

The purpose of this document is to help Delphi Supplier users determine the way they should register for Delphi Supplier Portal (DSP) access.

## Commonly Used Terms:

### **Delphi Supplier Portal (DSP)**

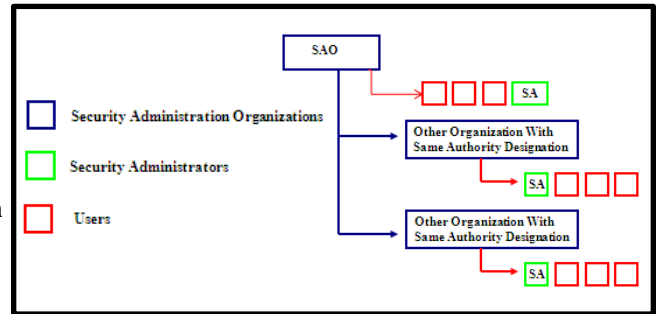
Provides suppliers with information about doing business with Delphi and access to the Delphi Supplier Portal applications

### **Covisint Security Admin (CSA)**

Searches for users' profiles and resets users' passwords.

### **Service Authority Organization (SAO)**

The SAO is the first organization to register under a particular Global Ultimate DUNS. The SAO is responsible for approving User/Division requests within the same organization designation. When the SAO requests access to an application at the organization level, that request will go to Delphi for approval.



Click here for more information: [https://portal.covisint.com/web/supportauto/cca\\_kbase#sao](https://portal.covisint.com/web/supportauto/cca_kbase#sao)

### **Security Administrator (SA)**

A superset of all administrator rights and responsibilities.

An organization can have as many or as few security administrators as desired but must have at least one.

