



Customer Portal

Read me first!

January 2021

Read me first!

- Micro Focus is launching a reformatted Customer Portal in just a few short weeks. We recommend that you review the files in this overview folder.
- We have segments to walk you through the various sections of the site, help you get oriented to the new layout and address the basic tasks to get you started on your support experience.
- Here you will find the following topics:
 - Review the general navigation of the site, what's on the page, etc.
 - Login and/or creation of a NetIQ Access Mgr (NAM) account if you don't already have one
 - How to engage in a Chat session with a service agent
 - Overview of the Knowledge search functions to help you locate the information you need to solve issues at your site
 - A review of how to open a new case with Micro Focus or manage existing cases
 - How to upload/download a file with Micro Focus support during an active case
 - How to review the support entitlements and products (assets) you have at your site
 - Review Flexible Credits, status on what you've purchased, how many have been used and how to request service
 - Understanding the Delegated Admin at your site, what permissions they have and how to control who can use your support entitlements
 - How to manage your email notifications so you can stay current on new product offerings, product updates and patches, security alerts, etc.
 - Accessing additional help



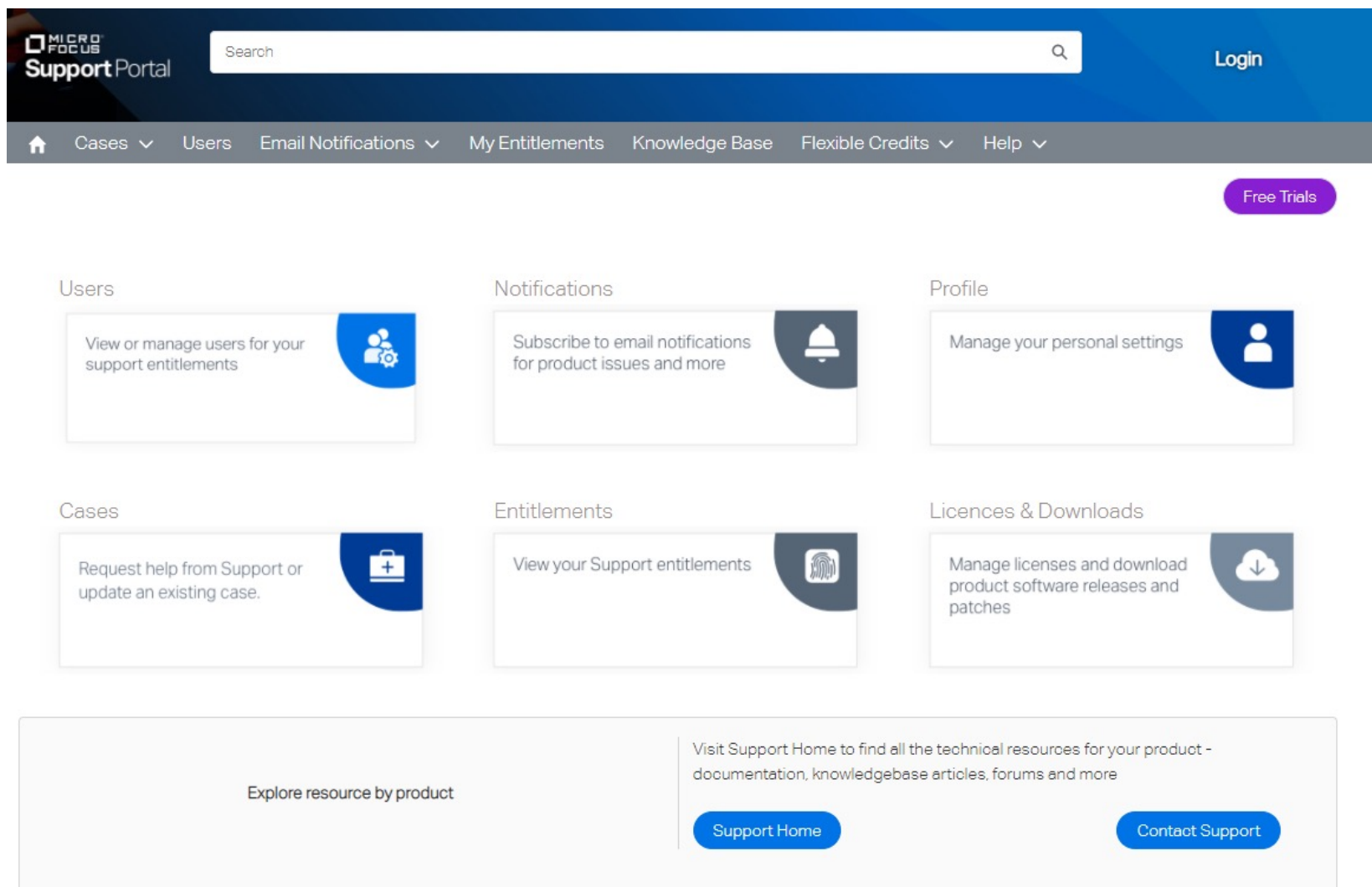
Customer Portal

General Navigation

January 2021

General Navigation of the Customer Portal

- In this module we'll cover the general navigation of the Customer Portal. It is meant to give you an overview of the site and highlight the layout of the page.
- We do not cover specific details of each item on the page. Details will be covered in their own short overview so that you can consume the content quickly and at your own pace.



If you need support you can start here, portal.microfocus.com

The screenshot shows the Micro Focus Support Portal interface. At the top, there is a dark blue header with the Micro Focus logo on the left, a search bar in the center, and a 'Login' button on the right. Below the header is a navigation bar with links: Home, Cases, Users, Email Notifications, My Entitlements, Knowledge Base, Flexible Credits, and Help. A 'Free Trials' button is located on the right side of the navigation bar. The main content area features six tiles: 'Users' (View or manage users for your support entitlements), 'Notifications' (Subscribe to email notifications for product issues and more), 'Profile' (Manage your personal settings), 'Cases' (Request help from Support or update an existing case), 'Entitlements' (View your Support entitlements), and 'Licences & Downloads' (Manage licenses and download product software releases and patches). At the bottom, there is a section titled 'Explore resource by product' with a description: 'Visit Support Home to find all the technical resources for your product - documentation, knowledgebase articles, forums and more'. This section includes two buttons: 'Support Home' and 'Contact Support'.

MICRO FOCUS
Support Portal

Search

Login

Home Cases Users Email Notifications My Entitlements Knowledge Base Flexible Credits Help

Free Trials

Users
View or manage users for your support entitlements

Notifications
Subscribe to email notifications for product issues and more

Profile
Manage your personal settings

Cases
Request help from Support or update an existing case.

Entitlements
View your Support entitlements

Licences & Downloads
Manage licenses and download product software releases and patches

Explore resource by product

Visit Support Home to find all the technical resources for your product - documentation, knowledgebase articles, forums and more

Support Home Contact Support

Start here to log in to the Portal or create a new account.

MICRO FOCUS Support Portal

Search

Login

Home Cases Users Email Notifications My Entitlements Knowledge Base Flexible Credits Help

Free Trials

Users
View or manage users for your support entitlements

Notifications
Subscribe to email notifications for product issues and more

Profile
Manage your personal settings

Cases
Request help from Support or update an existing case.

Entitlements
View your Support entitlements

Licences & Downloads
Manage licenses and download product software releases and patches

Explore resource by product

Visit Support Home to find all the technical resources for your product - documentation, knowledgebase articles, forums and more

Support Home Contact Support

- Primary menu to perform the following:
- Case Management
 - Manage use access to support entitlement at your site
 - Manage your email notifications to receive current information
 - Review your support entitlements
 - Access to the Knowledge base
 - Manage your Flexible credit balance
 - Basic help menu

Free Trials

Users

View or manage users for your support entitlements



Notifications

Subscribe to email notifications for product issues and more



Profile

Manage your personal settings



Cases

Request help from Support or update an existing case.



Entitlements

View your Support entitlements



Licences & Downloads

Manage licenses and download product software releases and patches



Explore resource by product

Visit Support Home to find all the technical resources for your product - documentation, knowledgebase articles, forums and more

Support Home

Contact Support

The center icons provide a shortcut to the most used features of the site.

The screenshot shows the Micro Focus Support Portal interface. At the top, there is a dark blue header with the Micro Focus logo, a search bar, and a 'Login' button. Below the header is a navigation bar with links: Home, Cases, Users, Email Notifications, My Entitlements, Knowledge Base, Flexible Credits, and Help. A red box highlights a 'Free Trials' button in the top right corner. Below the navigation bar, there are six main service tiles: 'Users' (View or manage users), 'Notifications' (Subscribe to email notifications), 'Profile' (Manage your personal settings), 'Cases' (Request help from Support), 'Entitlements' (View your Support entitlements), and 'Licences & Downloads' (Manage licenses and download product software releases). To the right of these tiles, two red callout boxes point to the 'Free Trials' button and the bottom section, with labels 'Access Free Trials' and 'Explore other areas of Micro Focus support' respectively. At the bottom, a large red box highlights a section titled 'Explore resource by product', which includes a description and two buttons: 'Support Home' and 'Contact Support'.

MICRO FOCUS
Support Portal

Search

Login

Home Cases Users Email Notifications My Entitlements Knowledge Base Flexible Credits Help

Free Trials

Users
View or manage users for your support entitlements

Notifications
Subscribe to email notifications for product issues and more

Profile
Manage your personal settings

Cases
Request help from Support or update an existing case.

Entitlements
View your Support entitlements

Licences & Downloads
Manage licenses and download product software releases and patches


Explore resource by product

Visit Support Home to find all the technical resources for your product - documentation, knowledgebase articles, forums and more

Support Home Contact Support

Access Free Trials

Explore other areas of Micro Focus support



Search

Q


Login

[Home](#) [Cases](#) [Users](#) [Email Notifications](#) [My Entitlements](#) [Knowledge Base](#) [Flexible Credits](#) [Help](#)

Free Trials


Users

View or manage users for your support entitlements




Notifications

Subscribe to email notifications for product issues and more




Profile

Manage your personal settings




Cases

Request help from Support or update an existing case.




Entitlements

View your Support entitlements



Licences & Downloads

Manage licenses and download product software releases and patches



Explore resource by product

Visit Support Home to find all the technical resources for your product - documentation, knowledgebase articles, forums and more

Support Home

Contact Support

Click on License & Downloads to connect to the download system for access to your product and license entitlement.

Welcome to Identity Access Management



Request Access



Request Internal Role



My Requests

On the Software License & Download (SLD) site you can download software, access license keys and manage who at your site can access this information.



Customer Portal

Portal login and NetIQ Access Mgr account creation

January 2021

Portal Login and NetIQ Access Mgt (NAM) account creation

- In this module we'll cover the Portal Login to access the support portal. We'll also cover the creation of a new account if you are new to the site and do not have a Micro Focus account.
- Shortly we will show you how you'll know if you need to create a new NAM account with Micro Focus.

MICRO FOCUS
Support Portal

Search

Login

Home Cases Users Email Notifications My Entitlements Knowledge Base Flexible Credits Help

Free Trials

Users

View or manage users for your support entitlements

Notifications

Subscribe to email notifications for product issues and more

Profile

Manage your personal settings

Cases

Request help from Support or update an existing case.

Entitlements

View your Support entitlements

Licences & Downloads

Manage licenses and download product software releases and patches

Explore resource by product

Visit Support Home to find all the technical resources for your product - documentation, knowledgebase articles, forums and more

Support Home **Contact Support**

Start here to log in to the Portal or create a new account.

