FD3.01 - Home Page

SUPPORT

Covisint | Automotive Portals ▾   **Sign In   Support   English**

- 🏠 **Home**
- 💬 Chat
- ✇ Open Ticket
- ☰ Tickets
- ☎ Contact Us
- 🔍 Knowledge Base

Search the Knowlege Base

[   ]   **Search**

🔧 **Issue** for two step verification questions or issues please contact GM at: +1 866-756-0692 ⌄

| Chat 💬 | Open Ticket ✇ | Tickets ☰ | Contact Us ☎ | Knowledge Base 🔍 |

Content Portlet

▶ How to add/remove site codes

▶ How to edit your home location code

▶ How to change your organization's security administrator

▶ How to remove a portal or application from a user

SUPPORT

Covisint | Automotive Portals ▼   Support   English   MB ▸

🏠 Home   💬 Chat   🏷 Open Ticket   ☰ Tickets   📞 Contact Us   🔍 Knowledge Base

Search the Knowlege Base

[   ]   **Search**

🔧 **Issue** for two step verification questions or issues please contact GM at: +1 866-756-0692   ⌄

| Chat 💬 | Open Ticket 🎟 | Tickets ☰ | Contact Us 📞 | Knowledge Base 🔍 |

Content Portlet

▸ How to add/remove site codes

▸ How to edit your home location code

▸ How to change your organization's security administrator

▸ How to remove a portal or application from a user

SUPPORT

Covisint | Automotive Portals ▼   **Support**   **English**   MB ›

🏠 Home   💬 Chat   🏷 Open Ticket   ☰ Tickets   📞 Contact Us   🔍 Knowledge Base

Search the Knowlege Base

[   ]   **Search**

🔧 **Issue** for two step verification questions or issues please contact GM at: +1 866-756-0692   ⌃

Location: Global (GLOBAL)   **Status:**

Category: On-Going Issues   **Priority:** High

Major Service: Covisint Portal Support   **Notified:** 12-Dec-2017 09:34:01

Sub Service: **Start:** 12-Dec-2017 09:34:01

Description: for two step verification questions or issues please   **Last Update:** 13-Dec-2017 16:24:09
contact GM at: +1 866-756-0692

Additional Details:

Chat	Open Ticket	Tickets	Contact Us	Knowledge Base
💬	🎟	☰	📞	🔍

SUPPORT

Covisint | Automotive Portals ▼   Support   English   MB ▼

| 🏠 Home | 💬 Chat | ✎ Open Ticket | ☰ Tickets | 📞 Contact Us | 🔍 Kn |

AdministrationTools

Change My Password

Edit My Profile

My Administrators

Sign out

Search the Knowlege Base

🔧 **Issue** for two step verification questions or issues please contact GM at: +1 866-756-0692 ⌄

| Chat 💬 | Open Ticket ✎ | Tickets ☰ | Contact Us 📞 | Knowledge Base 🔍 |

Content Portlet

▸ How to add/remove site codes

▸ How to edit your home location code

▸ How to change your organization's security administrator

▸ How to remove a portal or application from a user

Covisint Support

SUPPORT

Covisint   Automotive Portals ▼   **Support**   **English**   MB ▸

🏠 Home   💬 Chat   ✏ Open Ticket   ☰ Tickets   📞 Contact Us   🔍 Kno

한국어

Português

✓ English

日本語

Deutsch

Italiano

Español

Français

中文

Search the Knowlege Base   arch

🔧 **Issue** for two step verification questions or issues please contact GM at: 2 ⌄

Chat

Open Ticket

Tickets

Contact Us

Knowledge Base

FD07 - Chat

SUPPORT

Covisint | Automotive Portals ▼

Support   **English**   MB ▼

🏠 Home   💬 Chat   ✏ Open Ticket   ☰ Tickets   📞 Contact Us   🔍 Knowledge Base

Search

Issu

Notes

Chat

Covisint Support | Live Chat   ✕

https://livechat.boldchat.com/

SUPPORT | **Live Chat**   Chat Hours: English and Spanish 24/7

How can we help you today?

Your Name   Melissa Bass

Email   bassm@opentext.com

Product Line   select ▼

Your Question

Start Chat

Base

▶ How to add/remove site codes

▶ How to edit your home location code

▶ How to change your organization's security administrator

▶ How to remove a portal or application from a user

Covisint Support

SUPPORT

Covisint | Automotive Portals ▾

Support **Deutsch** MB ▾

🏠 Startseite | 💬 Chat | ✏ Ticket öffnen | ☰ Tickets | 📞 Kontakt | 🔍 Knowledge Base

Searcl ch

🔧 Issu ⌄

Notes

Chat

Base

Covisint Support | Live Chat ✖

🔍 https://livechat.boldchat.com/ ☰

SUPPORT | **Live Chat**

Chat Hours: English and Spanish 24/7

Wie können wir Ihnen heute behilflich sein?

Der Chat ist momentan nicht auf Deutsch verfügbar. Weiter auf Englisch chatten.

Name | Melissa Bass

Email | bassm@opentext.com

Produktlinie | select ▾

Ihre Frage |

Chat beginnen

▸ How to
▸ How to
▸ How to change your organization's security administrator
▸ How to remove a portal or application from a user

SUPPORT

Covisint | Automotive Portals ▾

Support   Français   MB ▾

🏠 Page d-accueil   💬 Chat   ✎ Ouvrir un Ticket   ☰ Tickets   📞 Contactez   🔍 Knowledge Base

Recherch
erche

Issu

Chat   Base

Covisint Support | Live Chat ✖

🔍 https://livechat.boldchat.com/   ☰

SUPPORT | **Live Chat**

Chat Hours: English and Spanish 24/7

How can we help you today?

Le chat n'est pas supporté en français. Continuer à discuter en anglais.

