



# **iSupplier FAQs and System Requirements**

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# 1. FAQs

## 1.1 What is iSupplier?

- Oracle iSupplier portal is the enterprise application that structures all supplier communication through a secure internet-based portal. Phone calls and emails between customers and suppliers are time-consuming, introduce errors and create latency in your supply chain.
- Oracle iSupplier portal makes it more efficient for you, as a supplier, by gaining access to a powerful platform for online collaboration. As a supplier of Experian, you will have access to the latest information including purchase orders (POs), payment status, scheduled payment dates, data extraction and self-service management of company data.

## 1.2 How do I log into iSupplier?

- You will need to have completed the registration process and been sent the link and temporary password to log into iSupplier.
- When logging into the portal for the first time, you will be prompted to enter your username and temporary password. If you use the "copy and paste" function to copy the password from the email, it is important to ensure that the number of characters that you paste into the password field matches the characters provided in the temporary password.
- Once you have entered the temporary password correctly the system will prompt you to change this password to something memorable to you.

## 1.3 What if I haven't received my password?

- Once you submit your registration application, our Global Supplier Maintenance team will complete our validation checks on the data before approving the registration. Once approved, you will receive your iSupplier password via email. If you do not receive this, please check your Spam folder as this may block or delete messages. Please also check with your internal IT group to allow the successful delivery of Experian emails.
- If you still have not received your password after checking Spam folder and with IT, please email the respective Supplier Maintenance team to request a password re-set. Please refer to the [Contacts document](#).

## 1.4 What happens if I get an error message or I can't log into the portal?

- Double check that you have used the correct username or password. Your username and password are emailed to you upon registration. Your username is your email address.
- Make sure that the number of characters in the temporary password match the number of characters entered into the password field.
- Clear your internet history, cookies, offline content and Java. Stagnant data build up can prevent you from entering the portal (see Clear History instructions).
- Check that the browser you are using is one of the Experian recommended browsers:

Browser	Minimum supported version
Firefox	ESR 52.x
Chrome	V35
Edge	117.0.2045.31

## 1.5 What should I do if my password has expired?

- To re-set your password, click on LOGIN ASSISTANCE.



The screenshot shows a login interface with the following elements:

- \* User Name**: Text input field with example text "(example: michael.james.smith)".
- \* Password**: Text input field with example text "(example: 4u99v23)".
- Login** and **Cancel** buttons.
- Login Assistance**: A link highlighted with a red rectangular box.
- Accessibility**: A dropdown menu currently set to "None".

- Input either username or email address for the user you wish to re-set the password for.

### Login Assistance

\* Indicates required field

#### Forgot Password

Enter your user name, instructions for how to reset your password will be emailed to you.

User Name

**Forgot Password**

#### Forgot User Name

Enter the email address associated with your account, your user name will be emailed to you.

Email

**Forgot User Name**

(Example: first.last@domain.com)

- The system will confirm your request, and you will receive an email shortly with instructions for re-setting your password.

## 1.6 Why can't I find a specific invoice?

There are a few reasons why you may not be able to locate invoices:

### 1) Searching the incorrect field

- Ensure you are searching in the correct field. Under the Invoices/Payments tab View Invoices, search using the Invoice Number field and not the PO Number field.
- You may use the wildcard character (%) to widen your search criteria (e.g. '12345%' – this will query all invoices that begin with 12345; or alternatively, '102-%12345' which will query all POs beginning with 102- and ending in 12345).

- As a final search option, you may leave all search parameters blank and click the GO button to pull up all invoices. Please note this may take several minutes if there are a large number of invoices in the system.

2) The invoice is not yet captured in our system

- Accounts Payable processes invoices once they have been approved by our user departments. If you are unable to locate your invoice in iSupplier, please contact the individual or requestor who placed the order.

## 1.7 Why can't I see my payment?

- Invoice payments are driven by the payment terms. Once you have queried an invoice, review the payment terms to determine when your invoice is due to be paid.
- Please be advised that payment may not occur on the actual due date, as our payment schedule may not coincide exactly with payment due dates.

## 2. System requirements for Experian iSupplier application and troubleshooting hints

### 2.1 Recommended browsers

All major browsers with latest upgrade are supported, that includes, Chrome, Edge and Safari.