Please sign in

User Name or Email Address

Password

[Forgot Password](#)

[Login Assistance](#)

[Privacy Policy](#)

Login

or

Don't have an account?

- Access your products
- Submit service requests
- Manage user access
- Download patches
- Get product keys

Create an Account

Enter your credentials
and log in to the Portal

If you do not have a
NetIQ Access Manager
(NAM) account, please
create one now.

Portal Login and NetIQ Access Mgt (NAM) account creation

Why do I need a NAM account to access support?

- The CRM system at Micro Focus uses Accounts and related Contacts to ensure you have access to the support entitlements and products purchased by your company.
- A NAM account on the support portal will link you to your Contact record in the CRM tool insuring the proper linkage. It's vital to create this link so that you remain connected to your case history and other important information.
- Typically the Delegated Admin at your site will create your Contact record (see Delegated Admin & User Access Control module) in the CRM tool and then you'll receive an email inviting you to complete the registration.

Portal Login and NetIQ Access Mgt (NAM) account creation

How do I know if I have a NAM account today?

Q. Do I need to create a new account?

A. If you are former user of SupportLine or Attachmate My Support or Downloads portals, and never registered on [Community](#) (to post in support forums, idea exchanges, etc.), then you likely need to create a new account.

If you have previously logged into a Customer Center portal (Micro Focus, Novell, NetIQ, GWAVA), softwaresupport.softwaregrp.com (mysupport.microfocus.com), or [Community](#), then you already have an account.

If you're not sure whether you have an existing account, go to [Forgot Username](#) and enter your email address.

If you have an existing account, you will be sent an email containing your username (from webmaster@microfocus.com with Subject line "Micro Focus Login Username").

If you do not have an account, you will see the message "Sorry, we cannot find the email address you entered. Your email address must be typed exactly as it appears in your Login. Please recheck the email address and re-submit. If you are receiving this message a second time, it appears that you are not in our system. Please use Create Account to create your new Login."

Q. When creating a new account, I see an error "Sorry! Something's wrong." What now?

A. You may already have an existing account that uses the same email address. Go to [Forgot Username](#) and enter your email address. If you have an existing account, you will be sent an email containing your username (from webmaster@microfocus.com with Subject line "Micro Focus Login Username").

- [About Your Login](#)
- [Create Account](#)
- [Edit Account](#)
- [Validate Email](#)
- [Forgot Password](#)
- [Forgot Username](#)

Create Account

IMPORTANT: The Micro Focus Partner Portal is built using Salesforce Lightning which only works in Chrome or Firefox.

By filling out and submitting this form, you acknowledge that you are creating one account that may be used to log in on Microfocus.com and NetIQ.com. The account information you provide below will be shared with Micro Focus and NetIQ solely for the purposes of validating your identity across these sites. [See our privacy policy for details](#). Please do not create multiple accounts to access each company as it may restrict your ability to access locked resources. [* Help](#)

Basic Information

First Name*	<input type="text"/>
Last Name*	<input type="text"/>
Job Title	<input type="text"/>
Company*	<input type="text"/>
City*	<input type="text"/>
Zip/Postal Code*	<input type="text"/>
Country*	<input type="text" value="Select a Country"/>
State/Province*	<input type="text" value="No states or provinces"/>
Telephone*	<input type="text"/>
Email Address*	<input type="text"/>

Certain web sites require that your email be validated before you can access these sites. Once you access one of these sites you will be directed on how to validate your email address.

Login Information

The username you select for your login needs to be unique. If the username you provide is already in use, you will be prompted to choose another one. Usernames can include letters, numbers, underscores and dashes. Spaces, periods, other punctuation and special characters are not allowed.

Your password must be at least 6 characters long, contain at least one letter, and at least one number or special character. Valid letters are A-Z or a-z, numbers are 0-9, and special characters are ~!@#\$%^&*()_-=[]{}|;:<>.,?.

Username*	<input type="text"/>
Password*	<input type="password"/>
Repeat Password*	<input type="password"/>

Legal

* ☐ I agree to Micro Focus [Terms of Service](#)

* Required Fields

Create Login

Complete the **Basic Information** fields and be sure to use the email address that matches the one you used previously for Micro Focus portal access. Using your existing email address is essential to ensure your **user** record on the portal matches your **contact** record in the system

Complete the **Login Information** fields following the requirements for username and password creation.

Create Login

Validate your email:
open unique link in message from
webmaster@microfocus.com

MICRO FOCUS Support Portal Search

🔔 👤 Test User Portal ▾

🏠 Cases ▾ Users Email Notifications ▾ My Entitlements Knowledge Base Flexible Credits ▾ Help ▾

Free Trials

Users

View or manage users for your support entitlements

Notifications

Subscribe to email notifications for product issues and more

Profile

Manage your personal settings

Cases

Request help from Support or update an existing case.

Entitlements

View your Support entitlements

Licences & Downloads

Manage licenses and download product software releases and patches

Explore resource by product

Visit Support Home to find all the technical resources for your product - documentation, knowledgebase articles, forums and more

Support Home Contact Support

You are now logged into the Portal.



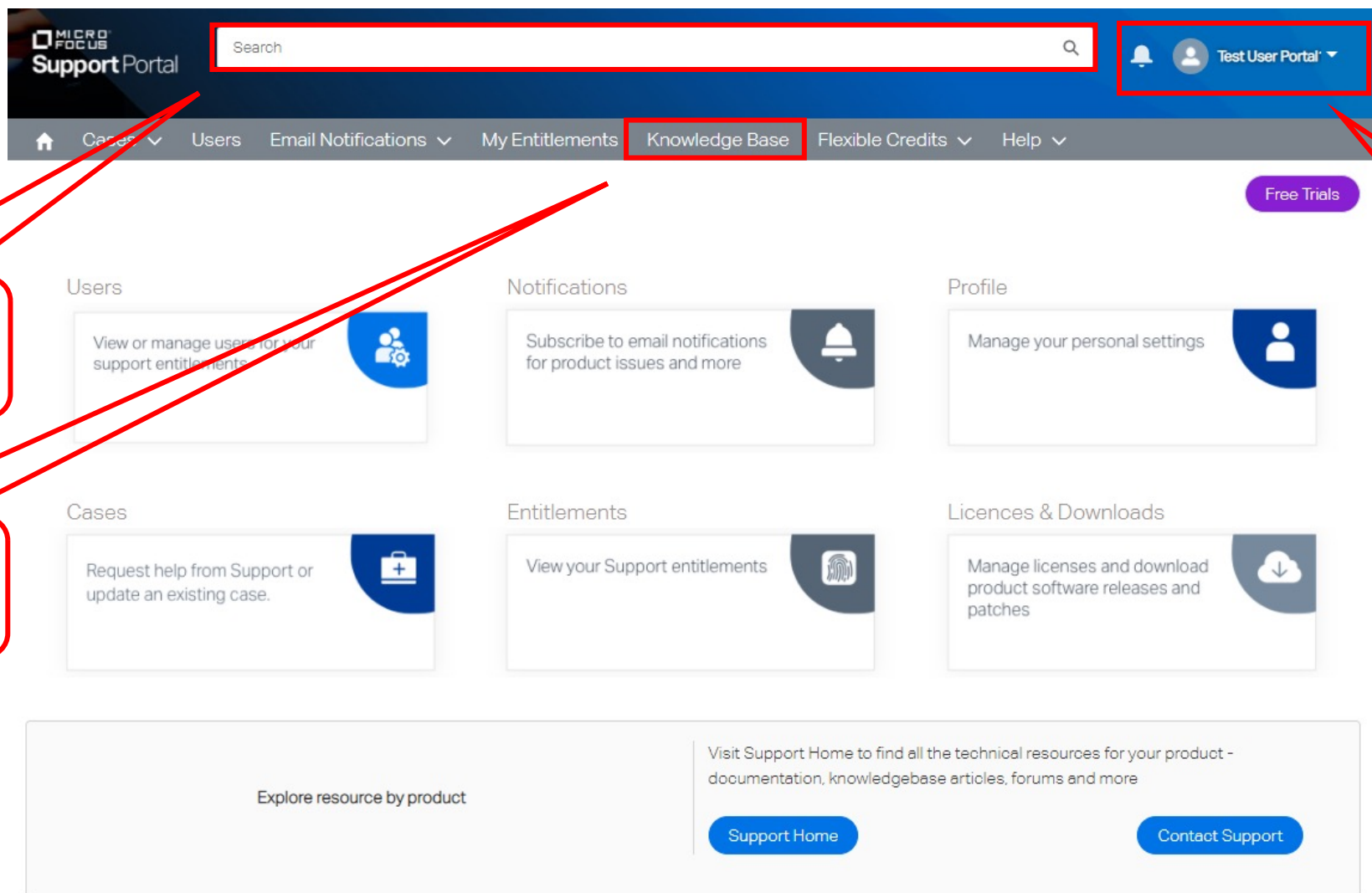
Customer Portal

Knowledge content search

January 2021

Knowledge Content Search

- In this module we'll cover the search features of the Customer Portal
- Using search will help you solve problems more quickly with information already available on the site.
- The module will explain the basic concepts of a search, how to set filters to refine the search results, how to save the search and more.



Home > Knowledge Base

Download

Save Query Get Query

Enter your search terms here and click the magnifying glass to perform the search.

CONCEPTS

Add a Concepts

FILTERS APPLIED (0)

FILTER

FILTER

> DATES

FILTER

> PRODUCT (152)

> SECURITY LEVEL (2)

> DOCUMENT TYPE (12)

> LANGUAGE (10)

The results of your search will be found in the center section of the page

Articles

Previous Page

Next Page

Showing 1 to 10 of 4089772 results

Sort by Relevance



Re: Reports not being generated (2835358)

14 hours ago

<https://community.microfocus.com/t5/IGA-User-Discussions/Reports-not-being-generated/m...>

Re: Reports not being generated (2835358). Greetings, 1) What do mean by catalog? There is not a catalog page in Identity Reporting. 2) What is the exact version of Identity Reporting are you using? Please provide the information from the About page.

[Similar Documents](#)



Re: X Display at OES2018SP2 server broken after last mesa-update (2835357)

14 hours ago

<https://community.microfocus.com/t5/OES-User-Discussions/X-Display-at-OES2018SP2-ser...>

Re: X Display at OES2018SP2 server broken after last mesa-update (2835357). Could you post /etc/default/grub of an affected instance. (...and why doesn't the forum interface tab completion...)

[Similar Documents](#)

RELATED CONCEPTS

MICRO FOCUS

Knowledge Database Toolkit

Micro

MICRO

COM

RELEASE

COMP

LANGU

Similar items FREE MICRO

FOCUS

FREE MICRO FOCUS

Mark Martin

Service Manager

Service Management

Automation X

digital transformation

items FREE MICRO FOCUS

promise approaches reality

RELEASE NOTES

Click here to change the sort criteria from **Relevance to Date**

Download

Save Query Get Query

CONCEPTS

Add a Concepts

Reflection X

FILTERS APPLIED (0)

FILTER

COBOL

> DATES

FILTER

PRODUCT (195)

VISUAL COBOL (270)

ACUCOBOL-GT (EXTEND) (264)

RM/COBOL (28)

COBOL SERVER (26)

COBOL ANALYZER (23)

Articles

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Showing 1 to 10 of 185817 results

Sort by Relevance



How to package Reflection Desktop 16 with VMware 4.7 ThinApp

00:00:00 26/10/2020

<https://support.microfocus.com/kb/doc.php?id=7022851>

Files\VMware\VMware ThinApp\Captures\Micro Focus Reflection Desktop

\"%Personal%\Micro Focus\Reflection\" so that the Reflection Host sessions can load later in the virtual ThinApp environment for other users. 8. Unload and close the Reflection

Similar Documents



Upgrading to Reflection Desktop 16.x Products

00:00:00 26/10/2020

<https://support.microfocus.com/kb/doc.php?id=7021412>

for UNIX and OpenVMS 2014 Reflection Standard Suite 2011 Reflection for IBM 2011

Reflection for UNIX and OpenVMS 2011 Reflection Standard Suite 2008 Reflection for IBM 2008 Reflection for UNIX and OpenVMS 2008 Reflection for IBM 2007 Reflection for IBM

Similar Documents

RELATED CONCEPTS

SEE ALSO REFERENCE ATTACHMATE

technical note

Environment Reflection Desktop

Reflection Desktop Pro Additional Information

Reflection Desktop user interface

host program

Reflection Command Language

Reflection X Advantage efficient programming

practices

Situation This technical note user interface modes

NET API

Add a concept, here we chose **Reflection** and clicked the magnify glass. You see Reflection listed as a concept

In the **Filter** box you can further refine your search by typing in more detail. Here we are looking for **COBOL** as it relates to Reflection. As you type choices will appear in the list below. Click on the choice that matches your interest and the search will be performed.

