External User Registration: How-to Guide for New and Returning Users

Welcome and thank you for choosing to register to use GE Power's products and services!

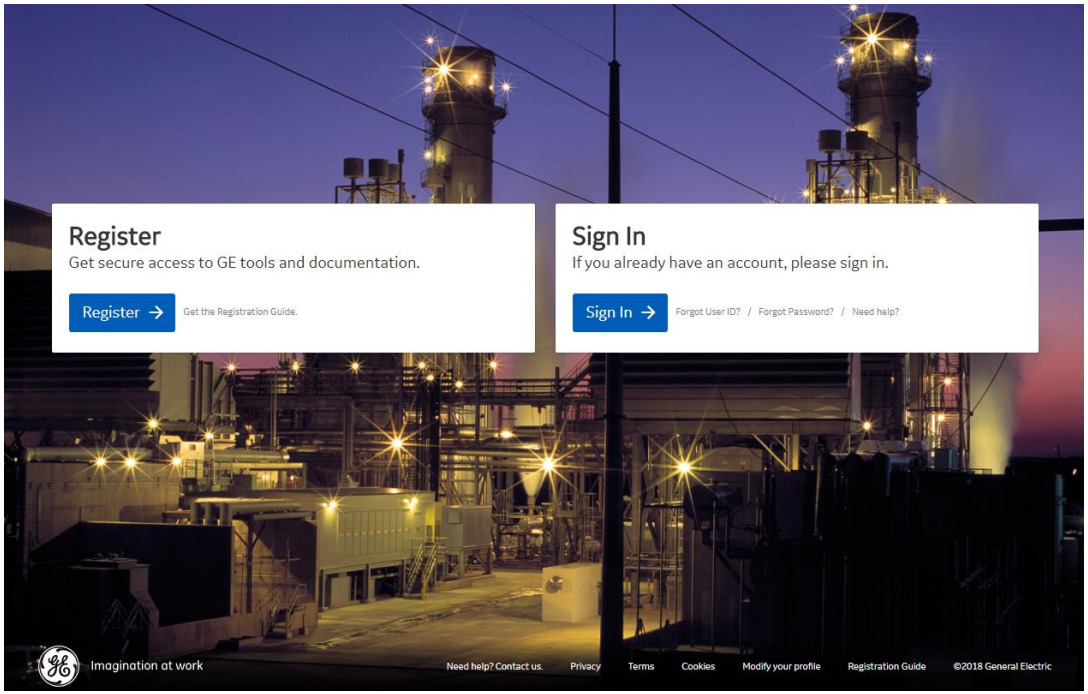
This guide will walk you through the few simple steps necessary to request a new account for accessing GE Power applications and systems, reset your account if you have forgotten your password (for example) or request access to applications directly.

Follow this guide to get set up. If you run into challenges, feel free to use the "Need help?" link and someone from our support team will contact you to assist.

Thanks for registering!

“Home Page” Navigation

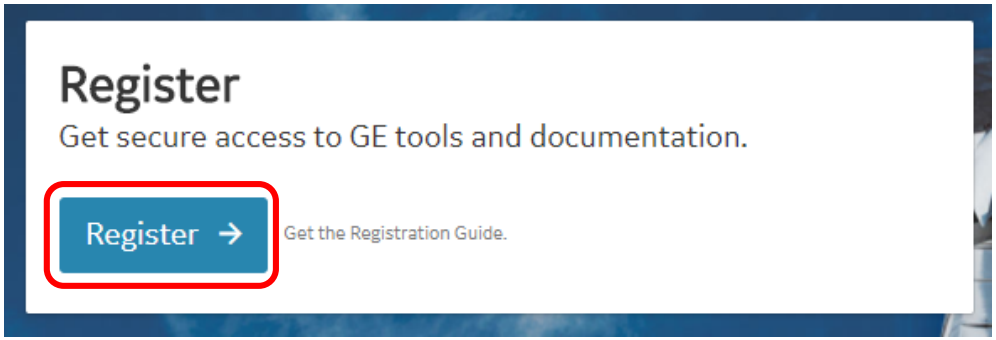
- **Register** – click this to start the process to create an account and request application access
- **Sign In** – if you already have an account, use this button to securely sign-in. Once signed-in, you can request access to applications
- **Forgot User Id?** & **Forgot Password?** – choose these options if you cannot recall your user id or password
- **Need help?**– have a question or an issue related to registration? Use this feature to send us a secure message. One of our representatives will be in touch with you to address your concern / question.



New User Registration

User ID Creation

1. **Register** – click this to start the process to create an account and request application access

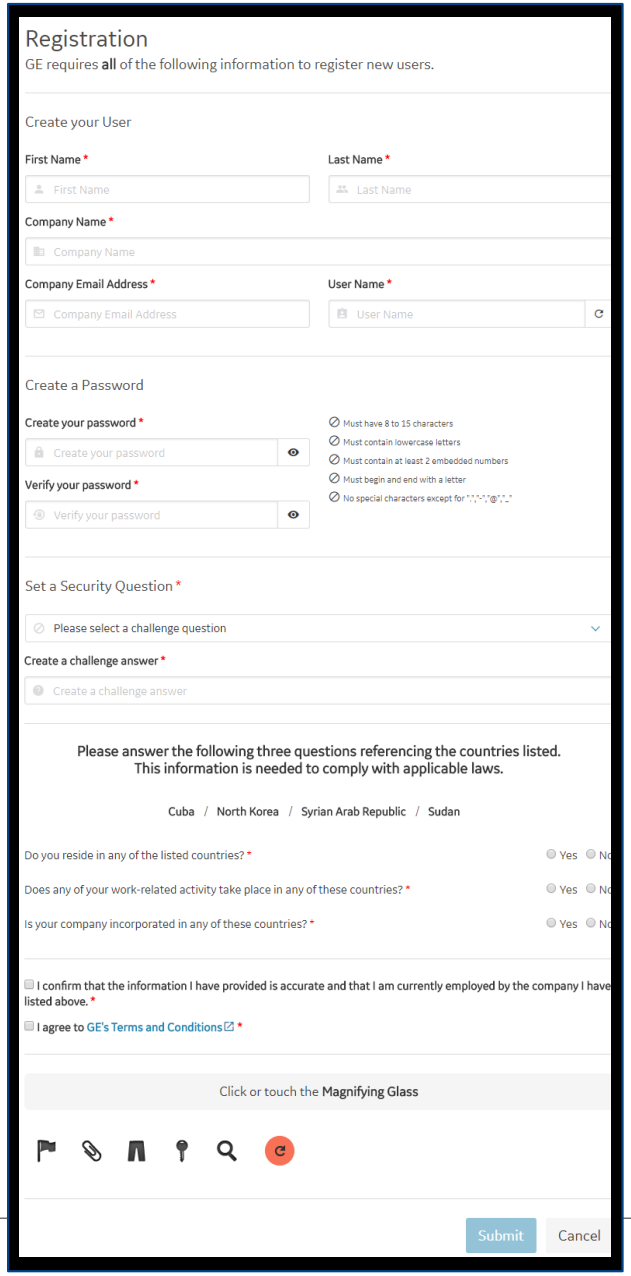


User ID Creation continued

2. **Complete the registration form** – after clicking Register, a new form will appear and ask you for some very basic information. Complete the form in it's entirety

