

Getting Help: OpenText Support vs. Your OEM Customer

Covisint Automotive Supplier Portal | Supplier Support Guide

As a supplier on the OpenText™ Covisint portal, there are three places to turn for help. **Contacting the right one first gets your issue resolved faster.**



First, check the Knowledge Base for a help article. Search it from the support.portal.covisint.com homepage.

Contact OpenText Support

Portal and account issues



Onboarding

Register your organization, set up first users, get started



Login help and self-service

Directions to portal self-service tools. We can't reset passwords.



User account entitlements

Request, assign, or remove application access for your users



Bulletins and notifications

View portal bulletins, maintenance notices, service announcements



Portal navigation

Find your Applications Quick List and other portal features



Organization administration

Company profile, administrator roles, user management

Contact your OEM customer

OEMs own and manage their applications



Application errors and how-to

Functionality problems or questions about using an OEM application



Business data and documents

Orders, shipments, quality or compliance records within the application



OEM-specific approvals

Application access approvals and business requirements set by the OEM



Vendor code questions and changes

Questions about your vendor codes, or requests to add or change them



OEM processes and deadlines

Questions about OEM requirements, schedules, or timelines

Contact your Security Administrator

For sign-in and account issues



User names

Forgotten or changed user names



Password resets

Reset a forgotten password



Locked accounts

Unlock your account

OpenText Support doesn't reset passwords. We'll point you to self-service.

Where to find your OEM's help contacts

1

Open your Applications Quick List

2

Launch the OEM's portal

3

Find its Help or Contact section

Quick reference

I can't log in, or my account is locked

Security Administrator

I need access to an application or onboarding

OpenText Support

I can't find a bulletin or announcement

OpenText Support

An OEM application shows an error

Your OEM customer

I have a question about an OEM order or vendor code

Your OEM customer

Not sure who owns my issue? We'll route it

OpenText Support

Include this in your request

1

Your name, company, login user ID, portal account email, and the OEM your request relates to

2

The application or page you were using

3

The issue, with any error message or screenshot

4

When it started, and how many users are affected

SUPPORT PORTAL

[support.covisint.com](https://support.portal.covisint.com)

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International phone numbers: <https://support.portal.covisint.com/web/portal/contact-us>