Supplier Portal - End User Manual

Password Reset

American University of Sharjah

July 7th, 2025

Tahawwul Program

Acronymes and Abbreviations :

The Following table gives acronyms and abbreviations used in the document.

Acronyme / Abbreviations	Explantation
AUS	American University of Sharjah

Note to Holders :

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1. Introduction

Welcome to the AUS Supplier Portal User Manual.

This guide is designed to help you navigate and use the Oracle Fusion Supplier Portal in alignment with AUS's business processes. It provides clear, step-by-step instructions, along with screenshots, to assist you in managing your supplier profile and completing related tasks within the Oracle Fusion platform.
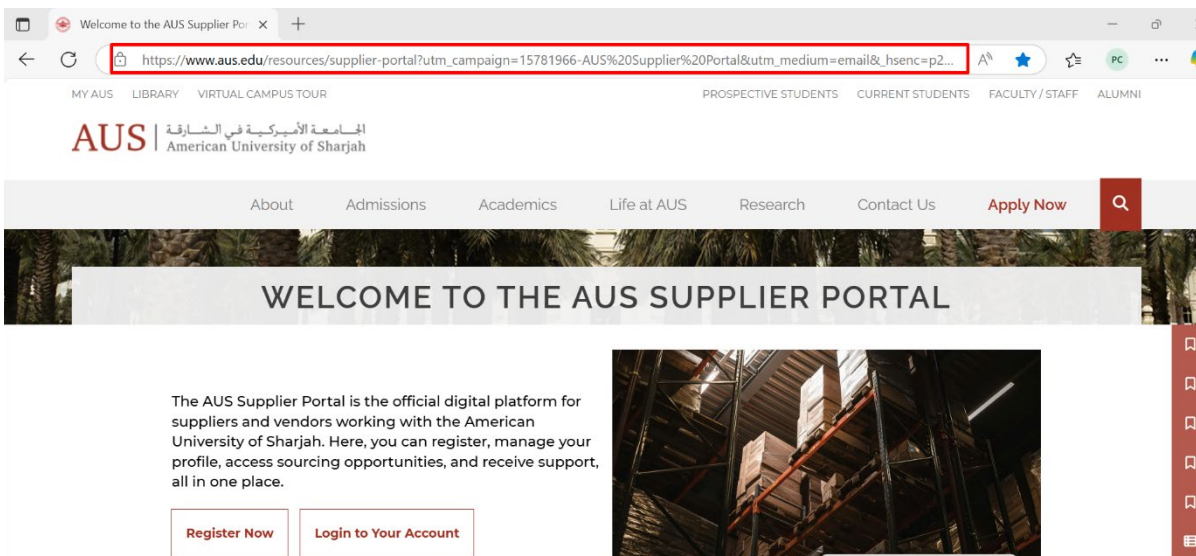
Whether you're updating your company information or responding to requests, this manual will support you through each key activity.
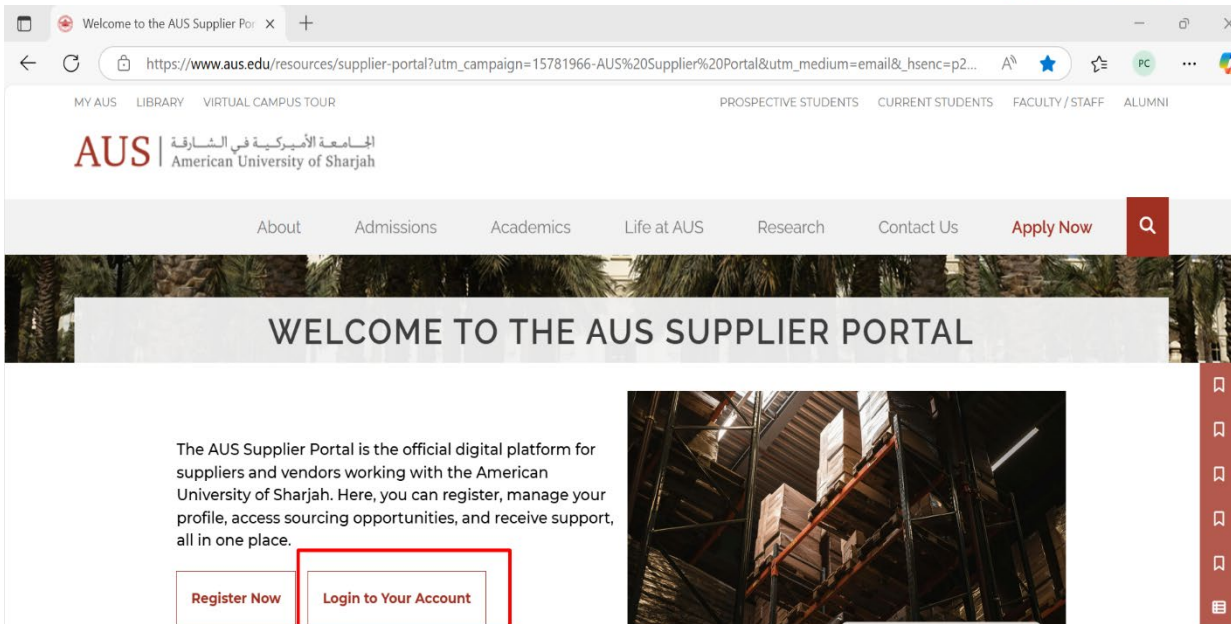
2. Password Reset

