

# Welcome to the Power Suite Login FAQ Page

## Questions

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[Is my Microsoft Authentication \(MFA\) set up \(internal users only\)?](#)

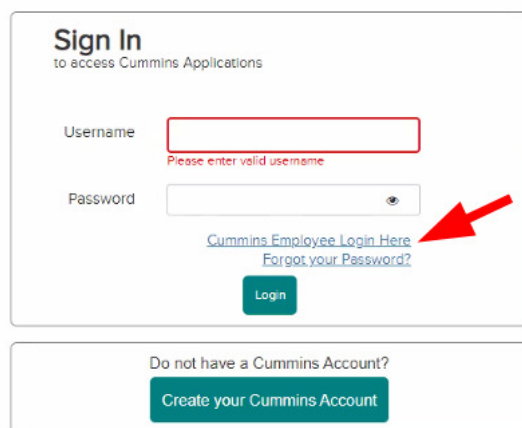
**Note: When entering username ensure there are no spaces before or after**

## Answers

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

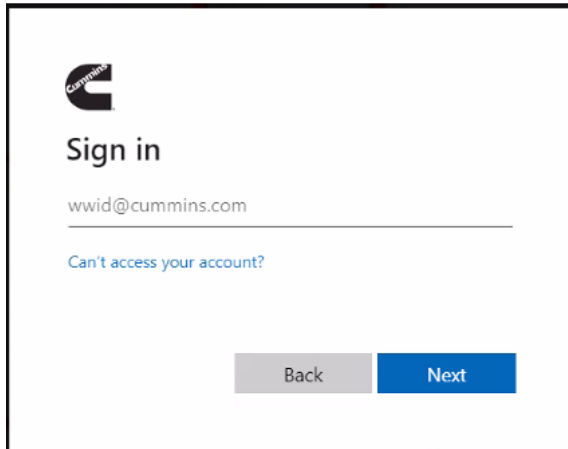
**1 - If you have a WWID**

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.



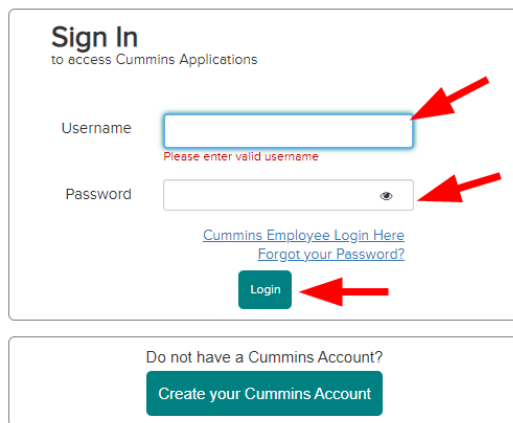
The screenshot shows a 'Sign In' form for Cummins Applications. The form includes a 'Username' field with a red border and the error message 'Please enter valid username' below it. Below the 'Username' field is a 'Password' field with a toggle icon. Underneath the password field are two links: 'Cummins Employee Login Here' and 'Forgot your Password?'. A red arrow points to the 'Cummins Employee Login Here' link. At the bottom of the form is a green 'Login' button. Below the form is a separate box with the text 'Do not have a Cummins Account?' and a green 'Create your Cummins Account' button.

Once the Cummins Employee Login Screen appears, enter your username as [WWID@cummins.com](mailto: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

Enter 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).

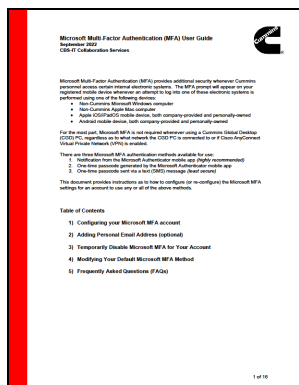
## What information should I provide when raising a “contact us” ticket

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.

Application Issue  
 Password Issue

\* Select application

\* Detailed Description

Add attachments