

1. Getting Started: Login and Registration

1.1. Why do I need to register for Avaya Single Sign On?

Avaya Single Sign On (SSO) allows customers and Partners to establish a unique account 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 Single Sign On?

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

- From [Customer Portal](#) click on the “Sign Up” link.
- From [Support site](#) click on the “Register Now” link.

1.3. What information will I need to have to register for Avaya Single Sign On?

- Your valid individual corporate e-mail address. Using Gmail, Yahoo, Hotmail, or other generic domains delay the approval process for new registrants as additional verifications are needed. Moreover, distribution lists, shared email address or services mailboxes are not allowed as they represent a security risk for your Company and for Avaya.

- **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” (ST) or Functional Location (FL), 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 Portal](#) and clicking on “My Profile” and selecting “Request User Type Change”.

1.4. How do I use my Sold To 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 Single Sign On?

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.

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

While your request 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, 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.

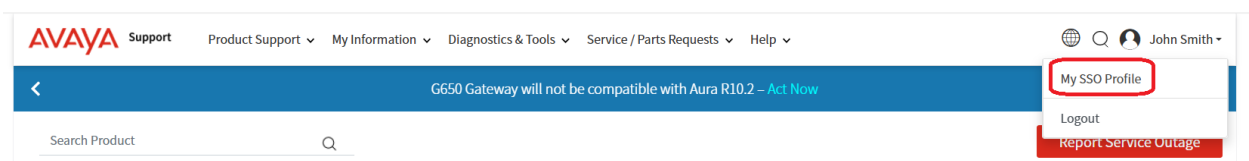
1.7. When registering I receive a message saying that my e-mail address is already registered with Avaya, what should I do?

First, go to [Customer Portal](#), click on the link "Trouble Signing In?". 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 Sign On page by region under "Login Assistance". You can also open a ticket in [One Care Portal](#).

1.8. How can I change my contact information?

Once you are a registered user with an Avaya Single Sign On you can manage your own profile.

- From [Customer Portal](#), log in and update your account from "My profile" > "User Information"
- From [Support site](#), log in and click on your name on the right side of the screen, then select "My SSO 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:

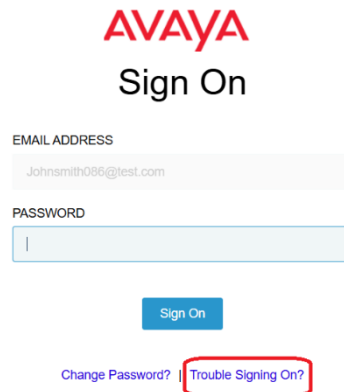
- Customers will need to register with the new company Sold To account information.
- Partners will need to register with the new company Link ID.

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

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 Single Sign On profile. Continue to use your old e-mail address to login to Customer Portal until you receive confirmation that your new e-mail address was successfully updated. 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 Portal](#), click on the link “Trouble Signing in?”. You will be directed through the Avaya Password Recovery process.



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 Sold To number. If you have recently registered as a customer on the Avaya Support web site, you entered at least one Sold To 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 and Customers can check all the STs they have access to under [Customer Portal](#) within Account Management>My Accounts tab.

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 under 'My Account 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 Customer Portal 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 to access which Sold Tos 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 Portal](#).

From "My Profile", go to "User Access Type" section and select "Request Access Type Change".

a) Then, "Select Access Type".

b) Click "Save Changes".

If your request was for a:

- Higher security level, a message is displayed informing you that your request was sent to the Administrator for review. You will receive an e-mail once your request has been processed.
- Lower security level, a message is displayed informing you that your user access type has been successfully updated.

2.6. What else can I do by accessing “My Profile”?

You can also:

- **Edit your “User Information”** -Name, phone number, and e-mail address.
- **Edit your “Address” Information** -Address.
- **Request “User Access Type Change”** - Change your user access type into Company Administrator or Sold To Administrator role. The request will be sent to an Administrator for review. You will receive an e-mail once your request has been processed.
- **Request “User Type Change”**- 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 buys product direct from Avaya, but utilizes 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’s 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 STs 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](#).