RNDC / NDC MicroStrategy Supplier Web Troubleshooting Guide

BI Support

For RNDC Market Access to MicroStrategy go to www.rndc-usa.com

1. Select the Account Services Link from the home page
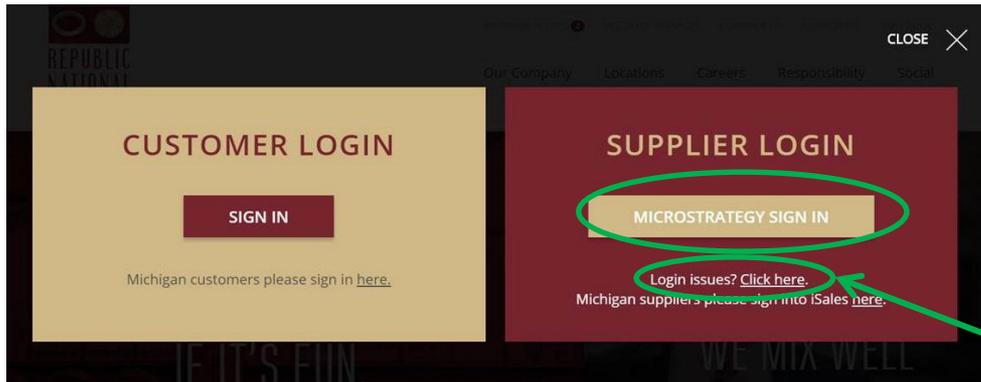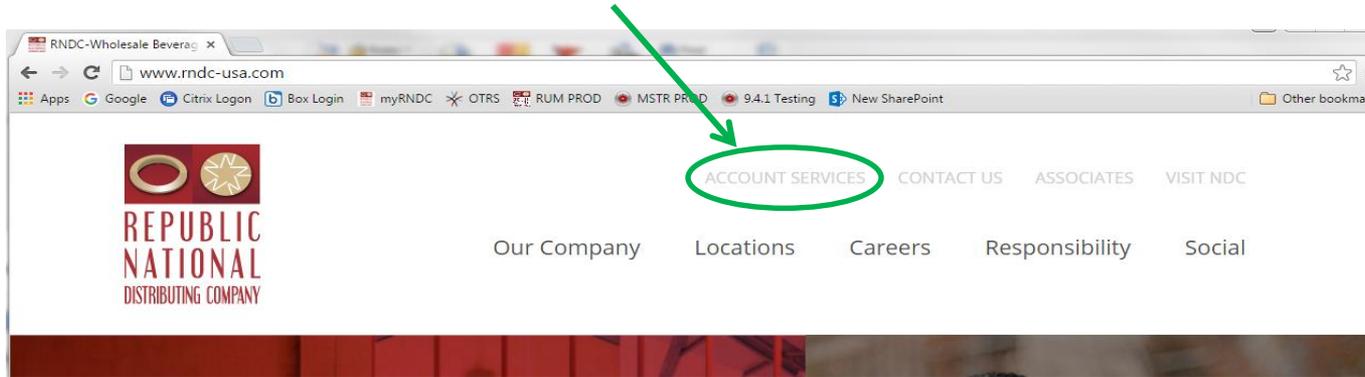
2. Click on the Sign In button in the Supplier Login area.

3. You will receive an authentication popup box. Type in the username you received. Be sure to include the "FS1\"; this is the domain and is required to log in successfully.

