Empower Contact Management

A Guide for Support Authorizers

Software AG
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Empower Contact Management

Who Can Manage Empower Contacts?

- The customer is the only responsible for administering the contacts in their organization in the Software GmbH's Support Portal, maintaining the proper and updated list of users with their corresponding access level.
- There are 2 ways for customers to carry out the contact administration:
  - **Support Authorizers** assigned by the customer, who have the capacity and responsibility for administering the contacts for their organization. This is maintaining the contact list and actively deactivate any contacts no longer in the organization or who no longer require access or updating the access level when needed.

    Customers with an active maintenance contract can designate one or more Support Authorizers for Empower

    If you would like to designate a Support Authorizer for your organization or find out who your Support Authorizers are, contact empower@softwareag.com
  - Customer **not having any Support Authorizer** designated can **send a request to empower@sofwareag.com** to make changes in their contacts.
- This document describes **"How" Support Authorizers** can administer the contacts in their organization.

Empower Access Roles

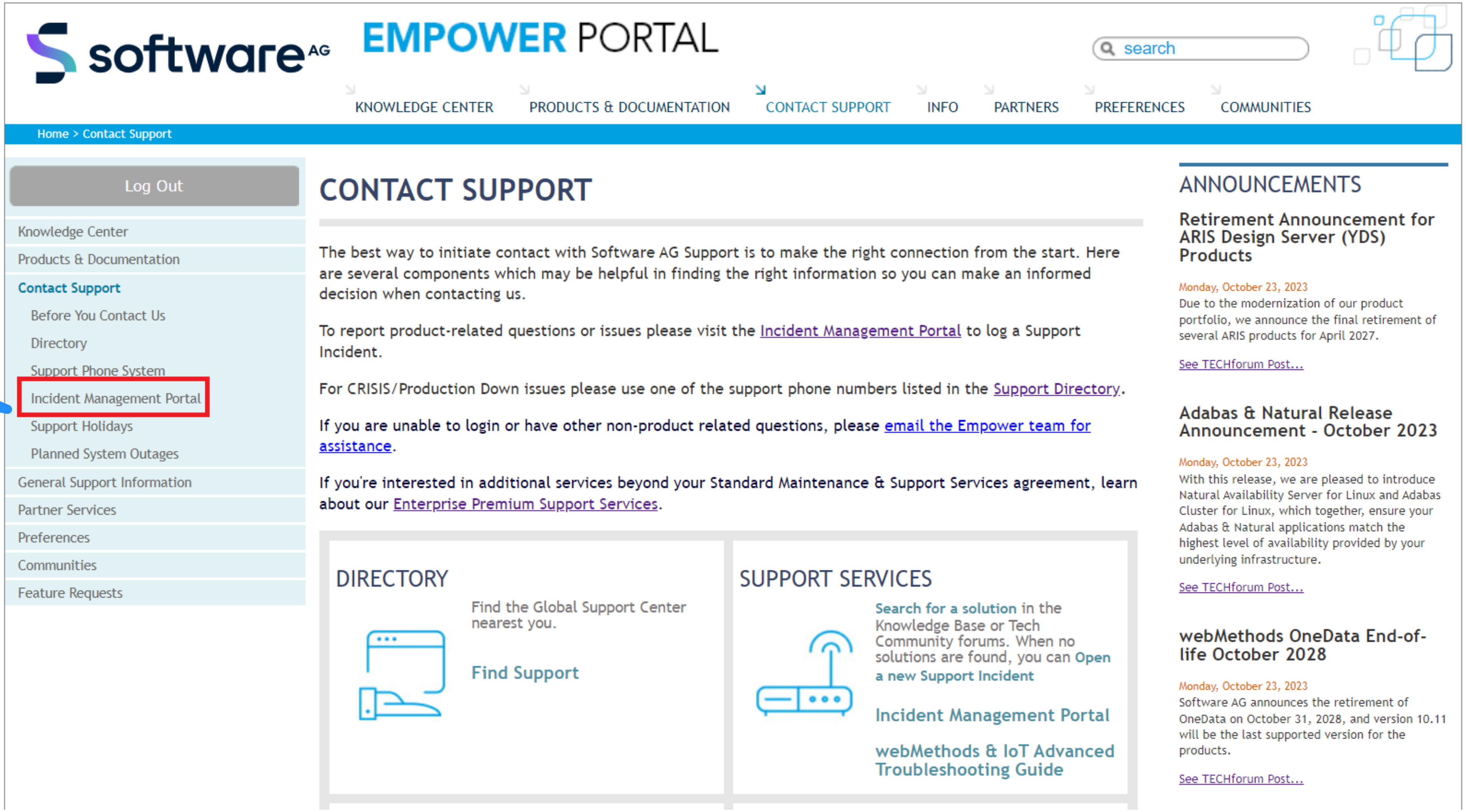
Description of the different access roles

