Global Registration Tool 3.0
IPOSS Token
User Guide

Overview

IPOSS Tokens allow users to create an installation location and/or gain access to an existing location, perform IP Office equipment registration at the moment of product installation, plus activate the IPOSS service contract

This User Guide will assist users with the general steps necessary in the Global Registration Tool to complete Account Creation, IP Office Equipment Registration (standard registration) and Token Redemption (contract activation) as part of the IPOSS Token process

Contents

Access the Global Registration Tool

Access the **Global Registration Tool** directly at:
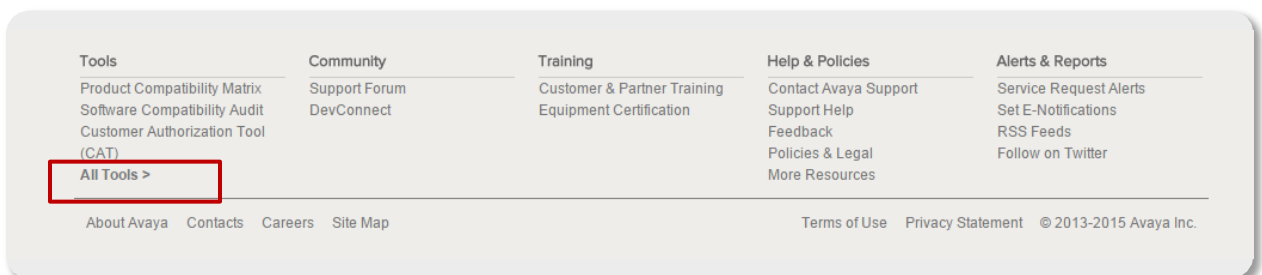
https://support.avaya.com/grt

-Or-

From the **Avaya Support site**

1. To access the **Global Registration Tool** via the **Avaya Support Site**, sign on to the support.avaya.com site using your SSO login credentials.
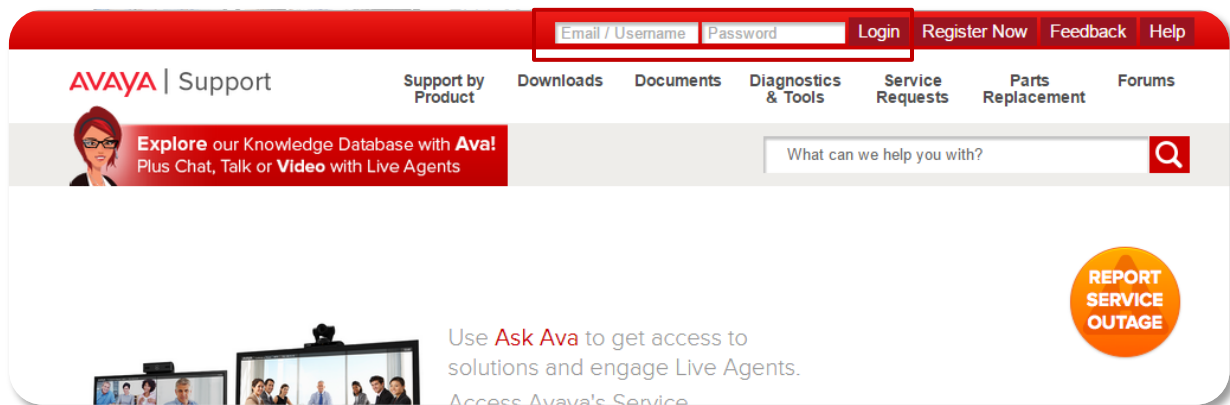
2. Once you have logged in to your **Avaya Support Dashboard**, select **All Tools** available under the **Tools** section at the bottom of the screen.

3. Select **Global Registration Tool** – This will take you to the **Global Registration Home** page

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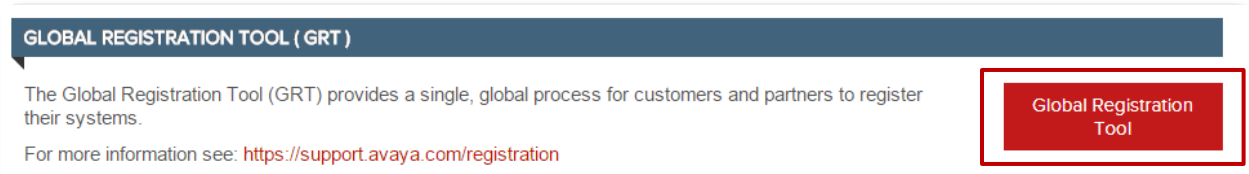
Account Creation

Account Creation allows Business Partners to:

- Create and gain access for the duration of the term to a new end customer installation address to register products and activate maintenance coverage with an IPOSS Token in the Global Registration Tool (GRT).