   As you complete each field the form will validate your entry. If there are no issues with your entry, you will see a green border appear around the entry field as well as a "check" icon – see sample below:

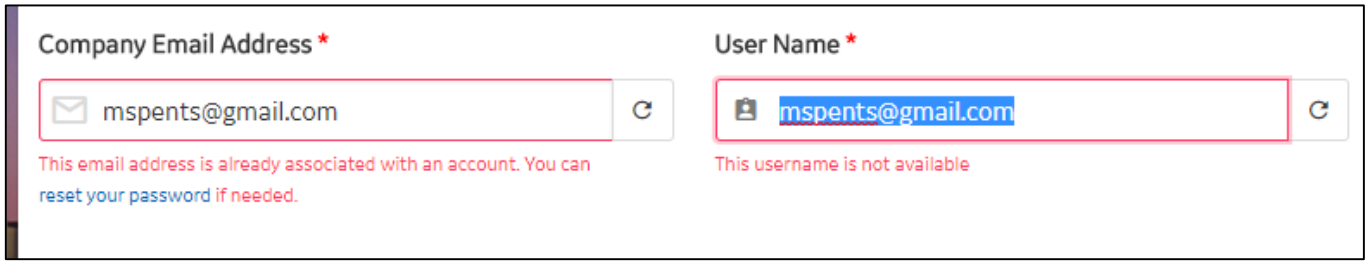
   If, however, a field fails validation, you'll be prompted appropriately and the field will show in a red border



User ID Creation continued

IMPORTANT NOTE: If you already have an **ACTIVE** user account associated to the email address you have entered, you will **not** be able to proceed with registering for a new account. General Electric's security and compliance requirements and policies limit a person to one (1) account to maintain secure control and traceability of access. This restriction is also reinforced by the standard Terms and Conditions each user acknowledges upon registering.

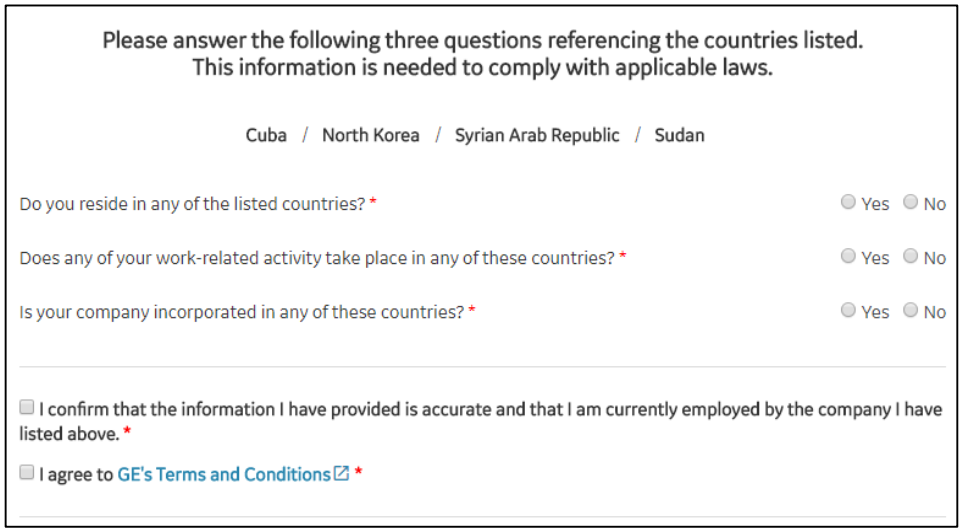
If you encounter this situation – you have options available to you to either retrieve your current user name OR reset your password for your account (in the event you have forgotten it). A link to password reset is available directly in the error prompt provided on screen (sample below). If you forgot your existing user name, simply return to the Home Page and choose "Forgot User Id"



User ID Creation continued

IMPORTANT NOTE: several of these questions (shown at the right) are mandatory for legal and compliance purposes **ensuring we protect the data and intellectual property of you, your company and GE.**

If you have a question or concern about any of these questions, consult with your appropriate business management / sourcing representative.


Please answer the following three questions referencing the countries listed.
This information is needed to comply with applicable laws.

Cuba / North Korea / Syrian Arab Republic / Sudan

Do you reside in any of the listed countries? * Yes No

Does any of your work-related activity take place in any of these countries? * Yes No

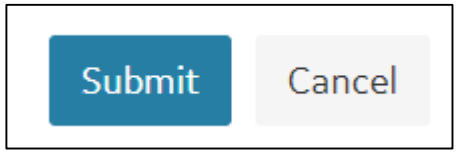
Is your company incorporated in any of these countries? * Yes No

I confirm that the information I have provided is accurate and that I am currently employed by the company I have listed above. *

I agree to GE's Terms and Conditions *

User ID Creation continued

3. **After you complete the registration form**, you will see a "Submit" button become active at the bottom of the screen. Click "Submit" to proceed.



Your information be reviewed one final time to ensure all fields are properly filled out. Upon successful validation and submission of your data, you will see a confirmation message and be prompted to sign in.