4. There is also a link to assist with any login issues

5. Type in the password you received. Remember that the password is case sensitive so be sure your caps lock is off.
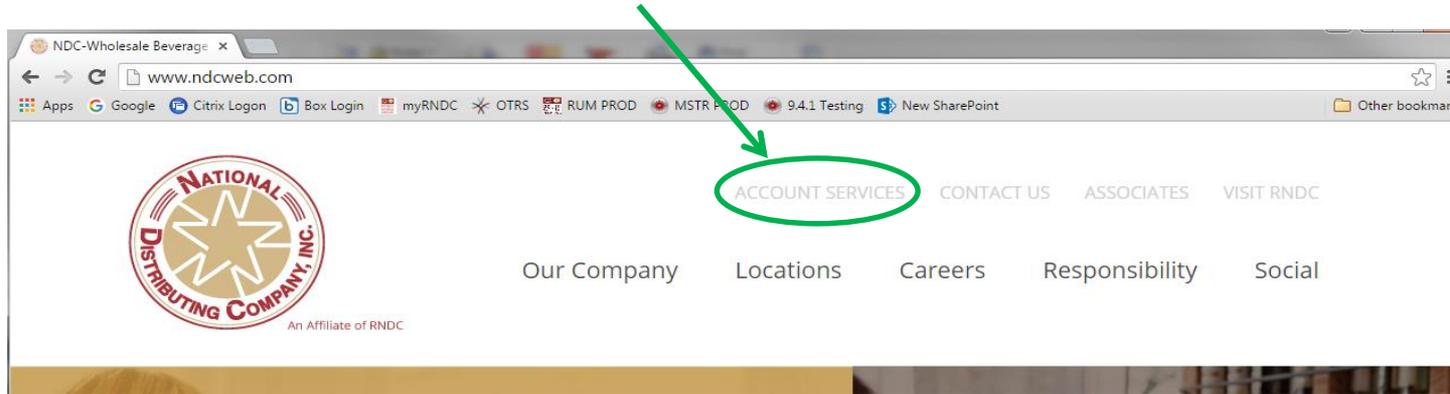
*Your username and password will not work if you copy and paste them in. They must be typed in.

For NDC Market Access to MicroStrategy go to www.ndcweb.com

1. Select the Account Services Link from the home page

2. Click on the Sign In button in the Supplier Login area.

3. You will receive an authentication popup box. Type in the username you received. Be sure to include the "FS1\"; this is the domain and is required to log in successfully.

4. There is also a link to assist with any login issues

5. Type in the password you received. Remember that the password is case sensitive so be sure your caps lock is off.

*Your username and password will not work if you copy and paste them in. They must be typed in.

Why Can't I Log In?

If you're having trouble getting logged into MicroStrategy, ask yourself these questions:

1. **Am I accessing MicroStrategy from the appropriate area on the company website?**
   - Refer to pages 2 and 3 to confirm that you are attempting to log into MicroStrategy correctly.

2. **Am I entering my username and password correctly?**
   - The username and password must be typed in, they will not work if they are copied and pasted.
   - The domain portion of the username must be included and uses a back-slash not a forward-slash. Verify that you are typing in "FS1\"
   - The username is not case sensitive, however the password must be in lower case.

3. **Am I attempting to access the system while it is unavailable?**
   - MicroStrategy processes from 10:00PM Eastern until approximately 6:00AM Eastern, and during this time all accounts are disabled while the data is updated. If you receive an error message that your account has been disabled, you will need to log in during normal business hours.

Why Can't I Log In?

4. Do I need to clear my cache?

➢ If you are not receiving an authentication popup box to enter your username and password when attempting to log in, and are being taken directly to a MicroStrategy login page instead (please see below), you will not be able to log in and will need to clear out the cache your computer has stored for the MicroStrategy site. To do that follow these steps:

➢ If you have a shortcut on your desktop or a saved favorite link in your web browser for MicroStrategy, delete it, close any open internet windows, and then try to log in again by going back to the company website.

➢ If the above doesn't work, open your browser, click on the *Tools* dropdown menu, and select *Delete Browsing History*. The only two boxes that should be checked are *Temporary Internet Files* and *Cookies*. Click Delete, and then close any open internet windows and try to log in again through our website.