Access Level	Is there a Contact Limit?	Description
Basic Empower Access	No - unlimited	Basic Empower access to Empower and Knowledge Center articles for products for which your organization has an active maintenance agreement.
Authorized Technical Contact	Yes - counts towards Authorized Technical Contact (ATC) limit*	Basic Empower access plus the ability to open Support Incidents for products for which your organization has an active maintenance agreement.
Support Authorizer	Yes - counts towards Authorized Technical Contact (ATC) limit*	Software AG Global Support's primary Named Support Contact from your organization. Responsible for maintaining your organization's Named Support Contact list and informing Empower administrators of any changes to it.
External Contractor	Yes - counts towards Authorized Technical Contact (ATC) limit*	Able to create tickets for your site and can only view the tickets that they submit on your site's behalf.
Deactivated	NA	Completely removes Empower access. Deactivated contacts are unable to login and cannot be added as Participants on support incidents.

STEP 1: Launch Incident Management Portal

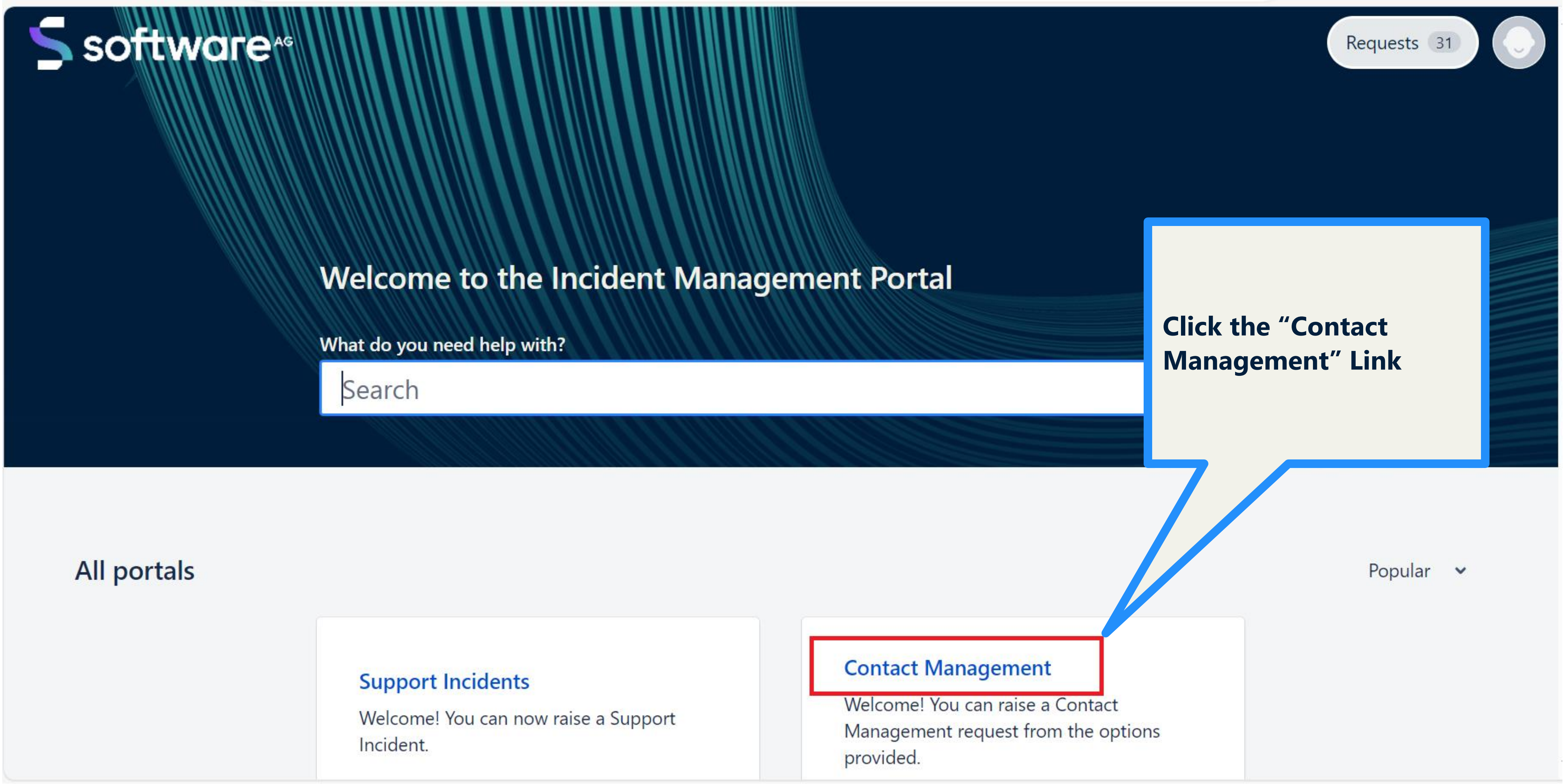
To Administer Contacts, first launch the Incident Management Portal

