

Key to Using this Quick Reference Guide

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Further assistance is available on the Covisint Support page

1. Go to <http://support.covisint.com>
2. Click **“Automotive Support”**
3. Click **“Training”**
4. Click **“Connection and Administration”**
5. Download the **“[Security Admin User Guide](#)”**

Manage Your User Profile

Who is my Organization Security Administrator

1. Click **My Organization**.
2. Click **View my organization administrators**.



What if the Security Administrator is not valid?. Request help from Covisint via email. Send an email requesting help to: portalsupp@covisint.com

Edit Your User Profile

1. From the **My Profile** drop down menu, click **Edit My Profile**.
2. Modify the information as desired
3. Click **Save Changes**.



- The User ID can NEVER be modified
- Hover your mouse over a question mark icon to view help text related to that field
- Be sure to enter an email address to which you have access at any time.

Request Service Packages

1. From the **My Profile** drop down menu, click **Request Service Package**.
2. Click **request** next to the package you wish to request.
3. Enter the reason for request in the open text box.
4. Click **continue**.
5. Repeat steps 1 – 4 as necessary for additional service packages.

Change Your Password

1. From the **My Profile** drop down menu, click **Change Password**.
2. In the New Password open text field, create a new password that adheres to the Covisint password rules.
3. In the Re-enter New Password open text field, key in the newly created password to verify that you have typed it correctly.
4. Click **Submit password change**.

View Your Current Service Package Grants

1. From the **My Profile** drop down menu, click **View my profile**.
2. Click **view service packages** tab.

View Your User Roles

1. From the **My Profile** drop down menu, click **View my profile**.
2. Scroll to the bottom of the screen to view the “user assigned roles” section. If you have roles, they will be listed here.

Manage Your User Profile

View Your Pending Requests

1. From the **My Profile** drop down menu, click **View my profile**.
2. Click **view pending requests** tab.

View History of Your Requests

1. From the **My Profile** drop down menu, click **View my profile**.
2. Click **view request history**.

Cancel a Pending Request

1. From the **My Profile** drop down menu, click **View my profile**.
2. Click **view pending requests** tab.
3. Enable the checkbox of each request.
4. Click **cancel pending request**.
5. Click **Submit decision**.

**Send Pending Request
Reminder to Administrator**

1. From the **My Profile** drop down menu, click **View my profile**.
2. Click **view pending requests** tab.
3. Enable the checkbox of each request
4. Click **Send Reminder**.
5. Key in the reason for reminder.
6. Click **Submit**.

Opt out of email notices

1. From the **My Profile** drop down menu, click **View my profile**
2. Click **email preferences** tab.
3. Deselect the checkbox of each item you for which you do not wish to receive notification. (You are not able to opt out of password reset emails for security reasons).
4. Click **Save changes**.

Request New Home Location Code

1. From the **My Profile** drop down menu, click **View my service packages**.
2. Click on the *name of the portal service package* for which you wish to request a new location code.
3. Click **request new home location code**.
4. Enable the radio button of the new home location code.
5. Click **Submit**.

View Your Organization Profile

1. Click **My Organization**.
2. Click **view my organization profile**.

View Your Organization Services

1. Click **My Organization**.
2. Click **view my organization services**.

Need additional Help?

Find additional support at support.covisint.com

Manage Your Organization's Users

Search My Organization Users

1. From the **search** drop down menu, click **Search for Users in my Organization**.
2. Select search criteria.
3. Click **Search**.

View My Organization Users

1. From the My Organization drop down menu, click **View My Organization Users**.
2. Optionally, click on a *User Name* to view details of that user profile.

Reset a User's Password

1. Perform a user search.
2. From the search results, click on the *name of the user*.
3. Click **reset user password**.
4. Validate the user's identity via the security questions.
5. Click **reset password**.
6. Read first half of password to user.
7. Instruct user to obtain second half of password from his/her email account.
8. Inform user that after logging in with this newly created, temporary password, the user will be prompted / required to change the password.

Specify a User's Password

1. Perform a user search.
2. From the search results, click on the *name of the user*.
3. Click **specify user password**.
4. Validate the user's identity via the security questions.
5. In the *first* New password open text field, key in a new password for this user.
6. In the *second* New Password open text field, key in the password again.
7. State the password to the user.
8. Click **Submit Password Change**. Inform user he/she will be forced to change this temporary password upon the next login.