



Avaya SSO User's Guide: Managing Your Profile and Access

Welcome to the Avaya SSO login guide! This document is designed to help you easily manage your Avaya Single Sign-On (SSO) profile.

The table below outlines the sections in this guide and what they cover.

Section	Description
Access Your Profile	Instructions on how to log in.
Update Your Profile	Steps to update your contact information, address, and user access permissions.
Change Security Info	Details on how to change your password and update your security question and answer.
Manage Account Access	How to set access to your "Sold Tos".
E-Notifications	How to subscribe to or unsubscribe from general and product-specific notifications to stay updated.
Troubleshooting	Password reset process, and reporting issues related to your SSO login.

Access Your Profile

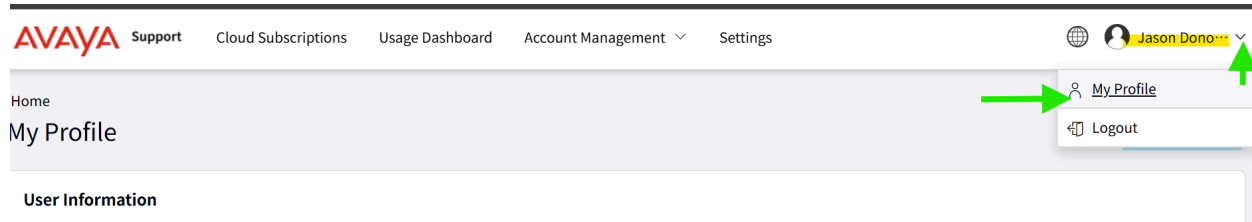
To begin, you must login to the [portal](#).

If you are not already logged in, the Login page will be displayed.

1. Enter your e-mail address, then click *Next*.
2. Type in your password and click *SIGN ON*.

Update Your Profile

You can update your personal details and permissions from your profile icon, located at the upper right-side under your Name and Surname and clicking on 'My Profile'.



This area allows you to update your contact information, address, and user access permissions (SoldTo Admin, Company Admin, Basic User), as well as change your password and security question for password recovery.

Important: If you are changing companies, you must **not** change your contact information. Instead, you will need to [re-register](#) with your new company account information.

Managing email address change:

- You can update your email address and save it by selecting 'Change Email'.
- A change request will be sent to an administrator for approval.
- You will receive an email once your request has been processed.
- *Once approved, you'll need to start using your new email address to log in.*

Managing User Access Type

In the 'User Access Type' section, you can change your role to Company or Sold To Administrator, or Basic User.

- **Higher role 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 informing you that your user access type has been successfully updated.

Managing User Type

If your screen shows 'User Type' as 'No user type', and you have become an Avaya Customer or Partner, please click on the 'Request User Type Change'.

- If you select 'Customer', you will be asked to enter a SoldTo / ShipTo / Functional Location number (please include the leading zeros).
- If you select 'Business Partner', you will be asked to enter a Link ID.
- If you are not familiar with this information, please contact your Avaya representative.

User Type

Current User Type

No User Type

[Request User Type Change](#)



Request User Type Change

Select User Type

Customer
Business Partner

[Close](#)

[Submit](#)

- The request will be sent to an administrator for approval, and you will receive an email once it has been processed.

Change Security Info

Under the 'My profile' section, you can change your password and security questions for password recovery.

Scroll down to section 'Change password' and select 'Avaya Password Manager'

AVAYA Support Cloud Subscriptions Usage Dashboard Account Management Settings

Jason Dono...

User Access Type
 Current User Access Type
 User [Request Access Type Change](#)

Change Password [Avaya Password Manager](#)

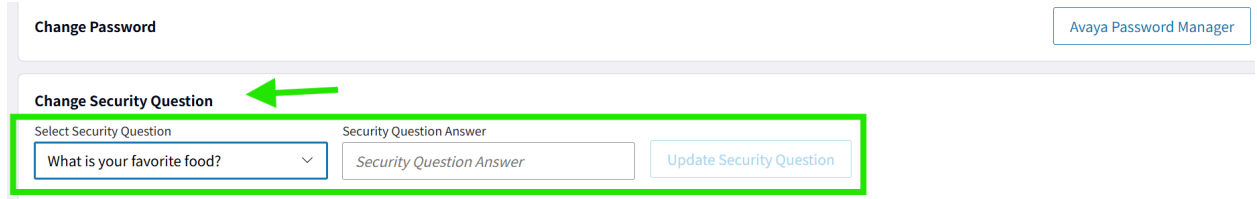
Change Security Question
 Select Security Question
 What is your favorite food? [Update Security Question](#)

1. A pop-up window will show asking you for the answer to your Security Question.
2. If the answer is correct, you will receive an e-mail with an OTP (One-Time Password) CODE to establish a new password.

