How to Review User Accounts in Support Website

V5.0

ZTE

Descriptions
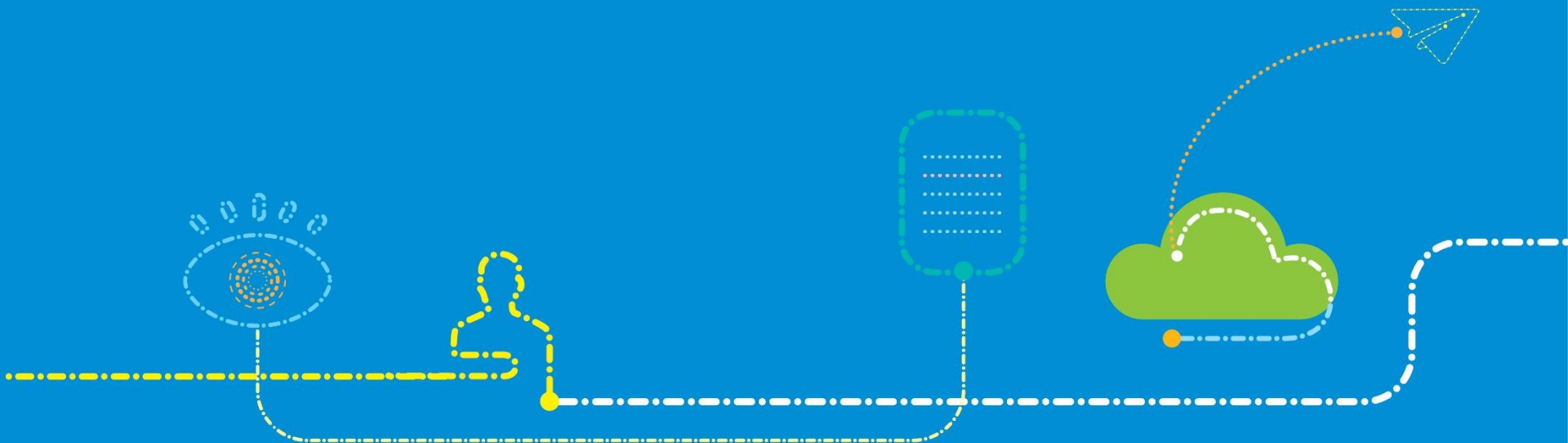
Permission reviews are divided into **reviews of advanced users** and **reviews of more permissions.**

1. When a user is registered for the first time, the user can get the permission as a common user, and the system approves the permissions **automatically.**

2. In the case of reviewing an advanced user, the **integrity and accuracy** of the user's information should be reviewed. In addition, whether the user information **matches** the requested permissions should be reviewed. For example, if a customer that only buys ZTE's solar equipment wants to view all ZTE products, the request will be rejected.

3. In the case of reviewing other permissions, the user's request materials should be reviewed to match the requested new permissions. The number of operations depends on the number of requests submitted by the user.

4. After the requested permissions are approved, the system automatically configures the corresponding support group.

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1.Log in Support Website as ZTE Staff

support.zte.com.cn/support/login/login.aspx?_langType=en
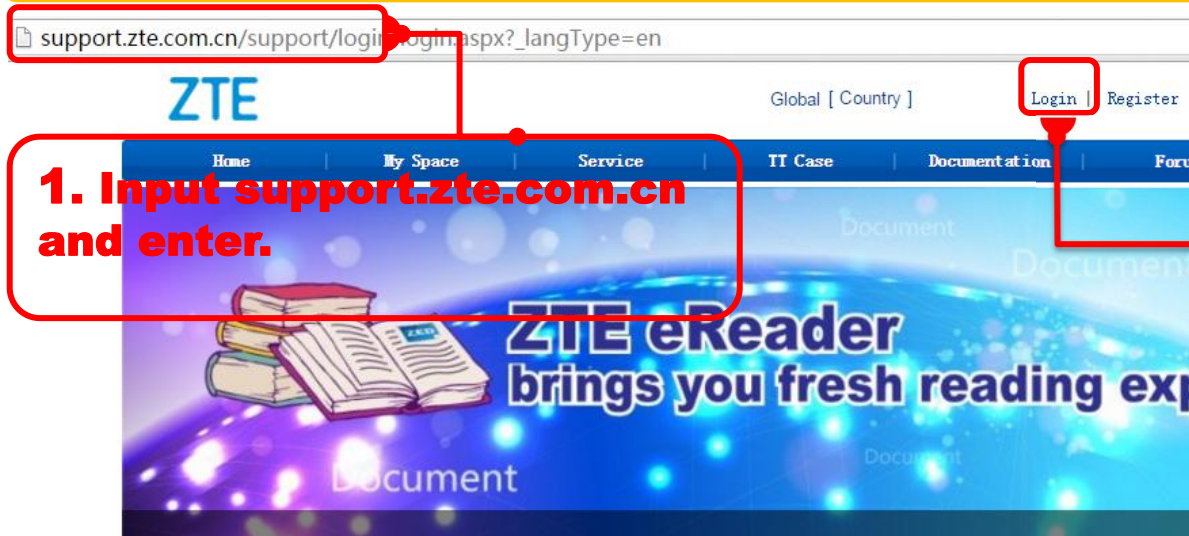
1. Input support.zte.com.cn and enter.

