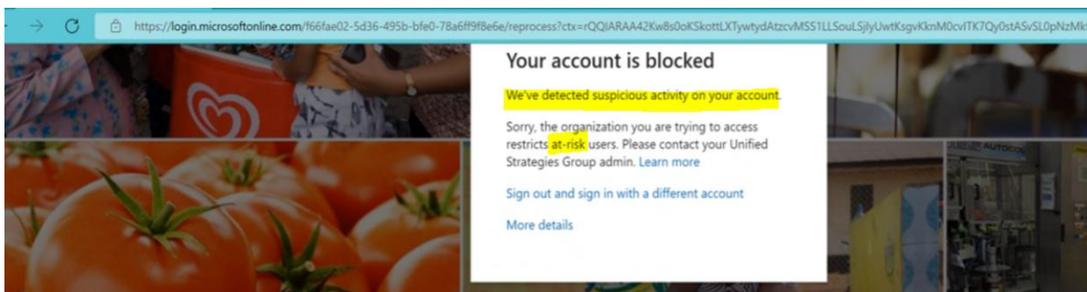


Frequently Asked Questions

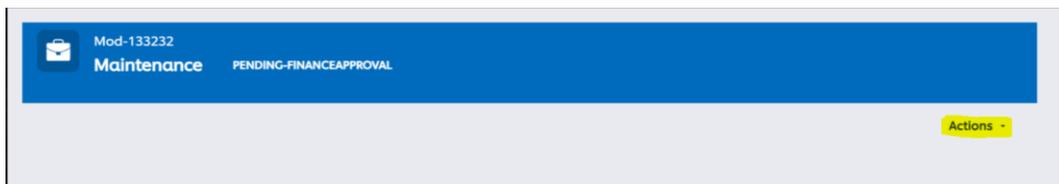
Login Errors

1. If you are having issues while trying to login, please confirm if you have accepted the registration invite. Please check your email and find the invite mail received from partner@unilever.com. Kindly follow the instructions given in the mail and once your registration is completed, you will gain access to the supplier portal automatically.
2. In case you face any challenges with the registration, please refer to the last section of this document 'Supplier Portal Page Not Opening/Opening with Error'. If it still does not work, please contact the [Unilever Supplier Helpdesk](#).
3. If you are having an error with authentication due to **Microsoft Authenticator** or not receiving the text code on your phone, please contact the [Unilever Supplier Helpdesk](#) to get it reset.
4. In case of an **incorrect username or password** issue, or any issue related to login ID and password, it needs to be resolved by your own IT team. They need to reset the email account and provide a new password. Unilever does not generate or store any passwords so we cannot reset it for you.
5. Your account may get locked/disabled due to multiple logins attempts with incorrect password. The account should get unlocked after 1 hour. If it still does not get unlocked, please get in touch with your IT team. Unilever does not maintain/store your password.
6. For the error the account is **blocked due to suspicious activity** and the account is '**At-Risk**', please talk to your IT team to get this 'At-Risk' flag removed.



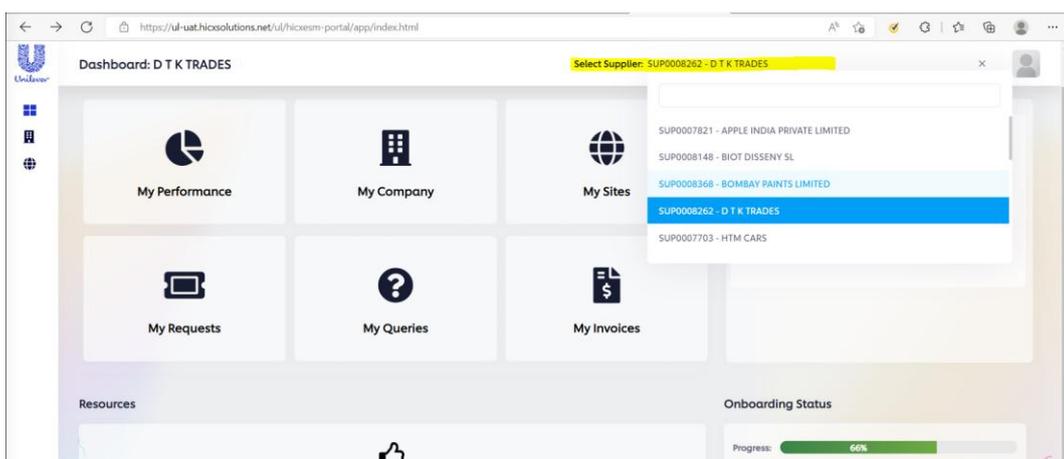
Task Not Appearing Related Issues

1. In case a task is not displayed, please wait for one hour before logging in again. Sometimes it takes a few minutes for the task to appear.
2. If the case still does not appear, please contact [Unilever Supplier Helpdesk](#).
3. Once the case appears under Pending Task section on your dashboard, please select it. There will be a task and a large blue 'Go' button on your screen. Please select the button and proceed.
4. If an empty screen appears after selecting Pending Task in supplier portal, please select 'Actions' button on the top right corner of the screen and check the first option. It should be the task name such as 'Comments History', 'Contact Details', 'Bank and Tax Details', etc. select that task and proceed.

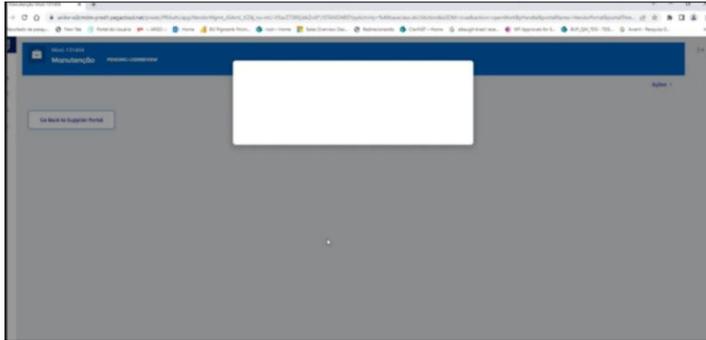


If no other options are available in the Actions button except Refresh and Cancel, or any other type of issues on this screen, please contact [Unilever Supplier Helpdesk](#).

5. If your email account is linked to multiple vendors, it's possible that the task will not be visible since the selected vendor could be different. Please select the Supplier Name field at the top of the dashboard screen and it will list out the companies you have access to. Please choose the right company and the task should be visible:



6. If an empty white box floating on the screen appears which is hindering you in selecting your task in velocity, please contact [Unilever Supplier Helpdesk](#).



Supplier Portal Page Not Opening/Opening with Error

- Clear their cache, cookies and browsing history and then close the browser
- Open incognito mode on your Google Chrome browser
- Go to <https://unileversupplierportal.hicx.net/>
- Select the Supplier Login Button (no username or password required)
- If asked for email id and password, please provide this email id and the password you use to access this email id
- Enter the verification codes as prompted
- If you get prompted for Authentication, please choose "I want to set up a different method"
- Choose "Phone" in the drop down that appears and provide your phone details in the next window.
- You should be able to access the Supplier tool
- Select the pending task you see on your screen