



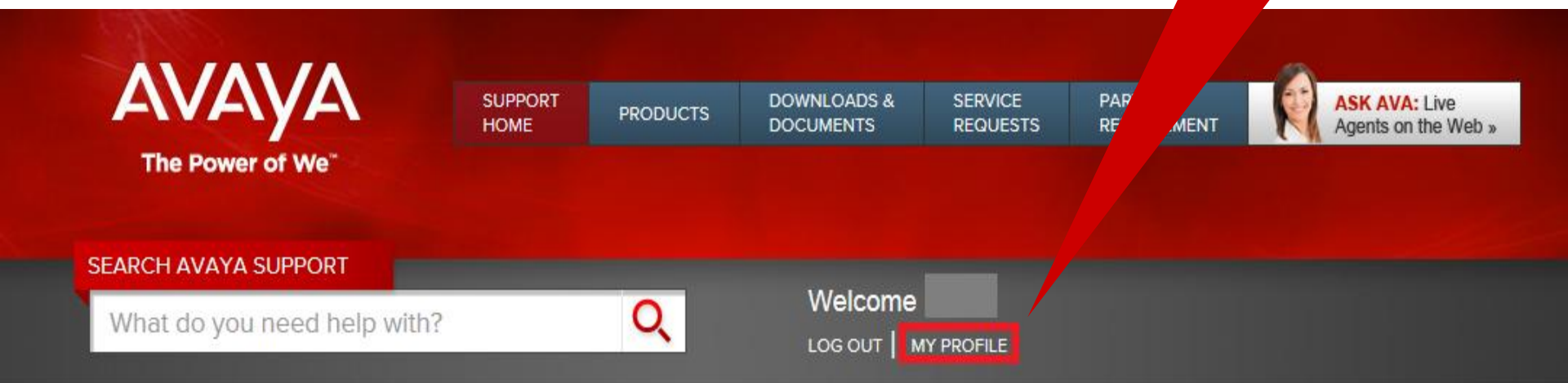
Accessing PLDS

Audience: Customer

Module Scope: How to access PLDS from the Avaya Support Site

Request Access to PLDS

- A SSO log-in is required.
- Click **My Profile** link from the Avaya Support site.



Avaya Support Dashboard

MY PRODUCTS

Avaya Aura®
Application
Enrollment

CREATE SERVICE REQUEST

OPEN SERVICE REQUESTS (0)

LAST UPDATED	UPDATED BY	SR #	PRODUCT	STATUS
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Request Access to PLDS

The screenshot displays the Avaya user management interface. At the top left is the Avaya logo. To its right is a dropdown menu labeled 'Select an Application'. Further right are navigation links: 'HOME >>', 'LOG OUT >>', and 'HELP >>'. Below this is a red navigation bar with 'HI, [redacted]', 'USER MANAGEMENT', 'SEARCH', and 'TOOLS'. A 'Maximize' button is located at the bottom right of this bar. The main content area is titled 'INFORMATION' and is split into two columns. The left column contains user details: Name, Company, Work Phone, Location, User Name, User Id, User Type, Avaya Relationship, and Joined. The right column is titled 'TOOLBOX' and contains several options: 'Edit Contact Information', 'Edit Address Information', 'View/Request Roles' (highlighted with a red box), 'Request User Type', 'Request User Access Type', 'Change Password', and 'Change Security Question'. A red callout box with a white border points to the 'View/Request Roles' option, containing the text 'Click View/Request Roles'.

