


Using This Help Section

- **Expand a section:** Click the + link next to a bookmark in order to expand it and view contents within the bookmark.
- **Navigate:** Click on a bookmark to jump to that section.
- **Print a specific bookmark:** Print out a particular bookmark by right clicking on the bookmark, and then selecting **Print Page(s)**. (If you right click on a 'parent' bookmark, all of the 'child' bookmarks will print as well).
- **Print the entire help document:** Click  (Print icon) in the toolbar, or click **File / Print**, then click **OK**. Or click 'Print this User Manual' bookmark.

Who is my Organization Security Administrator?



Your first line of support should be the Security Administrator(s) for your organization, as defined below. If you have questions or need support, seek assistance from your Security Administrator. Work steps for determining “who is my administrator” are described in this module.

Complete the following steps to view your organization administrator(s).

1. Click **My Organization** from the CCA home screen. The My Organization Options screen is displayed.

The screenshot shows the CCA home screen with the following elements:

- Header: Covisint Connection and Administration
- Navigation: Home, Portal, Help, Contact Us, Logout
- Menu: Home, My Profile, **My Organization** (circled in red), Show side nav
- User: Melanie Abston - Covisint
- Section: My Organization: Covisint
- Content: My organization options, including:
 - View my organization profile
 - View my organization services
 - View my organization administrators

2. Click **View my organization administrators**. A list of all Security Administrators for your organization is displayed.

Result

You have successfully viewed all Security Administrators for your organization.

Edit Your User Profile

1. From the **My Profile** drop down menu, click **Edit my Profile**. The Edit Profile screen is displayed. All of the information associated with your user profile can be edited via this screen.

Please keep the User Profile current. Fields marked with an asterisk (*) are required. Click Save Changes when finished.

user information	
*	= required fields
Status:	<input checked="" type="checkbox"/> Active
User ID:	MABSTONSTG
Company/Division Name:	Covisint
Prefix:	<input type="text"/> (Mr., Mrs., Ms., Miss)
*First Name:	Melanie
Middle Name:	<input type="text"/>
*Last Name:	Abston
Job Title:	<input type="text"/>
*Address 1:	1 Campus Marius
Address 2:	<input type="text"/>
Address 3:	<input type="text"/>
*City/Region:	Detroit
*State/Province:	MI
*Postal Code:	48226
*Country:	UNITED STATES
*Phone Number:	313.227.7300
Mobile Phone Number:	<input type="text"/>
Fax Number:	<input type="text"/>
*Email Address:	mabston@covisint.com
Wireless Email Address:	<input type="text"/>
*Time Zone:	(GMT-05:00) Eastern Time (US & Canada)
*Language Preference:	English
*Challenge Question:	Dog's name
	<small>Note: In case you forget your password, you will be asked to answer a challenge question based on what you input in the text box above. Examples: What is my Mother's Maiden Name? What was the name of my high school? There is a 255 character limit on the question and the answer. Both the question and the answer will be accessible to your Security Administrator.</small>
*Challenge Answer	Coco Chanel
	<small>Note: To reset a forgotten password, your answer must match <i>exactly</i> what you input into the text box above. The answer is case and punctuation sensitive. Both the question and the answer will be accessible to your Security Administrator.</small>

The User ID can NEVER be modified.

Throughout this application, hover your mouse over a question mark icon to view help text related to that field.

The email address entered here is the email address where all system-related correspondence will be delivered, such as registration approval, changes to your profile or access. This is also the address where your password will be delivered if a reset is necessary. Be sure to enter an email address to which you have access at any time.

2. Modify the information as desired. Remember that required fields, identified with the bold, red font, red bar, asterisk, must be populated in order to save changes to your profile.




Details about the Challenge Question and Challenge Answer fields.

Security questions are used to verify the identity of a user during password reset. You will be prompted to enter the answer to the security question you create in this field. Important to note that your answer must match exactly as entered here – including upper and lower case.

3. Click **Save Changes**. The changes are immediately applied to your profile, and a success message is displayed.

Result
You have successfully modified your user profile.

