

PCN Intelligence Frequently Asked Questions (FAQs) – September 2020

PCNalert is being replaced with PCN Intelligence and all users will be migrated to PCN Intelligence by the end of September.

The new **PCN Intelligence** will provide functionality similar to PCNalert, but has an improved interface and alerting algorithm, as well as new features and functionality to make managing your product change notices as easy and efficient as possible. The following FAQs will help you navigate the transition to PCN Intelligence.

FAQs – Quick Links

- Why is the PCNalert tool going away?
- Are there features in PCNalert today that are going away?
- What's different in PCN Intelligence?
- Will PCNalert be shut down right away?
- Do I have to reload my AVL?
- Will I be able to keep my parts and e-mails assigned to the different Sites and Projects?
- Will I be able to see my previous alerts?
- Will I log into the application the same way?
- How do I get a new user access?
- What if I need help logging in, or using PCN Intelligence?
- What are the advantages of registering?
- Will I get duplicate email alerts? If so, how do I know which ones are duplicates?
- Why are there differences in the number of impacts between the PCNalert and PCN Intelligence alert emails?
- Why don't the PCNalert and PCN Intelligence emails reference the same impacted parts?
- Will the email notification look different?
- Will the email notification come from a different IHS address?
- Is there training available for PCN Intelligence?

Q: Why is the PCNalert tool going away?

A: PCNalert was built on older technology that has reached its limit on supportability. In order to provide a better user experience with new features and functionality, we decided to build a new interface using industry leading technology.

Q: Are there features in PCNalert today that are going away?

A: No. All the PCNalert features will be available in PCN Intelligence, which will also include some new features and functionality not available in PCNalert.

Q: What's different in PCN Intelligence?

A: PCN Intelligence has been developed using industry-leading technology and integrated into the standard IHS Markit customer access center, so you will see several differences with the application interface and the way you log in (more on that later). While the interface has been updated, the workflows you are used to are fundamentally the same. Let's look at a few highlights:

- **Logging in.** To log into PCN Intelligence, use the web site address that was provided to you in your welcome letter. The link will look similar to the following:

<https://login.ihsmerc.com/cgi-bin/ihslogin?username=XXXXXXXX&password=#####>

- If you subscribe to more than one IHS Markit Engineering & Product Design application, such as BOM Intelligence, Haystack Gold or Engineering Workbench, your access to PCN Intelligence will be similar. Each will receive additional communication on how to access PCN Intelligence.

- **Application interface.** By default, after you log in, you will be positioned in the My Notifications workflow. From here you can view a daily summary of alerts from the last 24 hours, as well as a listing of recent notifications associated with your AVL.
 - Use the filter - ☰ - icon to sort columns in the listing of notices, as well as perform advanced filtering, such as filtering by specific manufacturer, alert number, date, alert type and more.
 - To view alert details, a new **Filter Alerts** slider that opens from the right side of the application, allows you to apply additional filters, such as filter by action or manufacturer issue date, alert type, impact, manufacturer name or alert number, as well as filter by sites and projects, if your account is set up this way.
 - Clicking on a hyperlinked number in the Alert Number column will present details about the alert in a **Potential Impacts** slider, which opens from the right side of the application. The slider is where you will see details about the alert, have a link to the alert and see how the alert impacts parts on your AVL.
 - A simple search box is available in the application header, that lets you search by alert number, part number on your AVL, manufacturer name or a part number on a notice.
 - Archiving notices will continue to be supported. You will be able to archive and restore notices, as well as filter the grid to show all notices, show archived notices or hide archived notices.
 - Users who have their AVL configured to use sites and projects, with users to these values will be able to filter their queries by specific sites/projects, providing very precise search results.
- **Improved Alert Matching Algorithm.** The matching algorithm has been improved to show matches for the highest impact level, rather than multiple impacts for variations of the same part number.

Q: Will PCNalert be shut down right away?

A: No. You will have the ability to log into both applications for a time until PCNalert is shut down at the end of September. Once you have been provided access to PCN Intelligence, if you would like to have the PCNalert notifications stopped you can contact your Account Manager, create a Research Request within PCN Intelligence or contact [IHS Markit Customer Care](#).

