

## FREQUENTLY ASKED QUESTIONS

Connexis Supply Chain Front Office Application is currently available to BNPP Clients in 2 different user Interface styles.

- 1) Old User Interface
- 2) New User Interface

### WHICH CSC INTERFACE HAVE I LOGGED INTO?

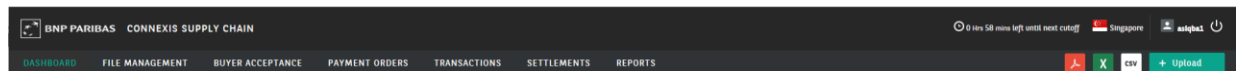
#### OLD INTERFACE

Upon successfully authentication of username / password followed by 2FA validation (if applicable), the user will land in to the home page of the application. If the below header is displayed to the User, then it is Old Interface



#### NEW INTERFACE

Upon successfully authentication of username / password followed by 2FA validation (if applicable), the user will land in to the home page of the application. If the below header is displayed to the User, then it is New User Interface



## FREQUENTLY ASKED QUESTIONS (FAQ)

1. [What are the minimum system requirements to access Connexis Supply Chain Website?](#)
2. [How can I tell if the Connexis Supply Chain website is secured?](#)
3. [How do I clear my browser cache?](#)
4. [What do I do if I suspect there have been unusual activities and/or unauthorized breach of my Connexis Supply Chain account online?](#)
5. [How do I change my password?](#)
6. [I have lost my password, how can I reset my password?](#)
7. [What should I do when there is an "Invalid Login Credentials" error when I try to login?](#)
8. [What is the pre-requisite to Two Factor Login \(2FA\)?](#)
9. [How do I create my certificate for first time login process?](#)
10. [How should I login using certificate?](#)
11. [How do I regenerate a certificate if I had lost it?](#)
12. [If I forgot my certificate PIN, how do I reset the PIN?](#)
13. [How do I change my certificate PIN?](#)
14. [How do I regenerate my certificate if my existing certificate got expired?](#)

## FAQS

### 1. What are the minimum system requirements to access Connexis Supply Chain website?

#### **New Interface:**

Connexis Supply Chain New Interface currently supports the following browsers versions:

Browser	Versions
Microsoft Internet Explorer	IE11
Google Chrome	V59
Mozilla Firefox	V52
Apple Safari	V9.0
Microsoft Edge	V25

This website is best viewed in 1280 x 1024 resolutions.

#### **Old Interface:**

Connexis Supply Chain Old Interface currently supports the following browsers versions:

Browser	Versions
Microsoft Internet Explorer	IE9 and IE11
Google Chrome	15.0.874.121
Mozilla Firefox	3.6.23
Apple Safari	5.0

This website is best viewed in 1280 x 1024 resolutions.

## 2. How can I tell if the Connexis Supply Chain website is secured?

We assure you that Connexis Supply Chain website is equipped with the industry standard security technology and practices to protect the confidentiality of our customer's information.

Generally, there are two indications of a secured web page:

- ✓ Check the web page URL. Normally, when browsing the web, the URLs (web page addresses) begin with the letters "http". However, over a secure connection the address displayed should begin with "https" (note the "s" at the end).
- ✓ Check for the padlock icon that appears at the bottom right of the browser window. When you double click on it, the security certificate should show that it has been issued to "connexissupplychain.bnpparibas.com" and that the certificate has a valid date.

## 3. How do I clear my browser cache?

To clear the browser's cache on Internet Explorer:

1. Click on 'Tools'.
2. Select 'Internet Options'.
3. Click on 'General'.
4. Click on 'Delete Files within the Temporary Internet Files' section.
5. Click 'OK'.
6. Close and open your browser again

For other browsers, the cache can be cleared through similar options available in the respective browser as stated above.

## 4. What do I do if I suspect there have been unusual activities and/or unauthorized breach of my Connexis Supply Chain account online?

If you suspect that there has been any unauthorized breach of your Connexis Supply Chain account(s), or that an online transaction has taken place that you did not initiate, you should notify BNP Paribas immediately by calling your Relationship Manager or BNP Paribas Client Services team.

