look up the parent code and associate it with your request.

enter location code

*enter home site code

continue registration

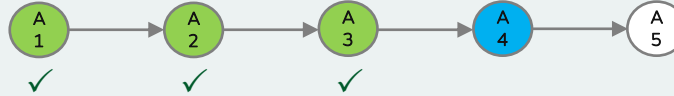
Back

continue without requesting Jaguar Land Rover Supplier Portal

HELP.....



New User Registration on Covisint



10. This screen shows 2 system applications (ePSW and RMA) that require specific user roles assigning, **only** if you are a production supplier, then tick the one required. If the application you want to use, that your organisation is familiar with, is not there or you are not certain of what application is required then **leave blank (do not tick)** and **click 'continue registration'**

HOME

← → ↻ 🏠 🔒 Secure | https://us.register.covisint.com/CommonReg

Covisint Connection and Administration Portal Help

Request Sub-packages for Jaguar Land Rover Supplier Portal Steps: 1 2 3 4 5

Jaguar Land Rover Supplier Portal has identified 4 out of 4 additional applications that may be requested by you at this time. Place a check mark next to the applications you wish to request.

service package information

description Jaguar Land Rover Supplier Portal

owner organization Jaguar Land Rover Limited

Additional Subpackage Requests with Jaguar Land Rover Supplier Portal

Filter by: Functional Area ... Go

☐ = per user fees apply ☒ = subscribed to by your parent company = additional information needed = role required = not available for user's Supplier Code

service packages	Functional Area	Notes	more info
<input type="checkbox"/> ePSW	ALL	<input checked="" type="checkbox"/>	more info
<input type="checkbox"/> RMA - Purchasing	Purchasing	<input checked="" type="checkbox"/>	more info
<input type="checkbox"/> RMA - Sales	Purchasing	<input checked="" type="checkbox"/>	more info
<input type="checkbox"/> RMA - Self Billing	Purchasing	<input checked="" type="checkbox"/>	more info

You can add applications once your initial access has been approved if your organisation requires it

HELP..... ▶

New User Registration on Covisint



Covisint Connection and Administration

Covisint Terms and Conditions for the use of the Jaguar Land Rover Supplier Portal

Steps: 1 2 3 4 5

Printer-friendly version

PORTAL USER SERVICE PRODUCT AGREEMENT

1.0 DEFINITIONS.

In this Product Agreement, the following terms have the respective meanings as assigned below:

- 1.1 Content means any content or other material a Sponsoring Member supplies, posts or otherwise makes available to Users via or through the Covisint Portal.
- 1.2 Sponsoring Member means a Member who desires to make its Content available to a User community.
- 1.3 User means a person designated by Sponsoring Member to access Sponsoring Member's Content.

2.0 THE SERVICES.

2.1 General Description.

Covisint Portal will allow Users to access Sponsoring Member's Content through an online gateway hosted by Covisint. A User's access to Sponsoring Member's Content, as well as the particular Sponsoring Member's Content made available to User, will be subject to the discretion of the Sponsoring Member.

3.0 USER OBLIGATIONS.

3.1 User Access to Services.

User is responsible for obtaining all services (including cost associated with accessing the Internet), equipment and facilities required in connection with the set-up, installation, use, maintenance and support of the Services.

3.2 Incorporated Documents.

User accepts Covisint Exchange Rules [http://www.covisint.com/enable/exchange_rules.shtml], Export Controls Policy [http://www.covisint.com/enable/export_control.shtml] and Privacy Policy [http://www.covisint.com/enable/privacy.shtml] as if you were a "Member".

3.3 No Third Party Beneficiary.

User is not a third party beneficiary of any agreement between Sponsoring Member and Covisint.

4.0 COVISINT OBLIGATIONS.

4.1 No Warranty.

The Services are provided to User on an "as is" and "as available" and "with all faults" basis without representations or warranties of any kind, express or implied and use of the Services is at the risk of User. Covisint does not warrant that the Services, including without limitation any third-party software, products or other materials used in connection with the Services, will be timely, secure, uninterrupted or error free, or that defects will be corrected.

4.2 Limitation of Liability.

Except in the event of intentional misconduct or gross negligence, neither Covisint nor its third party licensors shall be liable for any damages that are directly or indirectly related to the use of, or the inability to use the Services. In no event shall Covisint or its third party licensors be liable for indirect, incidental, consequential or punitive damages or loss of anticipated profits, even if Covisint or its third party licensors shall have been informed of the possibility of such damages or could have foreseen such damages.

5.0 SOFTWARE.

5.1 Other Software.

User may be required separately to download publicly available software in order to use the Services.

6.0 TERMS AND CONDITIONS.

6.1 Restrictions on Use.

User shall not (a) reverse engineer, decompile or disassemble or otherwise attempt to discover the source code of any software related to the Services; (b) grant any rights in, transfer, time-share or otherwise assign to any third party any of the Services or use any of the Services to operate a time sharing service, service bureau or perform services for third parties; (c) create any derivative works based on the Services; or (d) use the Services in any manner not expressly authorized by this Product Agreement.

6.2 Termination.

Covisint may terminate this Product Agreement based upon User's material breach or violation of law, or if any law prohibits the performance of the Services or makes such performance commercially unreasonable.

6.3 Governing Law.

This Product Agreement shall be construed in accordance with the laws of the State of New York (excluding any conflicts of laws provisions). However, for Users located in Europe, this Product Agreement shall be construed in accordance with the Unidroit Principle of International Commercial contracts with the exception of Section 4.6 thereof which is excluded due to the difficulty of providing explicit language to cover each possible interpretation that may arise in a multi-national legal structure. Any action brought under this Product Agreement shall be brought only in the federal and state courts having jurisdiction over the principal business office of the party against whom the initial action is brought. Each party hereby consents to the personal jurisdiction of such courts.

7.0 PRIVACY.

7.1 Personal Information.

Covisint will collect, maintain, process and disclose the personal information transferred to Covisint during the migration process, together with other personal information User may provide Covisint, only for the purposes of providing the portal services and any other services that later may be made available to User, operating the Covisint Exchange and other related activities. Covisint may also share User's personal information with affiliates (including employees and agents), other Covisint Exchange Members and users, and business partners in furtherance of these activities. User agrees that Covisint may collect, maintain, process and share User's personal information for these purposes, as more fully described in the Covisint Privacy Policy [http://www.covisint.com/enable/privacy.shtml]. User further agrees that it is User's responsibility to verify User's personal information and keep it current and accurate, and User therefore agrees to update User's personal information as necessary using the online tools provided or, if those tools are unavailable, by contacting datacenter@covisint.com. In addition, User acknowledges that personal information may be transferred to countries (like the United States) that the European Union does not regard as having adequate data protection.

☒ yes, I accept agreement

☐ no, I do not accept agreement

HOME

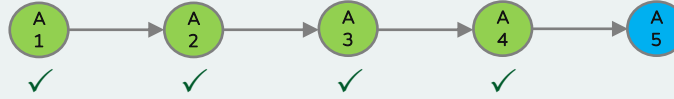
11. The 'Covisint Terms and Conditions for the use of the Jaguar Land Rover Supplier Portal' will display.

12. Once you have reviewed this information click on 'yes, I accept agreement'. The 'review request and submit' page will display.

HELP.....



New User Registration on Covisint



Covisint Connection and Administration

Portal Help

review request and submit

Steps:

Before your registration request is submitted, please make sure the information below is correct. If you need to make changes, simply use the 'back' button to return a specific step number.

A request reason may be entered at this time. Please enter any additional details that may assist the approving administrator in understanding your request.

request reason

user information

User ID	TESTUSERID	Organization Name:	
Title		Address 1	
First Name	Test	Address 2	
Middle Name		Address 3	
Last Name	Test	City/Region	
Job Title		State/Province	
Phone Number	test	Postal Code	
mobile phone number		Country	UNITED KINGDOM
FAX_NR		Time Zone	(GMT-05:00) Eastern Time (US & Canada)
Email Address		Department	
Wireless Email Address		EDI Communication Code	
Language Preference	English		

services selected

Partner Portals

Jaguar Land Rover Supplier Portal

submit registration

Back

HOME

13. Enter why you require this access in the 'request reason' field.

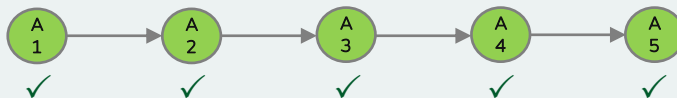
This information will be displayed to your organisation's CSA, who will need to review your access request.

Once you have reviewed the user information to ensure accuracy, click 'submit registration' or if you need to change anything use the 'back' button

HELP.....



New User Registration on Covisint



14. When you have successfully submitted your registration request, a screen will display indicating that the request process has been completed and confirm who your company administrator(s) are.

HOME

Covisint Connection and AdministrationPortal Help

you have successfully submitted your registration requestSteps: 1 2 3 4 5

Your registration request has been successfully submitted. Shortly, you will receive a confirmation email followed by a notice that your request has been sent to the Security Administrator. If your request has been approved, you will receive an email directly from the Security Administrator.

Check the Status of your Request

You can also check the status of your registration by clicking on the registration status link located on the registration home page.

Immediate Notification via Email

We will notify you of your registration status via an automated email as soon as the request is approved. In the unlikely event that the request is denied, you will be notified of the reason and most likely be given an opportunity to register again. As soon as your request is approved:

1. You can log on to the Covisint Exchange site

We look forward to having you as a member!