Request Service Packages



Service Package: a defined group of one or more applications. By requesting a service package, you can obtain access to additional applications.

1. From the **My Profile** drop down menu, click **Request Service Package**. The request service package screen is displayed.

Covisint Connection and Administration ▶ Home ▶ Portal ▶ Help ▶ Contact Us ▶ Logout

Home : **My Profile** : My Organization : Show side nav

Melanie Abston - Covisint Steps: 1


request service package: Melanie Abston

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
ℹ = additional information needed

service packages	request	more info
Content Management Applications		
Content Management <small>Sub-packages are bundles of applications available for those approved to access Content Management. To request a sub-package of Content Management, please select the 'request sub-package' link below.</small>	☑	access granted
request sub-package (application package)		
DaimlerChrysler Content Management	☑	request
Covisint Internal Applications		
CAS - Covisint Internal	☑	request
Covisint Time Tracker	☑	request
GRID - Covisint Access	☑	request
Covisint Supplied Services		
Asset Recovery System	\$ ☑	request
CATS	☑	request

Note: the following symbols will help you understand attributes of certain packages:



- ☑ Packages already granted to your organization are denoted by a check mark.
- \$ Packages that have associated fees are denoted with a dollar sign.



Note: You are only able to be approved for service packages already granted to your organization. If you request a service or sub-package that is not already granted to your organization, your administrator will need to request those services on behalf of the organization before granting them to you.

[Click here for steps on how to view the service packages granted to your Org.](#)

2. Click **request** next to the package you wish to request. **Note:** You can request Sub Packages of certain portals by clicking on the **request sub-package** link under the applicable Partner Portal Service. The request details screen is displayed.
3. Enter the reason for the request in the open text box. The request reason will help your administrator make appropriate decisions regarding your request.
4. Click **continue** to submit the request. Your request is routed to your administrator for approval
5. Repeat steps 1 – 4 as necessary to request additional service packages.

Result
You have successfully requested access to a service package.

Change Your Password

1. From the **My Profile** drop down menu, click **Change my Password**. The Change Your Password screen is displayed.



It is important to change your password every 90 days to keep your account secure. You will be prompted by the system to change your password as the 90 day expiration date approaches. After 90 days, the system will force a password change during the login process.

Your password must adhere to Covisint security standards. You can view the password rules by clicking **show password rules** on the password-reset page, as displayed in the screen above.

2. In the *Current Password* open text field, key in your current password.
3. In the *New Password* open text field, create a new password that adheres to the Covisint password rules.
4. In the *Re-enter New Password* open text field, key in the newly created password to verify that you have typed it correctly.
5. Click **Submit password change**. The changes are immediately applied to your account.

Result

You have successfully changed your password.

Additional Profile Management Features

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

Melanie Abston - Covisint

view profile for:Melanie Abston

view profile	view service packages																		
<ul style="list-style-type: none"> ▶ edit user profile ▶ view pending requests 	<ul style="list-style-type: none"> ▶ change user password ▶ view request history ▶ request service package ▶ email preferences 																		
<p>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.</p>																			
<p>user status</p> <p style="text-align: center;">Status <input checked="" type="checkbox"/> Active</p>																			
<p>user profile</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tbody> <tr> <td>User Name Melanie Abston</td> <td>User ID MABSTONSTG</td> </tr> <tr> <td>Company/Division Covisint</td> <td>Job Title</td> </tr> <tr> <td>Address 1 1 Campus Martius</td> <td>Email Address mabston@covisint.com</td> </tr> <tr> <td>Address 2</td> <td>Wireless Email Address</td> </tr> <tr> <td>Address 3</td> <td>Phone Number 313.227.7300</td> </tr> <tr> <td>City/Region Detroit</td> <td>Mobile Phone Number</td> </tr> <tr> <td>State/Province MI</td> <td>Fax Number</td> </tr> <tr> <td>Postal Code 48226</td> <td>Language Preference English</td> </tr> <tr> <td>Country UNITED STATES</td> <td>Time Zone (GMT-05:00) Eastern Time (US & Canada)</td> </tr> </tbody> </table>		User Name Melanie Abston	User ID MABSTONSTG	Company/Division Covisint	Job Title	Address 1 1 Campus Martius	Email Address mabston@covisint.com	Address 2	Wireless Email Address	Address 3	Phone Number 313.227.7300	City/Region Detroit	Mobile Phone Number	State/Province MI	Fax Number	Postal Code 48226	Language Preference English	Country UNITED STATES	Time Zone (GMT-05:00) Eastern Time (US & Canada)
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<p>user assigned roles</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 60%;">Role Name</th> <th style="width: 30%;">Description</th> <th style="width: 10%;">date granted</th> </tr> </thead> <tbody> <tr> <td colspan="3" style="text-align: center;">no role is found</td> </tr> </tbody> </table>		Role Name	Description	date granted	no role is found														
Role Name	Description	date granted																	
no role is found																			