## 5. How do I change my password?

To change your existing password, all you should do is click on the 'Change Password' option. You will have to enter your old password and the new password (twice) in the boxes provided. After entering all the required data, please click on the "Save" button to save the changes you have made.

It is recommended to re-login with your new password to confirm the changes are effected.

## 6. I have lost my password, how can I reset my password?

If you have forgotten your password, you may click on the “Forgot Password” link on the Connexis Supply Chain login page and follow the instructions on the page to reset your password.

## 7. What should I do when there is an "Invalid Login Credentials" error when I try to login?

The “Invalid Login Credentials” error can happen if you have entered a wrong password or if the user is locked. If you are sure that the password entered is correct, then you should contact the Relationship Manager on how to enable your account.

Please note that if you enter a wrong password for 3 times, your account will be temporary locked by the system. Please contact your Relationship Manager on how to enable your account.

## 8. What is the pre-requisite to Two Factor Login (2FA)?

There is no specific pre-requisite for 2FA. You will be able to login to the application using 2FA using any of the browsers that is supported (refer the 1st page on the list of supported browsers and version).

## 9. How do I create my certificate for first time login process?

Upon entering correct username and password, the system will re-direct to certification generation page. The user should key-in the certificate file name, random key (need to click on textbox control to generate random number of 35-character length), PIN, and click on the ‘Generate’ button. After successful validation, the certificate will be generated and download will be initiated by the browser. User should save the certificate in the preferred location. This certificate will have to be approved by Bank User so that it can be used for subsequent login process. Please find below steps for quick reference.

- i. Login to application with user credentials



**Welcome to Connexis Supply Chain**

User ID

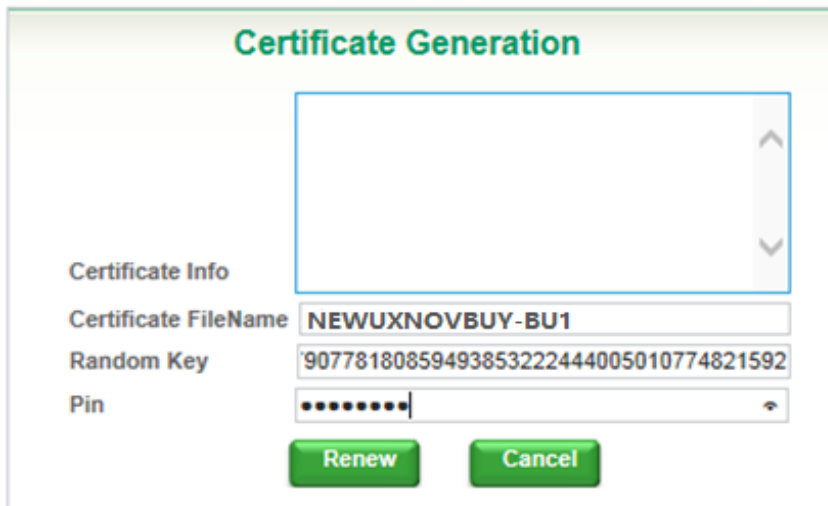
Password

Remember me

By clicking the login button the user agrees unconditionally to be bound by the terms of use of this site prevailing from time to time

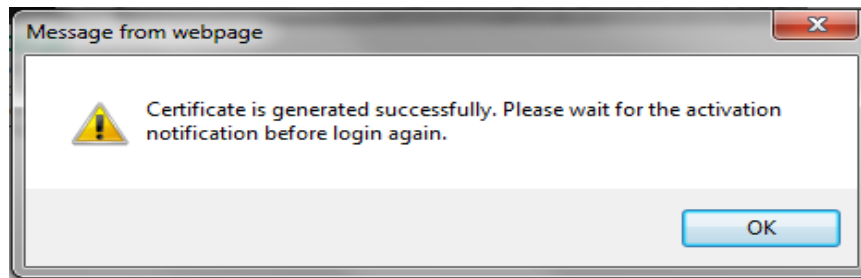
[Forgot Password?](#)

- ii. Enter required details for Certificate Generation and click on the 'Generate' button



The screenshot shows a web form titled "Certificate Generation". It features a large empty text area at the top. Below it, there are four input fields: "Certificate Info" (empty), "Certificate FileName" (containing "NEWUXNOVBUY-BU1"), "Random Key" (containing "90778180859493853222444005010774821592"), and "Pin" (containing seven dots). At the bottom of the form are two green buttons: "Renew" and "Cancel".

