

## Inactive FSP User Access Help Instructions for Users & CSA's:

**Issue:** When a User has not logged into the Ford Supplier Portal Homepage within a 400-day period, their access to FSP will be inactivated.

**Note:** Users will have received an email notification warning them at 370 days of inactivity that their FSP ID is 370-days inactive, and the communication will provide the user with instructions on how to avoid becoming inactivated. In addition, users will have received an email notification at 400-days of inactivity, informing them that their FSP ID has been inactivated.

**Error Message:** Users will see the following error message once they have been inactivated.

"You have not utilized this package over a 400 day period of time and your account has expired. Please contact your Corporate Security Administrator to have your account reactivated."

**Note:** Once inactivated, a User's CSA must reactivate them.

### How can a User look up its CSA?

- 1.) Go to CCA (Covisint Connection & Administration): <http://us.register.covisint.com>
- 2.) Login with your Covisint ID & password
- 3.) Place your mouse on "My Organization" in left menu bar at the top of the page
- 4.) Click on "View my Organization Administrators" to look up your CSA

**To Reactivate a User, CSAs follow these steps:**

- 1.) Login to the Covisint Home Page with your administrator account
- 2.) Click on Administration Tools in the left hand column menu bar
- 3.) Place your mouse on " My Organization" in left menu bar at the top of the page
- 4.) Click on "View my Organization Service Packages"
- 5.) Under the Partner Portals section, Click on the **Ford Supplier Portal** link
- 6.) Scroll down to the Inactivity Report section (3<sup>rd</sup> section down) and click on the "**View Inactivity Report**" link

organization information	
Name	Ford Motor Company Portal
Address	One American Road WHQ , Dearborn, MI 48126-2798 UNITED STATES
Phone Number	313-323-8660
Fax Number	313-323-1720
URL	<a href="http://www.ford.com">http://www.ford.com</a>
DUNS Number	
Number of FSP Users	212

  

status	
organization status within covisint connection and administration	<input checked="" type="checkbox"/> Active
service package status	<input checked="" type="checkbox"/> Active ( suspend )
last quarterly user audit	2016.02.25 1:53 PM EST performed by BHDGUE01
suspension history	<a href="#">View history</a>
last annual user grant audit	2015.10.05 3:11 PM EDT performed by BHDGUE01

  

service package information	
description	Ford Supplier Portal
owner organization	Ford Motor Company Portal
GSDB code	Q494
service authority organization (SAO)	Ford Motor Company Portal <a href="#">request to change SAO</a>
Organization Name	
other organizations with same authority designation	Ford Motor Company Portal  GitHub Test TLO -- (Independent Corporation Unit)
Service Package	FSP
site codes	<a href="#">view current site codes</a>

  

inactivity report	
description	<a href="#">view inactivity report</a>

7.) Review the list of inactive Users and check the reactivate option for those Users who need to be re-activated.

Covisint Connection and Administration Home Portal Help Log

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

Q494 Smoker - Ford Motor Company Port

**Inactivity Report for: Ford Supplier Portal**

The following users have not accessed the Ford Supplier Portal Package nor any of its subpackages in over 400 days. Ford Supplier Portal policy mandates that users who have not accessed the portal for over 400 days must have their access inactivated. Please note that you have the following options:

- Users who no longer need Ford Supplier Portal access can have the service revoked by clicking the "revoke access" check box
- Users who no longer need access to any Covisint services can be suspended and permanently removed by clicking on the user name and accessing the user profile

**user inactivity upload**

Upload a file:

**Warning!** You should change the sort order prior to making your selections. Changing the sort order will deselect your decisions.

**user inactivity report** sort by  include all divisions

Filter by: subpackage:  duration of inactivity: >  days

details	organization name	user name	Email Address	date since last Ford Supplier Portal access	no action	revoke Ford Supplier Portal access	reactivate Ford Supplier Portal access
You don't have any inactive users							
details	organization name	user name	Email Address	date since last Ford Supplier Portal access	no action	revoke Ford Supplier Portal access	reactivate Ford Supplier Portal access

Records: 0 - Pages: 0 - Show  per page

8.) Click continue to review your decisions

9.) Click submit

If you need further assistance, please contact Covisint Support at the numbers listed below.

COUNTRY	TOLL-FREE NUMBERS	DIRECT DIAL NUMBERS
Argentina	0800.666.0367	001.248.365.2525
Australia	1.800.787.355	001.248.365.2525
Austria	0800/ 291488	+49 (0)6142/1621818
Belgium	0800/ 999 85	+44 191 335 1819
Brazil	0.800.891.6002	11-4348-6983
Canada	866.273.5038	001.248.365.2525
China - North	10800 1301 550	001.248.365.2525
China - South	10800 713 1590	001.248.365.2525
France	0800/ 91 68 77	+44 191 335 1827
Germany	0800/ 1860092	+49 (0)6142/1621820
India	000-800-0016725	+44 191 335 1614
Italy	800/ 780424	+44 191 335 1828
Japan	0066.33.821497	001.248.365.2525
Korea	0807810883	001.248.365.2525

Malaysia	800 80 7658	001.248.365.2525
Mexico	001800.903.2588	001.248.365.2527
Netherlands	0800/ 9494612	+44 191 335 1821
Poland	00800 1112095	+49 (0)6142/1621822
Portugal	800/ 781 400	+44 191 335 1823
South Africa	0801110217	+44 191 335 1824
Spain	900/ 973 274	+44 191 335 1829
Sweden	20109150	+49 (0)6142/1621825
Taiwan	00801 14 8417	001.1.248.365.2525
Thailand	001.800.1.3.200.4876	001.248.365.2525
Turkey	--	+49 (0)6142/1621727
UK	08007/ 834 347	+44 191 335 1826
USA	866.273.5038	001.248.365.2525
Venezuela	0800.100.5987	001.248.365.2525