### **Global Ultimate Duns (Top Level Organization)**

Top Level Organization: Global Ultimate Duns

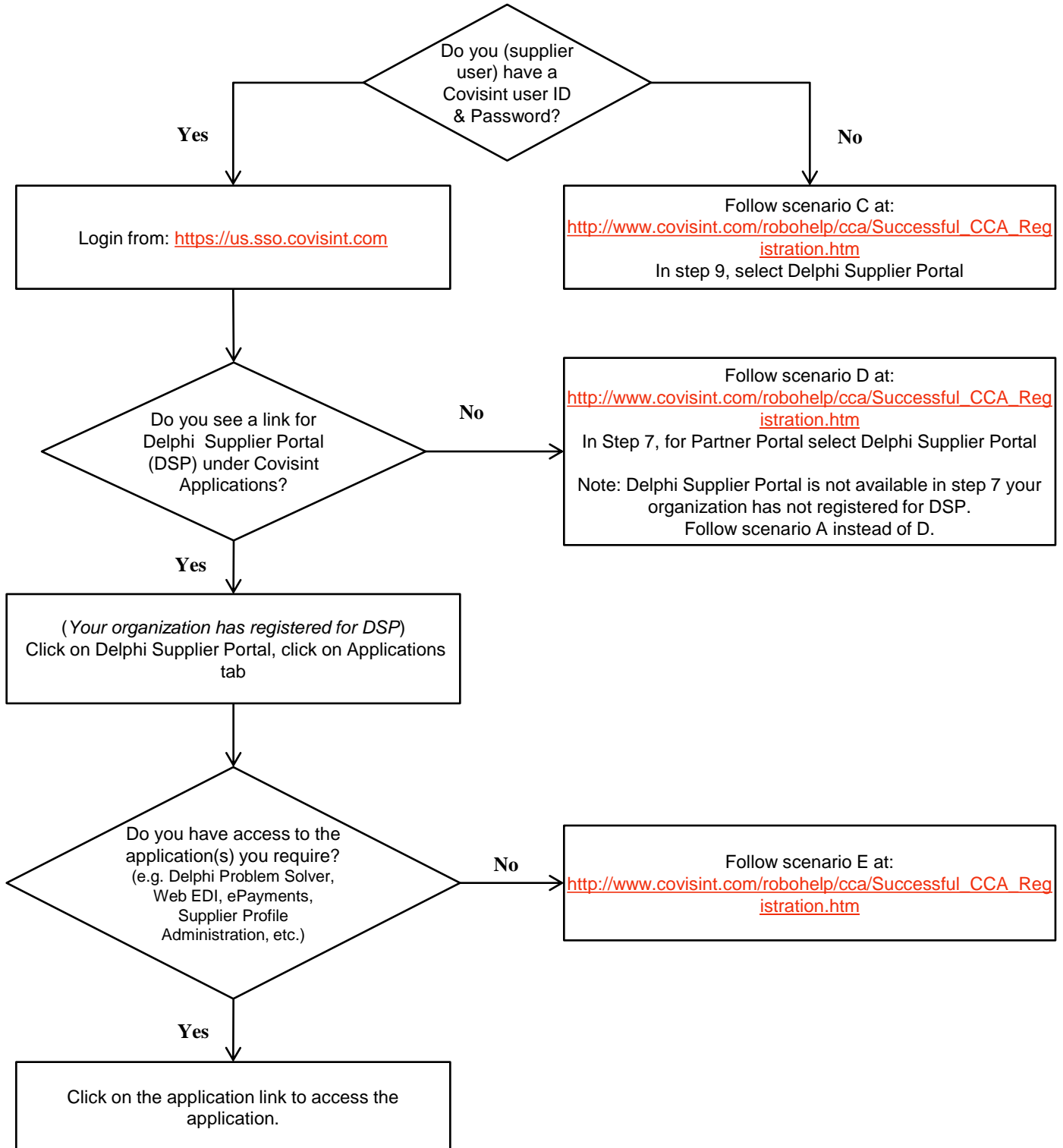
### **Site Code**

Location Duns from Dun & Bradstreet

### **Sub Package**

Delphi Supplier Portal applications:

- Delphi Problem Solver,
- e\*DelphiPay
- Delphi ePayments
- Global Web EDI
- Supplier Profile – Supplier Profile Administration
- Supplier Scorecard
- Supplier Suggestion



### If you are a Security Administrator (SA) and need to:

- ❖ **Add Supplier Profile Administration (Sprof Admin) sub package into your user profile.**
  - Login to <http://delphi.covisint.com> and click Administration Tools
  - Under My Profile tab, select Request a Service Package and click Request Sub Package
  - Select Sprof Admin sub package, then select the site code(s) and click Continue
- ❖ **Add Delphi Supplier Portal and sub package(s) (e.g. Delphi Problem Solver, Web EDI, ePayments, etc.) into your Organization & User profile.**
  - Login to <http://delphi.covisint.com> click Administration Tools
  - Under My Organization tab, select View My Organization Users
  - Click on your name and click Add Service Package
  - Select Delphi Supplier Portal, select Add and click Continue
  - Select your location Duns and click I Agree and click Submit
  - Click Add Another Service Sub Package, select Delphi Supplier Portal and click Add sub package
  - Select Sprof Admin sub package, then select the site code(s) and click Continue
- ❖ **Add site codes for SPROF Admin.**
  - Login to <http://delphi.covisint.com> click Administration Tools
  - Place your cursor over My Organization at the top of the page
  - From drop down menu select View My Organization Users
  - Click on your name, click the View Service Packages
  - Click the “+” sign of the Delphi Supplier Portal
  - Click on SPROF Admin
  - Look for the words Site Codes and click Add Site Codes
  - Select the Location Duns number you want to add
  - Click continue until you have completed all the steps