Q: Do I have to reload my AVL?

A: No. IHS Markit will transfer your AVL to PCN Intelligence. The first time you log into PCN Intelligence, you will see the same data as you saw in PCNalert.

Q: Will I be able to keep my parts and e-mails assigned to the different Sites and Projects?

A: Yes. The sites and projects functionality will not be changing at this time. If your AVL includes sites and projects, contact IHS Markit to get users assigned to the correct sites and projects.

Q: Will I be able to see my previous alerts?

A: Yes. Notifications for the last 2 full years (2018, 2019, & 2020) will be migrated from PCNalert to PCN Intelligence.

Q: Will I log into the application the same way?

A: No. The existing PCNalert login page will be retired and users will be asked to register in the IHS Markit secure credential management portal. You will receive a welcome letter from IHS Markit with your account details and a registration link. Clicking the link will bring you to a registration page for your company. If you are a new user, a wizard will walk you through the first time registration steps. If you subscribe to other IHS Markit products, you can simply enter your organizational email address and password, and gain access to the list of products you subscribe to.

If you receive an email for an address that is part of an email distribution list within your organization, the first person to register will set the password for all users logging in with the group email address. If you are the first registrant, please communicate the password to the email distribution list.

If you would like to have access to all alerts for the past two years, you must register and log in with the group email address. If you would like to have your own unique login to PCN Intelligence, you can register with your corporate email address, however this will only provide access to alerts for the most recent two weeks based upon when you first log into PCN Intelligence and then all alerts going forward.

Q: How do I get a new user access?

A: Access information will be communicated to customers. New users just need to follow the user registration process to gain access to PCN Intelligence.

Q: What if I need help logging in, or using PCN Intelligence?

A: You can contact IHS Markit Customer Care, which is available around the globe. Visit our [Contact Us](#) page, to find the support team closest to you.

Q: What are the advantages of registering?

A: Being a registered user in PCN Intelligence lets you customize your experience. This includes whether or not you display daily summaries on the home page as well as setting the types of alerts for which you would like to receive notifications. If your account uses sites and projects, you can also limit your searches to alerts for specific site or site/project combinations.

Q: Will I get duplicate email alerts? If so, how do I know which ones are duplicates?

A: During the time when both your PCNalert and PCN Intelligence accounts are active you will receive duplicate notifications. Notifications from PCN Intelligence will have a "From" email address of PCN_Intelligence@ihsmarkit.com which is different from the PCNalert system. Users should make sure that these new emails are not blocked or routed to spam/junk email folders.

Q: Why are there differences in the number of impacts between the PCNalert and PCN Intelligence alert emails?

A: PCN Intelligence uses an improved part matching algorithm. Also, PCN Intelligence processes notifications differently so sometimes you may see a notification in PCN Intelligence first and then in PCNalert the next day. We also have been monitoring notifications being sent from both systems. If you have a specific alert notice that you would like us to investigate, please contact us and provide details.

Q: Why don't the PCNalert and PCN Intelligence emails reference the same impacted parts?

A: PCNalert often provided additional lower confidence matches for affected parts when the same part had a higher match confidence to a different part number string on the notice. PCN Intelligence has been improved to eliminate these redundant affected part records. For a given notice, PCN Intelligence lists the affected parts with the highest match confidence and eliminates duplicates.

Q: Will the email notification look different?

A: There will be some cosmetic changes to the email, such as the IHS Markit logo, but the email alert will be fundamentally the same. You can access specific alerts, documents and affected parts, as well as see a description of the alert, the action date and a color-coded (red is <= 99 days, grey is > 100 days) countdown of days until the action date.

Q: Will the email notification come from a different IHS address?

A: Yes. Alerts will come from PCN_Intelligence@ihsmarkit.com. The subject will also be changed to begin with **[PCN Intelligence]**. If you have email rules set up for the incoming email alerts, they will need to be adjusted.

Q: Is there training available for PCN Intelligence? If so, how do I sign up?

A: The IHS Markit training team is currently working on scheduling PCN Intelligence training. Please visit the IHS Markit training site for updates on availability and schedules.