Welcome to the Power Suite Login FAQ Page

Questions

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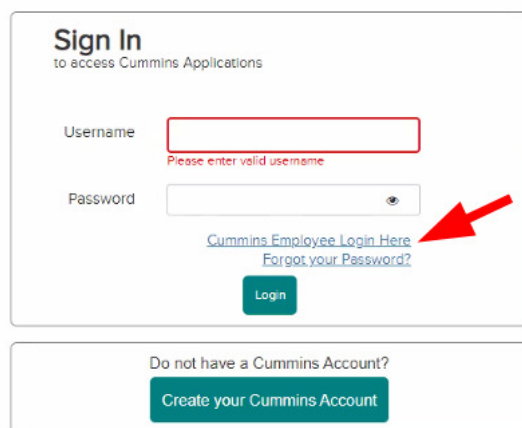
Note: When entering username ensure there are no spaces before or after

Answers

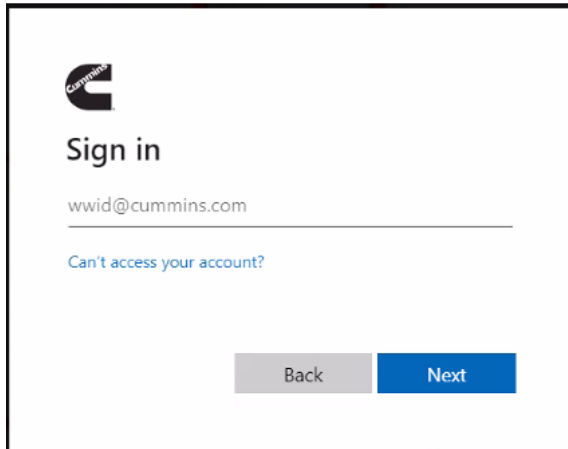### How to tell if you are considered an Internal or External User?

1 - If you **have a WWID**

Even if you are a distributor, dealer or direct employee, **do not enter** your Username and Password in the fields shown. Use the **Cummins Employee Login Here** link**.** If you get the red box around Username shown below, click the **Cummins Employee Login Here** again.
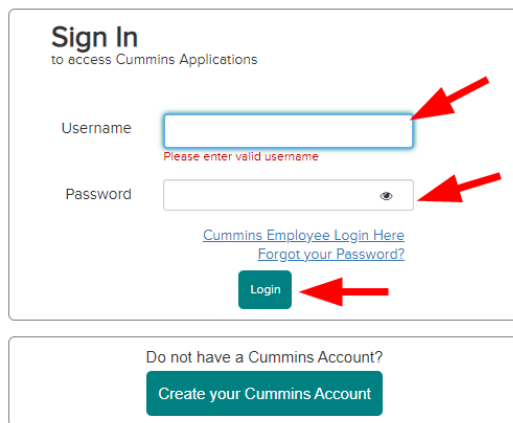
Once the Cummins Employee Login Screen appears, enter your username as WWID@cummins.com to proceed to the next step. Complete by entering your password and clicking login. If you have any issues with the step below, refer to the MFA guidance HERE.

2 - If you **do not have a WWID**

E**nter** Username and Password and click login.

If you are an external user and have not completed the reclaim process, you will need to do so before trying to log in. Please see the embedded document "User Reclaim Process" below

What is the Reclaim Process (external users only)?
Double click the Icon for step-by-step instructions

Why am I getting a "not authorized" access error?

This is related to the MFA setup, refer to the MFA guidance HERE.

Why haven't I received my reclaim confirmation email?

If you have completed the reclaim process but have not received your confirmation email, please submit a ticket HERE.

Please include the following information in your ticket submission: **Old Username** and the **New Username** (if they are different), **Old Email** and the **New Email** used for your Power Suite account (if they are different).

Why Are My Projects Missing?

If you can log in to Power Suite, but are missing your projects, please submit a ticket HERE.

Please include the following information in your ticket submission: **Old Username** and the **New Username** (if they are different), **Old Email** and the **New Email** used for your Power Suite account (if they are different).
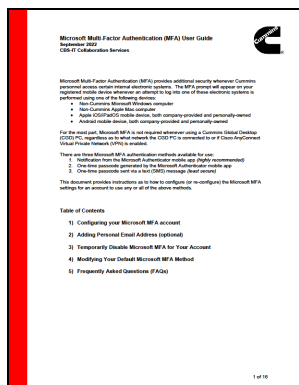
What information should I provide when raising a "contact us" ticket

If you still can't log in to Power Suite, please submit a ticket HERE.

Please include the following information in your ticket submission: **Username**, **Email** used for this account. Screenshots of the errors you are getting, capturing the full screen and web address.

Is my Microsoft Authentication (MFA) set up (internal users only)?

Please double click the Icon for step-by-step instructions to set up your MFA.

If you are having problems with MFA, please submit a ticket HERE and complete the fields as below.