

ACCESSING TIPQA THROUGH MOOG'S SUPPLIER PORTAL

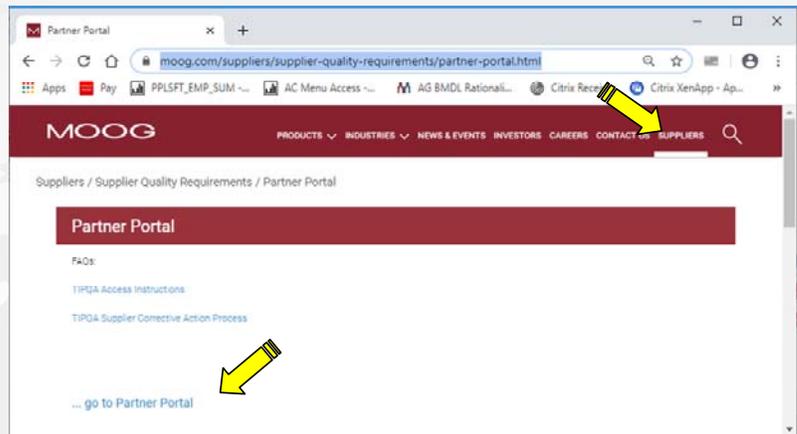
PROCESS FLOW

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 or call the Moog Helpdesk at 716-687-4620.

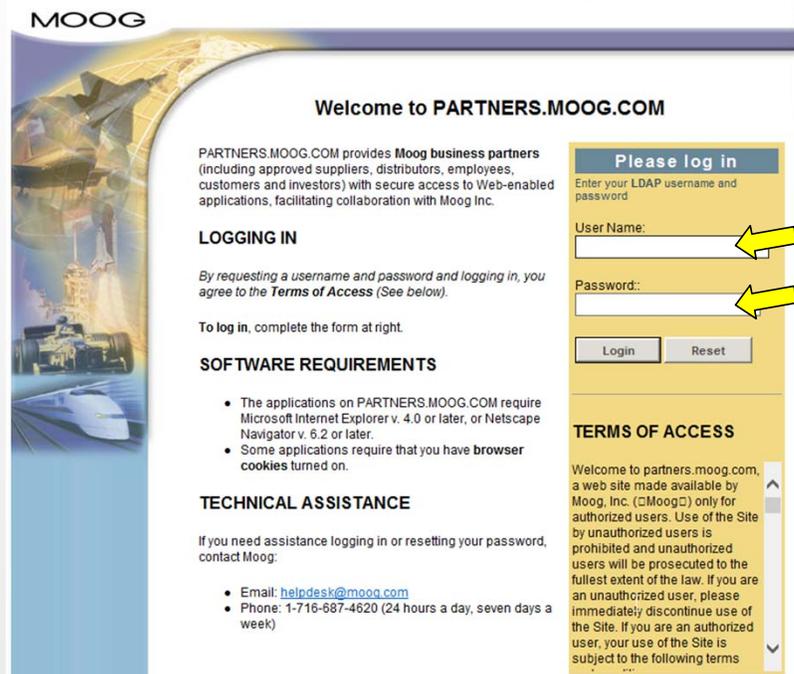
The Moog Buyer remains the normal contact all contract issues.

Go to moog.com website using the url shown below to access the **PARTNER PORTAL** logon screen.



<https://www.moog.com/suppliers/supplier-quality-requirements/partner-portal.html>

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



You will be directed to a new Partners page. Right click on "here" to be directed to the new TIPQA web page.

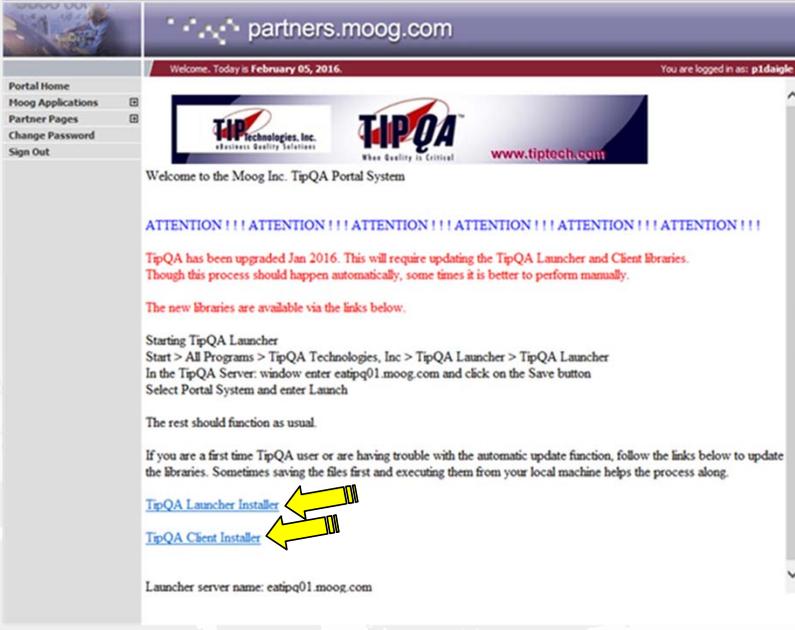


PROCESS FLOW

COMMENTS



Internet Explorer has the least amount of processing issues.

