

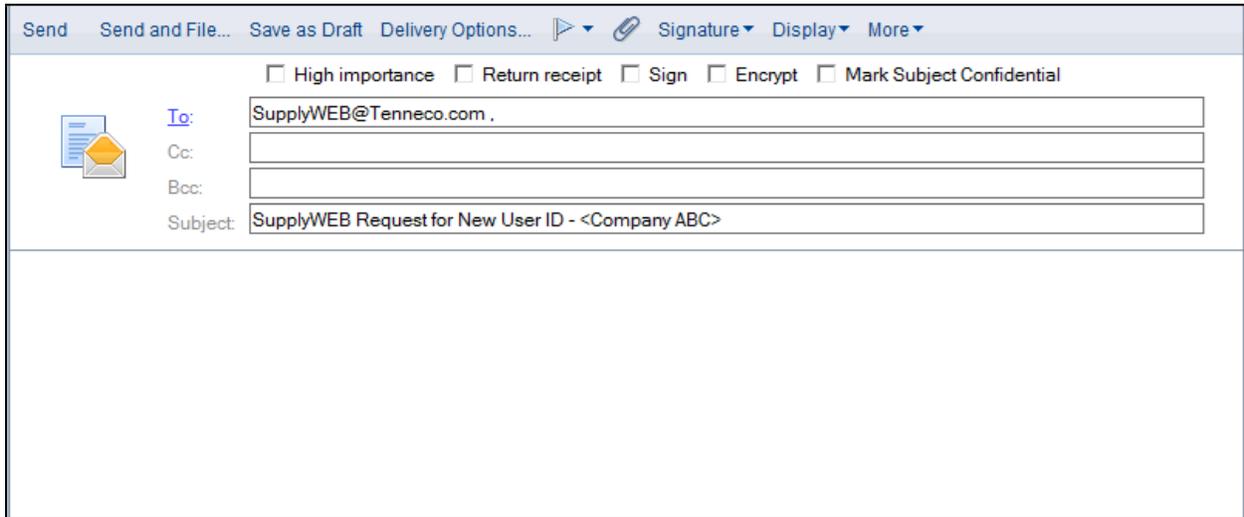
## Purpose

Use this procedure to request new SupplyWEB user accounts, and/or modify an existing user account.

## Procedure

**1.** If you require any modification to your SupplyWEB account information, or require a new account to be created for someone in your company, please DO NOT send this request to Tenneco's Help Desk. DO send the request directly to the SupplyWEB team at [SupplyWEB@Tenneco.com](mailto:SupplyWEB@Tenneco.com)

Any requests for password resets please send to [Service.Desk@Tenneco.com](mailto:Service.Desk@Tenneco.com) and follow the Request Password Reset training document.



The screenshot shows an email composition window with the following fields:

- To:** SupplyWEB@Tenneco.com
- Cc:** (empty)
- Bcc:** (empty)
- Subject:** SupplyWEB Request for New User ID - <Company ABC>

At the top of the window, there are several options:  High importance,  Return receipt,  Sign,  Encrypt, and  Mark Subject Confidential.

**2.** Indicate in the Subject line what it is you are requesting as well as your company's name:

**"Request for New User ID"**

**"Request for Modification"**

**etc.**

High importance  
  Return receipt  
  Sign  
  Encrypt  
  Mark Subject Confidential

