

WHAT IS COVISINT?

Covisint allows employees to log in to JLR systems from home using their own personal email address, if they do not have a JLR email address.

By using Covisint, you can access the following:

Reward and Recognition – JLR Discounts

Success Factors - Learning

Success Factors – internal Vacancies and Job Applications

ELS

People Portal – HR Policies, Processes and the Employee Handbook

Please note: If you already have a JLR email address, then you will need to continue to use this, and will not be able to use Covisint.

1

You should receive a registration invite on the 5th January. Follow the steps in the invite – click the link and use the verification code and security pin to set up an account.

Look for an email from JLR Security Admin Team [no-reply] noreply@jlr-apps.com – Don't forget to check your SPAM folder!

2

If you don't receive this email, or can't find it, try logging in by clicking this link which takes you directly to the Covisint website: <https://login.sso.jaguarlandrover.com/login.do>

Your User ID is your CDS ID, which can be found on your site pass.

3

If you have forgotten your password, click the “forgotten password” button. Enter your security questions which will create a temporary password for you.

The first half of the password will be on the Covisint window. The second half of the password will be sent to your personal email address that you have registered with HR Direct.

4

If this doesn't generate an email to you, you will need to contact IT. Their contact details are ithelp1@jaguarlandrover.com or 0800 028 0837.

Tell the IT team the following: Your name, your CDS ID, that you are an employee and you have forgotten your Covisint password, then request that your query is assigned to the JLR_IAM team.

5

IT will send an email to you asking you your security questions. Make sure you check your SPAM folder for emails from IT.

If you do not know the answers to your security questions, let the IT team know and they will reset your account.

6

Use Covisint and get access to all of the great JLR applications from home.

Keep a note of your password, so you can easily login in the future.

7

If you have not had a reply from IT within 72 hours, you should raise a ticket with HR Direct: hrdirect@jaguarlandrover.com

Make sure you put in your HR ticket the actions that have been taken so far by IT and the help that you need.

OTHER TOP TIPS

These are some top tips which you can use if you are having any issues or if you have any other questions.

Remember, by using Covisint, you can access the following:

Reward and Recognition – JLR Discounts

Success Factors - Learning

Success Factors – internal Vacancies and Job Applications

ELS

People Portal – HR Policies, Processes and the Employee Handbook

Please note: If you already have a JLR email address, then you will need to continue to use this, and will not be able to use Covisint.

1

What to do if you need to update your personal email address with HR Direct.

*Click this link to update your personal details:
<https://forms.office.com/r/zPjRtuw9Rg>
You will need your Payroll Number and CDS ID to update your details.*

2

What to do if you have a JLR email address that you no longer use or need.

If you have a JLR email address which you no longer require, contact IT and ask for your JLR email address to be deleted, and for your query to be assigned to a specific team called the FIMGURU team. IT contact details are: ithelp1@jaguarlandrover.com or 0800 028 0837.

3

Can you access Covisint if you work at EMC/BAC?

Colleagues based at EMC/BAC are required to have a JLR work email address, so will be unable to access Covisint. You will need to use your JLR account to access JLR applications.

4

What to do if you are missing applications on Covisint.

On the “My Applications” page of Covisint, you should see the following applications: Concur, People Portal and SAP Success Factors. If you do not have one of these applications, you will need to contact IT, their contact details are: ithelp1@jaguarlandrover.com or 0800 028 0837.

5

What to do if you want to access the Smart Spending application.

The Smart Spending application is separate to Covisint. If you wish to access JLR Discounts, download the app “SmartSpending” onto your mobile device which can be found in the Google Play Store or Apple Store. If you have any issues, please contact Reward Gateway on 0203 780 1891.

6

What to do if you have forgotten your Covisint password or security questions.

Follow steps 3, 4 and 5 on the first page of this document.