- This code is only valid for a few minutes. If more than 10 minutes have passed, you'll need to restart the process from the beginning.
 - A new CODE will be sent to your Inbox, so please make sure you use the latest one.
3. Paste the OTP code into the field named *Temporary password* on the pop-up window. The code will be validated in real time.
 4. If the code is correct, you'll be asked to set your new password.
IMPORTANT: Previous passwords can't be reused.
 5. You'll be asked to confirm the new password.
 6. Click *SUBMIT*.

For changing your *Security Question* section scroll down to 'Change Security question'.

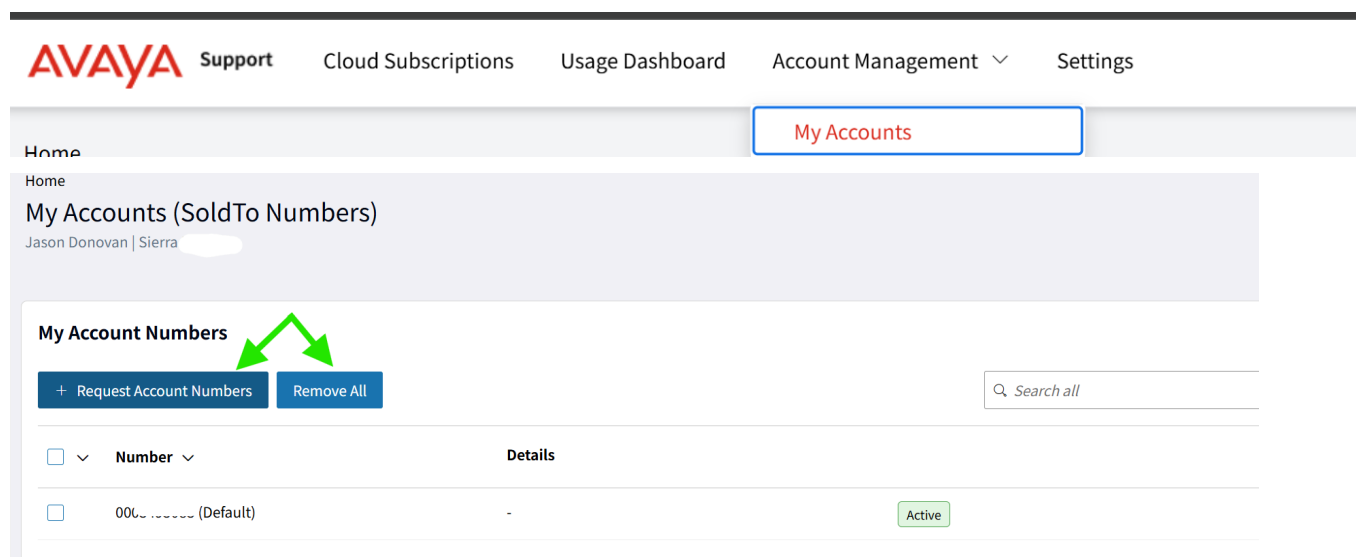
1. Select a *Security question* and set an answer
2. Click *Update Security Question*.
3. A message is displayed confirming that your security question/answer has been successfully updated



The screenshot shows the 'Change Password' interface. At the top right is a link 'Avaya Password Manager'. Below the main title, there is a section 'Change Security Question' which is highlighted with a green box. A green arrow points to this section. Inside the green box, there is a dropdown menu 'Select Security Question' with the option 'What is your favorite food?' selected. To its right is a text input field 'Security Question Answer' with the placeholder text 'Security Question Answer'. To the right of the input field is a button 'Update Security Question'.

Manage Account Access

Under the **Account Management** option, select 'My Accounts'. Here, you can view the sites you currently have access to, request access to other sites from your company, or revoke existing access.



The screenshot shows the Avaya Support website's 'Account Management' page. The top navigation bar includes 'AVAYA Support', 'Cloud Subscriptions', 'Usage Dashboard', 'Account Management' (with a dropdown arrow), and 'Settings'. Below this, a secondary navigation bar highlights 'My Accounts'. The main content area is titled 'My Accounts (SoldTo Numbers)' and shows the user 'Jason Donovan | Sierra'. Under the heading 'My Account Numbers', there are two buttons: '+ Request Account Numbers' and 'Remove All'. To the right of these buttons is a search bar with the placeholder 'Search all'. Below this is a table with columns for 'Number' and 'Details'. The table contains one row with the value '00000000 (Default)' and an 'Active' status indicator.