- iii. Certificate will be successfully generated and a pop-up will be shown to the user. The certificate download will also be initiated by the browser

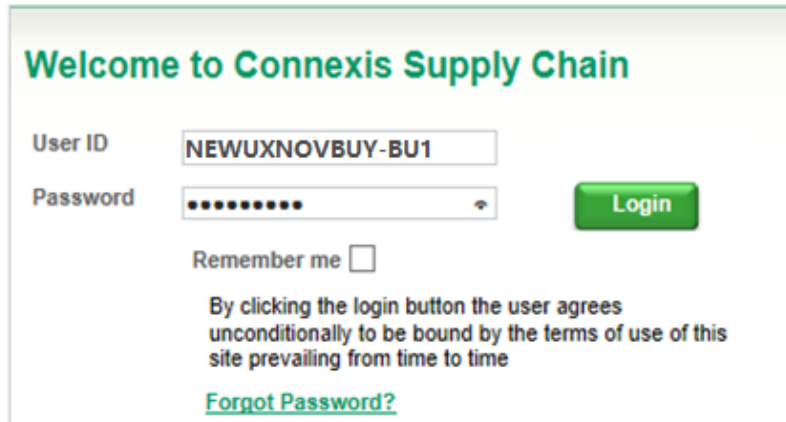


The user should download the certificate in the preferred location. For more details regarding this topic, please refer the User Guide document available post login to the application

## 10. How should I login using Certificate?

Upon entering correct login user name and password, the system will load the certificate validation page. The user should select the certificate file saved in the local machine and enter the PIN that was given during certificate creation process. Once all these details are entered, user should click on the 'Ok' button for logging into the application. Please find below steps for quick reference.

- i. Login to application with user credentials



**Welcome to Connexis Supply Chain**

User ID:

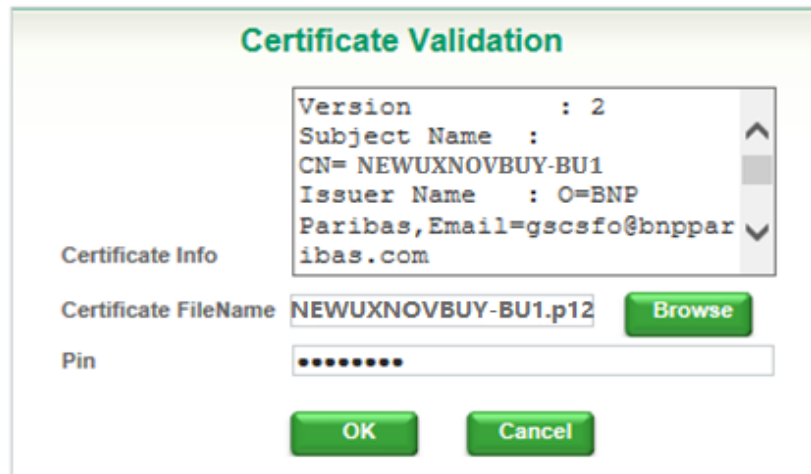
Password:

Remember me

By clicking the login button the user agrees unconditionally to be bound by the terms of use of this site prevailing from time to time

[Forgot Password?](#)

- ii. User should select the generated certificate from the preferred location using 'Browse' button, enter the PIN, and click on 'Ok' button to login to the application



**Certificate Validation**

Certificate Info

```
Version      : 2
Subject Name :
CN= NEWUXNOVBUY-BU1
Issuer Name  : O=BNP
Paribas, Email=gscsfo@bnpparibas.com
```

Certificate FileName:

Pin:

Please note that the main pre-requisite for using the certificate for login process is that the certificate should be approved by Bank User after certificate generation process.