Important to note that as you add filters and concepts you are continuing to refine your search. To broaden your search remove concepts and filters

Home > Knowledge Base

Download
[Save Query](#) [Get Query](#)

You can save this search by clicking **Save Query**

CONCEPTS

Reflection X

FILTERS APPLIED (0)

FILTER

> DATES

FILTER

▼ PRODUCT (195)

VISUAL COBOL (270)

ACUCOBOL-GT (EXTEND) (264)

RM/COBOL (28)

COBOL SERVER (26)

COBOL ANALYZER (23)

Save Query Name

Save Query

Cancel

How to package Reflection Desktop 16 with VMware 4.7 ThinApp

00:00:00 26/10/2020

<https://support.microfocus.com/kb/doc.php?id=7022851>

Files\VMware\VMware ThinApp\Captures\Micro Focus **Reflection** Desktop

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[Similar Documents](#)

Upgrading to Reflection Desktop 16.x Products

00:00:00 26/10/2020

<https://support.microfocus.com/kb/doc.php?id=7021412>

for UNIX and OpenVMS 2014 **Reflection** Standard Suite 2011 **Reflection** for IBM 2011

Reflection for UNIX and OpenVMS 2011 **Reflection** Standard Suite 2008 **Reflection** for IBM 2008 **Reflection** for UNIX and OpenVMS 2008 **Reflection** for IBM 2007 **Reflection** for IBM

[Similar Documents](#)

RELATED
CONCEPTS

ALSO

REFERENCE

ATTACHMATE

technical note

Environment Reflection

Desktop

Reflection Desktop Pro

Additional Information

Reflection Desktop

user interface

host program

Reflection Command

Language

Reflection X Advantage

efficient programming

practices

Situation This technical note

user interface modes

NET API

Home > Knowledge Base

Download

Save Query Get Query

Cobol X

Reflection/COBOL X

CONCEPTS

Add a Concepts

FILTERS APPLIED (0)

FILTER

FILTER

> DATES

FILTER

> PRODUCT (160)

> SECURITY LEVEL (2)

> DOCUMENT TYPE (14)

> LANGUAGE (12)

Articles

Previous Page

Next Page

Showing 1 to 10 of 3879951 results

Sort by Relevance



Re: Reports not being generated (2835358)

19 hours ago

<https://community.microfocus.com/t5/IGA-User-Discussions/Reports-not-being-generated/m...>

Re: Reports not being generated (2835358). Greetings, 1) What do mean by catalog? There is not a catalog page in Identity Reporting. 2) What is the exact version of Identity Reporting are you using? Please provide the information from the About page.

[Similar Documents](#)



Re: X Display at OES2018SP2 server broken after last mesa-update (2835357)

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Re: X Display at OES2018SP2 server broken after last mesa-update (2835357). Could you post /etc/default/grub of an affected instance. (...and why doesn't the forum interface tab completion...)

RELATED CONCEPTS

MICRO FOCUS

best possible online experience
next Micro Focus uses cookies
begin Related content and resources
download has begun Related content
software team needs to know
age of the value stream
items FREE MICRO FOCUS
digital transformation
courses MICRO FOCUS
COMMUNITY
AIOps deployments in the
saddle
Release Management

Click Get Query to see all your saved queries. Click on the query you wish to use being careful not to click on the X. Your search will be performed.

The results of your search will be found in the center section of the page

Click here to change the sort criteria from Relevance to Date



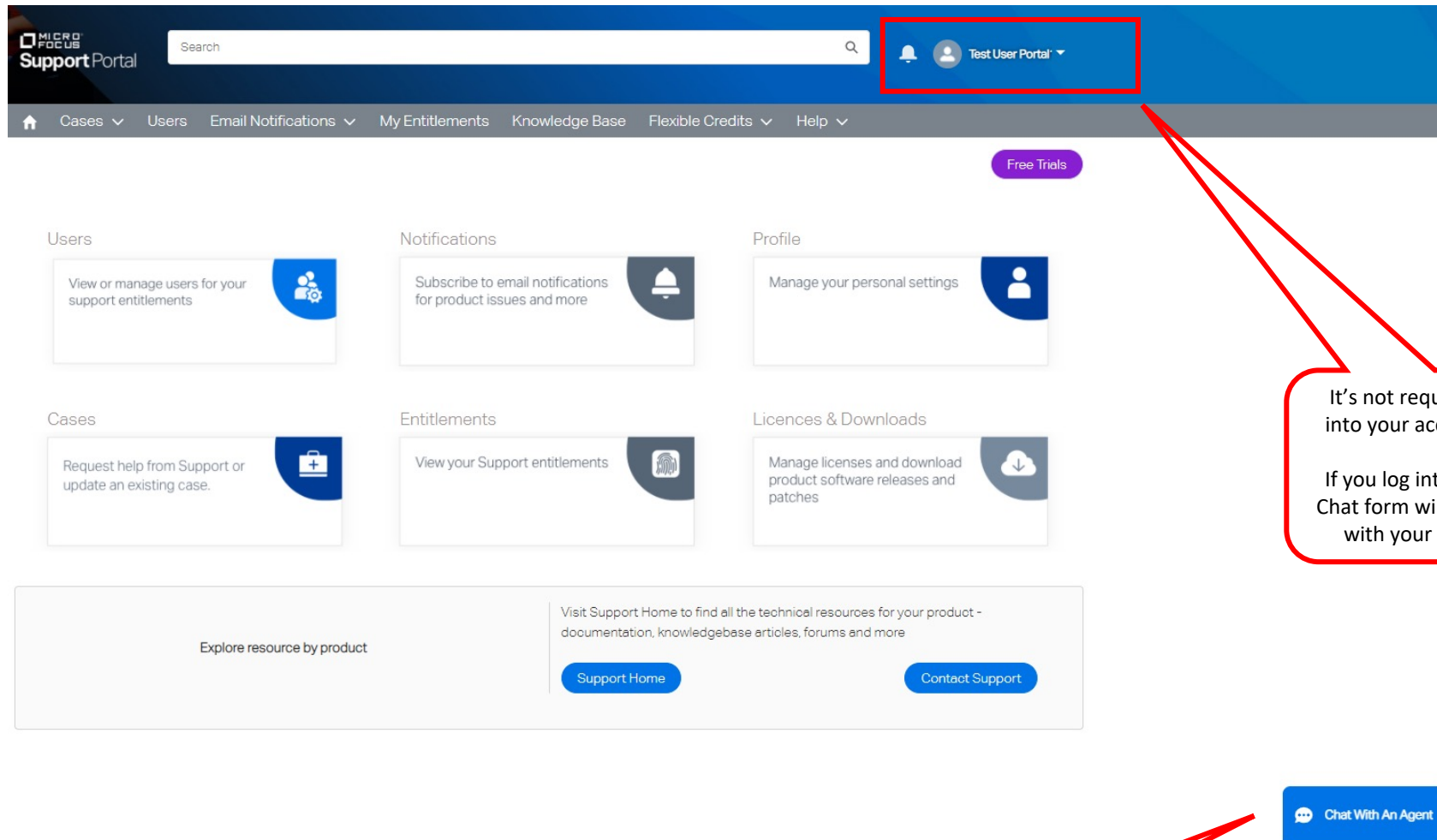
Customer Portal

Chat with a Micro Focus assistant

January 2021

Chat with a Micro Focus Assistant

- In this module we'll cover the basic concept of user or chat service to receive help.
- Chat is operation by Micro Focus and is staffed with qualified personnel to assist you with a range of questions to help you navigate your support experience.
- Chat is offered in English and Japanese 24/7 and offered in Chinese, French, German, Portuguese and Spanish during local business hours
- If it's determined that you need to speak with a technical expert to resolve your support question they can assist in opening a new support case.



It's not required to be logged into your account to use Chat.

If you log into the site first the Chat form will be pre-populated with your name and email

Chat is available any time you see **Chat with An Agent**

The screenshot shows the Micro Focus Support Portal interface. At the top is a blue header with the Micro Focus logo, a search bar, and a user profile dropdown labeled 'Test User Portal'. Below the header is a navigation bar with links: Home, Cases, Users, Email Notifications, My Entitlements, Knowledge Base, Flexible Credits, and Help. A purple 'Free Trials' button is positioned above the main content area.

The main content area features six tiles:

- Users:** View or manage users for your support entitlements.
- Notifications:** Subscribe to email notifications for product issues and more.
- Profile:** Manage your personal settings.
- Cases:** Request help from Support or update an existing case.
- Entitlements:** View your Support entitlements.
- Licences & Downloads:** Manage licenses and download product software releases and patches.

At the bottom, there is a section titled 'Explore resource by product' with a link to 'Support Home' and a 'Contact Support' button. A text box above these buttons says: 'Visit Support Home to find all the technical resources for your product - documentation, knowledgebase articles, forums and more'.

Overlaid on the right side is a 'Chat' window. It contains the following fields:

- *First Name: Test User
- *Last Name: Portal1
- Email: user1234@microfocus.com
- Preferred Language: A dropdown menu with 'English' selected. The menu also shows '--None--', Chinese, English (highlighted), French, German, Japanese, Portuguese, and Spanish.
- A blue 'Start Chatting' button at the bottom.

Your name and email will be auto populated.

Chose your **preferred language**

Click **Start Chatting**

MICRO FOCUS Support Portal

Search

Test User Portal

Home Cases Users Email Notifications My Entitlements Knowledge Base Flexible Credits Help

[Free Trials](#)

Users

View or manage users for your support entitlements

Notifications

Subscribe to email notifications for product issues and more

Profile

Manage your personal settings

Cases

Request help from Support or update an existing case.

Entitlements

View your Support entitlements

Licences & Downloads

Manage licenses and download product software releases and patches

Explore resource by product

Visit Support Home to find all the technical resources for your product - documentation, knowledgebase articles, forums and more

[Support Home](#) [Contact Support](#)

Testuser Service_Agent

Chat started at 15:04

Hello, thank you for choosing LiveChat. My name is Testuser Service_Agent. How may I help you today?

Testuser Service_Agent

Type your message...

When you are done with the chat click on the X to end the session.

Begin chatting with an agent

MICRO FOCUS Support Portal Search [] Test User Portal

Home Cases Users Email Notifications My Entitlements Knowledge Base Flexible Credits Help

[Free Trials](#)

Users

View or manage users for your support entitlements

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Explore resource by product

Visit Support Home to find all the technical resources for your product - documentation, knowledgebase articles, forums and more

[Support Home](#) [Contact Support](#)

Chat

End chat?