To request access to additional Sold To Numbers:

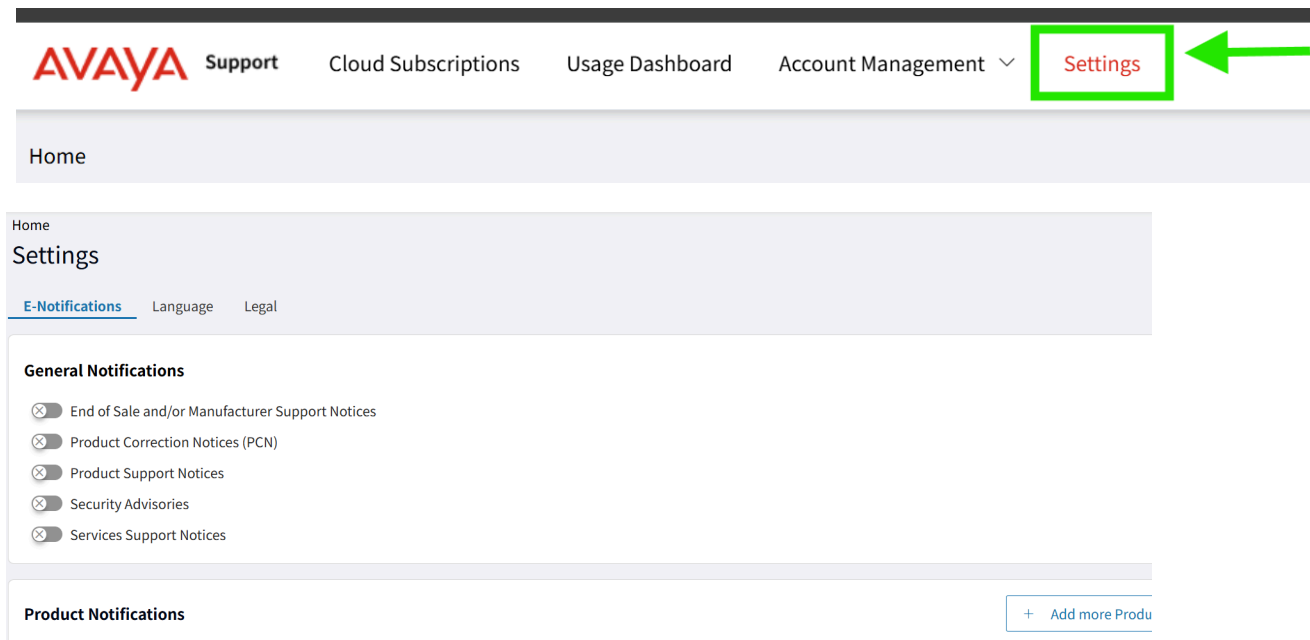
1. Select the Sold To Numbers you want.
2. Click on *Request Selected* or *Request All* accordingly.

The request will be routed to an Administrator for approval and you'll be email confirmation once approved / rejected.

Note: Business 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 the *My Accounts (SoldTo Numbers)* section with the word "Derived".

E-Notifications

You can manage your subscriptions to **E-Notifications** from **Settings** on the bar menu.



There are two main types of notification

- **General Notifications**, which are for all products. For example, if you subscribe to *Product Correction Notices (PCN)* under *General Notifications*, you will receive them for all products.
- **Product Notifications:** If you only want to receive PCNs for a specific product, then subscribe to this notice for the specific product(s) under *Product Notifications*.

Under **Settings**, you can also define your preferred Language (English / French) and check the latest EULA (End User License Agreement) acceptance date.

Troubleshooting

If your password is not being recognized, please follow the process to reset it. On any Sign On window or at this [link](#) please proceed as follows:

1. Enter your email address and click Next.
2. Click on 'Change password?' (as shown below)
3. You will be required to answer your security question to do the reset.
4. Please make sure you have access to your mailbox as the **temporary reset numeric code** will be sent there.
5. *Please check your junk and spam folder if you do not receive the code right away, as the numeric code is time sensitive, so after about 10 minutes it expires, and you'll need to start over the process from the beginning.*
6. When setting your new password, please create a **password that you have never used**, since the system will **not accept previous passwords**.



IMPORTANT

If you encounter any issues with your Single Sign-On (SSO) login, need additional support, require access to SoldTos, or have special requests concerning this or any other Avaya portals, please submit a ticket through the [OneCare portal](#).