



SUPPLIER PORTAL

Changing/Resetting a Password

Abstract

This job aide will show you how to change your password or reset a forgotten password.



Business Process:
Changing Your Password
Supporting Job Aid

Effective Date: 9/19/2023

Revision: 02

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Overview

This job aid provides Vendors with step-by-step guidance around resetting a forgotten password or changing their Supplier Portal password.

Resetting Your Password

The steps below guide you through resetting your password if you have forgotten it.

1. On the sign-in page, click **Forgot Password**.

The screenshot shows the Infor sign-in page. At the top is the Infor logo. Below it are two input fields: 'User Name *' and 'Password *'. A red error message 'Required' is visible below the User Name field. A blue 'Sign In' button is below the password field. A green box highlights the 'Forgot password?' link. At the bottom, there is a copyright notice: 'Copyright © 2021 Infor. All rights reserved. www.infor.com'.

2. Enter your Supplier Portal **Username**.
3. Click **Reset**.

The screenshot shows the Infor 'Reset Password' page. At the top is the Infor logo. Below it is the title 'Reset Password'. The text 'Enter your username:' is followed by a 'User Name' label and a 'Username' input field. A blue 'Reset' button is below the input field. A blue 'Go Back' button is at the bottom. A green box highlights the 'Username' input field and the 'Reset' button, with a green circle containing the number '2' next to the input field and a green circle containing the number '3' next to the 'Reset' button. At the bottom, there is a copyright notice: 'Copyright © 2021 Infor. All rights reserved. www.infor.com'.



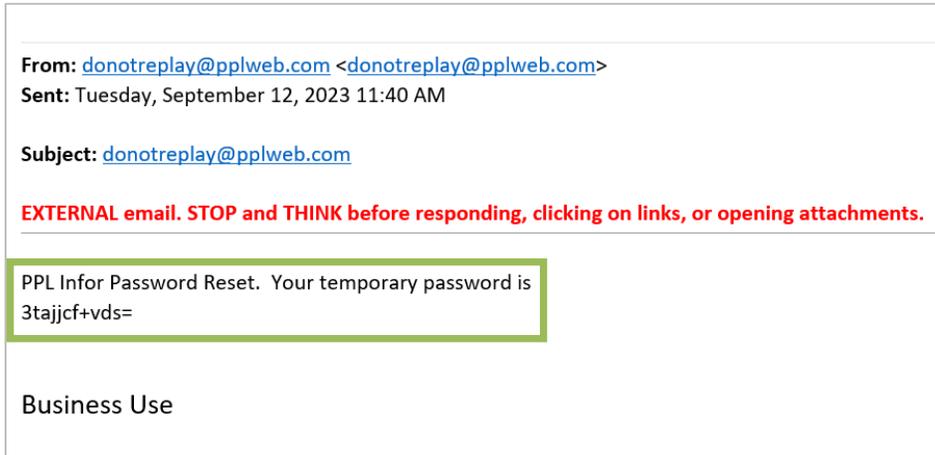


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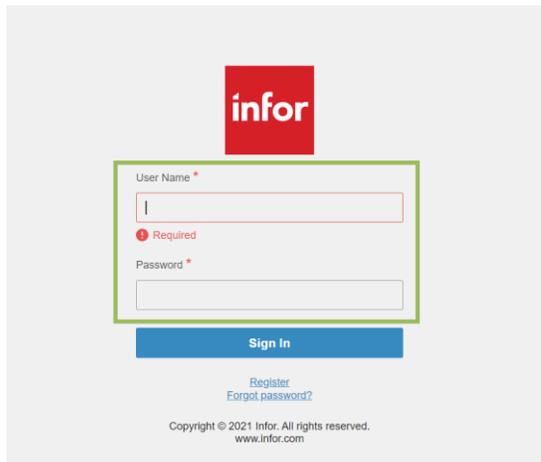
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- You will receive an email from donotreply@pplweb.com with a temporary password.



- Return to **Supplier Portal Log In** and enter your **Username** and **temporary password**.



- Follow the directions in the next segment to update your temporary password.





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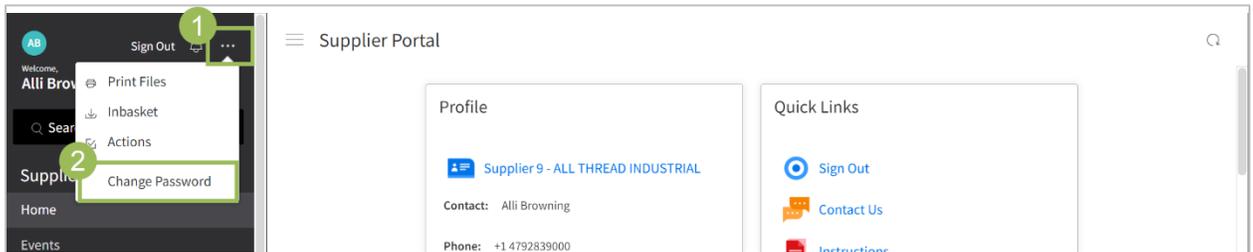
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Changing Your Password

The steps below guide you through changing your password.

1. Once logged into Supplier Portal, click the **ellipses**.
2. Select **Change Password**.



3. Enter **current or temporary password**.
4. Enter the **new password**.
NOTE: The new password should follow these criteria:
 - At least 8 characters in length
 - Contain 3 of following:
 - a. Upper case letters
 - b. Lower case letters
 - c. Numbers
 - d. Special Characters
 - Does not contain any part of your login ID.
 - Must be different than previous passwords.
5. Confirm **New Password**.
6. Click **Submit**.