2. Click "Login".

3. Click "ZTE Staff Login".

ZTE

Global [Country] | Login | Register |

Home | My Space | Service | TT Case | Documentation | Forum

ZTE eReader
brings you fresh reading exp

Current Location Return to Support > login

Registered?

Welcome to My ZTE

User Name:

Password:

Verification Code:

N226 Load New Code

Forgot Password

Login | Reset

ZTE Staff Login

▸ Registering for a free account gives you a number of additional b
information you can download or browse and materials you can s
support service is also available if you purchase ZTE's products

Register now

ZTE

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2.Enter User Managemer

ZTE   Hello: LinYong   Management   Global [Country]   Logout | Help

| Home | My Space | Service | TT Case | Documentation | Forum | Bulletin |

System Management
Rights Management
  Role Management
  Support Group Management
  Project Document Right Managen
  User Type
  User Management
  Account Import
Bulletin Management
Software Management
Knowledge Management
Community Management
Service Management
Document Management
Promotional Literature Management
Log Management
Statistics Analysis
Custom Reports
Other Management

Search

4. Click "Management".

User type | VIP or not | Review State | Please select | State | Registr
ation date : | To | Score : | To

5. Click "User Management".

The last login time | To
Customer Company. | ID Number | Email : | Language : All
Login name | customerly | Approver : | Search

6. Find the applicant, and click "Review".

Please select a user | Enable | Disable | Delete user | Send Activation Email
Batch configuration of support groups | Type change

	User Name/Staff ID	Account	State	User type	VIP or not	Review State	Approver	Country	Company	Registration date	Review
☐	ly	customerly	Enable	System user	NO	Not reviewed!		France	Telecom company	3/29/2016	Review

Total: 1 Records Page: 1/1 First Prev Next Last | 10 | Records /Page(s) Go to | GO

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3.Review Advanced User

Notes

The review of an advanced user has the following requirements. If any of the following requirements is not satisfied, the review fails.
If the review fails, the reviewer should click "Fail" and fill in comments about the review.

Applicant items	Requirements
Company Name	Through communication with the user or the corresponding company whose name is specified in the request, it is verified that the company name is already registered in ZTE's system.
Contract No.	It should be consistent with the contract No. registered in ZTE's system.
Training No.	It should be consistent with the trainee No. registered in ZTE University.
ZTE Engineer	Through communication with the ZTE engineer, it is verified that the user is ZTE's customer.
Contract No. of Spare Part Service	It should be consistent with the spare parts contract No. registered in ZTE's system.
Consistency	The review items are consistent with the user's information.

3.Review Advanced User

* Company : Telecom company

🔍 Customer company hasn't been assigned

7.1. Click here to search.

* contract No.:

Project :

7. Assign standard name from system for user.

Spare Parts Inventory :

Please input the product information :

🌐 http://support.zte.com.cn/?type=0&sPageID=1 - Select Clients Unit - Windows Internet ...

