



CONNECTION REQUESTS STATUS – USER GUIDE

This document provides information on viewing the status of your connection request (New or Change), whether you are a Ford External or Internal Trading Partner
Ford GTPCM (**Global Trading Partner Community Management**) Web Application.

URL: <https://www.gtpcm.ford.com>

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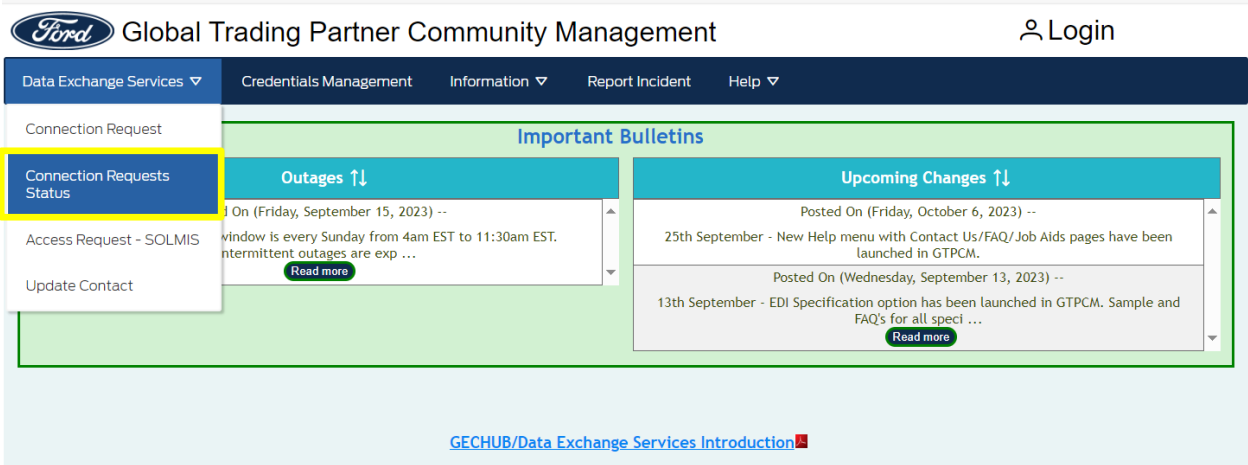
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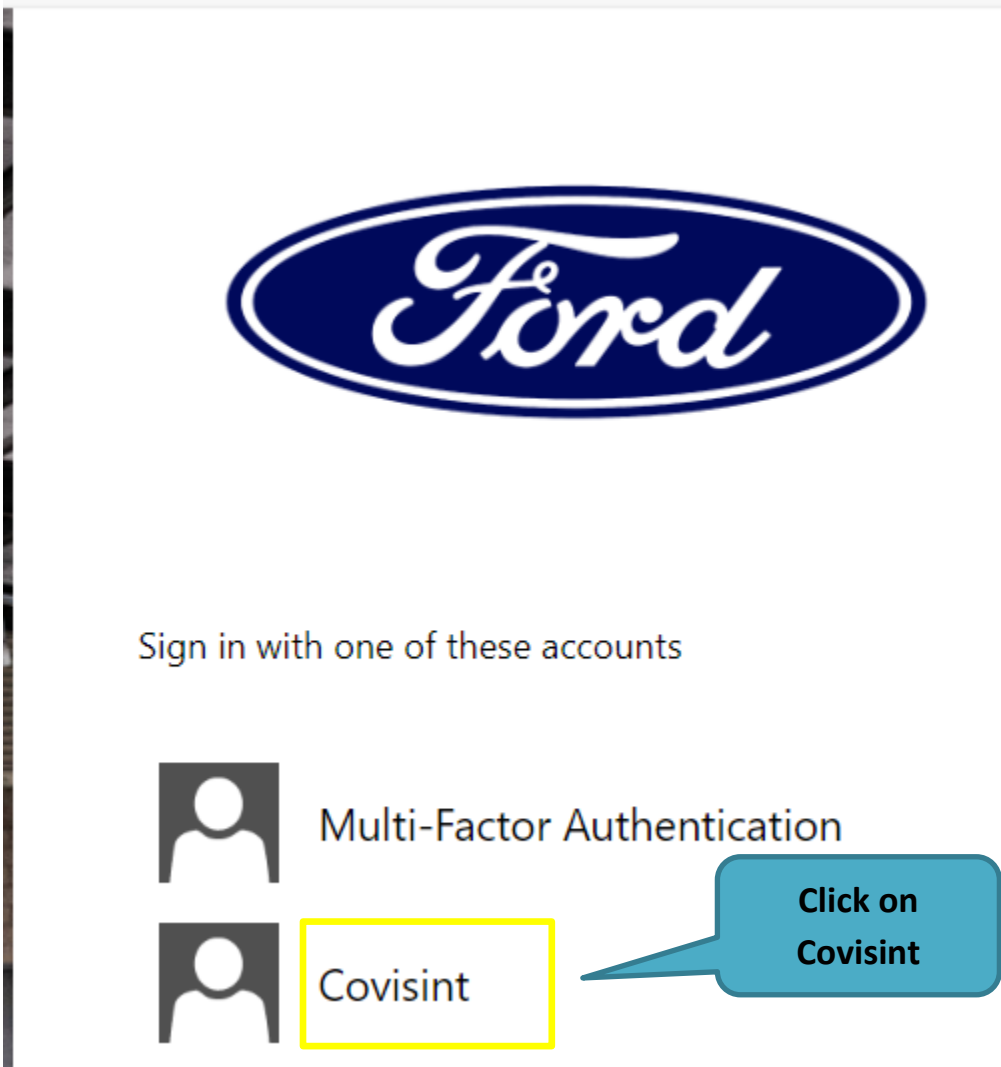