To administer contacts, first launch Incident Management Portal via the “Contact Support” “Incident Management Portal” link



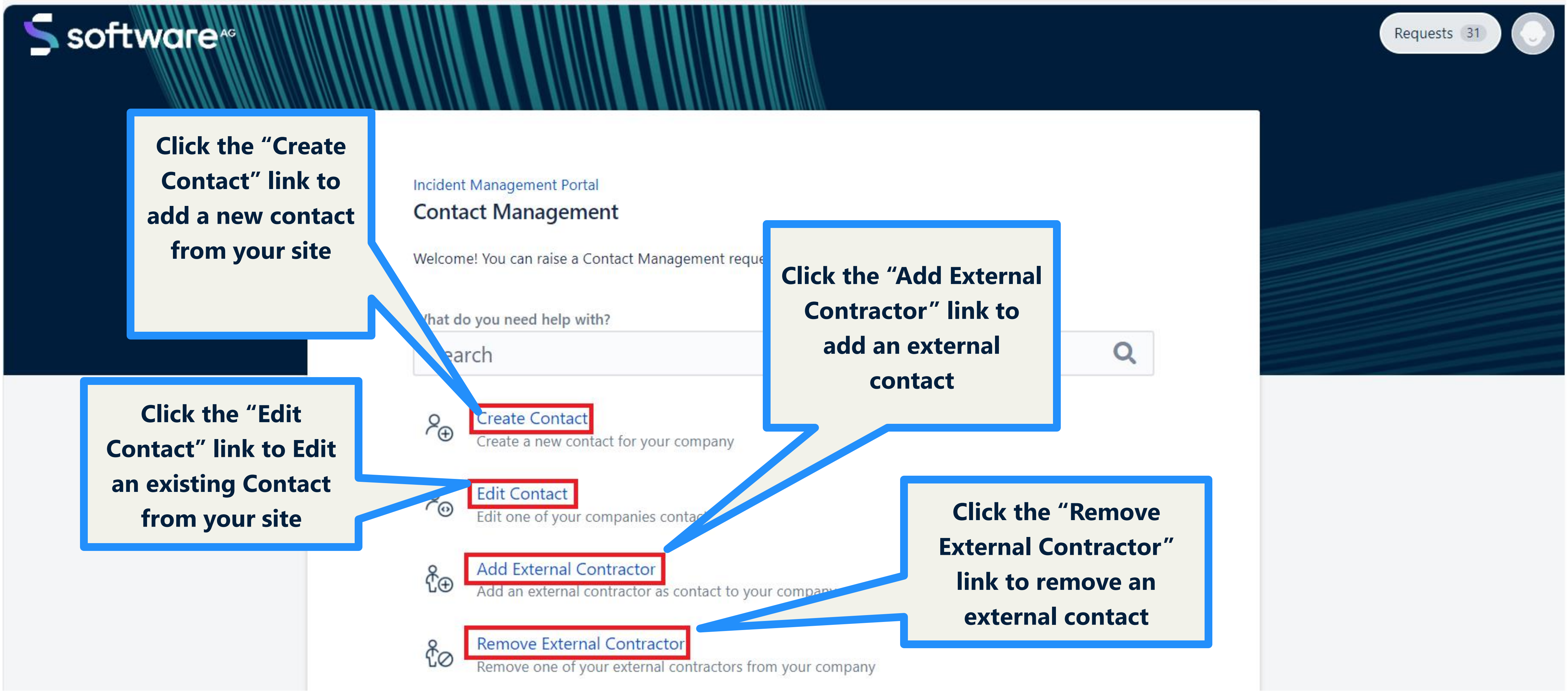
STEP 2: Launch the Contact Management Tool

[RESTRICTED TO SUPPORT AUTHORIZERS]



