
Empower Contact Management

A Guide for Support Authorizers

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@softwareag.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

The screenshot displays the Software AG Empower Portal interface. At the top, the logo for 'software AG' and 'EMPOWER PORTAL' is visible, along with a search bar and navigation links for Knowledge Center, Products & Documentation, Contact Support, Info, Partners, Preferences, and Communities. A blue navigation bar below the logo contains the breadcrumb 'Home > Contact Support'. On the left, a vertical navigation menu lists various support options, with 'Incident Management Portal' highlighted by a red box. A blue callout box on the left side of the page points to this link. The main content area is titled 'CONTACT SUPPORT' and contains several paragraphs of text providing instructions on how to contact support, report issues, and use the Incident Management Portal. Below this text are two columns: 'DIRECTORY' with a 'Find Support' button and 'SUPPORT SERVICES' with links to the Incident Management Portal and a Troubleshooting Guide. On the right side, there are two 'ANNOUNCEMENTS' sections, each with a date and a link to a forum post.

STEP 2: Launch the Contact Management Tool

[RESTRICTED TO SUPPORT AUTHORIZERS]

The screenshot shows the 'Incident Management Portal' interface. At the top left is the 'software AG' logo. At the top right, there is a 'Requests 31' notification and a user profile icon. The main heading is 'Welcome to the Incident Management Portal'. Below it is a search bar with the placeholder text 'What do you need help with?' and 'Search'. A blue callout box points to the 'Contact Management' link in the 'All portals' section, with the text 'Click the "Contact Management" Link'. The 'All portals' section includes 'Support Incidents' and 'Contact Management'. The 'Contact Management' card has a red border around its title and a blue callout box pointing to it. The 'Support Incidents' card has a blue border around its title. The 'Contact Management' card contains the text: 'Welcome! You can raise a Contact Management request from the options provided.' The 'All portals' section also includes a 'Popular' dropdown menu.

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Requests 31

Welcome to the Incident Management Portal

What do you need help with?

STEP 3: Manage Contacts & External Contractor

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

The screenshot shows the 'Incident Management Portal' interface for 'Contact Management'. The page title is 'Incident Management Portal Contact Management'. Below the title, there is a welcome message: 'Welcome! You can raise a Contact Management request'. A search bar is present with the placeholder text 'What do you need help with?'. Below the search bar, there are four main navigation options, each with a red box highlighting the text and a callout box pointing to it:

- Create Contact**: Create a new contact for your company. Callout: **Click the "Create Contact" link to add a new contact from your site**
- Edit Contact**: Edit one of your companies contacts. Callout: **Click the "Edit Contact" link to Edit an existing Contact from your site**
- Add External Contractor**: Add an external contractor as contact to your company. Callout: **Click the "Add External Contractor" link to add an external contact**
- Remove External Contractor**: Remove one of your external contractors from your company. Callout: **Click the "Remove External Contractor" link to remove an external contact**

The top right corner of the page shows 'Requests 31' and a user profile icon.

STEP 3a: Manage Contacts

Create an Empower Contact from your site

The screenshot shows the 'Create Contact' form in the Incident Management Portal. The form is titled 'Incident Management Portal / Contact Management Create Contact'. It contains the following fields and options:

- First Name**: Text input field.
- Last Name**: Text input field.
- Email**: Text input field.
- Phone (optional)**: Text input field with a format hint: 'Format: +491234567890'.
- Access Level**: Dropdown menu with 'None' selected.
- Region (optional)**: Search input field with the placeholder text 'Search for an object'.
- Buttons**: 'Save' (green) and 'Cancel' (grey).

Five numbered callout boxes provide instructions:

- 1. Enter the contact information. (Name and email are required)**: Points to the First Name, Last Name, and Email fields.
- 2. Select an Empower access level**: Points to the Access Level dropdown menu.
- 3. Select a Region (optional)**: Points to the Region search input field.
- 4. Click "Save" to create the contact**: Points to the Save button.
- 5. View the status of the Contact creation in "Requests"**: Points to a 'Requests 31' notification badge in the top right corner of the page.

STEP 3a: Manage Contacts

Edit an Empower Contact from your site

The screenshot displays the 'Incident Management Portal / Contact Management' interface. The main content area is titled 'Edit Contact' and contains a form with the following fields:

- Contact:** A dropdown menu showing 'Test User'.
- First Name:** A text input field containing 'Test'.
- Last Name:** A text input field containing 'User'.
- Phone (optional):** A text input field containing '+18005257859'.
- Format:** A text input field containing '+491234567890'.
- Email:** A text input field containing 'test.user@...www.the22.com'.
- Access Level:** A dropdown menu showing 'Basic User'.
- Region (optional):** A dropdown menu showing 'AME'.

At the bottom of the form, there are two buttons: 'Save' and 'Cancel'. The 'Save' button is highlighted with a red box. A blue callout box points to the 'Save' button with the text: "1. Make the desired changes and click 'Save'".

In the top right corner of the interface, there is a 'Requests 31' button and a refresh icon. A red box highlights the 'Requests 31' button, and a blue callout box points to it with the text: "2. View the status of the contact changes by clicking on 'Requests'".

STEP 3b: Manage External Contractor

Add an External Contractor

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Incident Management Portal / Contact Management

Add External Contractor

How would you like to add an external contractor?

None

None

Create New Contact

Use Existing Contact

Requests 31

Click "Create New Contact" if the contractor doesn't already have an Empower Id to login to the incident Management Portal

Click "Use Existing Contact" if the contractor already has an Empower Id to login to the Incident Management Portal

STEP 3b: Manage External Contractor

Add an External Contractor – “Create New Contact”

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Incident Management Portal / Contact Management
Add External Contractor

How would you like to add an external contractor?
Create New Contact

Please check with the external contractor if they already have an account for the Incident Management Portal.

First Name
Last Name
Phone (optional)
Email
Region (optional)

The user will be informed and has to accept the request.

Search for an object

Save Cancel

Requests 31

1. Enter the contact information (name and email are required), and click “Save”

2. View the status of the contact changes by clicking on “Requests”

STEP 3b: Manage External Contractor

Add an External Contractor – “Use Existing Contact”

The screenshot shows the 'Add External Contractor' form in the Incident Management Portal. The breadcrumb trail is 'Incident Management Portal / Contact Management'. The form title is 'Add External Contractor'. A dropdown menu is set to 'Use Existing Contact'. Below the dropdown is a note: 'Please check with the external contractor if they already have an account for the Incident Management Portal.' There is an 'Email' input field. Below the input field is a note: 'The user will be informed and has to accept the request.' At the bottom of the form are two buttons: 'Save' (highlighted with a red box) and 'Cancel'. In the top right corner of the portal, there is a 'Requests 32' notification badge (highlighted with a red box) and a user profile icon. Two callout boxes provide instructions: one points to the 'Save' button, and the other points to the 'Requests 32' badge.

1. Enter the external contractor's email address (Empower Id), and click "Save"

2. View the status of the external contractor addition by clicking on "Requests"

STEP 3b: Manage External Contractor

Remove an External Contractor

1. Enter the external contractor to be removed and click "Save"

2. View the status of the External Contractor removal by clicking on "Requests"

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Incident Management Portal / Contact Management

Remove External Contractor

Manage External Contractors Contact

Search for an object

Save Cancel

Requests 33

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.