### **11. How do I re-generate my certificate in case if I had lost it?**

The user should contact the Relationship Manager to reset the certificate for the user, which will in-turn be done by the Bank Users. Once the certificate is reset, the user should login to the application by entering the username and password, and the system will automatically redirect to certification generation page. The user should key-in the certificate file name, random key (need to click on textbox control and should be 35-character length), PIN, and click on the 'Renew' button. Upon confirmation, the certificate file download will be initiated by the browser and user should save the certificate in the preferred location.

### **12. If I forgot my certificate PIN, how do I reset the password?**

The user should contact the Relationship Manager to reset the certificate for the user, which will in-turn be done by the Bank Users. Once the certificate is reset, the user should login to the application by entering the username and password, and the system will automatically redirect to certification generation page. The user should key-in the certificate file name, random key (need to click on textbox control and should be 35-character length), PIN, and click on the 'Renew' button. Upon confirmation, the certificate file download will be initiated by the browser and user should save the certificate in the preferred location.

### **13. How do I change my Certificate PIN?**

#### **Change Certificate in New Interface:**






To change the certificate PIN, the user should open the settings menu (click on the user name link available before the logout icon), and click on the 'Change Certificate PIN' menu item. The 'Change Certificate PIN' pop-up will be loaded. User should select the already generated certificate file saved in the local file path, and enter the old PIN, new PIN, confirm the new PIN, and click on the 'Ok' button. A message will be displayed to the user upon successful update of new PIN, and the updated certificate with new PIN will be initiated for download by the browser. The user should save the certificate file in the preferred location in the local machine and use it for subsequent logins.

Please find below steps for quick reference.

- i. Login to New UX application with valid user credentials and click on the 'Settings' menu



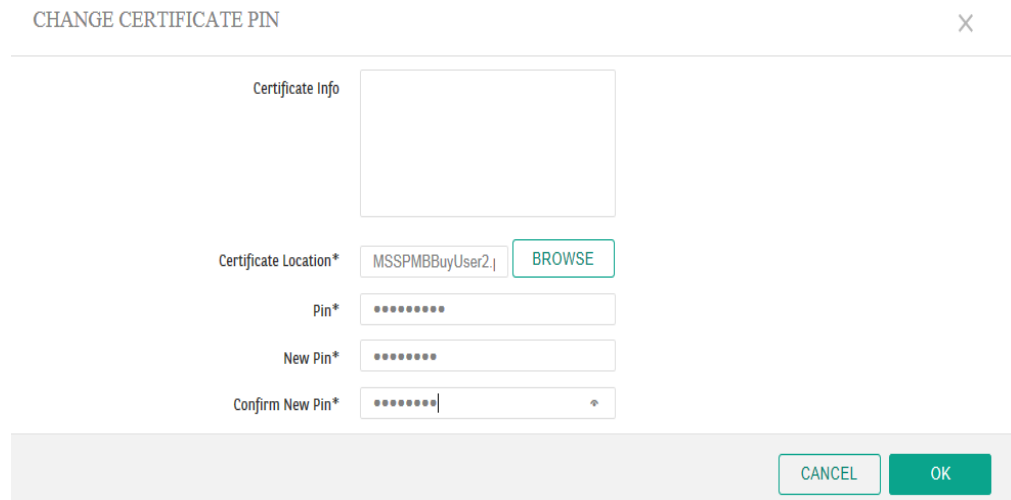
## NEWUXNOVBUY-BU1

-  Preferences
-  Change Certificate Pin
-  Change Password
-  Holiday Calendar
-  Contact Us

Last Login : 01/08/2017 at 16:04:02



- ii. The 'Change Certificate PIN' pop-up will be loaded to the user. The User should enter the existing PIN, New PIN and Confirm PIN and then click on the 'Ok' button