Name   Melissa Bass

Email   bassm@opentext.com

Product Line   select ▾

Your Question

Start Chat

▶ How to

▶ How to

▶ How to change your organization's security administrator

▶ How to remove a portal or application from a user

Covisint Support

Q

☰

SUPPORT   Covisint | Automotive Portals ▼   **Support**   **English**   MB ▼

🏠 Home | 💬 Chat | ✎ Open Ticket | ☰ Tickets | 📞 Contact Us | 🔍 Knowledge Base

Search

Issu

Notes

Chat

How to
How to
How to
How to

Covisint Support | Live Chat   ✕

← → C   🔍 https://livechat.boldchat.com/   ☰

SUPPORT │ **Live Chat**   Chat Hours: English and Spanish 24/7

[**Melissa Bass**] I'm having trouble with updating the administrator for my account

Please wait for the next available operator.

[**Abdel**] Hello, my name is Abdel, I am happy to help you today.

[**Melissa Bass**] Thank you, what information do you need?

[**Abdel**] I see you have three customer accounts. Which account would you like to update?

I

Send

🖨   ✉

End

Base

© Copyright 2018 OpenText Corp. All Rights Reserved. Legal

SUPPORT

Covisint | Automotive Portals ▼

Support   English   MB ▼

🏠 Home   💬 Chat   🏷 Open Ticket   ☰ Tickets   📞 Contact Us   🔍 Knowledge Base

Search

Issu

Notes

Chat

Base

Covisint Support | Live Chat   ✖

https://livechat.boldchat.com/

SUPPORT | Live Chat

Chat Hours: English and Spanish 24/7

Would you like the transcript of your chat?

If you would like a copy of the transcript emailed to you, please enter your email address.

Your email   bassm@opentext.com

Send

Content Portlet

▶ How to add/remove site codes

▶ How to edit your home location code

▶ How to change your organization's security administrator

▶ How to remove a portal or application from a user

FD3.02 - Open Ticket

SUPPORT

Covisint | Automotive Portals ▼ | **Sign In** | **Support** | **English** | ▶

⌂ Home   💬 Chat   ✎ Open Ticket   ☰ Tickets   ☎ Contact Us   🔍 Knowledge Base

Search the Knowlege Base   [   ]   **Search**

Open a New Ticket

Already have an account? <u>Sign in</u> to open and edit your tickets, and access more Knowledge Base content.

Contact Information

Company Name (required)
[   ]

First Name (required)
[   ]

Last Name (required)
[   ]

Email Address (required)
[   ]

Phone Number (required)
[   ]

Urgency
[Normal   ▼]

Language
[English   ▼]

Preferred Contact Method
[Email   ▼]

Product Line (required)
[select   ▼]

Issue Type (required)
[select   ▼]

Subject (required)
[   ]

Description (required)
[   ]

Attachments

The number of attachments is unlimited but **each file cannot exceed 10MB.**

Supported file types: jpg, gif, png, jpe, jfif, avi, txt, log, doc, pdf, htm, html

File Name	Size	Status

⊕ Add files   **0b**   **0%**

Send a copy of this ticket by email to:

[example@email.com   ]

separate email addresses with commas

☐ I am not a robot.   ↻ reCAPTCHA

Open Ticket

Covisint   Automotive Portals ▼   **Sign In**   **Support**   **English**   ▶

⌂ Home   **💬 Chat**   **✏ Open Ticket**   **☰ Tickets**   **📞 Contact Us**   **🔍 Knowledge Base**

Search the Knowlege Base

[   ] **Search**

Open a New Ticket

> **Already have an account?** <u>Sign in</u> to open and edit your tickets, and access more Knowledge Base content.

Contact Information

Company Name (required)

Bob's Mufflers

First Name (required)

Jenny

Last Name (required)

[   ]

This field is required.

Email Address (required)

jenny@bobsmufflers

Please enter a valid email address.

Phone Number (required)

1-555-555-5555

Urgency

Normal ▼

Language

English ▼

Preferred Contact Method

Email ▼

Product Line (required)

Automotive ▼

Issue Type (required)

License ▼

Subject (required)

license not working

Description (required)

Please advise.

Attachments

The number of attachments is unlimited but **each file cannot exceed 10MB.**

Supported file types: jpg, gif, png, jpe, jfif, avi, txt, log, doc, pdf, htm, html

File Name	Size	Status

⊕ Add files   **0b**   **0%**

Send a copy of this ticket by email to:

bob@bobsmufflers.com

separate email addresses with commas

☑ I am not a robot.   ↻ reCAPTCHA

Open Ticket

SUPPORT

Covisint | Automotive Portals ▼ **Sign In** **Support** **English**

🏠 Home   💬 Chat   ◈ Open Ticket   ☰ Tickets   📞 Contact Us   🔍 Knowledge Base

Search the Knowlege Base

[   ] **Search**

Ticket Created Sucessfully

Your Ticket # is **1-3206177321**

You will receive email confirmation of your ticket.

Please reply to this email to make updates to your ticket. Make sure your ticket # is in the subject line.

🏠 Home   💬 Chat   ✎ Open Ticket   ☰ Tickets   📞 Contact Us   🔍 Knowledge Base

Search the Knowlege Base

[   ]   **Search**

Open a New Ticket

Customer Account (required)

| select   ▼ |

Product Line (required)

| select   ▼ |

Issue Type (required)

| select   ▼ |

Subject (required)

[   ]

Description (required)

[   ]

Urgency

| Normal   ▼ |

Language

| English   ▼ |

Phone Number

[1-555-555-5555 x333   ]

Email Address

[bassm@opentext.com   ]

Preferred Contact Method

| Email   ▼ |

Attachments

The number of attachments is unlimited but **each file cannot exceed 100MB**.