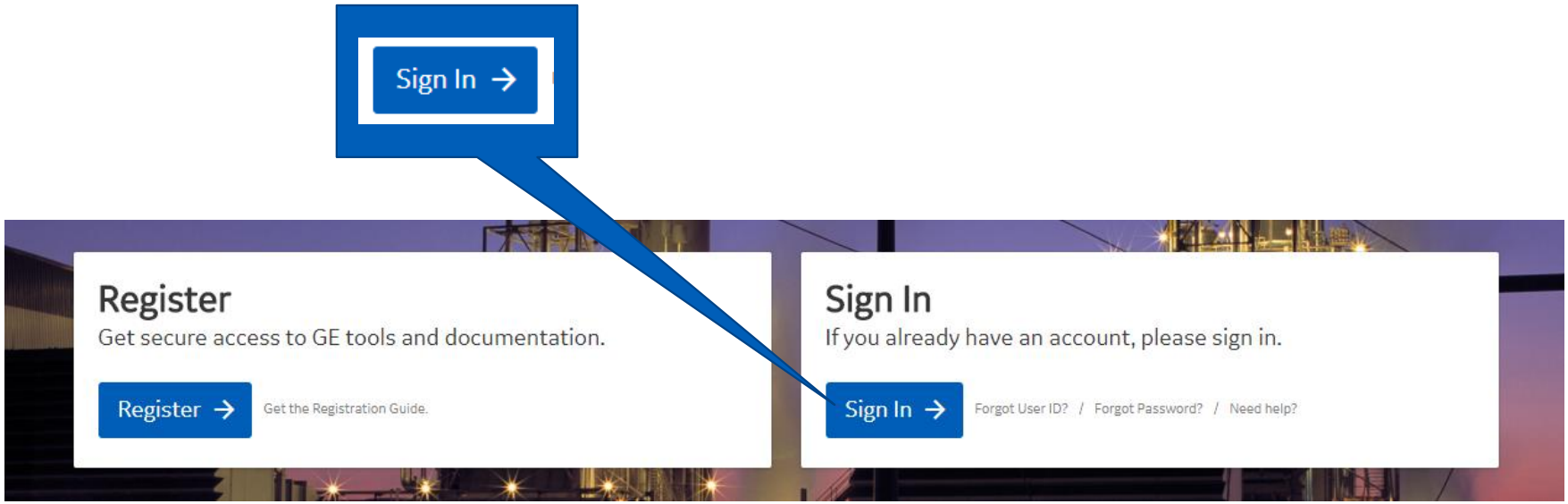
Why do you have to sign-in? This is an increased security precaution to ensure your information is not being compromised or entered by a bot / robot.

Click "Sign In" and enter your new user name and password to request access to application(s).

Existing / Returning Users

Existing / Returning Users

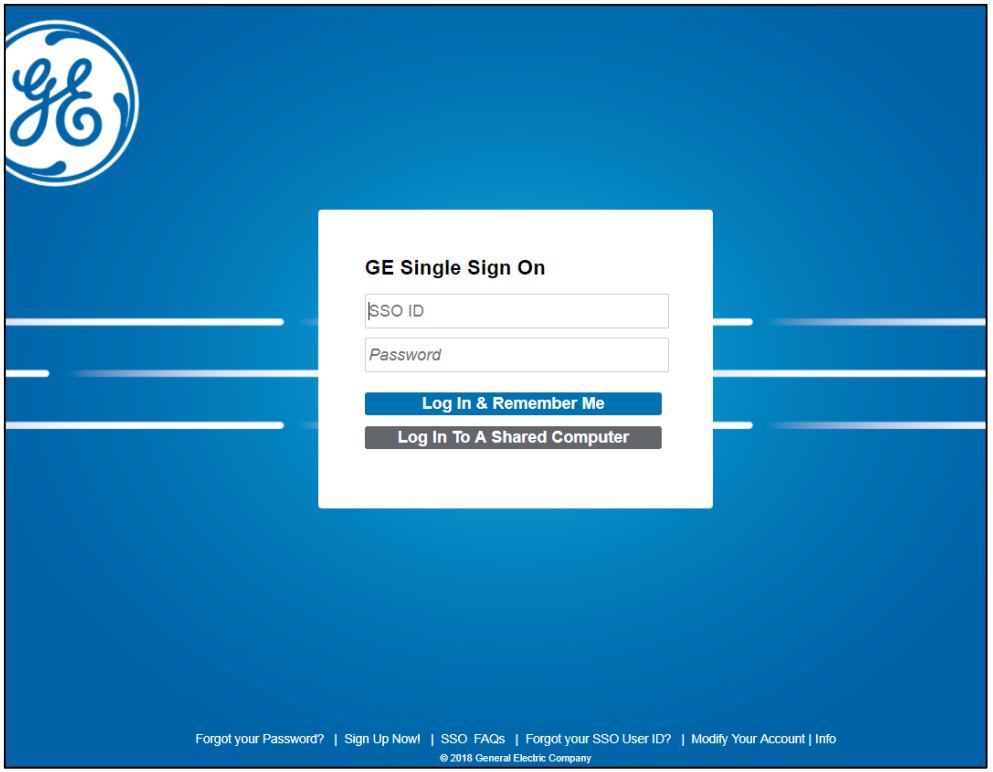
1. **From the home page,** click “Sign In” to login with your existing account.



Existing / Returning Users continued

2. **When prompted,** enter your user name (also referred to as SSO ID) and password.

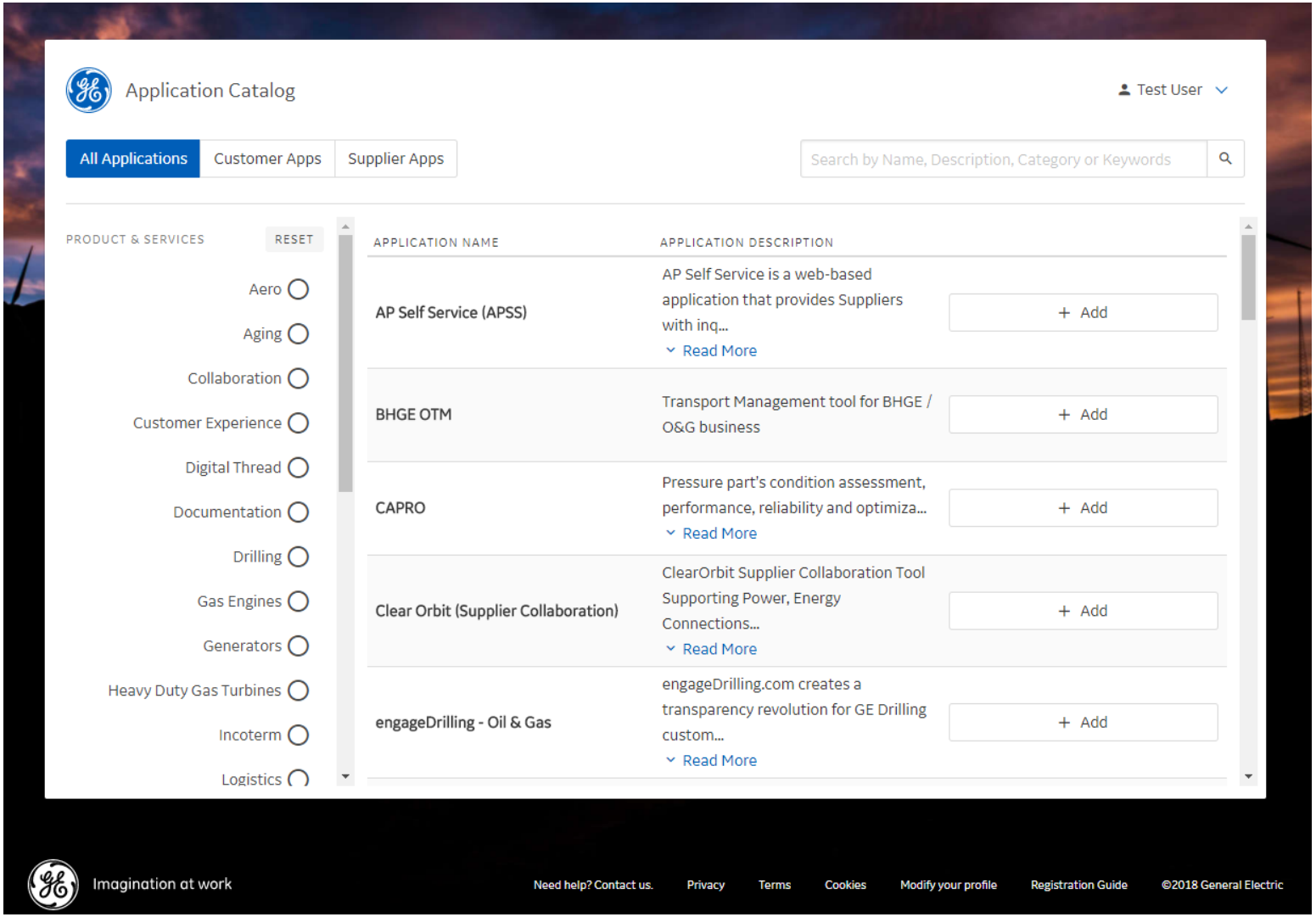
   Upon successful login, you'll be presented with the **Application Catalog** to request access to a specific application.