CHANGE CERTIFICATE PIN

Certificate Info

Certificate Location\* MSSPMBBuyUser2,1 BROWSE

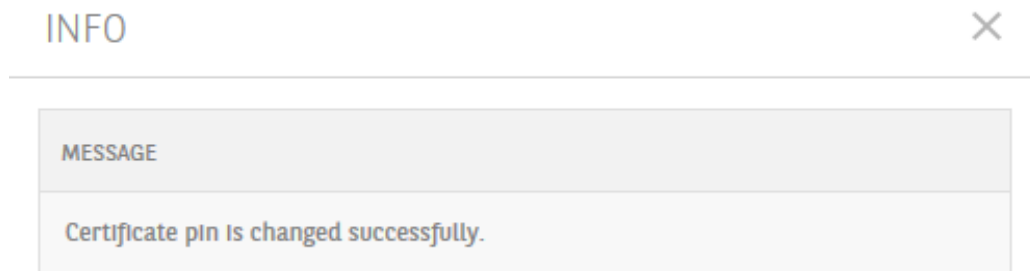
Pin\* .....

New Pin\* .....

Confirm New Pin\* .....

CANCEL OK

- iii. The Certificate PIN will be changed successfully and the browser will initiate the certificate download process with the New PIN



INFO

MESSAGE

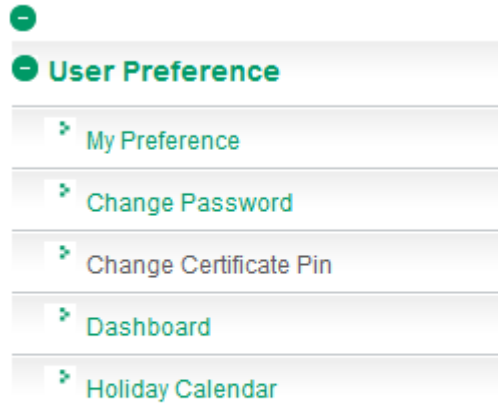
Certificate pin is changed successfully.

For more details regarding this topic, please refer the User Guide document available post login to the application

**Change Certificate PIN in Old Interface:**

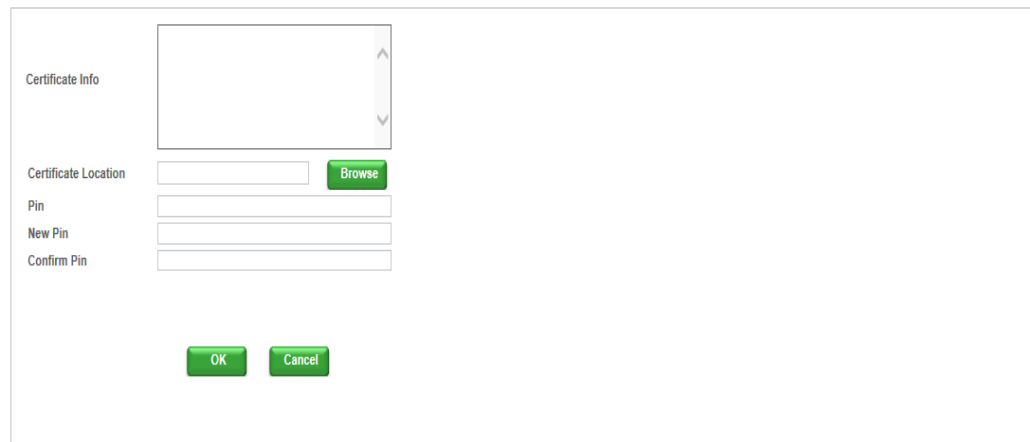
To change the certificate PIN, the user should click the 'Change Certificate' link available in the 'Home' tab to open the 'Change Certificate PIN' page. User should select the already generated certificate file saved in the local file path, and enter the old PIN, new PIN, confirm the new PIN, and click on the 'Ok' button. A message will be displayed to the user upon successful update of new PIN, and the updated certificate with new PIN will be initiated for download by the browser. The user should save the certificate file in the preferred location in the local machine and use it for subsequent logins.