Your company administrators are listed below:

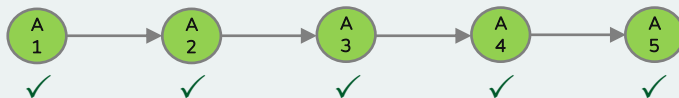
Your Company
administrators are
listed below:

The names on this list
will be giving you
access.

HELP..... ▶



New User Registration on Covisint



15. Your request will be immediately visible to your organisation's CSA as per the below example email. Once they have actioned your request you will be notified by your CSA via email of the outcome of your request for access. If you receive a rejection notification, please contact your administrator(s) directly to resolve the issue.

[HOME](#)

Covisint Registration <ccastg@covisint.com>

Mon 05/07/2021 08:47

To: -----

CAUTION: This email originates from a non-jaguarlandrover source. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Regarding your Covisint User ID: JLRADMIN

Greetings from Covisint

A new user has submitted a registration request to become a Covisint member on 2021.07.05: [View Details](#)

Next Steps

Please review the details of the request, and either approve or reject the registration request.

To view the details of this request now, use the following link:

http://eur01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fregister.stg.covisint.com%2FCommonReg%2Fsecured%3Fcmd%3DVIEW_USER_REQUEST%26requestId%3D6111760%26includeSubdivisions%3Dfalse%26approverType%3D1%26&data=04%7C01%7Ctrawins%40jaguarlandrover.com%7Cb6f622254143426c47808d93f8921d4%7C4c087f801e074f729e41d7d9748d04c%7C0%7C0%7C637610680478941297%7CUnknown%7CTWFpbGZsb3d8eyJWljoImFCdzkubWZlcnRlLW1kaWw%3D%7C1000&data=r52n85vUng7Ns39A3HdhwufekjxunbMogsgwpgBIM%3D&reserved=0

To view a list summarizing all pending requests of this type, use the following link:

http://eur01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fregister.stg.covisint.com%2FCommonReg%2Fsecured%3Fcmd%3DUSER_APPROVAL_QUEUE%26includeSubdivisions%3Dfalse%26requestType%3D3%26approverType%3D1%26&data=04%7C01%7Ctrawins%40jaguarlandrover.com%7Cb6f622254143426c47808d93f8921d4%7C4c087f801e074f729e41d7d9748d04c%7C0%7C0%7C637610680478951258%7CUnknown%7CTWFpbGZsb3d8eyJWljoImFCdzkubWZlcnRlLW1kaWw%3D%7C1000&data=r52n85vUng7Ns39A3HdhwufekjxunbMogsgwpgBIM%3D&reserved=0 to request queue for all requests of this type

Security Considerations

Keep in mind that the security of Covisint applications is only as good as our Security Administrators. To ensure maximum security for all Covisint members, please review each registration request carefully to determine whether or not the user is a legitimate member of your organization. To verify user status, you may wish to contact the user directly.

*It is always recommended that you validate the user's email address and phone number.

Thank you for keeping Covisint an active and secure community!

[HELP.....](#)



Existing Covisint User Requesting JLR Supplier Portal Access



Step A6 – This section is specific to users who already use Covisint for supplier portals other than Jaguar Land Rover and need to add this to 'My Portals'

HOME

1. Sign into Covisint (<https://us.sso.covisint.com/jsp/preLogin.jsp?>) and select 'Administration Tools' by clicking on the down arrow next to your initials

AUTOMOTIVE EXCHANGE Covisint Automotive Portals Search Support English TF

covisint SIMPLE. MODERN. INTUITIVE. We have redesigned our portal to improve your supplier experience. Take

Administration Tools
Change My Password
Edit My Profile
My Administrators
Sign Out

Covisint Services

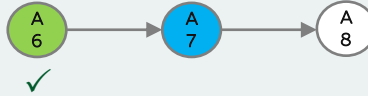
My Portals	My Applications	My Favorites
Ford Supplier Portal Jaguar Land Rover Supplier Portal	Jaguar Land Rover Alert Manager Jaguar Land Rover Content Management Jaguar Land Rover Web Reports	FSP Portal JLR Portal » Edit my favorites...

Communications

HELP..... ►



Existing Covisint User Requesting JLR Supplier Portal Access



2. On the 'Covisint Connection and Administration for: (your name will appear), select **Request a Service Package'**

HOME

Covisint Connection and Administration

Home Portal Help Logout

Home My Profile My Organization Show side nav

Covisint Connection and Administration for: [Name]

COMMON ACTIONS

Request a service package

Edit my profile

Change my password

View my administrators

FREQUENTLY ASKED QUESTIONS

Q. Who is my Security Administrator?

A. You can find out who your Security Administrator is by clicking the **My Administrators** link. You will see a list of all users in your organization with administrative responsibility.

Q. Nobody has responded to my request for a package or site code. Now what?

A. Your request was routed to your Security Administrator. You can send a reminder email to your Security Administrator by viewing your profile, then clicking the **View Pending Requests** link. You will have an opportunity from that screen to remind your Security Administrator to evaluate your request or you can cancel the request.

HELP..... ▶



Existing Covisint User Requesting JLR Supplier Portal Access



Covisint Connection and Administration

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Show side nav

request service package:

Steps: 1

The following list contains all service packages currently offered by Covisint and other Covisint members. Please indicate the service packages you require by clicking the buttons below:

\$ = per user fees apply ☒ = subscribed to by your parent company ... = additional information needed

service packages	request	more info
ALL		
Delphi Supplier Portal	<input type="checkbox"/> request	more info
Collaboration		
Covisint Asia SupplyOnline	request	more info
Content Management Applications		
Content Management	<input checked="" type="checkbox"/> request	more info
Covisint Supplied Services		
BQ SupplyOnline	request	more info
BROSE SupplyOnline	request	more info
CATS	request	more info
Partner Portals		
Chery Jaguar Land Rover Portal	request	more info
Daimler Portal: Access to Daimler Trucks North America	<input checked="" type="checkbox"/> ... request	more info
Daimler Portal: Access to Mercedes-Benz Cars and Daimler Trucks	<input type="checkbox"/> ... request	more info
Ford Supplier Portal	<input checked="" type="checkbox"/> ... request	more info
Freight Verify Portal	request	more info
Jaguar Land Rover Supplier Portal	<input checked="" type="checkbox"/> ... request	more info

3. When the 'request service package: (user name)' screen displays scroll down to the 'Parent Portals' section and

click on the 'request' button on the

'Jaguar Land Rover Supplier Portal line.

4. Scroll to the bottom of this page, enter the required 'request reason', the 'request reason' will be displayed to your organization's Covisint CSA with your request, and click 'continue'.

5. Your request will be immediately visible to your organisation's Covisint Administrator (CSA). Once they actioned your request you will be notified by Covisint via email of the outcome of your request. If you receive a reject please contact your administrator(s) direct to resolve the issue.

HELP.....

Congratulations, you have now reached the end of the registration process for a New User into Covisint!

You will shortly receive confirmation via email confirming if your access request(s) have been approved by your CSA (internal to your company) and then you will be able to **continue with Section C** (accessing the specific JLR applications required).

The CSA has 30 days to complete this request and will time out after that date by sending you an email of access refusal. At this point you will need to follow the previous steps to complete this access request again however you can internally chase your CSA to grant access prior to this cutoff.

NB: Please check your spam email box so this confirmation is not missed

Please note that if you fail to access your account for a period of 90 days you will lose access to the JLR Supplier Portal and the applications contained within.

[GO TO..... ►](#)[Section C](#)

Section B

Register a **new organisation** for access to the Covisint Portal



N.B If you do not need to register a **new** organisation, please proceed to section C

[GO TO..... ►](#)

[Section C](#)

[HOME](#)

This section of the guide will show you how to register a **new** organisation for access to the Covisint Portal, how to become a Covisint Security Administrator(CSA) for your organisation and a functional user if required.

Please be aware that access permissions will need to be granted once the following steps have been completed which **could take up to 1 week** to process.

If after this time your access is still not available, please refer to the FAQ section of this document for help and advice.

There are 3 sub sections within Section B.

B1 to B6 are **mandatory** for setting up a new organisation, CSA in Covisint and gaining access.

B7 to B10 are **mandatory** for setting up access to specific JLR applications for your organisation, once access has been granted.

B11 To B16 are **optional** for a CSA to also register as a functional user with the JLR portal, once access has been granted.

[FAQs..... ►](#)



New Organisation Registration on Covisint



1. Go to <https://us.register.covisint.com/CommonReg?cmd=REGISTER>. Google Chrome is our recommended browser.

HOME

2. Click on **Begin Registration** to register a new organisation and first user to become the CSA Covisint Administrator

Covisint Connection and Administration

▸ Language ▸ Portal ▸ Help

welcome: covisint registration

Steps: 1 2 3 4 5

Thank you for choosing to register with Covisint! Our registration wizard will walk you through the following steps:

1. Review registration instructions
2. Search for your organization; if your organization does not exist, you will be prompted to register one
3. Create a user account
4. Select the services your organization will need to access
5. Submit your request

Your request will then be sent to an administrator for approval. We will let you know as status changes through email updates.

