

STANDARD WORK – PROCESS INSTRUCTION SHEET

TITLE	Accessing TIPQA Through Moog's Supplier Portal	DEPARTMENT	Quality
PROCESS	Supplier Access	TEAM COMPOSITION	
DATE	20210311	J. Daigler	
REV	Original		
AUTHOR	J. Daigler		
BASIC PROCESS DESCRIPTION	<p>This document illustrates how to access the <i>TIPQA</i> software application using a <i>Partners</i> account. If you need assistance with installation of the software, have password problems, addition/removal of supplier contacts, or general usage of the software, call the Moog Service Desk at one of the following Regional IT Service Desk Phone numbers:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Americas: +1 716 687 4620 <input type="checkbox"/> EMEA: +49 7031 6224444 <input type="checkbox"/> Tewkesbury: local 5454 or +49 7031 6224444 <input type="checkbox"/> Philippines: local 1111 or 180011102775 <input type="checkbox"/> Japan: local 9000 or +81 03 4567 4003 <input type="checkbox"/> China: +86 4008428407 <input type="checkbox"/> India: local 080 3372 8500 or 000 800 0403 336 <p>The Moog Buyer remains the normal contact for all contract issues.</p>		

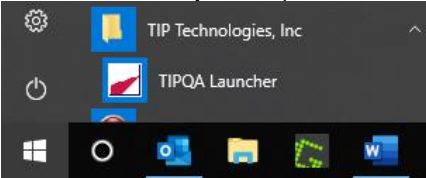
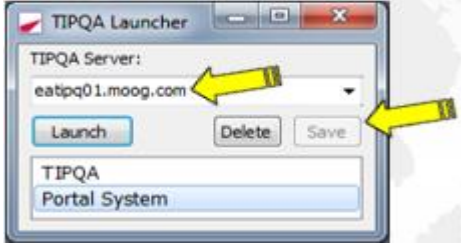

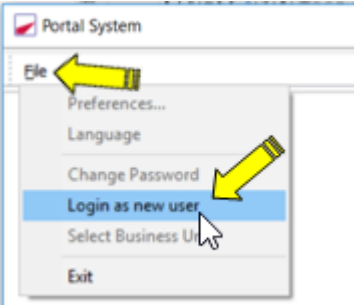

STEP #	STEP DESCRIPTION	IMAGE / INSTRUCTIONS	FUNCTION
1	Access Moog website and open Partner Portal	<p>Go to www.moog.com website using the url shown below to access the PARTNER PORTAL logon screen.</p> <p>https://www.moog.com/suppliers/supplier-quality-requirements.html</p> <p>The image shows two screenshots of the Moog website. The top screenshot shows the 'SUPPLIERS' link in the top navigation bar highlighted with a yellow arrow. The bottom screenshot shows the 'Partner Portal' section with a 'Use the Partner Portal' button highlighted with a yellow arrow. Below this, there is a list of 'Partner Portal Documentation' links. At the bottom of the page, there is a 'Partner Portal' button and a link to 'go to Partner Portal' highlighted with a yellow arrow.</p>	Supplier

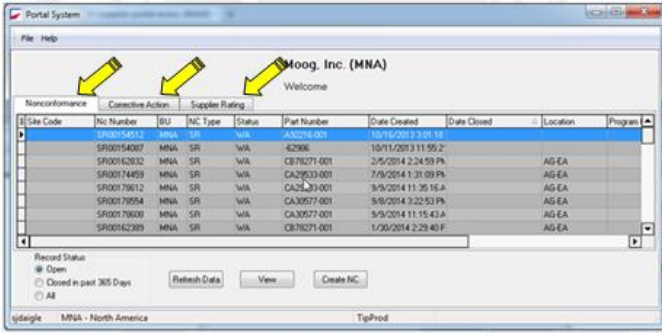
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<p>2</p>	<p>Enter Moog supplied User Name and Password</p>	<p>Enter your Moog supplied Partners account USER NAME and PASSWORD.</p>	<p>Supplier</p>
<p>3</p>	<p>Open TIPQA website</p>	<p>You will be directed to a new Partners page. Right click on “here” to be directed to the new TIPQA web page.</p>	<p>Supplier</p>
<p>4</p>		<p>First Time User? Yes – Go to step # 5 No – Go to step # 6</p>	
<p>5</p>	<p>Install Launcher and Client Installers.</p>	<p>Install Launcher and Client Installers.</p> <p>Internet Explorer has the least amount of processing issues.</p> <p>Problems installing software? Reference the troubleshooting section at the end of this document.</p>	<p>Supplier</p>

Accessing TIPQA Through Moog's Supplier Portal

<p>6</p>	<p>Locate TIPQA Launcher in Start Menu</p>	<p>Initiate TIPQA LAUNCHER from icon on your computers Start Menu.</p> 	<p>Supplier</p>
<p>7</p>	<p>User Status</p>	<p>First Time User? Yes – Go to step # 8 No – Go to step # 9</p>	<p>Supplier</p>
<p>8</p>	<p>Enter Server address</p>	<p>Enter the TIPQA Server number into the TIPQA Launcher and press the SAVE button TIPQA Server number is: eatipq01.moog.com</p> 	<p>Supplier</p>
<p>9</p>	<p>Initiate software</p>	<p>Select PORTAL SYSTEM and then press the LAUNCH button.</p> 	<p>Supplier</p>
<p>10</p>	<p>Login</p>	<p>From the PORTAL SYSTEM screen, press the FILE link from the toolbar and then press the LOGIN AS NEW USER link.</p> 	<p>Supplier</p>
<p>11</p>	<p>Enter Moog supplied User ID and Password</p>	<p>Enter your Moog supplied TIPQA account USER ID & PASSWORD. Press the OK button.</p> 	<p>Supplier</p>

