



HOW-TO GUIDE

How to Use the *my proALPHA* Customer Portal

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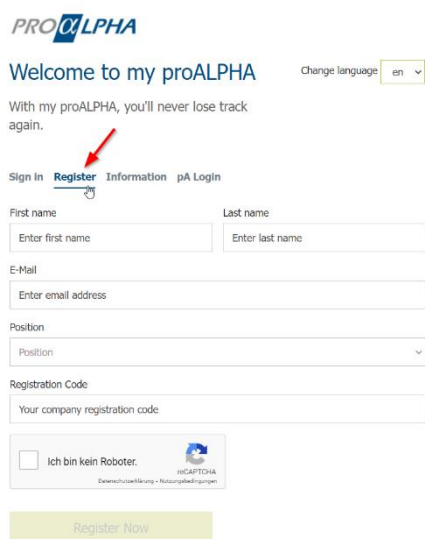
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1. Sign Up

How can I sign up?

There are many ways to sign up.

- You sign up yourself: You'll then receive a registration code from your customer manager (usually the admin at your company), which you have to enter in the portal for authentication purposes.



The screenshot shows the registration page for my proALPHA. At the top left is the proALPHA logo. Below it, the text reads "Welcome to my proALPHA" followed by a "Change language" dropdown menu set to "en". A sub-header says "With my proALPHA, you'll never lose track again." Below this is a navigation bar with links for "Sign in", "Register" (highlighted with a red arrow), "Information", and "pA Login". The registration form includes fields for "First name" and "Last name", an "E-Mail" field, a "Position" dropdown menu, and a "Registration Code" field. At the bottom of the form is a checkbox labeled "Ich bin kein Roboter." with a reCAPTCHA logo and the text "reCAPTCHA Datenschutzerklärung Nutzungsbedingungen". A green "Register Now" button is located at the bottom of the form.



Once your account has been approved by the customer manager (see also chapter 9: My Team / Invite and Manage Team Members), you'll receive an e-mail with a description that will guide you through setting up your personal account for *my proALPHA*. When you log in for the first time, please use the function 'Forgot Password' and specify a new one. **Your user name is your e-mail address.**

- Your customer manager has invited you: You'll receive an e-mail which guides you through the steps for setting up your personal account for *my proALPHA*. When you log in for the first time, please use the function 'Forgot Password' and specify a new one. Your user name is your e-mail address.
- An account has already been created for you: When you log in to my proALPHA for the first time, please use the function 'Forgot Password' and specify a new one. Your user name is your e-mail address.

Sign Up

PROALPHA

Welcome to my proALPHA Change language: en ▾

With my proALPHA, you'll never lose track again.

[Sign In](#) [Register](#) [Information](#) [pA Login](#)

E-Mail

Password

[Forgot Password?](#)



Setting up multi-factor authentication

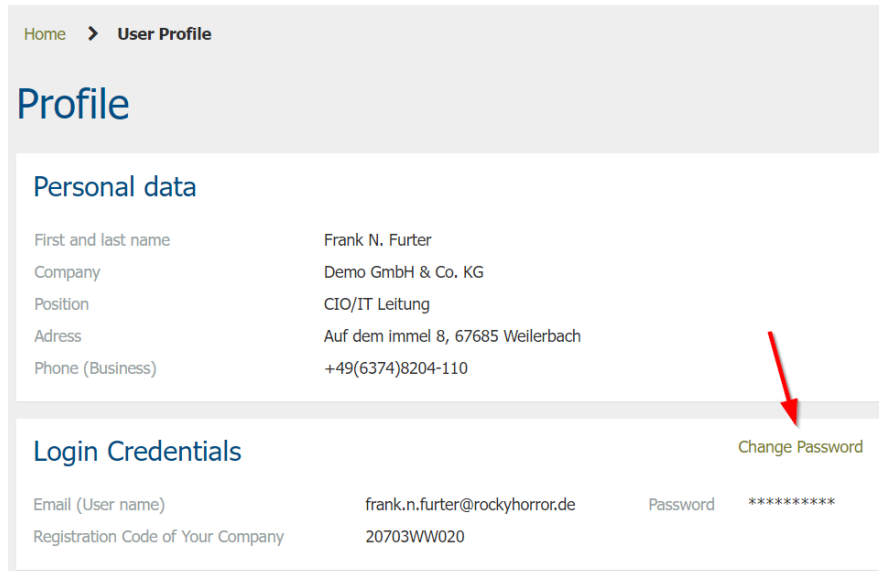
To increase the security of the portal, multi-factor authentication is necessary in the portal. The MFA is implemented using proven technologies that ensure a robust security architecture. With this measure, we want to protect the integrity of your accounts while minimizing the possibility of unauthorized access.

Log in to the portal. You must then verify your identity. You can do this either with an authentication app or a confirmation code by email. The following apps can be used:

- Google Authenticator
- Microsoft Authenticator
- LastPass Authenticator
- Auth
- FreeOTP
- Duo
- Okta Verify

Change password

You can change your password under "Profile".



The screenshot shows a 'User Profile' page with two main sections: 'Personal data' and 'Login Credentials'. A red arrow points to the 'Change Password' link in the 'Login Credentials' section.

Personal data	
First and last name	Frank N. Furter
Company	Demo GmbH & Co. KG
Position	CIO/IT Leitung
Address	Auf dem immel 8, 67685 Weilerbach
Phone (Business)	+49(6374)8204-110

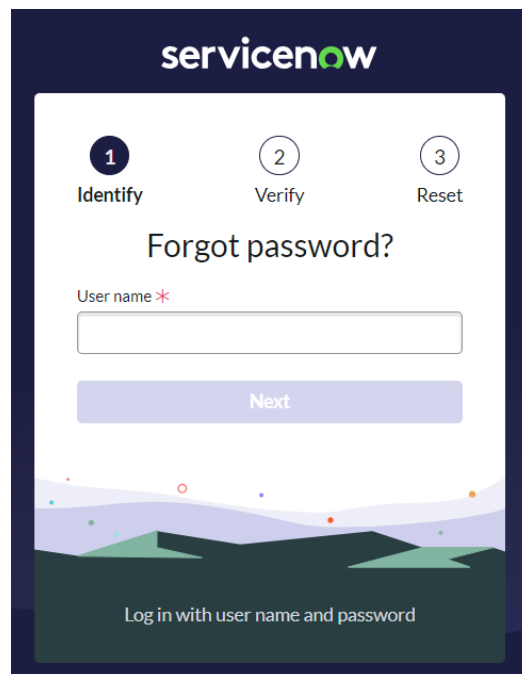
Login Credentials		Change Password
Email (User name)	frank.n.furter@rockyhorror.de	Password *****
Registration Code of Your Company	20703WW020	

Assign a new password. You can then log into *my proALPHA* using your new password.

Tip: Use a strong password. It will protect you and your data.

Forgot your password?

Click on 'Forgot password?' and the following page opens:



The screenshot shows the 'Forgot password?' page in the ServiceNow portal. It features a three-step process: 1. Identify, 2. Verify, and 3. Reset. The 'Identify' step is active, showing a text input field for 'User name *' and a 'Next' button. The page has a dark blue header with the ServiceNow logo and a decorative landscape graphic at the bottom.

Follow the instructions. **Your user name is your e-mail address.** You'll then receive an e-mail to the e-mail address specified in the second step.

- For security reasons, you can only reset your password every 24 hours.
- For more information about the user administration, go to Chapter 9.

