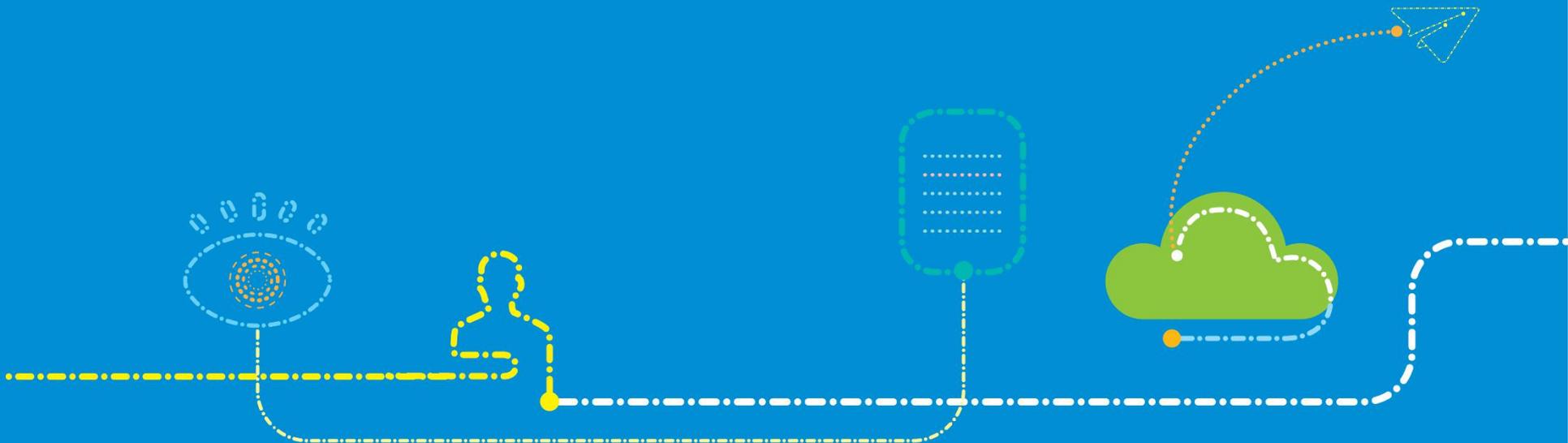


## How to Review User Accounts in Support Website

V7.0



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

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 ▲



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

**Click "ZTE Staff Login".**

## 2. Enter User Management

Internal use only ▲

The screenshot shows the ZTE user management interface. The top navigation bar includes 'Home', 'My Space', 'Service', 'TT Case', 'Documentation', 'Forum', and 'Bulletin'. The 'Service' menu is highlighted, and a red box with an arrow points to the 'Management' link. The left sidebar contains a tree view of system management options, with 'User Management' highlighted and a red box around it. The main content area features a search bar and various filters. A red box with an arrow points to the 'User Management' link in the sidebar. Another red box with an arrow points to the 'Management' link in the top navigation bar. A third red box with an arrow points to the 'Review' button in the user list table. The table contains one record for a user named 'ly'.

**Click "Management".**

**Click "User Management".**

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

<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.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 “Failed” 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

**Assign standard name from system for user.**

**Click here to search.**

**Input keyword of customer company.**

**Click "Search".**

**Select this one for example.**

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	France
5	<input checked="" 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	France
10	<input type="radio"/>	Ingram Micro France	France

# 3.Review Advanced User

The screenshot shows a web-based form for reviewing advanced users. The form is divided into several sections:

- Project:** A dropdown menu.
- Spare Parts Inventory:** A dropdown menu.
- Please input the product information:** A text input field.
- Support group:** A dropdown menu with options: "Customer User Group, Advanced Customer User Group, Wireless".
- Document type:** A dropdown menu.
- Send email notification:** Two checkboxes: "E-mail user when a request ticket is submitted" and "E-mail user when a request ticket is closed".
- Disabled Rules:** Two checkboxes: "Disabled In Support" and "Disabled In CSC".
- Remarks:** A text input field.
- Audit information:** A section with fields for:
  - \* Company name: Telecom company
  - \* Contract No:
  - Contract NO. of ZTE Spare Parts Service:
  - \* Training ID:
  - \* ZTE Engineer: such an: zhang\_san@zte.com.cn
- Apply Your Product Type:** A dropdown menu with "Wireless" selected.
- The Results of Review:** A section with a radio button for "Passed" (selected) and a disabled "Failed" option.
- The Views of Review:** A text input field.
- Buttons:** "Reset", "completed", and "Close".

