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

**OVERVIEW**

SECTION A
Register a user for access to the Covisint Portal

SECTION B
Register a new organisation for access to the Covisint Portal

SECTION C
Register a user and organisation for access to the required JLR Applications
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.

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 directly to next required step
- Frequently asked questions
- Tell me how to report a problem
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.

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

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

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
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.

‘find organisation by supplier code’
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.

Your GSDB Code (Vendor Code/Supplier Code) can be found on your JLR Purchase Orders or obtained from your JLR Purchasing Contact.
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.
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’.
6. The next screen will require you to:
   a. Create your Covisint ID. Note the requirements for the ID shown on the screen.
   b. Create your Covisint password. Click show password rules for confirmation of length/structure.
   c. 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’.
7. The ‘select service package(s)’ screen will display. Select the **Jaguar Land Rover Supplier Portal** option under the **Partner Portals** section.

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

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.
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**.

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

Your Company administrators are listed below:

The names on this list will be giving you access.
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.
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’

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

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

2. Click on ‘Begin Registration’ to register a new organisation and first user to become the CSA Covisint Administrator.
3. Select **Register New Organisation**
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.
5. Complete the organisation's details marked * and then click **continue registration**
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’.
7. The next screen will require you to:

a. Create your Covisint ID. Note the requirements for the ID shown on the screen.

b. Create your Covisint password. Click show password rules for confirmation of length/structure.

c. 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.
8. The ‘select service package(s)’ screen will display. Select the ‘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.
New Organisation Registration on Covisint

9. Enter organisations GSDB code and click continue registration.

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

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.
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.

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

3. Click **My Organisation**
New Organisation
Requesting access to additional JLR Applications

4. Click Request a Service Package for my organisation
5. Click on the Request sub-package link under the Jaguar Land Rover Supplier Portal parent portal package.
New Organisation
Requesting access to additional JLR Applications

6. Click the Request button

Screenshot Currently Unavailable
New Organisation
Requesting access to additional JLR Applications

Screenshot Currently Unavailable

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

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:
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
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.
3. When in the screen My Profile, click on the section in the blue box add service package.
4. Put a tick in the box next to **Jaguar Land Rover Supplier Portal** and then click the **Add Checked...** box.
5. The ‘Enter location code for Jaguar Land Rover Supplier Portal’ screen will display.

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.
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'**.

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

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.
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
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.
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.

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.
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;
3. If you cannot see the application you require in your ‘My Applications’ header, click the [Applications tab].
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 it. 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.
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.
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**.
Help & Support

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.
FAQs

SECTION A
Register a user for access to the Covisint Portal

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

• 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
How to log an issue

SECTION A
Register a user for access to the Covisint Portal

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)
QUESTION

• What if it's 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
How to log an issue

SECTION B
Register a new organisation for access to the Covisint Portal

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)
FAQs

SECTION C
Register a user and organisation for access to the JLR Application

QUESTION

• What if I have No User ID or Password:

• What if there is nothing displayed in ‘My Applications’ header

• What if the application I require is not available to request from the “Applications” Page

• How do I find my FSN ID / I don’t have an FSN ID

ANSWER

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

• Add the application to My Applications

• 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).

• 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)
How to log an issue

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)
<table>
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<tr>
<th>QUESTION</th>
<th>ANSWER</th>
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<tr>
<td>How do I add a sub service package</td>
<td>See Covisint Connection &amp; Administration</td>
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<tr>
<td>How do I add a service package in the partner portal</td>
<td>See Covisint Connection &amp; Administration</td>
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<tr>
<td>How do I change a password</td>
<td>See Covisint Connection &amp; Administration</td>
</tr>
<tr>
<td>How do I update / remove old users</td>
<td>See Covisint Connection &amp; Administration</td>
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<tr>
<td>How do I edit my profile</td>
<td>See Covisint Connection &amp; Administration</td>
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<tr>
<td>What does the Help button at the top of the screen do</td>
<td>Use this to contact OpenText Helpdesk if you get any error messages on screen</td>
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<tr>
<td>What are the portal administration options</td>
<td>Visit the support site at <a href="https://portal.covisint.com/web/supportauto/cca">https://portal.covisint.com/web/supportauto/cca</a> where you will find user guides, videos and FAQs. There, you can learn more about:</td>
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<td>* Responsibilities of a Security Administrator</td>
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<td>* Inviting other users</td>
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<td></td>
<td>* Managing users and organisations</td>
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The Covisint Portal provides an ‘Administration Tools’ function to allow you to make changes to your profile which can be accessed as follows:

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
End of document