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## Starting with MMOG.np

### Is MMOG v5 available as an Excel Workbook?

To use MMOG v5, you need to purchase a licence for MMOG.np. There is no Excel workbook available for MMOG v5.

### Where can I find support resources for MMOG.np?

Every screen of the MMOG.np portal solution offers online topic-oriented help designed to give you assistance on the section you are completing.

Quick Start Guides, Help Videos and User Manuals are available from [here](#)

### Where can I find the “Introduction and Instructions” document for MMOG/LE?

You can find the “Introduction and Instructions” documents for MMOG/LE v4 and v5 and “Comparison between v4 and v5” in the option “Introduction MMOG/LE” under Help on the top menu bar of the MMOG portal [www.mmogle.com](http://www.mmogle.com).

### I have forgotten my login details

If you have forgotten your login details, you can use the ‘Forgot login’ link on the MMOG.np login screen.

### The option “Create a New Site” is missing

Before you can create a site to be assessed for your company, you first need to:

- [Import your licence key](#)
- Create your own company in your ecosystem (**make sure you select the role ‘Own Organisation’**)

If you have mistakenly created your own company using the role “Supplier”, go to Edit menu:

- Select “My Partner Companies”
- Delete any existing records
- Select “Company”
- Create your company again using the role “Own Organisation”

You then will be able to create a new site.

### Where can I create a new customer?

To create a new Customer record, you must be logged-in as a Company Administrator (C-Admin).

Use the View – ‘I am supplier’



### I need the FULL profile of MMOG/LE but on your Resources page I can only find the BASIC profile.

MMOG/LE v4 or v5 Catalogues are the FULL profile by default. To use the FULL profile of MMOG/LE, you need to upload the Catalogue in your chosen language (always upload the English version first).

If you import the BASIC profile in addition to the Catalogue, you will be able to make both FULL and BASIC assessments.

### What is the internal Mailbox service?

The internal Mailbox service allows Suppliers and Customers to exchange assessments directly from one MMOG.np ecosystem to another. Your own internal Mailbox address is automatically uploaded in your Ecosystem when you import your licence key.

You should use this service to exchange assessments only if requested by your customer. To be able to send assessments using the internal Mailbox, you must update your customer records with their internal Mailbox address (provided by your customer).



Home » Licences

### Licence

Your installation ID

1f24a08e-19ce-481a-9f24-5c185fcf1359

Licence information

Catalogue name	MMOG/LE
Catalogue versions lower than	6.0
Number of sites	10
Mailbox address	odette-XXXX@mail2.mmogle.com

### Where can I find my customer’s Mailbox address?

Your customer will provide you with their MMOG.np mailbox address (format: [odette-XXXX@mail2.mmogle.com](mailto:odette-XXXX@mail2.mmogle.com))

## Licence Key

### Where can I find the information required to request my licence key?

You need to provide your MMOG.np Account details, Odette Order Number and Transaction Code.

Click [here](#) for details on where to find this information.

### Nothing happens when I click the “Request Licence Key” button (no email is generated).

If clicking the ‘Request Licence Key’ button does not generate an email automatically. Please click [here](#) to download the ‘Request Licence Key’ document and email the requested information to [mmog@odette.org](mailto:mmog@odette.org)

### I have received my licence key but I cannot open the file.

You do not need to open the licence key file. You just need to **unzip** it and import it into your MMOG.np account.

For detailed information, see:

Online Help or User Manual “Set up – Supplier perspective” (§3. OBTAIN LICENCE KEY, Page 11) [here](#)

User Manual “Set-up – Supplier perspective, § 6.2. User management – Login and password reset, Page 31 available at [here](#)

### I have purchased a corporate licence and I have set up my sites (plant locations). However one of my sites has already purchased a licence separately. Is there a way to merge that licence into the corporate account?

It is not possible to merge existing Ecosystems but it is possible to import assessments from one Ecosystem to another.

For detailed information, see:

User Manual “Managing Assessments - Supplier perspective” (§2.5. Import answers from a previous assessment into a new assessment) [here](#)

## Creating and managing assessments

### Can I use a completed MMOG.np assessment as a template for a new assessment?

You may want to use the answers of a previous assessment and update them for a subsequent submission. You can easily do that in your MMOG/LE ecosystem:

1. Download the results from the assessment you want to use as the basis for your new submission (XML file).
2. Upload this XML file when creating the header of the new assessment.

