

Avaya Access FAQs

1. Getting Started: Login and Registration

1.1. Why do I need to register for Avaya Access?

Avaya Access allows customers and Partners to establish a Single Sign On and password to gain access to important Avaya applications and protected sites such as Support site, PLDS, GRT, A1S, etc.

1.2. Do all new customer and Partner users have to register for Avaya Access?

If you require access to a protected Avaya site or application, you must be registered with Avaya Access. New users can register by completing the online registration form:

- From [Customer Experience Portal](#) Click on the link "Sign Up."
- From [Support site](#) Click on the link "Register Now."

1.3. What information will I need to have to register for Avaya Access?

- Your valid corporate e-mail address. Using Gmail, Yahoo, Hotmail, or other generic domains delay the approval process for new registrants as additional verifications are needed.

- **For Partners, a Link ID is needed.**

What is a Link ID and how do I find my Link ID?

A Link ID is a unique identifier for authorized Avaya Partners / Resellers / Distributors / Master Agents. If you are an authorized Avaya Partner and do not know your Link ID, please send an e-mail to partnerhelp@avaya.com or contact your Avaya Channel Manager.

- **For Customers, an Avaya Sold To Number is needed.**

What is a Sold To Number (ST) or Functional Location (FL) number?

A "Sold To" or Functional Location, refers to an Avaya site number for a specific location. It can be found on your Avaya invoice in the upper right corner.

You can also contact your Account Manager or CSM to know your ST number.

If you're receiving services from an Avaya Authorized Partner, you'll need to contact your Partner.

- **For users who are not Customers neither Partners, they can register as 'No Relationship'** These users don't need a ST or Link ID, but their access is limited to just subscribe to e-notifications and will have no visibility on the tickets they open.

These users can later define their relationship with Avaya as Customer or Partner, by accessing [Customer Experience Portal](#) and from the Toolbox, selecting "Request User Type".

1.4. How do I use my SoldTo Number?

You will be prompted to input or select a Sold To number if you are using the applications on the Avaya [Support site](#) and other protected sites. For example, when you create a Service Request on the web, when you need to order parts replacement, register installed base, etc.

1.5. How long will it take for me to get my Avaya Access?

Once you've completed the registration form, your Company Administrator will have to validate and approve your request. If there's no Company Administrator, an Avaya Access Administrator will need to validate your information. You will receive an e-mail once your registration has been processed.

You can identify who is your Company Administrator [here](#).

User needs to be logged in the Support site, as otherwise the link will not work.

1.6. While I'm waiting for my Avaya Access approval, will I be blocked from accessing the portal?

While your request for Avaya Access is pending approval you will be able to view general information on the Avaya Support Web site. Until you are approved you will not be able to access protected sites, access and process downloads, etc.

However, while you are waiting for approval, you can log onto the [Support site](#) and open a Service Request by choosing the tab "Service Requests" and filling in the form.

1.7. When registering I receive a message that my e-mail address is already registered with Avaya, what should I do?

First, go to [Customer Experience Portal](#), click on the link "Forgot Password"

If your e-mail address and security answer are accepted, you will receive an e-mail with a temporary code that will allow you to setup a new password.

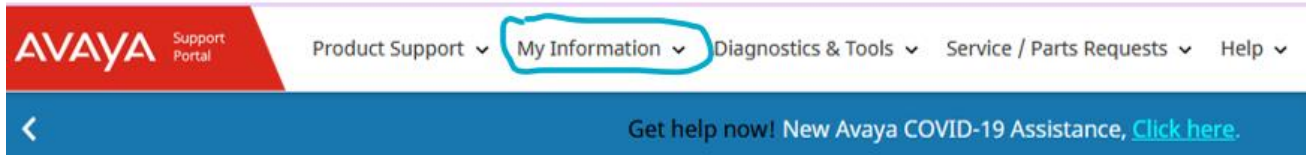
If the Avaya Password Recovery process failed, please contact [Avaya IT](#).

The Avaya help desk contact numbers are available from the Login "Forgot Password?" page by region.