Don't worry, after the chat ends, you can save the transcript. Click Save Transcript at the bottom of the chat window.

[Confirm End Chat](#)

[Go Back](#)

Confirm you want to end the session

The screenshot displays the Micro Focus Support Portal interface. At the top, there is a navigation bar with the Micro Focus logo, a search bar, and a user profile dropdown labeled 'Test User Portal'. Below the navigation bar, a horizontal menu contains links for 'Cases', 'Users', 'Email Notifications', 'My Entitlements', 'Knowledge Base', 'Flexible Credits', and 'Help'. A purple 'Free Trials' button is positioned to the right of the menu.

The main content area features six tiles arranged in a 2x3 grid:

- Users:** View or manage users for your support entitlements (icon: group of people).
- Notifications:** Subscribe to email notifications for product issues and more (icon: bell).
- Profile:** Manage your personal settings (icon: person).
- Cases:** Request help from Support or update an existing case. (icon: briefcase with a plus sign).
- Entitlements:** View your Support entitlements (icon: fingerprint).
- Licences & Downloads:** Manage licenses and download product software releases and patches (icon: download arrow).

Below the grid, there is a section titled 'Explore resource by product' with a link to 'Support Home' and a 'Contact Support' button. To the right of this section, a text box provides information about technical resources, with a 'Support Home' button and a 'Contact Support' button.

On the right side of the page, a chat window titled 'Chat Ended' is open. The chat history shows:

- Chat started at 15:04
- Agent: Hello, thank you for choosing LiveChat. My name is Testuser Service_Agent. How may I help you today?
- User: Hi, thanks for helping! (15:05)

The chat window includes a 'Close Chat' button and a 'Save Transcript' link.

Save the Transcript if you choose. The file will be downloaded to your computer as a .txt file.

Close the chat



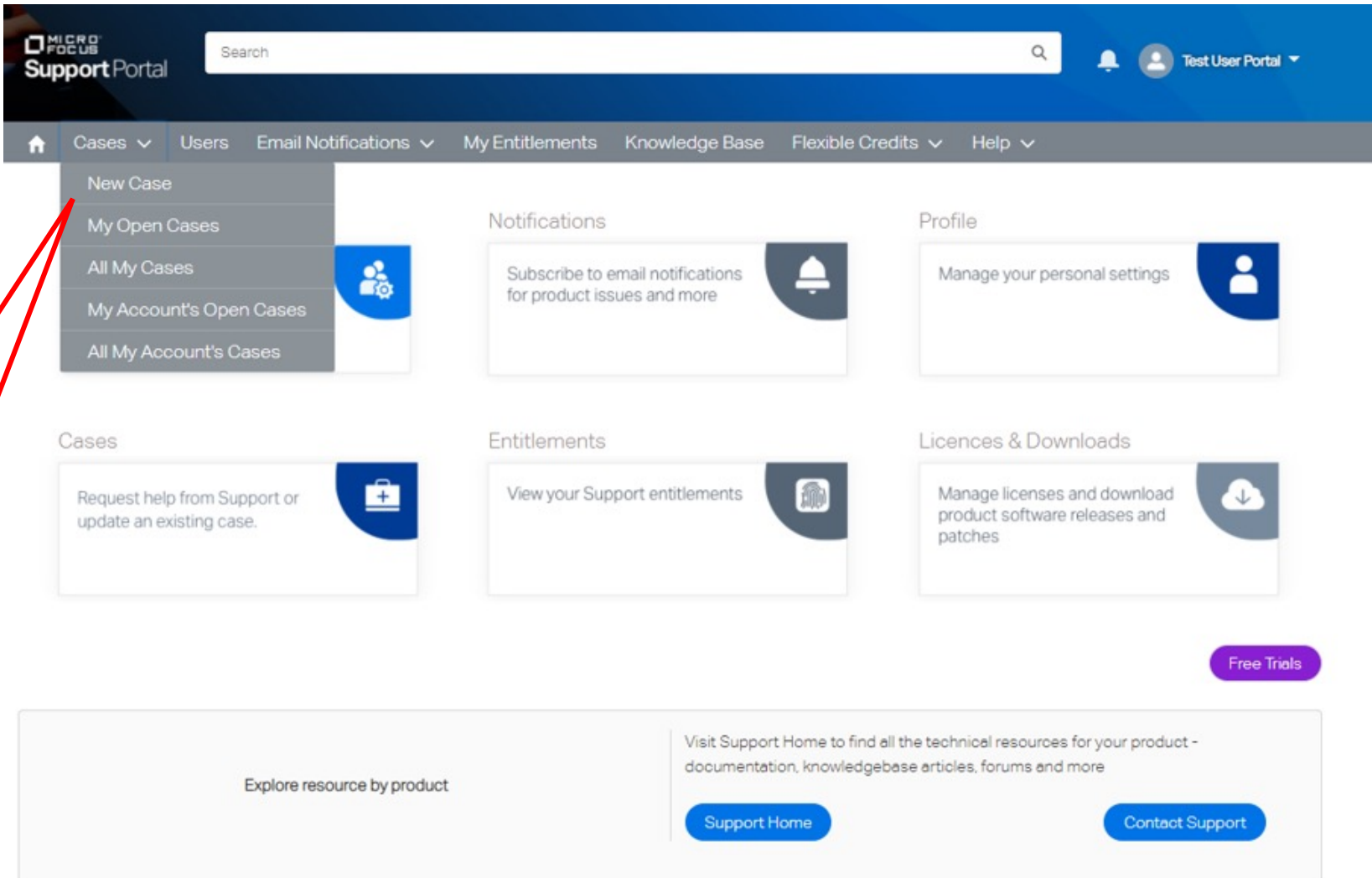
Customer Portal

Case Management

January 2021

Case Management

- In this module we'll cover the basic concept of opening a new Support Case and interaction with a support agent.
- You'll learn how to open a new case, how to list out all case activity at your site and how to update a case.



Home > Cases > New Cases

Submit a new Support case

Account

--None--

--None--

XYZ Company

ACME Inc.

Your Company LLC

When you click on New Case you'll be taken to the Submit screen.

It is possible that you belong to more than one Account. If that is the case make your selection here.

Home > Cases > New Cases

Submit a new Support case

Account

XYZ Company

Case Type

Technical Issue
Licensing
Website Functionality
Access Request
Non-Technical Enquiry

After you make your **Account** selection you can chose your Case Type. For product issues or questions typically you will pick **Technical Issue**.

To log a Technical issue or License question you must be an active support entitlement with Micro Focus.

Home > Cases > New Cases

Submit a new Support case

Account
XYZ Company

* Product
1 Enterprise Developer, 600000661812

* Entitlement
3 Business Support

* Severity
5 3 - Medium

* Subject
7 I'm getting error message #29 when I try to install

* Description
8 I need some help understanding what error #29 is when I try and install my software for the first time.

Case Type
Technical Issue

* Product Platform
2 IBM Power running Red Hat Enterprise Linux 7 64 B

* Product Version
4 4.0.0


* Priority
6 Medium

Submit

Additional fields will appear. Complete the fields in the order indicated by the numbers on this demonstration. It's important to follow the numbers as each field drop down menu is populated based on the last choice you made.

Click Submit when done

After you complete step 7 and you put the cursor in the Description box you'll get a pop up suggesting knowledge articles based on the title of your new case



Case

00802400


Follow

Status	Severity	Case Owner	Contact Name	Account Name	Subject
New	3 - Medium	MFI Support	Test User Portal1	XYZ Company	I need some help with an error I'm getting when I

Update Case

Request Closure

▼

Description Information

Description ⓘ

Help with adding a new user please.

Subject ⓘ

I need some help with an error I'm getting when I try and add a new user to the system

▼

Summary Fields

Status

New

Severity ⓘ

3 - Medium

Contact Name

[Test User Portal1](#)

Date/Time Opened

10/12/2020 18:29

Priority

Medium

Case Owner

MFI Support

Type

Technical Issue

▼

Related Info

Product

[Server for COBOL](#)

Closure Summary ⓘ

Following the Submit button you will receive this next screen indicating the case has been opened.

Here you'll find the case number and all the detail

MICRO FOCUS Support Portal

Search

Test User Portal

Cases Users Email Notifications My Entitlements Knowledge Base Flexible Credits Help

New Case
My Open Cases
All My Cases
My Account's Open Cases
All My Account's Cases

Update Case Request Closure

+ Follow

Status: New Case Owner: MFI Support Contact Name: [Test User Portal1](#) Account Name: XYZ Company Subject: I need some help with an error I'm getting when I

Description Information

Description: Help with adding a new user please.

Subject: I need some help with an error I'm getting when I try and add a new user to the system

Summary Fields

Status: New Date/Time Opened: 10/12/2020 18:29

Severity: 3 - Medium Priority: Medium

Contact Name: [Test User Portal1](#) Case Owner: MFI Support

Type: Technical Issue

Related Info

Product: Server for COBOL Closure Summary:

Click on **Cases** and then **My Open Cases** to see a list of all the cases you've opened.

MICRO FOCUS Support Portal Search [] [] [] Test User Portal []

Home > >

Cases My Open Cases (Portal) []

50+ items • Sorted by Last Modified Date • Filtered by All cases - Closed, I2R_Owner, Case Visible to Customer • Updated a few seconds ago

Search this list... [] [] []

	Account Name []	Case Num... []	Le... []	Pr... []	Subject []	St... []	Severity []	Date/Time ... []	Last Modi... []	R... []	Owner Na... []
1	XYZ Company	00802400			Serv... I need some ...	New	3 - Mediu...	10/12/2020 18...	10/12/2020 18...		MFI Support

Presented here is a list of all your cases. To view a case, to make an update or to upload a file simply click on the case ID **number**

Case
00802400

+ Follow

Status	Severity	Case Owner	Contact Name	Account Name	Subject
New	3 - Medium	MFI Support	Test User Portal1	XYZ Company	I need some help with an error I'm getting when I

Update Case

Request Closure

Click on Update Case

▼ Description Information

Description ⓘ

Help with adding a new user please.

Subject ⓘ

I need some help with an error I'm getting when I try and add a new user to the system

▼ Summary Fields

Status

New

Severity ⓘ

3 - Medium

Contact Name

[Test User Portal1](#)

Date/Time Opened

10/12/2020 18:29

Priority

Medium

Case Owner

MFI Support

Type

Technical Issue

▼ Related Info

Product

[Server for COBOL](#)

Closure Summary ⓘ

MICRO FOCUS
Support Portal

Search

Test User Portal

Cases Users Email Notifications My Entitlements Knowledge Base Flexible Credits Help

Case 00802400 [+ Follow](#)

Status	Severity	Case Owner	Contact Name	Account Name	Subject
New	3 - Medium	MFI Support	Test User Portal1	Caixa Economica Federal	I need some help with an error I'm getting when I

[Update Case](#) [Request Closure](#)

New Case Comment

Information

Body

[Save](#) [Cancel](#)

▼ Description Information

Description 1
Help with adding a new user please

Subject 1
I need some help with an error I'm ge

▼ Summary Fields

Status	Date/Time Opened
New	10/12/2020 18:29
Severity 1	Priority
3 - Medium	Medium
Contact Name	Case Owner
Test User Portal1	MFI Support
	Type
	Technical Issue

▼ Related Info

Make your case comment and
click Save



Case
00802400

+ Follow

Status	Severity	Case Owner	Contact Name	Account Name
Pending Support (New Activity)	3 - Medium	MFI Support	Test User Portal1	XYZ Company

Update Case

Request Closure

▼ Description Information

Description ⓘ

Help with adding a new user please.


