

- **Can i have access to more than one MSI application?**  
Yes, you can request access to iSupplier, Collaborative Planning, & AGILE
  
- **Can i view information for more than one supplier?**  
Yes, you can view multiple suppliers as long as they are within your supplier's hierarchy
  
- **I currently have access to one supplier, but i need access to another supplier within my hierarchy**  
If you click on additional access, you can request to add on additional supplier access within your supplier's current hierarchy family
  
- **If I request additional access to another MSI application, will my current access change?**  
No, you will still be able to see the same information. Your current granted access will not change
  
- **It has been more than 48 hours and i have not received my MSI application approval e-mail**  
There are certain instances when approval could take longer than 48 hours, if you wish to find our more information on the status of your approval, please e-mail [global.supplieronboarding@motorolasolutions.com](mailto:global.supplieronboarding@motorolasolutions.com)
  
- **How come i have to login twice after I registered my account?**  
MSI requires one login to validate credentials, and another login to access the application request page
  
- **I only want to view two child suppliers, how come it automatically checks the box for the parent supplier?**  
Due to Oracle functionality, if you wish to have access to more than one child supplier IDs, you must have access to the Parent supplier ID as well. This cannot be changed and we apologise for any inconvenience.
  
- **I am trying to register, and it will not take my e-mail, it keeps saying "The entered email address is identified as non-company domain. Please register with your company email address". What are the next steps?**  
MSI has security in place to prevent certain e-mail domains from registering, this is the reason for this message. If your e-mail domain is on this list, and is a valid e-mail for your company, please e-mail [global.supplieronboarding@motorolasolutions.com](mailto:global.supplieronboarding@motorolasolutions.com) and support will help you get registered after approval from MSI.