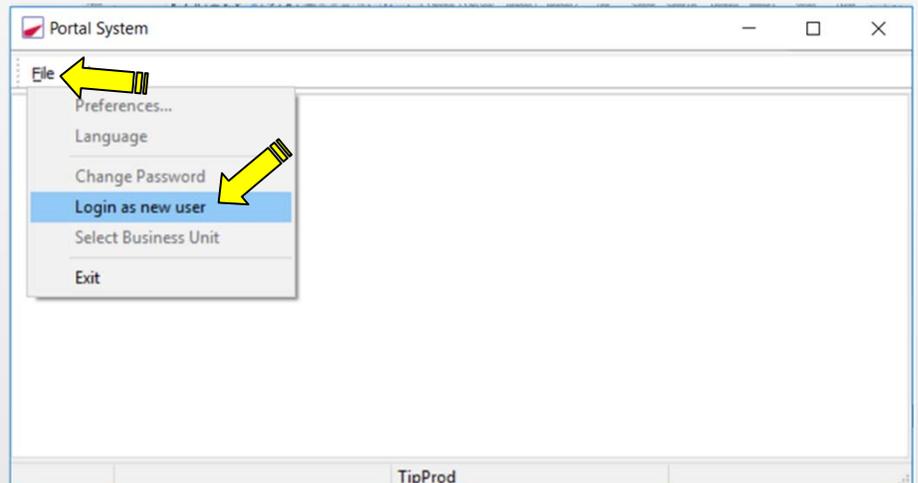
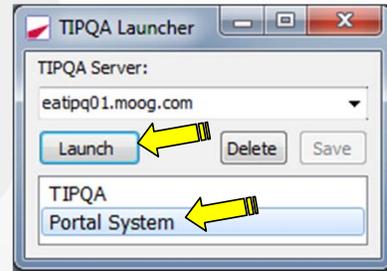
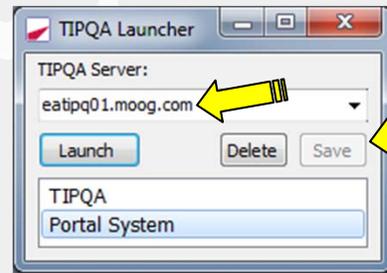
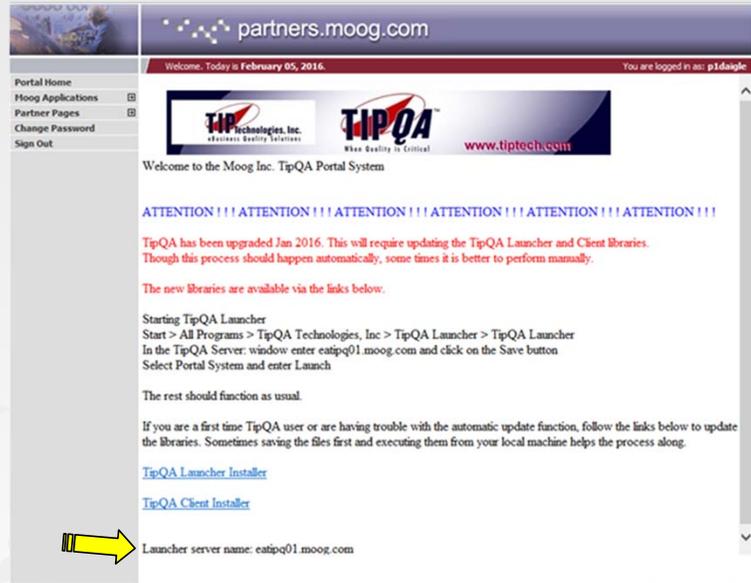
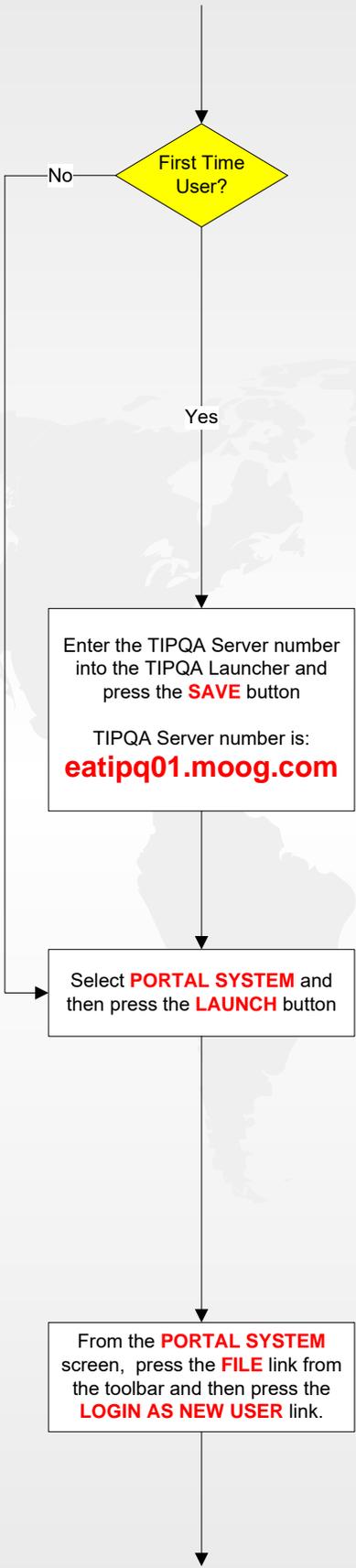


