



## CONNECTION REQUESTS STATUS – USER GUIDE

This document provides information on viewing the status of your connection request (New or Change), whether you are a Ford External or Internal Trading Partner  
Ford GTPCM (**Global Trading Partner Community Management**) Web Application.

URL: <https://www.gtpcm.ford.com>

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## A) Connection Requests Status - GSDB Code authentication

1. Under 'Data Exchange Services' menu - Click on 'Connection Requests Status' menu

Global Trading Partner Community Management Login

Data Exchange Services ▾ Credentials Management Information ▾ Report Incident Help ▾

Connection Request

**Connection Requests Status**

Access Request - SOLMIS

Update Contact

**Important Bulletins**

**Outages ↑↓**

On (Friday, September 15, 2023) --  
window is every Sunday from 4am EST to 11:30am EST.  
intermittent outages are exp ...  
[Read more](#)

**Upcoming Changes ↑↓**

Posted On (Friday, October 6, 2023) --  
25th September - New Help menu with Contact Us/FAQ/Job Aids pages have been  
launched in GTPCM.

Posted On (Wednesday, September 13, 2023) --  
13th September - EDI Specification option has been launched in GTPCM. Sample and  
FAQs for all spect ...  
[Read more](#)

[GECHUB/Data Exchange Services Introduction](#)

2. Authenticate via Covisint

Sign in with one of these accounts

Multi-Factor Authentication

**Covisint**

**Click on Covisint**



3. Enter Covisint User ID and password and click 'Login' button below, this will take you to the 'Trading Partner Connection Requests Status' page. Please refer to Section D for details if you are unable to authenticate.



English



### Registered Users Login

User ID:

Password:



Remember User ID on this computer

LOGIN

Clicking Login indicates acceptance of **Terms of Use** and **Privacy Policy**

Registered users may use the form to login. If you are not already a member with a User ID and Password, you may **register with Covisint**.

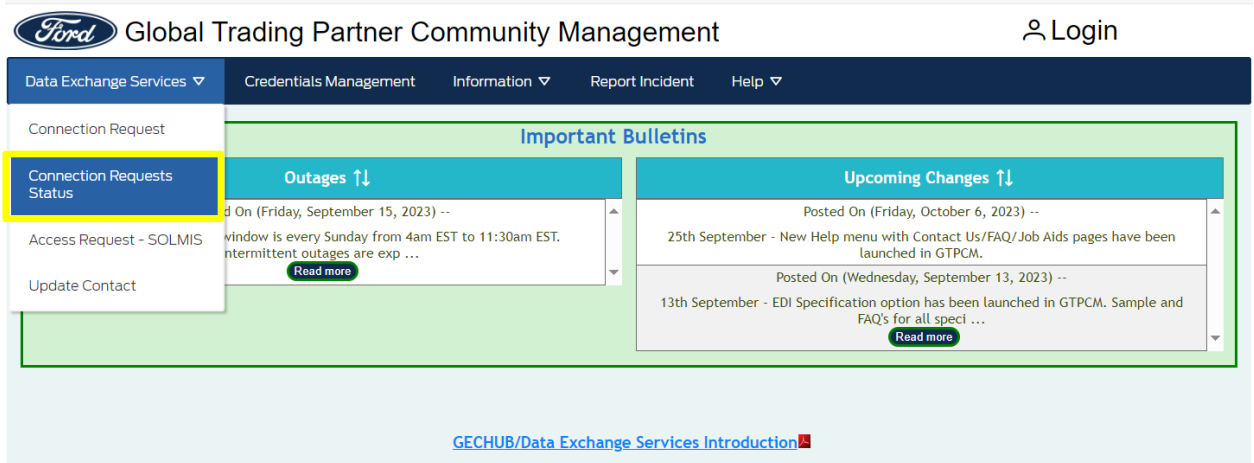
Login

- [Forgot your password?](#)
- [Forgot your UserID?](#)
- [Check Your Registration Status](#)