Subject ⓘ

I need some help with an error I'm getting when I try and add a new user to the system



Case Comments (1)

New




User	Public	Created Date	Comment
 Test User Portal1	<input checked="" type="checkbox"/>	10/12/2020 18:44	Hi, I have some follow up information about this problem.


View All

Scroll the page and your case comments will be listed here.


Update / Reply by email




- All of the case management process can be done within the support portal.
- We do understand that you don't always have time to log in and getting current updates on your open cases is important.
- Once the case is opened you will received updates via email alerting you to the status of the case. You'll receive an email when a new case is opened, when the support engineer change the case status, when a solution is provided and may others.
- You may simply reply to any one of these emails and your updated will reach the CRM tool and will be available to you as an email update when you access the case on the support portal.

MICRO FOCUS Support Portal Search    Test User Portal ▾

 Cases ▾ Users Email Notifications ▾ My Entitlements Knowledge Base Flexible Credits ▾ Help ▾


Home > >

 Cases
My Open Cases (Portal) ▾
50+ items • Sorted by Last Modified Date • Filtered by All cases - Closed, I2R_Owner, Case Visible to Customer • Updated a few seconds ago

	Account Name ▾	Case Num... ▾	Le... ▾	Pr... ▾	Subject ▾	St... ▾	Severity ▾	Date/Time ... ▾	Last Modi... ↓ ▾	R... ▾	Owner Na... ▾
1	XYZ Company	00802400		Serv...	<u>I need some ...</u>	New	3 - Mediu...	10/12/2020 18...	10/12/2020 18...		MFI Support

Click the home button to return to the Portal's main screen



Search

Q

Login

Home

Cases

Users

Email Notifications

My Entitlements

Knowledge Base


Flexible Credits

Help

Free Trials


Users

View or manage users for your support entitlements




Notifications

Subscribe to email notifications for product issues and more




Profile

Manage your personal settings




Cases

Request help from Support or update an existing case.




Entitlements

View your Support entitlements



Licences & Downloads

Manage licenses and download product software releases and patches



Explore resource by product

Visit Support Home to find all the technical resources for your product - documentation, knowledgebase articles, forums and more

Support Home

Contact Support



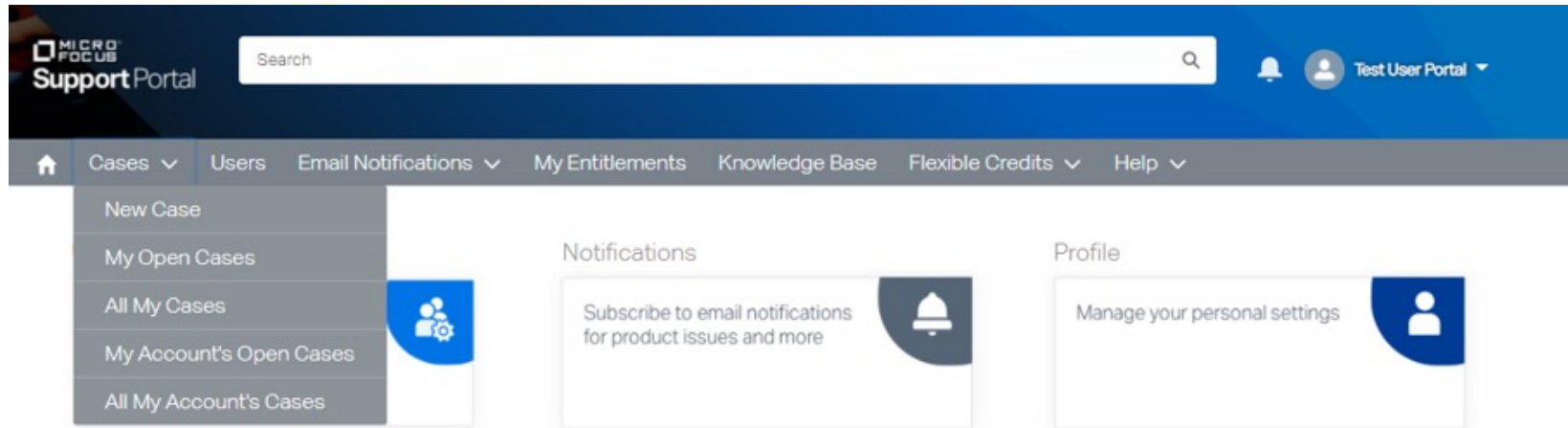
Customer Portal

Case Management – Viewing your cases

January 2021

Case Management

- In this module we'll cover the basic concept of how to view cases on the portal.
- We'll review how to find cases you open or someone at your site opened.
- We'll also show you how to customize your list view.



- The portal comes with four pre-defined list views of cases.
 - [My Open Cases](#) shows you only active cases opened by you.
 - [All My Cases](#) shows you active and closed cases opened by you.
 - [My Account's Open Cases](#) shows you active cases opened by anyone at your account(s)
 - [All My Account's Cases](#) shows you active and closed cases opened by anyone at your account(s)
- These are default system list views and cannot be customized
- To create a customized list view click on any of the four views listed above to get you started!

Home > >



Cases

My Open Cases (Portal)

50+ items • Sorted by Last Modified Date • Filtered by All cases - Closed, I2R_Owner, Case Visible to Customer • Updated a few seconds ago

Search this list...

	Account Name	Case Num...	Le...	Pr...	Subject	St...	Severity	Date/Time ...	Last Modi... ↓	R...	Owner Na...
1	XYZ Company	00802400			Serv... I need some ...	New	3 - Mediu...	10/12/2020 18...	10/12/2020 18...		MFI Support

If you click the filter icon you'll see the filters on locked on this pre-defined list view.

Filters

Locked Filters

Filter by Owner: All cases

Closed equals False

I2R_Owner equals True

Case Visible to Customer equals True

MICRO FOCUS Support Portal

Search

Test User Portal

Home > >

Cases My Open Cases (Portal) ▼

50+ items • Sorted by Last Modified Date • Filtered by All cases - Closed, I2R_Owner, Case Visible to Customer • Updated a few seconds ago

Search this list...

	Account Name	Case Num...	Le...	Pr...	Subject	St...	Severity	Date/Time ...	Last Modi... ↓	R...	Owner Na...
1	XYZ Company	00802400			Serv... I need some ...	New	3 - Mediu...	10/12/2020 18...	10/12/2020 18...		MFI Support

If you click the setting icon you'll see the list view controls

You can chose **New** to start a clean view or chose **Clone** to use the current view as your base.

LIST VIEW CONTROLS

- New
- Clone
- Rename
- Sharing Settings
- Show List Filters
- Select Fields to Display
- Delete
- Reset Column Widths

Cases
Users
Email Notifications
My Entitlements
Knowledge Base
Flexible Credits
Help

Home > >

Cases
My Open Cases (Portal)

50+ items • Sorted by Last Modified Date • Filtered by All cases - Closed, I2R_Owner, Case Visible to Customer • Updated a few seconds ago

	Account Name	Case Num...	Le...	Pr...	Subject	St...	Severity	Date/Time ...	Last Modi... ↓	R...	Owner Na...
1	XYZ Company	00802400			Serv... I need some ...	New	3 - Mediu...	10/12/2020 18...	10/12/2020 18...		MFI Support

Whether you chose new or clone you'll need to name your list and decide who can see the list...

...then click **Save**

Please note: At this time customer list views cannot be shared with others.

New List View

* List Name

Who sees this list view?

☒ Only I can see this list view

☐ All users can see this list view ⓘ

☐ Share list view with groups of users ⓘ

Cancel

Save

Home > >

Cases
Name your list

0 items • Sorted by Case Number • Filtered by My cases • Updated a few seconds ago

Search this list...

Case Nu... Contact N... Subject Status Severity Case Own...

XYZ Company

Field
Account

Operator
equals

Value

Done

Filters

Filter by Owner
My cases

Matching all of these filters

New Filter*

Add Filter

Remove All

Add Filter Logic

Now you are free to add filters and filter logic until you have the resulting list the way you'd like to see a view of your cases.



Customer Portal

Upload & share files with Micro Focus Support

January 2021

Upload and share files with Micro Focus support

- In this module we'll cover the basic concept of uploading files for support
- Micro Focus uses an in-house application called Micro Focus – File Transfer System (MF-FTS)
- MF-FTS is a secure and encrypted site protecting your data while made available to Micro Focus support personnel
- Each time you open a case with Micro Focus a new MF-FTS account is opened, dedicated to this support case.
- Content is removed from the location 45 days after the close of a case.

MICRO FOCUS Support Portal Search

🔔 👤 Test User Portal ▾

🏠 Cases ▾ Users Email Notifications ▾ My Entitlements Knowledge Base Flexible Credits ▾ Help ▾

Free Trials

Users

View or manage users for your support entitlements

Notifications

Subscribe to email notifications for product issues and more

Profile

Manage your personal settings

Cases

Request help from Support or update an existing case.

Entitlements

View your Support entitlements

Licences & Downloads

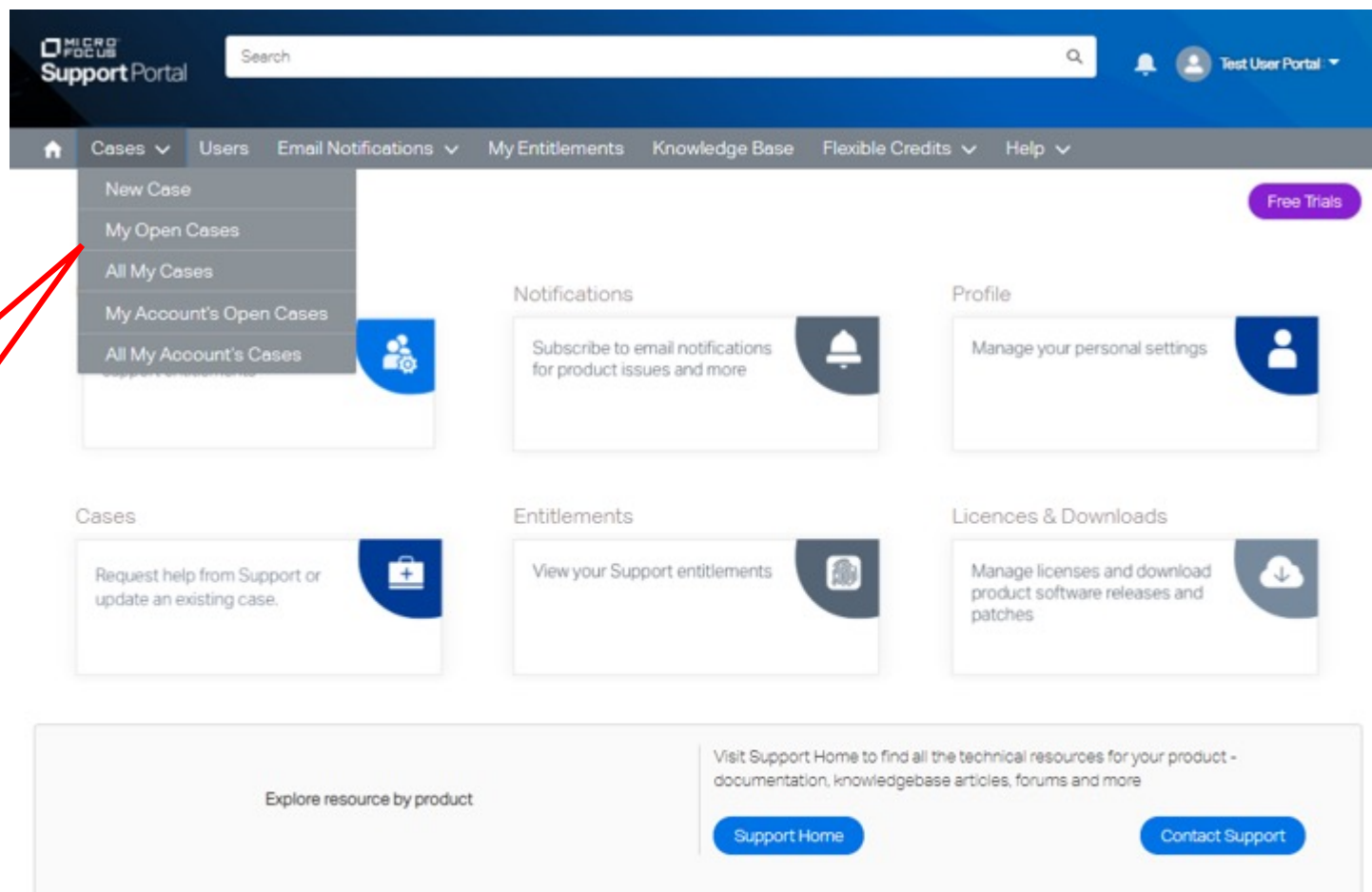
Manage licenses and download product software releases and patches

Explore resource by product

Visit Support Home to find all the technical resources for your product - documentation, knowledgebase articles, forums and more

Support Home Contact Support

Log into your account





Cases

My Open Cases (Portal)


50+ items • Sorted by Last Modified Date • Filtered by All cases - Closed, I2R_Owner, Case Visible to Customer • Updated a few seconds ago

Search this list...