**Note: If you cannot follow the add process, you need to follow the request process below:**

- ❖ **Request a Sub-Package from your Top Organization Level.**
  - Login to <http://delphi.covisint.com> click Administration Tools
  - Place your cursor over My Organization at the top of the page
  - From drop down menu select Request a Service Package for My Organization
  - Look for the Delphi Supplier Portal and click Request Sub-package link
  - Select the application(s): **Delphi Problem Solver, ePayments, Web EDI, Sprof Admin** etc...
  - Click continue until you have completed all the steps
- ❖ **Request Delphi Supplier Portal Organization Level.**
  - Login to <http://delphi.covisint.com> click Administration Tools
  - Place your cursor over My Organization at the top of the page
  - From the drop down menu select Request a Service Package for My Organization
  - Look for the Delphi Supplier Portal, click Request, and click Continue
  - Select your Duns number and click Continue
  - Scroll to the bottom of the page, click I Agree, and click submit
  - You will get a message at the top of the page that your Request was Successfully Submitted

### If you are a user and need to:

- ❖ **Request site codes for SPROF Admin.**
  - Login to <http://delphi.covisint.com> with your user id a password
  - Click Administration tools on the left side of the screen
  - Place your cursor over My Profile at the top of the page
  - In the drop down menu select View My Service Packages
  - Click the + sign to the left of the Delphi Supplier Portal
  - Click directly on SPROF Admin
  - Look for the words site codes in the middle of the page
  - Click Request Site Codes
  - Select the Duns number(s) you need access to
  - Click continue until you have completed all the steps

## Commonly Asked Questions:

- ❖ **How do I reset my password?**
  - Follow the process outlined at: [https://portal.covisint.com/web/supportauto/cca\\_kbase](https://portal.covisint.com/web/supportauto/cca_kbase)
- ❖ **I tried to add a package to a user and received the following error: "No location codes available." What does this mean?**
  - Some portal packages and sub-packages (Sprof Admin) require site codes be associated with the grant. The error message implies that your organization does not have access to any site codes for that Partner Portal, which is preventing you from performing the grant. You can "Request Additional Site Codes" from your parent administrator. Click My Organization Services to find the Parent, Portal Package. Click the Portal Package to view the grant details. From the details screen, click the Request Additional Site Codes link
- ❖ **Who is my Security Administrator?**
  - You can find out who your Security Administrator is by clicking the My Administrators link inside the application. You will see a list of all users in your organization with administrative responsibility.
  - If you cannot find "Who is my Security Administrator", please contact Covisint helpdesk at: <https://portal.covisint.com/web/supportauto/contactus>
- ❖ **My Security Administrator has left the company. Now what?**
  - Complete and submit the [Security Administrator Change Request Form](#) to change your security administrator. [Download and sign the form.](#)
- ❖ **Nobody has responded to my request for a package or site code. Now what?**
  - Your request was routed to your Security Administrator. You can send a reminder email to your Security Administrator by viewing your profile, then clicking the View Pending Requests link inside the application. You will have an opportunity from that screen to remind your Security Administrator to evaluate your request or you can cancel the request
- ❖ **How do I change the SAO designation?**
  - In the case where multiple distinct CCA organizations have the same parent supplier code attached to a portal grant, the SAO designation can be switched between those related organizations. The organization that currently has the SAO designation must initiate the process. Click View my Organization Service Packages from the My Organization drop down menu. The View Service Package Screen is displayed.
    - Click on the name of the portal service package for which you wish to change the SAO designation. The Details Screen for that service package is displayed.
    - Click request to change SAO. Select the organization to receive the SAO designation. If there are no organizations listed, it means that no other CCA organization has the same parent supplier code for the portal package selected. Review the change and click submit.

## Covisint Control Administration (CCA) Help:

- ❖ **For more details of CCA Manuals, Videos or Knowledge Base Q&A, go to:**  
[https://portal.covisint.com/web/supportauto/cca\\_kbase](https://portal.covisint.com/web/supportauto/cca_kbase)

## Delphi Service Desk:

- ❖ **To obtain a Delphi Service Desk ticket from a service desk agent, go to:**  
<http://delphi.covisint.com> and click Delphi Portal Applications Help Desk Information under Frequently Used Documents
- ❖ **To send an email to an application email support mailbox, go to:**  
<http://delphi.covisint.com>, click Contact Delphi, click Delphi Supplier Portal Contacts and select the appropriate application email link