Supported file types: jpg, gif, png, jpe, jfif, avi, txt, log, doc, pdf, htm, html, zip, gz, tgz

File Name	Size	Status

⊕ Add files   **0b**   **0%**

Send a copy of this ticket by email to:

[example@email.com   ]

separate email addresses with commas

Open Ticket

FD3.03/FD3.04 - View & Update Ticket

Search the Knowlege Base

[   ] **Search**

Ticket # 1-3206177121

Belk 852 for dept 0298 not well formed XML document

Product Line: Automotive

Issue Type: Other

Requested By: Melissa Bass

Status: Open

Open Time: 2/22/2018 12:03:12 PM

Updated: 2/22/2018 09:12:23 PM

Description ⌃

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Quisque sed nunc quam. Nunc at velit non velit elementum aliquam. Fusce semper tellus et pellentesque volutpat. Suspendisse eu massa lacus. Cras rutrum non libero eget egestas. Integer ac lacus pulvinar, volutpat nisi quis, facilisis orci. Quisque ac mauris iaculis, fringilla leo non, placerat leo. Donec sit amet mauris elit. Nunc dignissim purus blandit ex bibendum congue id sit amet lorem. Curabitur eget neque tellus. Etiam ac felis mattis, rhoncus enim ut, vehicula elit. Nam lacinia magna nec velit semper vehicula. Integer luctus metus nisi, vel cursus elit volutpat id.

Updates ⌃

⊕ Add New Update   ⊗ Close Ticket   ⊞ Expand All

Displaying updates 4 of 4   🔍 View All   ⏮ ◀ Page [1] of 1 ▶ ⏭ 🔄

	Subject ⬍	Created ▼	Added By ▼	Attachments
⊟	Status update	2/22/2018 09:12:23 PM	Admin	
	Curabitur eget neque tellus. Etiam ac felis mattis, rhoncus enim ut, vehicula elit. Nam lacinia magna nec velit semper vehicula. Integer luctus metus nisi, vel cursus elit volutpat id.			
⊟	RE: RE: Ticket # 1-3206177121 - Belk 852 for dept 0298 n	2/22/2018 04:56:03 PM	Melissa Bass	39021033.eml (29kb)
	Fusce feugiat neque vitae velit porta aliquet. Etiam vestibulum lacinia lacinia. Morbi laoreet, mauris at lacinia gravida, arcu orci pellentesque eros, in ullamcorper purus sem ac purus. Nulla id ipsum convallis elit viverra congue. Integer maximus arcu commodo, vehicula magna ornare, rutrum dui. Fusce auctor placerat mauris, sit amet hendrerit erat dignissim id.			
⊞	RE: Ticket # 1-3206177121 - Belk 852 for dept 0298 not w	2/22/2018 04:15:44 PM	Admin	39021012.eml (54kb); screenshot.jpg (150kb)
⊞	Initial ticket attachments	2/22/2018 12:03:12 PM	Melissa Bass	logs.pdf (2kb)

SUPPORT

Covisint | Automotive Portals ▼ | **Support** **English** MB ▶

⌂ Home | 💬 Chat | ✏ Open Ticket | ☰ **Tickets** | 📞 Contact Us | 🔍 Knowledge Base

Search the Knowledge Base

Add New Update ✕

Subject (required)

[   ]

Notes

[   ]

Attachments

The number of attachments is unlimited but **each file cannot exceed 100MB.**

Supported file types: jpg, gif, png, jpe, jfif, avi, txt, log, doc, pdf, htm, html, zip, gz, tgz

File Name	Size	Status

⊕ **Add files**   **0b**   **0%**

Save

Updates

⊕ Add New Update | ⊗ Close Ticket | ➕ Expand All

Displaying updates 4 of 4   🔍 View All |◀ ◀ Page [1] of 1 ▶ ▶| ⟳

	Subject ⬍	Created ▼	Added By ▼	Attachments
⊟	Status update	2/22/2018 09:12:23 PM	Admin	
	Curabitur eget neque tellus. Etiam ac felis mattis, rhoncus enim ut, vehicula elit. Nam lacinia magna nec velit semper vehicula. Integer luctus metus nisi, vel cursus elit volutpat id.			
⊟	RE: RE: Ticket # 1-3206177121 - Belk 852 for dept 0298 n	2/22/2018 04:56:03 PM	Melissa Bass	39021033.eml (29kb)
	Fusce feugiat neque vitae velit porta aliquet. Etiam vestibulum lacinia lacinia. Morbi laoreet, mauris at lacinia gravida, arcu orci pellentesque eros, in ullamcorper purus sem ac purus. Nulla id ipsum convallis elit viverra congue. Integer maximus arcu commodo, vehicula magna ornare, rutrum dui. Fusce auctor placerat mauris, sit amet hendrerit erat dignissim id.			
⊞	RE: Ticket # 1-3206177121 - Belk 852 for dept 0298 not w	2/22/2018 04:15:44 PM	Admin	39021012.eml (54kb); screenshot.jpg (150kb)
⊞	Initial ticket attachments	2/22/2018 12:03:12 PM	Melissa Bass	logs.pdf (2kb)

SUPPORT

⌂ Home   💬 Chat   🏷 Open Ticket   ☰ Tickets   📞 Contact Us   🔍 Knowledge Base

Search the Knowledge Base [ ] **Search**

Close Ticket ✕

Resolution (required)

[text area]

Save

Ticket # 1-320

Belk 852 for dep

Product Line: Automotiv

Issue Type: Other   03:12 PM

Requested By: Melissa   23 PM

Description	⌃

Lorem ipsum dolor sit amet, d... ...ementum aliquam. Fusce semper
tellus et pellentesque volutpa... ...r ac lacus pulvinar, volutpat nisi quis,
facilisis orci. Quisque ac mau... ...nissim purus blandit ex bibendum
congue id sit amet lorem. Cur... ...Nam lacinia magna nec velit semper
vehicula. Integer luctus metu...

