

Guide to Managing Your Avaya Access Profile For Customers and Partners

Purpose	<p>This document provides instructions on how to view and update the different components of an Avaya Access profile:</p> <ul style="list-style-type: none"> • Contact information and permissions • Sold To account access • E-Notification subscriptions
Audience	Avaya Customers and Partners
Prerequisite	You must be a registered user with Avaya Access

CONTENT

Access Your Profile 1

Update Your Profile Information and Permissions 2

Update Your Contact Information 3

Change Your User Access Permissions..... 3

Change Your Security Information 4

Manage Your Sold To Account Access 5

Subscribe to E-Notifications 7

Subscribe to General Notifications 7

Subscribe to Product Notifications 8

Access Your Profile

Step	Activity	Action
1	Login to Avaya Access and go to your profile	<p>Enter the following url: https://sso.avaya.com.</p> <p>a) If you are not already logged in, the Login page is displayed: Enter your e-mail address and password, then click SUBMIT.</p> <p>From the Avaya Support site: http://support.avaya.com:</p> <p>a) If you are not already logged in, click SIGN IN. – From the Login page: Enter your e-mail address and password, then click SUBMIT.</p> <p>b) Click “Profile” under the Welcome message.</p> <p><u>Outcome</u>: Your profile information is displayed under the Information tab, along with a Toolbox section that allows you to make changes to your profile.</p>

Step	Activity	Action
		If you forgot your password, go to Step 2.
2	Reset your password	<p>From the Login page, click “Forgot Password?”</p> <ul style="list-style-type: none"> a) Complete the two (2) Avaya Password Recovery steps: <ul style="list-style-type: none"> – Step 1: Enter your e-mail address, then click SUBMIT. – Step 2: Answer your security question, then click SUBMIT. b) You will receive an e-mail with a temporary link to establish a new password, click the “Change Password” link. This link is only valid for 24 hours. <ul style="list-style-type: none"> – Complete the Avaya Login Information, then click SUBMIT. <p><u>Outcome:</u> Your Avaya Access profile is displayed.</p>

Note to Administrators: Administrators can see the options to manage your profile by clicking on the tab with your name, which will display a sub-menu for the profile options.

Update Your Profile Information and Permissions

From the Information Toolbox section of your profile, you can update your profile information and user access permissions.

The screenshot shows the Avaya user interface. At the top left is the AVAYA logo. To the right is a dropdown menu labeled 'Select an Application' and three links: HOME >>, LOG OUT >>, and HELP >>. Below this is a navigation bar with tabs: HI, CRAIG WARNER, INFORMATION (highlighted in red), SOLD TO NUMBERS, and E-NOTIFICATIONS. The main content area is titled 'INFORMATION' and is divided into two columns. The left column displays user details: Name: Craig Warner, Company: 7778334891, Work Phone: 908-953-6000, Location: United States Of America, User Name: craig50w@gmail.com, User Id: warnec, User Type: User, Avaya Relationship: Customer, and Joined: 30-Mar-2010. The right column is titled 'TOOLBOX' and contains several links: Edit Contact Information, Edit Address Information, View/Request Roles, Request User Type, Request User Access Type, Change Password, and Change Security Question. Brackets on the right side of the toolbox links group them into three categories: 'Update Your Contact Information' (covering Edit Contact Information and Edit Address Information), 'Change Your User Access Permissions' (covering View/Request Roles, Request User Type, and Request User Access Type), and 'Change Your Security Information' (covering Change Password and Change Security Question).

Update Your Contact Information

Step	Activity	Action
1	Update your contact information	<p>From the Toolbox, select “Edit Contact Information.”</p> <p>a) Update your name, phone number, and/or e-mail address.</p> <p><u>Important:</u> Do not change your contact information if it is because you are changing companies. You will need to re-register with your new company account information.</p> <p>b) Click SAVE.</p> <p><u>Outcome:</u> A message is displayed confirming that your profile changes have been successfully updated.</p> <p>If you changed your e-mail address, a change request will be sent to an administrator for approval. You will receive an e-mail once your request has been processed.</p>
2	Update your address information and/or fax number	<p>From the Toolbox, select “Edit Address Information.”</p> <p>a) Update your address and/or fax number.</p> <p>b) Click SAVE.</p> <p><u>Outcome:</u> A message is displayed confirming that your address changes have been successfully updated.</p>

