

Purpose

Use this procedure to request a password reset if you are an external user of SupplyWEB.

Trigger

Perform this procedure when you are either locked out of your external SupplyWEB account, or you have forgotten the password.

Prerequisites

- SupplyWEB Username

Menu Path

Use the following menu path(s) to begin this transaction:

- <http://supplyweb.tenneco.com>

Procedure

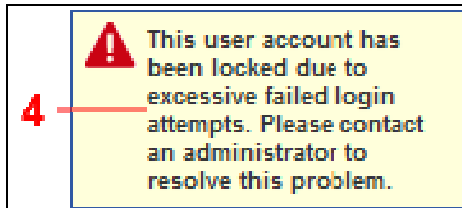
1. Attention SupplyWEB users:

In an effort to streamline password reset support for Tenneco SupplyWEB users, SupplyWEB password resets will now be managed by the Tenneco HelpDesk. The process will include an automated HelpDesk ticket creation. The automated process is expected to deliver more predictable response times when password resets are required. To request a password reset, please follow the process outlined below (If the account is already locked and requires unlocking skip to step [5](#))

2. As required, complete/review the following fields:

Field	R/O/C	Description
Username	Required	A unique identifier assigned to a user account.

3. Click Login button . You do not need to include a password as you are attempting to **fail** login. Repeat this as many times as it takes until you receive the notification shown in step [4](#) (could take up to around a dozen tries).



4. This is the notification that you should see letting you know that the account has been locked. The Tenneco HelpDesk cannot change the password for an account that is not locked.

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

High importance Return receipt Sign Encrypt Mark Subject Confidential

5 To:

Cc:

Bcc:

6 Subject:

5. In the To: field enter the e-mail address Tenneco.HelpDesk@Tenneco.com
6. In the Subject: field enter the title "External SupplyWEB Password Reset - Company Name"

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

High importance Return receipt Sign Encrypt Mark Subject Confidential

To:

Cc:

Bcc:

Subject:

7 Please reset the SupplyWEB password for <Company Name>
SupplyWEB Username <ABC123>

Best Regards,

John Doe
Customer Service
ABC Company, Inc.

7. The body of the e-mail should resemble the example above. The Company Name and SupplyWEB Username are **mandatory**.



Result

You have successfully requested a SupplyWEB password reset with the Tenneco HelpDesk. Your request should be dealt with shortly in a more predictable manner than before.