2. Ticket Process

Types of tickets

You can choose from two different types of tickets:

- **Report emergency:** Your system has broken down or you are facing similar severe problems? Then please open an emergency ticket.
- **Create Ticket:** Have you got a question about a certain topic or are you facing a problem? Then please use our regular support ticket.

You can find the link for creating a ticket in the 'Start Page' or 'Service & Support' menu.

The screenshot shows the 'Service & Support' page with a breadcrumb 'Home > Service & Support'. The main heading is 'Service & Support'. Below it are three cards: 'Critical Alerts' with a lightning bolt icon, 'Emergency' with a warning triangle icon, and 'Idea Management' with a lightbulb icon. The 'Emergency' card has a yellow 'Report emergency >' button with a red arrow pointing to it. The 'Idea Management' card has an 'Idea Management >' link. Below these is a 'Your Tickets' section with a red indicator 'Action required for 17' and a yellow 'Create Ticket' button with a red arrow pointing to it. A table below shows two tickets with columns for Number, Short description, Priority, State, Asset, Asset (category), and Updated.

Number	Short description	Priority	State	Asset	Asset (category)	Updated
[REDACTED]	[REDACTED]	3 - Moderate	Awaiting Info			2023-07-24 09:34:05
[REDACTED]	[REDACTED]	3 - Moderate	New			2023-07-24 09:02:18

Report emergency

Home > My Tickets > Open ticket

Report Emergency

Please note: This channel must only be used in case of emergency, where the complete productive system is shut down for all employees. For general inquiries or partial shutdowns, please use an usual support ticket.

Submit

Required information
[Short Description](#) [Business Impact](#)

* Indicates required

Account

Contact

* Asset

* Short Description

Parent ticket

* Business Impact

* Description

Paragraph **B** *I* [List, Bullets, Link, Image, Table, Code]

- Problem description using text (if possible bulletpoints).
- Screenshots of the error messages AND, if possible, screenshot from the entire screen.
- Please also enter the error message as text. You can copy the information from the proALPHA error message with <Ctrl + C> and insert it here with <Ctrl + V>.
- Please refer to the following:
 - Is the behavior reproducible? How?
 - Since when has the problem occurred? Has it already worked?
 - What was changed/installed before? Have there been any events that could be related to the problem?

Legend – what the fields in the mask mean:

- **Business Impact:** In what way does your problem impact your business? This information helps the Service Agent to categorize the emergencies.
- **Asset / Module:** The products / modules affected.
- **Priority:** "Medium" by default
- **Short Description:** Meaningful summary of your issue
- **Description:** Detailed description of the request (you can use the predefined keywords as orientation)
- **Environment** (optional): proALPHA environment Production / Test / Test2
- **Company** (optional): proALPHA company
- **Your Reference** (optional): In case you want to follow your request with your own reference number.

Did you know that we have recommendations on reporting problems? Click here:

[Recommendations on reporting problems](#)

[Information about an error \(example\)](#)

[Provide information for the error analysis](#)

Open a ticket

Home > My Tickets > Open ticket

Open ticket

* Indicates required

Account

Contact

* Asset

* Short Description

* Priority

Parent ticket

* Category

* Description

Company

Your Reference

Environment

Module

Submit

Required information
 Short Description

Legend – what the fields in the mask mean:

- **Asset / Module:** The products / modules affected
- **Category:**
 - Service/Support:** for questions and problems relating to the proALPHA Software
 - Project:** You're currently in the implementation phase of proALPHA or are preparing an upgrade to a later version and are therefore supported by a project team: you can use this category to report questions and problems that concern the project team.
 - Other Services:** Your questions and requests for Academy, Marketing, Consulting and Order Management.
- **Priority:** Priority / urgency of your request
- **Short Description:** Meaningful summary of your issue
- **Description:** Detailed description of the request (you can use the predefined keywords as orientation)
- **Environment** (optional): proALPHA environment Production / Test / Test2
- **Company** (optional): proALPHA company
- **Your Reference** (optional): Here you can add the ticket number from your internal ticketing system. This reference is added to the subject line of all e-mail notifications.

Did you know that we have recommendations on reporting problems? Click here:

Ticket Process

[Recommendations on reporting problems](#)

[Information about an error \(example\)](#)

[Provide information for the error analysis](#)

Ticket Process

Ticket history

You'll see the ticket information and ticket number as soon as you've submitted your request:

The screenshot shows the 'Ticket history' page in the proALPHA customer portal. The page title is 'Ticket history' and the sub-header is 'Ticket for demonstration'. Below the header, there is a text area for the ticket description, a rich text editor, and a 'Send' button. A timeline shows the ticket was created by Frank N. Furter (frank.n.furter@rockyhorror.de) on 2023-07-24 13:03:03. The ticket details on the right include: Number CS0151466 (State: New), Priority 4 - Low, Contract 20703WW020/7, Account Demo GmbH & Co. KG, Contact Frank N. Furter (frank.n.furter@rockyhorror.de), Serial number 20703WW020 7.1e, External reference EXAMPLE1234, Request ticket false, Updated 2023-07-24 13:03:04, Responsible Assignment Group pA-SDP_SUP_CaseEntry, and Created 2023-07-24 13:03:03. There is also a 'Change details' section with a 'Contact' dropdown menu and an 'Update' button.

At the same time, you'll receive an e-mail confirmation:

The screenshot shows an email confirmation message. The text reads: 'Hallo Frank N. Further, Wir haben Ihr Ticket eröffnet. Weitere Details finden Sie hier: [LINK](#) Unser proALPHA Team hat Ihre Anfrage aufgenommen und zur Bearbeitung an die richtige Stelle weitergeleitet. Wir kümmern uns schnellstmöglich um Ihr Anliegen. Hinweis: Im proALPHA Kundenportal sehen Sie immer den aktuellen Status der Bearbeitung. [Zum Log-in](#) Mit freundlichen Grüßen Ihr proALPHA Team'.

The link in the e-mail redirects you to your ticket in the customer portal.

Ticket Process

Comment/question

When a comment/question is entered, it is immediately shown in the portal and at the same time sent by e-mail, too.

PRO ALPHA Home Service & Support My proALPHA Media Center Test Management Community Search Profile Log Out

Home > My Tickets > Ticket Form for Case

Ticket history

Ticket for demonstration

Here is the detailed description of my request.

Rich text editor: Paragraph, B, I, Bold, Italic, Text color, Background color, Bulleted list, Numbered list, Link, Unlink, Undo, Redo, Source code.

Comment history:

- 2023-07-24 13:03:33 - Additional comments - % Translate
- 2023-07-24 13:03:33: Hello Mr. Furter, We will take care of your request and let you know as soon as we have found a solution. Best regards, John Styles
- 2023-07-24 13:03:03: Frank N. Furter (frank.n.furter@rockyhorror.de) CS0151466 Created

Details:

- Number: CS0151466
- State: Open
- Priority: 4 - Low
- Contract: 20703WW020/7
- Account: Demo GmbH & Co. KG
- Contact: Frank N. Furter (frank.n.furter@rockyhorror.de)
- Serial number: 20703WW020 7.1e
- External reference: EXAMPLE1234
- Request ticket: false
- Assigned to: [Redacted]
- Updated: 2023-07-24 15:05:05
- Responsible Assignment Group: PA-SDP_SUP_CaseEntry
- Created: 2023-07-24 13:03:03

Change details:

- Contact: Frank N. Furter (frank.n.furter@rockyhorror.de)
- External reference: EXAMPLE1234
- Update

E-mail information

Sehr geehrte Damen und Herren,

um Ihr Anliegen fachgerecht bearbeiten zu können, haben wir noch eine Rückfrage bzw. benötigen noch Informationen.