Change Your User Access Permissions

Step	Activity	Action
1	<p>Request or change access to:</p> <ul style="list-style-type: none"> • Avaya’s Product Licensing and Delivery System (PLDS) • EZ Quote (For Partners Only) 	<p>From the Toolbox, select “View/Request Roles.”</p> <p>a) To request or change your access to the application, select the desired Role(s).</p> <ul style="list-style-type: none"> – Click “View Details” for a description of the roles and their permissions. – Only one (1) role can be selected for an application. <p>b) Click SAVE.</p> <p><u>Outcome:</u> A message is displayed confirming that your new role request has been accepted.</p> <p>If the role you selected requires an administrator to approve the request, the message will state that the request was sent to an administrator for approval. You will receive an e-mail once your request has been processed.</p>
2	Define a relationship with Avaya	<p>From the Toolbox, select “Request User Type.”</p> <p>a) Enter a Sold To location number for your company.</p> <p>b) Click NEXT.</p>

Step	Activity	Action
		<p><u>Note</u>: This option is only available if you are currently registered with “No Relationship” type specified. In this case, the options to “View/Request Roles” and “Request User Access Type” are disabled until a customer or Partner relationship has been approved.</p> <p><u>Outcome</u>: A message is displayed stating that the request was sent to an administrator for approval. You will receive an e-mail once your request has been processed.</p>
3	Change your user access permissions to a Company or Sold To Administrator, or basic user	<p>From the Toolbox, select “Request User Access Type.”</p> <ol style="list-style-type: none"> Select the desired User Access Type. Click SAVE. <p><u>Outcome</u>: If your request was for a:</p> <ul style="list-style-type: none"> Higher security level, a message is displayed informing you that your request was sent for approval. You will receive an e-mail once your request has been processed. Lower security level, a message is displayed that your user access type has been successfully updated. You will be sent to the Login page to re-enter Avaya Access at your new security level.

Change Your Security Information

Step	Activity	Action
1	Change your password	<p>From the Toolbox, select “Change Password.”</p> <ol style="list-style-type: none"> Enter your current password, new password, and confirm your new password. Click SAVE. <p><u>Outcome</u>: A message is displayed confirming that your password has been successfully updated.</p>
2	Change your security question and/or answer	<p>From the Toolbox, select “Change Security Question.”</p> <ol style="list-style-type: none"> Select a security question and enter the answer to the question. Click SAVE. <p><u>Outcome</u>: A message is displayed confirming that your security question/answer has been successfully updated.</p>

Manage Your Sold To Account Access

From the Sold To Numbers tab of your profile, you can request which of your company Sold To locations you can have access to on your company’s behalf.

Note: Partners who would like access to their customer’s Sold To locations must request the customer’s Company or Sold To Administrator to associate their Partner Link ID to the appropriate Sold To account(s). These accounts are identified under Your Numbers list as “Derived.” If the customer does not have a designated Company or Sold To Administrator, follow the process outlined for Delegated Sold To Administration at: http://support.avaya.com/avaya_access.

Step	Activity	Action
1	Request access to your company’s Sold To location(s)	<p>From the list of Available Numbers:</p> <ul style="list-style-type: none"> a) If you need access to only some of the Available Numbers, then: <ul style="list-style-type: none"> – Select the Sold To number(s) you are requesting access to. – Click REQUEST SELECTION. b) If you need access to all of the Available Numbers, then click REQUEST ALL. <p><u>Outcome:</u> The screen is refreshed and the Sold To numbers you requested will move from the Available Numbers list to Your Numbers. The accounts will show “Pending” until it has been approved by an administrator. You will receive an e-mail once your request has been processed.</p>
2	Remove access to your company’s Sold To location(s)	<p>From the list of Your Numbers:</p> <ul style="list-style-type: none"> a) If you only need to remove your access to some of your company’s Sold To locations, then: <ul style="list-style-type: none"> – Select the Sold To number(s) you no longer need