Note: if you are registering for an automotive portal service, you may be asked for your site code or supplier code during the registration process. Please have that information handy.

begin registration

HELP..... ▶



New Organisation Registration on Covisint



3. Select **Register New Organisation**

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Covisint Connection and Administration Portal Help

Find Your Organization Steps: 1 2 3 4 5

Find your organization by entering your company's name in the search box below. Keep your search terms as general as possible find all possible results (Example: search "Acme" instead of "Acme Fasteners and Bolts, LLC")

find organization by keyword search

enter organization name: [search tips](#)

results per page:

– OR –

Search for your company using your supplier code or site code. If your company is already registered AND has access to an OEM portal...

find organization by supplier code

select a supplier portal:

enter supplier code:

results per page:

HELP..... ▶



New Organisation Registration on Covisint



Covisint Connection and Administration

Portal Help

accept administrator role

Steps: 1 2 3 4 5 6

As the first person registering on behalf of your organization, you are automatically designated as 'Security Administrator.'

The Security Administrator is responsible for:

- approving new users
- resetting user passwords
- granting user access permissions
- approving new divisions
- rejecting requests
- revoking user access

Therefore, this is a critical role, especially in regards to security. Depending upon the number of people in your organization who are currently registered with Covisint, this role may require a great deal of effort on your part. Please consider the time commitment before accepting this role. However, to assist you as Security Administrator, additional administrators can be appointed to distribute the workload.

To accept this role and its responsibilities, please click the 'accept administrator role' button. If you do not wish to assume the role of Security Administrator, please click the 'no, i do not accept' button. Doing so allows an alternate person within your organization to assume the Security Administrator role.

accept administrator role

no, i do not accept

4. When registering an organisation for the first time, the **first user** will become the Covisint Administrator (CSA), who will approve new users and access permissions.

Click **Accept Administrator Role.**

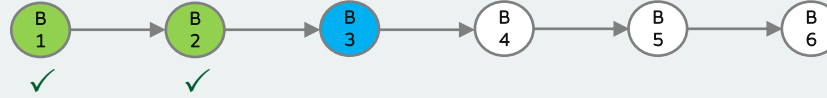
If this user is not the appropriate user for the CSA role they can press **NO** to escape from the process - the appropriate CSA user would need to start the process from the beginning instead

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New Organisation Registration on Covisint



Covisint Connection and Administration [Portal](#) [Help](#)

enter organization information Steps: [1](#) [2](#) [3](#) [4](#) [5](#) [6](#)

Please enter your organization information below.

organization information

*** = required fields**

* Organization Name:

* Address 1:

Address 2:

Address 3:

* City/Region:

* State/Province:

* Postal Code:

* Country:

Phone Number:

FAX_NR:

URL:

DUNS #: [request DUNS number](#)

[continue registration](#) [undo changes](#)

5. Complete the organisation's details marked * and then click [continue registration](#)

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HELP..... ►



New Organisation Registration on Covisint



Covisint Connection and Administration [Portal](#) [Help](#)

enter user information

Steps: 1 2 3 4 5 6

Please input your user information into the fields below.

user information	
Organization Name:	TestOrg123
Title:	--NOT SELECTED--
*First Name:	
Middle Name:	
*Last Name:	
Job Title:	
*Address 1:	Test Street
Address 2:	
Address 3:	
*City/Region:	Test City
*State/Province:	Test State
*Postal Code:	CV12 234
*Country:	UNITED KINGDOM
*Phone Number:	
mobile phone number:	
FAX_NR:	
*Email Address:	
*Re-enter Email Address:	
Wireless Email Address:	
*Time Zone:	(GMT-05:00) Eastern Time (US & Canada)
*Language Preference:	English
Department:	
EDI Communication Code:	

[continue registration](#) [undo changes](#)

6. On the 'enter user information' screen enter your data making sure to complete all required fields, which are designated by an *.

When complete, click on [continue registration](#).

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HELP.....



New Organisation Registration on Covisint



Covisint Connection and Administration [Portal](#) [Help](#)

enter user information

Steps: 1 2 3 4 5 6

Please input your user information into the fields below.

user login information

*** = required fields**

***User ID:**
Note: Userid must be at least 4 characters, and no more than 20 characters. If your company uses a standard convention for issuing userids for internal applications, you may wish to adhere to the same convention and select the same id for simplicity.

***Password:** [show password rules](#)

***Re-enter Password:**

***Challenge Question:**
Note: in case you should forget your password, you will be asked to answer a challenge question based on what you input in the text box above. Example 1: What is my mother's maiden name? Example 2: What is the name of the high school I attended? There is a 255-character limit on your question and answer.

***Challenge Answer:**
Note: to retrieve a new password, your answer MUST exactly match what you input into the text box above. The answer will be punctuation sensitive. Both the question and the answer will be accessible to your Security Administrator.

[continue registration](#) [undo changes](#)

7. The next screen will require you to:

- Create your Covisint ID. Note the requirements for the ID shown on the screen.
- Create your Covisint password. Click show password rules for confirmation of length/structure.
- Create your Challenge Question and Challenge Answer. This information will be used in the event you need to use the 'Forget my password' link on the Covisint sign-in page.

When complete, click on [continue registration](#).

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HELP..... ►



New Organisation Registration on Covisint



Covisint Connection and Administration

select service package(s)

The following list displays all service packages currently offered through Covisint. Please select from the service packages below:

service package name	More info
Partner Portals	
<input type="checkbox"/> Mitsubishi Motors Supplier Portal	More info
<input type="checkbox"/> Chery Jaguar Land Rover Portal	More info
<input type="checkbox"/> Delphi Technologies Supplier Portal	More info
<input type="checkbox"/> Ford Supplier Portal	More info
<input type="checkbox"/> Indonesia SupplyOnline	More info
<input type="checkbox"/> Indonesia Supplier Exchange Portal	More info
<input type="checkbox"/> One Stop Shop Portal (DEMO)	More info
<input type="checkbox"/> Mitsubishi Motors Dealer Portal	More info
<input type="checkbox"/> Freight Verify Portal	More info
<input type="checkbox"/> Johnson Controls Portal: Power Solutions	More info
<input type="checkbox"/> Mitsubishi Motors Distributor Portal	More info
<input type="checkbox"/> Citi Capital	More info
<input checked="" type="checkbox"/> Jaguar Land Rover Supplier Portal	More info
<input type="checkbox"/> GC&C Portal (Members Only)	More info
<input type="checkbox"/> GM AgencyPower	More info
<input type="checkbox"/> MAHLE Supplier Portal	More info
<input type="checkbox"/> Aptiv Supplier Portal	More info
<input type="checkbox"/> GM AlliancePower	More info
<input type="checkbox"/> Citi Treasury	More info
<input type="checkbox"/> GM SupplyPower	More info
<input type="checkbox"/> OV Supplier Portal	More info
<input type="checkbox"/> Adient : Automotive Experience	More info
<input type="checkbox"/> Johnson Controls Portal: Building Efficiency	More info
<input type="checkbox"/> Nexteer Automotive Portal	More info
Accounting	
<input type="checkbox"/> test_app	More info
<input type="checkbox"/> MMCTwo (SAML)	More info
<input type="checkbox"/> AppsBrokerApplication	More info

8. The 'select service package(s)' screen will display. Select **Jaguar Land Rover Supplier Portal** option under the **'Partner Portals'** section.

Put a check in the check box next to the 'Jaguar Land Rover Supplier Portal' and **click the 'continue'** button at the bottom of the screen.

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HELP..... ►

New Organisation Registration on Covisint



Covisint Connection and Administration [Portal](#) [Help](#)

Enter GSDB code for Jaguar Land Rover Supplier Portal

Steps:

A GSDB code is needed to forward your request to the appropriate administrator. Please enter the appropriate GSDB code and select the 'continue registration' button. If you do not know the GSDB code, please contact your Organization Administrator or the organization that issues the GSDB code for assistance. If you do not know your GSDB code for this service package, click 'continue without requesting Jaguar Land Rover Supplier Portal' to deselect this service package and continue registration without this service package.

Please Note: You may enter a GSDB code OR a parent code in this space. In either case, our system will look up the parent code and associate it with your request.

enter GSDB code

*enter GSDB code:

9. Enter organisations GSDB code and click
continue registration.

NB: **do not** click on the continue without requesting
JLR supplier portal.

HOME

HELP..... ►



New Organisation Registration on Covisint



Covisint Connection and Administration

review request and submit

Steps: 1 2 3 4 5 6

Before your registration request is submitted, please make sure the information below is correct. If you need to make changes, simply use the 'back' button to return a specific step number.
A request reason may be entered at this time. Please enter any additional details that may assist the approving administrator in understanding your request.

request reason

organization information

Organization Name	TestOrg123	Address 1	Test Street
Phone Number		Address 2	
FAX_NR		Address 3	
DUNS #		City/Region	Test City
URL		State/Province	Test State
		Postal Code	CV12 234
		Country	UNITED KINGDOM

user information

User ID		Organization Name	TestOrg123
Title	Mr	Address 1	Test Street
First Name	Test Name	Address 2	
Middle Name		Address 3	
Last Name	Test Surname	City/Region	Test City
Job Title		State/Province	Test State
Phone Number	123456789	Postal Code	CV12 234
mobile phone number		Country	UNITED KINGDOM
FAX_NR		Time Zone	(GMT-00:00) Greenwich Mean Time: Dublin, Edinburgh, Lisbon, London
Email Address		Department	
Wireless Email Address		EDI Communication Code	
Language Preference	English		

services selected

HOME

10 . Review the request details and click **submit registration**.

The request will go to JLRCOVIS team and will take up to 1 week to approve your organisation and user status.

NB: Please check your spam email box so this confirmation is not missed

HELP..... ►

New Organisation Registration on Covisint



Once your request has been completed then an email containing the below will be received. This confirms your registration is now with JLRCOVIS team for granting access. NB: If you have not had a reply within the required timeframe then please email JLRCOVIS@jaguarlandrover.com

[HOME](#)

There are also some additional activities that can be performed by yourself prior to gaining access and also some activities to perform when access is granted.