Beschreibung: Benutzer XXXX kann sich nicht anmelden

Dringlichkeit: 4 - Low

Produkt:

Ticket anschauen: [LINK](#)

Kommentare:

2021-03-11 11:21:55 CET - Nezar Käfer - Additional comments

Kommentar

How can I see when my action is required?

In case you need to take action or provide information for the further processing of your ticket, the question is displayed in the portal and also sent to you by e-mail.

In the portal, you can find the question under the "Action Required for" link in the ticket overview.

Your Tickets **Action required for 17**

[Create Ticket](#)

Number	Short description	Priority	State	Updated
CS0151466	Ticket for demonstration	4 - Low	Open	2023-07-24 15:05:05 >

Ticket Process

In your ticket history, this looks as follows:

The screenshot shows a 'Ticket history' page for a 'Ticket for demonstration'. It features a rich text editor with a yellow background and a 'Send' button. Below the editor is a comment from John Styles dated 2023-07-24 15:22:47. To the right is a 'Details' panel with the following information:

Number	CS0151466	State	Awaiting Info
Priority	4 - Low	Contract	20703WW020/7
Account	Demo GmbH & Co. KG	Contact	Frank N. Furter (frank.n.furter@rockyhorror.de)
Serial number	20703WW020 7.1e	External reference	EXAMPLE1234
Request ticket	false	Assigned to	[Redacted]
Updated	2023-07-24 15:22:49	Responsible Assignment Group	pA-SDP_SUP_CaseEntry
Created	2023-07-24 13:03:03		

Below the details is a 'Change details' section with a 'Contact' dropdown menu showing 'Frank N. Furter (frank.n.furter@rockyhorror.de)'.

You can enter your answer directly in the portal and submit it. The ticket is then set to the status 'Open', and will be further processed by the Service Agent.

This is a close-up of the 'Details' panel from the previous screenshot. The 'State' field is now 'Open', highlighted in orange, with a red arrow pointing to it. The other details remain the same:

Number	CS0151466	State	Open
Priority	4 - Low	Contract	20703WW020/7
Account	Demo GmbH & Co. KG	Contact	Frank N. Furter (frank.n.furter@rockyhorror.de)
Serial number	20703WW020 7.1e	External reference	EXAMPLE1234
Request ticket	false	Assigned to	[Redacted]
Updated	2023-07-24 15:05:05	Responsible Assignment Group	pA-SDP_SUP_CaseEntry
Created	2023-07-24 13:03:03		

Proposed solution

As soon as a solution is available, it is displayed in the ticket overview and sent to you by e-mail.

The screenshot shows the 'Ticket Overview' page with a navigation bar containing 'All Cases', 'Action Needed', 'My Cases', 'Internal Cases', 'EP', and 'KAM'. The 'Action Needed' tab is selected. Below the navigation is a 'Cases' section with a filter 'All > State in (Resolved, Awaiting Info)'. A table displays the following data:

Number	Short description	Priority	State	Contact	Serial number
CS0151466	Ticket for demonstration	4 - Low	Resolved	Frank N. Furter (frank.n.furter@rockyhor...	20703WW020 7.1e

Ticket Process

In the portal, it is displayed with the status "Solved" in the ticket overview.

You can either accept or reject the proposed solution in the portal or via the link in the e-mail.

The screenshot shows a 'Ticket history' interface for a ticket titled 'Ticket for demonstration'. The ticket status is 'Resolved'. The main content area contains a rich text editor with a 'Send' button. Below the editor, there are three comment threads. The first thread shows a user asking for a solution. The second thread shows a user providing required information. The third thread shows a user asking for more information. On the right side, there is a 'Details' panel with fields for Number, State, Priority, Contract, Account, Serial number, External reference, Request ticket, Assigned to, Updated, Responsible Assignment, and Created. Below the details is a 'Change details' section with a 'Contact' dropdown, an 'External reference' field, and an 'Update' button. At the bottom right, there is an 'Actions' section with two buttons: 'Accept Solution' and 'Reject Solution'. A red arrow points from the 'Reject Solution' button to the 'Actions' section.

Reject proposed solution

In case you do not agree with the proposed solution and click "Reject", the ticket will be reopened and further processed. Also add a detailed description in the corresponding field so that the service agent can respond. If you reject the proposed solution via e-mail, please also add a meaningful description.

Accept proposed solution

If we have successfully solved your problem, the ticket will be closed. Once a ticket has been closed, it cannot be opened again.

Ticket overview

You're directed to an overview of the tickets by clicking either on 'Further Information' under the 'Service & Support' field or on 'Go to the Ticket Overview' in the 'Your Tickets' field. The ticket overview contains the tabs "All cases", "Action required", and "My cases".

Important Informations
last published information
[Show Details >](#)

Service & Support
Hands-on experience
[Learn more >](#)

Your Accountmanager
Your contact for all questions about sales.:
Andreas Wolz
[Contact us >](#)

Your Tickets Action required for 18 [Create Ticket](#)

Number	Short description	Priority	State	Updated
CS0151472	Problem	4 - Low	New	2023-07-24 15:50:21
CS0151471	Test	4 - Low	New	2023-07-24 15:49:53
CS0151466	Ticket for demonstration	4 - Low	Resolved	2023-07-24 15:36:45

[Go to the Ticket Overview >](#)

Want to get in touch?
Get in touch with the right contacts at proALPHA quiddy and easily.

- ✓ Request & book consulting services
- ✓ License requests to your account manager
- ✓ Complaints about e.g. invoices
- ✓ Obtain training quotes
- ✓ Request info material
- ✓ and much more...

[Contact us >](#)

Your Tickets Action required for 18 [Create Ticket](#)

All cases **Action required** My cases Internal cases

Number	Short description	Priority	State	Asset	Asset (category)	Updated
CS0151472	Problem	4 - Low	New	7.1e		2023-07-24 15:50:21
CS0151471	Test	4 - Low	New	7.1e		2023-07-24 15:49:53
CS0151466	Ticket for demonstration	4 - Low	Resolved	7.1e		2023-07-24 15:36:45

Legend – what the fields mean:

- All cases:** All cases reported with this account.
(Note: This requires admin rights. Otherwise, only "My cases" will be displayed.)
- Action required:** All cases where your action as a customer is required.
(for example: answers, tests, confirmations...)
- My cases:** All cases the logged in user has reported. If a user only has user privileges, they only see their own tickets anyway. In this case, the link has no function.
- Internal cases:** Here you can view the cases that are created during the use of test management or that you have created for your internal purposes. Contact your project team for more information.