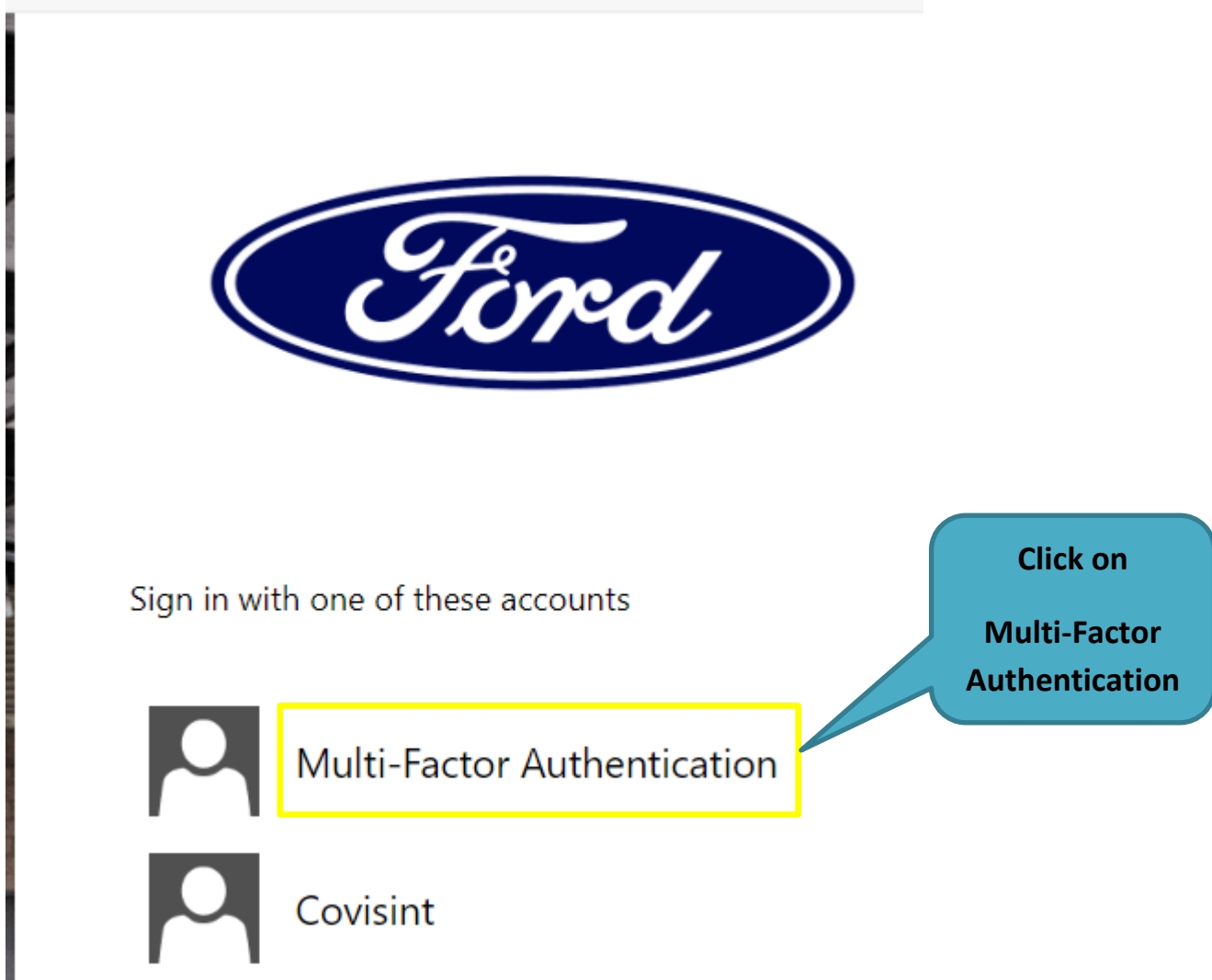


## B) Connection Requests Status – Generic ID/RACFID authentication

1. Under 'Data Exchange Services' menu - Click on 'Connection Requests Status' menu



2. Authenticate via Multi-Factor Authentication



3. Clicking on the 'Multi-Factor Authentication' link above this will take you to the 'Trading Partner Connection Requests Status' page.





### Connection Requests:

- 1) Requests submitted via GTPCM Website 'NEW/CHANGE Connection Requests' option -
  - Requests will start with 'REQGTPCM'.
  - Details will appear in "Read Only" mode.
  - Please view Job Aid [How to Submit New/Change Connection Requests](#) found in GTPCM Help/Job Aids menu for details.

Global Trading Partner Community Management w-chest2

Data Exchange Services ▾ Credentials Management Information ▾ Report Incident Help ▾

### TP Connection Requests

Request ID	REQGTPCM2023000994
Request Type	Change
Smart IT Request ID	WO0000002649235
GSDB Code	Q494C
Request Date	10/06/2023

\*Denotes required fields

▾ Contact Information

- 2) Requests submitted via GTPCM Website 'Update Contact' option –
  - Requests will start with 'PRFGTPCM'.
  - Details will appear in "Read Only" mode.

Global Trading Partner Community Management WCHESTE5

Data Exchange Services ▾ Credentials Management Transaction Status Information ▾ Report Incident Help ▾

### Update Contact

Request ID	PRFGTPCM2023000879
GSDB Code	TEST6
Request Date	2023-05-22T12:57:54.117

▾ Updated Contact Information (Read Only)

Contact Name	Wilf Chesterfield
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### Contact Analyst:

Allows you to send a message to our team about your Connection Requests.

The screenshot shows a web form titled "Contact Analyst". It has four main sections: "To" with the name "Wilf Chesterfield" (callout 1), "CC" with a question mark icon and an empty input field (callout 2), "Subject" with the text "GTPCM Request ID - REQGTPCM2021000003,GSD Code-TEST4" (callout 3), and a large empty text area (callout 4). At the bottom, it shows "Characters entered: 0/1000" and two buttons: "Send" and "Cancel".

- 1 In the 'To' area you will see who your email has been sent to on the Ford GECHub team.
- 2 In the 'CC' area you will be able to enter in multiple email addresses separated by a comma to be able to allow others to know what message you sent, including yourself.
- 3 In the Subject area you will see your Connection Request number, your Connection ID type and Connection ID that you submitted your message for.
- 4 In the open Text box, you will be able to write a message to be sent to our Ford GECHub team that is up to 1000 characters long.



## D) Help section

### 1. Creating a Ford IT Connect Support ticket

You can go to our GTPCM Website [www.gtpcm.ford.com](http://www.gtpcm.ford.com), 'Help -> Contact Us' menu, to find information and links.

Please ensure to give the following information:

- i. Your Connection ID / GSDB Code / Generic ID / RACFID.
- ii. Environment you are having issue - QA or PROD.
- iii. Description of issue, please provide any details and or print screens on the errors you received. If you are VAN provider than please add your VAN name.

### 2. Authentication error on Covisint screen or How to resolve issue when your COVISINT ID/ FSN ID are not associated with your GSDB Code(s)

Please review the Job Aids file '**How to Obtain a COVISINT ID and FSNID and Associate them with GTPCM Web Application and your GSDB Codes**' found in the GTPCM Website 'Help -> Job Aids' menu.