Vendor Gateway – Account Management Job Aid

This job aid is meant to assist you with basic Account Management issues with using Vendor Gateway.

1. Log in:

There are three main reasons that you will receive a login error message:

1. Passwords expire after 45 days of no use
   a. Main User ID: Contact Gateway.Vendor@deepwater.com to unlock your account
   b. Additional/Internal User IDs can be unlocked from the Main User ID
2. Passwords are case sensitive
   a. Check to see if CAPS LOCK is turned on
   b. Be sure to include any special characters
3. User ID is keyed incorrectly
   a. Check to see if CAPS LOCK is turned on
   b. You must include any leading zeroes (*Example: 0000139807 not 139807*)

2. Passwords:

Passwords must include one of the following valid special characters:

> ! @ # $ % ^ & * ( ) - _ = + \ | [ ] { } ; : / ?

The system will allow you to enter and save a password that does not contain a special character, but you will not be able to use that password to login to the system.

1. To change a password, select the "Change My Password" hyperlink from the Menu:

GATEWAY
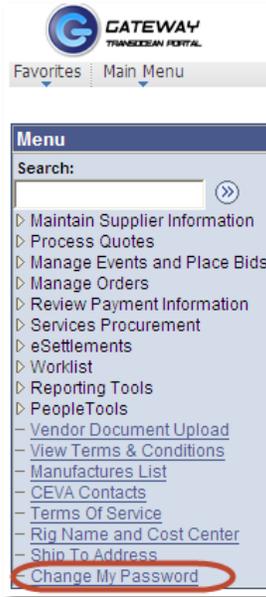
2. Fill in the mandatory fields then click on Change Password.

3. New Users:

When creating a new user there are two required roles: **TI_SUPPLIER** and **TI_SUPPLIER_VENDOR**

If both required roles are not selected, the new user will not be able to login to the system.

Setup User

Logon Information

User ID:	InternalUserID
Description:	Internal User

(Examples: Fred Smith, AP Department or Buyer)

Account Locked Out?: ☐ (Click here to disable the access to the system for this user)

Operator Password (Encrypted): ●●●●●●●●●●

Confirm Password: ●●●●●●●●●●

E-mail Address: tishie.felts@deepwater.com

Language Code: English ▾   Currency Code: USD 🔍

Rate Type: Average ▾

User Roles

Role Name	Description		
TI_SUPPLIER	Supplier User		Delete
TI_SUPPLIER_VENDOR	Base Supplier Access		Delete

Add a User Role

Supplier Access

Name		
TEST VENDOR		Delete

Add a Supplier

Save   Return to Search List

* Required Field

4. Contact Management:

When you need to update the e-mail address for PO and bid notifications, you can edit this information yourself.

1. Navigate to the Contacts screen and click on the Edit button next to the contact you want to update.

Note: The first contact listed should be for **SALES**; the associated contact information will be applied to all PO and bid notifications. The second contact listed should be for **ENHANCED REMITTANCE**; the associated contact information will be applied to all payment notifications.

2. Update the desired information. Click on Save.