

Troubleshooting Common Issues



intel[®]

Scenario #1: Your account or password is incorrect



Description: Suppliers are prompted to enter a password during the MFA setup process.

Steps to Resolve:

Step 1: Use your **company** email address and password used for logging in to your company PC or Microsoft 365 account – NOT your Intel email or password.

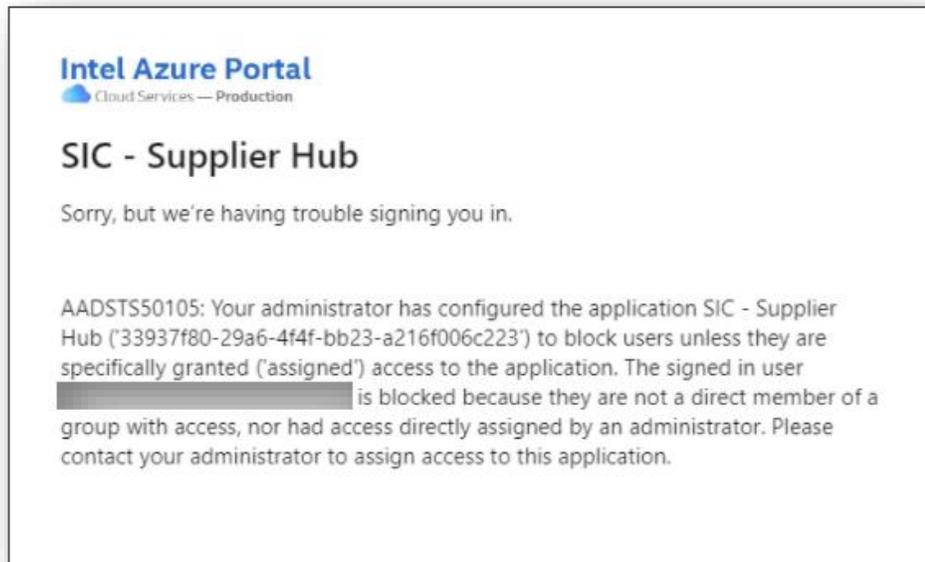
- Note A: The Intel supplier portal login will **no longer** require a password after completing the new MFA setup process.
- Note B: If you still cannot reset or request your password, it is recommended to contact your IT department to request a reset for your internal company password.

A screenshot of a web login page. At the top, there are two greyed-out input fields. Below them is the heading "Enter password". A red error message reads: "Your account or password is incorrect. If you don't remember your password, reset it now." Below the error message is a "Password" input field with a red underline. Underneath that is a "Forgot password?" link. Below the link is an "Email code to" label followed by a greyed-out input field. At the bottom right is a blue "Sign in" button.



Scenario #2: SIC – Supplier Hub Error

Description: Suppliers have already completed registration for a new user account yet are still unable to log in to supplier portal – receiving the “SIC – Supplier Hub” error message.



Steps to Resolve:

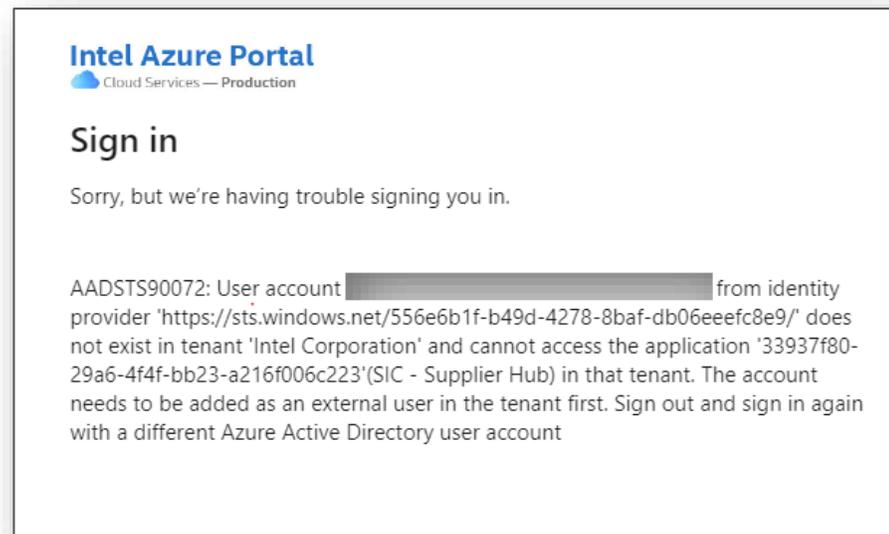
Step 1: If you recently registered for a new account on supplier.intel.com, **please wait up to two hours** for Intel servers to update your new user access. After the server has completed a full refresh cycle, users should no longer receive the “*trouble signing in*” message.

Step 2: If your new MFA and user account was created **more** than two hours ago and you are still unable to log in: please visit our [Intel Supplier e-Business Support](#) site for additional help from Intel IT. Be sure to include your company name + “Scenario #2: SIC – Supplier Hub Error” in the email subject line for proper support tracking.



