

# 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](mailto: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*)



The screenshot shows the Oracle PeopleSoft Enterprise login interface. At the top, the Oracle logo is displayed in red, followed by "PEOPLESOFT ENTERPRISE" in black. Below this, a red warning triangle icon is positioned above the error message: "Your User ID and/or Password are invalid." To the right of the error message is a "Select a Language:" section with a list of language options: English, Dansk, Français, Italiano, Nederlands, Polski, Suomi, Čeština, 한국어, ไทย, 繁體中文, UK English, Español, Deutsch, Français du Canada, Magyar, Norsk, Português, Svenska, 日本語, Русский, 简体中文, and العربية. Below the error message, there are two input fields: "User ID:" and "Password:", each with a text box. A "Sign In" button is located below the password field.

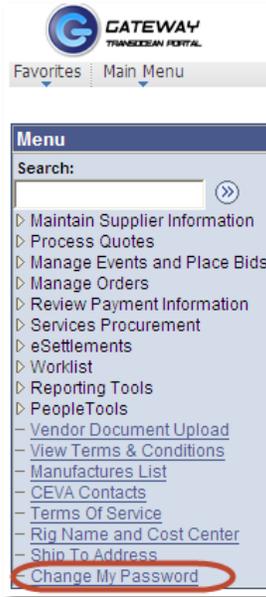
## 2. Passwords:

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:



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

A screenshot of the 'Change Password' form. The form is titled 'Change Password' and displays the user's ID as 0000139807 and the description as TEST VENDOR. There are three input fields: '\*Current Password:', '\*New Password:', and '\*Confirm Password:'. The 'Change Password' button is circled in red.

### 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.

Favorites Main Menu > Maintain Supplier Information > User Profiles

## 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.

Favorites | Main Menu > Maintain Supplier Information > Contacts

### Maintain Contacts

#### Current Contacts

TEST VENDOR

Current Contacts			
Description	Name		
<a href="#">SALES</a>	GEORGE REYNOLDS	<b>Edit</b>	Delete
<a href="#">ENHANCED REMITTANCE</a>	BEK KEP	Edit	Delete

[Add a New Contact](#)

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.

Favorites | Main Menu > Maintain Supplier Information > Contacts

### Maintain Contacts

#### Contact Information

TEST VENDOR

Description:

Name:

Email ID:

URL:

Location:

Role:

Status:

Telephone Information					
*Type	Prefix	Phone	Ext		
Business		985/631-1508		Add	Delete
FAX		985/631-2067		Add	Delete

[Return to Contact List](#)      [Future Contacts](#)

**Save**

\* Required Field