

Frequently Asked Questions

Q. Where is the site located?

A. The site can be accessed by typing <http://L3.CVMSolutions.com> in Internet Explorer. No other web browser is supported at this time. This site is also linked at the L-3 Material Management site within the SDW Reports tab (right margin) at <https://webs.l-3com.com/portalprocurement/DesktopDefault.aspx?tabindex=5&tabid=48>.

Q. I getting errors and need technical help who should I contact?

A. Please contact our third party provide CVM Solutions via L3support@cvmsolutions.com OR call 630-629-5800 Ext: 2

Q. Who is CVM Solutions. Why do I have to call them for Technical Support?

A. L-3 has partnered with CVM Solutions to roll out and support this system. CVM Solutions is responsible for hosting the system and for providing data enrichment services.

Q. Who do I contact to provide feedback and ask non-technical support questions?

A. Please contact Damon (Skip) Handley at Damon.Handley@L-3com.com with your questions. Please put "Supplier Data Warehouse Question:" in the subject line

Q. How do I get access to the system?

A. Access to this tool is limited to L-3 purchasing professionals. Please ensure that you have activated your account at <https://webs.l-3com.com/> and then request account authorization from Damon (Skip) Handley at Damon.Handley@L-3com.com.

Q. Is training required?

A. Yes, training is required for all authorized users of this site. Please contact Damon (Skip) Handley at Damon.Handley@L-3com.com to set up training.

Q. What if I forget my Username?

A. Your Username is your L-3 email address.

Q. What if I forget my password?

A. Provide your username in the login section of the landing page and click on the "Forgot Password" button. The system will email a new password to the email address that is attached to your username in the system. It usually takes 30-60 minutes for the email to arrive.

Q. How do I change my password?

A. You can change your password at any time from within the "Profile Maintenance" menu selection. Once open, click on "My Contact Info". This section also allows you to update your name, telephone no. and e-mail address. This feature is only available after you successfully login to the system.

Q. I can't log into the portal

A. Please send an email to L3Support@cvmsolutions.com. If you are getting an error message please provide a screen shot of the error or copy and paste the error message in your email. If you would like to speak with a Customer Support representative please call 630-629-5800 Ext. 2.