1.8. How can I change my contact information?

Once you are a registered user with Avaya Access you can manage your own profile.

- From [Customer Experience Portal](#) Login and update your profile from the “Toolbox”
- From [Support site](#) Login and then select My Information -> “SSO login Profile.”



1.9. If I change companies, can I still use my existing login to access the Avaya Portal?

No, if you leave one company and become employed by another Company, you will need to re-register with the new company e-mail domain, and:

- Customers will need to register with the new company SoldTo account information.
- Partners will need to register with the new company Link ID.

1.10. What if I need to change my e-mail address that I use to login to Avaya Access?

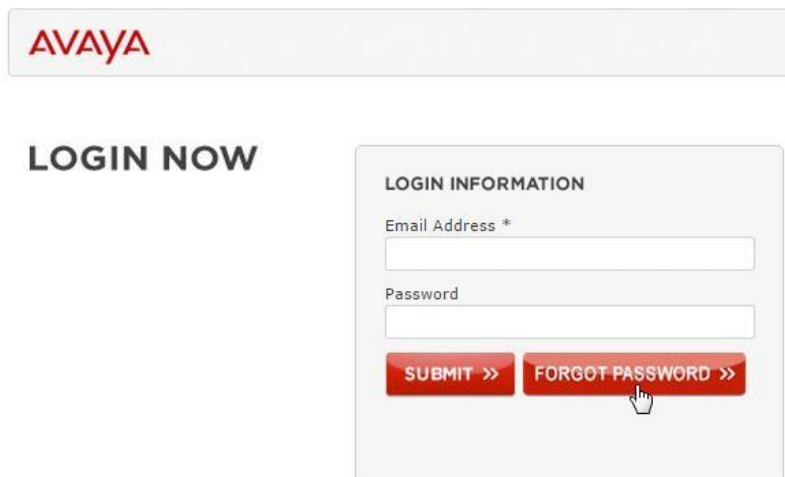
If your e-mail address is changing because you are changing companies, then you need to **re-register with the new company e-mail and associated account information.**

If you are **not changing companies**, then change your e-mail address from your Avaya Access profile. Continue to use your old e-mail address to login to Avaya Access until you receive confirmation that your new e-mail address was successfully processed.

Once the change has been processed, you will receive an e-mail and you will be able to login with your new e-mail address and existing password.

1.11. What if I forgot my password? How can I get help?

Go to [Customer Experience Portal](#), click on the link “Forgot Password” You will be directed through the Avaya Password Recovery process.

The image shows the Avaya login interface. At the top, the Avaya logo is displayed in red. Below it, the text "LOGIN NOW" is shown in a bold, black, sans-serif font. To the right of this text is a login form box. Inside the box, the title "LOGIN INFORMATION" is at the top. Below the title are two input fields: "Email Address *" and "Password". At the bottom of the form box are two red buttons with white text: "SUBMIT >>" and "FORGOT PASSWORD >>". A mouse cursor is pointing at the "FORGOT PASSWORD >>" button.

2. Information about Sold To Administration and Link IDs

2.1. How do I know the STs associated to my profile?

A Sold To number is an account number with Avaya for a specific location. In order to access account information for a location, your profile must be setup to access the location-specific SoldTo number. If you have recently registered as a customer on the Avaya Support web site, you entered at least one SoldTo number to complete that registration.

If you have been a user on the Avaya Support web site for some time you may also have one or more Sold To numbers associated with your login.

BPs can check all the STs they have access to [here](#)

Customers have the ability to see their STs [here](#)

For these lookup tools, users need to be logged in to the Support site first, or the links will not work.

NOTE:

- If you are a Customer, and you don't see the numbers that you need, please raise an IT ticket in [OneCare portal](#).
- If you are a Partner, and you don't see your **End User ST number**, please use [Customer Authorization Tool](#) (a.k.a. CAT) to request your Customer's consent to access his ST/s. If you are a Partner and you don't see one of your own BP sites / branches, please raise an IT ticket in [OneCare portal](#).

- 2.2. What allows me to do the STs that I have listed as 'Your numbers'?