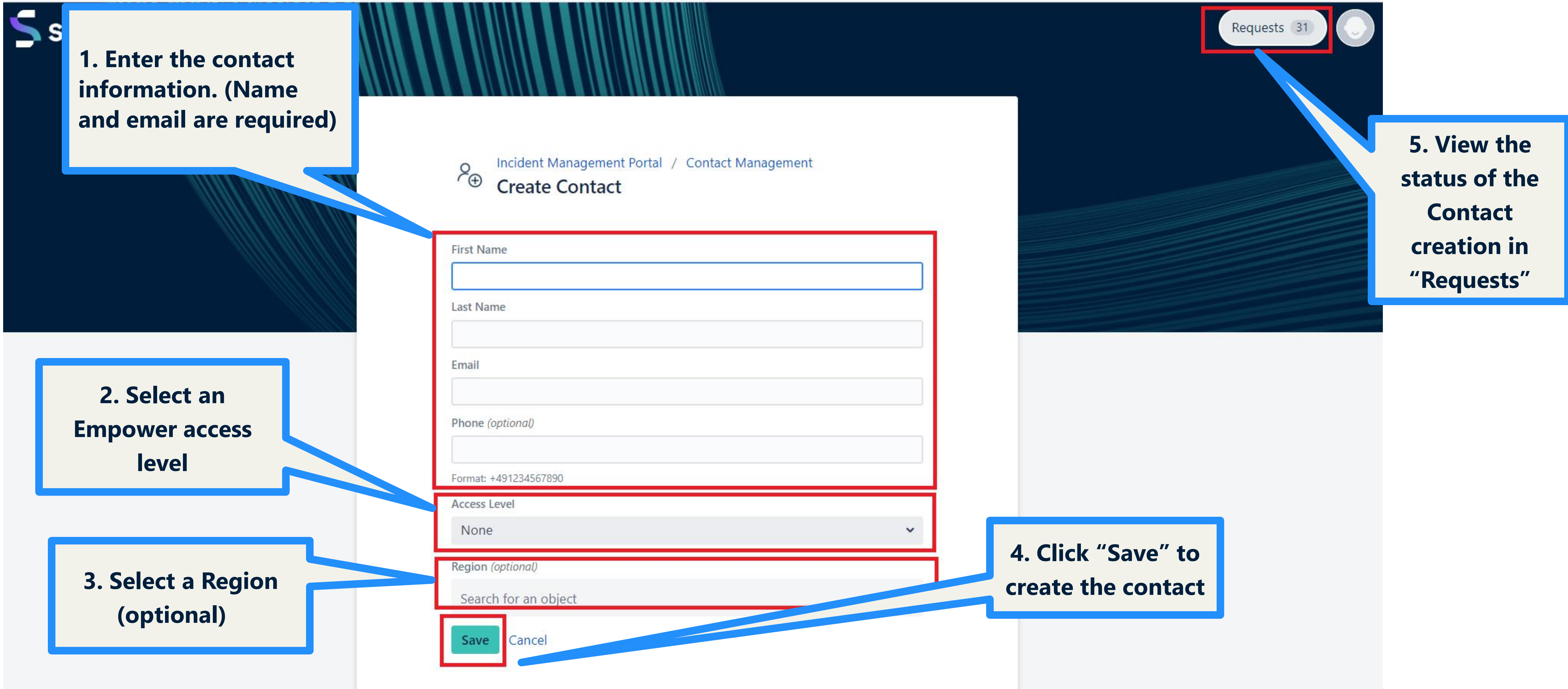
STEP 3: Manage Contacts & External Contractor

Choose a Contact Management Function (Create/Edit Contact or Add/Remove External Contractor)