Application Catalog

Application Catalog

Note: you must have an existing account or have created a new id to access this section.

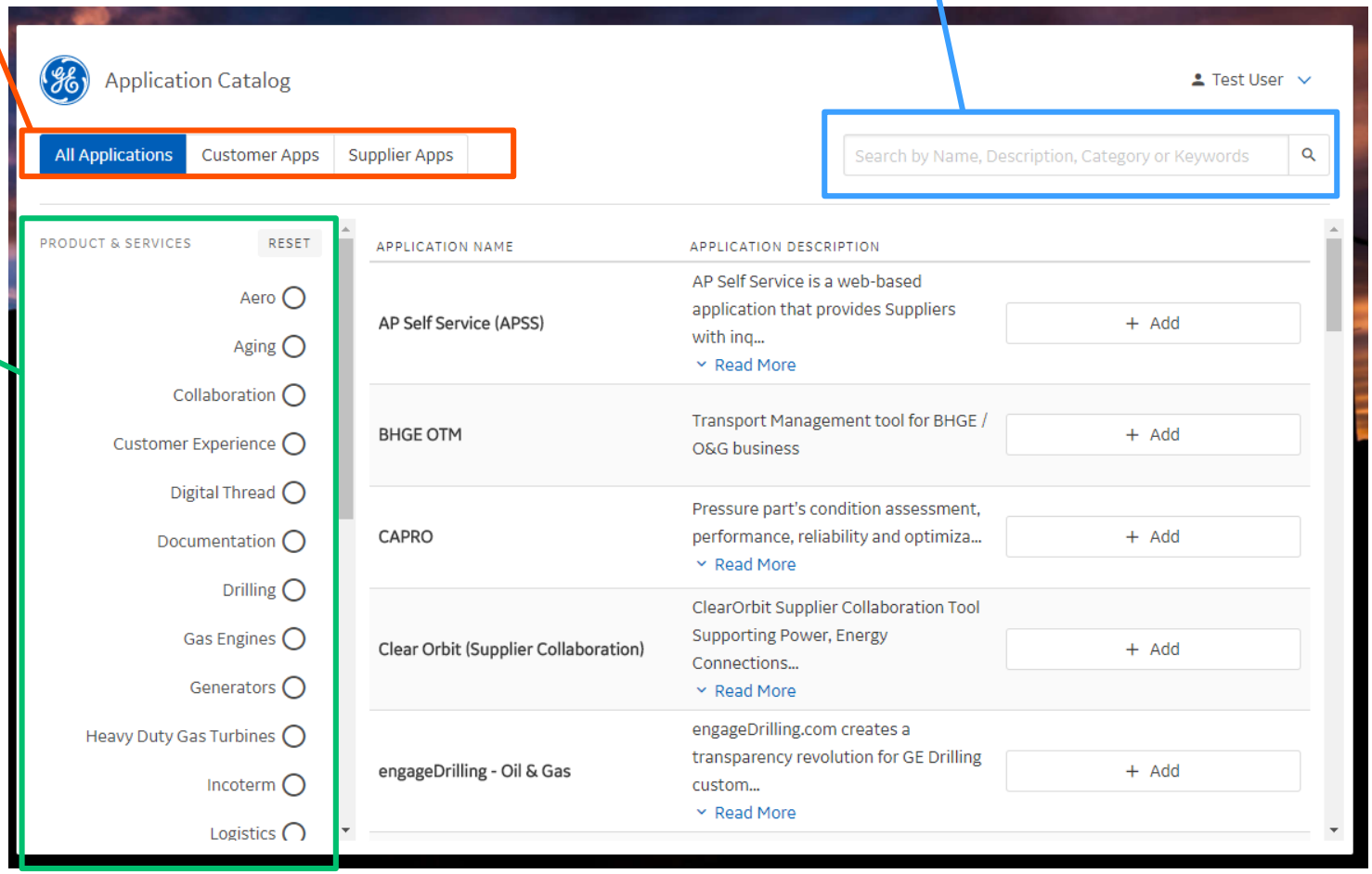


Application Catalog: Descriptions

The options here allow you to filter the application list by user type: Customer or Supplier facing applications. Some apps are listed under both categories.