AVAYA

Select an Application

HOME >>
LOG OUT >>
HELP >>

HI, [redacted] USER MANAGEMENT SEARCH TOOLS

Maximize

INFORMATION

Name:
Company:
Work Phone:
Location:

User Name:
User Id:
User Type:
Avaya Relationship:
Joined:

TOOLBOX

Edit Contact Information

Edit Address Information

View/Request Roles

Request User Type

Request User Access Type

Change Password

Change Security Question

- Click View/Request Roles

Request Access to PLDS

AVAYA

Select an Application ▼

HOME >>
LOG OUT >>
HELP >>

HI, [REDACTED]

USER MANAGEMENT SEARCH TOOLS

Maximize

INFORMATION

Name:	[REDACTED]
Company:	[REDACTED]
Work Phone:	[REDACTED]
Location:	[REDACTED]
User Name:	[REDACTED]
User Id:	[REDACTED]
User Type:	[REDACTED]
Avaya Relationship:	[REDACTED]
Joined:	[REDACTED]

TOOLBOX

- Edit Contact Information
- Edit Address Information
- View/Request Roles
- Request User Type
- Request User Access Type
- Change Password
- Change Security Question

View Details

PLDS User	<input checked="" type="checkbox"/>
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SAVE >>

- Check the box for PLDS user.
- Click **Save**.

Accessing PLDS from support.avaya.com

The screenshot shows the navigation menu of the Avaya Support Site. The menu is organized into four main categories: TOOLS, COMMUNITY, TRAINING, and HELP & PC. A red callout box highlights the 'All Tools >' link in the TOOLS section.

TOOLS	COMMUNITY	TRAINING	HELP & PC
Product Compatibility Matrix	Support Forum	Customer & Partner Training	Support Helpline
HealthCheck	DevConnect	E-learning	Feedback
Software Compatibility Audit		Email Communication	Policies & Legal
All Tools >			More Resources
			RSS Feeds
			Follow on Twitter

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- After requesting access to PLDS, follow screen shots to access the PLDS application
- You will need to be logged into the Support Site using SSO login.
- Click on the **All Tools link** from the Avaya Support site.

Accessing PLDS from support.avaya.com

Manage Licensing

License Management for:

- Product Licensing and Delivery System (PLDS)
- Global License Portability (Avaya Products)
- Remote Feature Activation (RFA)
- Keycode Retrieval System (KRS)
- Avaya Direct International (ADI)
- Data Products Electronic Licensing
- Octel Access

- Scroll down to “**Manage Licensing**”.
- Click On “**Manage Licensing**”

Accessing PLDS from support.avaya.com

Tools

License Management

License Management consists of secured licensing applications.

Overview

Product Licensing and Delivery System (PLDS)

Global License Portability (Avaya Products)

Remote Feature Activation (RFA)

Keycode Retrieval System (KRS)

Avaya Direct International (ADI)

Data Products Electronic Licensing

Octel Access

Overview


The below quick reference table provides a listing of Avaya's secured licensing applications:


- Click on the **PLDS Application** to access.
- If already logged into the support site PLDS will open up. If prompted for a login and password use SSO login credentials.

HELPFUL INFORMATION


[PLDS Overview and Job Aids for Customers](#)

[PLDS Overview and Job Aids for Avaya Associates](#)

[PLDS Application](#) 

[License Portability Overview for Avaya Associates and Partners](#) 

[RFA Overview Site for Partners](#) 

[RFA Application](#) 

[RFA Access Request](#) 

PLDS Home Page

[Home](#) [Assets](#) [Activation](#) [Reports](#) [Administration](#) [Help](#) [Log out](#)

Home

Quick Activation

To begin the activation process, provide the License Activation Code (LAC), then click Activate. The License Host

*LAC(s):

[Add more LACs](#)

License Host:

[Activate >>](#)

[View Activation Record >>](#)

[Rehost/Move >>](#)

[Regenerate License/Key >>](#)

Asset Mgmt



[Asset Dashboard](#)
[View Entitlements](#)
[View Downloads](#)

Activation Mgmt



[Activation Dashboard](#)
[View Activation Record](#)
[Activate](#)
[More...](#)

Reports



[Reports](#)

Administration



[My Users](#)
[My Company](#)
[Manage Coordinators](#)

- If you already logged into the support site with SSO credential, PLDS will open to the home page.
- If prompted for a login and password use SSO login credentials.

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