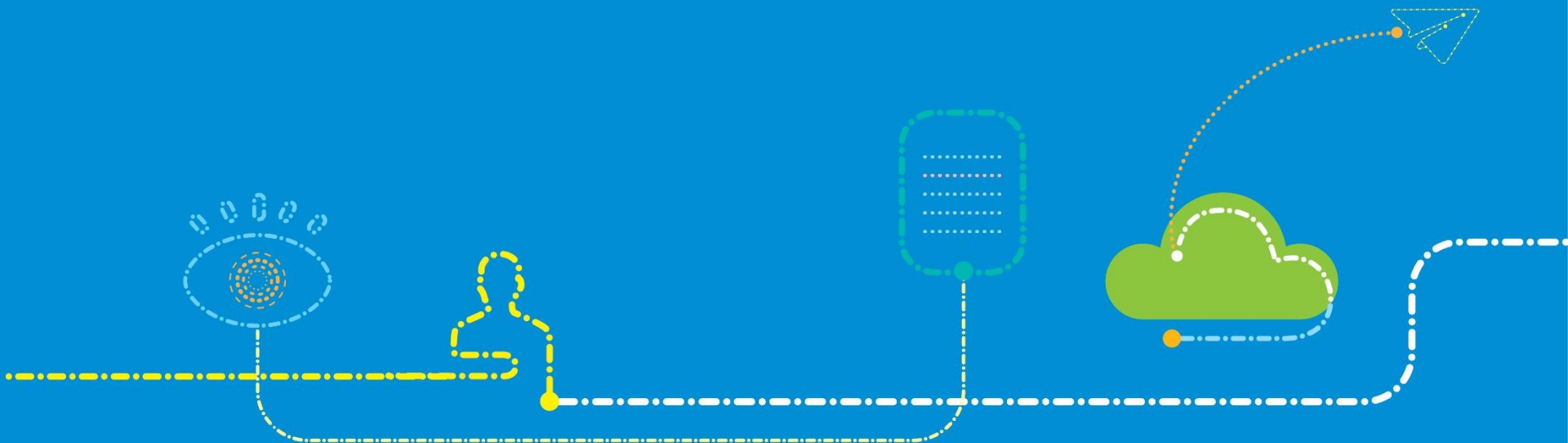


How to Review User Accounts in Support Website

V5.0



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.

1. Log in Support Website as ZTE Staff

Internal use only ▲

The screenshot shows the ZTE support website interface. The browser address bar contains the URL `support.zte.com.cn/support/h5/index.aspx`. The navigation menu includes links for Home, Service, Documentation, TT Case, Bulletin, Forum, and My Space. In the top right corner, there are links for Login, Register, Chinese, and ZTE employee Login. A red box highlights the address bar, and another red box highlights the "ZTE employee Login" link. A red arrow points from the address bar box to a text box at the bottom left, and another red arrow points from the "ZTE employee Login" box to a text box at the bottom right.

1. Input support.zte.com.cn and enter.

2. Click "ZTE Staff Login".

2. Enter User Management

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

Home My Space Service TT Case Documentation Forum Bulletin

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

<input type="checkbox"/>	User Name/Staff ID	Account	State	User type	VIP or not	Review State	Approver	Country	Company	Registration date	Review
<input type="checkbox"/>	ly	customerly	Enable	System user	NO	Not reviewed!		France	Telecom company	3/29/2016	<input type="button" value="Review"/>

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

3. Click "Management".

4. Click "User Management".

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

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

6.1. Click here to search.

6.2. Input keyword of customer company.

6.3. Click "Search".

6.4. Select this one for example.

6. Assign standard name from system for user.

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

3.Review Advanced User

Project: [dropdown]

Support group: Customer User Group,Advanced Customer User Group,Wireless [dropdown]

Spare Parts Inventory: [dropdown]

Please input the product information: [dropdown]

Document type: [dropdown]

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: [text area]

Audit information

* Company name: Telecom company

* Contract No: [text]

Contract NO. of ZTE Spare Parts Service: [text]

* Training ID: [text]

* ZTE Engineer: such an: zhang_san@zte.com.cn

Apply Your Product Type: Wireless

The Results of Review

* The Conclusions of Review: Passed

The Views of Review

completed Close

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

7. Review "Passed".

8. Click "completed".

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

3.Review Advanced User

System Management

- Rights Management
 - Role Management
 - Support Group Management
 - Project Document Right Management
 - 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:

Login name: customery Approver: Search

Please select a user

Enable Disable Delete user Send Activation Email

Batch configuration of support groups Type change

<input type="checkbox"/>	User Name/Staff ID	Account	State	User type	VIP or not	Review State	Approver	Country	Company	Registration date	R
<input type="checkbox"/>	ly	customery	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".

4. Review Application of More Permissions

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The screenshot shows a web application interface for user management. The navigation menu on the left includes System Management, Rights Management, Role Management, Support Group Management, Project Document Right Management, User Type, User Management (highlighted), 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, and Document Management. The main content area features a search bar and several filter fields: User type, VIP or not, Review State, Please select, State, and Registration date. Below these are date pickers for 'To' and 'Score', and 'The last login time'. There are also input fields for Customer Company, ID Number, Email, Language, and Login name, along with an Approver field and a Search button. The main table displays user information with columns: User Name/Staff ID, Account, State, User type, VIP or not, Review State, Approver, Country, Company, Registration date, and Review. A red box highlights the 'VIP or not' column for a user named 'ly', and another red box highlights the 'Review' button in the same row. A red callout box at the bottom contains the text: '9. If the user has already been a VIP, click "Review" to review its application for more permissions.'

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

9. If the user has already been a VIP, click "Review" to review its application for more permissions.

4.Review Application of More Permissions

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

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

Project :		Support group :	Customer User Group,Advanced Customer User Group,Wireless
Spare Parts Inventory :		Document type :	
Please input the product information :		Send email notification :	<input type="checkbox"/> E-mail user when a request ticket is submitted <input type="checkbox"/> E-mail user when a request ticket is closed
		Disabled Rules :	<input type="checkbox"/> Disabled In Support <input type="checkbox"/> Disabled In CSC
		Remarks :	
Audit information			
* Company name :	Telecom company	* Training ID :	
* Contract No :		* ZTE Engineer :	such as: 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		

4.Review Application of More Permissions

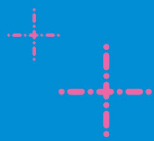
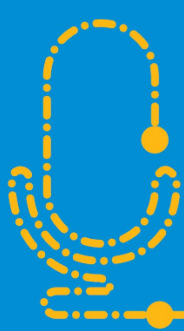
Internal use only ▲

Audit information			
* Company name :	<input type="text" value="Telecom company"/>	* Training ID :	<input type="text"/>
* Contract No :	<input type="text"/>	* ZTE Engineer :	<input type="text" value="such an: zhang.san@zte.com.cn"/>
Contract NO. of ZTE Spare Parts Service :	<input type="text"/>		
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	<input checked="" type="radio"/> Passed <input type="radio"/> Failed		
The Views of Review			
	<input type="button" value="Reset"/> <input type="button" value="completed"/> <input type="button" value="Close"/>		

10. Choose “Passed” if eligible, or “Failed”.

11. Click “completed” to submit.

Thank you



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