Scenario #3: Sign in (Sorry, but we're having trouble signing you in)

Description: Tenant Issue - Suppliers receiving error message during the user MFA setup process.



Steps to Resolve:

Step #1: Please visit our [Intel Supplier e-Business Support](#) site for additional help from Intel IT. Be sure to include "Scenario #3: Tenant Issue" when connecting to an IT representative.

(Continue to next slide)

Scenario #3, Step #2: Supplier will receive a new email invitation directly from Microsoft prompting the user to follow the steps below



ad_jarochin invited you to access applications within their organization

 Microsoft Invitations on behalf of Intel Corporation <invites@microsoft.com>
To [REDACTED]

ⓘ If there are problems with how this message is displayed, click here to view it in a web browser.

- Open the email and click “Accept Invitation”

ⓘ Please only act on this email if you trust the individual and organization represented below. In rare cases, individuals may receive fraudulent invitations from bad actors posing as legitimate companies. **If you were not expecting this invitation, proceed with caution.**

Sender: ad_jarochin (68ee0345-cdcf-4428-a906-49910a267796@intel.onmicrosoft.com)
Organization: Intel Corporation
Domain: intel.onmicrosoft.com

If you accept this invitation, you'll be sent to [https://account.activedirectory.windowsazure.com/?tenantid=46c98d88-e344-4ed4-8496-4ed7712e255d&login_hint=\[REDACTED\]](https://account.activedirectory.windowsazure.com/?tenantid=46c98d88-e344-4ed4-8496-4ed7712e255d&login_hint=[REDACTED])

[Accept invitation](#)

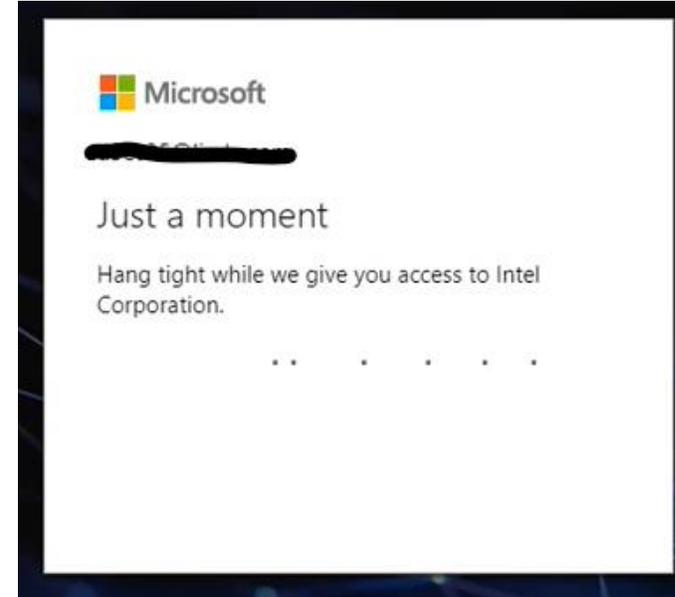
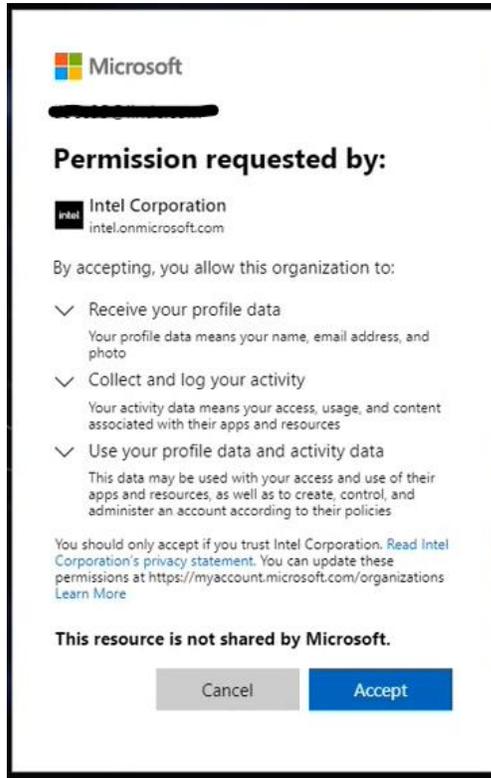
[Block future invitations](#) from this organization.

This invitation email is from Intel Corporation (intel.onmicrosoft.com) and may include advertising content. [Read Intel Corporation's privacy statement](#). Microsoft Corporation facilitated sending this email but did not validate the sender or the message.