Updates

⊕ Add New Update   ⊗ Close Ticket   ⊞ Expand All

Displaying updates 4 of 4   🔍 View All   ⏮ ◀ Page [1] of 1 ▶ ⏭ ↻

	Subject ⬍	Created ▼	Added By ▼	Attachments
⊟	Status update	2/22/2018 09:12:23 PM	Admin	
	Curabitur eget neque tellus. Etiam ac felis mattis, rhoncus enim ut, vehicula elit. Nam lacinia magna nec velit semper vehicula. Integer luctus metus nisi, vel cursus elit volutpat id.			
⊟	RE: RE: Ticket # 1-3206177121 - Belk 852 for dept 0298 n	2/22/2018 04:56:03 PM	Melissa Bass	39021033.eml (29kb)
	Fusce feugiat neque vitae velit porta aliquet. Etiam vestibulum lacinia lacinia. Morbi laoreet, mauris at lacinia gravida, arcu orci pellentesque eros, in ullamcorper purus sem ac purus. Nulla id ipsum convallis elit viverra congue. Integer maximus arcu commodo, vehicula magna ornare, rutrum dui. Fusce auctor placerat mauris, sit amet hendrerit erat dignissim id.			
⊞	RE: Ticket # 1-3206177121 - Belk 852 for dept 0298 not w	2/22/2018 04:15:44 PM	Admin	39021012.eml (54kb); screenshot.jpg (150kb)
⊞	Initial ticket attachments	2/22/2018 12:03:12 PM	Melissa Bass	logs.pdf (2kb)

SUPPORT

Covisint | Automotive Portals ▼

Support   English   MB ▶

🏠 Home   💬 Chat   🔖 Open Ticket   ☰ Tickets   📞 Contact Us   🔍 Knowledge Base

Search the Knowlege Base

[Search]

Ticket # 1-33195152975

AS2 Outbound failure

Status: Closed

Open Time: 2/14/2018 12:49:32 PM

Updated: 2/15/2018 02:12:52 PM

Resolution

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Quisque sed nunc quam. Nunc at velit non velit elementum aliquam. Fusce semper tellus et pellentesque volutpat. Suspendisse eu massa lacus. Cras rutrum non libero eget egestas. Integer ac lacus pulvinar, volutpat nisi quis, facilisis orci. Quisque ac mauris iaculis, fringilla leo non, placerat leo. Donec sit amet mauris elit. Nunc dignissim purus blandit ex bibendum congue id sit amet lorem. Curabitur eget neque tellus. Etiam ac felis mattis, rhoncus enim ut, vehicula elit. Nam lacinia magna nec velit semper vehicula. Integer luctus metus nisi, vel cursus elit volutpat id.

Description   ⌄

Updates   ⌄

FD3.05/FD3.07 - Tickets & Ticket Search

SUPPORT

Covisint   Automotive Portals ▼   Support   English   MB ▶

⌂ Home   💬 Chat   ✎ Open Ticket   ☰ Tickets   📞 Contact Us   🔍 Knowledge Base

Search the Knowlege Base

[   ]   **Search**

Tickets

Search	Ticket Text ▼	[Search tickets for...] Search	clear search
	Ticket #		

View [My Tickets ▼]   **Status** [Open ▼]   ⊕ **Open New Ticket**
         [All Tickets]   Re-Opened
                                  Closed
Displaying tickets 1-2 of 2   Cancelled   ⊕ View All ◁◁ ◁ Page [1] of 1 ▷ ▷▷ ↻
                                  All

Ticket # ▼	Subject ⇕	Status ⇕	Product Line ⇕	Opened By ⇕	Open Time ⇕
1-3208693953	Translation Failure	Open	Automotive	Melissa Bass	2/23/2018 05:09:39 PM
1-3206177121	Belk 852 for dept 0298 not well formed XML docun	Open	Automotive	Melissa Bass	2/22/2018 12:03:12 PM

SUPPORT

Covisint | Automotive Portals ▼ Support English MB ›

🏠 Home 💬 Chat 🏷 Open Ticket ☰ Tickets 📞 Contact Us 🔍 Knowledge Base

Search the Knowlege Base

[ ] **Search**

Tickets

Search [Ticket Text ▼] [Search tickets for...] [Search] clear search

View [All Tickets ▼] Status [All ▼] **⊕ Open New Ticket**

Displaying tickets 9 of 9   ⊕ View All ⏮ ◀ Page [1] of 1 ▶ ⏭ ↻

Ticket # ▼	Subject ⇕	Status ⇕	Product Line ⇕	Opened By ⇕	Open Time ⇕
1-3208693953	Translation Failure	Open	Automotive	Melissa Bass	2/23/2018 05:09:39 PM
1-3206177121	Belk 852 for dept 0298 not well formed XML docun	Open	Automotive	Melissa Bass	2/22/2018 12:03:12 PM
1-3195152975	AS2 Outbound failure	Closed	Automotive	Melissa Bass	2/14/2018 12:49:32 PM
1-3195152859	Negative MDN	Open	Automotive	Bob Miller	2/14/2018 11:58:50 AM
1-3188923811	Element Missing	Cancelled	Automotive	Bob Miller	2/8/2018 06:57:53 PM
1-3184908702	Cannot access Customer Portal	Closed	Automotive	Bob Miller	2/5/2018 12:55:49 PM
1-3184824102	Nordstrom negative MDN for 852	Closed	Automotive	Bob Miller	2/5/2018 11:38:43 AM
1-3184548843	Negative MDN	Closed	Automotive	Jermaine Holder	2/5/2018 09:38:04 AM
1-3170857056	Upload file	Closed	Automotive	Bob Miller	1/24/2018 08:42:00 AM