Use the Search capability to find apps by any keyword or phrase

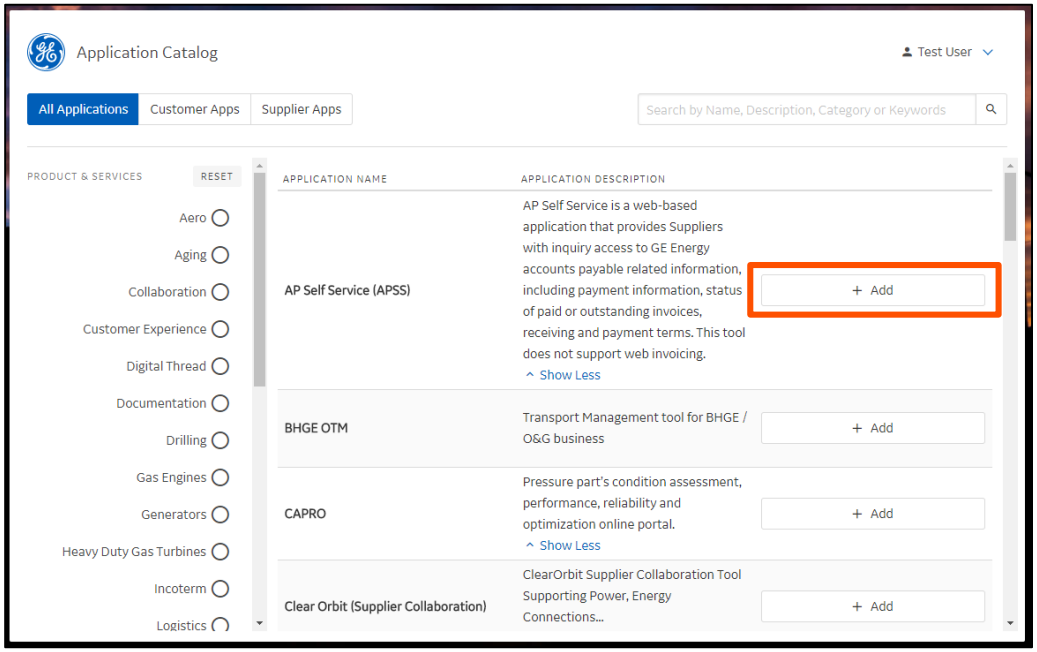
Use this section to filter applications by various Products & Services (i.e. category)



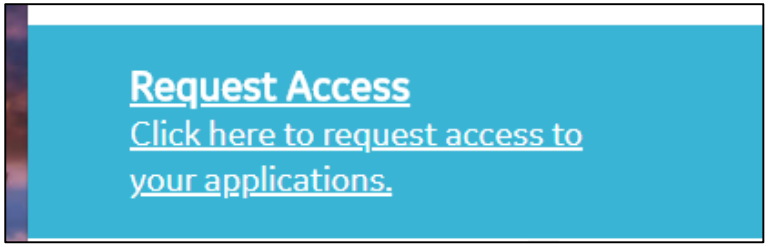
Application Catalog: Submitting a request

1. The Application Catalog functions much like an online shopping site.

   Select one or more applications from the Application Catalog. Use the "Add" button next to each application to select (or de-select). This feature adds – or removes – the item from your "cart" or "basket"



2. Once one or more applications are selected, the **"Request Access"** link becomes available at the top of the Application Catalog. Click it to continue.



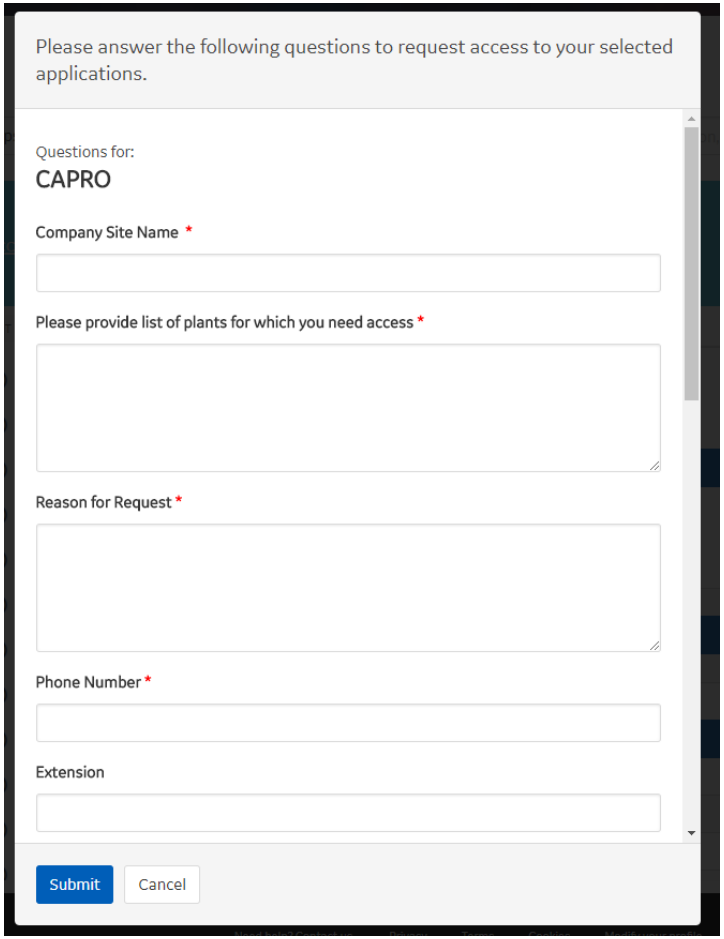
Note: *values on your screen may differ from image(s) above*

Application Catalog: Submitting a request continued

3. Once you click “Request Access”, you will see a **modal / pop-up form** appear. This form ***may*** have additional questions based on your selections. These vary by application and are mandatory for requesting application access (i.e. Each application may require more information from you before allowing access. This is done to validate your identity, association with a particular company and ensure you gain the right level of access.)

4. Once you have answered all required questions, click **“Submit”** to process your request.

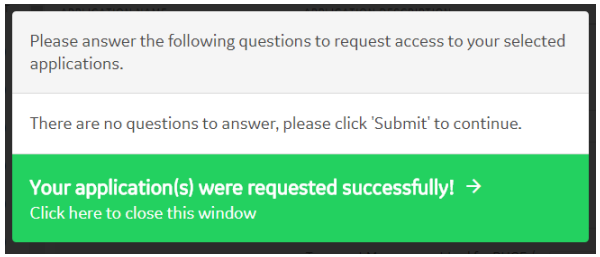
5. Click **“Cancel”** to exit the pop-up window and return to the Application Catalog.



Application Catalog: Submitting a request continued

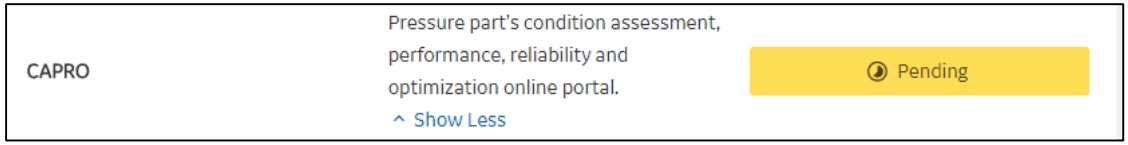
6. After you click **“Submit”**, you will receive a confirmation message indicating your request has been sent for processing. Close the window as directed to return to the Application Catalog.

