

# ACCESSING TIPQA THROUGH MOOG'S SUPPLIER PORTAL

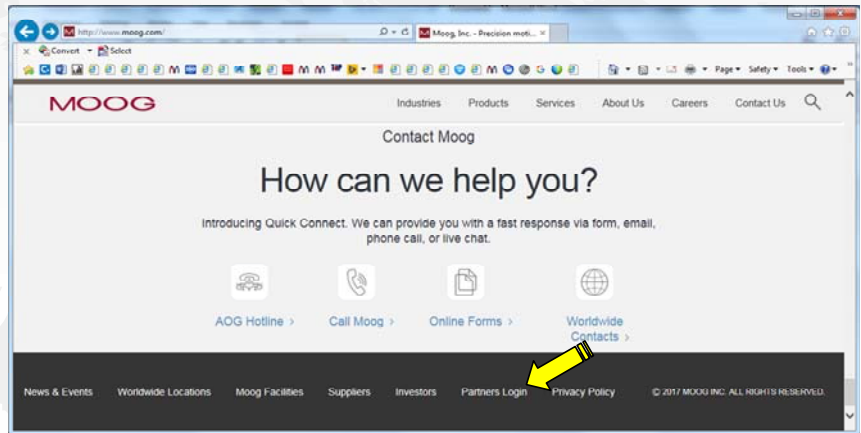
## PROCESS FLOW

## COMMENTS

**PURPOSE:** This document illustrates how to access the *TIPQA* software application using a *Partners* account. If you need assistance with installation of the software, have password problems, addition/removal of supplier contacts, or general usage of the software, email the Moog helpdesk at [helpdesk@moog.com](mailto:helpdesk@moog.com) or call the Moog Helpdesk at 716-687-4620.

The Moog Buyer remains the normal contact all contract issues.

Go to [www.moog.com](http://www.moog.com) and select **PARTNER LOGON** located at the bottom of the web page,



Enter your Moog supplied **USER NAME** and **PASSWORD**

**Welcome to PARTNERS.MOOG.COM**

PARTNERS.MOOG.COM provides Moog business partners (including approved suppliers, distributors, employees, customers and investors) with secure access to Web-enabled applications, facilitating collaboration with Moog Inc.

**LOGGING IN**

By requesting a username and password and logging in, you agree to the **Terms of Access** (See below).

To log in, complete the form at right.

**SOFTWARE REQUIREMENTS**

- The applications on PARTNERS.MOOG.COM require Microsoft Internet Explorer v. 4.0 or later, or Netscape Navigator v. 6.2 or later.
- Some applications require that you have browser cookies turned on.

**TECHNICAL ASSISTANCE**

If you need assistance logging in or resetting your password, contact Moog:

- Email: [helpdesk@moog.com](mailto:helpdesk@moog.com)
- Phone: 1-716-687-4620 (24 hours a day, seven days a week)

**TERMS OF ACCESS**

Welcome to partners.moog.com, a web site made available by Moog, Inc. (Moog) only for authorized users. Use of the Site by unauthorized users is prohibited and unauthorized users will be prosecuted to the fullest extent of the law. If you are an unauthorized user, please immediately discontinue use of the Site. If you are an authorized user, your use of the Site is subject to the following terms

