

ROOFING WARRANTY MANAGEMENT PORTAL FAQ'S

<https://roofingwarrantygmt.powerappsportals.com/>

What is the Portal?

The Roofing Warranty Management Portal is a central online database developed by Momentive Performance Materials (MPM or Momentive) used to request and track the progress of a roof coat warranty. The URL is above.

Who will use the Portal?

Applicators, inspectors and Momentive can log in to the Portal from a computer or mobile device to request a warranty, upload files, track progress or look up information.

I need access to the Portal – how do I get started?

Applicators who wish to set up an account must email roofwarranties@momentive.com to request access. Within 24 hours, an invitation email will be sent with a link to create an account. Detailed account set-up instructions are located under the Resources tab of the Portal home screen.

Why does the Portal require Multi-Factor Authentication?

Multi-Factor Authentication (MFA) is a process to verify that the person logging in is authorized to do so. MFA will be required so users will have full functionality to upload files such as photos, videos or PDF documents to the Portal.

Should I share my login with other people at my company?

No. Your login is for use by one person and is not intended to be shared. Each time you login (beyond initial account set-up), you will be asked to enter a six-digit code. This code will be sent only to the cell phone number (no land line) connected to your account.

Can multiple employees at my company have their own account?

Yes. Your company can have more than one user although MPM suggests limiting access only to those who will be entering data. To request an account, please email roofwarranties@momentive.com with the first and last name of the employee and their email address.

I cannot find the invitation email in my inbox. Can MPM resend it to me?

Yes. Simply email roofwarranties@momentive.com to request an invitation email to be resent.

How do I reset my password?

Please follow the instructions on the login page to reset your password.

How do I change the phone number on my account?

From the Portal home page, click on your name at the top right of screen, then Profile. Update your phone number and click Update in the blue box at the bottom. Contact roofwarranties@momentive.com if you need assistance.

Can I use the Portal with Firefox, Safari, Microsoft Edge or Google Chrome?

Yes – the Portal can be utilized with any of these internet web browsers.

How do I login from my cell phone or tablet?

The Portal is accessible with the URL <https://roofingwarrantygmt.powerappsportals.com/> from any device that can access the internet.

I started entering a warranty request and didn't finish – is my data saved?

Yes – if you have to leave your computer or lose your internet connection, the data you entered will be saved. Simply login to complete the data entry.

I don't see my previous warranties in the Portal – why is that?

The Portal assigns one owner to each warranty. Any warranty done previous to the portal launch in 2021 or entered by another user will only be visible to that owner. Unfortunately, ownership of historical data cannot be transferred. Contact roofwarranties@momentive.com if you need assistance.

I need help accessing and/or using the Portal – who do I contact?

Please email roofwarranties@momentive.com with questions.