Filter tickets individually

All tickets can be filtered individually in the ticket overview. To do so, click on 'Show Further Tickets':

If you want to set a filter, click on the filter icon and enter the filter settings:

Ticket Overview

[All Cases](#) | [Action Needed](#) | [My Cases](#) | [Internal Cases](#) | [EP](#) | [KAM](#)

☰ **Cases**

🔍 All > State != Closed

Number	Short description	Priority	State	Contact
CS0151472	Problem	4 - Low	New	Frank N. Fu (frank.n.fu)

Examples for individual filters

Here are two examples for individual filters:

- Display tickets that have been opened more than 4 weeks ago:

🔍 All > State != Closed

Load Filter Save Filter Clear All Run ✕

All of these conditions must be met

AND
State is not Closed ⊖ OR AND

AND
Created at or before Last 30 days ⊖ OR AND

or

New Criteria

- Display tickets that were closed last month:

🔍 All > State = Closed > Updated >= 2023-06-01 00:00:00

Load Filter Save Filter Clear All Run ✕

All of these conditions must be met

AND
State is Closed ⊖ OR AND

AND
Updated at or after Last month ⊖ OR AND

or

New Criteria

You can also save customized filters by clicking on 'Save Filter'. You then have to enter a filter name that describes the filter in short:

Save Filter ✕

Filter name (required)

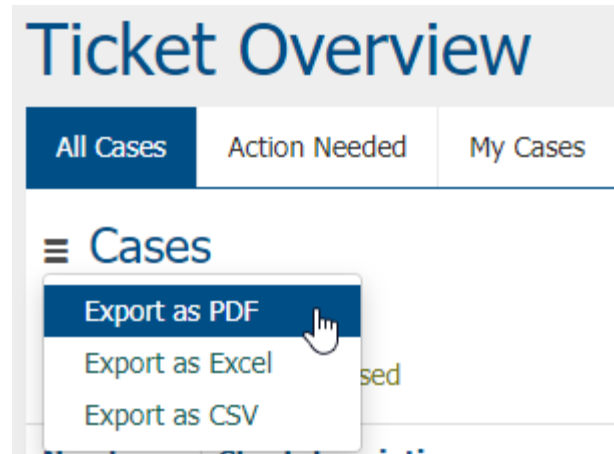
Query State != Closed

Submit

Ticket Process

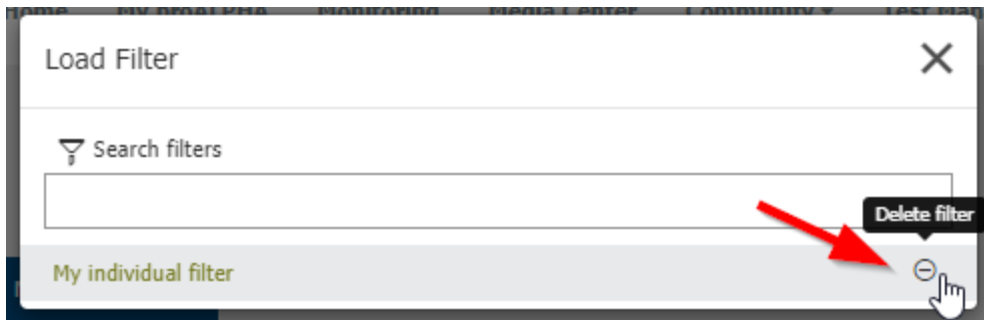
Your created filter will now be displayed in the ticket overview with the specified name. Select it to filter the tickets by the defined settings.

You can also export the list of tickets as a PDF, Excel or CSV file:



Delete individual filters

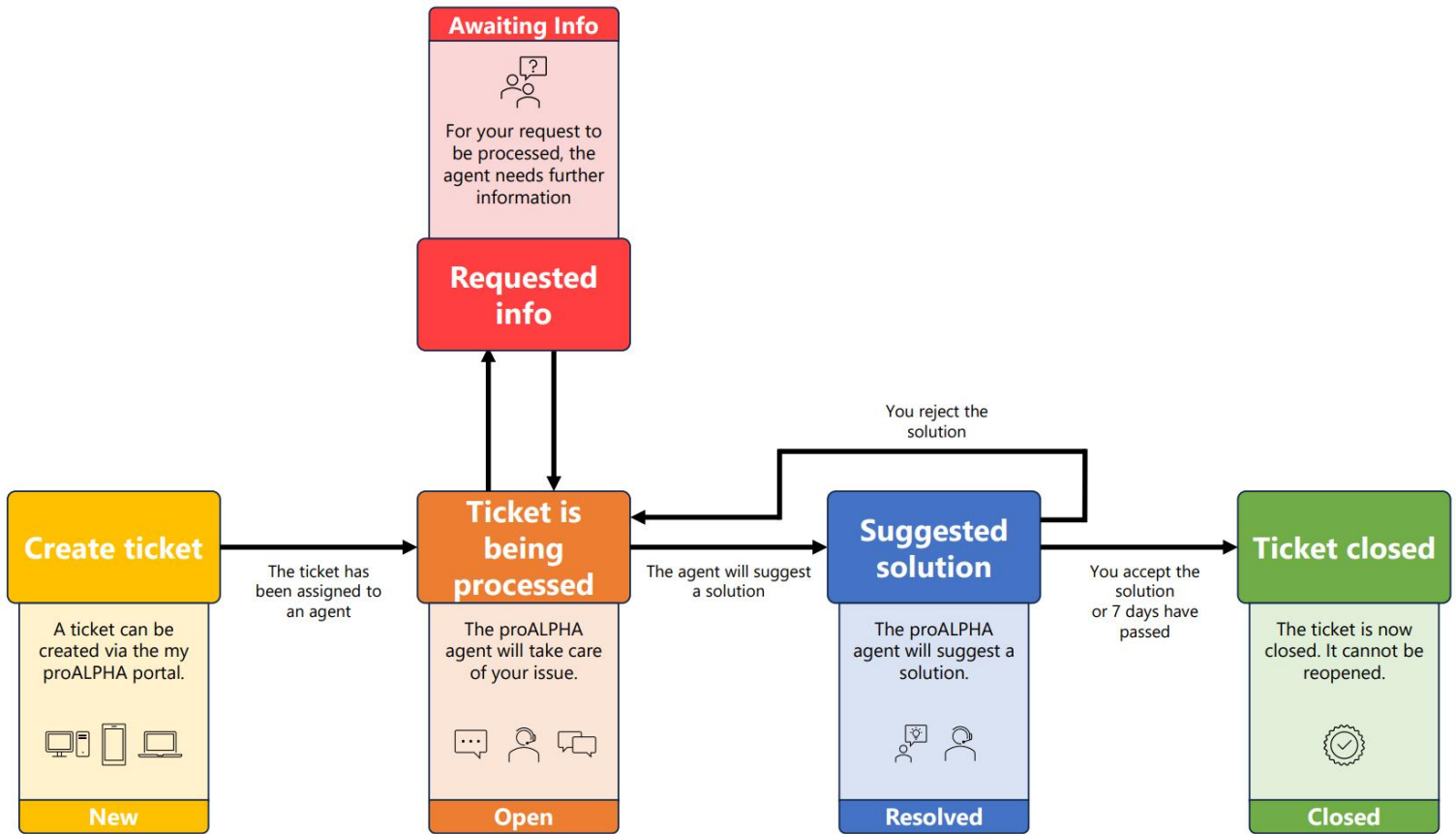
To remove individual filters, click on the filter symbol and then click "Load filter". Here you can delete individual filters.



How is a ticket processed?

3. How is a ticket processed?

The following scheme shows you how a ticket is processed.



(Own scheme based on a picture by ServiceNow)

4. Contact

In general, we distinguish between tickets (incidents) and requests (service requests) in the portal.

For service requests, we have expanded the "Contact us" function so that you can quickly find the right contact person for your concerns.

By means of the "Services" behind "Contact us" you can request consulting services, issue complaints regarding invoices or contact your account manager, for example. The available "Services" are continuously expanded.