📁 Search

Customer   France

7.2. Input keyword of customer company.

📁 Customer List

Search   Cancel

7.3. Click "Search".

No.	Select	Customer	Country
1	○	Auchan France	France
2	○	CHINA TELECOM FRANCE LIMITED	France
3	○	ELECTRICITE DE FRANCE	France
4	○	Electro Depot France	
5	○	France Telecom (reserved for contracts before renaming)	France
6	○	France Telecom Espana, S.A.	Spain
7	○	France Telecom R&D in San Francisco	U.S.A.
8	○	France Telecom Skill Center	Poland
9	○	GLOBECAST FRANCE	France
10	○	Ingram Micro France	France

7.4. Select this one for example.

Total: 15 Records Page: 1/2 First Prev Next Last 10 ▼ Records /Page(s) Go to   GO

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3.Review Advanced User

Project :	Support group : Customer User Group,Advanced Customer User Group,Wireless
Spare Parts Inventory :	Document type :
Please input the product information :	Send email notification on: ☐ E-mail user when a request ticket is submitted ☐ E-mail user when a request ticket is closed
	Disabled Rules : ☐ Disabled In Support ☐ Disabled In CSC
	Remarks :

After click "Passed", the relevant Support Group will be added automatically.

Audit information

* Company name :	Telecom company	* Training ID :	
* Contract No :		* ZTE Engineer :	such an: zhang.san@zte.com.cn
Contract NO. of ZTE Spare Parts Service :			
Apply Your Product Type :	Wireless		

The Results of Review

* The Conclusions of Review	⊙ Passed ○ Failed
The Views of Review	

Reset completed Close

9. Review "Passed".

10. Click "completed".

If customer want to add permission for creating request in support, just add Service Request Group or Spare Parts Service Request Group

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3.Review Advanced User

- System Management
- Rights Management
  - Role Management
  - Support Group Management
  - Project Document Right Managem
  - User Type
  - **User Management**
  - Account Import
- Bulletin Management
- Software Management
- Knowledge Management
- Community Management
- Service Management
- Document Management
- Promotional Literature Management
- Log Management
- Statistics Analysis
- Custom Reports
- Other Management
- Document Management

Search

| User type | VIP or not | Review State | Please select | State | Registr |

ation date: [ ] To [ ] Score: [ ] To [ ]

The last login time [ ] To [ ]

Customer Company: [ ] ID Number [ ] Email: [ ] Language: All

Login name | customerly Approver: [ ] Search

Please select a user | Enable | Disable | Delete user | Send Activation Email
Batch configuration of support groups | Type change

User Name/Staff ID	Account	State	User type	VIP or not	Review State	Approver	Country	Company	Registration date	R
ly	customerly	Enable	System user	YES	Approved	LinYong10087030	France	France Telecom (reserved for contracts before renaming)	3/29/2016	

When the conclusion of review is "Passed", the user will be VIP (Advanced User)and the Review State will be "Approved".

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4.Review Application of More Permissions

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4.Review Application of More Permissions

Project :

Spare Parts Inventory :

Please input the product information :

Support group : Customer User Group,Advanced Customer User Group,Wireless

Document type :

Send email notification : ☐ E-mail user when a request ticket is submitted ☐ E-mail user when a request ticket is closed

Disabled Rules : ☐ Disabled In Support ☐ Disabled In CSC

Remarks :

According to current support group, it can be known that Transmission and Data communication are the extra permissions for which the user applied.

Audit information

* Company name : Telecom company

* Contract No :

Contract NO. of ZTE Spare Parts Service :

Apply Your Product Type : Wireless,Transmission,Data Communication

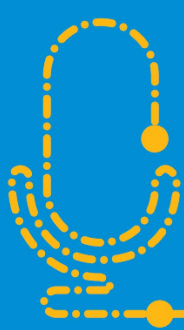Provide Relevant Proof : such as other zte engineers ID or e-mail address

* Training ID :

* ZTE Engineer : such an: zhang.san@zte.com.cn

Judge whether the user can be authorized the requested permissions according to current information and new proof.

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4.Review Application of More Permissions

Audit information

* Company name :	Telecom company	* Training ID :	
* Contract No :		* ZTE Engineer :	such an: zhang.san@zte.com.cn
Contract NO. of ZTE Spare Parts Service :			
Apply Your Product Type :	Wireless,Transmission,Data Communication		
Provide Relevant Proof :	such as other zte engineers ID or e-mail address		
The Results of Review			
* The Conclusions of Review	⊙ Passed ○ Failed		
The Views of Review			
	Reset completed Close		

12. Choose "Passed" if eligible, or "Failed".

13. Click "completed" to submit.

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Thank you

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