If you wish to...	Then...
<p>View your current service package grants</p>	<ol style="list-style-type: none"> 1. Click My Profile menu. 2. Click View my profile option. 3. Click View service packages tab. The View service packages screen is displayed. From this screen, you are able to view packages and sub packages to which you currently have access. To view details of any service package grant, simply click the <i>package name</i>.
<p>View user roles assigned to you</p>	<ol style="list-style-type: none"> 1. Click My Profile menu. 2. Click View my profile option. 3. Scroll to the bottom of the screen to the 'user assigned roles' section to view the list.
<p>View pending requests you have submitted</p>	<ol style="list-style-type: none"> 1. Click My Profile menu.

If you wish to...	Then...
	<ol style="list-style-type: none"> 2. Click View my profile option. 3. Click View pending requests. The View pending request screen is displayed. From this screen, you are able to view packages and sub packages to which you currently have access request pending.
<p>Send a reminder to the administrator regarding a pending request</p>	<ol style="list-style-type: none"> 1. Click My Profile menu. 2. Click View my profile option. 3. Click View pending requests. The View pending requests screen is displayed. 4. Enable the checkbox of each request for which you wish to send a reminder. 5. Click send reminder. 6. Key in the reason for the reminder. 7. Click submit. The reminder is sent to the appropriate Administrators.
<p>Cancel a pending request</p>	<ol style="list-style-type: none"> 1. Click My Profile menu. 2. Click View my profile option. 3. Click View pending requests. The View service packages screen is displayed. 4. Enable the checkbox of each request you wish to cancel. 5. Click cancel pending request. 6. Click submit decision. The request is removed from the Administrator's queue.
<p>Opt out of auto-generated email</p>	<p>(The system automatically sends email notifications for many items. You may</p>

If you wish to...	Then...
	<p>opt out of certain email notification by following the steps provided here)</p> <ol style="list-style-type: none"> 1. Click My Profile menu. 2. Click View my profile option. 3. Click email preferences. The Update your email preferences screen is displayed. 4. Deselect the checkbox of each item for which you do not wish to receive notification. (You are not able to opt out of password reset emails for security reasons). 5. Click Save changes.
<p>View the history of your requests</p>	<ol style="list-style-type: none"> 1. Click My Profile menu. 2. Click View my profile option. 3. Click view request history. A log of your request history is displayed. This log contains the request and approval dates, as well as the approver's name and decision

Result
<p>You have successfully performed additional profile management options.</p>

View Your Organization Profile

1. From the Home screen, click **My Organization**. The Organization Profile screen is displayed for the logged in user.
2. Click **View my organization profile**. Your Organization Profile Screen is displayed.