- Gain temporary access to existing customer installation address. You can register products and activate maintenance coverage with an IPOSS Token in the Global Registration Tool (GRT).

Note: In order to complete the Account Creation for either scenario listed above, the user will need a Token that has not yet been redeemed and will be entered and validated during the process.

Note: When entering the unredeemed token during the Account Creation process for validation, the token is not being redeemed, only validated. The token is only redeemed during the Token Redemption (contract activation) part of the overall IPOSS Token process.

Global Registration Tool Home Page

1. Select **IPOSS Token Redemption**, then **Account Creation**
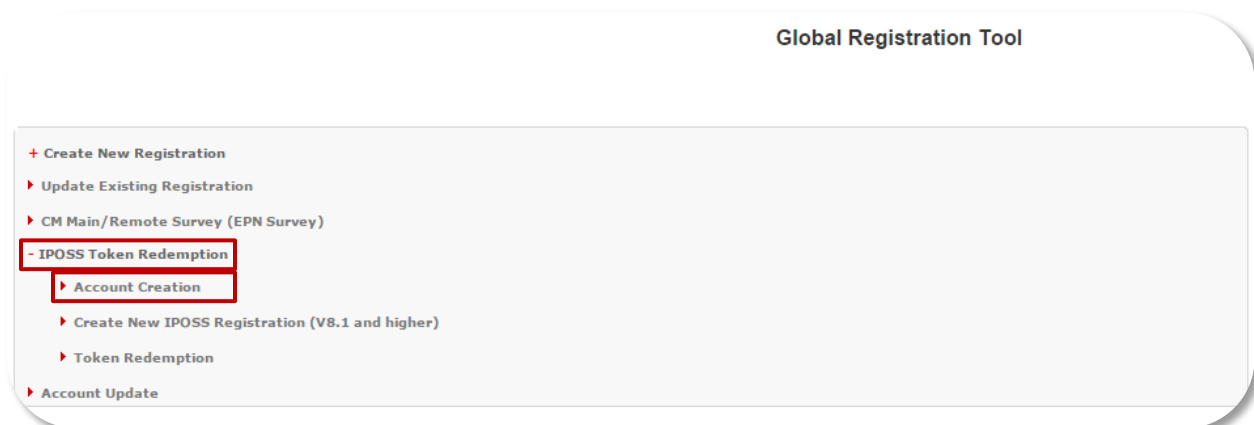
This will direct the user to the **End Customer Account Creation** page.

End Customer Account Creation Page

2. Select **Country** from drop down list and click **Next**

Note: The BPLinkID will be the used for registration purposes. This is auto populated based on login credentials provided by the user. If the user creating the account *IS NOT* the registration partner, enter the appropriate BPLinkID for the partner that will be performing registration

(Screen - Step 1 of 4)

3. Enter the **Account Address** and select **Search**, which will initiate a search of existing Avaya records

(Screen - Step 2 of 4

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4. If any, the search results will display a list of similar records found, which are color coded and ranked, based on exact or potential match to address entered color coded based. In the case of requesting temporary access to an existing location, select the **desired record** and **Next. Account creation is halted and the Business Partner has temporary access to proceed with the Equipment Registration and Token Redemption.**

Note: Temporary access is granted for two weeks . For continued access, a Business Partner must activate the contract by completing the remaining Equipment Registration and Token Redemption steps. After which, the Business Partner is granted continued access through the duration of the contract service term for the token.

Note: In the event duplicate records are returned, contact the local CMD team for assistance:
EMEA - emeacmd@avaya.com
Canada - vitalservice@avaya.com
US - uscmd@avaya.com

-Or-

5. If creating a new installation address, select **Next**

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6. Enter the **Token Number**

7. If applicable, enter the **VAT number** (optional field for locations in the European

Union)

8. Select **Validate**

(Screen - Step 3 of 4)

9. Enter **Contact Information** for the end customer
10. Select **Submit**

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Account Creation Complete

Account created successfully screen will be displayed and includes the account number*
(aka Sold To, Ship To, or Functional Location/FL). If a new account is created, it will be
associated with the partner link ID for the duration of the service term specified on the
token.

End Customer Account creation

(Screen - Step 4 of 4)

Congratulations, Account is created successfully		Step 4 of 4
SoldToId *	██████████	
Name	Bhavya Test	
Street Name	898 E 133rd Ave	
City	Thornton	
State	Colorado	
Zip/Postal Code	80241	
Country	USA	
BP Link ID:	This end customer has been assigned to identified link ID ███ for the contract duration time of the used token. This access will allow for product registration, token redemption, and Siebel access.	