   If you receive an error message, there may be an issue processing your request at this time. You may either try again a little later or use the **“Need help? Contact Us”** feature to send us a ticket detailing your issue.



7. After successful submission, you will see the status for your selected application(s) change to **“Pending”**.

   This status will be updated as your request is processed reviewed and processed by the application team.



Application Catalog: Submitting a request continued

8. Once your request is fully approved by the application team(s), you will receive a confirmation notice at the provided email address.

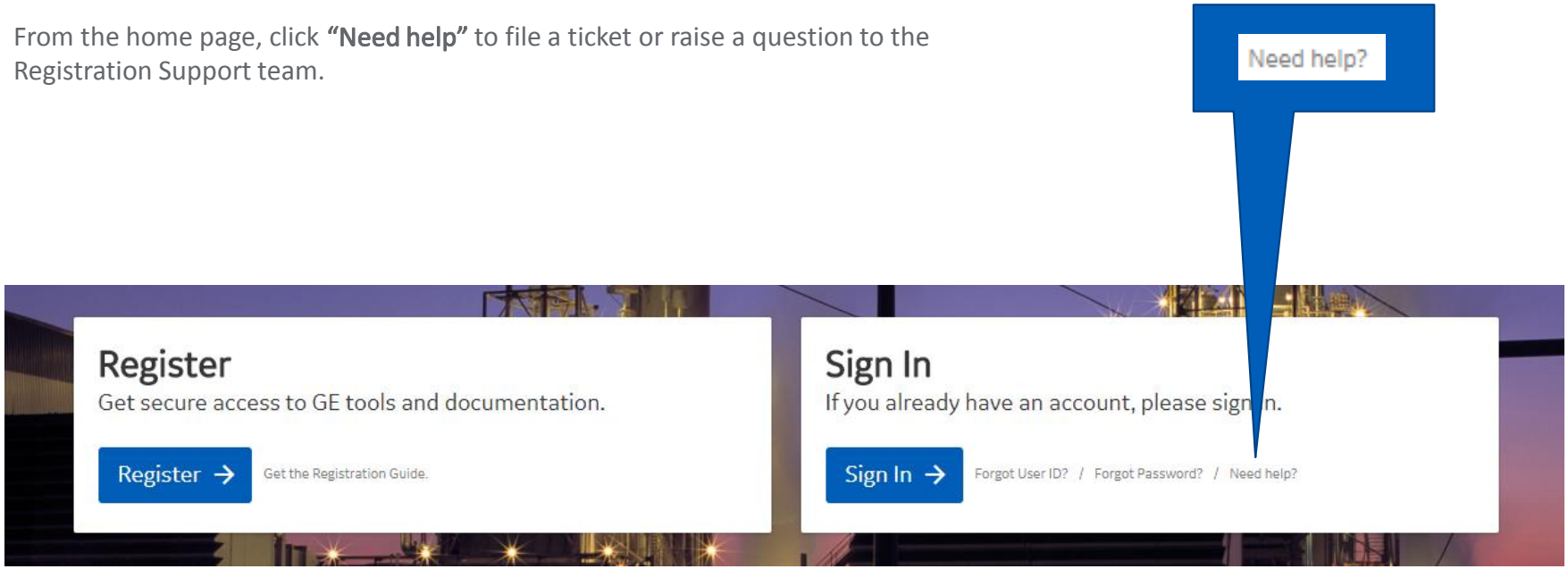
9. Durations vary but requests are usually processed within 3-10 business days.

10. If you have not received a confirmation (or rejection) notice within this time, contact your application support representative for assistance.