	Account Name	Case Num...	Le...	Pr...	Subject	St...	Severity	Date/Time ...	Last Modi... ↓	R...	Owner Na...
1	XYZ Company	00802400			Serv... I need some ...	New	3 - Mediu...	10/12/2020 18...	10/12/2020 18...		MFI Support

Click on the Case ID of the case you want to upload a file




Search



Test User Portal ▾

[Home](#) [Cases ▾](#) [Users](#) [Email Notifications ▾](#) [My Entitlements](#) [Knowledge Base](#) [Flexible Credits ▾](#) [Help ▾](#)

Case

00802400

[+ Follow](#)

Status

Pending Support (New Activity)

Severity

3 - Medium

Case Owner

MFI Support

Contact Name

[Test User Portal1](#)

Account Name

[Caixa Economica Federal](#)

Update Case

Request Closure

▼ Description Information


Description ⓘ
Help with adding a new user please.
[Bit](#)


▼ Exchange files

Customer Fts HostFtpURL ⓘ
<https://sample.url.com>

Password ⓘ
E6ab*HD5fl.Nl5m

Account ⓘ
FC02b88d

 Case Comments (1) [New](#)

User	Public	Created Date	Comment
 Test User Portal1	<input checked="" type="checkbox"/>	10/12/2020 18:44	Hi, I have some follow up information about this problem.

Note the credentials

Click the URL

[Products & Solutions](#)[Support & Services](#)[Partners](#)[Events](#)[About](#)[Free Trials](#)

Welcome to the MF File Transfer Service

[Help](#)

Introduction

MF-FTS is a file transfer service enabling large document exchange between customers/partners and Micro Focus. MF-FTS provides the transport mechanism only and is not responsible for the files transferred nor the overall (total Internet) end-to-end solution. MF-FTS may only be used for Micro Focus company business. MF-FTS is not backed up and is not a repository. Most MF-FTS drop boxes are subject to disk quota limits. Files should be removed after successful transfer. Use of MF-FTS implies acceptance of the [MF-FTS Terms of Use and Service](#).

This MF-FTS UI supports file transfer using the HTTPS protocol and is intended only for use by customers or Micro Focus partners who have disabled FTP in their firewalls. The normal, recommended protocols for file transfers are FTP, SFTP (encrypted connection), or FTPS (encrypted connection) because these protocols are more efficient and require fewer system resources. Note that FTP transfers the login credentials and the content unencrypted while SFTP and FTPS use encryption.

Login

To use the MF-FTS file transfer service over the HTTPS protocol, please login using the drop box account name and password supplied to you by your Micro Focus contact:

Account Name:

Account Password:

Login

Enter the credentials
provided to access the unique
folder for this case ID number



[Products & Solutions](#) [Support & Services](#) [Partners](#) [Events](#) [About](#) [Free Trials](#)

Search

Use this page to upload files and to look for files your support engineer may have sent you. Be sure to log out when you are done.

[Logout](#)
[FTS Terms Of Service](#)
[Help](#)

Welcome to Micro Focus File Transfer Service

FTS account name : FC02b88d

Permissions : Read and write

Directory Browser for account FC02b88d

Download a file by selecting its link. Change to a directory by selecting its link.

Current Location: /

Select	Name	Type	Size (bytes)	Last Modified (UTC)
Checksum Algorithm: MD5 <input type="button" value="Calculate Checksum"/> <input type="button" value="Delete Selected"/> <input type="checkbox"/> Calculate Disk Usage				

File Functions

Relative to the current directory:

(PLEASE NOTE: interrupted uploads may leave partial files on the FTS server. Verify the uploaded file's MD5 checksum and delete if incorrect.)

File Uploader:

Browser Version

Internet Explorer 11.0+
Chrome 58.0+
Firefox 52.0+
Opera 45.0+

Max File Size

< 4 GB
> 16 GB
> 16 GB
> 16 GB

--- Click To Select A

☒ Report MD5 sum when upload completes

Rename file named:

to:

Directory Functions

Relative to the current directory:

Create a directory named:



Customer Portal

Support Entitlement and Asset Management

January 2021

Support Entitlement and Asset Management

- In this module we'll cover the basic concept of viewing your Support Entitlements and Assets you have purchased from Micro Focus.
- Within this system a **Support Entitlement** is the service contract you purchase for support on Assets you purchased from Micro Focus.
- An **Asset** is more widely known as the support product you purchased.

The screenshot shows the Micro Focus Support Portal interface. At the top, there is a dark blue header with the Micro Focus logo, a search bar, and a user profile section labeled "Test User Portal" which includes a bell icon and a user icon. Below the header is a navigation bar with links: Home, Cases, Users, Email Notifications, My Entitlements, Knowledge Base, Flexible Credits, and Help. The main content area features six tiles: "Users" (View or manage users for your support entitlements), "Notifications" (Subscribe to email notifications for product issues and more), "Profile" (Manage your personal settings), "Cases" (Request help from Support or update an existing case), "Entitlements" (View your Support entitlements), and "Licences & Downloads" (Manage licenses and download product software releases and patches). At the bottom, there is a section titled "Explore resource by product" with a link to "Support Home" and a "Contact Support" button. Red annotations include a box around the "Test User Portal" header with a callout "Log into your account", a box around the "My Entitlements" navigation link with a callout "...then click on My Entitlements", and a box around the "Entitlements" tile.

MICRO FOCUS Support Portal

Search

Test User Portal

Home Cases Users Email Notifications My Entitlements Knowledge Base Flexible Credits Help

Free Trials

Users
View or manage users for your support entitlements

Notifications
Subscribe to email notifications for product issues and more

Profile
Manage your personal settings

Cases
Request help from Support or update an existing case.

Entitlements
View your Support entitlements

Licences & Downloads
Manage licenses and download product software releases and patches

Explore resource by product

Visit Support Home to find all the technical resources for your product - documentation, knowledgebase articles, forums and more

Support Home Contact Support

Home > My Entitlements

Select Account

--None--

--None--

XYZ Company

ACME Inc.

Your Company LLC

Choose your account

MICRO FOCUS Support Portal

Search

Test User Portal

Home > My Entitlements

Select Account
XYZ Company

License/Download

Search the List

Search

Export

Product Name
Visual COBOL

Entitlement N...	Start Date	End Date	Status	SLD URL	View
Business Support	2020-12-04	2021-12-03	Active	https://sldsit.micr...	View Details

Filters:

> Status

Start Date

End Date

Reset Filter

You will be presented with a list of all your Products (Assets is the formal system term).

In this example we have clicked on the arrow to expand the information

Click on View Details to expand the information about that specific entitlement.

Home > My Entitlements

Entitlement Details

Account Name	XYZ Company
Support Product	
Start Date	2019-04-29
Cases Per Entitlement	
Status	Active
Per Incident	<input type="checkbox"/>

Close

Click Close when done viewing and return to the previous page

Customer Service ID	
Entitlement Name	Business Support
End Date	2022-04-28
Remaining Cases	
Asset Serial Number	

Expanded details about the entitlement, Start and End date, Case count, etc.

MICRO FOCUS Support Portal

Search

Test User Portal

Home > My Entitlements

Select Account
XYZ Company

License/Download

Product Name
Virtual COBOL

Search the List Search Export

Entitlement N...	Start Date	End Date	Status	SLD URL	View
Business Support	2020-12-04	2021-12-03	Active	https://sldsit.micr...	View Details

Filters:
> Status

Start Date

End Date

Reset Filter

If you find you need to download software or a license you can click here and you'll be taken to the Software License & Download (SLD) site.

SLD is a separate system from the support portal. This link will open a new tab in your browser

Click on the SLD URL to go directly to your order in SLD

Welcome to Identity Access Management



Request Access



Request Internal Role



My Requests

On the Software License & Download (SLD) site you can download software, access license keys and manage who at your site can access this information.

If you do not already have permission from your delegated admin to download software for your site you will need to request access.



