iSupplier Support & Trouble Shooting Tips

Dear Valued Supplier,

We would like to share information that may help address common challenges experienced when first using the iSupplier portal. We value your partnership and are committed to ensuring you have the clear guidance and support needed to confidently navigate and utilize the iSupplier portal.

Common Issues	Trouble Shooting Tips
Missing Invitation	1. Search your inbox and spam folder for an invitation from iSupplier@gdebext.com 2. Contact your buyer to ensure your user account has been activated. (Note: Once a new contact record has been created, it must be confirmed and activated by EB to get access)
Add New User to Account	1. Create a new supplier contact including site/address(es) information (Registration Job Aid) 2. Contact your buyer to request registration of the account for the new contact record
Retry Action or Contact System Administrator" Error Message	1. Clear the cache, cookies, and site data in your browser's history by pressing Crtl + Shift + Delete, confirm all checkboxes are selected, then click "Delete" or "Clear Data". 2. You may have an expired link! Users CANNOT save a link to iSupplier to their favorites. Copy and paste the iSupplier link into your address bar or click the following link: https://isupplier.gdebext.com. 3. If these steps down work, try a different web browser or Use "Incognito mode" in Google Chrome
"Invalid Username or Password" Error	1. Double-Check the username you are using ends in "@gdeb.ext" and that it is not your personal or work email 2. Confirm you are using the correct link to sign in: https://isupplier.gdebext.com 3. Confirm you have successfully reset your password.
***NEW* Remit-To Field Issue on Invoice Create**	1. Your account may not be restricted to the "Pay" site. Contact your buyer to work with the Supplier Lifecycle management (SLM) team to restrict your account to the "Pay" remit-to site
***NEW* Do NOT Save iSupplier Link as a Favorite**	1. **Do NOT save the link to iSupplier as a favorite in your web browser.** This will result in an error when signing into iSupplier. 2. You must copy & paste or type the iSupplier link into your address bar each time **Note:** If you get an error upon signing-in, typically it can be solved by clearing cache**.** To clear the cache, cookies, and site data in your browser's history by pressing Crtl + Shift + Delete. Exit out of the browser and sign in again using this link: https://isupplier.gdebext.com
***NEW* PO Search Issue**	1. The PO search is case-sensitive, confirm you are typing in all capital letters 2. The PO may not be in the appropriate site to be invoiced. Contact your buyer to confirm the PO is an Approved status 3. Your account may not be restricted to the correct "Purchasing" site. Contact your buyer to work with the Supplier Lifecycle management (SLM) team to restrict your account to the "Purchasing" site associated to that Purchase Order 4. Try searching for a partial PO number with the % wild card symbol
User Account Set Up & Passwords	1. You must set up your User Account with an email address that is unique to you; a user account cannot be created using a shared email 2. Your email address will be converted to include "@gdebext.com" and will become your username Example: **john.smith@gmail.com** will become **john.smith.gmail@gdebext.com**

	3. When using the "Forgot My Password" link to set up your initial password, check your junk/spam folders for the 6-digit verification code. Contact ep-spars@gdeb.com if password is not located. Refer to the **Supplier Registration** Job Aid for step-by-step instructions
Logging In/ Logging Off	1. **Use the correct username** – full email address delineated with a period instead of an "@" and ends with "@gdebext.com" Example: **john.smith.gmail@gdebext.com** instead of **john.smith@gmail.com** 2. **Use the log-out option** in iSupplier instead of only closing the web browser. This will ensure your session is properly closed and will not impact the next time you sign-in.
Internet Browser	1. Use Chrome or Firefox as your internet browser 2. Clear **the cache, cookies, and site data** in your browser's history by pressing Crtl + Shift + Delete. Exit out of the browser and sign in again using this link: https://isupplier.gdebext.com

Still need support? If you continue to experience issues, contact your buyer for assistance. If your buyer is not able to solve your issue, contact the **EB Supplier Help Desk at EBITSupplyChainSupport@gdeb.com** and provide the following information to help us better support you:

- Your work email address
- EB Vendor number
- Your work location
- Best phone number to reach you
- The user name you are using to log in (This is in the EB iSupplier Welcome Email, in the format xyz@gdebext.com)
- Name of your main EB Buying contact
- Attempted action in iSupplier
- Detailed description of the problem (include error message if applicable and attach screenshot)
- iSupplier URL you were using when you received the error
- Can you replicate the problem? (please reference the trouble shooting tips as they may resolve your issue)
- Are other people in your organization having the same issue?
- A screenshot of your issue