SUPPORT

Covisint | Automotive Portals ▼   Support   English   MB ▶

🏠 Home   💬 Chat   ✎ Open Ticket   ☰ Tickets   📞 Contact Us   🔍 Knowledge Base

Search the Knowlege Base

[   ]   **Search**

Tickets

Search	Ticket Text ▼	Negative MDN	Search clear search

View [All Tickets ▼]   **Status** [All ▼]   ⊕ **Open New Ticket**

Displaying tickets 1-2 of 2   ⊕ View All |◀ ◀ Page [1] of 1 ▶ ▶| 🔄

Ticket # ▼	Subject ⇕	Status ⇕	Product Line ⇕	Opened By ⇕	Open Time ⇕
1-3195152859	Negative MDN	Open	Automotive	Bob Miller	2/14/2018 11:58:50 AM
1-3184548843	Negative MDN	Closed	Automotive	Jermaine Holder	2/5/2018 09:38:04 AM

SUPPORT

Covisint | Automotive Portals ▼

Support   English   MB ▶

🏠 Home   💬 Chat   ✎ Open Ticket   ☰ Tickets   📞 Contact Us   🔍 Knowledge Base

Search the Knowlege Base

[   ] **Search**

Tickets

Search	Ticket Text ▼	Negative MDN	Search	clear search

View [My Tickets ▼]   **Status** [Open ▼]

⊕ **Open New Ticket**

No tickets to display

🔍 View All   ◁| ◀ Page [1] of 1 ▶ |▶ ↻

Ticket # ▼	Subject ⇕	Status ⇕	Product Line ⇕	Opened By ⇕	Open Time ⇕

SUPPORT

Covisint | Automotive Portals ▼

Support   English   MB ›

⌂ Home   💬 Chat   🏷 Open Ticket   ☰ Tickets   📞 Contact Us   🔍 Knowledge Base

Search the Knowlege Base

[ ]   **Search**

Tickets

1-3330826324 is not a valid ticket #. Please try again.

Search | Ticket # ▼ | 1-3330826324 | Search   clear search

View | My Tickets ▼ | Status | Open ▼ | ⊕ **Open New Ticket**

Displaying tickets 1-2 of 2   ⊕ View All |◀ ◀ Page 1 of 1 ▶ ▶| ↻

Ticket # ▼	Subject ⇕	Status ⇕	Product Line ⇕	Opened By ⇕	Open Time ⇕
1-3208693953	Translation Failure	Open	Automotive	Melissa Bass	2/23/2018 05:09:39 PM
1-3206177121	Belk 852 for dept 0298 not well formed XML docun	Open	Automotive	Melissa Bass	2/22/2018 12:03:12 PM

⌂ Home   💬 Chat   ✎ Open Ticket   ☰ Tickets   ☎ Contact Us   🔍 Knowledge Base

Search the Knowlege Base

[ ]   **Search**

Tickets

> You do not have permission to access ticket # **1-3337972204**.

Search   Ticket # ▾   1-3337972204   Search   clear search

⊕ **Open New Ticket**

Displaying tickets 1-2 of 2   ⊕ View All |◀ ◀ Page 1 of 1 ▶ ▶| ↻

Ticket # ▾	Subject ⇕	Status ⇕	Product Line ⇕	Opened By ⇕	Open Time ⇕
1-3208693953	Translation Failure	Open	Automotive	Melissa Bass	2/23/2018 05:09:39 PM
1-3206177121	Belk 852 for dept 0298 not well formed XML docun	Open	Automotive	Melissa Bass	2/22/2018 12:03:12 PM

FD17 - Contact Us

SUPPORT

Covisint | Automotive Portals ▼

Support   English   MB ▶

🏠 Home   💬 Chat   ✎ Open Ticket   ☰ Tickets   📞 Contact Us   🔍 Knowledge Base

Search the Knowlege Base [   ] **Search**

Contact Us

Product Line | Automotive ▼

Region | North America ▼

North America (toll-free): **877-884-5775**

Country	Toll-Free	Direct Dial
Canada	866.273.5038	001.248.365.2525
Mexico	001-8556650323	001.248.365.2527
USA	866.273.5038	001.248.365.2525

FD3.09 / FD11 - Knowledge Base & Search

SUPPORT

Covisint | Automotive Portals ▾ Support English MB ▸

🏠 Home 💬 Chat 🏷 Open Ticket ☰ Tickets 📞 Contact Us 🔍 Knowledge Base

Search the Knowlege Base [   ] Search

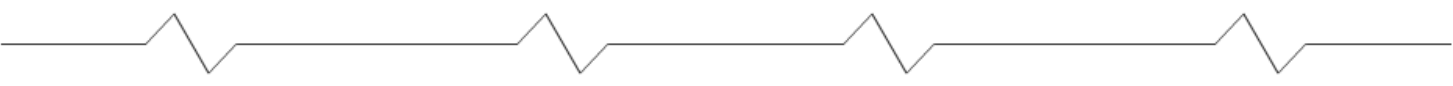## Browse the Knowledge Base

Product Line [Automotive   ▾]

Content Portlet

Videos

Administration - My User Profile

▸ User Registration (invitation required) (3 min)

▸ User Registration (3 min)

▸ Request a Service Package (aka Application) (1 min)

▸ Reset Your Password (3 min)

▸ Security Administrator - Approve User Requests (1 min)

SUPPORT

Covisint | Automotive Portals ▼

Support **English** MB ▶

🏠 Home 💬 Chat 🏷 Open Ticket ☰ Tickets 📞 Contact Us 🔍 Knowledge Base

Search the Knowlege Base

| support downloads | **Search** |

Knowledge Base Search Results

Showing 1-50 of 53 for: **support downloads**

How to Change your Organization's Security Administrator

Your organization needs to change its Covisint security administrator. The individual currently listed as the company administrator may have left the company or moved to a position that does not requi...

Audit FAQ: How do I perform user package grant audit?

User calls with questions about how to perform user package grant audit. User will have received an email from their portal administrator (GMSP, Ford, etc).