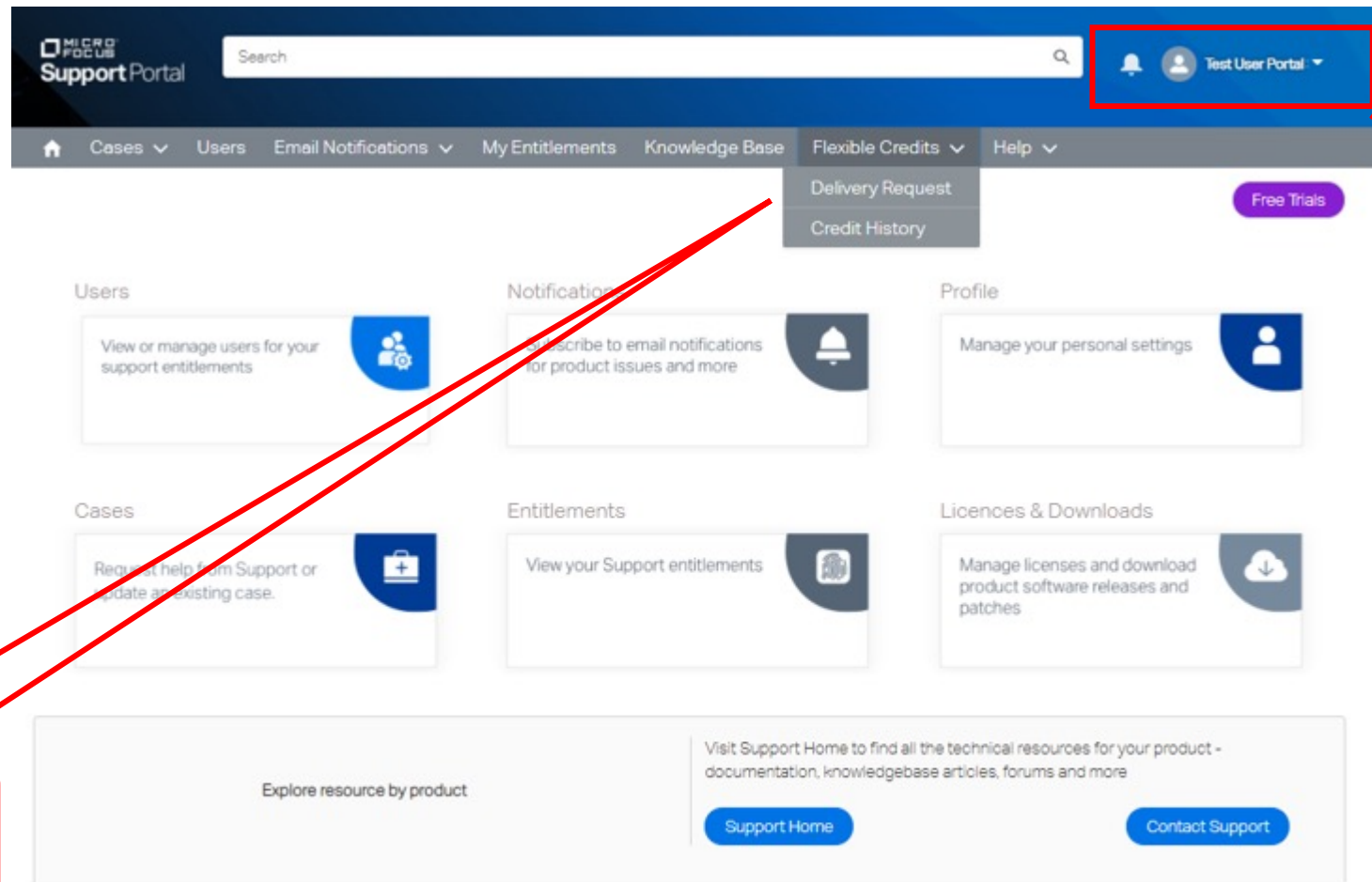
Customer Portal

Flexible Credits

January 2021

Flexible Credits

- In this module we'll cover the basic concept of viewing your Flexible Credits available to you if you have this type of software entitlement.
- We'll review how you see what available and how you request to consume these credits.



...then click on **Flexible Credits**,
then **Delivery Request**.

Here is where you'll begin the
process of spending your
Flexible Credits

Log into your account

Home > Delivery Request > Flexible Credits

CREATE REQUEST SEARCH REQUEST

Information Section

Select Request Type:

Support Delivery Request

Search Contracts

Make your selection for either Support Delivery, Education or Professional Services

Then click Search Contracts to see what credits are available for your account.

Home > Delivery Request > Flexible Credits

CREATE REQUEST SEARCH REQUEST

Information Section

Select Request Type:

Support Delivery Request

Search Contracts

Contract Name	End Customer	Sales Order Number	Contract Start Date	Contract End Date					
▼ 00190746	XYZ Company	00000496	2020-06-30	2021-03-29					
Sales Order Number	Credit Start Date	Credit End Date	Credits Purchased	Credits Consumed	Credits in Transit	Credits Remaining	Status	Request	
00000496	2020-06-30	2021-03-29	100000	215	1055	98730	Active	Create Support Delivery Request	
> 00520704	XYZ Company	00001169			2020-08-07	2021-08-06			

This page provides a list of Contracts for your account.

You can use the down arrow to expand the section to see what credits are available

This line represents the current status of your credits.

Credits in Transit are listed to show credits that are assigned to a current request that has not been filled yet. They are not available to spend again and will move **to Credits Consumed** when the request has been fulfilled.

If this is the contract you wish to spend credits against click **Create Support Delivery Request** to get started

Credit Status

Sales Order Number	Credit Start Date	Credit End Date	Credits Purchased	Credits Consumed	Credits in Transit	Credits Remaining
00000496	2020-06-30	2021-03-29	100000	215	1055	98730

Support Delivery Request

Region

1

--None--

Country Of Service

2

--None--

Menu Items

3

--None--

Product Center

4

--- None ---

Qty of Services ⓘ

0

Flexible Credits

Requested Delivery Date

Comments

Save

Cancel

You'll be presented with a popup menu.

You must fill out the sections according to the numbers provided as each choice you make populates the next field with valid information.

Please note that services provided are based on region and resource availability.

Click save to complete the request

Case
01878448

+ Follow

New Note

Case Owner
Delivery Request AMS

Status
Assignment in Progress

Contact Name

Type
Support Delivery Request

Update Case

Request Closure

Case Information

Case Owner
Delivery Request AMS

Contact Name
[Portal User Account](#)

Case Number
01878448

Case Origin
Web

Customer Service Identifier
SO000000109

Comments

Type
Support Delivery Request

FlexCredit Support Service
NSE 10-incident pack add on

Service Quantity
1

Center/Portfolio
ADM ART Center

Credit Used
24

Requested Delivery Date
07/11/2020

Additional Information

Status
Assignment in Progress

Severity
3 - Medium

Description Information

Subject

Description

A case will be assigned and you'll see all the details of your request.

A delivery agent will get back to you shortly to discuss the request and schedule the work.



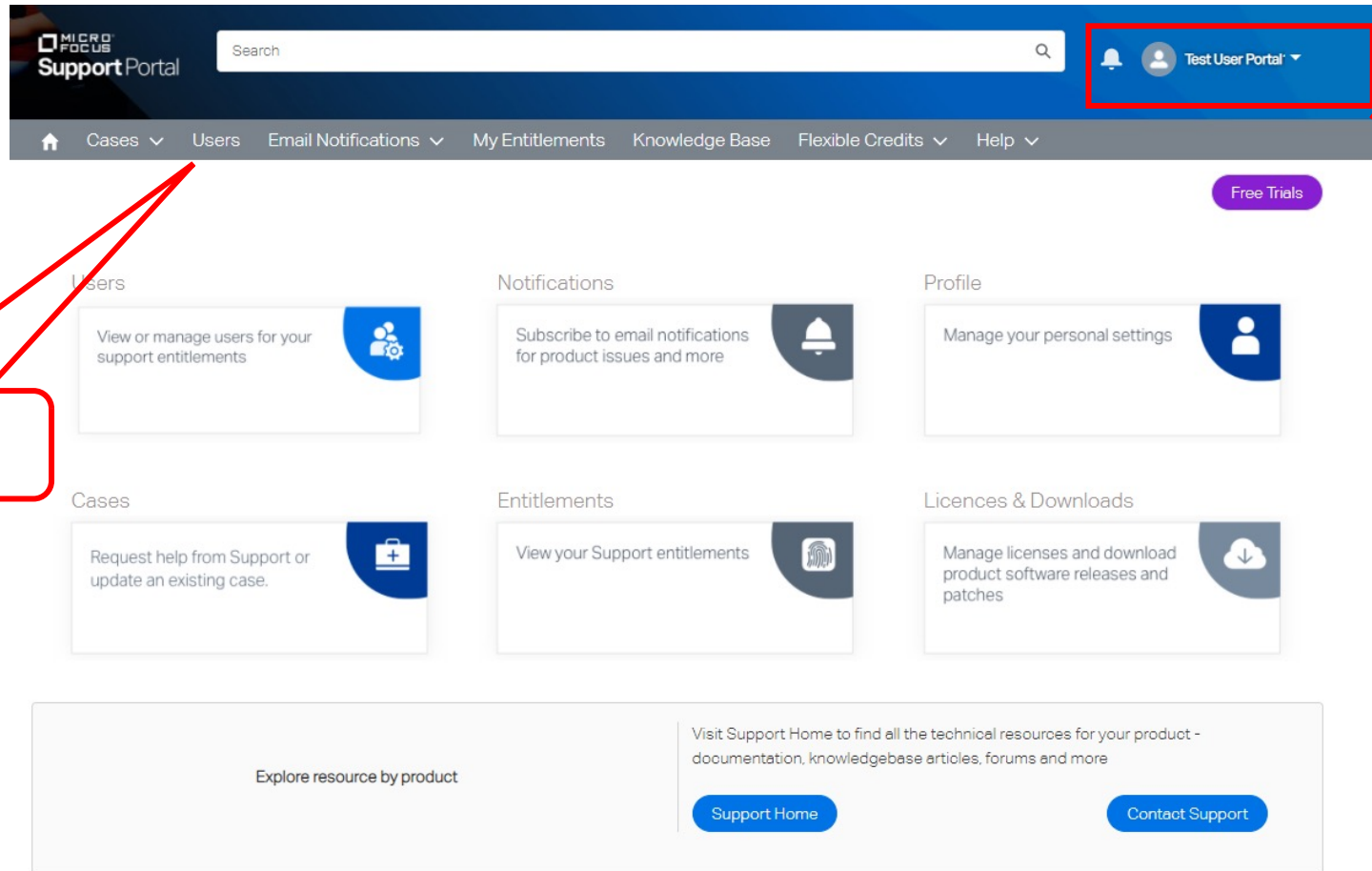
Customer Portal

Delegated Admin & user access control

January 2021

Delegated Admin and user access control

- In this module we'll cover the basic concept of the delegated admin and how you control the contacts at your Account.
- The basic function of the delegated admin is to authorize who has access to the support entitlements at your account.
- You can also control the contacts at your site should you need to add or delete a member of the team.



...then click on Users

Log into your account

Micro Focus Support Portal

Search

Test User Portal

Home > Users

Users

Select Account

XYZ Company

This is the list of users for the account and the Roles which they have been assigned.

Administrators may add and remove other Users at the account and assign rights to specific entitlements to Users

Users can log Support cases against the Entitlements which have been assigned to them.

Administrators can change a user's role or remove a User using the Edit control for that User

Administrators can assign or unassign entitlements to a User by selecting or deselecting the relevant items and clicking Save Changes

Save Changes Add new Contact

Test User Portal1

UACustomer user4

If you belong to more than one account you will need to select here

On this screen you can add a contact to your account...

...or you can edit an existing contact.

MICRO FOCUS Support Portal

Search

Test User Portal

Home > Users

Users

Select Account

XYZ Company

This is the list of users for the account and the Roles which they have been assigned.

Administrators may add and remove other Users at the account and assign rights to specific entitlements to Users.

Users can log Support cases against the Entitlements which have been assigned to them.

Administrators can change a user's role or remove a User using the Edit control for that User.

Administrators can assign or unassign entitlements to a User by selecting or deselecting the relevant items and clicking Save Changes.

Save Changes Add new Contact

Test User Portal1

UACustomer user4

Click **Add new Contact** to add to your account.

Home > Users

Users

Add Contact

When you add a new contact, they will be sent an email to validate their email address. When they do so, they will be prompted to create a login to the Support Portal.

Account

XYZ Company

*This will be the Primary Account for the new contact. If you are a Delegated Administrator for other accounts, you may link the contact to those accounts below. Note: Deactivation of a contact from their Primary Account, will also deactivate them from all other linked accounts

* First Name

* Last Name

* Email

☐ Delegated Admin



Complete the necessary details for the new Contact

Your company may have multiple accounts. You can link this new Contact here.

You can also configure them as a delegated admin.

Link with other accounts

ACCOUNT	LINK WITH ACCOUNT	DELEGATED ADMIN
XYZ Company	<input type="checkbox"/>	<input type="checkbox"/>
XYZ Company	<input type="checkbox"/>	<input type="checkbox"/>

When done click **Create**. Your new contact will receive an email asking them to create a login account to the support portal.

Create Close

MICRO FOCUS Support Portal Search [] Test User Portal []

Home > Users

Users

Select Account

XYZ Company

This is the list of users for the account and the Roles which they have been assigned.

Administrators may add and remove other Users at the account and assign rights to specific entitlements to Users

Users can log Support cases against the Entitlements which have been assigned to them.