- i. Login to Old UX application with valid user credentials and click on the "Change Certificate PIN" link available in 'Home' tab

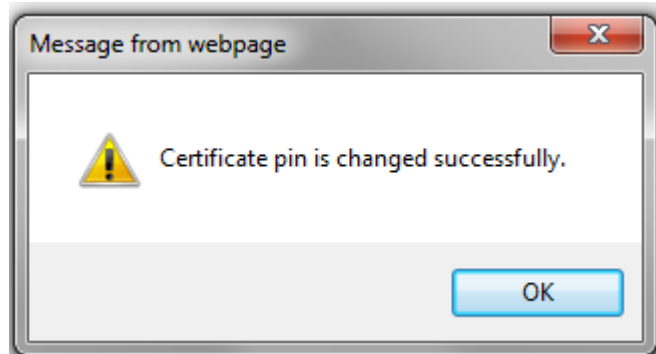


- ii. The 'Change Certificate PIN' page will be loaded. The User should enter the existing PIN, New PIN and Confirm PIN and then click on the 'OK' button

### Change Certificate Pin



- iii. The Certificate PIN will be changed successfully and the browser will initiate the certificate download process with the New PIN

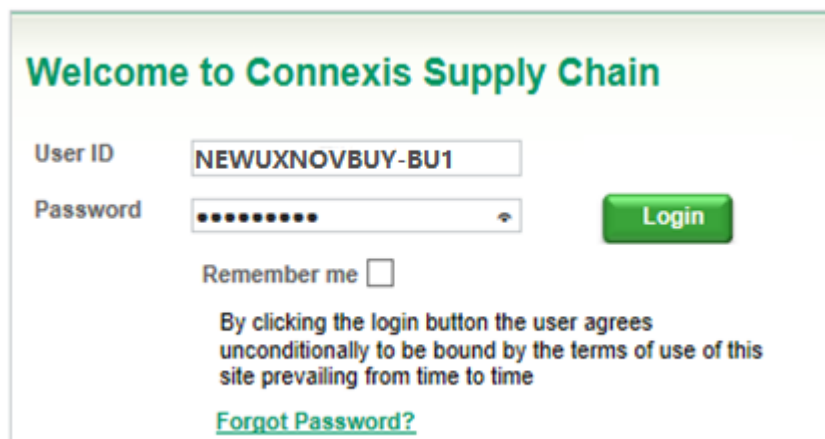


For more details regarding this topic, please refer the User Guide document available post login to the application

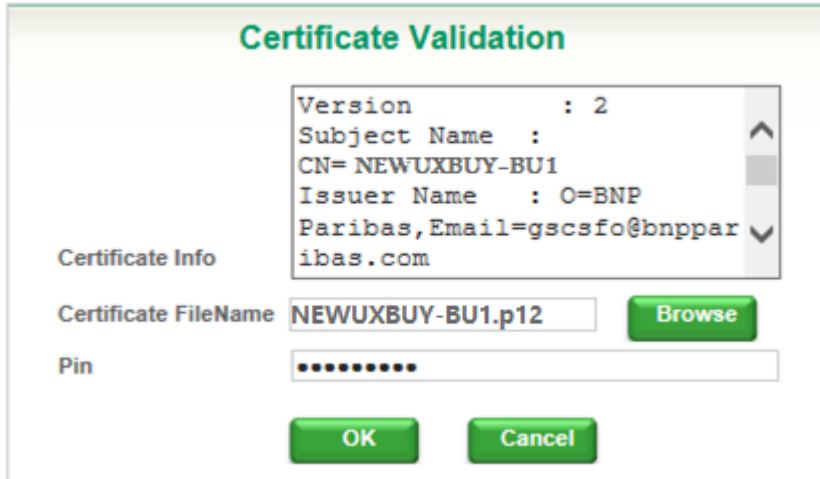
#### 14. How do I re-generate my certificate in case my existing certificate is expired?

When a certificate is expired, the user will be prompted automatically to 'Challenge Question' page. The User should correctly answer the challenge question and upon successful validation, the system will load the Certificate Generation page. The user should key-in the certificate file name, random key (need to click on textbox control to generate random number of 35-character length), PIN, and click on the 'Generate' button. After successful validation, the certificate will be generated and download will be initiated by the browser. User should save the certificate in the preferred location. This certificate will have to be approved by Bank User so that it can be used for login process. Please find below steps for the same for quick reference.