Number	Short description	Priority	State	Updated
CS0151431	Get in touch	3 - Moderate	New	2023-07-25 10:40:02
CS0151477	Problem	4 - Low	New	2023-07-25 08:22:30
CS0151476	Question HR	4 - Low	New	2023-07-25 08:22:13

On the left, you can filter the 'Services' by catalogs and/or subcategories. The right side will adapt to this selection. For example, if you want to book a consulting package, click "Consulting Services|Consulting Packages" on the left. On the right, select the desired service from the "Services" offered.

Home > All Catalogs > Consulting services > Consulting Packages

Search Catalog

Catalogs

- Consulting services
- My Project Team
- Consulting Packages**
- Consulting services - other
- Training Courses
- Complaints
- Your Account Manager
- Partner Management

Consulting Packages

- Anforderung X-Rechnung
Installation des X-Rechnungs Update auf 2.3.1
View Details **590,00 €**
- Package "permissions conce..."**
Consulting package "permissions concept"
View Details
- Package "aut. document dis..."
Consulting package "automatic document dispatching"
View Details
- Package "workflow"
Consulting package "workflow"
View Details

The "Account" and "Contact" fields are automatically filled. You can enter your business phone number so that we can get in touch with you. All required fields are marked with an asterisk. After you have written your message, click on 'Submit' in the top right corner. A corresponding ticket is created, which you can view like all other tickets in the ticket overview.

Home > My tickets

Ticket Overview

All Cases | Action Needed | My Cases | Internal Cases

≡ Cases

All > State != Closed

Number	Short description	Priority	State	Contact	Serial number	Asset (category)	Category	Ext
CS0163980	Package "permissions concept"	3 - Moderate	New	Frank N. Furter (frank.n.furter@rockyhor...)	20703WW020 9.3		pA-Remote Consulting	

The ticket category is "pA-RemoteConsulting". If you only want to see tickets that have been created through a submission/request (service request), you can filter for the 'Initiated as request' field in the ticket overview using the filter option (see above):

All > Initiated as request = true

Load Filter | Save Filter | Clear All | Run

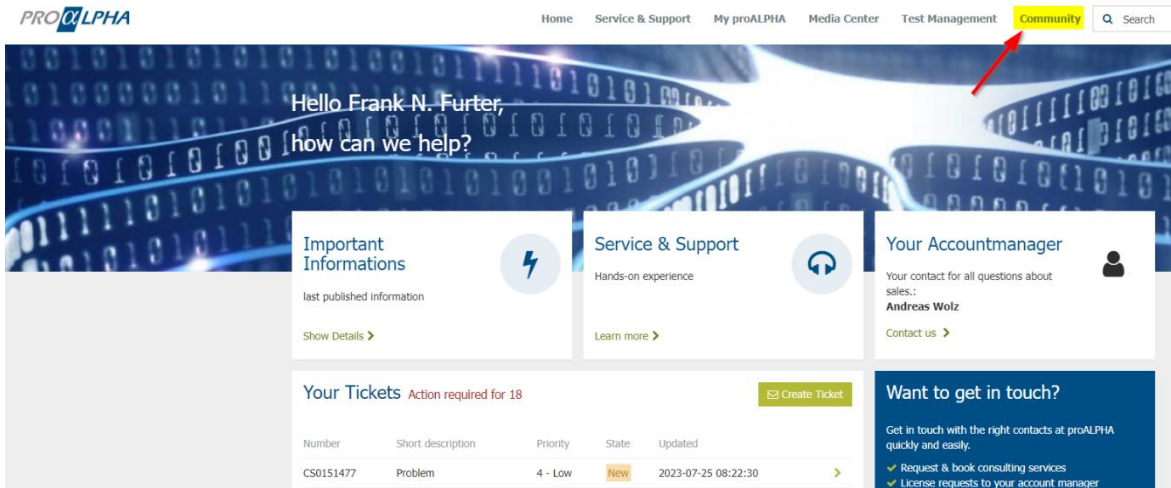
All of these conditions must be met

Initiated as request is true

⊖ OR AND

5. Community

The ribbon takes you to the Community.

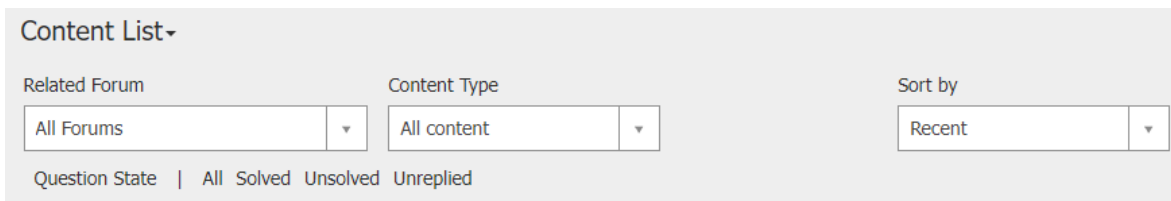


The Community is an online platform where you can exchange information with other proALPHA users and the proALPHA team on all topics related to proALPHA. You can ask and answer questions.

You can search for posts:



You can use the "Content List" to filter existing posts:



Related Forum: Here you can filter for the entries of a specific forum, or have the entries of all forums displayed

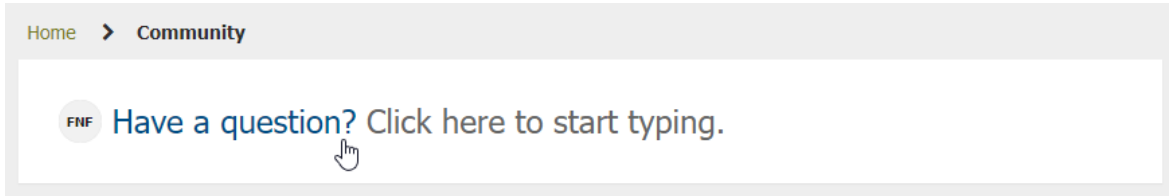
Content Type: Here you can filter for questions or blog entries, for example.

Sort by: "Recent" displays the most recent entries first, "Popular" displays entries with a particularly high number of views or interactions, "Created" sorts by the creation date