Red callouts provide instructions:

- After click "Passed", the relevant Support Group will be added automatically.** (Points to the "Support group" dropdown)
- Review "Passed".** (Points to the "Passed" radio button)
- Click "completed".** (Points to the "completed" button)
- If customer want to add permission for creating request in support, just add Service Request Group or Spare Parts Service Request Group.** (Points to the "Support group" dropdown)

# 3.Review Advanced User

The screenshot shows a user management interface with a sidebar on the left and a main content area. The sidebar includes categories like System Management, Rights Management, and User Management. The main area contains search filters and a table of users.

Search filters include: User type, VIP or not, Review State, Please select, State, Registrat...  
 ation date: [ ] To [ ] Score: [ ] To [ ]  
 The last login time [ ] To [ ]  
 Customer Company: [ ] ID Number [ ] Email: [ ] Language: All [ ]  
 Login name [ ] customery Approver: [ ] Search

Buttons above the table: 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
<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

Internal use only ▲

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' ranges, and 'The last login time' range. 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 table below shows a list of users with the following columns: User Name/Staff ID, Account, State, User type, VIP or not, Review State, Approver, Country, Company, Registration date, and Review. The first row shows a user with the name 'ly', account 'customerly', state 'Enable', user type 'System user', VIP or not 'YES', Review State 'Not reviewed!', Approver 'LinYong10087030', Country 'France', Company 'France Telecom (reserved for contracts before renaming)', Registration date '3/29/2016', and a 'Review' button.

At the bottom of the table, there is a pagination bar: Total: 1 Records Page: 1/1 First Prev Next Last 10 Records (Page(s)) Go to GO.

**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.**

Customer User Group, Advanced Customer User Group, Wireless

Project :  
Spare Parts Inventory :  
Please input the product information :  
Support group :  
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 :  
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 Engineers : such as: zhang\_san@zte.com.cn

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

# 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"/>		

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

**Click "completed" to submit.**

## 4.Review Application of More Permissions

If user apply for Technical Support Service, please add Service Request Group

Apply for Technical Support Service

If user apply for Spare Parts Service, please add Spare Parts Group

Apply for Spare Parts Service

**Select Support Group**

Keyword: service request

Selectable (109)

- Pakistan Telecommunications Company Lim
- Hi3G Access AB Service Request Admin Gr
- Reunicable SAS Service Request Admin Gr
- Service Request Group**
- QiComm Service Request Admin Group
- France Telecom Service Request Admin Grc
- Telekomunikacija Service Request Admin Gr
- Gogo Service Request Admin Group
- Blanca Service Request Admin Group
- TEK8 LLC Service Request Admin Group
- Cincinnati Bell Inc. Service Request Admin C
- Service Request View User Group
- BASE Service Request Admin Group
- Hi3G ACCESS AB Service Request Admin C
- Telecom Vanuatu Service Request Admin Gi

Selected (2)

- Customer User Group
- Advanced Customer User Group

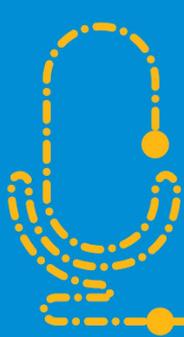
>> > < <<

## 4. Review Application of More Permissions

If VIP users apply for extension, please ensure business e-mail is provided, otherwise the extension can be granted up to only 6 months.

<b>contract No.:</b>	<input type="text"/>
<b>Extend User Authority To :</b>	<input type="text" value="2021-06-06"/>  <i>Please ensure user's business e-mail is provided to comply with information security policy, otherwise the extension can be granted up to only 6 months.</i>

# Thank you



Leading 5G Innovations