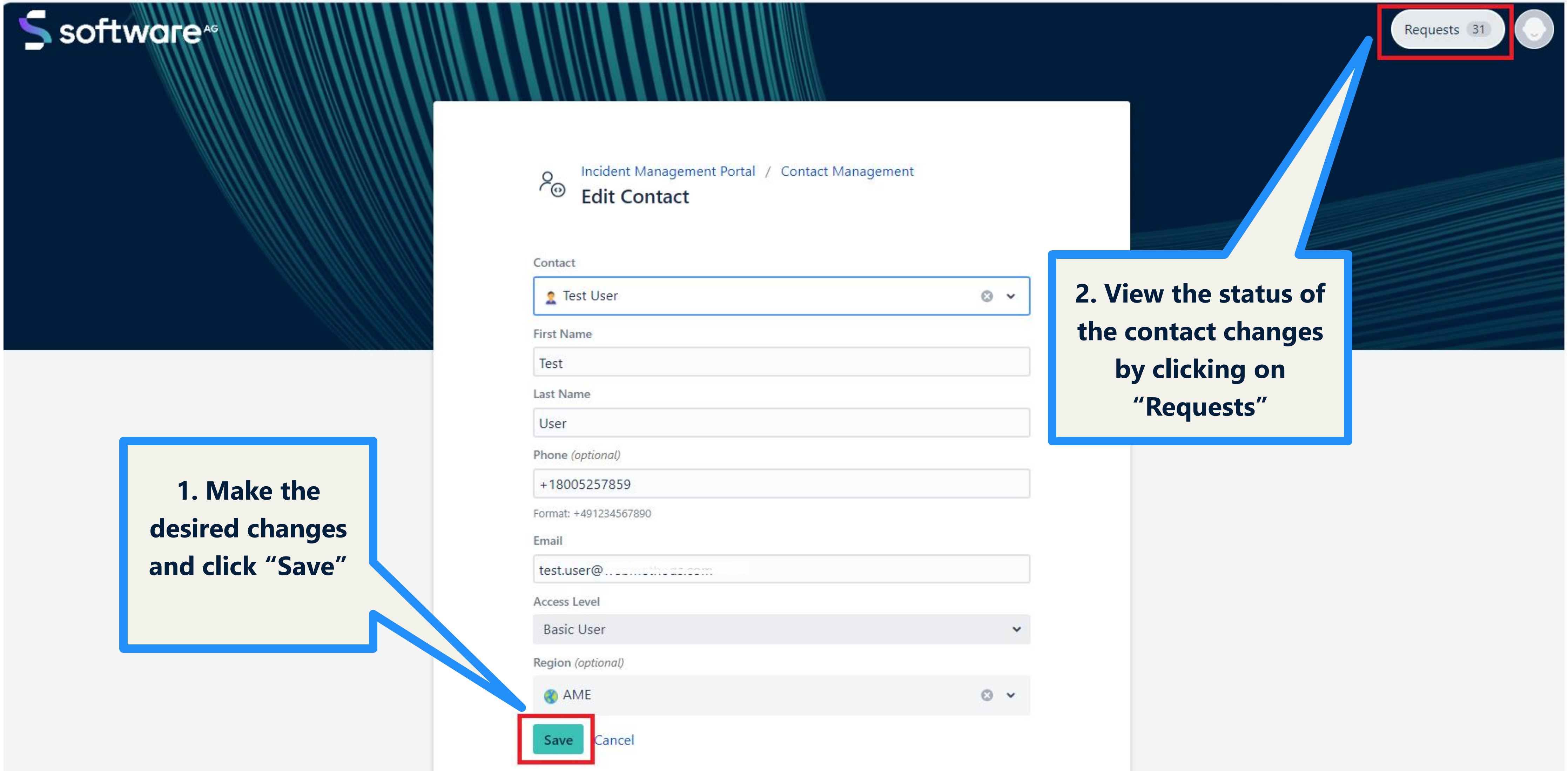
STEP 3a: Manage Contacts

Create an Empower Contact from your site



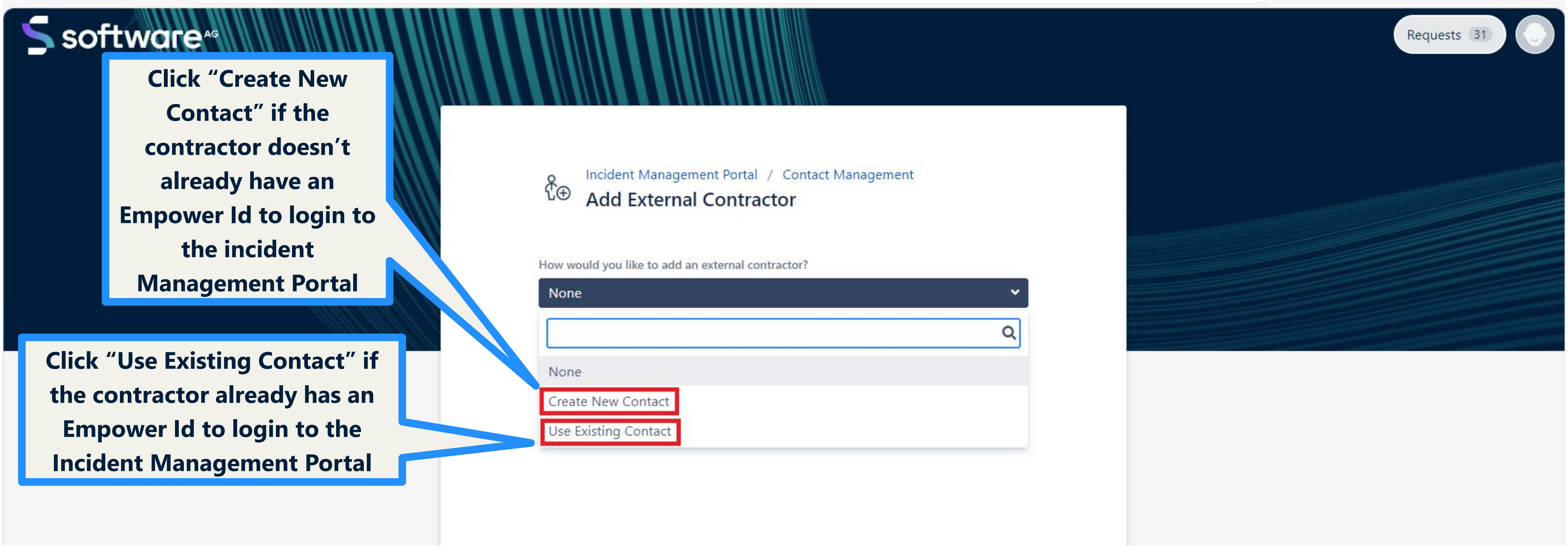