Need help? Contact Us

Need help? Contact Us

1. From the home page, click **"Need help"** to file a ticket or raise a question to the Registration Support team.

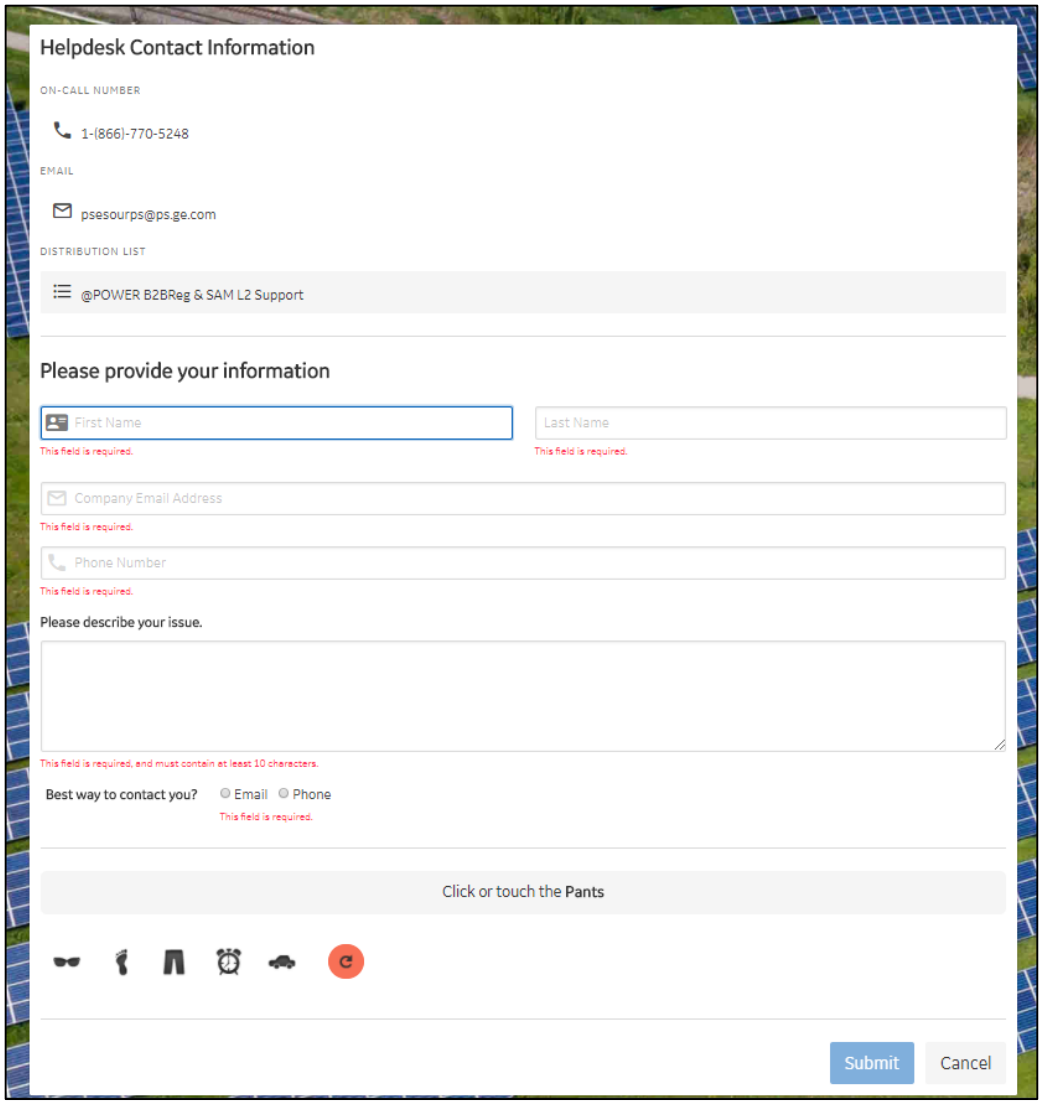


Reminder: this feature is used for questions or issues directly related to the **Registration system**. Questions or issues about specific applications need to be addressed by those teams. Thanks!

Need help? Contact Us

2. Complete **all** fields, providing as much detail as you can about your question / issue.

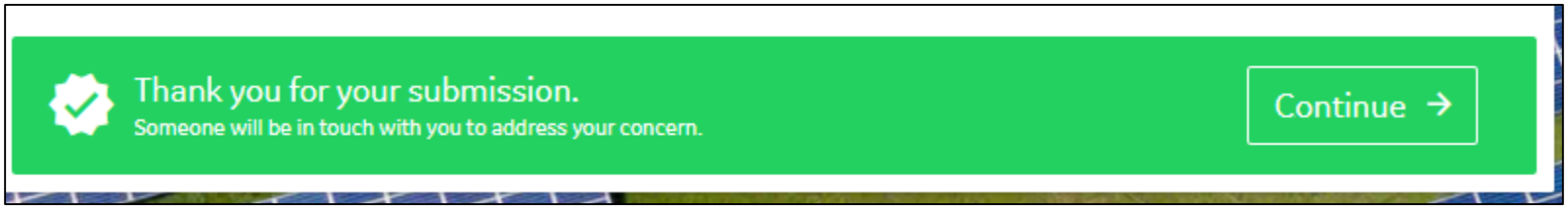
3. Once you complete all fields, you will be able to click the “Submit” button to send your request to our support team



Need help? Contact Us

4. Once you have completed your submission, you will receive a confirmation message.

   Use the “Continue” button to navigate back to the home page of the Registration system.

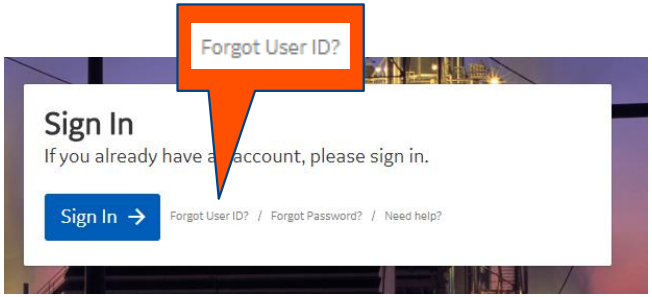


Forgot User ID?

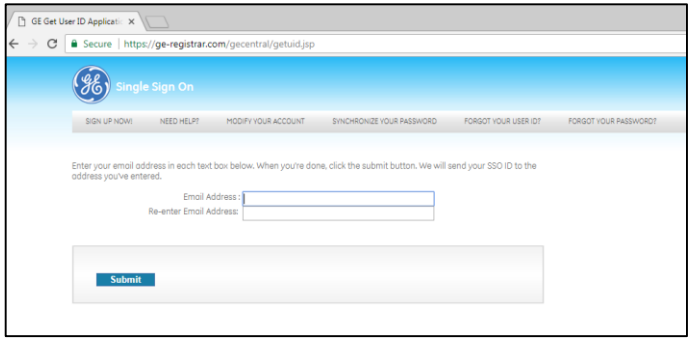
Forgot User ID?

Purpose: Use this feature to retrieve your user id
How:

1) From the home page, click the "Forgot User ID?" link – this will open a new page.



2) Follow the instructions on screen to retrieve your account information. Enter your email address and click Submit



3)

If the system recognizes the email address you provided, you will see a confirmation message on screen and an email with the user account / id will be sent.

An e-mail message with your USER ID(s) has been sent

Please close your browser window.

If no information is available for the entered email address, you will see this message:

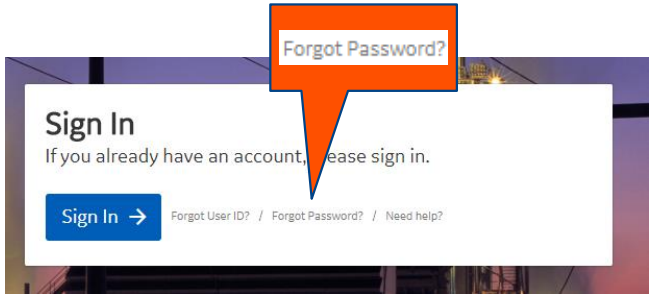
No USER ID(s) were found for your specified e-mail address
Continue

Forgot Password?

Forgot Password?

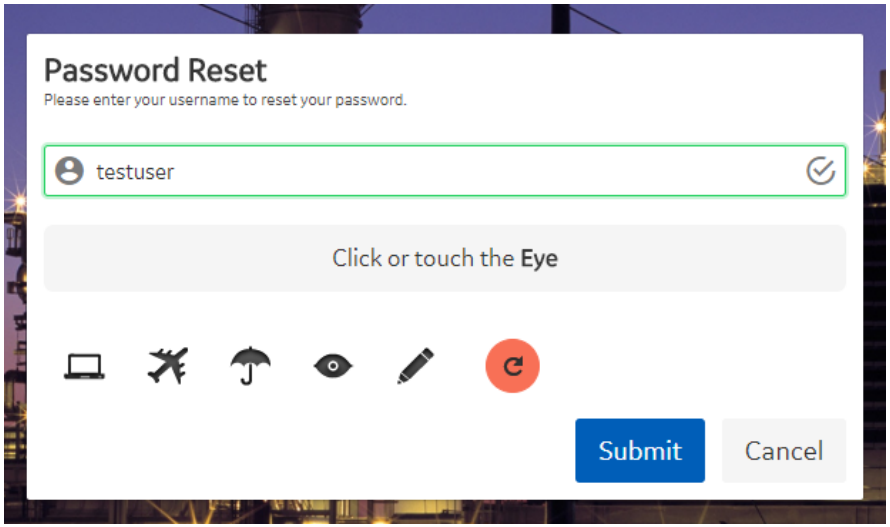
Purpose: Use this feature to reset your password
How:

1) From the home page, click the "Forgot Password?" link – this will open a new page.