EMAIL EXAMPLE

Regarding your Covisint User ID:
HU1234HU
Dear Supplier:
Thank you for submitting a registration request for (Person Name) to become a Member of Covisint on yyyy.mm.dd

REGISTRATION REQUEST RECEIVED

As soon as your registration request is approved, you will receive an email indicating the approved status and you will be auto-assigned the Security Administrator role. The email will also include the next steps you may wish to take as the Security Administrator.

THINGS TO DO WHILE YOU WAIT

While your approval is pending, visit the support site at <https://portal.covisint.com/web/supportauto/cca> where you will find user guides, videos and FAQs. There, you can learn more about but **not** action:

- * Responsibilities of a Security Administrator
- * Inviting users
- * Adding service packages (*also available in the next section of this manual*)
- * Managing users and organisations

ONCE ACCESS HAS BEEN GRANTED

Available in detail on the next section of this manual

After your request has been approved, you can perform the following activities to administer your organisation:

- 1. Request access to the JLR applications (if required) for your organisation through a Sub Service Package.**
- 2. Grant yourself access as a functional user to the appropriate JLR portal through a Service Package – Optional**
- 3. Invite users to your organisation quickly and easily using the "Invite Users" administrative function.**

[HELP.....](#) ▶

Section B – Mandatory

Additional activities to grant access to additional applications for your organisation



When you have successfully completed your registration request to register an organisation, and you have received a response confirming access has been granted, as a CSA you are now able to request access to applications (service packages/sub-service packages) required for your organisation.

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Covisint Connection and Administration

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My Profile

My Organization

Search

Administration

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Show side nav

Help Desk - Jaguar Land Rover Limited

view service packages for:Jaguar Land Rover Limited

view profile

view service packages

view hierarchy

view users

administrator

edit organization profile

view request history

view pending requests

edit billing addresses

The following is the list of services currently granted to this organization. The service packages are organized by category.To view service package details, click on the service package name. You may suspend / remove a service from the organization from the details screen.

= uses site codes

service package name	more info	status	date granted
Administration			
Covisint (required)	more info	Active	2009.05.22 5:34 PM GMT
Covisint Supplied Services			
Supply Online	more info	Active	2018.08.09 7:11 AM GMT
Support Portal	more info	Active	2019.03.08 4:38 PM GMT
Partner Portals			
Ford Supplier Portal	more info	Active	2012.05.21 9:38 AM GMT
Jaguar Land Rover Supplier Portal	more info	Active	2009.05.26 8:07 AM GMT
ALL			
Approved On Line (Rockar Only)	more info	Active	2021.03.09 12:01 PM GMT
ePSW	more info	Active	2016.08.04 12:00 AM GMT
Global Customer Insights Portal	more info	Active	2019.11.28 12:29 PM GMT
Global Retailer Portal 2.0	more info	Active	2019.03.06 2:11 PM GMT
IAG Supplier Catalog	more info	Active	2019.07.24 11:28 PM GMT
PCCB	more info	Active	2017.10.19 1:09 PM GMT
PODS	more info	Active	2017.10.26 9:56 AM GMT
TeamMate	more info	Active	2021.05.05 2:50 PM GMT
Voice Support	more info	Active	2016.02.12 10:44 AM GMT

Example – Service packages available to an organisation

NB: If the CSA **does not** administer this section, no functional user in the organisation will be able to access specific application for section C.

For additional information on CSA optional functions:

GO TO.....

HELP.....



New Organisation Requesting access to additional JLR Applications



English

Registered Users Login

User ID:

Password:

☐ Remember User ID on this computer

LOGIN

Clicking Login indicates acceptance of [Terms of Use](#) and [Privacy Policy](#)

Registered users may use the form to login. If you are not already a member with a User ID and Password, you may **register with Covisint**.

- [Forgot your password?](#)
- [Forgot your UserID?](#)
- [Check Your Registration Status](#)

I use an alternate Login

Users that don't have a Covisint User ID and password, and login from an alternative place, may select the name of the place where they obtained their User ID from this list. This step is required so that they can be verified by the Organization that manages their User ID and can gain access to this system.

Once the New Organisation CSA has completed steps B1 to B6, steps B7 to B10 explain how to gain access to the additional JLR Applications for all future functional users of the organisation.

1. Log into the Covisint portal using the log in details the CSA has just created and now you have received confirmation of registration

<https://portal.covisint.com>

HOME

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HELP..... ►



New Organisation Requesting access to additional JLR Applications



2. Click **Administration Tools** on the menu under the circle with the Administrator's initials
3. Click **My Organisation**

HOME

OpenText Buys Covisint [View Press Release](#)

AUTOMOTIVE EXCHANGE | Covisint | Automotive Portals | Support | English |

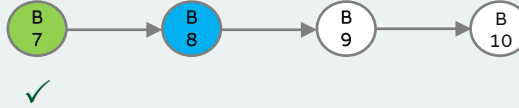
covisint **SIMPLE. MODERN. INTUITIVE.**
We have redesigned our portal to improve your supplier experience.

Covisint Services

My Portals	My Applications	My Favorites
Jaguar Land Rover Supplier Portal	Automotive Customer Support Portal BigFix ILMT Support Portal	» Edit my favorites...

HELP.....





HOME

4. Click **Request a Service Package** for my organisation

Screenshot Currently Unavailable

HELP..... ►



HOME

5. Click on the **Request sub-package** link under the *Jaguar Land Rover Supplier Portal* parent portal package

Screenshot Currently Unavailable

HELP..... ►



Screenshot Currently Unavailable

6. Click the **Request** button

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HELP..... ►



Screenshot Currently Unavailable

HOME

7. Continue to the end of the request process and select **SUBMIT**

HELP..... ►



Screenshot Currently Unavailable

HOME

When the request has been made, the CSA will receive a message at the end of the request process informing her/him that the request has been done successfully.

The request will go to JLRCOVIS team and will take up to 1 week to approve your request for requested applications.

NB: If you have not had a reply within the required timeframe then please email JLRCOVIS@jaguarlandrover.com

NB: Please check your spam email box so this confirmation is not missed

HELP..... ►

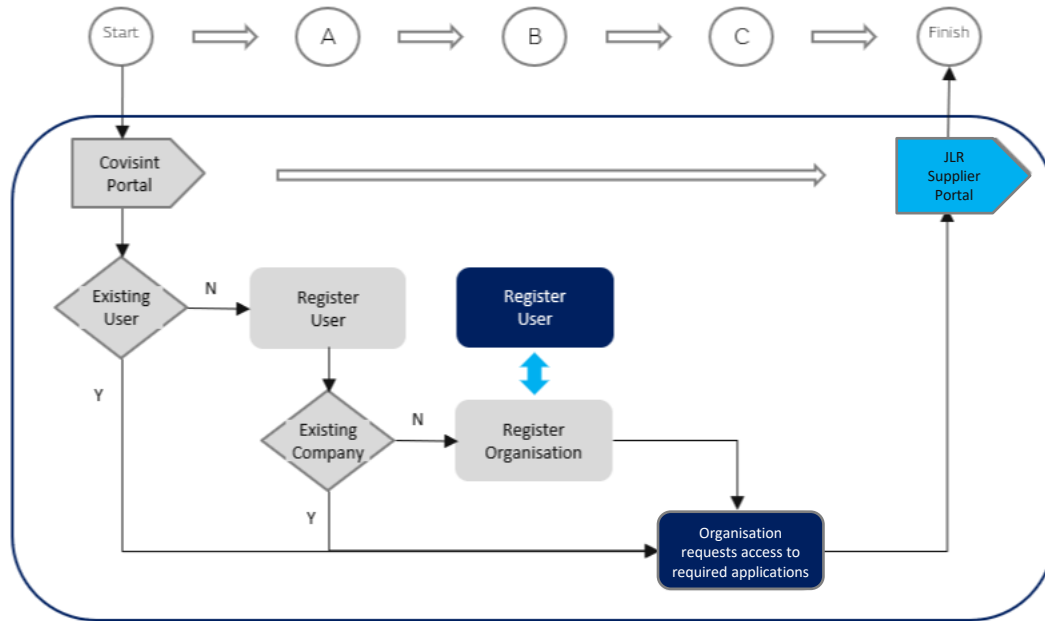
Section B – optional

Additional activities to administer yourself as a functional user if required



When you have successfully completed your registration request to register an organisation, and you have received a response confirming access has been granted, as a CSA you can also grant yourself 'user access' to the JLR Portal by adding a service package.

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NB: If the CSA is **not** going to be a functional user, then registration has been completed and no further steps are required

For additional information on CSA optional functions:

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HELP..... ►

New Organisation CSA User Access



English

Registered Users Login

User ID:

Password:

☐ Remember User ID on this computer

LOGIN

Clicking Login indicates acceptance of [Terms of Use](#) and [Privacy Policy](#)

Registered users may use the form to login. If you are not already a member with a User ID and Password, you may [register with Covisint](#).

- [Forgot your password?](#)
- [Forgot your UserID?](#)
- [Check Your Registration Status](#)

I use an alternate Login

Go

Users that don't have a Covisint User ID and password, and login from an alternative place, may select the name of the place where they obtained their User ID from this list. This step is required so that they can be verified by the Organization that manages their User ID and can gain access to this system.

Once the New Organisation CSA has completed steps B1 to B..... If they also need to be a functional user with access to the JLR Supplier Portal and applications, then they will be required to follow the next few steps to gain access to the JLR Portal.

