


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 Covisint Connection and Administration interface. The top navigation bar includes links for Home, Portal, Help, Contact Us, and Logout. Below this, a secondary navigation bar shows Home, My Profile, and My Organization (which is circled in red). A 'Show side nav' button is also visible. The main content area displays 'My Organization: Covisint' and a section titled 'My organization options' with several sub-options: 'View my organization profile', 'View my organization services', 'View my organization administrators', and 'View my organization administrators'.

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



What if the Security Administrator is not valid?. (In situations where that person has left the company, or is on a leave of absence, for example). When this is the case, you may request help from Covisint via email. At that time, Covisint’s Portal Support Team will send you the necessary forms to complete, sign, and fax back to Covisint in order to assist you in obtaining a new Security Administrator for your company. Send an email requesting help to: portalsupp@covisint.com Please be sure to include the following in your email:

- Subject line: Security Admin is Invalid
- Your name and contact information
- Your User ID
- Your Administrator’s name and User ID (as listed in the system)
- Specify your request, such as “the only active administrator for my company no longer works here. Please send me the necessary forms so that I can request a new Security Administrator for my company”.

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.

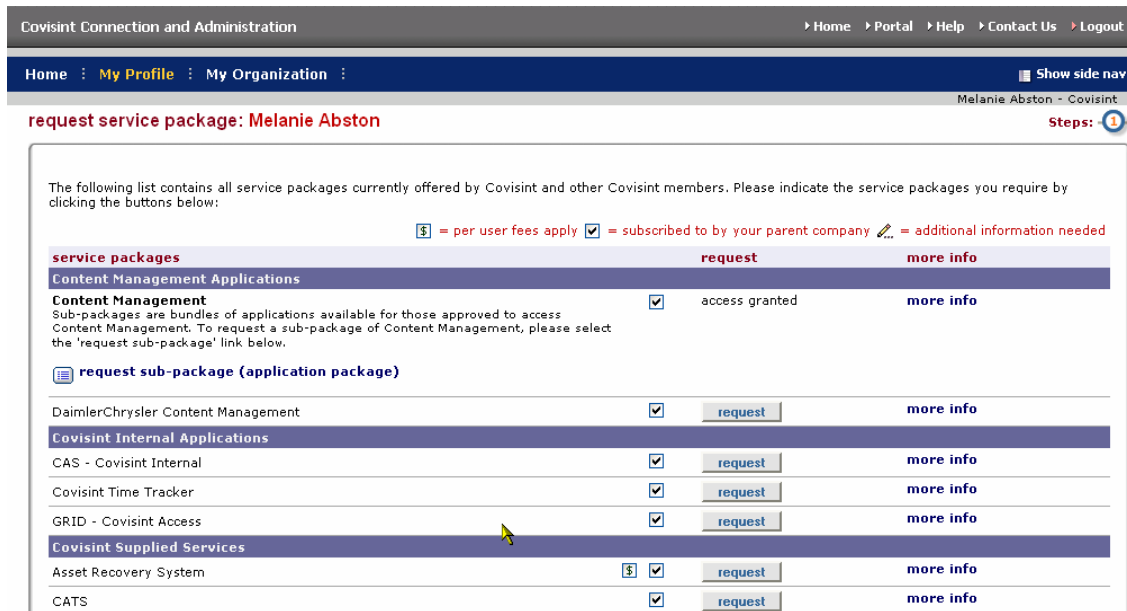
Result
You have successfully modified your user profile.

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


request service package: Melanie Abston Steps: 1

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>	<input checked="" type="checkbox"/>	access granted	more info
request sub-package (application package)			
DaimlerChrysler Content Management	<input checked="" type="checkbox"/>	request	more info
Covisint Internal Applications			
CAS - Covisint Internal	<input checked="" type="checkbox"/>	request	more info
Covisint Time Tracker	<input checked="" type="checkbox"/>	request	more info
GRID - Covisint Access	<input checked="" type="checkbox"/>	request	more info
Covisint Supplied Services			
Asset Recovery System	\$ <input checked="" type="checkbox"/>	request	more info
CATS	<input checked="" type="checkbox"/>	request	more info

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: 30%;">Role Name</th> <th style="width: 40%;">Description</th> <th style="width: 30%;">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>

