

Frequently Asked Questions (FAQs) External Users

Updated 9 March 2022

1. Do I need any special software configuration to use Spec Reader?
 - a. No special configuration required. You only need to have Chrome and PingID, so please download these apps.
2. Do I need special PC hardware?
 - a. No. Your PC, MAC, or iPad Pro, with Chrome is all you need.
3. What about Pulse Secure VPN?
 - a. You no longer need it. Ensure you've got PingID and Chrome installed on the approved hardware (above) and you're all set.
4. Is there training I need to complete?
 - a. Yes, when your account has been requested, you will receive an email with the mandatory training information on it to the Learning Management Systems.
 - b. When you have completed the training, please wait for 15-30 minutes before accessing Spec Reader.
5. How can I get Spec Reader?
 - a. External users receive access through their P&G Contact/Manager, please contact them and ask for access.
6. Will Spec Reader have additional releases coming out?
 - a. There will be additional releases coming out, which will enhance your use of this application for enabling more Enovia functionality.
7. What if something is changed in Enovia?
 - a. Spec Reader will be updated when that occurs. There is a refresh time for all data in both systems.
8. Will I lose my Enovia access when I get Spec Reader?
 - a. Initially, you will keep your Enovia access, but eventually only Spec Reader will be used. You will be notified at that time.
9. Can information be downloaded any other way than Gendocs or PDFs?
 - a. No, Gendocs and PDFs are only way to download information.
10. Can a group of people share one account?
 - a. No, each person must have their own account.