- i. Login to application with user credentials

A screenshot of a login page titled "Welcome to Connexis Supply Chain". The page has a light green header. Below the title, there are two input fields: "User ID" with the value "NEWUXNOVBUY-BU1" and "Password" with masked characters ".....". To the right of the password field is a green "Login" button. Below the password field is a "Remember me" checkbox which is unchecked. At the bottom, there is a disclaimer: "By clicking the login button the user agrees unconditionally to be bound by the terms of use of this site prevailing from time to time" and a green link for "Forgot Password?".

- ii. User should select the generated certificate from the preferred location using 'Browse' button, enter the PIN, and click on 'Ok' button to login to the application



**Certificate Validation**

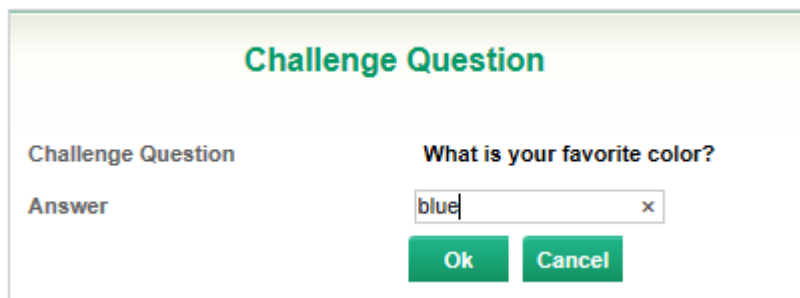
Certificate Info

```
Version      : 2
Subject Name :
CN= NEWUXBUY-BU1
Issuer Name  : O=BNP
Paribas, Email=gscsfo@bnpparibas.com
```

Certificate FileName:

Pin:

- iii. In case if the certificate is expired, the system will automatically load the 'Challenge Question' page. The User need to enter the answer for the challenge question to proceed further

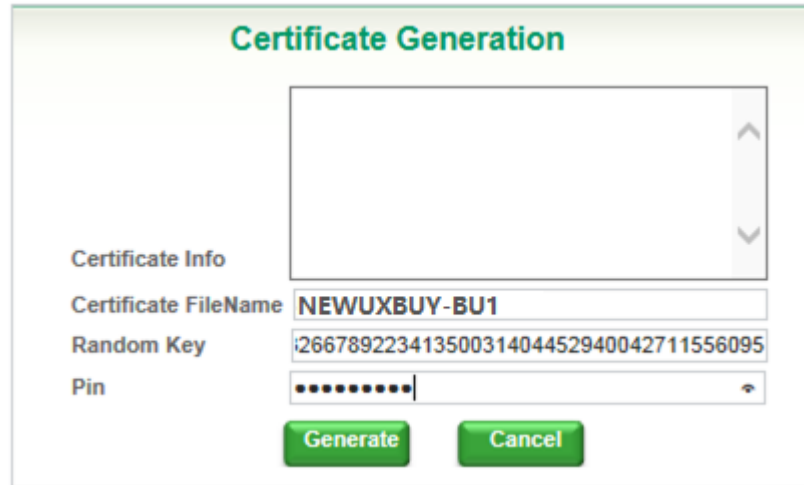


**Challenge Question**

Challenge Question: **What is your favorite color?**

Answer:

- iv. Enter required details for Certificate Generation and click on the 'Generate' button



The image shows a 'Certificate Generation' dialog box. It has a title bar with the text 'Certificate Generation' in green. Below the title bar is a large empty text area. To the left of this area are four labels: 'Certificate Info', 'Certificate FileName', 'Random Key', and 'Pin'. Each label is followed by a text input field. The 'Certificate FileName' field contains the text 'NEWUXBUY-BU1'. The 'Random Key' field contains the text '26678922341350031404452940042711556095'. The 'Pin' field contains a series of dots. At the bottom of the dialog box are two green buttons: 'Generate' and 'Cancel'.

- v. Certificate will be successfully generated and download will be initiated by the browser