PROCESS FLOW

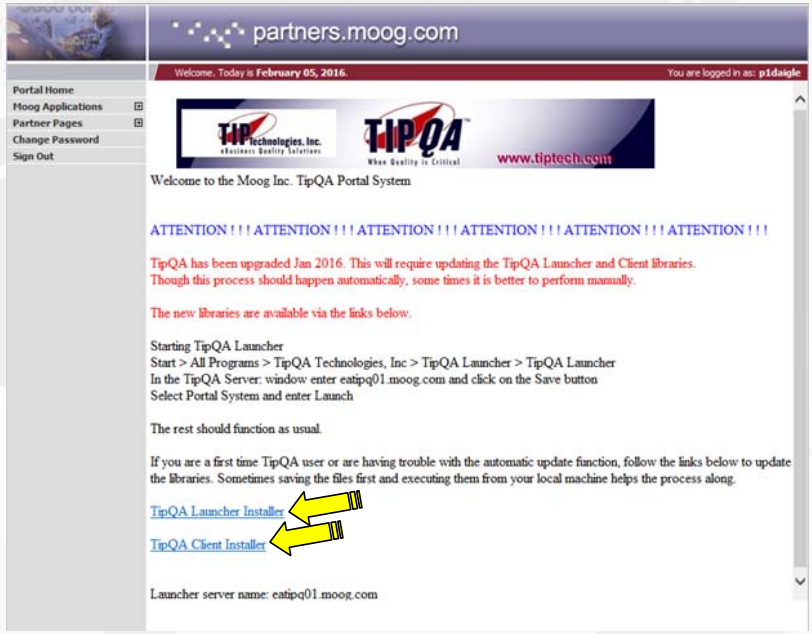
COMMENTS

Select **MOOG APPLICATIONS**, then **TIP QA**.

Internet Explorer has least amount of processing issues.



First Time User?



Problems installing software? Reference the troubleshooting section at the end of this document.

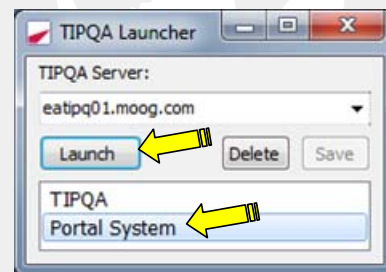
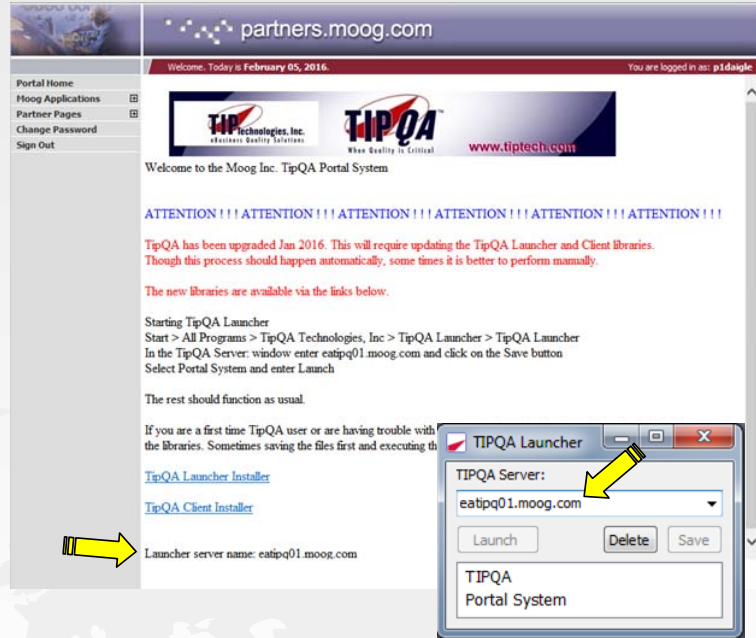
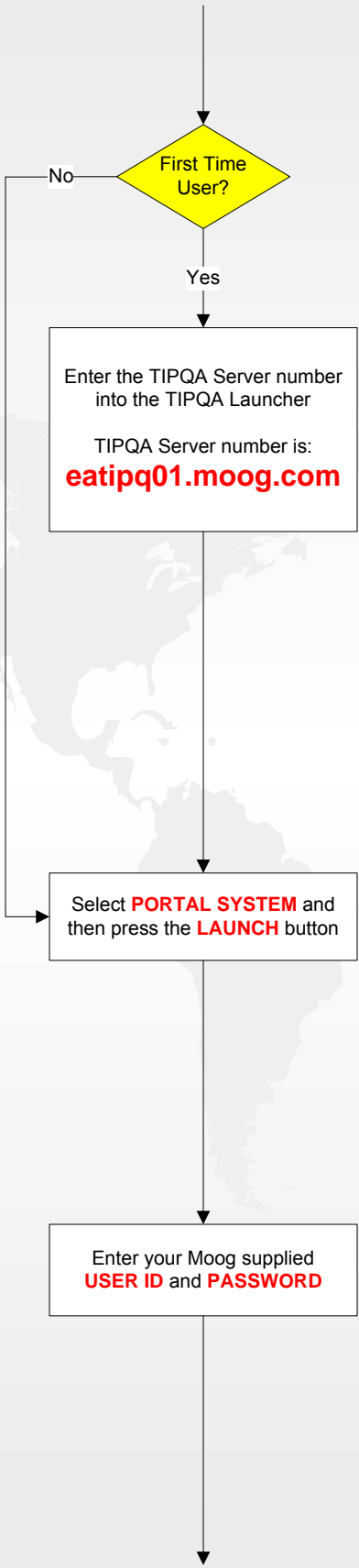
Install **Launcher and Client Installers**.