Hierarchy Changes

You want to combine multiple organizations in Administration Tools into one single organization. You want to restructure your organization's hierarchy in Administration Tools. There should be subsidia..

ASK: Google Chrome 49: Manage Download History

Previous | **1** | 2 | Next

SUPPORT

Covisint | Automotive Portals ▼

Support   **English**   MB ▶

🏠 Home   💬 Chat   ✒ Open Ticket   ☰ Tickets   📞 Contact Us   🔍 Knowledge Base

Search the Knowlege Base   lvl1 support   **Search**

Knowledge Base Search Results

No articles matched your search for: **lvl1 support**

Please try a different search term or [browse the Knowledge Base](#).

Covisint | Automotive Portals ▾   **Support**   **English**   MB ▸

⌂ Home   💬 Chat   ✎ Open Ticket   ☰ Tickets   📞 Contact Us   🔍 Knowledge Base
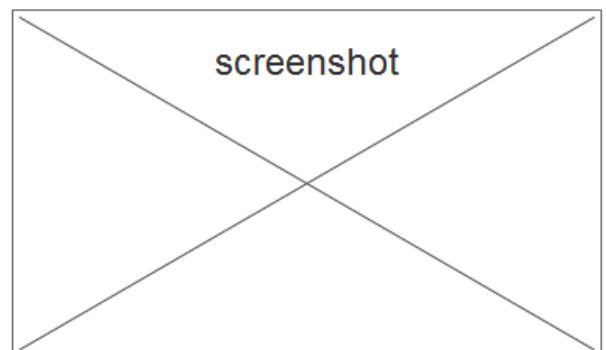
Search the Knowlege Base

