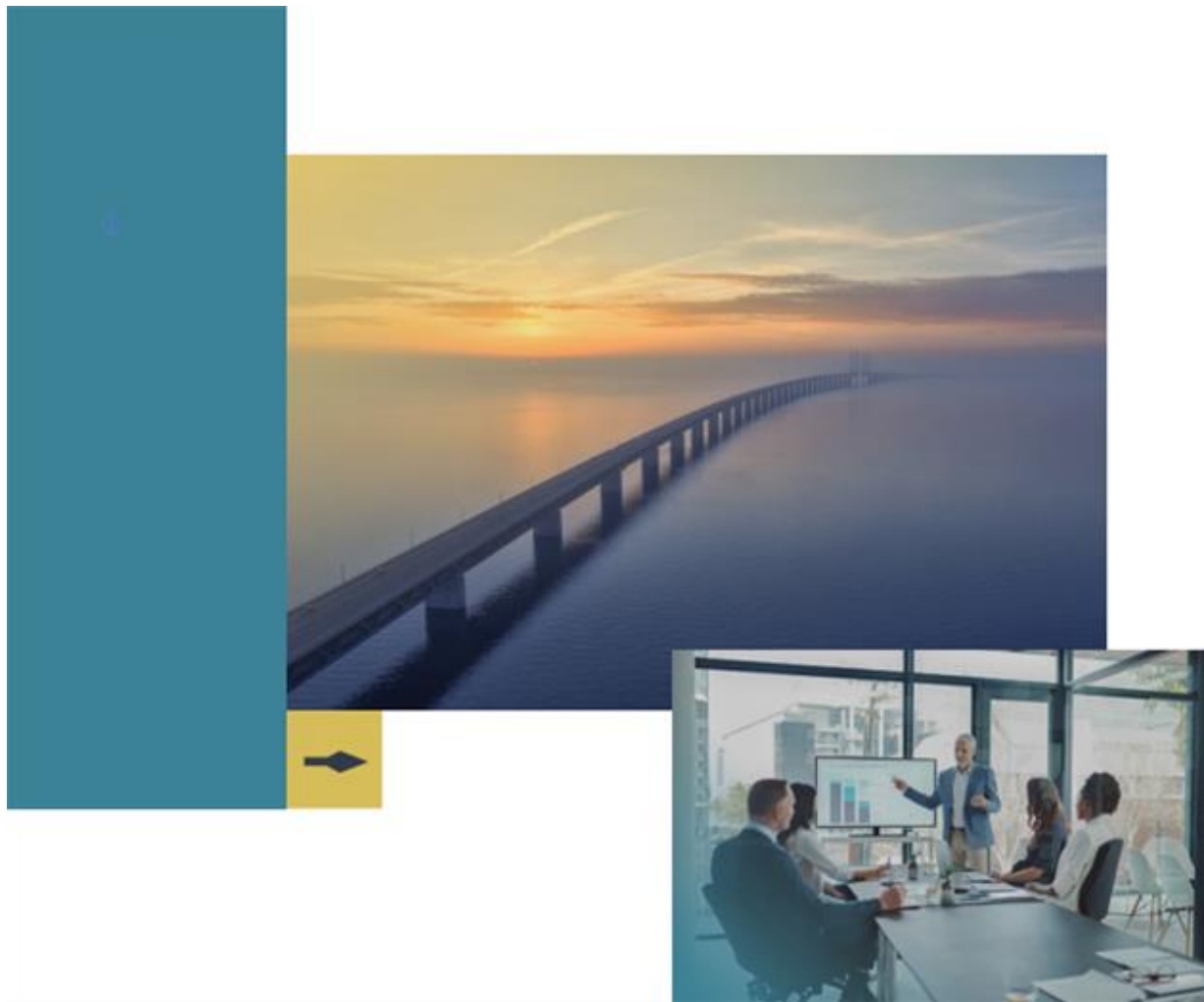




JAGGAER Advanced Sourcing Optimizer (ASO)

**Registration, Access, and Technical Support - Guide
for Suppliers**

JAGGAER Basics

JAGGAER is a web application that coordinates the buying activities of one or more sourcing event participants over the Internet. To use JAGGAER, you need to have access to a computer with an Internet connection. For the best system performance, a high-speed Internet connection is recommended. Supported browsers include the latest versions of Chrome, Firefox, Safari, and Microsoft Edge. Other Internet browsers are not officially supported by JAGGAER.