Problems installing software? Reference the troubleshooting section at the end of this document.



PROCESS FLOW

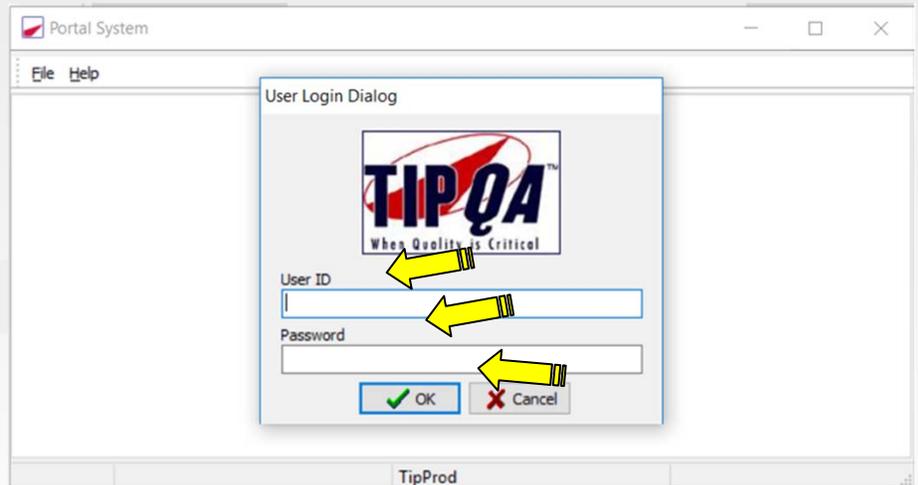
COMMENTS



PROCESS FLOW

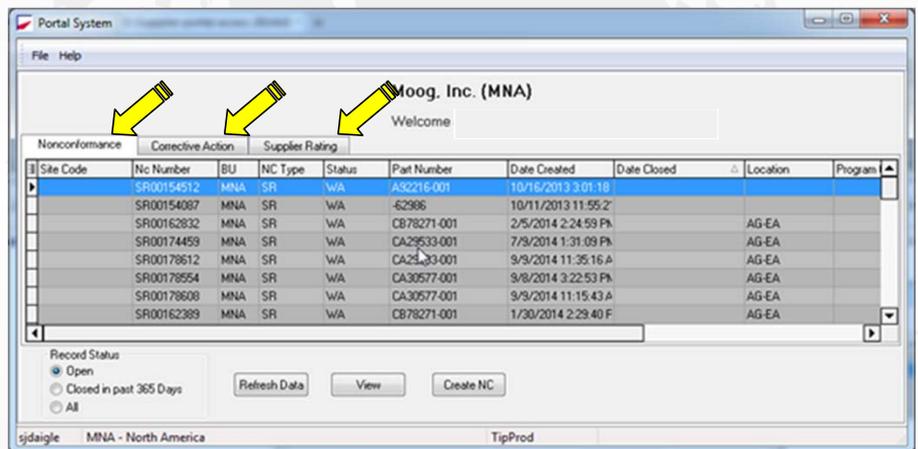
COMMENTS

Enter your Moog supplied TIPQA account
USER ID & PASSWORD.
Press the **OK** button.