[Search field]   **Search**

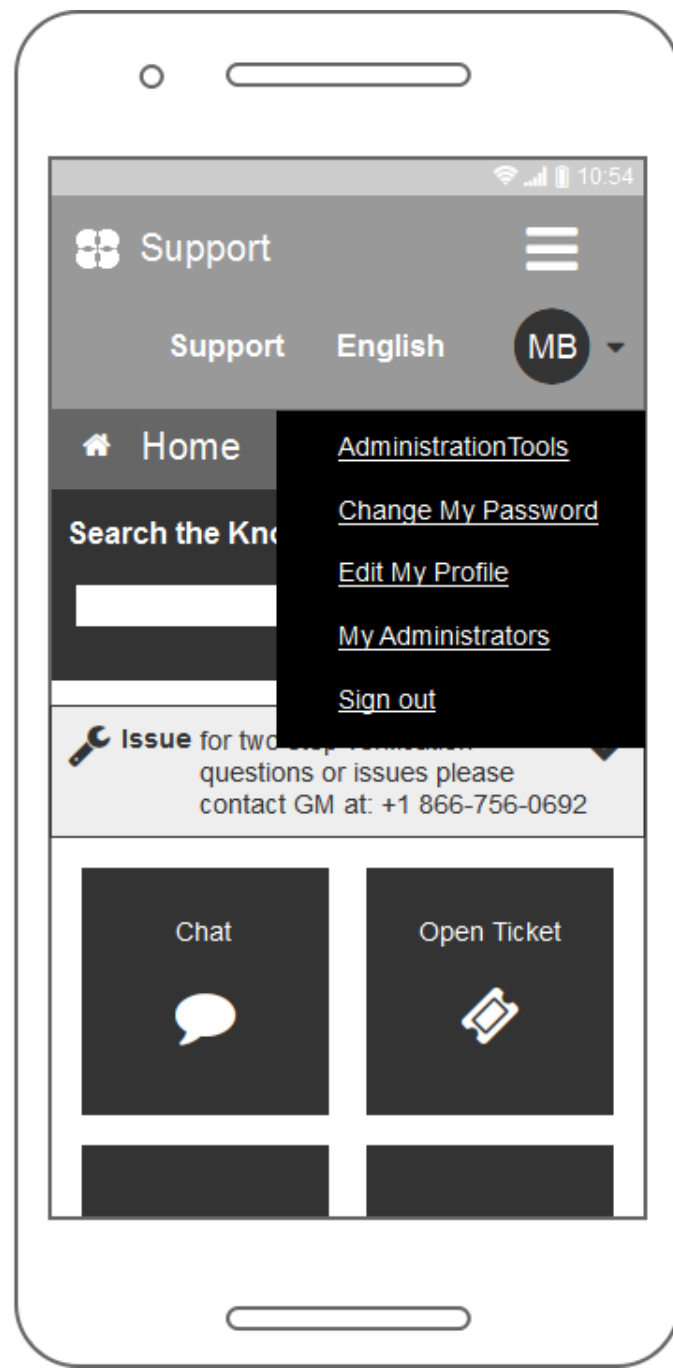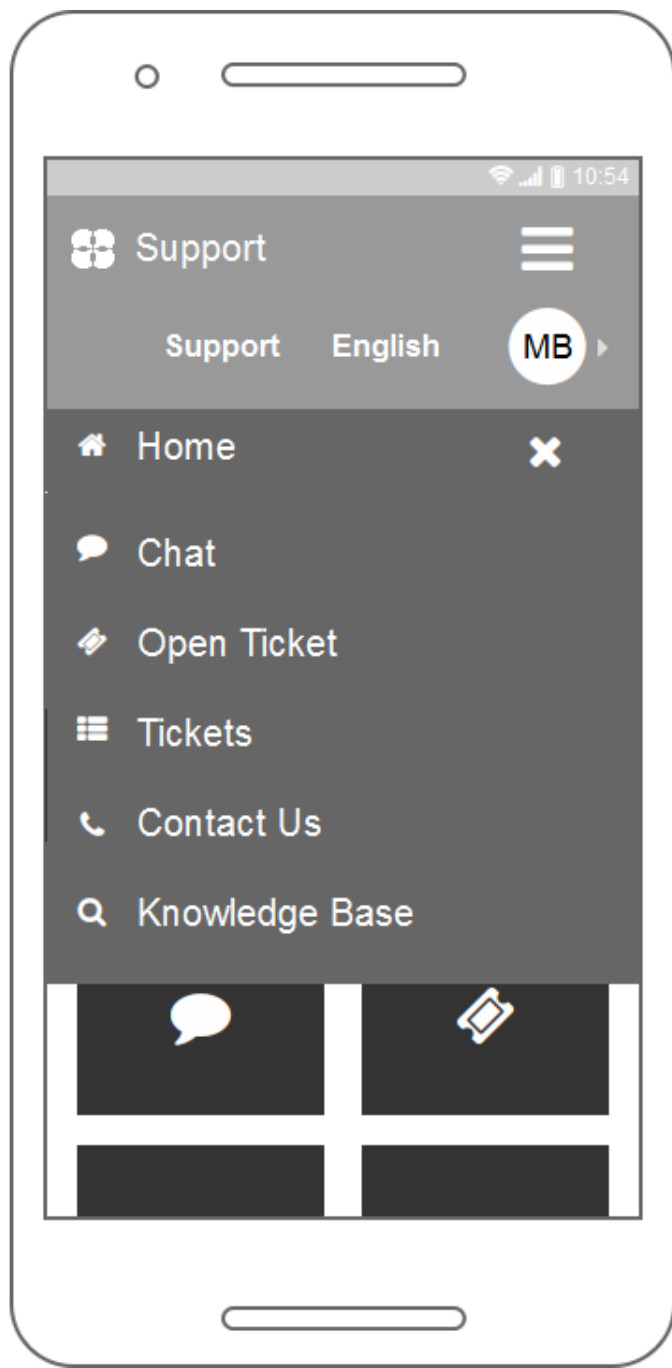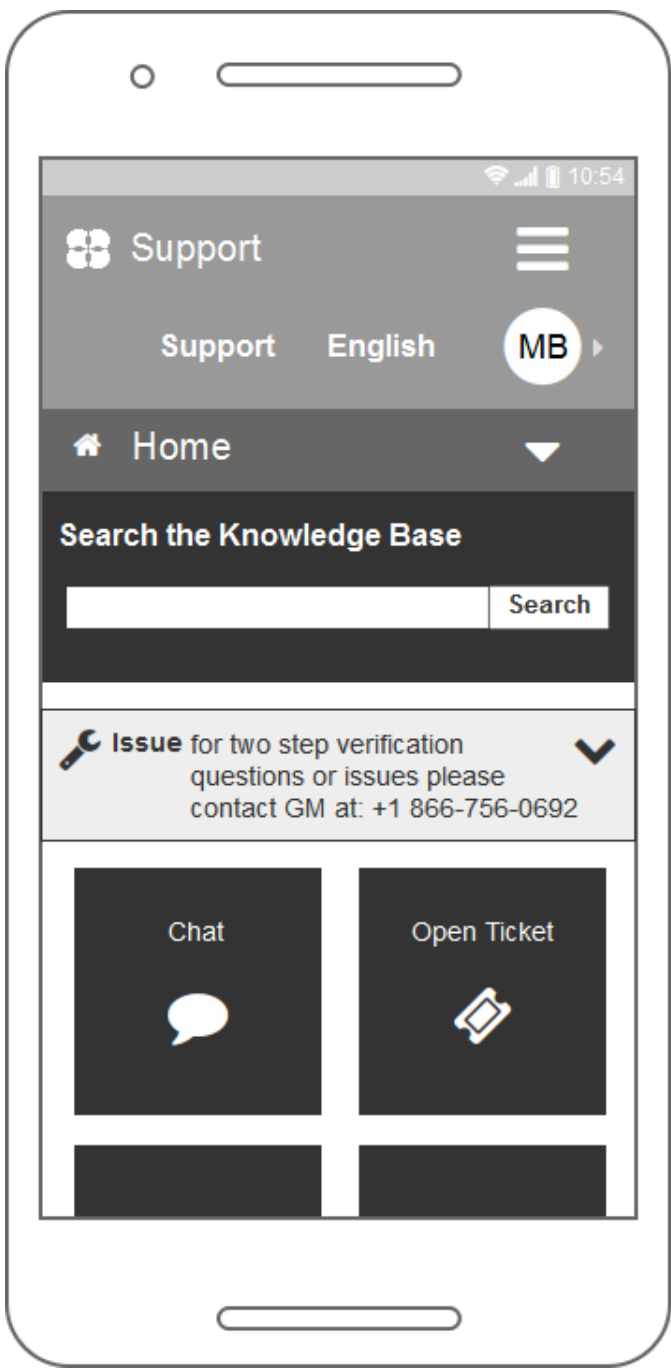# How to Change your Organization's Security Administrator

Introduction

Your organization needs to change its Covisint security administrator. The individual currently listed as the company administrator may have left the company or moved to a position that does not require Covisint. Or the person currently listed as administrator may never have wanted the title in the first place.

Details

1. Is the old security administrator still with your company?
   - **Yes**: The old administrator must make the change.
   - **No**: Proceed to step 2.

2. Is there another security administrator listed in your Organization's profile that is still employed by the company?
   - **Yes**: The other security administrator must make the change.
   - **No**: Proceed to step 3.

3. Is your organization a "t*op level organization*"? (Check your organization's View Hierarchy tab).
   - **No**: Refer to your top level organization's security administrator. The top-level administrator must make the change.
   - **Yes**: Proceed to step 4.

