USING MMOG.np

FAQs

Starting with MMOG.np

Is there an Excel Workbook output for MMOG/LE assessements?
There is no Excel workbook output available anymore for MMOG/LE assessments.

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 and User Manuals are available from [here](#)

Where can I find the "Introduction and Instructions" document for MMOG/LE?
"Introduction and Instructions" documents for MMOG/LE v5 and "Comparison between v4 and v5" are available from [here](#)

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 Activation Key (LAK)
- Create your own company in your ecosystem (**make sure you select the role 'Own Organisation'**)

You then will be able to create a new site.

### Creating a new site which catalogue should I chose?
The system offers you 2 options catalogue 5 or 6. If you have bought a licence for MMOG/LE V6, then select catalogue "6", otherwise you will get an error message.

The licence for MMOG/LE V6 allows you to manage assessment for lower versions (v4 and V5) as well.

Where can I create a new customer?
To create a new Customer record, you must be logged-in as a Company Administrator (C-Admin).
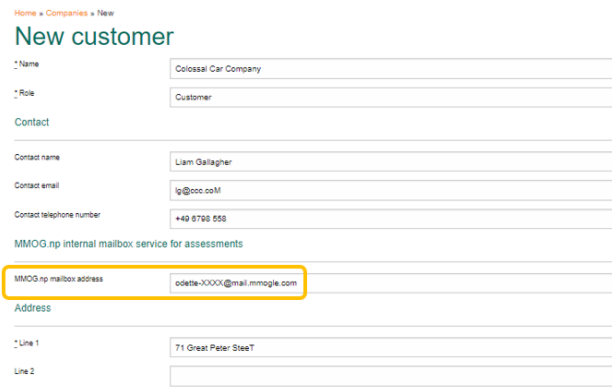
Use the View – 'I am supplier'
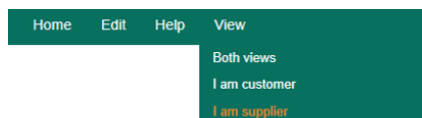
What is the internal Mailbox service?
The internal Mailbox service allows Suppliers and Customers to exchange assessments directly from one MMOG.np ecosystem to another. Your own internal Mailbox address is automatically allocated when you create your account. The internal mailbox address for your account is displayed in the company details.

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).

Where can I find my customer's Mailbox address?

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

Licence Key

Where can I find the information required to activate my licence for my account?

To activate your licence you must import the Licence Activation Key (LAK) provided within the order confirmation you have received by email after ordering your licence on www.odette.org .

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" (§6. IMPORT HISTORICAL ASSESSEMENT) 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, there are 2 possibilities:

1.   You can duplicate an existing assessment in order to create a copy

2.   You can import answers of an existing assessments when creating the header of the new one.

For more information: User manual Managing MMOG/LE Assessments (§ 2.6. Copy assessment results, Page 18) here

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 24) available here

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

To be able to select Catalogue and Profile, you must:

- allocate a catalogue version to your site by editing the site details
- import the appropriate catalogue (and possibly the BASIC profile, if required) into your ecosystem.

See: User Manuals "Supplier set up" (§ 7. SET UP CATALOGUES AND PROFILES, Page 47) here

How can I generate an assessment in PDF?
If your customer requires a PDF file use the Print option

User manuals "Managing assessment – Supplier perspective" (§2.7.3.Option 3: Sending an assessment as a PDF file, Page 30) 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.
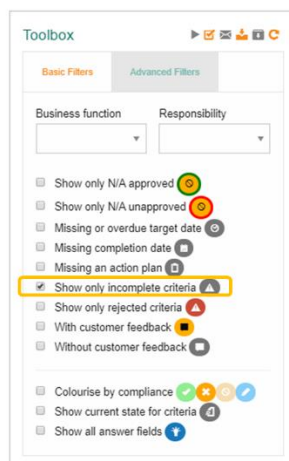
Once all criteria have been answered, click "Finish" assessment.

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).

Once your assessment is completed, click "Finish" the assessment (you must be logged in as a Company Administrator or a Site Administrator) to be able to send it to your customer using the internal mailbox service of MMOG.np.

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" (§ 4.3.2. Add sites using the 'Bulk imports' option, page 20) / § 5.2. Add customers using the 'Bulk imports' option, page 26 / 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.

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To save file as UTF-8 using Notepad++, open the file with Notepad++ . Select option "encoding" (Encode in UTF-8) and Save file.
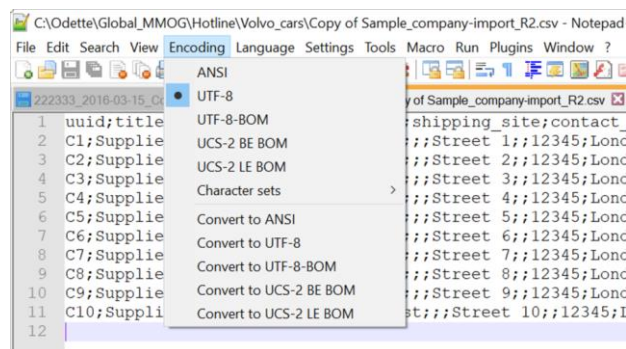
You should be able to import the resulting UTF-8 file in MMOG.np.