

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, Partners, No Relationship users
Prerequisite	You must be a registered user with Avaya Access

CONTENT

Access Your Profile	2
Update Your Profile Information and Permissions.....	4
Update Your Contact Information	4
Change Your User Access Permissions	5
Change Your Security Information	7
Manage Your Sold To Account Access.....	9
Subscribe to E-Notifications	12
Subscribe to General Notifications.....	12
Subscribe to Product Notifications.....	12

Access Your Profile

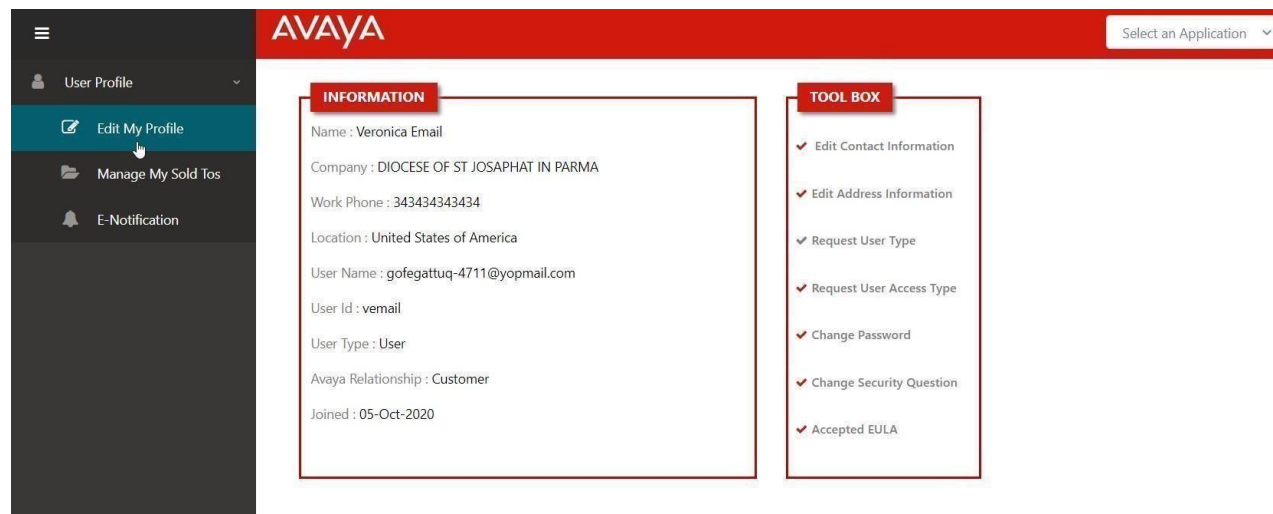


Step	Activity	Action
1	Login to Avaya Access and go to your Profile	<p>Access to MyProfile portal.</p> <p>If you are not already logged in, the Login page is displayed.</p> <p>Enter your e-mail address and password, then click SUBMIT.</p> <p>Outcome: Your profile information is displayed under the Information tab, along with a Toolbox section that allows you to make changes to your profile.</p> <p>If you forgot your password, go to Step 2.</p>
2	Reset your password	<p>If you have forgotten your password, from the Login page, put your email address and click “Forgot Password” button</p> <ul style="list-style-type: none"> – Step 1: You’ll be asked to confirm your e-mail address, then click SUBMIT. – Step 2: You’ll be asked to answer your security question, then click SUBMIT. <p>If the answer is correct, you will receive an e-mail with a numeric CODE to establish a new password. This code is only valid for a few minutes.</p>

		<p>If more than 10 minutes have passed, you'll need to start over the process from the beginning. Please note that a new numeric CODE will be triggered to your Inbox, please make sure you use the 'latest' one.</p> <ul style="list-style-type: none">– Step 3: Paste the numeric code on the field named 'Temporary password' on the pop-up window. The code will be validated real time.– Step 4: if the code is correct, you'll be asked to set your new password.– Step 5: You'll be asked to confirm the new password on field 'Verify password'. Click SUBMIT.– Step 6: You'll receive a confirmation message that the operation completed successfully.
--	--	--

Update Your Profile Information and Permissions

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



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 email once your request has been processed.</p>
2	Update your address information	<p>From the Toolbox, select “Edit Address Information.”</p> <p>- Update your address or phone number.</p> <p>- 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	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> <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.