Email Address ❓ vyareddy@avaya.com **Send Email** **Print** **Home**

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After which, the user can register IP Office equipment.

Register IP Office Equipment

Once the user has created and/or gained access to the installation address via through new account creation or from an existing account, the user will need to register the IP Office equipment, which includes Install Base creation and Technical Onboarding. The steps in this user guide outlines high level instruction for Install Base creation, but the primary focus is on Technical Onboarding, which must be complete prior to proceeding with the Token Redemption (contract activation) for the end customer

Registration of the customer's IP Office equipment is initiated via the built-in Web Manager, which is supported in IP Office 8.1 or higher

Note: Detailed steps for the Install Base creation portion of Equipment Registration are available at, support.avaya.com/registration or by selecting one of the following links:

GRT 3_0 8.1 and 9 IPOSS Equipment Registration and Remote Connectivity - User Guide

GRT 3_0 IP Office 8_1 and Higher Training without Inventory File - User Guide

Technical Onboarding for Token Redemption

1. After logging in to GRT, select **IPOSS Token Redemption**, then **Create New IPOSS Registration (v8.1 and higher)**

Global Registration Tool

+ Create New Registration
▸ Update Existing Registration
▸ CM Main/Remote Survey (EPN Survey)
- IPOSS Token Redemption
　▸ Account Creation
　▸ Create New IPOSS Registration (V8.1 and higher)
　▸ Token Redemption
▸ Account Update

2. Enter the **Sold To/Functional Location**, then select **Next**

Customer Site Registration

Please enter End Customer Sold To (Functional Location) Number:

Sold To/Functional Location

Cancel　Next

3. **Verify** the information on the Site Contact Validation Screen
4. Confirm the **email address under GRT notification contact** is what you have access to as all registration notifications are sent to that email address
5. Select **Next**

6. Complete the IP Office Registration screen, ensuring **Yes** is selected for "Would you like to establish Remote Connectivity for the IP Office?".
7. Choose **Token redemption only**

Note: Remote Connectivity types = SSL/VPN, Other (SAL, RASIP) and Token Redemption Only (IPOSS SSL/VPN)

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8. **Initiate Install Base** by either manual entry or uploading Inventory xml File.
9. Ensure boxes under **Select for Registration** are checked
10. Select **Submit** and follow additional prompts

Once the previous steps have been done, wait for the Technical Onboarding Status to read Complete on the Registration List screen. After which, the user can begin the Token Redemption

Note: Install Base Status does not need to be complete in order to proceed as long as Technical Onboarding is "Complete"

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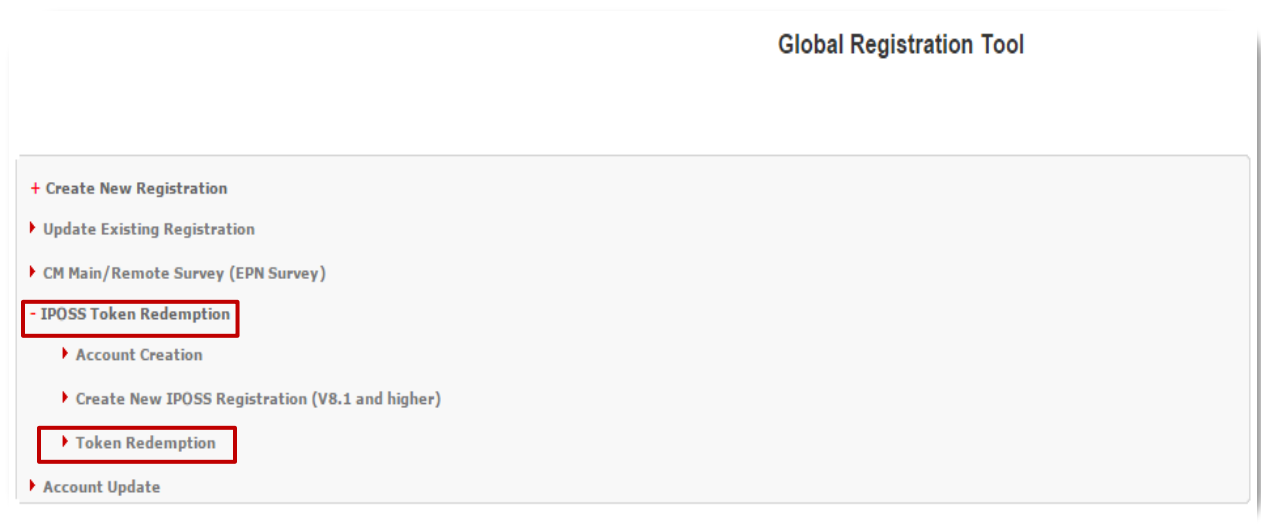
Token Redemption