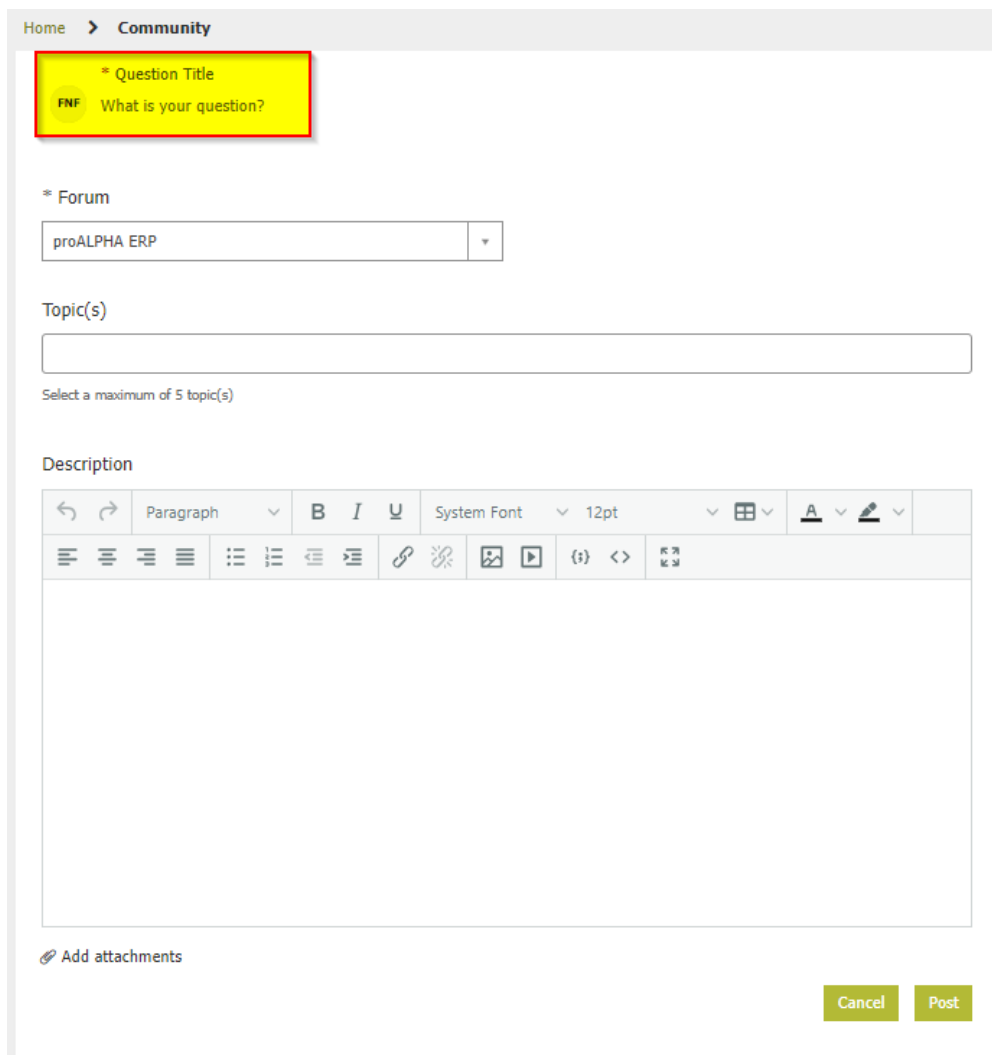
Question Status: If you search for questions (content type), you can further restrict the status of the entry, e.g., you can use "Solved" to display only questions that already have a verified answer.

Ask a question

Do you want to ask the proALPHA Community a question? Then click on the respective space under "Community":



An input form is displayed:

A screenshot of the "Ask a question" form in the proALPHA Community portal. The form is titled "Home > Community" at the top. It contains several sections: 1. "Question Title": A text input field with a red border and a yellow background. The placeholder text is "What is your question?". 2. "Forum": A dropdown menu with "proALPHA ERP" selected. 3. "Topic(s)": A text input field with a placeholder "Select a maximum of 5 topic(s)". 4. "Description": A rich text editor with a toolbar containing icons for undo, redo, paragraph, bold, italic, underline, font size (System Font, 12pt), list, link, unlink, image, video, code, and fullscreen. Below the toolbar is a large text area for the description. 5. "Add attachments": A link with a paperclip icon. 6. "Cancel" and "Post" buttons: Two green buttons at the bottom right of the form.

Question Title: Here you can concisely summarize your question.

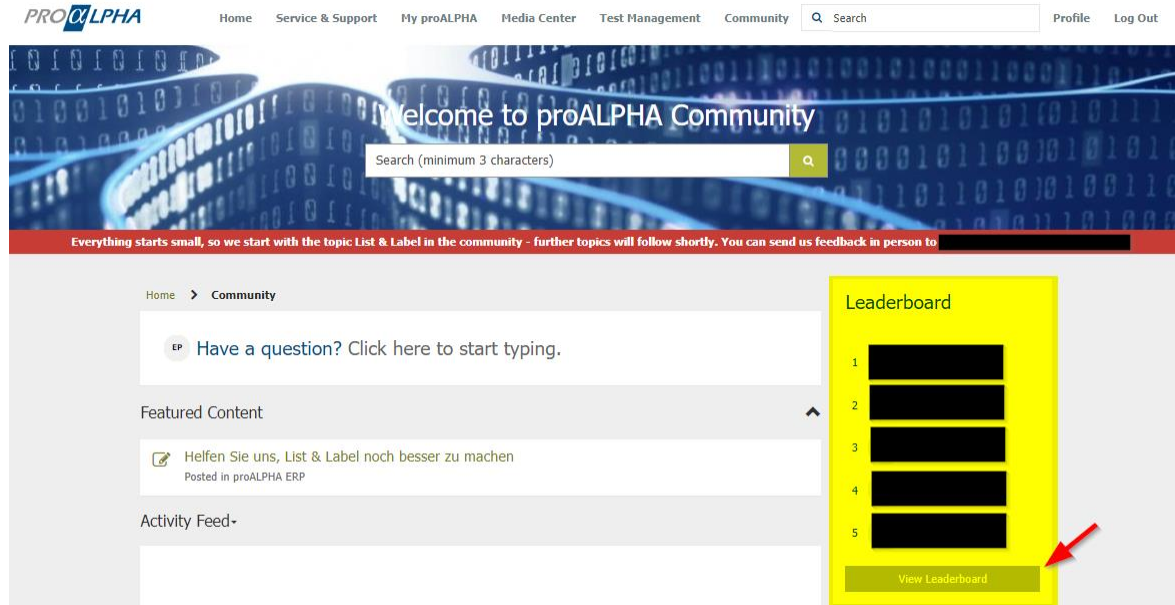
Topic(s): Here you can enter the topic or topics to which the question belongs.

Description: Here you can formulate the question in more detail and add further information.

Add attachments: Here you can add attachments, such as PDF files or image files.

Leaderboard

Points are assigned for participating in the portal. A ranking displays the users with the highest score. By means of "Show Ranking", you can view the entire ranking:



In addition to the rank, you can view the exact score and the level, a kind of status.

The screenshot shows the "Leaderboard" page with a table of user rankings. The table has four columns: Rank, User, Points, and Level. The data is as follows:

Rank	User	Points	Level
1	NQ [Redacted]	200	Newbie
2	LB [Redacted]	180	Newbie
3	SS [Redacted]	150	Newbie
4	[Redacted]	140	Newbie
5	AR [Redacted]	100	Newbie
5	PG [Redacted]	100	Newbie
7	TH [Redacted]	80	

Good to know!

proALPHA regularly rewards the employees in the Communities. It pays off to regularly participate in discussions of the Community!

Scoring system

You earn points for taking certain actions in the Community. These points are relevant to the forum, the topic or on a global level. The more points you earn, the higher your ranking.

Security badges: Your profile displays a badge as a trophy for completing a task in the Community. You can display the list of badges you have unlocked and still need to unlock in your profile.

Points: You earn the corresponding number of points each time you complete a task from the following list.