➢ If you still aren't being prompted for a username and password in a popup security box, open the web browser, click on the *Tools* dropdown menu, and select *Internet Options*. Click on the *Security* tab and then on the *Custom Level* button. You'll need to scroll all the way down to the bottom of the list to the *User Authentication* section, and change the radio button to *Prompt for user name and password*. You should then be able to click OK, close all open internet windows, and then attempt to log in again through our website.
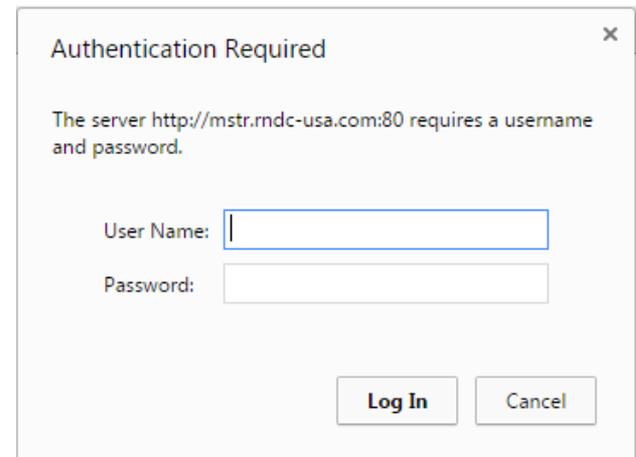
✖ You will not be able to log in here

✔ Your login information must be entered here

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Why Can't I Log In?

5. Do I need to log in as a different user?

➤ If the domain (FS1) does not appear correctly or if you have access to both RNDC and NDC and need to switch between the two, you can select the option to use another account, and type in your username and password.
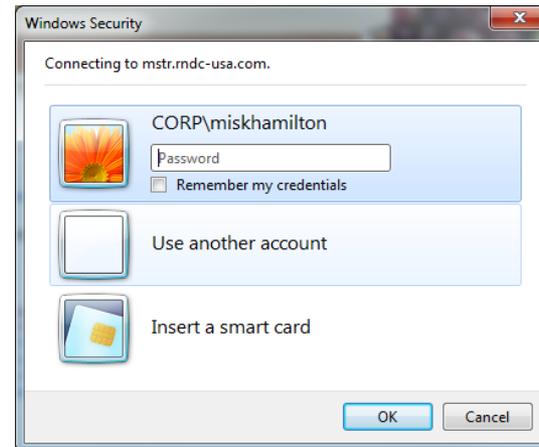
6. Does my company have a security setting in place that is preventing me from being able to access the MicroStrategy site?

➤ In some instances the firewall settings your company has in place on your network may block you from being able to access MicroStrategy. If you've gone through the other troubleshooting steps to verify that you are logging in correctly but are still receiving an error message, please contact your company's IT support staff to check the network firewall settings.

Why Can't I Log In?

7. I have two separate accounts for accessing RNDC and NDC information. When I'm trying to log in to my NDC account I'm seeing RNDC data, or vice versa. Why is this happening and how can I correct it?

➢ Supplier users who have access to MSTR for both RNDC and NDC have two separate accounts. In order to have the ability to log in using the two different sets of credentials, it is important that the internet browser is not set to remember login information. Many web browsers will save the most recent login credentials if the 'remember me' option is selected. If that happens, you will no longer receive the popup to enter your username and password and will be unable to switch between your RNDC and NDC accounts. If you run into this issue please follow the steps below to force your internet browser to prompt for a username and password.

<u>Internet Explorer Directions</u>

➢ Go to the *Tools* dropdown menu and select *Internet Options*. Click on the *Security* tab and then *Trusted sites.* If the MSTR site is not already listed, add it to the trusted sites by entering the address in the text box. For RNDC Markets enter www.rndc-usa.com and for NDC markets enter www.ndcweb.com. **Make sure the box at the bottom for server verification (https:) is unchecked and then click Add.**

➢ Close the trusted sites window and you should still see the security tab. Click on the *Custom Level* button. You'll need to scroll all the way down to the bottom of the list to the *User Authentication* section, and change the radio button to *Prompt for user name and password*. Click OK, click Yes to verify the change, and then close the internet options window.