Once the user has registered the IP Office equipment for the installation address, the user will need to perform the Token Redemption (contract activation) for the end customer in the Global Registration Tool

Global Registration Tool Home Page

1. Select **Token Redemption**

This will navigate the user to the **Token Redemption** Page

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Token Redemption Page

2. Enter the **Token Number** that was previously validated during the Account Creation process
3. Select **Next**

(Screen - Step 1 of 5)

4. **Verify the information**
5. Select **Next**

Note: The BP Link ID entered during Token Redemption is the partner that owns the contract and is responsible for service delivery. This link is auto populated based on login credentials provided by the user. If the user creating the account **IS NOT** the partner that owns the contract and responsible for service delivery, enter the appropriate BP Link ID for the responsible partner

Note: An Automated Co-Delivery Authorization check is done. If BP is not authorized, the user cannot proceed with redeeming the token.

(Screen - Step 2 of 5)

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6. Enter **the End Customer Account Number***(aka Sold To, Ship To, or Functional Location/FL) established during the Account Creation. You can also look up the sold to/FL by clicking on 'Lookup' button and entering the FL address.

7. Select **Next**

(Screen - Step 3 of 5)

8.

  a) **Verify the information**

Note: If there is more than one BP Account ID listed, the partner technician must select the applicable Sold To/FL for the token redemption

(Screen - Step 4 of 5)

b) '**Do you want to replace an existing contract**'? **If yes**, then an 'Additional Information' and 'Existing Contracts' fields appear. Please select the contract number you want to cancel in this field and select the region. **If no**, proceed to step 9.

Note: An email is triggered to the OEFC team automatically and they will go ahead with the cancellation.

Note: If the selected contract is not eligible to be replaced by the new contract, a dialogue box informing the user as such will be displayed.

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9. Select **Redeem Token**

IPOSS maintenance contract activation successful screen will be displayed

(Screen - Step 5 of 5)

Congratulations. You have successfully activated IPOSS contract using Token: IPOS6AHMK2E15IWFRU93

Contract Number	40191224

Distributor/Contract Party	**Business Partner**	**End Customer**
ABnet Communications LTD	THE PHONE CENTER	Best Irish Bakery
27 Habarzel st.	1827 BROAD ST	1200 Sugar Lane
Tel Aviv	SAN LUIS OBISPO	Dublin
Israel	California United States of America	Ireland

Contract Information

Service description	**T-Code service material/ Material Code/ Hardware**	**Quantity**
IPO-T RTS 8X5-500V2 3YPP	271677T/ 700476005/ IP OFFICE 500 VERSION 2 CONTROL UNIT	1

Token Redemption Information

Contract Activate On	12/01/2013
Token redemmed date	11/18/2013
Contract Activated By	GRT BP B2 LinkID2463
BP Link ID	2463
Sold To/Functional Location	0050473908

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Token Redemption Complete

Once the token has been redeemed, an email notification, including the PO Number, is sent to notify the user that the maintenance contract is active and Avaya systems have been updated

Token Redemption Confirmation:

Avaya Maintenance Contract Created

Dear Avaya Customer,

Congratulations! Your Avaya Token Redemption for Maintenance below has been completed. This notification confirms that your request to activate your maintenance contract has successfully completed in our systems.

Please keep this notice for future reference, as required.

To change the contract, please submit specifics to uscare@avaya.com

Token Number/Status	**IPOFL8IRFJ63WESZEWK7 : Redeemed**
Customer	**Test iposs account**
	12121 Grant street
	Thornton Colorado 80020 US
Customer Sold_to/Ship_to	0051435765
Date Redeemed/Contract created	2015-Apr-10
Contract Number	**51124808**
Contract Start Date	2015-May-01
PO Number	4500326195
Reseller/Partner	2756
Redeemed by	Law Partner
Distributor	WESTCON GRP INC DBA VODAONE
Service Description	IPOSS
Hardware Covered	**Service Code** **Service Code Description** 271635T IPO-T RTS 8X5 APR NBD-500V2 1YPP

This is an automated notification. Please do not respond to this email.

Thank You.

Document Information	
Document Title:	**AOK Doc ID:**
Avaya Global Registration Tool – IPOSS Token User Guide	100177835

Revision History		
Description	**Revision**	**Date**
Original	1.0	01/19/2014
Updated CMD Contact Information	1.1	01/28/2014
Removed VAT Requirement verbiage	1.2	02/24/2014
Added Technical Onboarding for Token Redemption	1.3	02/24/2015
Token Redemption – Added contract replacement step	1.4	03/11/2015
Equip Registration – Added remote access types note	1.4	03/12/2015
Added IPOSS Token Release 2.0 Token Redemption Functionality	2.0	04/16/2016