1. Log into the Covisint portal using the log in details the CSA has just created and now you have received confirmation of registration

<https://us.register.covisint.com/CommonReg/secured?cmd=HOME>

HOME

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HELP.....





2. Open the **My Profile** tab at the top of the screen and select the **View my Profile** in the list by clicking on the words.

HOME

Covisint Connection and Administration

Home Portal Help Logout

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Show side nav

Help Desk - Jaguar Land Rover Limited

View my Profile

View my Service Packages

Edit my Profile

Change my Password

Request a Service Package

Administration for: Help Desk



Quick a

IONS

min tasks in CCA.

Organization

Reports

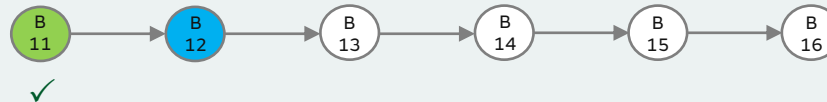
Audits

Last

HELP..... ►



New Organisation CSA User Access



HOME

3. When in the screen **My Profile** click on the section in the **blue box** **add service package**

HELP..... ►



Covisint Connection and Administration

Home Portal Help Logout

Home : My Profile : My Organization :

Search : Administration : Reports :

Show side nav

Help Desk - Jaguar Land Rover Limited

view profile for:Help Desk

view profile

view service packages

- edit user profile
- specify user password
- request service package
- move user

- change user password
- add service package**
- view pending requests
- email preferences

- reset user password
- modify roles
- view request history

Detailed profile information for this user ID is listed below. If you are able to perform updates or actions on this account, the option links below will allow you to perform the activity indicated.

user status

Status ☒ Active

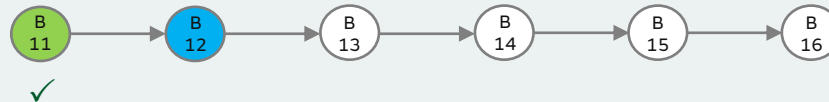
view details [view details](#)

status options [suspend user](#)

user profile

User Name	Help Desk	User ID	JLRCOVIS
Company/Division	Jaguar Land Rover Limited	Job Title	
Address 1	Abbey Road	Email Address	jlrcovis@jaguarlandrover.com
Address 2		Wireless Email Address	
Address 3		Phone Number	
City/Region	Whitley	Mobile Phone Number	
State/Province	Coventry	Fax Number	
Postal Code	CV3 4LF	Language Preference	English
Country	UNITED KINGDOM	Time Zone	(GMT-00:00) Greenwich Mean Time: Dublin, Edinburgh, Lisbon, London
Department		EDI Communication Code	

New Organisation CSA User Access



HOME

4. Put a **tick** in the box next to **Jaguar Land Rover Supplier Portal** and then click the **Add Checked....** box

Covisint Connection and Administration

Home Portal Help Logout

Home My Profile My Organization Search Administration Reports

Show side nav

Help Desk - Jaguar Land Rover Limited

add service package: Help Desk

The service packages available to grant to Help Desk are listed below. These packages are organized by category.

If you wish to grant a service package, simply click the 'add' button next to the appropriate package. For more information about a service package, simply click on the 'more info' link.

Partner Portals

Users may also be granted access to Covisint's Partner Supplier Portals and their sub-packages from this page. If your organization subscribes to one of the partner portals, you may assign sub-packages by clicking on the 'sub-packages' button under the 'key portals' sub-heading.

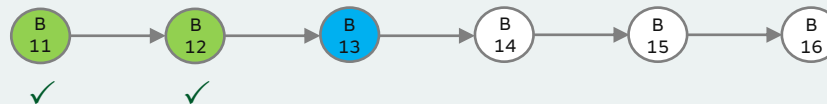
service packages			more info
Covisint Supplied Services			
Supply Online		<input type="checkbox"/>	more info
Partner Portals			
Ford Supplier Portal		<input type="checkbox"/>	more info
Jaguar Land Rover Supplier Portal Sub-packages are available for Jaguar Land Rover Supplier Portal. To request a sub-package of Jaguar Land Rover Supplier Portal, please select the 'request sub-package' link below.		<input checked="" type="checkbox"/>	more info
add sub-package			
Reporting Tools			
Jaguar Land Rover Alert Manager		<input type="checkbox"/>	more info
Jaguar Land Rover Web Reports		<input type="checkbox"/>	more info

Add checked...

cancel

HELP.....





5. The **Enter location code for Jaguar Land Rover Supplier Portal** screen will display.

HOME

Enter the organisations **vendor codes (supplier code / GSDB)** in the **'enter home site code'** field and click **'continue registration'**.
The 'home site code' you select should reflect the division or location that best represents what area of your company you are associated with. However, this is only a reference code. Other codes in your organisation can be added to applications when required

Covisint Connection and Administration

Portal Help

Enter location code for Jaguar Land Rover Supplier Portal

A location code is needed to forward your request to the appropriate administrator. Please enter the appropriate location code and select the 'continue registration' button. If you do not know the location code, please contact your Organization Administrator or the organization that issues the location code for assistance. If you do not know your location code for this service package, click 'continue without requesting Jaguar Land Rover Supplier Portal' to deselect this service package and continue registration without this service package.

Please Note: You may enter a location code OR a parent code in this space. In either case, our system will look up the parent code and associate it with your request.

enter location code

*enter home site code

continue registration

Back

continue without requesting Jaguar Land Rover Supplier Portal

HELP.....

New Organisation CSA User Access



6. This screen shows 2 system applications (ePWS and RMA) that require specific user roles assigning, **only** if you are a production supplier, then tick the one required. If the application you want to use, that your organisation is familiar with, is not there or you are not certain of what application is required then **leave blank (do not tick)** and **click 'continue registration'**

HOME

← → ↻ 🏠 🔒 Secure | https://us.register.covisint.com/CommonReg ☆ 📱 🖨️ ⓘ 🔍 ⋮

Covisint Connection and Administration ▶ Portal ▶ Help

Request Sub-packages for Jaguar Land Rover Supplier Portal

Jaguar Land Rover Supplier Portal has identified 4 out of 4 additional applications that may be requested by you at this time. Place a check mark next to the applications you wish to request.

service package information
description Jaguar Land Rover Supplier Portal
owner organization Jaguar Land Rover Limited

Additional Subpackage Requests with Jaguar Land Rover Supplier Portal
Filter by: Functional Area ... Go
📄 = per user fees apply ☒ = subscribed to by your parent company 🖋️ = additional information needed 📄 = role required ⚠️ = not available for user's Supplier Code

📄 service packages	Functional Area	Notes	more info
<input type="checkbox"/> ePSW	ALL	<input checked="" type="checkbox"/> 🖋️	more info
<input type="checkbox"/> RMA - Purchasing	Purchasing	<input checked="" type="checkbox"/> 🖋️ 📄	more info
<input type="checkbox"/> RMA - Sales	Purchasing	<input checked="" type="checkbox"/> 🖋️ 📄	more info
<input type="checkbox"/> RMA - Self Billing	Purchasing	<input checked="" type="checkbox"/> 🖋️ 📄	more info

You can add applications once your initial access has been approved if your organisation requires it

HELP..... ▶

New Organisation CSA User Access



Covisint Connection and Administration

Portal Help

Covisint Terms and Conditions for the use of the Jaguar Land Rover Supplier Portal

Printer-friendly version

PORTAL USER SERVICE PRODUCT AGREEMENT

1.0 DEFINITIONS.

In this Product Agreement, the following terms have the respective meanings as assigned below:

- 1.1 Content means any content or other material a Sponsoring Member supplies, posts or otherwise makes available to Users via or through the Covisint Portal.
- 1.2 Sponsoring Member means a Member who desires to make its Content available to a User community.
- 1.3 User means a person designated by Sponsoring Member to access Sponsoring Member's Content.

2.0 THE SERVICES.

2.1 General Description.

Covisint Portal will allow Users to access Sponsoring Member's Content through an online gateway hosted by Covisint. A User's access to Sponsoring Member's Content, as well as the particular Sponsoring Member's Content made available to User, will be subject to the discretion of the Sponsoring Member.

3.0 USER OBLIGATIONS.

3.1 User Access to Services.

User is responsible for obtaining all services (including cost associated with accessing the Internet), equipment and facilities required in connection with the set-up, installation, use, maintenance and support of the Services.

3.2 Incorporated Documents.

User accepts Covisint Exchange Rules [http://www.covisint.com/enable/exchange_rules.shtml], Export Controls Policy [http://www.covisint.com/enable/export_control.shtml] and Privacy Policy [http://www.covisint.com/enable/privacy.shtml] as if you were a "Member".

3.3 No Third Party Beneficiary.

User is not a third party beneficiary of any agreement between Sponsoring Member and Covisint.

4.0 COVISINT OBLIGATIONS.

4.1 No Warranty.

The Services are provided to User on an "as is" and "as available" and "with all faults" basis without representations or warranties of any kind, express or implied and use of the Services is at the risk of User. Covisint does not warrant that the Services, including without limitation any third-party software, products or other materials used in connection with the Services, will be timely, secure, uninterrupted or error free, or that defects will be corrected.

4.2 Limitation of Liability.

Except in the event of intentional misconduct or gross negligence, neither Covisint nor its third party licensors shall be liable for any damages that are directly or indirectly related to the use of, or the inability to use the Services. In no event shall Covisint or its third party licensors be liable for indirect, incidental, consequential or punitive damages or loss of anticipated profits, even if Covisint or its third party licensors shall have been informed of the possibility of such damages or could have foreseen such damages.