If the Supplier link for resetting password has been expired, then please follow below steps.
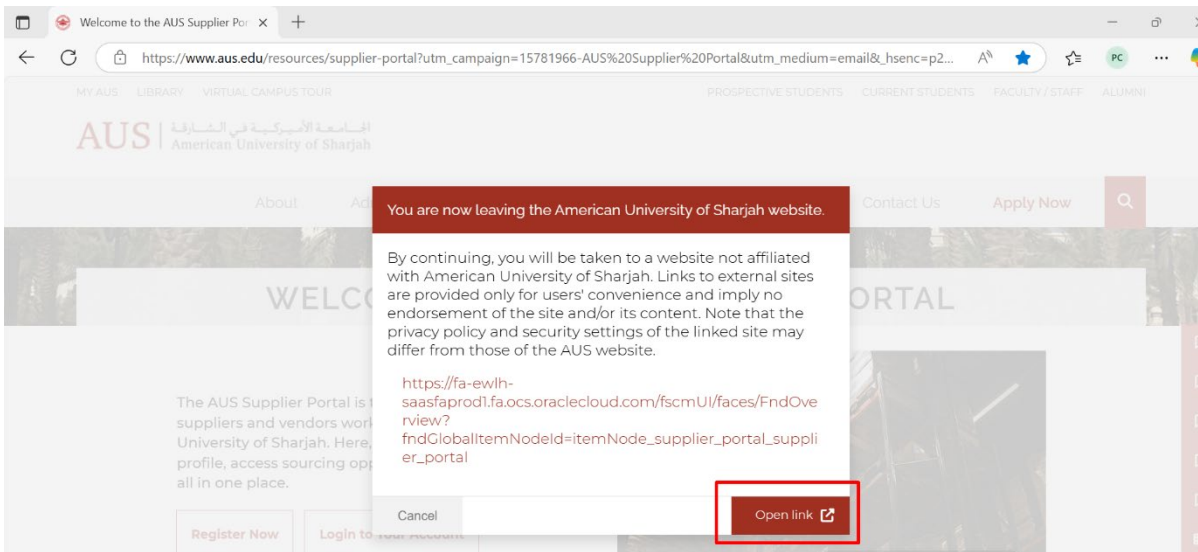
1. Login to AUS Supplier Portal page (https://www.aus.edu/resources/supplier-portal)

    Welcome to the AUS Supplier Portal | American University of Sharjah

2. Click on Login to your Account

3. Below Pop - Up will open.

4. Click on Open Link.

5. Click on Forgot password.
6. Below page will open.
7. Enter User ID – Email Address (use the email address which has received the reset password email)
8. Click on Forgot password, as shown below.

