FREQUENTLY ASKED QUESTIONS

MICHELIN

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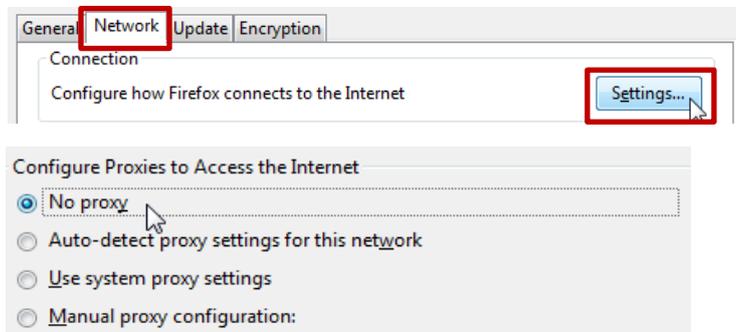*A better way forward*

Contents

A) No page appears and an error message displays on the screen.

When you use iSupplier Portal, we recommend that you use the **Mozilla Firefox** browser and enter the following settings:

1. In the **Tools** pull-down menu, select **Options** ;

2. Click the **Advanced** tab:

3. Then in **Network**, click **Settings** and mark the check box **No proxy.**

4. Save these settings clicking **Ok**.

Your problem is not resolved?

We invite you to perform a connection test from another network, different from the one used in your company (smartphone or private network).

If the connection is successful, it means that the blocking results directly from your corporate Internet. We recommend contacting your IS/IT support to solve this problem.


B) Access denied from the log in page

On the log in page, your access is denied after entering your username or your password.

It is possible that your credentials are incorrect. To solve the problem, we advise to contact the Michelin helpdesk at the following address:

compte-fonction-.isupplierportal-europe@ro.michelin.com

How do I change my password ?

1. Click the **Preference** tab.

2. In the **Change** Password section, enter your last password then the new one (twice).

3. At the bottom right select **Apply.**
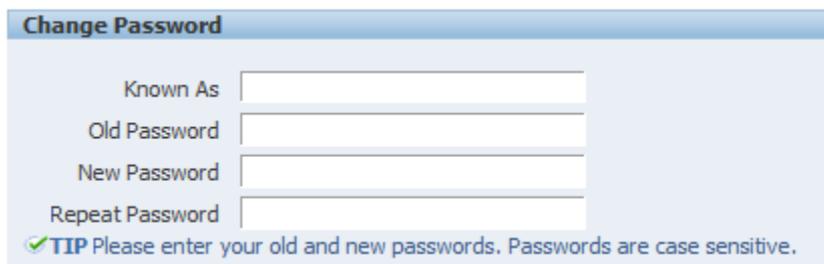
Change Password

Known As	
Old Password	
New Password	
Repeat Password	

✓ **TIP** Please enter your old and new passwords. Passwords are case sensitive.

What are the rules regarding the choice of my password?

To maximize your Oracle account security, your password must meet the following criteria:

- Minimum of eight characters
- The password has to contain upper, lower and numeric characters
- The same character cannot be used more than once
- You cannot re-use a previously used password
- Passwords expire after 45 days.

How to minimize the volume of results from a search?

When completing searches through the Michelin iSupplier Portal, users can use the "%"symbol.

An example of a search by invoice number:

- For an invoice number **start by** « 358 », show only results starting with 358 by typing "358%" in the search bar.

- For an invoice number **including** "358", type "% 358%" in the search bar.

- For an invoice number **ending in** "358", enter "358%" in the search bar.

This symbol works for all types of research (letters or figures).