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 (SR NC's)
- create Supplier Notifications (SN NC's)



Follow the separate instructions for creating or responding to records in the TIPQA database.

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 Helpdesk for assistance,

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.

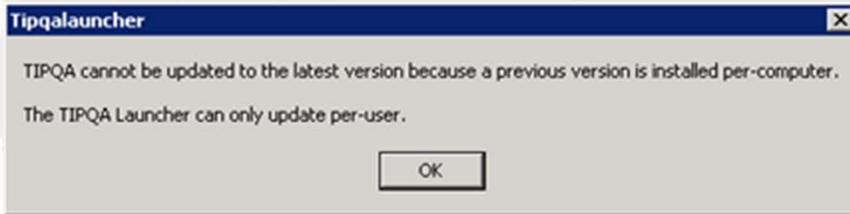
Launching TipQA

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

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

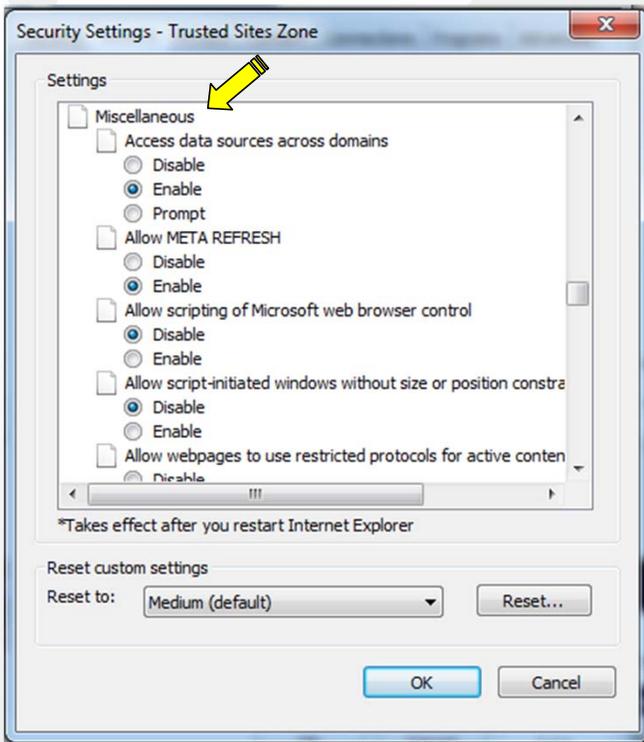
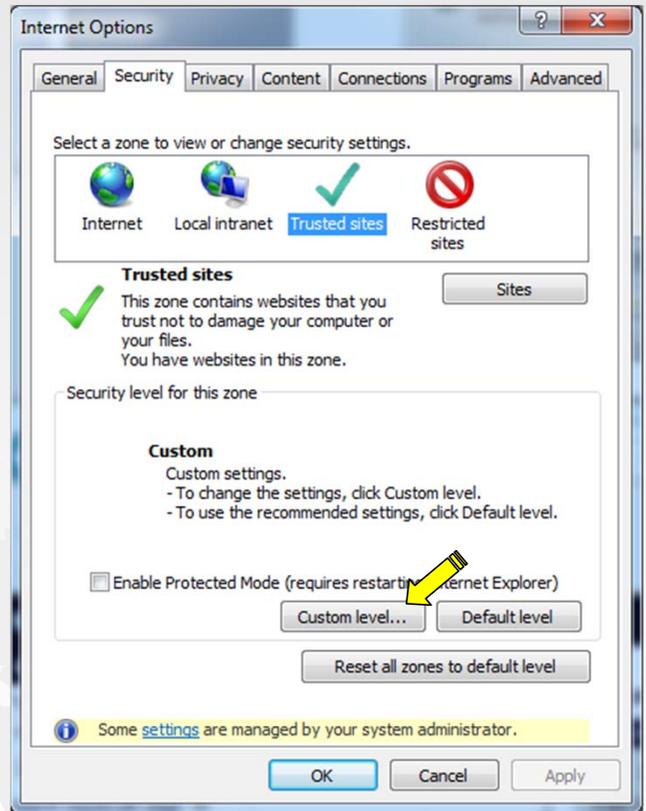
- 12.31.23.70
- 12.31.23.69
- 12.31.23.71
- 12.31.23.72
- 12.31.23.73
- 12.31.23.74
- 12.31.23.75
- 12.31.23.76
- 12.145.221.238 for ports 80, 443 and 211

Partners2TIP20200526

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.