Initiate **TIPQA LAUNCHER** from icon on your computers Start Menu.



PROCESS FLOW

COMMENTS

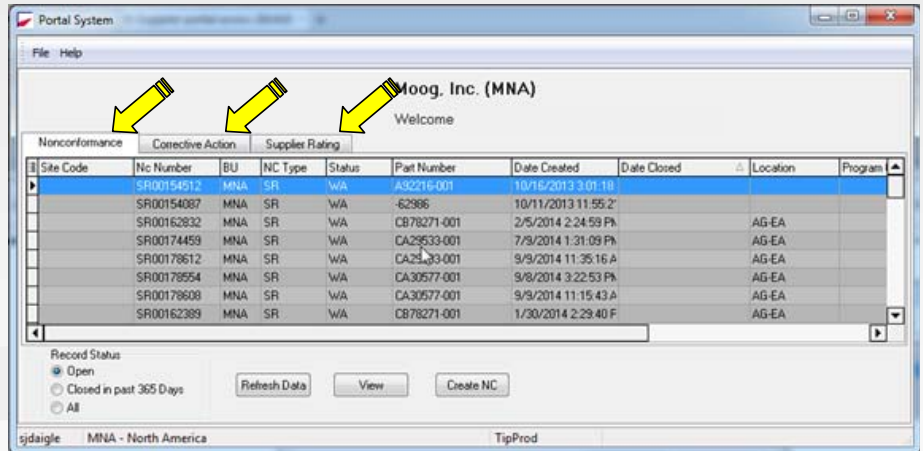


**PROCESS FLOW**

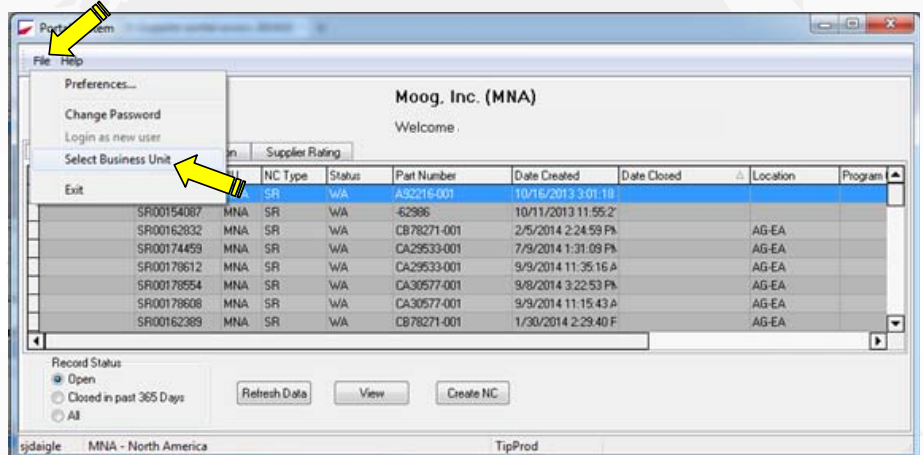
**COMMENTS**

You will be forwarded to main supplier portal dashboard. From this page, you will be able to :

- see real time NC's & CA's recorded against supplier
- see Supplier Rating
- Create Supplier Deviation Requests (SRID's)

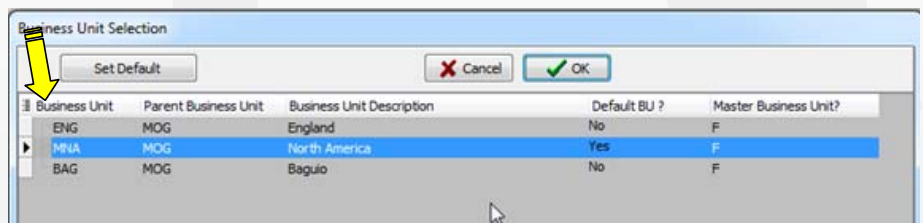


To change within business Units, Press **FILE** then **SELECT BUSINESS UNIT**.