		<ul style="list-style-type: none"> 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.
2	Define a Relationship with Avaya	<p><u>Note:</u> This option is only available if you are currently registered as “No Relationship” user.</p> <p>From the Toolbox, select “Request User Type.”</p> <p>a) Select the desired User Access Type: “Customer” or “Partner”.</p> <ul style="list-style-type: none"> If you click “Customer”, you’ll be asked to put a Sold To number. Please make sure you put a Sold To with the leading zeroes. If you click “Partner”, you’ll be asked for a Link ID number. <p>b) Click Next.</p> <p><u>Outcome:</u> A message is displayed stating that the request was sent to an administrator for approval. You will receive an email once your request has been processed.</p>

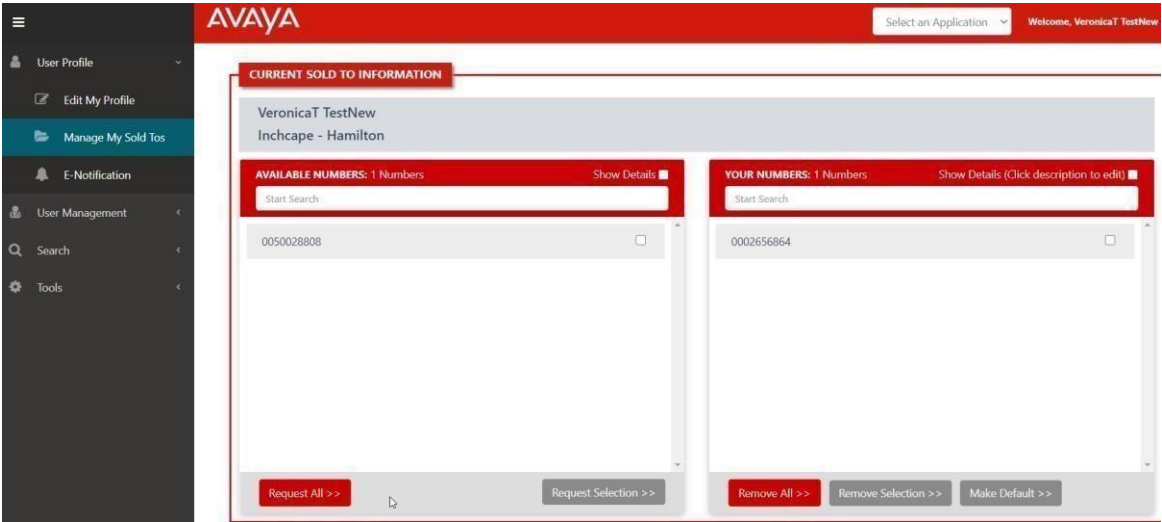
Change Your Security Information

Step	Activity	Action
1	Change your password	<p>From the Toolbox, select “Change Password.”</p> <p>a) A pop-up window will show asking you for the answer to your Security Question</p> <p>If the answer is correct, you will receive an e-mail with a numeric CODE to establish a new password. This code is only valid for a few minutes.</p> <p>If more than 10 minutes have passed, you’ll need to start over the process from the beginning. Please note that a new numeric CODE will be triggered to your Inbox, please make sure you use the ‘latest’ one.</p> <p>b) Paste the numeric code on the field named ‘Temporary password’ on the pop-up window. The code will be validated real time.</p> <p>c) If the code is correct, you’ll be asked to set your new password.</p> <p>d) You’ll be asked to confirm the new password on field ‘Verify password’. Click SUBMIT.</p> <p>e) You’ll receive a confirmation message that the operation completed successfully. You’ll be routed back to your profile main page.</p>
2	Change your security question and/or answer	<p>From the Toolbox, select “Change Security Question.”</p> <p>a) Select a security question and enter the answer to the question.</p> <p>b) Click SAVE.</p> <p>Outcome: A message is displayed confirming that your security question/answer has been successfully updated.</p>

Manage Your Sold To Account Access

From the SoldTo Numbers tab of your profile listed as ‘Available’, you can request which of your company Sold To locations you want access to. The request will be routed to your SoldTo Administrator. If your Company doesn’t have a SoldTo Administrator, the request will be handled by your Company Administrator.

Note: Partners who would like access to their customer’s Sold To locations must request permissions via [Customer Authorization Tool](#) (CAT). These accounts are identified under Your Numbers as “Derived.”