Microsoft respects your privacy. To learn more, please read the [Microsoft Privacy Statement](#).
Microsoft Corporation, One Microsoft Way, Redmond, WA 98052



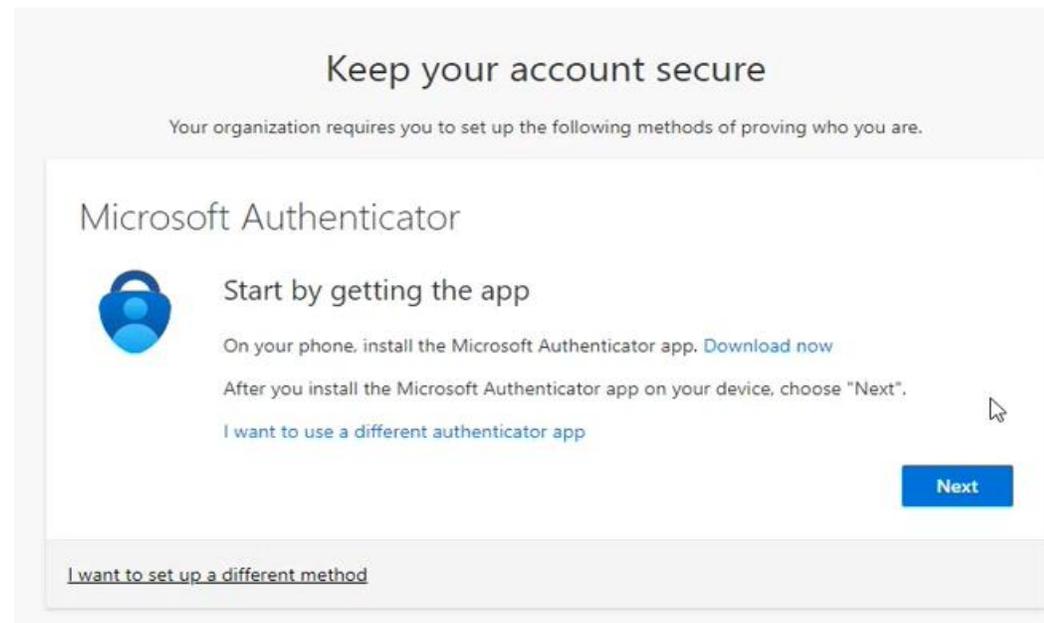
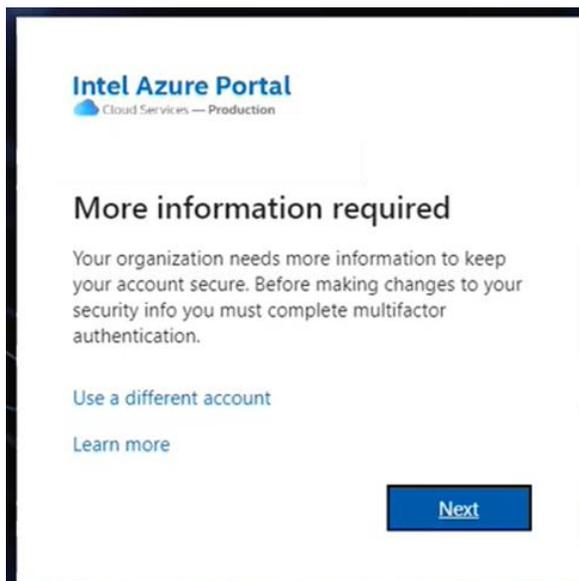
Scenario #3, Step #3: Back in the supplier portal, look for the consent pop up - click Accept



The top line that is marked out gives a hint to how the user authenticates in their own environment and can be different than the email address they use



Scenario #3, Step #4: Prompt for more information – This kicks off the MFA process





Scenario #4: Suppliers are prevented from using group / shared emails to login

Description: Suppliers are prohibited from using a group / shared email account to register for a new Azure MFA credential. If the group email account is still active in the supplier portal, Suppliers have 2 options to reset the registered account:

- **Option #1:** Transfer ownership from a group email account to a new *individual* account. To do this you will need to share the following details with Intel IT:
 - Please visit our [Intel Supplier e-Business Support](#) site for additional help from Intel IT and provide the following information:
 - The original group email registered to the supplier portal account (e.g., accountspayable@supplier.com)
 - The new individual email it will be replaced with (e.g., firstname.lastname@supplier.com)
 - In the email subject line, be sure to include your company name + “Scenario Type #4” for proper case tracking
- **Option # 2:** Submit a request for *multiple* new individual accounts to be created by Intel IT.
 - Please visit our [Intel Supplier e-Business Support](#) site for additional help from Intel IT and provide the following information:
 - The original group email registered to the supplier portal account (e.g., accountspayable@supplier.com)
 - Each new individual email address to be registered as a new user (e.g., firstname.lastname@supplier.com)
 - In the email subject line, be sure to include your company name + “Scenario #4” for proper case tracking



Helpful Tips for supplier.intel.com

- To **register** a new account, click [here](#).
- To request access for **additional applications** such as PO's, Invoicing, factory applications, click [here](#).
- To **become** an **EVM** (Employee Validation Manager) or how to **contact** your EVM, click [here](#).