Home : My Profile : My Organization : Show side nav
 Melanie Abston - Covisint

organization profile for: Covisint

view profile | view service packages | administrator

All organization information is available from this page, including the names of the organization's Security Administrators. If you are a Security Administrator for this organization, you may use the option links below to perform available administrative tasks.

organization status within covisint connection and administration

Status: Active

status options

last quarterly user audit: 2005.06.30 performed by DFEND

last annual user grant audit: 2006.06.20 performed by EXCHNGOP1

organization information

Name: Covisint

Address: 1 Campus Martius, Detroit, MI 48226 UNITED STATES

Phone Number: 313-227-7300 | URL: <http://www.covisint.com>

Fax Number: | DUNS Number: 0

administrator information

Name	User ID	Job Title	Phone Number
Melanie Abston	MABSTON		248-827-4569
Mr. Peter Adams	PADAMS1		248.827.6041
Angela Barry	ABARRY1		313-227-6039

Result

You have successfully viewed organization profile details.

View Your Organization Services


1. From the Home screen, click **My Organization**. The Organization Profile screen is displayed for the logged in user.
2. Click **View my organization services**. Your Organization Services Screen is displayed.



Home : My Profile : **My Organization** : Show side nav
 Melanie Abston - Covisint

view service packages for: Covisint

view profile view service packages administrator

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	2001.10.07 EDT
Secure File Exchange Administration (Covisint Owned)	more info	✓ Active	2004.12.16 EST
Content Management Applications			
 Content Management	more info	✓ Active	2002.03.04 EST
DaimlerChrysler Content Management	more info	✓ Active	2002.09.05 EDT
Covisint Internal Applications			
CAS - Covisint Internal	more info	✓ Active	2002.03.04 EST
Covisint Time Tracker	more info	✓ Active	2004.01.27 EST
GRID - Covisint Access	more info	✓ Active	2003.05.05 EDT
Covisint Supplied Services			
Asset Recovery System	more info	✓ Active	2003.08.13 EDT
CATS	more info	✓ Active	2004.05.04 EDT
Covisint Connect	more info	✓ Active	2003.08.26 EDT

 Click the  sign next to a service package to view additional portal customers that have a unique view of that service package. Some portal customers may have a 'customized' view of a given service package.

Result

You have successfully viewed your organization services.

Request New Home Location Code

1. From the Home screen, click **My Profile**.
2. Click **View my service packages**.
3. Click on the name of the portal service package (i.e. Ford Supplier Portal) for which you wish to request a new location code.

Home : My Profile : My Organization : Show side nav
Melanie Abston - Covisint

One Stop Shop Portal (DEMO) details for: Melanie Abston

The following shows all details about the service package One Stop Shop Portal (DEMO), which is currently granted to this User ID. The status of the package can be active or suspended. If a package is suspended, it is inaccessible to this User ID.

view user profile view user service package list

service package status

status Active

permanently remove service package

service package information

description	home location code
One Stop Shop Portal (DEMO)	COV001 <a>request new home location code

4. Click **request new home location code**.

Request new home location code for Service One Stop Shop Portal (DEMO) for Melanie Abston

You may request a new home location code from the list below to be made available in conjunction with your access to this Service.

Your current home location code is: COV001

select home location code

select	home location code	description	street address	town or city	state	postal code	country code
<input type="radio"/>	H5F4T4	Mmctest	Mmctest	Mmctest		mmctest	AQ
<input type="radio"/>	H6J1D2	testlocation	testlocation	testlocation		testlocati	AL
<input checked="" type="radio"/>	H7V2A3	Testrecord	Testrecord	Testrecord		testrecord	AL
<input type="radio"/>	H7X1M1	Aaachild2	Aaachild2	Aaachild2		aaachild2	AF
<input type="radio"/>	H7X3B5	Aaachild	Aaachild	Aaachild		aaachild	AF
<input type="radio"/>	H7X3B8	Aaultimate	Aaultimate	Aaultimate		aaultimat	AF

submit cancel

5. Enable the radio button of the new home location code, then click **Submit**. You will receive an email with the approval decision from your administrator.

Result
You have successfully requested a new home location code.

Need Additional Support?

Contact your [Security Administrator](#) for additional help.

Create a Support Request Ticket

If you are a registered Covisint user, and have questions that are not answered in either of these General User help guides, you may submit a [support request ticket](#).