STEP 3a: Manage Contacts

Edit an Empower Contact from your site



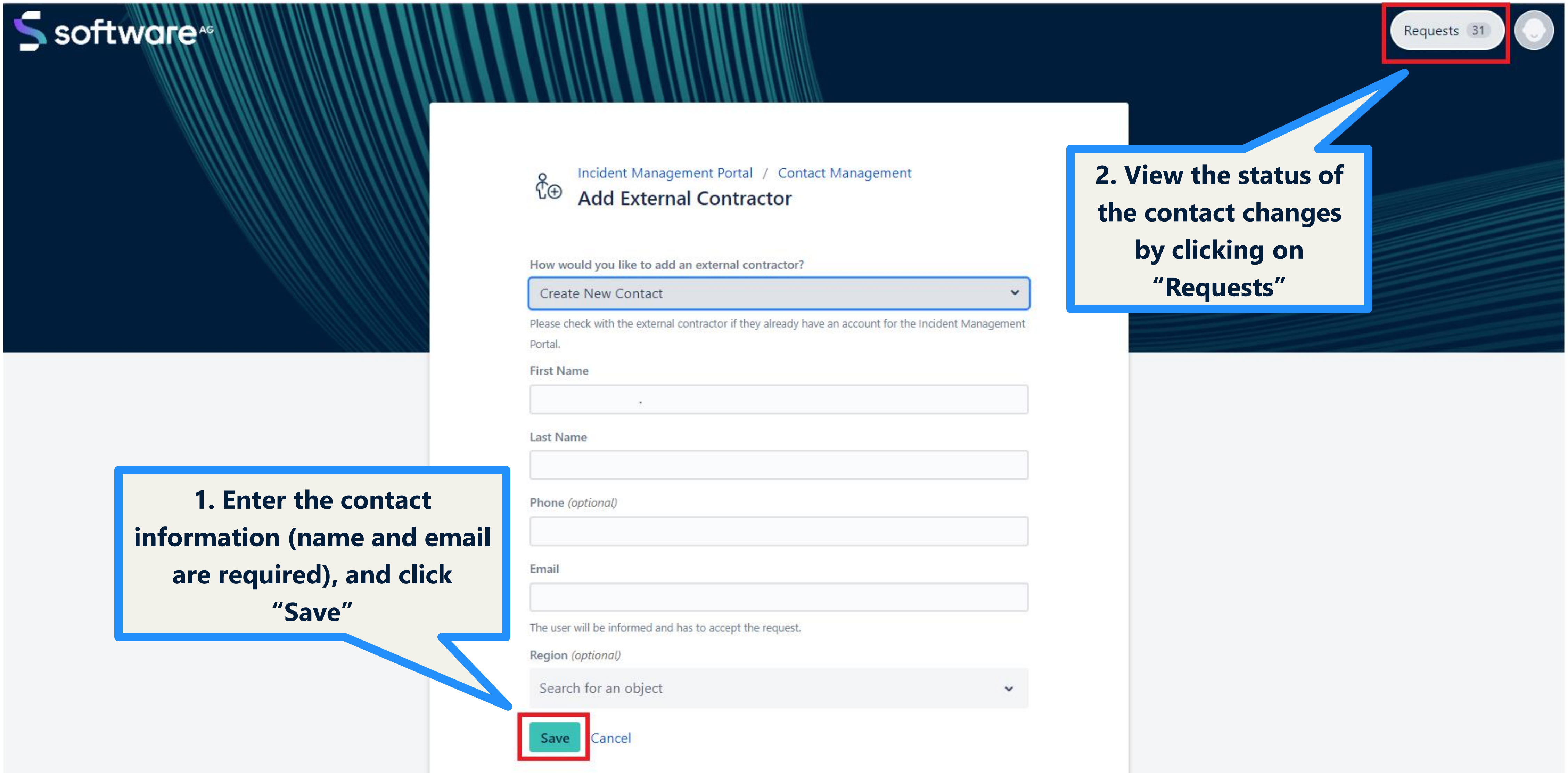
STEP 3b: Manage External Contractor