A) Connection Requests Status - GSDB Code authentication

- 1. Under 'Data Exchange Services' menu - Click on 'Connection Requests Status' menu



- 2. Authenticate via Covisint / opentext





3. Enter Covisint User Name and Password and click 'Continue' button below, this will take you to the 'Trading Partner Connection Requests Status' page. The first time doing this, you might be requested to setup a Security question and answer. Please refer to Section 'D' below for details if you are unable to authenticate.

opentext™

User Name

Password

☒ Remember User ID on this computer

By continuing, you accept the terms of use and privacy policy.

Continue

Forgot your user name or password?

Check Your Registration Status

New User? Register Here

I use an alternate Login

General Motors

Go

Cookie Policy | Cookies Preferences

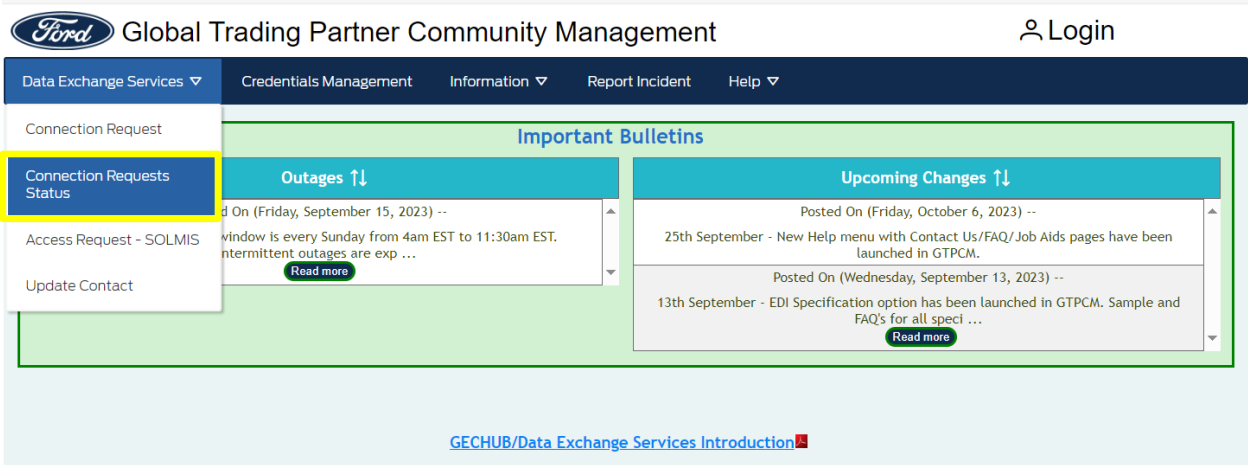
Click on Continue

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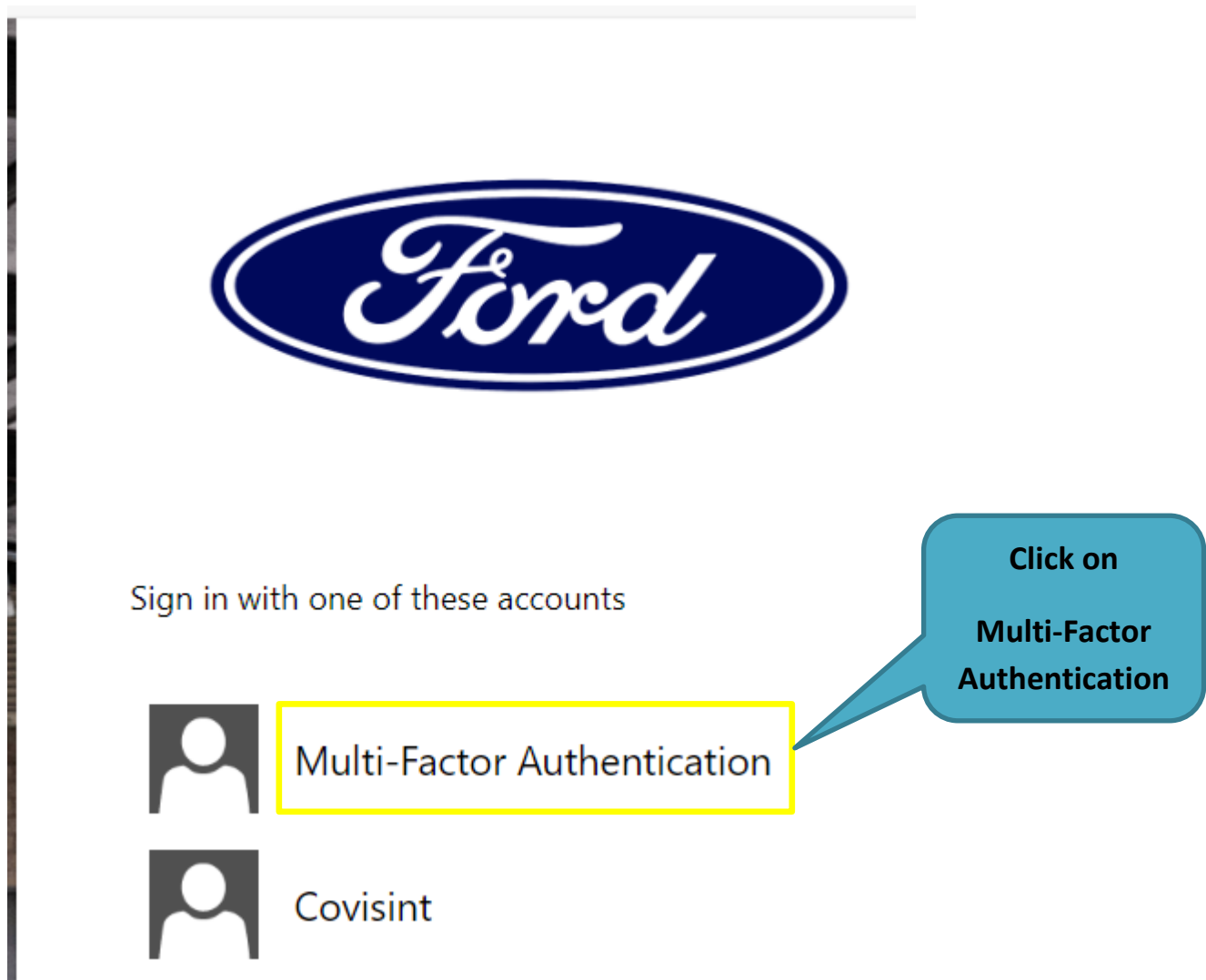


B) Connection Requests Status – Generic ID/RACFID authentication

- 1. Under ‘Data Exchange Services’ menu - Click on ‘Connection Requests Status’ menu



- 2. Authenticate via Multi-Factor Authentication



- 3. Clicking on the ‘Multi-Factor Authentication’ link above this will take you to the ‘Trading Partner Connection Requests Status’ page.