4. Is the user who is requesting administrator rights registered with a Covisint user ID in the same organization as the former administrator? (It's OK if the user's registration is pending)
   - **Yes**: Download the Security Administrator Change Form.
   - **No**:
     1. First register for Covisint.
     2. Once done download the Security Administrator Change Form.

video

screenshot

Mobile Examples

Screen 1

Support

Support English MB ▶

🏠 Home ▼

Search the Knowledge Base

[Search field] Search

🔧 **Issue** for two step verification questions or issues please contact GM at: +1 866-756-0692 ▼

Chat 💬

Open Ticket 🎫

Screen 2

Support

Support English MB ▶

🏠 Home ✖

💬 Chat

🖊 Open Ticket

☰ Tickets

📞 Contact Us

🔍 Knowledge Base

💬 🎫

Screen 3

Support

Support English MB ▼

🏠 Home

Search the Kno...

AdministrationTools

Change My Password

Edit My Profile

My Administrators

Sign out

🔧 **Issue** for two step verification questions or issues please contact GM at: +1 866-756-0692 ▼

Chat 💬

Open Ticket 🎫

Open a New Ticket

Already have an account? Sign in to open and edit your tickets, and access more Knowledge Base content.

Contact Information

Email Address (required)

First Name (required)

Last Name (required)

Email Address (required)

Phone Number (required)

Urgency

Normal ▼

Language

English ▼

Preferred Contact Method

Email ▼

Subject (required)

Description (required)

Attachments

The number of attachments is unlimited but **each file cannot exceed 100MB.**

Supported file types: jpg, gif, png, jpe, jfif, avi, txt, log, doc, pdf, htm, html

File	Size	Status

Add files   0b   0%

☐ I am not a robot.   ⟳ reCAPTCHA

Open Ticket

Screen 1

❖ Support ≡

Support   **English**   (MB) ▸

📎   **Open Ticket**   ▼

Open a New Ticket

Customer Account (required)

| select | ▼ |

Product Line (required)

| select | ▼ |

Symptom (required)

| select | ▼ |

Issue Type (require

| select | ▼ |

Screen 2

Urgency

| Normal | ▼ |

Language

| English | ▼ |

Phone Number

| 1-555-555-5555 x333 |

Email Address

| bassm@opentext.com |

Preferred Contact Method

| Email | ▼ |

Subject (required)

| |

Description (required)

| | ▲▼ |

Screen 3

| | ▲▼ |

Attachments

The number of attachments is unlimited but **each file cannot exceed 100MB.**

Supported file types: jpg, gif, png, jpe, jfif, avi, txt, log, doc, pdf, htm, html
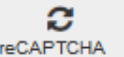
File	Size	Status
Add files	**0b**	**0%**

Open Ticket

© Copyright 2018 OpenText Corp. All Rights Reserved. Legal

Screen 1

Ticket # 1-3206177121

Belk 852 for dept 0298 not well formed XML document

Product Line: Automotive

Issue Type: Other

Requested By: Melissa Bass

Status: Open

Open Time: 2/22/2018 12:03:12 PM

Updated: 2/22/2018 09:12:23 PM

Description ⌃

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Quisque sed nunc quam. Nunc at velit non velit elementum aliquam. Fusce semper tellus et pellentesque volutpat. Suspendisse eu massa lacus. Cras rutrum non libero eget egestas. Integer ac lacus pulvinar, volutpat nisi quis, facilisis orci.

Screen 2

Updates ⌃

⊕ Add   ⊗ Close   ⊞ Expand

Displaying updates 4 of 4

⊟ **Status update**

Created: 2/22/2018 09:12:23 PM

Added By: Admin

Curabitur eget neque tellus. Etiam ac felis mattis, rhoncus enim ut, vehicula elit. Nam lacinia magna nec velit semper vehicula. Integer luctus metus nisi, vel cursus elit volutpat id.

⊟ **RE: RE: Ticket # 1-3206177121 - Belk 852 for dept 0298 not well formed XML**

Created: 2/22/2018 04:56:03 PM

Added By: Melissa Bass

Curabitur eget neque tellus. Etiam ac felis mattis, rhoncus enim ut, vehicula elit. Nam

Screen 3

lacinia magna nec velit semper vehicula. Integer luctus metus nisi, vel cursus elit volutpat id.

Attachments

39021033.eml (29kb)

⊟ **RE: Ticket # 1-3206177121 - Belk 852 for dept 0298 not well formed XML**

Created: 2/22/2018 04:15:44 PM

Added By: Admin

Uploading attachments

Attachments

39021012.eml (54kb)
screenshot.jpg (150kb)

⊞ **Initial ticket attachments**

Show More Updates

© Copyright 2018 OpenText C
Reserved. Legal

Display link only if there are more updates.

Screen 1:

≈ ⏸ ▯ 10:54

⊞⊞ Support ☰

Support   English   (MB) ▶

▤ Tickets   ▼

Tickets

Search [Ticket Text ▼]   clear search

[Search tickets for...]   [Search]

View   [All Tickets ▼]

Status [All ▼]

Displaying tickets 9 of 9

⊞ **1-3208693953**

Translation Failure

⊟ **1-3206177121**

Screen 2:

≈ ⏸ ▯ 10:54

⊟ **1-3206177121**

Belk 852 for dept 0298 not well formed XML

Status: Open

Product Line: Automotive

Opened By: Melissa Bass

Open Time: 2/22/2018 12:03:12 PM

⊞ **1-3195152975**

AS2 Outbound failure

⊞ **1-3195152859**

Negative MDN

⊞ **1-3188923811**

Element Missing

⊞ **1-3184908702**

Cannot access Customer Portal

Screen 3:

≈ ⏸ ▯ 10:54

⊞ **1-3184824102**

Nordstrom negative MDN for 852

⊞ **1-3184548843**

Negative MDN

⊟ **1-3170857056**

Upload file

Status: Closed

Product Line: Automotive

Opened By: Bob Miller

Open Time: 1/24/2018 08:42:00 AM

Show More Tickets

© Copyright 2018 OpenText C
Reserved. Legal

Display link only if there are more tickets.