This section describes the standard interactions with the system. However, before you can access JAGGAER, you will need to get invited to a sourcing event and complete the registration process. Registration can be found in the next section of this reference guide.

How to Log In and Log Out of JAGGAER:

You will first receive a registration email from JAGGAER, inviting you to participate in the sourcing

event. After completing the registration process, you will receive a registration approval email message containing a web address to be used to access the event.

1. Open a supported browser.
2. Click on the URL in the registration approval email OR copy and paste the URL in the address bar of the browser, and press Enter. The Buyer code is specific to an individual Buyer organization in the registration email.
3. The login screen displays in your browser window.
4. On the Login screen, enter your e-mail address in the **Username** field. Your username for JAGGAER is the email address that was entered during registration.
5. In the **Password** field, enter your password. If you have forgotten your password, select the Forgot Password link. The Password screen displays. Find instructions to obtain a forgotten password in the section: **How to Reset Forgotten Password**.
6. Click the **Login** button. The Events List screen displays. You are now logged into the system.

How to Change your Password:

Best practice suggests that passwords should be changed on a regular basis to ensure information security. You can change your password at any time using the **Account Settings** link in the application menu sidebar. If you change your user name for the event, you must change your password as well. User names must be a valid email address.

1. From the user icon in the top- right, select **Account Settings**. The Account Management screen displays. The system pre-populates the Account Information form with your User Name (usually set to your email address) and your Full Name. You should use your corporate email address as your user name.
2. Enter a new password in the **Password** field. Your password must contain between 10 and 50 characters, and it must contain at least one number, one special character, one lowercase letter, and one uppercase letter. It is case-sensitive. Your password should neither contain a common dictionary word nor your full name. You cannot reuse the same password within 365 days.
3. Repeat the password in the **Confirm Password** field. You must re-enter the new password exactly as entered in the **Password** field.
4. Select the **Save Account Information** button. Your new password is saved, and you are provided with a confirmation message on the Account Management page.
5. If you have stored your password on the login screen, log out of JAGGAER and change the stored password at the login screen.

How to Reset Forgotten Password:

JAGGAER can generate a temporary password and also allows you to enter a new password online if you have forgotten which password you used for event access. If you choose to enter a new password online, you will be prompted to answer the security question prior to being permitted to enter the new password.

1. From the JAGGAER login screen, select the **Forgot Password** link. The Forgot Password screen displays.

2. Enter your user name in the **User Name** field.

3. Select the **Email me a New Password** button. The Password Sent screen displays a message indicating the email address where the temporary password was sent. You will receive an email message providing a link to enter the temporary password. The temporary password is good for one use only.

Or...

Select the **Change my Password Online** button. This option can only be used if you previously established a Security Question and Answer for your account. The Security Question screen displays with the Security Question and Answer fields.

4. If you chose to change your password online, enter your answer in the **Answer** field. Select the **Submit Answer** button.

5. When entering your new password, your password must contain between 9 and 50 characters, it must contain at least one number, one lowercase letter, and one uppercase letter and it is case-sensitive. Your password should not contain a common dictionary word or your Full Name. You cannot re-use the same password within 365 days.

How to Get Technical Assistance:

To get assistance using JAGGAER, visit the Support center. The Support center is accessible by clicking the **Support** link under the profile icon at the top right of the webpage. It can also be accessed on the Home page by scrolling to the bottom in the Supplier Support section and clicking on the link '**Support**' for Technical Questions.

The Support center can provide assistance when you submit a help ticket online or chat via the Live Agent support. To submit an online support ticket, complete all required fields and click on the 'Next' button. For Live Agent support, complete the required fields and click the 'Start Conversation' button.

How to View On-Screen Help:

In addition to the Support center, JAGGAER also includes page-level help information. Clicking the **Help (?)** button, available on most application pages, displays screen-specific help for the current webpage of JAGGAER.

To view help for a particular webpage of JAGGAER:

1. Click the **Help (?)** button in the top right of the page. A pop-up window opens displaying help information for that screen.
2. Review the page-level help in the pop-up window.
3. If this information does not answer your question, you can enter keywords in the text box to search for articles. Or, there's a 'Browse Related Articles' to the right of the page that provides additional resources.

Note: The Help text window will not open if you have enabled a pop-up blocker for your browser. Either turn off the pop-up blocker or include the website name in the list of allowable sites.