<p>12</p>	<p>Main Supplier Dashboard</p>	<p>You will be forwarded to main supplier portal dashboard. From this page, you will be able to:</p> <ul style="list-style-type: none"> ➤ See real-time NC's and CA's recorded against the supplier ➤ See Supplier Rating ➤ Create Supplier Deviation Requests (SR NC's) ➤ Create Supplier Notifications (SN NC's) ➤ Answer Supplier Corrective Action Requests (IG & SU CA's)  <p>Follow the separate instructions for creating or responding to records in the TIPQA database.</p> <p>If you've created a TIPQA record or were emailed a notice for records that you cannot view, there may be an export compliance block in place restricting what you can see. If this happens, contact the Moog Service desk for assistance.</p>	<p>Supplier</p>
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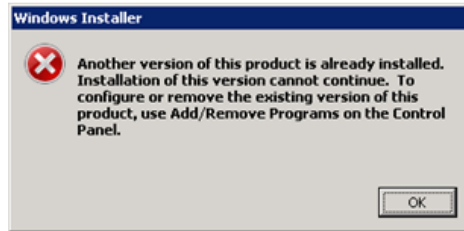
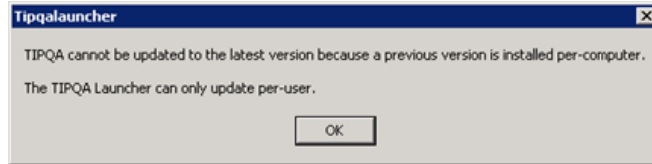
COMPLETE

TROUBLESHOOTING

		<p><u>TIPQA Troubleshooting</u></p> <p><u>Clients don't load or upgrade</u></p> <p>When suppliers first try and run TIPQA, they are often presented with the prompt indicating new clients need to be installed, at which point the automatic installer kicks in. Quite often, the installer either hangs up, or gives the appearance of hanging up.</p> <p>The recommended solution is to manually install the Launcher and Clients application via the links provided on the page. The Client needs to be reinstalled any time TIPQA is upgraded. The Launcher only if there is a message on the screen indicating that it should be.</p> <p><u>Launching TIPQA</u></p> <p>Some Suppliers experience the “Page not found” error when trying to launch the Portal System via the web browser. This is caused by local security policies. If the Launcher and Clients have been successfully installed then the work around, and long term recommended method, is to start TIPQA via the Launcher directly:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Start > Programs > Tip Technologies, Inc. > TIPQA Launcher > TIPQA Launcher. <input type="checkbox"/> Enter eatipq01.moog.com into the server name window and click the Save button. <input type="checkbox"/> Select Portal System from the menu and click Launch. 	
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Per-Computer version

Sometimes when the Launcher is being used and the Client needs to get upgraded, the user gets the following messages.



Usually installing the Client manually via the link will resolve the problem.

If not, then the user will need to right click on the link and select Save Target As from the menu. Save the TipQAClients.msi file to the local desktop. When prompted to run or install the file once the download is complete select No.

Go to the desktop and execute the newly loaded file. At some point in time, the user may be prompted to perform the installation for Current User Only or Any User on the Computer. Select Current User Only. This should alleviate future issues.

In the rare occasion that the Client still won't install, the Client will need to be manually removed via Start > Control Panel > Add/Remove Programs (XP) or Programs and Features (Windows 7). Just remove the TIPQA Clients and then follow the TIPQA Clients Installation link to reinstall.

Supplier Firewall requirements

Access to Moog's Partner Portal and subsequent applications require the addition of the following firewall rules. These are required because Moog uses non-standard ports in order to increase security. Any questions can be directed to Moog's Help Desk at helpdesk@moog.com

Open/allow traffic on port 8443 and port 211 in addition to 80 and 443 for the following TCP/IP Addresses:

- 12.31.23.70
- 12.31.23.69
- 12.31.23.71
- 12.31.23.72
- 12.31.23.73
- 12.31.23.74
- 12.31.23.75
- 12.31.23.76
- 12.145.221.238 for ports 80, 443 and 211

Page not Found

If the page not found error occurs when the supplier selects TIPQA from the Moog Applications menu, then the problem is most likely that the machine is set to only allow secure content to be made available.

Open Internet Explorer. Select Tools > Internet Options > Security tab > Custom Level as shown below.



Scroll down to the Miscellaneous section and look for Display mixed content. This should be either Enabled or Prompt. If the setting is already one of these options, then switch to the other option.

Running TIPQA again should prompt to view Secure only (Yes) or both Secure and Non-secure (No) content. Click **No** in order to view both.

