



PTS Credential Management FAQs

What are the UserID & Password requirements

Please refer to [Password Requirements](#)

Will this change to PTS affect PHConnect?

No, this change is a function specific to PTS.

How can I change existing User ID'S and/or Password's?

Users will be prompted, and automatically redirected, to the 'Account Info' screen to change their User ID and/or Password upon login. This function will be enabled beginning Friday, March 4 at 7:00 am EST.


If I do not change my current password as recommended, will it be possible to connect to the PTS system?

No, if the policy is not followed per the recommendation then the system will be unusable.



I want to change the credentials for the users in my Account, can I do this?

Yes, if you want to change the credentials for your users you would do this by logging into the PTS system as the Account Administrator.

 Please refer to the screenshots in the footnote for additional details.

I want to change my credentials today, can I do that?

The PTS team does not recommend that any credential management take place until the policy function has been enabled.

How will I know if I need to change my UserID and/or Password?

If you received a notification at the login screen to change your UserID and/or Password, you have been identified as requiring credential management.

The UserID field is currently locked (yellow) and I cannot make any changes, how do I update this information?

Once the policy function is enabled fields that are currently locked will be unlocked to support editing capability.

Why is PTS requiring that we change system credentials?

As a security best practice, and to continue integration's with Corporate IT initiatives, the PTS team is focusing on standardized UserID's and strengthening passwords.

Will our users be required to do this on an ongoing basis?

No, we do not foresee a situation where users would be required to update this information on a regular basis. However, if there are policy changes made at a Corporate IT level that affect PTS users then this may happen. In the unlikely event this occurs, we understand that this would be an inconvenience and appreciate your understanding. Users would be notified and prompted to update their credentials accordingly.

What is the difference between the announcement I received last week and the announcement today?

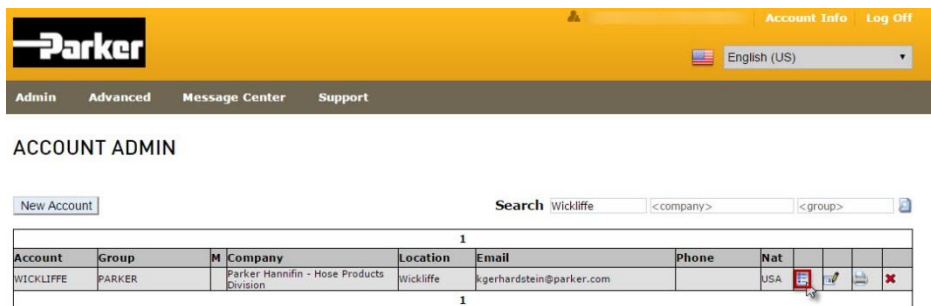
The previous announcement was intended to serve as a notification for a future planned maintenance event. The announcement today is informing you that this planned maintenance event is taking place.

Who do I contact for questions?

Please email the PTS Support Team at PTS_US@Parker.com

Administrator Functions

1. *Select* the **Account' Details** button



The screenshot shows the Parker PTS Administrator interface. At the top, there is a navigation bar with the Parker logo, 'Account Info', and 'Log Off'. Below this is a menu with 'Admin', 'Advanced', 'Message Center', and 'Support'. The main content area is titled 'ACCOUNT ADMIN' and features a search bar with 'Wickliffe' entered. Below the search bar is a table with one row of account data. The table has columns for Account, Group, Company, Location, Email, Phone, and Nat. The row contains the following information: Account: WICKLIFFE, Group: PARKER, Company: Parker Hannifin - Hose Products Division, Location: Wickliffe, Email: kgerhardstein@parker.com, Phone: (blank), Nat: USA. There are also some small icons and a red 'X' in the bottom right corner of the table row.



Account	Group	M	Company	Location	Email	Phone	Nat			
WICKLIFFE	PARKER		Parker Hannifin - Hose Products Division	Wickliffe	kgerhardstein@parker.com		USA			



2. Select the **Edit** button for the individual requiring credential management changes

ACCOUNT ADMIN

Users List

Add User			
1			
User ID	User Name	Last Access	
achiancone	Amanda Chiancone	3/1/2016 3:15:36 PM	 

1. Navigate to the **User Info** tab
2. Update the 'User ID' field
3. Update the 'User Name' (First Name, Last Name)
4. Update the 'Password'
5. Update 'Email'
6. Select **Confirm**

ACCOUNT ADMIN

Required Field *

Account Info	Account Config.	User Info	User Config.
User ID *	User ID	Measurement System	Imperial
User Name *	First Name, Last Name		
New Password *	Password		
Confirm Password *	Password		
	<input type="checkbox"/> Same Address as Account		
Address 1			
Address 2			
City			
State/Prov/Reg			
Zip/Postal Code			
Email *	Email Address		
Confirm Email *	Email Address		
Telephone		Ext.	Fax
			Mobile