eSource Frequently Asked Questions

1. How do I request access to eSource?
   Contact your Chevron Phillips Chemical Company Customer Account Coordinator/Sponsor to request access to eSource.

2. What is the role of my Sponsor?
   Sponsors are employees of Chevron Phillips Chemical Company who manage external partner relationships. They are your primary contact.

3. I do not know who my Sponsor is. How can I find out?
   If you do not know who your Sponsor is, you may do one of three things:
   • Refer to the Welcome to eSource email you received with your username and initial password. The email also names your Sponsor in the CC: field.
   • If you are able to log in to eSource, click on the Manage My Profile link and view your account information. Your Sponsor’s email address is listed in the CPC Sponsor Email field.
   • If you are not able to log in to eSource, please contact the Chevron Phillips Chemical Company IT Help Desk by phone at 877-227-2436 or by email at cpchd@cpchem.com.

4. What is self service and how do I register for it?
   Self service allows users to manage their own profile and security questions. To register, log in to eSource and click on the Manage My Profile link, then Manage My Profile>Register or Modify Authentication Questions. Select your desired questions, specify answers for each and click Submit. BE SURE TO NOTE YOUR ANSWERS AND VERIFICATION CODE FOR IDENTITY VERIFICATION PURPOSES.

5. What are authentication questions and how are they used?
   Authentication questions will help Chevron Phillips Chemical Company determine your identity in the event you forget your username or password. If you click on the Forgot My ID and Forgot My Password links within eSource, you will be asked one or more of these questions and the answers you submit will confirm your identity.

6. The first time I login to eSource I only see the Manage My Profile screen and not the eSource order screens – why?
   Before any systems or applications can be accessed, you must first register for self service. After you register for self service, log out of eSource. When you log back in, any systems for which you have access will be available to you.

7. How can I confirm that I previously set up my authentication questions for self service?
   After logging in to eSource, click on the Manage My Profile link, then Manage My Profile>Register or Modify Authentication Questions. If you see the authentication questions with answers, your registration for self service is complete.
8. **What if I previously registered for self service, but I don’t remember the correct answers to the challenge questions?**

   Please contact the Chevron Phillips Chemical Company IT Help Desk via phone at 877-227-2436 or by email at cpchd@cpchem.com. You will be asked to provide your verification code, which is your second level of identity verification.

   When the IT Help Desk representative has confirmed your identity with the correct verification code, he or she will send your username and password to you via email.

   If you do not remember your verification code, the IT Help Desk will contact your Sponsor for identity verification. Upon successful identity verification by your Sponsor, you will receive an email with your username and current password.

9. **What if I don’t remember my username?**

   If you forget your username, click on the Forgot My ID link on the eSource login page. Enter your email address and answer the authentication questions correctly. Your username will be displayed and you will receive an email with the information for future reference.

10. **What if I don’t remember my password?**

    If you forget your password, click on the Forgot My Password link on the eSource login page. Enter your username and answer three of five challenge questions correctly. You will receive an email with your username and current password.

11. **How can I change my password?**

    Log in to eSource and click on the Manage My Profile link on the welcome screen. Then, click on Manage My Profile > Change Password.

12. **How do I update my contact information?**

    Log in to eSource and click on the Manage My Profile link on the welcome screen. Then, click on Manage My Profile > Modify Profile. Please note that updates to email addresses, Sponsors and usernames are not allowed.

13. **Why can’t I change my email address?**

    Your email address is the primary ID for your eSource account. Please notify your Sponsor if your email address changes so that a new account login may be created for you.

14. **How many times can I attempt to log in before my account is locked?**

    Your account will automatically be locked after five unsuccessful log-in attempts. If your account becomes locked, please contact the Chevron Phillips Chemical Company IT Help Desk via phone at 877-227-2436 or by email at cpchd@cpchem.com.

15. **Does my account expire after a certain period of time?**

    Accounts are automatically locked after six months of inactivity and automatically deleted after 18 months of inactivity. To have your account reactivated or a new account created, contact your Sponsor.
16. Does my password expire after a certain period of time?
   Your password will expire after 90 days. You will receive advance email notification of the upcoming password expiration.

17. What are the rules for passwords?
   Please make sure that your new password:
   • Is at least 8 characters long and does not contain your account name or full name
   • Contains at least one uppercase letter, lowercase letter, number and symbol (i.e. P@s$w0rd1)
   • Does not begin with an exclamation point, a space or a question mark
   • Does not contain any repeated character in the first three characters

18. I’m getting a “Failed to Authenticate” error on the log in screen. What does that mean?
   If you are receiving this message, it could be due to one of the following reasons:
   • You are using an incorrect username or password (questions 9 and 10)
   • Your account is locked due to exceeding the maximum number of unsuccessful log-in attempts (question 14)
   • That your account is locked/deleted due to inactivity (question 15)
   • Your password has expired (question 16)
   • You do not have access to eSource (see question 1)

19. I’m in the eSource system and only the Home tab is displayed.
   This indicates that your security set up is not yet complete and you should contact your Sponsor. If you do not know your Sponsor, please contact the Chevron Phillips Chemical Company IT Help Desk via phone at 877-227-2436 or by email at cpchd@cpchem.com.

20. I’m attempting to access an application in eSource and I’m getting the following error: “You do not have permissions to view this directory or page using the credentials you supplied.” What is the reason for the error and what do I need to do next?
   This error indicates that your security set up is not yet complete. Please contact your Sponsor or the Chevron Phillips Chemical Company IT Help Desk via phone at 877-227-2436 or by email at cpchd@cpchem.com.

21. How do I obtain access to another system or application within eSource?
   Your Sponsor has responsibility for your system and application access, so you should contact him or her. If you do not know who your Sponsor is, please contact the Chevron Phillips Chemical Company IT Help Desk via phone at 877-227-2436 or 832-813-4300 or by email at cpchd@cpchem.com.