

0.010 TITAN Supplier Log-on Help

Change History

Update the following table as necessary when this document is changed:

Date	Name	Change Description
2-23-09	Tena McPhail	Creation
6-18-09	Tena McPhail	Updated link to tasupplier.com and added EU service desk number

Last Revision Date

June 18, 2009

Purpose

Use this procedure to obtain your user ID and/or to reset your password.

Trigger

Cannot log into TITAN

Prerequisites

- You must have registered in TITAN and been issued a user ID and password.

Menu Path

Use the following menu path(s) to begin this task:

- Select your internet browser to go to the www.tasupplier.com
- Click on "Supplier Login" located below TITAN section

Procedure

1. If you do not recall your user ID, please call your Tenneco Commodity Buyer
2. If you do not recall your password:
 - **Click on "get support" on the TITAN log-in screen**
 - Complete the *required information and click **Submit**(If you receive the message "user information is not correct", please go to option 2 below)

Welcome

Having trouble logging in?
Provide the following information exactly as you entered it during registration. You will be sent a new password.

User ID *

Last Name *

First Name *

E-Mail *

TITAN
Tenneco's Interactive Tender Alliance Network

TENNECO
Our mission is GO.

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Option- TO BE USED ONLY IF STEPS ABOVE DO NOT RESET YOUR PASSWORD

Call or email our service desk (include your user ID)

1-877-984-8501 for North America
32 276 105 73 for Europe
or email gservicedesk@tenneco.com

Results

- you will receive an email with your new temporary password
- The first time you attempt to log-in with the new password, you will see "password expired"
- You then need to enter your new temporary password as your old password and create a new private password containing exactly 8 characters (NOTE: your new private password cannot be a password you previously used for TITAN)