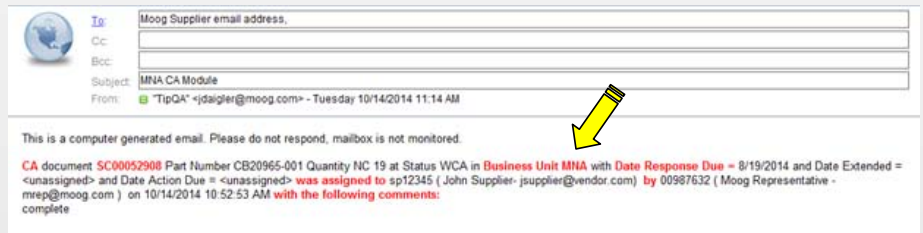


Select the correct Business Unit based on the CA Request email or the location of the Moog facility defined on your Purchase Order.

**BAG = Baguio**  
**ENG = United Kingdom**  
**IND = India**  
**MNA = North America**



Instructions for creation of SRID's and responding to Moog Corrective Action Requests are included in the email notice sent to you with your **USER ID** and **PASSWORD**.



## TipQA Troubleshooting

### Clients don't load or upgrade

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, or gives the appearance of hanging.

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.

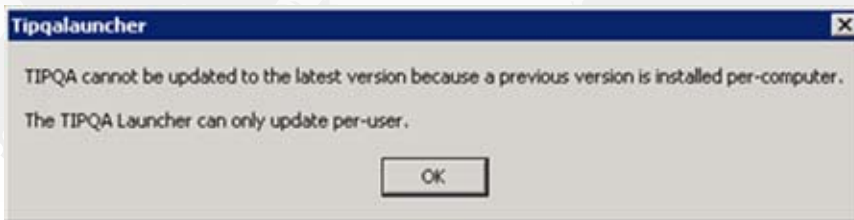
### Launching TipQA

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;

- Start > Programs > Tip Technologies, Inc. > TipQA Launcher > TipQA Launcher.
- Enter eatipq01.moog.com into the server name window and click the Save button.
- Select Portal System from the menu and click Launch.

### 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](mailto:helpdesk@moog.com)

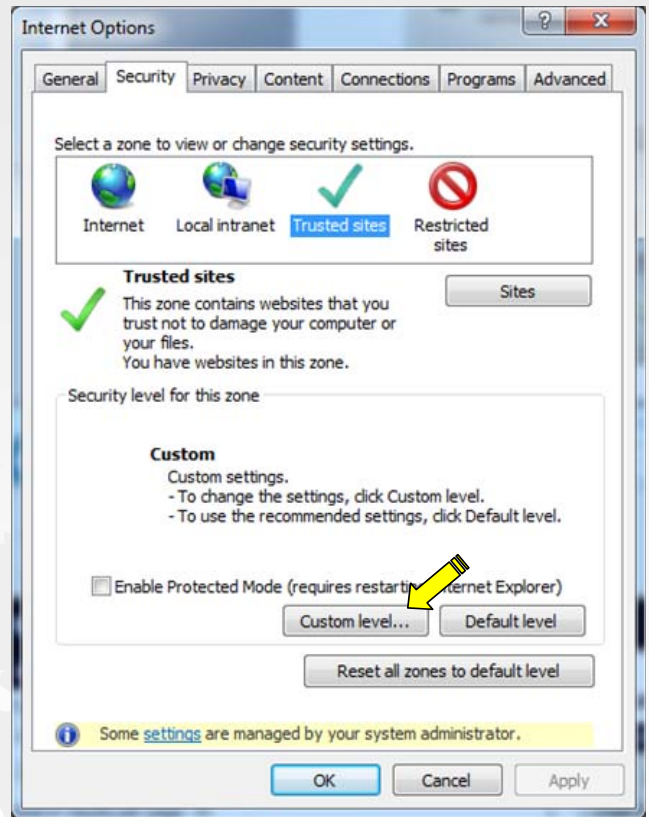
Open/allow traffic on port 8443 and port 211 in addition to 80 and 443 for the following TCP/IP Addresses:

- 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

**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.

