

FAQs and troubleshooting guide

1. How do I get access?

- Supplier access is only provided to TI-PASS users with L1 access (2 Factor Authentication is not needed). The TI-pass account needs a TI sponsor. Please contact your management on how to create a TI Pass account. Once TI-Pass account is created, you can submit a ticket on the RCM portal to add the user to RCM portal as an authorized contact for their supplier name.
- TI access can be granted via a ticket on RCM portal.

2. Why does a SID (or 7-4) show up under my supplier's list?

- The sources for SID/7-4 data are ATSS & GDM. Names of Suppliers are extracted from either ATSS or WPL Datamart or GDM.
- The requirements (generally speaking) for a SID (or 7-4) to show up are: It belongs to an active ATSS for an Active TI orderable device.
- There are exceptions: GDM setups with no Active ATSS

3. How do I make a selection in the Material sub-type drop down?

- See Glossary next to the Material sub-type drop down
- https://wpl.ext.ti.com/ccms/docs/RCM_Management_Portal_Glossary.pdf

4. Where do we find the training document?

- https://wpl.ext.ti.com/ccms/docs/RCM_Management_Portal_Training.pdf

5. How do I add a user from my company?

- Contact your WPL or Ext Mfg contact at TI

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4. This Material ID (SID/7-4# xxxxxx) is no longer being used by our company, why do I need to provide a report/ how do I remove it from my list?

- Contact your WPL or Ext Mfg contact at TI

5. Can I load a merged report for leadframe base metal and plating? This FAQ applies to other relevant material types/sub-types

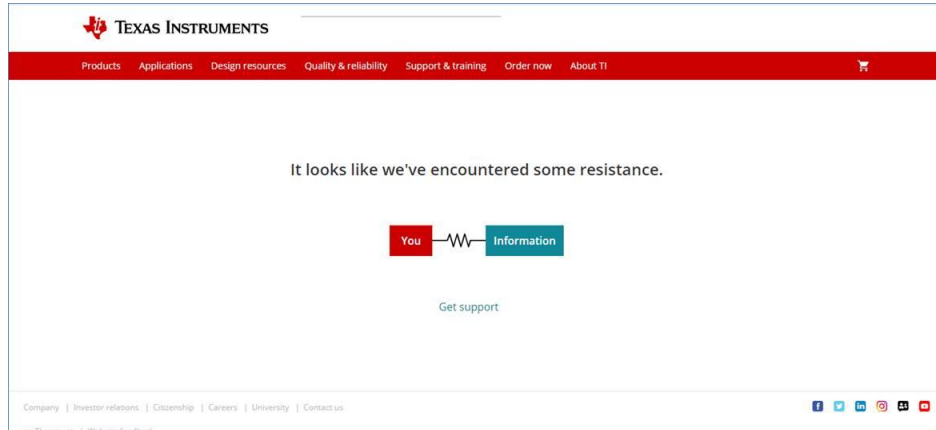
- Leadframe base metal and the surface plating are viewed as separate homogeneous materials by the EU RoHS committee
- As a result, we need to get separate test reports, 1 each for the base metal and plating
- We do not allow merged files for leadframes due to this unique situation

6. I added a test report file(s) and associated it with some Material IDs (SID/7-4#s). I need to associate more Material IDs with the file we submitted. Do we have to upload that same file(s) again?

- The simple answer is No.
- Reason: Once a file(s) is uploaded, that file(s) can now be "managed" via the "edit" function in the Test report "Manage" view. You can click on "edit report" and add/delete Material IDs to associated with that file(s)

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- I got kicked out the login status. Afterwards, the login attempts led to the LOGIN ERROR



- This application works best in Google Chrome.
- Close your browser and start again