9. Click on the **Submit** button

10. Below page will be opened, displaying that –

Check your email for password reset information. Ensure that you check your spam folders too.
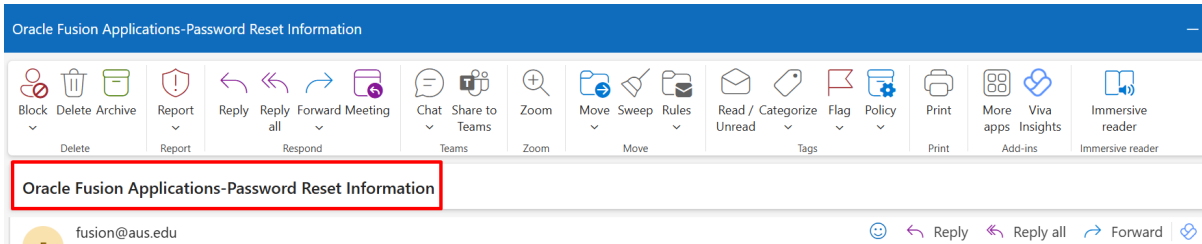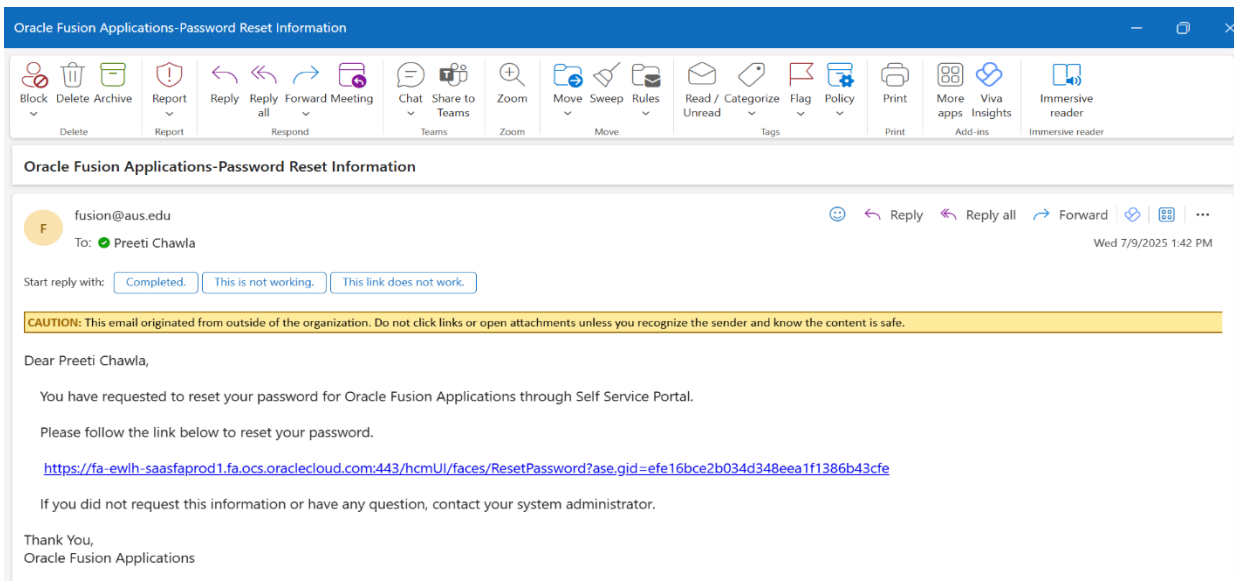
Do not click on this Sign In button

11. Oracle Fusion Applications Password Reset email will be shared by fusion@aus.edu

12. Please click on the link sent in your email and reset the password.

Once successfully reset your password go back to AUS Supplier Portal page and log in to your account: (https://www.aus.edu/resources/supplier-portal)

3. Common Password Reset Issues & Tips

If you encounter any difficulties, please consider the following troubleshooting tips:

- **Didn't receive the reset email?**
    - Check your spam/junk folders.
    - Ensure your email address is entered correctly.
    - Delays or blocks may occur due to email provider filters.
- **Password not accepted?**
    - Ensure it meets the required complexity:
        - Minimum length
        - Includes uppercase, lowercase, numbers, and special characters
    - Avoid using **previous passwords**.
    - Double-check for typos or mismatches between **"New Password"** and **"Confirm Password"** fields.
- **Browser issues?**
    - Autofill features may incorrectly populate password fields. Try clearing your browser cache or use incognito mode.
- **Account locked?**
    - This may happen after multiple failed login attempts. Please contact us for assistance.