Those STs are the ones that you'll be able to use for the self-service tools that require a ST number, like: 'Create Service Request', 'Service Request Alerts', 'PLDS', etc.

2.3. What is a Company Administrator?

Your company can designate one or more individuals as a "Company Administrator" to manage Avaya Access requests and profiles for all the users in your company.

It's strongly suggested that all companies have at least **two** Company Administrators to make sure that if one is not available, the remaining one can handle approvals.

If your company has a designated Company Administrator, all the requests or changes to your profile will automatically be routed to your Company Administrator for approval.

Otherwise, the requests will be routed to an Avaya Access Administrator for approval. In either case, you will receive an e-mail once your request has been processed.

Company Administrators will review and approve all the request types, and will also be able to deactivate users who no longer work in the Company.

2.4. What is a Sold to Administrator?

A SoldTo Administrator is responsible for approving / assigning who is allowed access which SoldTos in their Company. A Company can have one or more ST Administrators.

2.5. How can I request Sold to or Company Administrator permissions?

Login to your Profile at [Customer Experience Portal](#)

From the Information Toolbox section of your profile, select '**Request User Access Type**'. a)

Select the desired User Access Type.

b) Click SAVE.

If your request was for a:

- 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.

Additional information on these permissions can be found [here](#).

2.6. What else can I do, by accessing the Toolbox that is part of my Profile?

You can also request:

- **Edit your Contact Information** -Name, phone number, and e-mail address.
- **Edit your Address Information** -Address.
- **View or Request Roles** -This displays the application(s) that you have (or can request) permissions to access by selecting a specific role for the application. If the role you requested requires approval, you will receive an e-mail once your request has been processed.
- **Request User Type** - This can only be changed if you are currently registered as "**No Relationship**" user. This will allow you to establish a Customer or Partner relationship with Avaya.

For step-by-step information, please access the [Guide to Managing Your Avaya Access Profile for Customers and Partners](#)

2.7. By allowing a user of my company or Partner's company access to our Sold To information, what kind of information can they access?

Granting access to Sold To location information allows an individual to potentially manage your software licenses and downloads, receive Case Status Alerts, request Health Check reports, request an Avaya Software Compatibility Audit, turn on or off Manage Alarms, and view Web Tickets on your company's behalf.

Customers who want an Avaya Partner to manage their Avaya account information on their behalf need to direct the BP to request access to your ST via [Customer Authorization Tool](#).

2.8. What if I'm a Customer who buy product direct from Avaya, but utilize a System Integrator as my Managed Service Provider? Who would have access to the files for downloads?

You will need to authorize and request that your sites become associated to the System Integrator's Link ID. This will allow your System Integrator to access the software downloads, open tickets on your behalf, etc.

Your BP will need to request access to your ST via [Customer Authorization Tool](#), and you'll need to provide consent.

2.9. If I am an Authorized Avaya Partner, how do I ensure all my customers are linked to my Business Partner Link ID?

Authorized Avaya Partners can look up the list of Sold To accounts associated with their Link ID by accessing the [Business Partner SoldTo Lookup tool](#)

Note: make sure that you're logged in the Support page, before accessing this link.

2.10. As an Authorized Avaya Partner, if my customers are not all listed, how can I add them?

You need to request access to your Customer's ST/s using [Customer Authorization Tool](#)

2.11. Can multiple Link IDs be listed as "servicing" Partners against a single customer Sold To?

Yes, multiple Link IDs can be associated with a single Customer Sold To location. For example, one Partner can service the customer's Communication Manager and another Partner can service the Messaging. Even when both Partners will see all the ST's information, they are restricted to see the tickets created by users within their Link ID.

3. How to report Issues

Customers or Partners experiencing issues, errors, please contact IT at [OneCare portal](#) using the tile named 'Systems Help' or [call IT](#)

In all cases, please include:

- Application or tool in trouble: when possible, mention the link
- Detailed description of the issue
- Describe error message received
- Always include the email address of the user/s affected and ST number/s. Additional Support contact information can be found [here](#).