Add an External Contractor



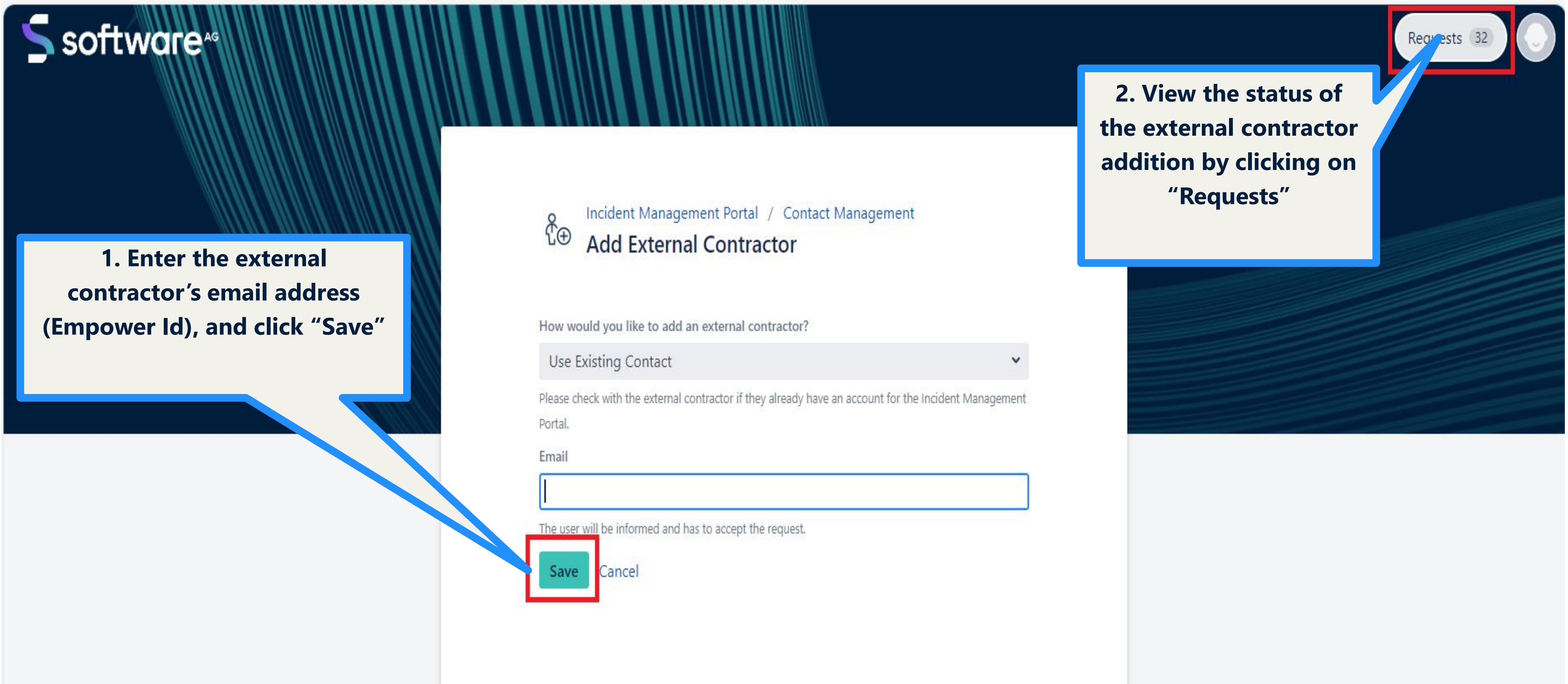
STEP 3b: Manage External Contractor

Add an External Contractor – “Create New Contact”