C) Connection Requests details after authentication

1. Trading Partner Connection Requests Status page –
- GSDB Code users it will allow you to search and see information on requests submitted by anyone on your team that has the same GSDB codes assigned to their Covisint ID/FSN ID.

• Generic ID/RACFID users it will allow you to search and see information on requests submitted by anyone with Connection ID associated to a Generic ID/RACFID.

Filter – Allows you to search values in any column

Clear Filters – All filters are cleared

Global Search – Allows you to search any data on the page

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Report Incident

Help

Trading Partner Connection Requests Status

Filter

Clear Filters

Global Search

Internal GTPCM Request ID	Connection ID	Request Type	Status	Assigned To	Communication Protocol	QA Date	QA ETA Date	PROD Date	PROD ETA Date	
PRFGTPCM2024004422	T510S	PROFILE UPDATE	Completed							Contact Analyst
PRFGTPCM2024004421	S2TJA	PROFILE UPDATE	Completed							Contact Analyst

Sample – After you select filter

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Internal GTPCM Request ID	Connection ID	Request Type	Status	Assigned To	Communication Protocol	QA Date	QA ETA Date	PROD Date	PROD ETA Date	
		All	All	All	All					



Connection Requests:

- 1) Requests submitted via GTPCM Website ‘NEW/CHANGE Connection Requests’ option -
 - Requests will start with ‘REQGTPCM’.
 - Details will appear in “Read Only” mode.
 - Please view Job Aid [How to Submit New/Change Connection Requests](#) found in GTPCM Help/Job Aids menu for details.

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TP Connection Requests

Request ID

REQGTPCM2023000994

Request Type

Change

Smart IT Request ID

WO0000002649235

GSDB Code

Q494C

Request Date

10/06/2023

Denotes required fields

▼ Contact Information

- 2) Requests submitted via GTPCM Website ‘Update Contact’ option –
 - Requests will start with ‘PRFGTPCM’.
 - Details will appear in “Read Only” mode.

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Update Contact

Request ID

PRFGTPCM2023000879

GSDB Code

TEST6

Request Date

2023-05-22T12:57:54.117

▼ Updated Contact Information (Read Only)

Contact Name

Wilf Chesterfield



Contact Analyst:

Allows you to send a message to our team about your Connection Requests.

Contact Analyst

To

Wilf Chesterfield

CC

?

Requested By

wcheste5@ford.com

Subject

GTPCM Contact Analyst: PRFGTPCM2022000584 - CHANGE-TEST6 wcheste5

Characters entered: 0/1000

✓ Send

✕ Cancel



In the ‘To’ area you will see who you email has been sent to on the Ford GECHub team.



In the ‘CC’ area you will be able to enter in multiple email addresses separated by a comma to be able to allow others to know what message you sent, including yourself.



In the ‘Requested By’ area you will see the email of the person who is the main contact for this Connection ID.



In the ‘Subject’ area you will see your Connection Request number, your Connection ID type and Connection ID that you submitted your message for, along with the User ID of the user that actually submitted the ‘Contact Analyst’ request.



In the open Text box, you will be able to write a message to be sent to our Ford GECHub team that is up to 1000 characters long.



D) Help section

1. Creating a Ford IT Connect Support ticket

You can go to our GTPCM Website www.gtpcm.ford.com, 'Help -> Contact Us' menu, to find information and links.

Please ensure to give the following information:

- i. Your Connection ID / GSDB Code / Generic ID / RACFID.
- ii. Environment you are having issue - QA or PROD.
- iii. Description of issue, please provide any details and or print screens on the errors you received. If you are VAN provider than please add your VAN name.

2. Authentication error on Covisint screen or how to resolve issue when your COVISINT ID/ FSN ID are not associated with your GSDB Code(s)

Please review the Job Aids file '**How to Obtain a COVISINT ID and FSNID and Associate them with GTPCM Web Application and your GSDB Codes**' found in the GTPCM Website 'Help -> Job Aids' menu.