➢ Close all open internet windows and then attempt to log into MSTR again through our website. You should then see a Windows authentication popup box where you can type in either your NDC or RNDC login information.

Google Chrome directions provided on next page…

Why Can't I Log In?

Continued…

<u>**Chrome Directions**</u>

➢ Go to the *Settings* icon in the top right corner ☰ and select *Settings*. Click on the *Show Advanced settings* link at the very bottom of the page. Under the *Privacy* section click on the button to *Clear browsing data* which will open a pop-up window. Check the boxes for *Cookies and other site and plugin data*, *Cashed images and files*, and *Passwords.* With those boxes selected click on the *Clear browsing data* button to close the window.

➢ If the MSTR site is not already set to be a trusted site, add it to the trusted sites by scrolling down to the *Network* section and clicking the button to *Change proxy settings* which will open a pop-up window. Click on the *Security* tab, select the *Trusted sites* checkmark icon, and then click on the *Sites* button to enter in the MSTR site address. For RNDC Markets enter www.rndc-usa.com and for NDC markets enter www.ndcweb.com. **Make sure the box at the bottom for server verification (https:) is unchecked and then click Add.**

➢ Close the trusted sites window and you should still see the security tab. Click on the *Custom Level* button. You'll need to scroll all the way down to the bottom of the list to the *User Authentication* section, and change the radio button to *Prompt for user name and password*. Click OK, click Yes to verify the change, and then close the internet options window

➢ Close all Chrome windows and then attempt to log into MSTR again through our website. You should then see a Windows authentication popup box where you can type in either your NDC or RNDC login information.

Certified for use with MicroStrategy 9.4.1

If you are encountering unexpected errors use this guide as a reference for web browsers and applications that have been certified to work with the current version of MicroStrategy. Please contact your internal IT department for support if you are not currently using one of these web browsers to access MicroStrategy.

Attention MAC users:

MAC operating systems are compatible with MicroStrategy, however RNDC is not able to provide support for MAC users.

Web Browser	Certified
Microsoft Internet Explorer	Microsoft Internet Explorer 8.x Standards mode only, certification testing is not performed for compatibility view mode.
	Microsoft Internet Explorer 9.x Standards mode only, certification testing is not performed for compatibility view mode.
	Microsoft Internet Explorer 10.x Standards mode only, certification testing is not performed for compatibility view mode.
Firefox	Firefox 14.x
	Firefox 15.x
	Firefox 16.x
	Firefox 17.x
	Firefox 18.x
	Firefox 19.x
Google Chrome	Google Chrome 20.x
	Google Chrome 21.x
	Google Chrome 22.x
	Google Chrome 23.x
	Google Chrome 24.x
	Google Chrome 25.x
Web Browser	Supported
Microsoft Internet Explorer	Microsoft Internet Explorer 7.x

Export Application	Certified
Adobe Acrobat Reader	Adobe Acrobat Reader 11.x
	Adobe Acrobat Reader 10.x
	Adobe Acrobat Reader 9.x
Microsoft Office	Microsoft Office 2013
	Microsoft Office for Mac 2011 SP2
	Microsoft Office 2010 SP1
	Microsoft Office 2007 SP2
	Microsoft Office 2003 SP3

Supplier Training Component in MicroStrategy

This Document is located in the Supplier Shared Reports Folder 01) MicroStrategy Supplier Web Help

Who should I contact for MicroStrategy support?

Each market has one or more designated MicroStrategy Power Users who are experts on the system and will be able to assist you with any questions, issues, or report requests related to MicroStrategy. Once you have successfully logged into the system, please refer to Shared Reports folder 01) MicroStrategy Supplier Web Help folder for a *Power User Contact Information* document. This will provide you with the email address of the power user(s) you will need to contact for assistance.