5.0 SOFTWARE.

5.1 Other Software.

User may be required separately to download publicly available software in order to use the Services.

6.0 TERMS AND CONDITIONS.

6.1 Restrictions on Use.

User shall not (a) reverse engineer, decompile or disassemble or otherwise attempt to discover the source code of any software related to the Services; (b) grant any rights in, transfer, time-share or otherwise assign to any third party any of the Services or use any of the Services to operate a time sharing service, service bureau or perform services for third parties; (c) create any derivative works based on the Services; or (d) use the Services in any manner not expressly authorized by this Product Agreement.

6.2 Termination.

Covisint may terminate this Product Agreement based upon User's material breach or violation of law, or if any law prohibits the performance of the Services or makes such performance commercially unreasonable.

6.3 Governing Law.

This Product Agreement shall be construed in accordance with the laws of the State of New York (excluding any conflicts of laws provisions). However, for Users located in Europe, this Product Agreement shall be construed in accordance with the Unidroit Principle of International Commercial contracts with the exception of Section 4.6 thereof which is excluded due to the difficulty of providing explicit language to cover each possible interpretation that may arise in a multi-national legal structure. Any action brought under this Product Agreement shall be brought only in the federal and state courts having jurisdiction over the principal business office of the party against whom the initial action is brought. Each party hereby consents to the personal jurisdiction of such courts.

7.0 PRIVACY.

7.1 Personal Information.

Covisint will collect, maintain, process and disclose the personal information transferred to Covisint during the migration process, together with other personal information User may provide Covisint, only for the purposes of providing the portal services and any other services that later may be made available to User, operating the Covisint Exchange and other related activities. Covisint may also share User's personal information with affiliates (including employees and agents), other Covisint Exchange Members and users, and business partners in furtherance of these activities. User agrees that Covisint may collect, maintain, process and share User's personal information for these purposes, as more fully described in the Covisint Privacy Policy [http://www.covisint.com/enable/privacy.shtml]. User further agrees that it is User's responsibility to verify User's personal information and keep it current and accurate, and User therefore agrees to update User's personal information as necessary using the online tools provided or, if those tools are unavailable, by contacting datacent@covisint.com. In addition, User acknowledges that personal information may be transferred to countries (like the United States) that the European Union does not regard as having adequate data protection.

☒ Yes, I accept agreement

☐ No, I do not accept agreement

HOME

7. The 'Covisint Terms and Conditions for the use of the Jaguar Land Rover Supplier Portal' will display.

8. Once you have reviewed this information click on 'yes, I accept agreement'. The 'review request and submit' page will display.

HELP.....



New Organisation CSA User Access



Covisint Connection and Administration

Portal Help

review request and submit

Before your registration request is submitted, please make sure the information below is correct. If you need to make changes, simply use the 'back' button to return a specific step number.

A request reason may be entered at this time. Please enter any additional details that may assist the approving administrator in understanding your request.

request reason

user information

User ID	TESTUSERID	Organization Name	
Title		Address 1	
First Name	Test	Address 2	
Middle Name		Address 3	
Last Name	Test	City/Region	
Job Title		State/Province	
Phone Number	test	Postal Code	
mobile phone number		Country	UNITED KINGDOM
FAX_NR		Time Zone	(GMT-05:00) Eastern Time (US & Canada)
Email Address		Department	
Wireless Email Address		EDI Communication Code	
Language Preference	English		

services selected

Partner Portals

Jaguar Land Rover Supplier Portal

submit registration

Back

HOME

9. Enter why you require this access in the 'request reason' field.

This information will be displayed to your organisation's CSA, who will need to review your access request.

Once you have reviewed the user information to ensure accuracy, click 'submit registration' or if you need to change anything use the 'back' button

HELP.....



New Organisation CSA User Access



10. When you have successfully submitted your registration request, a screen will display indicating that the request process has been completed and confirm who your company administrator(s) are.

[HOME](#)

11. Your request will be immediately visible to your organisation's CSA (ie: yourself as the CSA). Once they have actioned your request you will be notified by your CSA via email of the outcome of your request for access. If you receive a rejection notification, please contact your administrator(s) directly to resolve the issue.

Covisint Connection and Administration

[Portal](#) [Help](#)

you have successfully submitted your registration request

Your registration request has been successfully submitted. Shortly, you will receive a confirmation email followed by a notice that your request has been sent to the Security Administrator. If your request has been approved, you will receive an email directly from the Security Administrator.

Check the Status of your Request

You can also check the status of your registration by clicking on the registration status link located on the registration home page.

Immediate Notification via Email

We will notify you of your registration status via an automated email as soon as the request is approved. In the unlikely event that the request is denied, you will be notified of the reason and most likely be given an opportunity to register again. As soon as your request is approved:

1. You can log on to the Covisint Exchange site

We look forward to having you as a member!

Your company administrators are listed below:

[HELP.....](#) ▶



Congratulations, you have now reached the end of the registration process for a New Organisation and how to create the CSA and a functional user if required!

You will shortly receive confirmation via email confirming if your access request(s) have been approved by JLRCOVIS team and then you will be able to continue with Section C (the JLR applications).

NB: Please check your spam email box so this confirmation is not missed

Section C

Register a **user** and **organisation** for access to JLR Applications



HOME

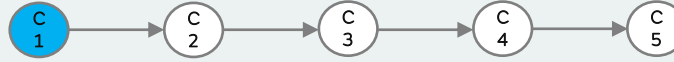
This section of the guide will show you how to register both a user and a new organisation for access to JLR Applications.

If you have not already completed Section A or B, please do so before starting Section C.

[FAQs.....](#) ▶



New User and/or Organisation Access JLR Applications



You will access **JLR Applications** via the JLR Supplier Portal hosted by Covisint, which you may already be familiar with for accessing existing other JLR applications such as **Purchase Order SUS, ePSW, eQAF, eCAR, Accounting Information (BI)** etc.

HOME

Home Arba Search...

Login

User ID: Password: Login

Clicking on Login indicates acceptance of [Terms of Use](#) and Privacy Policy.

▶ [Forgot your Password?](#)

▶ [Check your registration status](#)

JLR Alerts Viewer

JLR Supplier Portal - Public Message

Welcome to the Jaguar Land Rover Supplier Portal

Jaguar Land Rover is a company that brings together two much loved, highly prestigious British car brands. After Tata Motors acquired Jaguar and Land Rover from Ford in 2008, it merged the two marques into a single company and its success has flourished, with memorable vehicles and innovative technologies that add to a long-lasting legacy.

If you are a New Supplier to Jaguar Land Rover and want to register with the portal, [click here](#) to start the registration to the portal

If you are Non Production Purchasing Supplier and currently not registered but need to view the supporting document [click here](#) to access the one drive information

For additional information/support on the JLR Supplier Portal please email llcovis@jaguarlandrover.com

© Jaguar | Land Rover. All Rights Reserved. 2018 Legal
secured by | covisint

1. To access JLR Supplier Portal, open <https://jlr.portal.covisint.com/web/portal/> in your web browser - Google Chrome is our recommended browser however other browsers can be used.

Enter your **Covisint User ID** and **password** then click **Login**

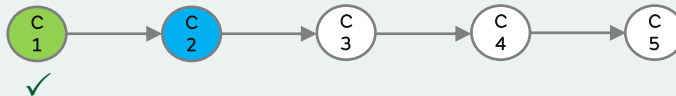
If you don't know your User ID or Password, please see Help or

[utilise the forgot password / check your registration status](#)

HELP..... ▶



New User and/or Organisation Access JLR Applications



My Applications

- JLR Aftermarket SNC
- Edit my applications

FSN Password

To confirm or reset your FSN ID please click on the links below

[Press here for confirmation of your FSN ID.](#)

[Press here to reset your FSN ID.](#)

Invoice Details - Reminder

Jaguar Land Rover preferred method of receiving invoices where appropriate is electronically sent to jlrinfo@jaguarlandrover.com

Whilst email is the preferred route, invoices can also be sent via post to:

JLR Alerts Viewer

Reminder to all Users of the JLR Supplier Portal

Due to an increased number of users having their accounts removed from the JLR portal, we would like to remind all users: How to keep your JLR portal access active. • We encourage all users to log into the Covisint portal (www.covisint.com) and navigate to the Jaguar Land Rover home page (<https://jlr.portal.covisint.com/web/portal/home>) every 90 days to keep the accounts active. • Ensure that any email from Covisint informing users of the impending revoking of their access is actioned immediately. Failure to log into the portal will result in loss of access and service. This will also affect those users requiring to log into services using their FSN ID. We would also like to remind all users of the JLR portal to ensure their email address and contact information is kept up to date on their profile. For any guidance on how to amend your profile/keeping your profile active please email jlrcovis@jaguarlandrover.com

SREA - Version 8 Now available

To all users of the SREA form, please note the form has been revised and the latest copy is available via the STA Process page of the JLR supplier portal. Please note that previous version will no longer be accepted after the 2nd January 2018.