### 2.2 Recommended Browser Settings

#### 2.2.1 Security Zone

- Microsoft Internet Explorer offers four different security zones to run your application through. The zone used is dependent on how you are accessing your site (Internet or Local Intranet) and set up within the zones themselves (Trusted sites & Restricted sites).

#### 2.2.2 MSIE preferred SSL settings

Please note our site is best accessible with TLS1.2 certificate. And you may not access Experian sites for SSL cyphers.

Change the browser settings like below:

- Tools → Internet Options → Advanced Tab.
- Choose Settings section. And tick on "Use TLS 1.2" option.

### 2.3 Running Oracle E-Business Suite

It is recommended that Oracle E-Business Suite is run through the 'Trusted Sites' zone, with a 'Medium' Security Setting.

- Select Tools → Internet Options → Security tab → Trusted Sites icon.
- Set the 'Security Level for this Zone' to 'Medium' if it is not set already.
- Select Tools → Internet Options → Security tab → Trusted Sites icon → SITES button.
- In the 'Add this Web site to the zone' field, enter <https://oracleapps.sandia.gov>, then click the ADD button. Alternatively, you can simply add [oracleapps.sandia.gov](https://oracleapps.sandia.gov) preceded by '\*', so that all sites under that domain go through this zone, i.e. [oracleapps.sandia.gov](https://oracleapps.sandia.gov)

Note: If you are entering an 'http://...' or '\*' domain address, you must ensure that the 'Require server verification (https:) for all sites in this zone' is not checked.

### 2.4 What happens if you get “Page Not Found” when you click on the link to iSupplier?

Experian Oracle iSupplier portal uses port 8807. A port is an opening into your computer through which information can flow. Sometimes your computer's Windows Firewall is configured to block ports. To access the portal, you will need to open the port. For instructions on how to do this on your personal computer running Windows, click on "Start" then on "Help and Support" and enter "Opening ports in Windows Firewall" in your search box.

If you have other firewalls set up on your computer or network, you should find instructions specific to that the software or hardware used for that firewall. Below are instructions for opening a port in Window's Vista.

- Click on Start
- Control Panel
- Security/Allow a Program through Windows Firewall
- If you see a box saying, 'Windows needs your permission to continue' click on 'Continue'
- Click on the General Tab (Firewall should be 'On')
- Click on the Exceptions Tab
- Click 'Add Port'
- Name: appsext.unify.uk.experian.com
- Port: 443
- Protocol: TCP
- Click 'OK'
- Click 'Apply'
- Restart your computer and try again

## 2.5 Page refresh (applicable to MSIE 6 & 7)

When using Oracle Self-Service products, it is important to ensure that the most current data is being viewed. You may check if the page has been updated since your last visit by manually refreshing the page, however it is desirable for this to be done automatically through MSIE by setting the following parameter:

- To set 'Page Refresh', select Tools → Internet Options → General tab → SETTINGS button from the MSIE menu bar.
- Under the 'Check for newer versions of stored pages' heading, select 'Every visit to the page'. With this option set, Internet Explorer will check if the page has changed since it was last viewed.

## 2.6 Exporting data and opening attachments

The file type that you wish to export from E-Business Suite must be associated with the browser. If the file type is not associated, the Window will not open or will briefly open and then close immediately. This may occur for example, when using 'File → Export' to an excel spreadsheet or when opening an attachment from E-Business Suite.

To fix this issue, using the 'Trusted Sites' zone as an example, (which is recommended for running Oracle E-Business Suite through):

- Select Tools → Internet Options → Security tab → Trusted Sites → CUSTOM LEVEL button → 'Downloads' from the browser menu.
- Set 'Automatic prompting for file downloads' to 'Enable'.
- Save the setting and close the browser window.
- Start a new browser session and login to Oracle E-Business Suite.
- This time, when trying to open the attachment or export data you should see a pop-up window titled 'File Download'.
- Uncheck the checkbox labelled 'Always ask before opening this type of file' and click the OPEN button.

- The file should now display correctly.
- After this has been done, the file extension type is registered and you may set the 'Automatic prompting for file downloads' back to 'Disable', accessing such files in future will now work correctly with that setting.