For more information: User manual Managing MMOG/LE Assessments (§ 2.5. Import answers from a previous assessment into a new assessment, Page 18)

### When I create a new assessment, I cannot select my customer

To be able to select a customer when creating a new assessment, you must first create the Customer Record in your MMOG.np ecosystem.

See: User manual “Supplier set up” (§ 5. SET UP CUSTOMERS, page 23) available [here](#)

### I cannot select Catalogue and Profile when I create a new assessment

To be able to select Catalogue and Profile, you must first import the appropriate catalogue (and possibly the BASIC profile, if used) into your ecosystem.

You can download Catalogues and Basic Profiles from [here](#). Extract the XML file from the zip and import it into your ecosystem.

See: User Manuals “Supplier set up” (§ 7. SET UP CATALOGUES AND PROFILES, Page 37) [here](#)

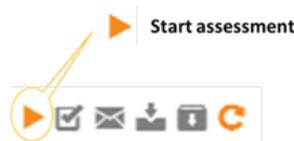
### How can I generate an assessment in PDF?

You need to use the print function of your web browser. For detailed information, see:

User manuals “Managing assessment – Supplier perspective” (§6.6. Print or save assessment as a PDF file, Page 53) [here](#)

### I cannot update a criteria in the assessment.

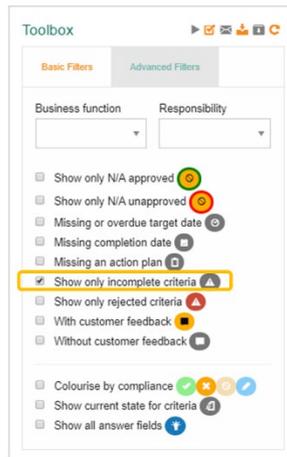
To be able to update criteria in an assessment, Click “Start assessment”.



Note: to start an assessment you must be logged-in as a Company Administrator or a Site Administrator.

### I cannot complete my assessment.

To be able to complete an assessment, all criteria must be answered. To check which criteria still need to be answered, select “Show only incomplete criteria” in the Advanced Filters toolbox.



Once all criteria have been answered, click “Finish” assessment.

To “Finish” an assessment you must be logged in as a Company Administrator or a Site Administrator.

**I cannot send my assessment to my customer using the MMOG.np mailbox service**

Your Company Administrator must first allocate the correct Mailbox address to your Customer Record. The Mailbox address is provided by your customer (format is [odette-XXXX@mail2.mmogle.com](mailto:odette-XXXX@mail2.mmogle.com)).

Once your assessment is completed, click “Finish” the assessment (you must be logged in as a Company Administrator or a Site Administrator)

## Bulk Import

**What is the meaning of UUID?**

The UUID (universally unique identifier) is a key used to uniquely identify your partners or your sites during the bulk import process. It is required solely for this process.

Suppliers with a small number of customers or sites will usually find it easier to create the records individually.

For detailed information, see User Manual “Suppliers set up” (§ 5.2. Create customers using the “Bulk imports” option, page 25 / § 4.3.2. Create sites using the “Bulk imports” option, page 20) [here](#)

**When I try to import my sites or partners using the bulk import option, I get the following error messages “not a UTF-8 Format” or “Missing columns: UUID”**

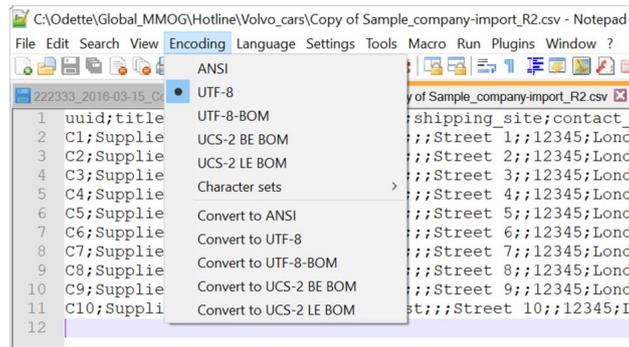
UTF-8 is the only encoding admissible. Depending on your operating system, when converting your Excel file into csv, the file generated is encoded in UTF-8 BOM, not UTF-8.

To fix this issue, once you have created the .csv format using Excel, you should save it in UTF-8 format using a tool such as Notepad++. You can download Notepad++ from the internet free of charge.



Current Version 7.8.5

To save file as UTF-8 using Notepad++, open the file with Notepad++ . Select option “encoding” (Encode in UTF-8) and Save file.



You should be able to import the resulting UTF-8 file in MMOG.np.