Supplier Portal Log In Issues
Quick Reference Guide

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

Contents

General Information

Forgot User ID

Oracle PeopleSoft Error

Password Resets

General Information

- Both your user ID and password for the Ascension Supplier Portal are case sensitive. You will receive an error message when trying to log in if you do not enter both the user ID and password with proper capitalization.

  Ex: If my user ID is BETTY445 I will not be able to log in as betty445 – the user ID must be entered as BETTY445 with capitalized letters.

- Supplier Portal user IDs will be locked for the following reasons:
    o User has not logged in for 180 days or longer
    o User failed 5 attempts to log in

Forgot User ID

1. If you cannot remember your user ID for the Supplier Portal, visit https://supplierportal.ascension.org and click the **Sign In** button at the top right.

2. A new browser tab will open. Click the **Forgot User ID** link.

Last updated: 11/19/20

3. Enter your email address and click Continue.

4. If you do not have an active user ID for our Supplier Portal you will receive a pop up message that your account is locked or could not be found.

   o If you know that you created a user ID in the past, please call the MSC Supplier Line at 317-334-8363 and our APPS team can search for your user ID and unlock it for you. Please note you will need to verify your email address and your 10-digit Ascension supplier ID number to unlock your account.

   o If you are not sure if you have a user ID, you can request a new user ID by visiting https://supplierportal.ascension.org and clicking **Request a User ID.**

5. If you have an active user ID for our Supplier Portal, your user ID will be emailed to you. If you receive an error when trying to log in with this user ID, you will need to reset your password.

Oracle PeopleSoft Error

1. If you receive an Oracle PeopleSoft error 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.

Password Resets

1. To reset your password, visit https://supplierportal.ascension.org and click the **Sign In** button at the top right.

2. A new browser tab will open. Click the **Forgot Password** link.

3. Enter your user ID and click Continue.

Forgotten Password
If you have forgotten your password, enter your User ID below. Your password will be emailed to the email address on file.

User ID [   ]

Continue

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. Please note you will need to verify your email address and your 10-digit Ascension supplier ID number to unlock your account.

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.

6. If you do not receive an email, this means that the user ID you entered is not linked to your email address. To create a new user ID for your email address, visit https://supplierportal.ascension.org and click **Request a User ID.**