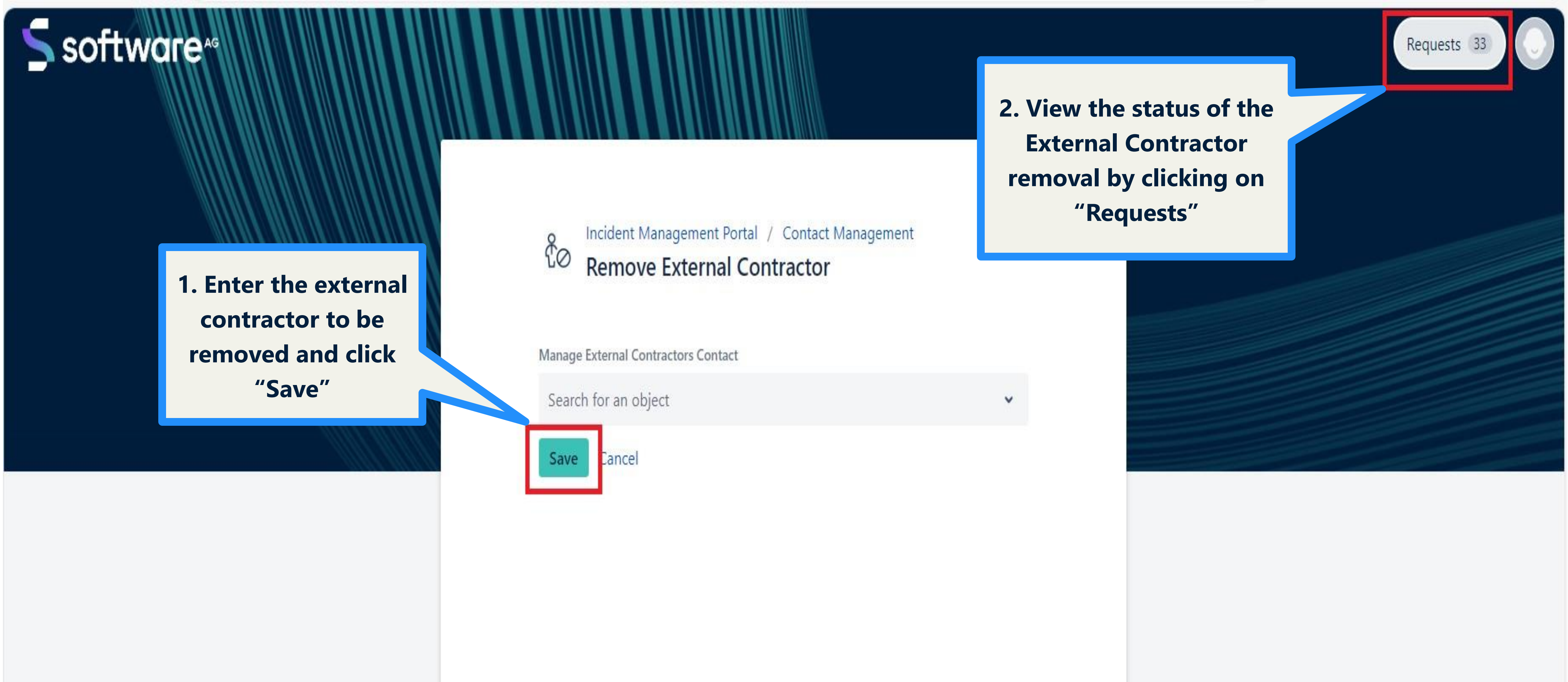
STEP 3b: Manage External Contractor

Add an External Contractor – “Use Existing Contact”



STEP 3b: Manage External Contractor

Remove an External Contractor



Contact Management Notes

Important highlights about Contact Management

- Customers with an active maintenance contract can designate one or more Support Authorizers for Empower.
- If you would like to designate a Support Authorizer for your organization, contact empower@softwareag.com.
- Empower Contacts and their access roles are listed in the Contact drop-down when selecting "Edit Contact" in the Contact Management Tool. Please email empower@softwareag.com to request a printable list of your account's Empower users.
- Newly added Basic Users, Authorized Technical Contacts, Support Authorizers, and External contractors will gain access to Empower and receive an email with their credentials.
- Group/shared email aliases, generic emails, and public email domains (e.g. @gmail.com) are not permitted.
- External contractors must accept your request to add them to your site before the process to add them completes and they receive a Welcome email.
- To deactivate an existing Empower contact, change their Empower access role to "Deactivated".
- Please maintain your contact list and actively deactivate any contacts no longer with your organization or who no longer require access.
- Individuals requesting Empower access will be referred to their company's Support Authorizer.
- If you are unable to add ATCs or Support Authorizers for your organization due to the ATC limit (ATCs + Support Authorizers), you must demote a contact to "Basic Access" or "Deactivated" to free up room.

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