The points are assigned as follows:

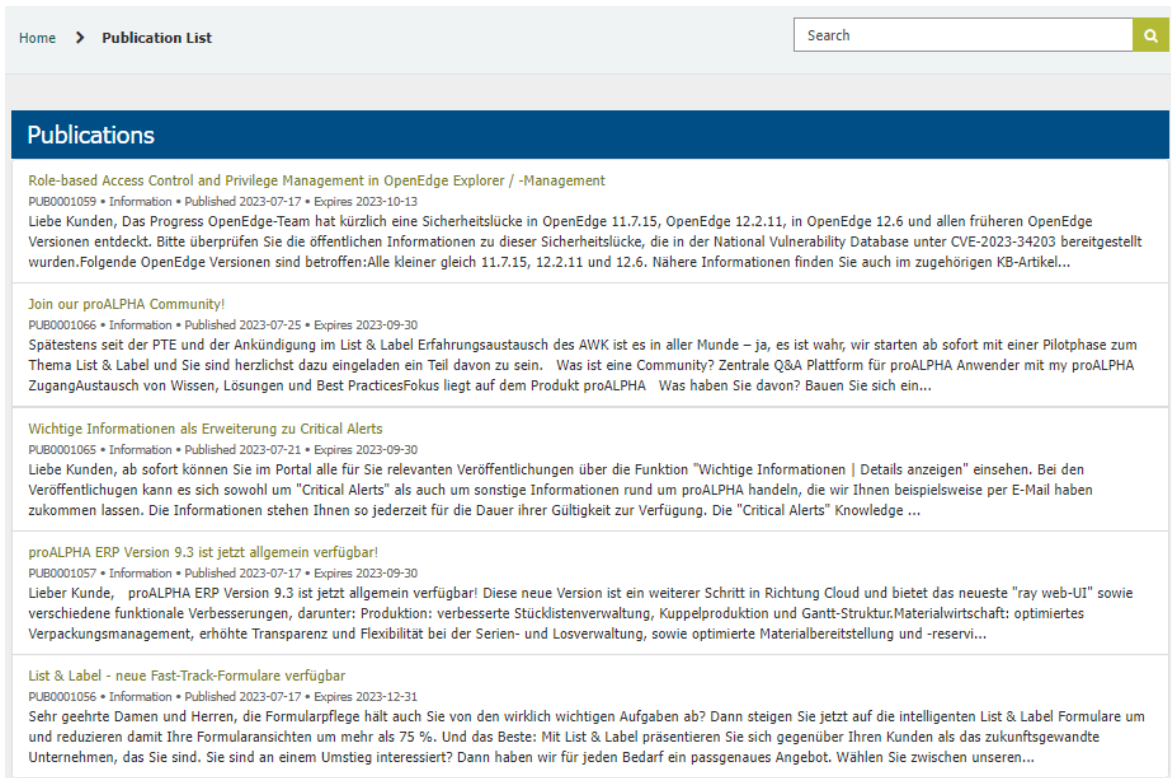
Points	Action
2	Bookmark question
5	Give question positive evaluation
5	Mark comment as useful
5	Mark document as useful
5	Mark video as useful
5	Mark blog as useful
20	Mark answer as useful
20	Publish document in forum
20	Bookmark document
20	Publish video in forum
20	Bookmark blog
20	Bookmark video
40	Mark answer to question as correct
50	Publish blog in forum

6. Important Information

The start page provides you with important information:

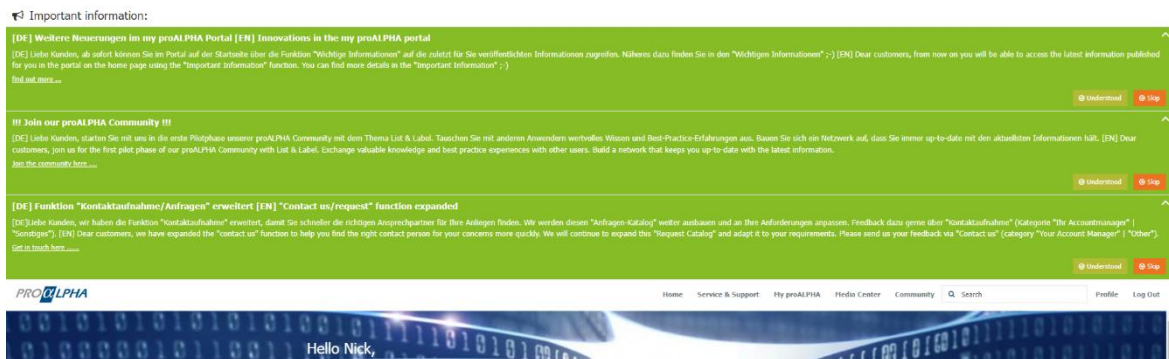


Here you can view all information (publications) relevant to you during their validity period:



7. Announcements

Important announcements and information are displayed on all pages above the ribbon.



The announcements are always in both German and English. If you have read the announcement, you can hide it by clicking 'Verstanden'. Otherwise, you can skip the announcement for the time being. When you log into the portal the next time, the information is going to be displayed again.

If there are further information available regarding an announcement, you can find a link named accordingly in the announcement.

8. Test Management

If you want to use test management, get in touch with your proALPHA project team. You can then go to Test Management on the start page of the portal:

The screenshot displays the proALPHA customer portal interface. At the top, a navigation bar includes links for Home, Service & Support, My proALPHA, Media Center, **Test Management** (highlighted with a red arrow), Community, a search bar, Profile, and Log Out. Below the navigation bar is a hero section with a blue background featuring binary code and the text "Hello Frank N. Furter, how can we help?". This section contains three cards: "Important Informations" with a lightning bolt icon, "Service & Support" with a headset icon, and "Your Accountmanager" for Andreas Wolz with a profile picture. Below the hero section is a breadcrumb trail "Home > Test Management" and a large "Test Management" heading. The main content area is divided into three columns of cards: "Test Run" (No Test available, Run Test), "Test Results" (See all of your Testcases which are Completed, Show More), and "Create Ticket" (Share your Information with your Team about a Test, Show all Internal Tickets). Below these is a "Test" section with "Project: All" and "You have no tests", with a "View All Tests" link. The bottom row contains three more cards: "Upload Test Set" (Here you can Upload your Excel sheet with Test Sets and Tests, Upload), "Test Set" (See all Active Test Sets, Show More), and "Test Board" (See all your current active Test Boards, Show More).

9. My Team / Invite and Manage Team Members

You as an admin have invited another person

As an admin for *my proALPHA*, you are entitled to invite your team members to *my proALPHA* and assign them roles. To do so, got to "Profile."

Home Service & Support My proALPHA Media Center Test Management Community Profile Log Out

Home > User Profile

Profile

Personal data

First and last name Frank N. Fürter
Company Demo GmbH & Co. KG
Position CEO/GF/Vorstand
Address Auf dem Immel 9, 67685 Weilerbach
Phone (Business)

Your Accountmanager

Contact us >

Login Credentials

Change Password

Email (User name) frank.n.furter@rockyhorror.de Password *****
Registration Code of Your Company 20703WW020