Directed Communications

Receive email alerts when bulletins are published. [Get started >](#)

Status	Subject	From	Publish Date
No bulletins available			

[View All Bulletins](#)

HOME

2. On your Home page you will see a list of your available Applications under the **'My Applications'** header.

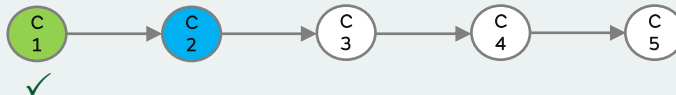
If there is nothing displayed in **'My Applications'** header:

GO TO..... ▶

HELP..... ▶



New User and/or Organisation Access JLR Applications



HOME

3. If you cannot see the application you require in your 'My Applications' header, click the **Applications tab**.

HELP..... ►



My Applications

- JLR Aftermarket SNC
- Edit my applications

FSN Password

To confirm or reset your FSN ID please click on the links below

[Press here for confirmation of your FSN ID](#)

[Press here to reset your FSN ID](#)

JLR Alerts Viewer

Reminder to all Users of the JLR Supplier Portal

Due to an increased number of users having their accounts removed from the JLR portal, we would like to remind all users: How to keep your JLR portal access active. • We encourage all users to log into the Covisint portal (www.covisint.com) and navigate to the Jaguar Land Rover home page (<https://jlr.portal.covisint.com/web/portal/home>) every 90 days to keep the accounts active. • Ensure that any email from Covisint informing users of the impending revoking of their access is actioned immediately. Failure to log into the portal will result in loss of access and service. This will also affect those users requiring to log into services using their FSN ID. We would also like to remind all users of the JLR portal to ensure their email address and contact information is kept up to date on their profile. For any guidance on how to amend your profile/keeping you profile active please email jlrcovis@jaguarlandrover.com

SREA - Version 8 Now available

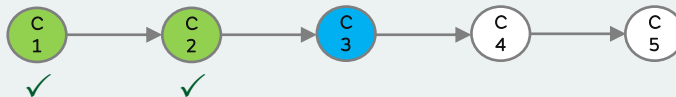
To all users of the SREA form, please note the form has been revised and the latest copy is available via the STA Process page of the JLR supplier portal. Please note that previous version will no longer be accepted after the 2nd January 2018.

Directed Communications

[Receive email alerts when bulletins are published. Get started >](#)

Status	Subject	From	Publish Date
No bulletins available			

New User and/or Organisation Access JLR Applications



Home Applications Achilles Communities AL200 Process Documents Terms and Conditions STA Processes CAD & Draughting Standards AME Arba Search...

User Guides

- SNC Supplier Master Manual
- SNC Supplier Quick Start Manual
- RMA user guide
- RMA Quick Reference guide - RM Supplier Profile
- RMA Quick Reference Guide - T1 Supplier Profile - Revised 28/06/2016
- RMA Sales - Quotation (MSS), PO's and Claims - T1 and RM Supplier Profile

RMA Training Video

document 1

document 2

document 3

document 4

Steps to take to down load and view the training material

- Please download ALL four files below.
- Ensure all files are stored in the same local folder location.
- Open the file named "Open this file only please", this will open the e-learning in your Internet Explorer browser.
- Ensure you use headphones as the course contains and audio commentary.

AMPS Information

VIDEO

AMPS - Supplier Video - Currently Not Available

AMPS - Supplier User Guide

Should you wish to access one of the applications supported by the Jaguar Land Rover Portal, please be advised that these applications have been cloned from Ford Motor Company and therefore you may continue to see Ford logos, material and other applications. When accessing the applications through the Jaguar Land Rover Supplier Portal, suppliers are advised to assume these references also relate to Jaguar Land Rover policies and processes.

The exception to this guidance is references to Ford Q1, which is a Ford Motor Company trademark and does not relate to Jaguar Land Rover. Jaguar Land Rover have launched our own supplier quality awards programme called JLRQ which is separate from Ford Q1.

If you notice a new application package with the words "Test Application"

Please be advised this is a development application only and is not available for general use. Please do not request access to this application as a rejection e-mail will be generated automatically.

As changes are implemented, you will be advised on an application-by-application basis.

Applications

Filter

Show results for:

☐ all filters

☒ any filter

Filter by: Access All

Search

Access	Icon	Name	Summary	Functional Area	Request	Favorite
		3270 Access	Detail	Supplier Development		
		Accounting Information (BI)	Detail	Finance		
<input checked="" type="checkbox"/>		Analytical Warranty System (AWS)	Detail	Quality		☆
		JLR Aftermarket SVC	Detail	Vehicle Programs		
<input checked="" type="checkbox"/>		Automated Issues Management (AIM)	Detail	Product Development		☆
		CSP NG Supplier Community Web Site	Detail	Manufacturing		
<input checked="" type="checkbox"/>		CPVD	Detail	Manufacturing		☆

4. Within the Applications tab look for the JLR application you require. You may need to scroll down the list to locate this if it is not immediately visible. When you find the JLR application link, the display will indicate whether you already have access.

If the name is displayed in **blue text** with a **blue tick** in the Access column, this means you have access to the application.

If the name is displayed in **black text without a blue tick** in the Access column, this means you do not have access and you will need to **request** this. To do this click on the **pencil** icon in the Request column

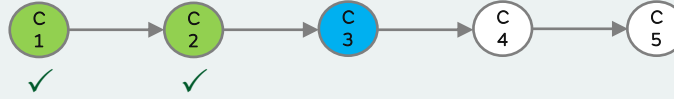
(Certain applications such as eCAR, eAPQP, ePSW, eQAF, MPNR, JLR AMPS, IQM etc. are "Free Issue" and automatically available to all users of the JLR portal.)

If the application is in **black text** with NO Pencil icon in the request column, it must first be requested for the **organisation** by the **CSA**. Click **Go To** for step-by-step instructions.

GO TO..... ►

HELP..... ►

New User and/or Organisation Access JLR Applications



HOME

jlr.portal.covisint.com says:

Are you sure you want to request the "3270 Access" Application?
Selecting "OK" will redirect you to the Administraton Tool to continue registration.
In the Administraton Tool, please select the "Portal" link (upper right corner) after finalizing the registration to return to the current Page.
Selecting "Cancel" will allow you to remain on the current Page and the Application will not be requested.
ATTENTION: Please only request Applications you really need access to or you have been asked to use!
You may not get access, if you or your Company are not defined to use this Application.

OK

Cancel

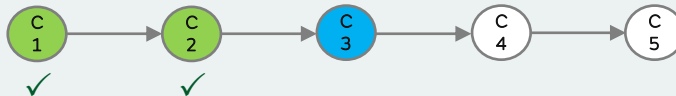
5. After clicking the Pencil icon this pop up will appear confirming the application you are requesting access to.

Click OK to send the request which will be sent to the CSA within your organisation for approval.

HELP..... ►



New User and/or Organisation Access JLR Applications



Welcome Peter Halliwell!

Home Applications Activities Communities A200 Process Documents Terms and Conditions STA Processes CAD & Draughting Standards AME Ariba Search...

User Guides

- SUS user guide
- BI user guide
- RMA user guide
- RMA Quick Reference guide - RM Supplier Profile
- RMA Quick Reference Guide - T1 Supplier Profile - Revised 28/06/2016
- RMA Sales - Quotation (MSS), PO's and Claims - T1 and RM Supplier Profile

RMA Training Video

document 1
document 2
document 3
document 4

Steps to take to download and view the training material

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- Ensure you use headphones as the course contains audio commentary.

AMPS Information

VIDEO ▶ AMPS - Supplier Video - Currently Not Available

AMPS - Supplier User Guide

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Please be advised this is a development application only and is not available for general use. Please do not request access to this application as a rejection e-mail will be generated automatically.

As changes are implemented, you will be advised on an application-by-application basis.

Applications

Filter

Show results for: ☐ all filters ☒ any filter

Filter by: Access All Search

Access	Icon	Name	Summary	Functional Area	Request	Favorite
		3270 Access	▶ Detail	Supplier Development		
		Accounting Information (BI)	▶ Detail	Finance		
<input checked="" type="checkbox"/>		Analytical Warranty System (AWS)	▶ Detail	Quality		☆
<input checked="" type="checkbox"/>		JLR Aftermarket SNC	▶ Detail	Vehicle Programs		☆
<input checked="" type="checkbox"/>		Automated Issues Management (AIM)	▶ Detail	Product Development		
		C3P NG Supplier Community Web Site	▶ Detail	Manufacturing		
<input checked="" type="checkbox"/>		CPVD	▶ Detail	Manufacturing		☆

6. Once access has been granted, the JLR application link will be displayed in blue text with a blue tick in the Access column.

Directly click the application name to open the application and proceed. You may add this link to your favourites list (indicated in Step 3) by clicking the star in the Favourite column.

