

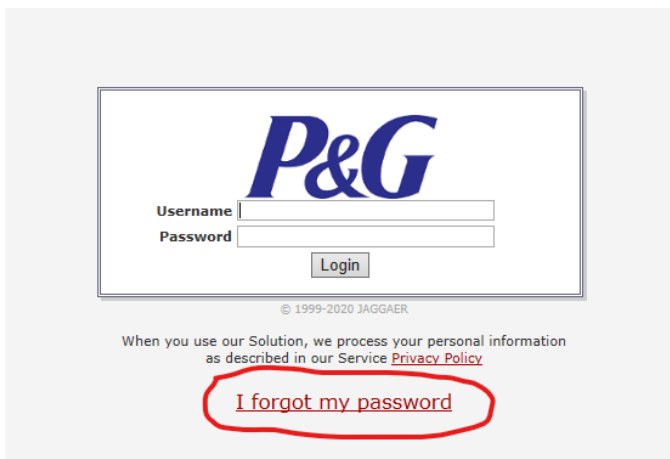
## P&G – Supplier Base Management

### SBM Supplier – Cannot Login – Lost Credentials

If your Admin has followed the guide to properly setup an SBM Supplier User i.e. provided access and a Login-name you can use below steps.

If your Admin has not assigned a Login-name, chances are you are not setup as a User. (in this case use the Guide: **SBM – Adding More Portal Users** )

If you are having trouble logging in or do not know your credentials, preferred method is to click Forgot Password at login page. <https://app11.jaggaer.com/portals/pg>



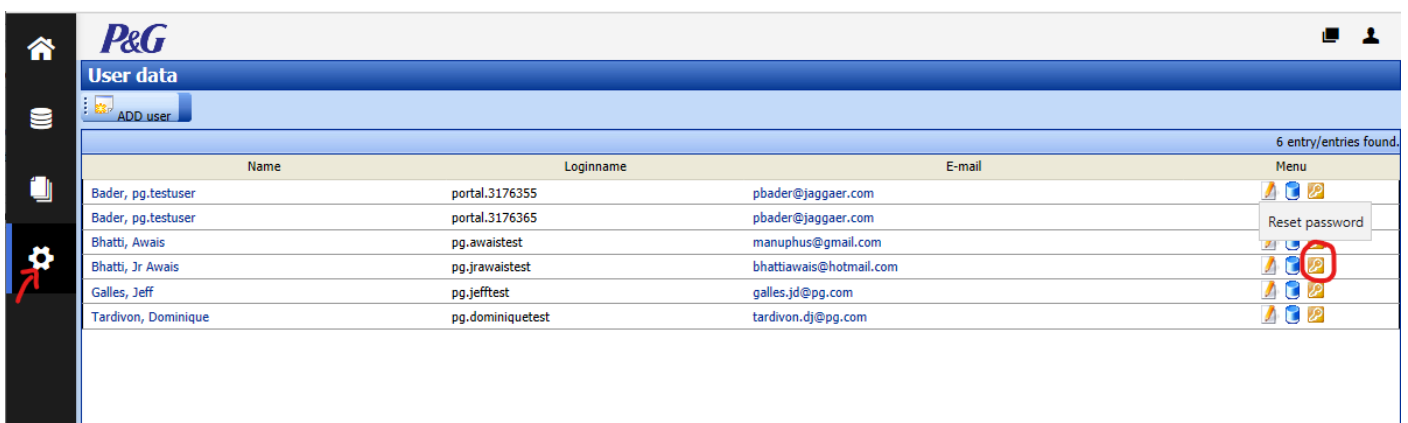
The image shows the P&G login page. It features the P&G logo at the top, followed by input fields for 'Username' and 'Password', and a 'Login' button. Below the login fields, there is a copyright notice '© 1999-2020 JAGGAER' and a privacy policy link. At the bottom, there is a link 'I forgot my password' which is circled in red.

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



When you use our Solution, we process your personal information as described in our Service [Privacy Policy](#)

[I forgot my password](#)

Otherwise Admin can navigate to Gear icon, and click the Key icon to Reset your password, you will receive an email.



The image shows a screenshot of the P&G User data table. The table has columns for Name, Loginname, E-mail, and Menu. A red circle highlights the 'Reset password' link in the Menu column for the user 'Bhatti, Awais'.

Name	Loginname	E-mail	Menu
Bader, pg.testuser	portal.3176355	pbader@jaggaer.com	
Bader, pg.testuser	portal.3176365	pbader@jaggaer.com	 Reset password
Bhatti, Awais	pg.awaistest	manuphus@gmail.com	
Bhatti, Jr Awais	pg.jrawaistest	bhattiawais@hotmail.com	
Galles, Jeff	pg.jefftest	galles.jd@pg.com	
Tardivon, Dominique	pg.dominiquetest	tardivon.dj@pg.com	