My Team

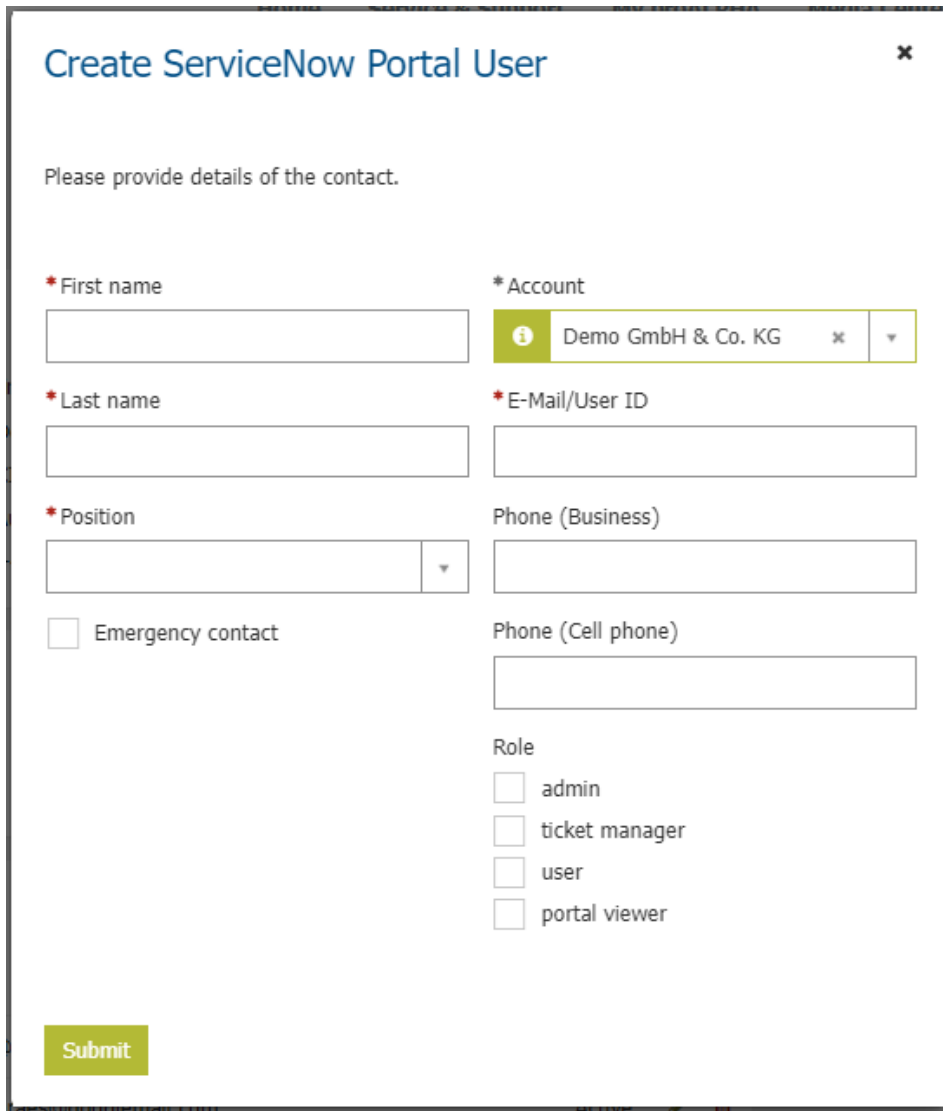
New Contact

Last and first name	Email	Position	Status
Furter Frank N.	frank.n.furter@rockyhorror.de		Active
Hammer Claudi	c.hammer@demo.de	IT Mitarbeiter/-in	Active

Please check if all data are correct and complete! Please check if all data are correct and complete. Always notify us of any changes you make to ensure smooth business processes.

Protect your account! If you have a reason to assume that your login credentials have been decoded, change your password immediately.

Click "New Contact" to invite a person to *my proALPHA*.



The screenshot shows a web form titled "Create ServiceNow Portal User" with a close button (X) in the top right corner. Below the title, it says "Please provide details of the contact." The form contains several fields and options:

- * First name**: A text input field.
- * Last name**: A text input field.
- * Position**: A text input field with a dropdown arrow on the right.
- * Account**: A dropdown menu showing "Demo GmbH & Co. KG" with an information icon (i), a close icon (x), and a dropdown arrow.
- * E-Mail/User ID**: A text input field.
- Phone (Business)**: A text input field.
- Phone (Cell phone)**: A text input field.
- Emergency contact**: A checkbox.
- Role**: A group of four radio buttons:
 - admin
 - ticket manager
 - user
 - portal viewer

A green "Submit" button is located at the bottom left of the form.

The new contact receives an e-mail with a link to set a password. When the password is set, the account is activated.

You have forwarded the registration code

You can view the registration code in your profile:

My Team / Invite and Manage Team Members

The screenshot shows a user profile page with the following sections:

- Home > User Profile**
- Profile**
- Personal data**
 - First and last name: Frank N. Furter
 - Company: Demo GmbH & Co. KG
 - Position: CEO/GF/Vorstand
 - Address: Auf dem Immel 9, 67685 Weilerbach
 - Phone (Business):
- Login Credentials** (with a [Change Password](#) link)
 - Email (User name): frank.n.furter@rockyhorror.de
 - Password: *****
 - Registration Code of Your Company: DEMODEMO_123 (highlighted in yellow with a red arrow pointing to it)

If you have forwarded the registration code to a person who has not signed up yet, *my proALPHA* automatically notifies you that someone wants to sign up.

Under "Profile", a section labeled "Approvals" shows you that new approvals are pending.

You can display all approvals.

The screenshot shows the 'Approvals' section of the user interface. At the top, there is a navigation bar with the following items: Home, Service & Support, My proALPHA, Media Center, Test Management, Community, and Approvals (with a notification badge '1'). A search bar is located to the right of the navigation bar.

Below the navigation bar, there is a banner image with the text 'I. Furter,'. A red arrow points to a 'View all approvals' button. A tooltip is visible over the button, showing the following information:

- View all approvals
- Fritz Mustermann
- Demo GmbH & Co. KG
- 2h ago

Below the banner, there is a search bar and a table of approvals. The table has the following columns: State, Register name, Register email, Register account, Approver, Comments, and Created.

State	Register name	Register email	Register account	Approver	Comments	Created
Requested	Fritz Mustermann	Fritz@Mustermann.de	Demo GmbH & Co. KG	Frank N. Furter (frank.n.furter@rockyhor...		2023-07-31 11:59:15

At the bottom of the table, there is a pagination control showing 'Rows 1 - 1 of 1'.

By clicking on 'Approve', you can process the request and accept or reject it.

This registration request requires your approval

State Requested
Created 2h ago

Approve
Reject

Fritz Mustermann

Registration Request

*First Name

*Last Name

*Business Email

Account

Department







Portal roles, set other users to inactive

You can use the admin role to manage your colleagues' access and portal permissions. This table provides an overview of which role has which permissions in the portal:

Authorization	Admin	Ticket-manager	User	Portal Viewer	None/Inactive
Access to the portal	✓	✓	✓	✓	✗
Create tickets	✓	✓	✓	✗	✗
View tickets, add to watchlist/as contact	✓	✓	✓	✓	✗
Generally view and edit all tickets from colleagues	✓	✓	✗	✗	✗
Manage portal access, assign roles, deactivate access	✓	✗	✗	✗	✗
Read KB-articles	✓	✓	✓	✓	✗
Access to Idea Management	✓	✓	✓	✓	✗
Use general search	✓	✓	✓	✓	✗

If, as an admin, you would like to temporarily deactivate the access of colleagues, you can also do this under "Profile". Then click on the pencil symbol under "My Team".

My Team / Invite and Manage Team Members

My Team				New Contact
Last and first name	Email	Position	Status	
Furter Frank N.	frank.n.furter@rockyhorror.de		Active	 
Nachname Testanlage	testan@nach.net	Executive Assistant	Active	 
Nutzermann Testa	test@user123.com	External Consultant	Active	 

Remove all roles from the person you want to make inactive.

Edit ServiceNow Portal User


Please provide details of the contact.

* First name: * Account:

* Last name: * E-Mail/User ID:

* Position: Phone (Business):

Emergency contact Phone (Cell Phone):

Monitoring 

Monitoring contacts are automatically added to the watch list of all Cases created by Monitoring alerts.
Technical Contacts supposed to be technical, shared mailboxes at customer site.

Monitoring Contact
 Technical Contact

Role: admin
 ticket manager
 user
 portal viewer

Then click on the "Submit" button and the access is inactive; the user can no longer access the portal. If you want to reactivate the user, add the corresponding roles again.