Administrators can change a user's role or remove a User using the Edit control for that User

Administrators can assign or unassign entitlements to a User by selecting or deselecting the relevant items and clicking Save Changes

Save Changes Add new Contact

> Test User Portal1

> UACustomer user4

to modify an existing click arrow
to expand

Save ChangesAdd new Contact

> Test User Portal1

▼ UACustomer user4

Email	Role	Edit
uacustomeruser4@mailinator.com	<div><div>Administrator</div><div>User</div></div>	<div>▼</div>

Entitlement Name	Product	Support
AppPulse Point of Presence Data Point Subscription SaaS	AppPulse Active(670000000739) AppPulse Active(670000000740)	<div><div></div></div>
AppPulse Point of Presence Scripting Subscription SaaS	AppPulse Active(670000000739) AppPulse Active(670000000740)	<div><div></div></div>
SAAS Support Entitlement		<div><div></div></div>

To modify an existing user, click a row to expand

You can control if this user in your Account is an Administrator to help back you up when you are out of the office

Simply click **Save Changes** when you are done

You can control what support entitlement they are allowed to use for support.

With this box checked the Contact can now raise a case for that entitlement.



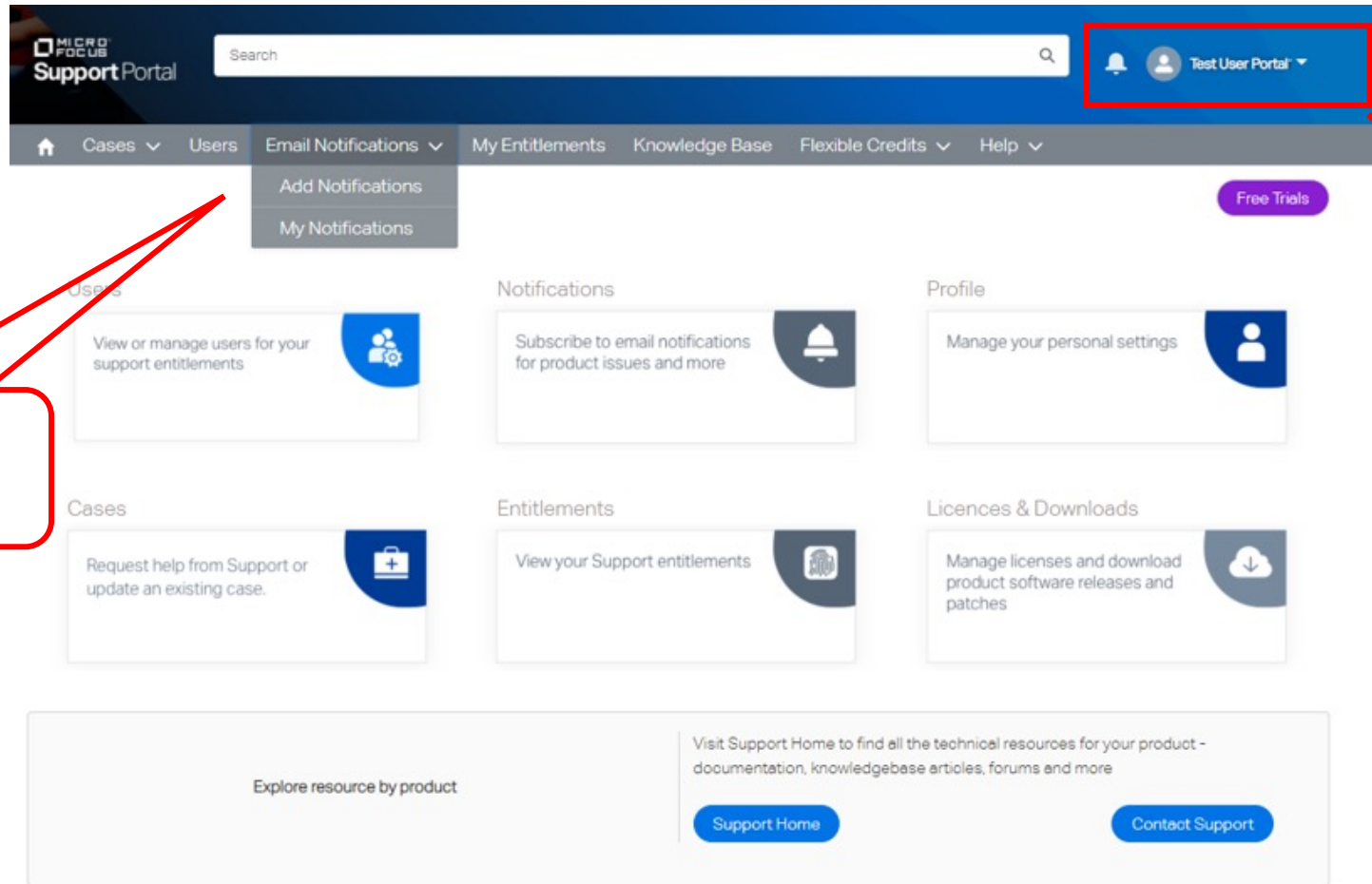
Customer Portal

Managing your email notifications

January 2021

Managing your email notifications

- In this module we'll cover the basic concept of managing the notifications you received about our products and various documents as they are published or updated.
- Notifications are sent directly to your email alerting you to the latest information about our products, documentation, patches and more.
- With the latest production information you are able to keep you systems and software running at peak efficiency.



...then click on **Email Notifications**

... and the **Add Notifications**

Log into your account

MICRO FOCUS
Support Portal

Search

Test User Portal

Home > Email Notifications > Add Notifications

Add Notifications

Select Product:

Server Automation (SA)

Document Type

Available

- Enhancement Requests
- Discussion Forums
- Knowledge Documents
- Known Problems
- Manuals
- Obsolescence Documents

Selected

Save

You can click in the box to get an alphabetical listing of the products or start typing and the list will begin to populate based on your entry

Home > Email Notifications > Add Notifications

Add Notifications

Select Product:

Server Automation (SA)

Document Type

Available

Discussion Forums
Knowledge Documents
Manuals
Obsolescence Documents
Patches
Security Bulletins

Selected

Enhancement Requests
Known Problems

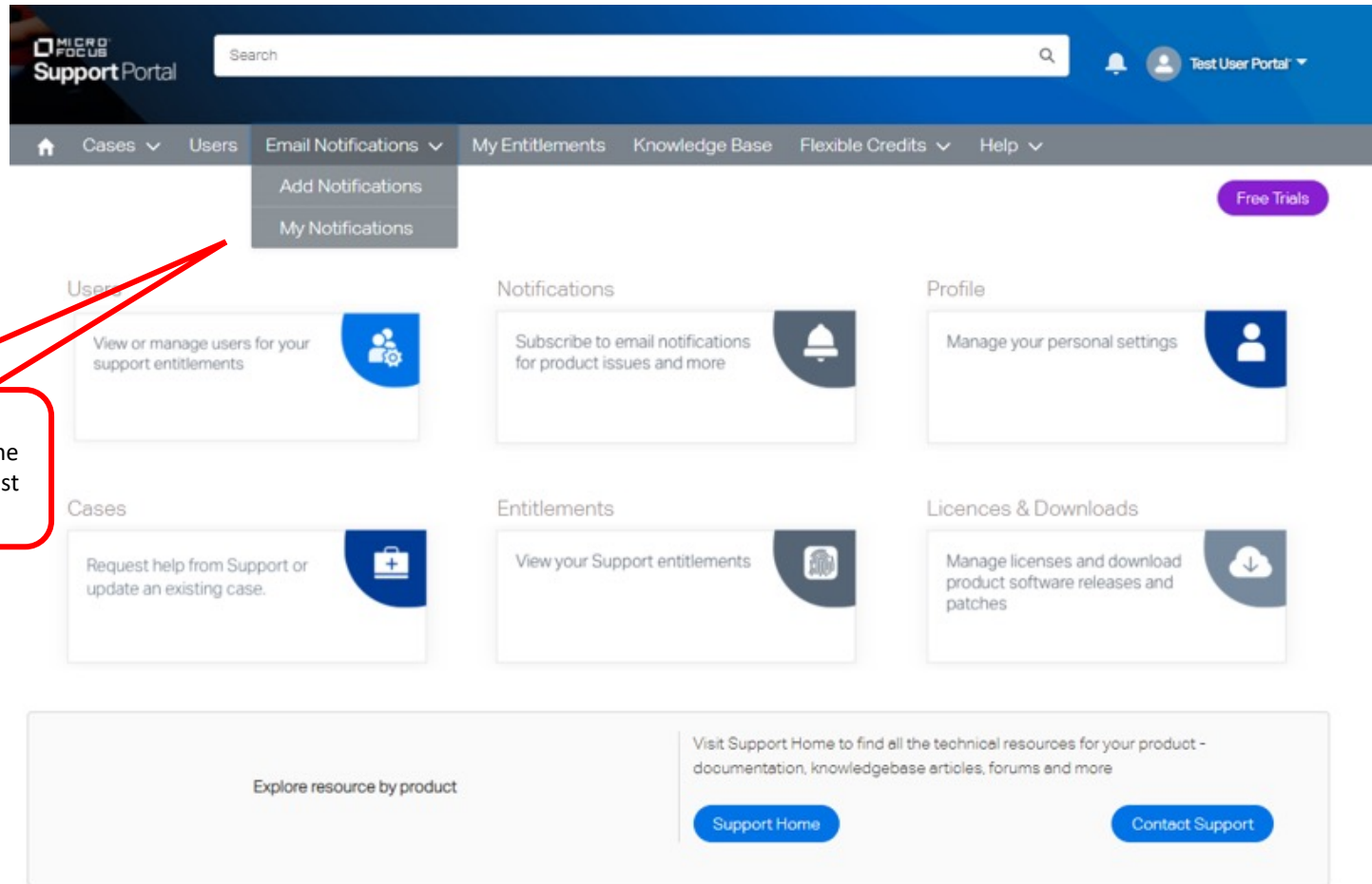
Save

Select product in the drop-down list

Choose the desired Document Type(s)

Use the center arrow to move type to Selected

Click **Save** when done



MICRO FOCUS Support Portal

Search

Test User Portal

Home > Email Notifications > My Notifications

My Notifications

Delete

Enter Text Search

Product Name Document Type

<input checked="" type="checkbox"/> Silk Performance Manager	Knowledge Documents
<input type="checkbox"/> Silk Performance Manager	Manuals
<input type="checkbox"/> Silk Performance Manager	Manuals
<input type="checkbox"/> Data Protector	Discussion Forums
<input type="checkbox"/> Asset Manager (AM)	Enhancement Requests
<input type="checkbox"/> Server Automation (SA)	Enhancement Requests
<input type="checkbox"/> Server Automation (SA)	Known Problems

If your list is long, you can use search to help you filter

Check the notification(s) you no longer want to receive and click Delete



Customer Portal

Accessing additional help

January 2021

Users

View or manage users for your support entitlements



Notifications

Subscribe to email notifications for product issues and more



Profile

Manage your personal settings



Cases

Request help from Support or update an existing case.



Entitlements

View your Support entitlements



Licences & Downloads

Manage licenses and download product software releases and patches



Free Trials

Explore resource by product

Visit Support Home to find all the technical resources for your product - documentation, knowledgebase articles, forums and more

Support Home

Contact Support

Additional Help can be found using this menu option. You'll find access to FAQs, Handbooks and other useful information.

Access the **Support Home** page to assist you with questions beyond technical questions.

If you need to contact support via phone please click here to find the number for your country/region.