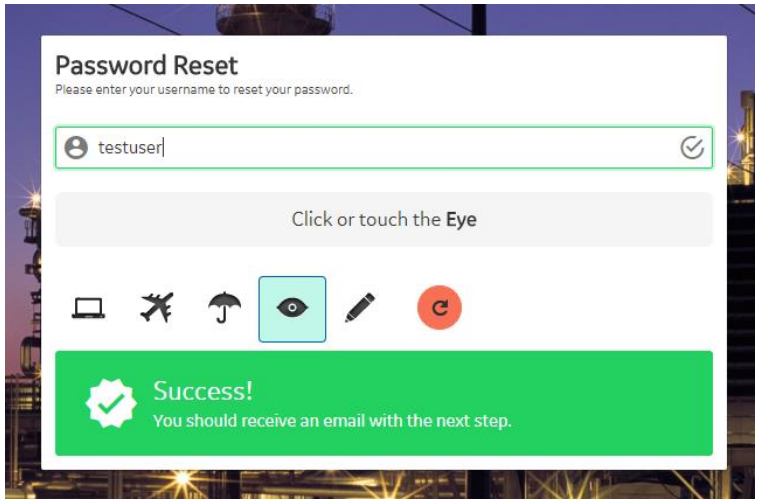
2) Follow the instructions on screen: enter your user id and complete the security check.

Click "**Submit**" to continue.

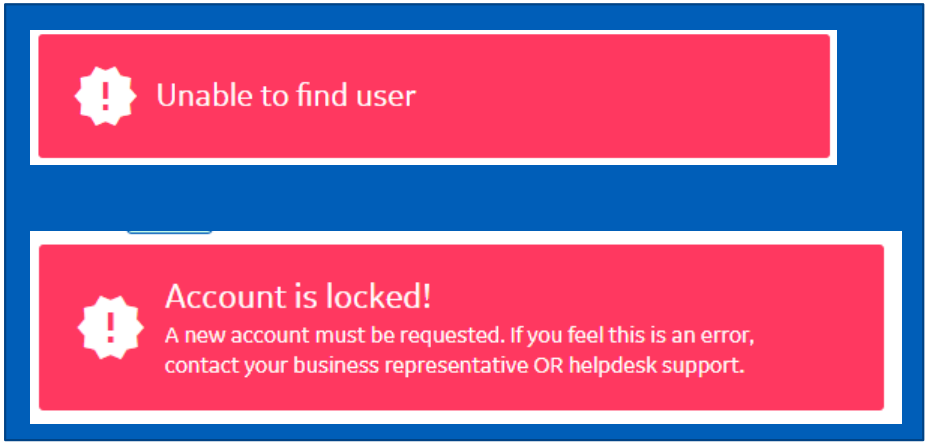


Forgot Password?

3) If the account is recognized, you will receive a confirmation message on screen (see picture to right). Additionally, an email will be sent to the account on file.



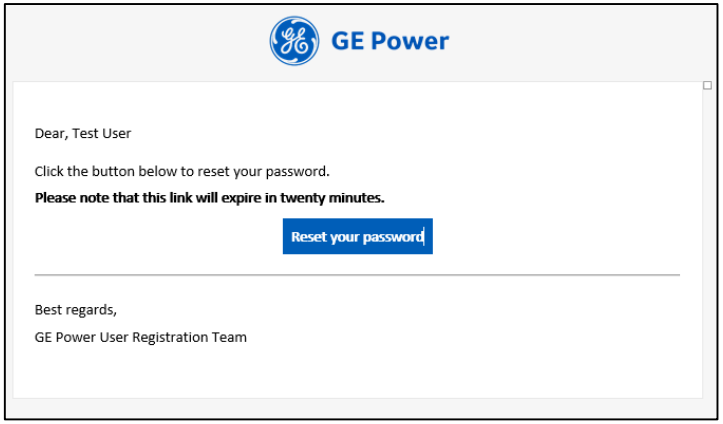
If there is no existing account **OR** the user name you entered is locked / inactive, you will receive a message similar to those at right. If you feel you are getting these message in error, use the "Need help?" feature to contact our team.



Possible error messages seen during reset

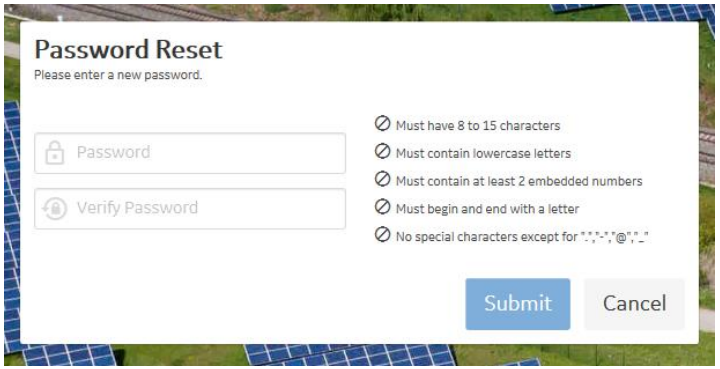
Forgot Password?

4) An email is sent to your account on file. Click the “Reset your password” link. Note this link is temporary and will expire as indicated.



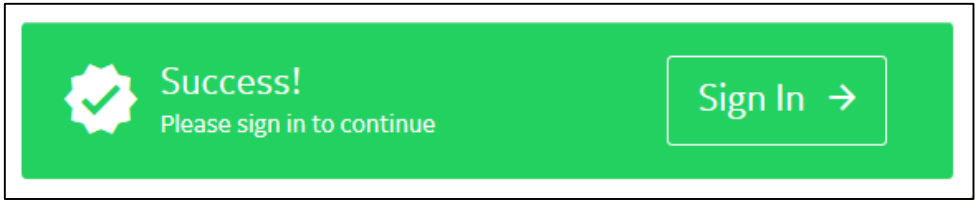
Email message and secure temporary link for password reset

5) You will be redirected to a new, secure window to update your password. Follow the instructions on screen and click “Submit”



Confirmation message for successful password reset

6) Once updated, you’ll receive a “Success” message and be allowed to sign-in with your new password.



Confirmation message for successful password reset

Can’t find what you’re looking for?

Use the “Need help?” feature described earlier in this document to submit a question or request additional help from our team. Our team can answer questions related to user registration and requesting applications through the application catalog.

Requests to sign-up for services or partnerships not related to user registration are not in the scope of our control and must be addressed by your local sourcing / helpdesk team or GE contact.