Power User Contact Information
Owner: Administrator (Admin)
Modified: 8/25/15 9:40:43 AM
In each market we have MicroStrategy Power Users who provide support to our internal and supplier users. This document contains a listing of those individuals in each state. They are the point of contact for access requests, issues, questions,

Colorado	
Denver	
Brittany Marcum	Brittany.Marcum@rndc-usa.com
Cheri Hardin	Cheri.Hardin@rndc-usa.com
Whitney Smith	Whitney.Smith@rndc-usa.com

DC	
DC	
Craig Bevans	Craig.Bevans@rndc-usa.com

Florida	
Deerfield Beach	
Valencia Duhart	Valencia.Duhart@rndc-usa.com
Nayr Espinosa	Nayr.Espinosa@rndc-usa.com
Elena Montesano	Elena.Montesano@rndc-usa.com
Jacksonville	
Diana McLaughlin	Diana.McLaughlin@rndc-usa.com
Lisa Scarpinati	Lisa.Scarpinati@rndc-usa.com
Pensacola	
Karen Green	KarenMarie.Green@rndc-usa.com
Tampa	
Annemarie Barnes	Annemarie.Barnes@rndc-usa.com
Maria Roman	Maria.Roman@rndc-usa.com
Brenda Smith	Brenda.Smith@rndc-usa.com
Kelly DeStrooper	Kelly.Destrooper@rndc-usa.com

Power User Contact Information by State

Georgia (NDC Only)

Atlanta
Terri Vollrath	Terri.Vollrath@rndc-usa.com
Nigel King	Nigel.King@NATDISTCO.COM
Blesson Thomas	Blesson.Thomas@rndc-usa.com

Savannah
TBD	TBD

Indiana

Indianapolis
Carlo Ferrara	Carlo.Ferrara@rndc-usa.com
Dustin Gunter	Dustin.Gunter@rndc-usa.com
Ryan Earley	Ryan.Earley@rndc-usa.com
Jim Zhang	Jim.Zhang@rndc-usa.com

Kentucky

Louisville
Diana Baker	Diana.Baker@rndc-usa.com
Alex Kerman	Alex.Kerman@rndc-usa.com

Louisiana

Lafayette
Lori Granger	Lori.Granger@rndc-usa.com
Cat Viers	Catherine.Viers@rndc-usa.com

New Orleans
Karin Gaidamovics	Karin.Gaidamovics@rndc-usa.com
Christine Penter	Christine.Penter@rndc-usa.com
Kelly Ward	Kelly.Ward@rndc-usa.com

Maryland

Jessup
Amy Shugar	Amy.Shugar@rndc-usa.com
Lydia Seidler	Lydia.Seidler@rndc-usa.com
Nancy DeCesare	Nancy.DeCesare@rndc-usa.com

Michigan

Brownstown
Christina Bara	Christina.Bara@rndc-usa.com

Nebraska

Omaha
Linda Dieatrick	Linda.Dieatrick@rndc-usa.com
Lynn Oathout	Lynn.Oathout@rndc-usa.com

New Mexico (NDC Only)

Albuquerque
TBD	TBD

North Dakota

Fargo
Lynn Oathout	Lynn.Oathout@rndc-usa.com

This power user is based in Nebraska but provides support for North Dakota as well

Oklahoma

Oklahoma City
Devin Henson	Devin.Henson@RNDC-USA.COM

South Carolina

West Columbia
Jessica Jones	Jessica.Jones@rndc-usa.com

South Dakota

Sioux Falls
Lynn Oathout	Lynn.Oathout@rndc-usa.com

This power user is based in Nebraska but provides support for South Dakota as well

Texas

All Markets
Texas Power Users	MSTRTexas@rndc-usa.com

Virginia

Ashland
Darrell Wilder	Darrell.Wilder@rndc-usa.com