

Purpose

Use this procedure to

- obtain your user ID and/or to reset your
- password and/or to get your password
- unlocked

Trigger

Perform this procedure when you are unable to log into the Tenneco Supplier Portal

www.tsp.tenneco.com

Prerequisites

- You or your company have been issued a user ID and password to the Tenneco Supplier Portal

Menu Path

- Select your internet browser to go to the <https://tsp.tenneco.com>

Change History


Change History:

Update the following table as necessary when the document is changed

| Date | Name | Change Description |
|-----------------|-------------------|-----------------------------|
| May 12, 2015 | Tena McPhail | Created in Uperform |
| January 9, 2019 | Erika Riegel | Updated Service Desk email |
| May 14,2024 | Magdalena Stasiak | Updated Titan Support email |

Procedure


1. If you do not recall your user ID, please contact your Tenneco Commodity Buyer.

 TITAN user ID's for submitting PPAP begin with the letters VM or VX. TITAN user ID's for submitting quotes begins with the letters VS. eMRR user ID's for responding to MRR's begin with the letters VQ.

If you do not recall your password follow the steps below

- 1.1. Click on **Forgot your password?**

- 1.2. Enter the required information and click **Submit**.

 If you receive the message "user information is not correct.", email our service desk at titansupport@tenneco.com to reset your password (**you must include your user ID in the email**) You may also call the Tenneco service desk at the numbers listed on the Contact Us link on the log on screen as shown below



2. If your password becomes locked-try again or email our TITAN support (**you must include your user ID in the email**) titansupport@tenneco.com or SNC support (**you must include your user ID in the**

email) snc.support@tenneco.com You may also call the Tenneco service desk at the numbers listed on the Contact Us link on the log on screen as shown above

Result

- You will receive an email with your new temporary password. **IMPORTANT: Please ensure you log in and create your private password within 8 business days or your new temporary password will no longer work.**
- The first time you attempt to log-in with the new temporary password, you will be prompted to change your password. You then need to enter your new temporary password as your old password and create a new private password containing exactly 8 characters (NOTE: your new private password cannot be a password you previously used)