**To:** SupplyWEB@Tenneco.com  
**Cc:**  
**Bcc:**  
**Subject:** SupplyWEB Request for New User ID - <Company ABC>

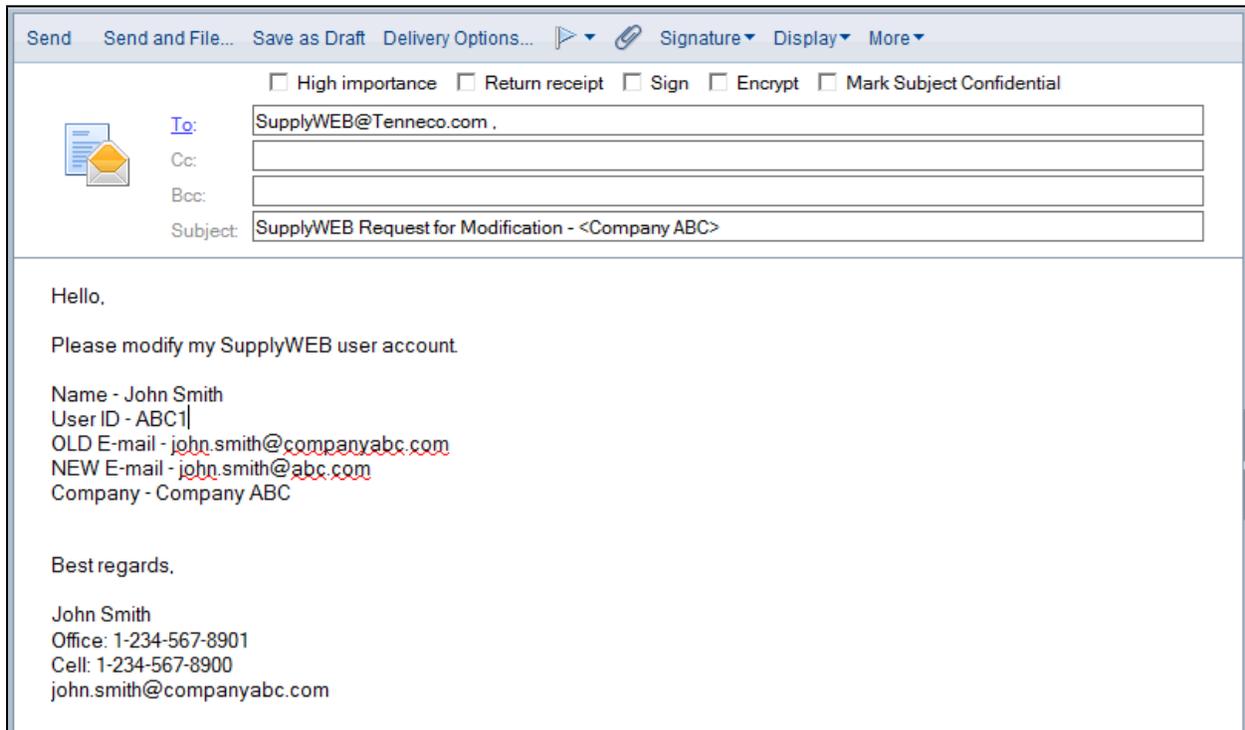
Hello,  
 Please create a new SupplyWEB user account.  
 Name - John Smith  
 E-mail - john.smith@companyabc.com  
 Company - Company ABC  
 Best regards,  
 John Smith  
 Office: 1-234-567-8901  
 Cell: 1-234-567-8900  
 john.smith@companyabc.com

**3.** If you are requesting a new user account, in the body of the e-mail include the following:

**First & Last Name of Contact**

**E-mail Address**

**Company Name**



Send Send and File... Save as Draft Delivery Options... Signature Display More

High importance  Return receipt  Sign  Encrypt  Mark Subject Confidential

To: SupplyWEB@Tenneco.com

Cc:

Bcc:

Subject: SupplyWEB Request for Modification - <Company ABC>

Hello,

Please modify my SupplyWEB user account.

Name - John Smith  
User ID - ABC1  
OLD E-mail - john.smith@companyabc.com  
NEW E-mail - john.smith@abc.com  
Company - Company ABC

Best regards,

John Smith  
Office: 1-234-567-8901  
Cell: 1-234-567-8900  
john.smith@companyabc.com

4. If you are requesting a modification to your contact information, include in the body of the e-mail the following:

**First & Last Name**

**User ID you were assigned**

**Company Name**

And include what needs to be modified as is done in the example above (in this case, the change of e-mail)



Other reasons that you might contact us would be if someone changed positions or left the company and their account can be deleted. Note that if someone took over their position, the old user information can be updated with the new.



## Result

You have successfully requested a new SupplyWEB user account, and/or modification to an existing user account.