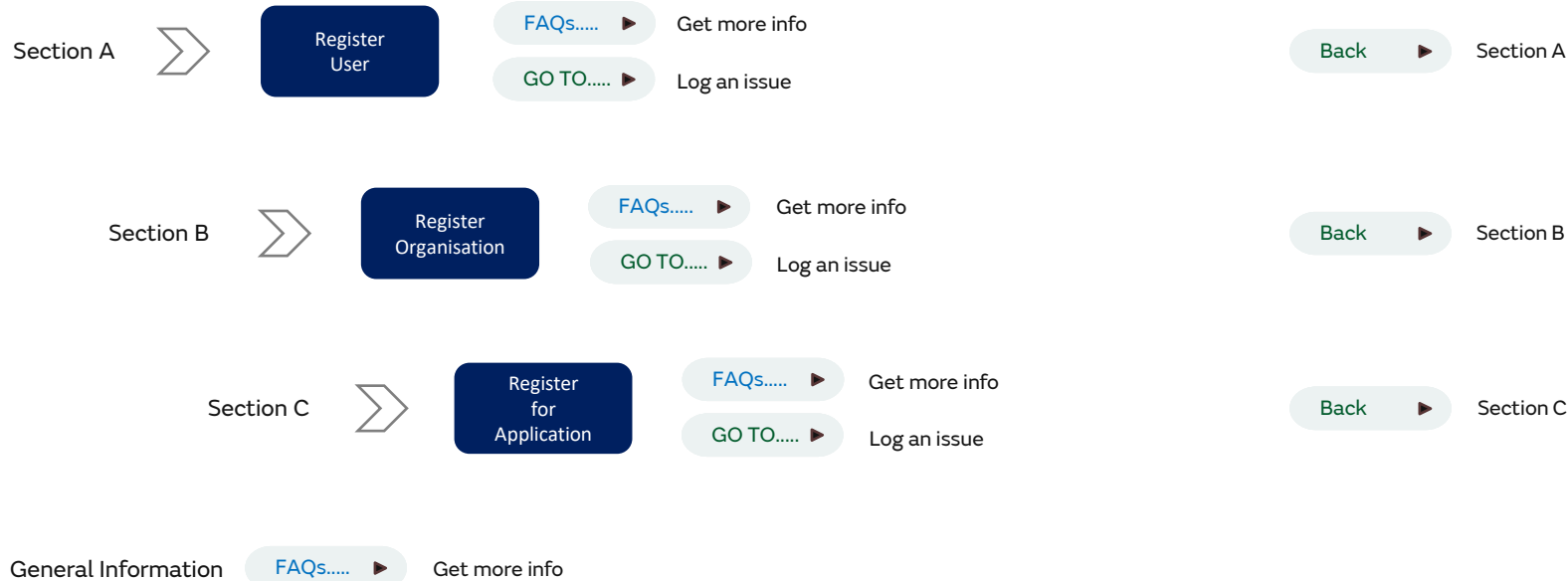
HOME

HELP..... ▶



Should you encounter any issues during the process, the following pages provide additional information to help you as well as details of how to report a problem if you cannot find a resolution yourself.

HOME



SECTION A

Register a **user** for access to the Covisint Portal

HOME

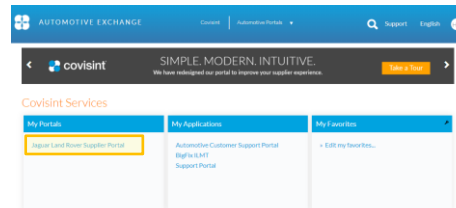
QUESTION

- How do I find who my CSA is?
- What if I haven't had access granted within 1 week
- What if my CSA has left the organisation
- I've registered but I'm unable to access Jaguar Land Rover Supplier Portal

ANSWER

GO TO..... ►

- Contact your CSA
- Download the latest [Security Administrator Change Form](#) and return to supplierportalsupport@opentext.com
- Please confirm that "Jaguar Land Rover Supplier Portal" is displayed on the list of "My Portals".
If not please follow steps [B11-B16](#) to request access to the Portal



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Section A

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Help & Support

How to log an issue



SECTION A

Register a **user** for access to the Covisint Portal

HOME

Please ensure you have read the FAQ pages before logging an issue

For support with any issues during initial Covisint registration please contact the OpenText Covisint Support Portal

Contact OpenText Covisint Support Portal

<https://support.portal.covisint.com/web/portal/home>

- Live Chat
- Open a ticket
- Local Telephone Support

Once registered, for any support accessing Jaguar Land Rover Supplier Portal, please contact the JLRCOVIS helpdesk with the following information

- Title containing your organisation name and supplier code
- What action were you trying to complete
- What problem did you encounter

Send email to: JLRCOVIS@jaguarlandrover.com (Covisint Help Desk)

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Help & Support



SECTION B

Register a **new organisation** for access to the Covisint Portal

[HOME](#)

QUESTION

- What if its not appropriate for me to become the CSA
- What if I haven't had access granted within 1 week

ANSWER

- You will need to cancel the process and identify the correct person to complete the process as first user
- Email JLRCOVIS@jaguarlandrover.com including your GSDB code in the subject

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Section B

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Help & Support

How to log an issue



SECTION B

Register a **new organisation** for access to the Covisint Portal

HOME

Please ensure you have read the FAQ pages before logging an issue

For support with any issues during initial Covisint registration please contact the OpenText Covisint Support Portal

Contact OpenText Covisint Support Portal

<https://support.portal.covisint.com/web/portal/home>

- Live Chat
- Open a ticket
- Local Telephone Support

Once registered, for any support accessing Jaguar Land Rover Supplier Portal, please contact the JLRCOVIS helpdesk with the following information

- Title containing your organisation name and supplier code
- What action were you trying to complete
- What problem did you encounter

Send email to: JLRCOVIS@jaguarlandrover.com (Covisint Help Desk)

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Help & Support



SECTION C

Register a **user** and **organisation** for access to the JLR Application[HOME](#)

QUESTION

ANSWER

- What if I have No User ID or Password:

- Either registration is not complete or see self help for forgotten details

[GO TO..... ►](#)

- What if there is nothing displayed in **'My Applications'** header

- Add the application to My Applications

[GO TO..... ►](#)

- What if the application I require is not available to request from the "Applications" Page

- See how to apply for the application
- If the application is not available for request then the service package request has not been completed for your organisation by your Company Security Administrator (CSA).

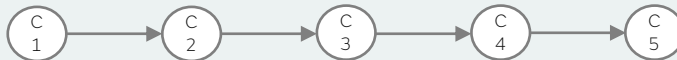
[GO TO..... ►](#)[GO TO..... ►](#)

- How do I find my FSN ID / I don't have an FSN ID

- FSN ID creation takes 3 working days from access being granted to the JLR Supplier Portal.
- You can confirm your FSN ID [here](#)
(n.b you do not need to reset your password, but the page will confirm your current FSNID)

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How to log an issue



SECTION C

Register a **user** and **organisation** for access to the JLR Application

HOME

Please ensure you have read the FAQ pages before logging an issue

If you have been unable to complete the process as described, you can get support by capturing the following information and sending an email to the contact shown below:

- Title containing your organisation name and supplier code
- What step were you on (from C1 to C5)
- What action were you trying to complete
- What problem did you encounter

Send email to: JLRCOVIS@jaguarlandrover.com (Covisint Help Desk)

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Help & Support



QUESTION

- How do I add a sub service package
- How do I add a service package in the partner portal
- How do I change a password
- How do I update / remove old users
- How do I edit my profile
- What does the Help button at the top of the screen do
- What are the portal administration options

ANSWER

- See Covisint Connection & Administration
- See Covisint Connection & Administration
- See Covisint Connection & Administration
- See Covisint Connection & Administration
- See Covisint Connection & Administration
- Use this to contact OpenText Helpdesk if you get any error messages on screen
- Visit the support site at <https://portal.covisint.com/web/supportauto/cca> where you will find user guides, videos and FAQs. There, you can learn more about:
 - * Responsibilities of a Security Administrator
 - * Inviting other users
 - * Managing users and organisations

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GO TO..... ►

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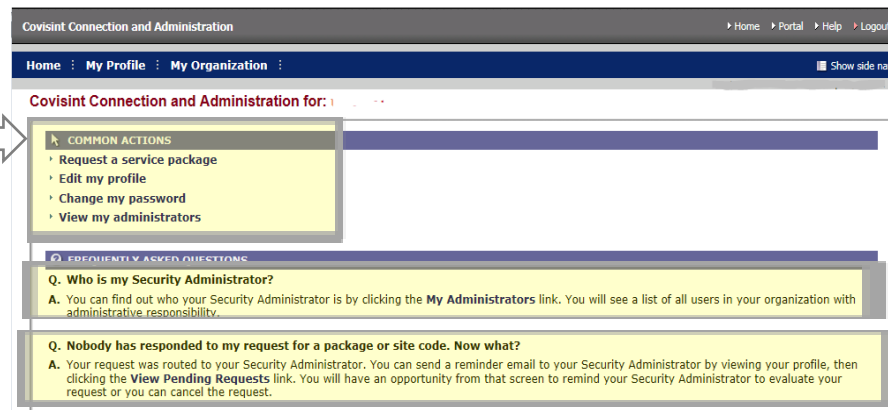
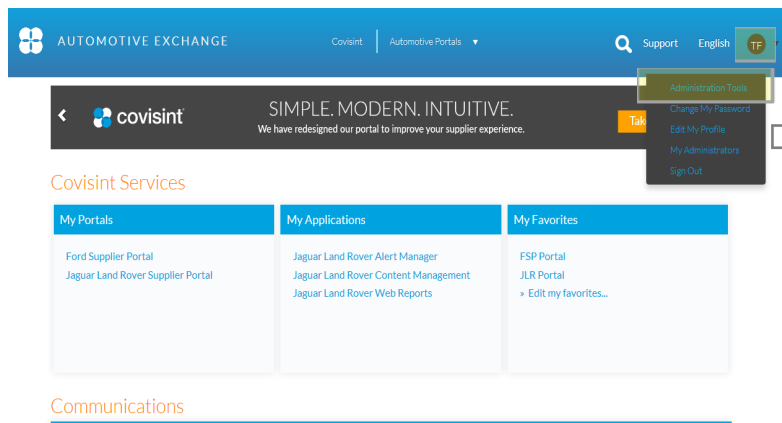
Help & Support

The Covisint Portal provides an 'Administration Tools' function to allow you to make changes to your profile which can be accessed as follows:

[HOME](#)

Sign into Covisint (www.covisint.com) and select 'Administration Tools' by clicking on the down arrow next to your initials

Follow the instructions to find additional information

[Back](#)[FAQs](#)



HOME

End of document

