

Troubleshooting Supplier Portal Sign In Issues

Quick Reference Guide

Purpose: This document provides instructions to troubleshoot issues that a user may experience when trying to sign in to the Supplier Portal.

Audience: Ascension Supplier Portal users

Contents

General Information

Unable to Enter User ID and Password

Oracle PeopleSoft Error When Signing In


General Information

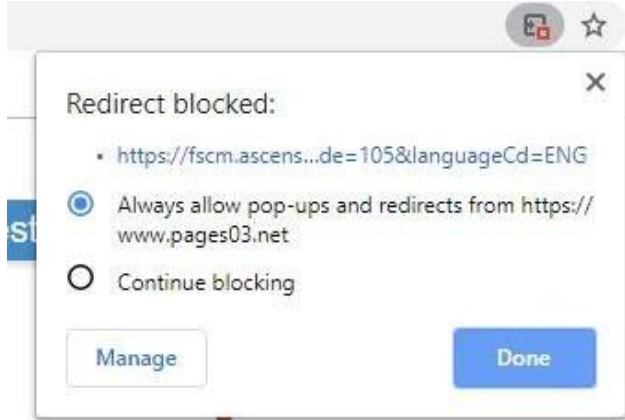
- Your user ID and password for the Ascension Supplier Portal are both case sensitive.
- Supplier Portal user IDs will be locked for the following reasons:
 - User has not logged in for 180 days or longer
 - User failed 5 attempts to log in
- If you cannot remember your user ID for the Supplier Portal, please call the MSC Supplier Line at 317-334-8363. You will need to provide the email address that is on file for your user ID to allow our team to look up the account for you.
- Suppliers located outside the United States will not be able to log in to the Ascension Supplier Portal. We apologize for this inconvenience. You can still access the FAQs, Announcements, SARA tool, Sales Tax Exemption Certificate library, and other resources available at <https://supplierportal.ascension.org>.

Unable to Enter User ID and Password

1. If you see a blank box or an error message when you click the Sign In button at the top right, it is most likely because your browser is blocking the pop up window.



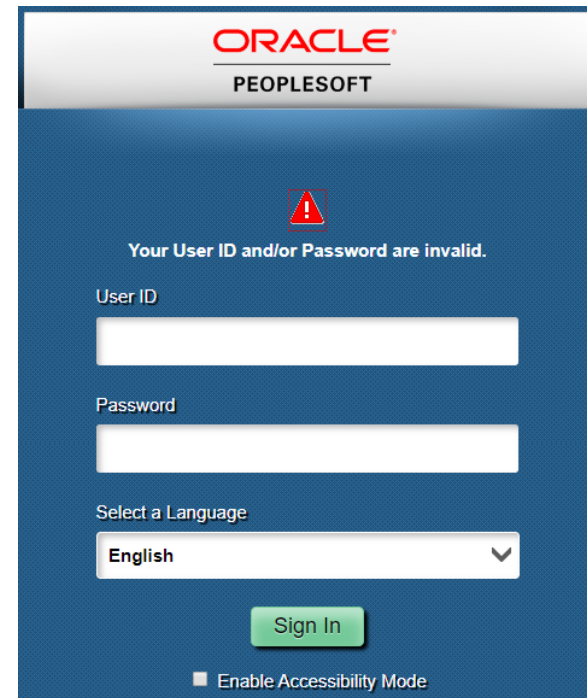
2. There will be an icon in your browser's address bar indicating that the pop-up has been blocked.
- 
3. Click the icon and select the option to allow pop-ups and redirects from this page.



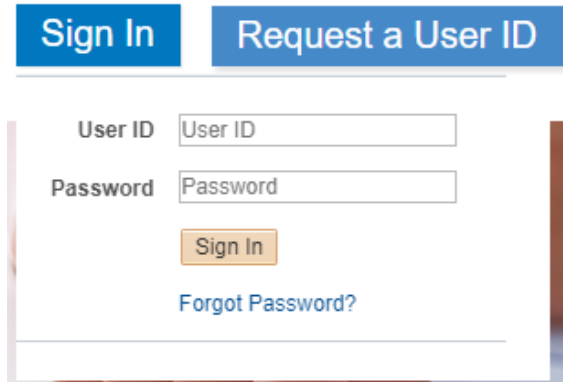
4. Click the Sign In button at the top right and you will now see a pop-out that allows you to enter your user ID and password.



Oracle PeopleSoft Error When Signing In

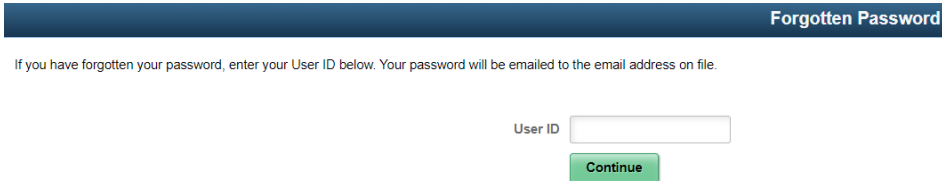


1. If you receive an Oracle PeopleSoft error after clicking Sign In that your user ID and/or password are invalid, this could be for any of the following reasons:
 - a. Your user ID or password were not entered correctly. Remember that both are case sensitive.
 - b. Your account has been locked due to inactivity or multiple failed attempts to log in.
2. If you receive this error message, please attempt to reset your password by navigating back to <https://supplierportal.ascension.org> and clicking the Sign In button then the Forgot Password link.



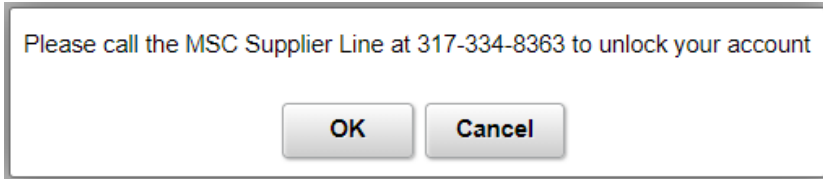
The form has two tabs: "Sign In" and "Request a User ID". Under the "Sign In" tab, there are two input fields: "User ID" and "Password". Below these fields is an orange "Sign In" button and a blue link "Forgot Password?".

3. Enter your user ID and click the Continue button.



The form has a dark blue header with the text "Forgotten Password". Below the header, it says "If you have forgotten your password, enter your User ID below. Your password will be emailed to the email address on file." There is a "User ID" input field and a green "Continue" button.

4. If you receive an error message, this means your account has been locked either due to inactivity or multiple failed attempts to sign in. Please call the MSC Supplier Line to unlock your account. You will need to provide your user ID, the email address that is on file for that user ID, and your 10-digit Ascension supplier ID number in order for us to unlock the account for you.



The dialog box has a light gray background and a thin border. It contains the text "Please call the MSC Supplier Line at 317-334-8363 to unlock your account" in blue. At the bottom, there are two buttons: "OK" and "Cancel".

5. If your account is not locked, a new password will be emailed to the email address we have on file for your user ID. Navigate back to <https://supplierportal.ascension.org> and click the Sign In button. Enter your user ID and the new password that was emailed to you to sign in.
6. Once you have signed in, please update your password. Refer to the Quick Reference Guide [Updating Supplier Portal Account Information](#) for instructions to update your password.