Step	Activity	Action
		<p>access to.</p> <ul style="list-style-type: none"> - Click REMOVE SELECTION. b) If you need to remove your access to all of your company's Sold To locations, then click REMOVE ALL. c) Once you click Remove Selection or Remove All, a message is displayed: <i>"Are you sure you want to remove these Sold To(s)?"</i> Click OK. <p><u>Note:</u> Partners could see Sold To accounts in their list that are marked as "Derived." These are customer Sold To locations that have been approved for your company users to access on the customer's behalf. To remove these from your list, you would need to submit a request to the customer's Company or Sold To Administrator. If the customer does not have a designated Company or Sold To Administrator, follow the process outlined for Delegated Sold To Administration at: http://support.avaya.com/avaya_access.</p> <p><u>Outcome:</u> The screen is refreshed and the Sold To numbers you removed will move from Your Numbers list to the Available Numbers list.</p>
3	Change your default Sold To	<p>From the list of Your Numbers:</p> <ul style="list-style-type: none"> a) Select the Sold To location you would like to be associated with as your primary account. b) Click MAKE DEFAULT. c) A message is displayed: <i>"Are you sure you want to mark this Sold To as default?"</i> Click OK. <p><u>Note:</u> Typically the default is the first Sold To number that was associated with your user profile and is used more for internal tracking purposes by Avaya.</p> <p><u>Outcome:</u> The screen will refresh with your default account shown as the first account under Your Numbers and identified with the word "(Default)."</p>

Subscribe to E-Notifications

From the E-Notifications tab of your profile, you can manage your subscriptions to E-Notifications.

Subscribe to General Notifications

When subscribing to General Notifications you will receive that type of notification for any product. For example, if you subscribe to Product Correction Notices (PCN) under General Notifications, you will get them for any product. If you only want to receive PCNs for a specific product, then subscribe to this notice for the specific product(s) under Product Notifications.

Step	Activity	Action
1	Subscribe to a general notification updates	<p>From the General Notifications section:</p> <ul style="list-style-type: none"> a) Select the notification(s) you want to receive. b) Click UPDATE. c) A message is displayed: <i>“Do you want to update General Notifications?”</i> Click OK. <p><u>Outcome:</u> A message is displayed at the bottom of your General Notifications confirming that your submission was successful.</p>
2	Unsubscribe from a general notification updates	<p>From the General Notifications section:</p> <ul style="list-style-type: none"> a) Deselect the notification(s) you no longer want to receive. b) Click UPDATE. c) A message is displayed: <i>“Do you want to update General Notifications?”</i> Click OK.

Step	Activity	Action
		<p><u>Outcome:</u> A message is displayed at the bottom of your General Notifications confirming that your submission was successful.</p>

Subscribe to Product Notifications

Step	Activity	Action
1	Subscribe to product-specific notifications and documents	<p>From the Product Notification section:</p> <ul style="list-style-type: none"> a) Click “Add More Products.” b) From the Product list, select the desired product. c) Once the Product is displayed with the document types: <ul style="list-style-type: none"> – Select a Release Version. <p><u>Note:</u> Selecting “All and Future” allows you to receive information on future release versions for the product; otherwise once a new release version is available, you will need to come back to your subscriptions and select the new release number.</p> <p>If a product does not have release versions, “All and Future” is the default option.</p> <ul style="list-style-type: none"> – Select the document(s) you want to receive for the product. – Click SUBMIT. <p><u>Outcome:</u> A message is displayed confirming that your changes have been successfully made to your E-Notifications list.</p>
2	Display the release version and documents you have subscribed to for the product(s) listed	<p>From the Product Notifications section, select “Show Details.”</p> <p><u>Outcome:</u> The product release version and documents you have subscribed to for the product are displayed.</p>
3	Change the release version or documents you subscribe to for the product(s) listed	<p>From the Product Notifications section:</p> <ul style="list-style-type: none"> a) Click on the product name you want to change. b) A screen overlay to Edit Document Categories is displayed: <ul style="list-style-type: none"> – Change the Release Version by making the appropriate selection. – Select the document(s) you want to receive; or deselect the document(s) you no longer want to receive. – Click SAVE. <p><u>Outcome:</u> A message is displayed confirming that your</p>

Step	Activity	Action
		changes have been successfully made to your E-Notifications list.
4	Unsubscribe from all notifications for a product	<p>From the Product Notification section:</p> <ul style="list-style-type: none">a) Select the product(s) you no longer want to receive any product notifications on.b) Click REMOVE SELECTION.c) A message is displayed: <i>“Do you want to delete the selected Notifications?”</i> Click OK. <p><u>Outcome:</u> A message is displayed confirming the product(s) that have been remove from your E-Notifications list. The screen is refreshed and the product is no longer listed under your Product Notifications.</p>