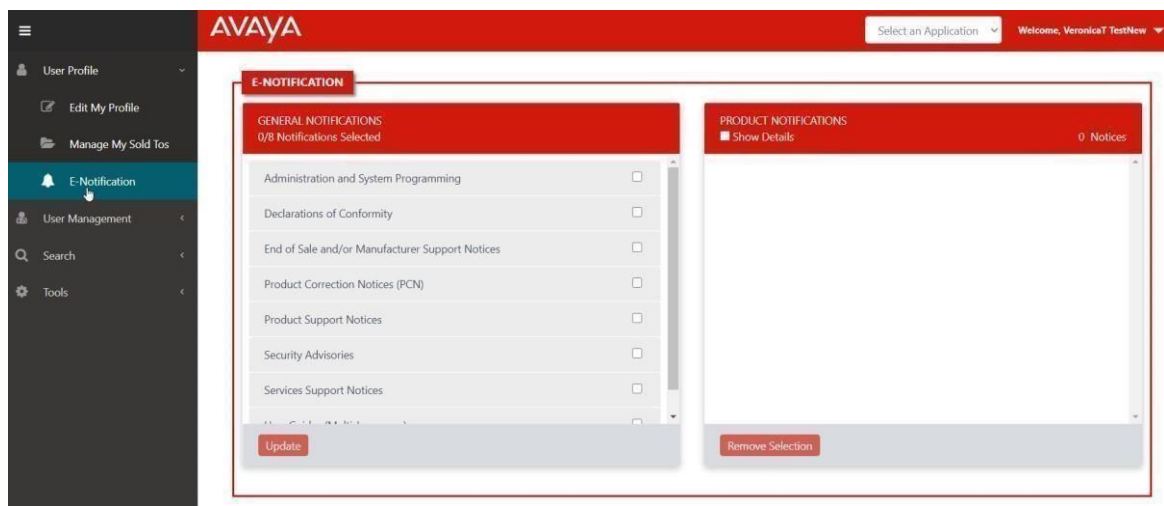


Step	Activity	Action
1	Request access to your company's Sold To location(s)	<p>From the list of Available Numbers:</p> <p>a) If you need access to only some of the Available Numbers, then:</p> <ul style="list-style-type: none"> – Select the Sold To number(s) you are requesting access to. – Click REQUEST SELECTION. <p>b) If you need access to all of the Available Numbers, then click REQUEST ALL.</p> <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 SoldTo location(s)	<p>From the list of Your Numbers:</p> <p>a) If you only need to remove your access to some of your company's Sold To locations, then:</p> <ul style="list-style-type: none"> – Select the Sold To number(s) you no longer need access to. – Click REMOVE SELECTION. <p>b) If you need to remove your access to all of your company's Sold To locations, then click REMOVE ALL.</p> <p>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> <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.</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> <p>a) Select the Sold To location you would like to be associated with as your primary account.</p> <p>b) Click MAKE DEFAULT.</p> <p>c) A message is displayed: <i>"Are you sure you want to mark this Sold To as default?"</i> Click OK.</p> <p><u>Note:</u> Typically, the default is the first Sold To number that you have used during the self-registration and is used only for internal tracking purposes by Avaya. It doesn't have any impact or functionality in downstream applications and tools.</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 ENotifications.



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 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>Outcome: A message is displayed at the bottom of your General Notifications confirming that your submission was successful.</p>
2	Unsubscribe from 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. <p>Outcome: A message is displayed at the bottom of your General Notifications confirming that your submission was successful.</p>

Subscribe to Product Notifications

The screenshot shows a user interface for managing notifications. On the left is a dark sidebar with navigation links: User Profile, Edit My Profile, Manage My Sold Tos, E-Notification (highlighted), User Management, Search, and Tools. The main content area is titled 'E-NOTIFICATION' and is divided into two panels. The left panel, 'GENERAL NOTIFICATIONS', shows '0/8 Notifications Selected' and a list of notification types with checkboxes: Administration and System Programming, Declarations of Conformity, End of Sale and/or Manufacturer Support Notices, Product Correction Notices (PCN), Product Support Notices, Security Advisories, and Services Support Notices. An 'Update' button is at the bottom. The right panel, 'PRODUCT NOTIFICATIONS', has a green arrow pointing to it from the 'E-NOTIFICATION' title. It shows 'Add More Products' and '0 Notices'. A 'Show Details' button is visible, and a 'Remove Selection' button is at the bottom.

The screenshot shows the 'E-NOTIFICATIONS / ADD MORE PRODUCTS' interface. On the left, under the 'PRODUCTS' header, is a search bar and a list of products: 1000 Series Video Conferencing Systems, 1100 Series IP Deskphones1, 1200 Series IP Deskphones (highlighted), 1400 Series Digital Deskphones, 1600 Series IP Deskphones, 1692 IP Conference Phone, 2000 Series IP Deskphones, 3100 Mobile Communicator - Client, and 9400 Series Digital Deskphones. On the right, the '1200 Series IP Deskphones' panel is active. It features a dropdown menu for 'Select a Release Version' with options: All and Future Releases (selected), 1.x, 2.x, 3.x, 4.x, SIP 3.x, SIP 4.x, UP1200 3.x, UP1200 4.x, UP1200 5.x, and Configuration notes. Below the dropdown is a list of notification types with checkboxes: Declarations of Conformity, Design and Implementation, Documentation Library, and End of Sale and/or Manufacturer Support Notices. A 'Submit' button is at the bottom.

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 products 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.

		<p>- Click SAVE.</p> <p><u>Outcome:</u> A message is displayed confirming that your changes have been successfully made to your ENotifications list</p>
4	Unsubscribe from all notifications for a product	<p>From the Product Notification section:</p> <p>a) Select the product(s) you no longer want to receive any product notifications on.</p> <p>b) Click REMOVE SELECTION.</p> <p>c) A message is displayed: <i>“Do you want to delete the selected Notifications?”</i> Click OK.</p> <p><u>Outcome:</u> A message is displayed confirming the product(s) that have been remove from your ENotifications list. The screen is refreshed, and the product is no longer listed under your Product Notifications.</p>