



Documentation

ORDAT GmbH & Co. KG
Rathenaustraße 1
35394 Giessen / Germany

Version: 1.0
Date: 15.08.2018

» ORDAT Support Online

Access Data and User Rights





Changelog

Version	Date	Specification	processed by	processed from
1.0	15.08.2018	Creating the document	ORDAT	Hilbert
1.0	29.08.2018	Translation	ORDAT	Seebohm



Table of contents

Changelog	2
Table of contents	3
1 Requesting the access data for the Ticket Portal	4
2 Assignment of rights by the administrative contact.....	4
Imprint.....	8

1 Requesting the access data for ORDAT Support Online

In the Support Online portal, ORDAT customers can enter support requests (tickets) and track their status. This enables faster ticket processing and increased transparency for our customers.

A general prerequisite for the use of our support channels (e-mail, telephone/hotline, ticket portal) is a personal ticket portal access set up for the respective employee.

Thus, ORDAT Support Online is only available to employees of ORDAT customers who are entitled to support. The authorization is granted by an administrative contact (AC) at the customer's premises.

After filling out the [online form](#) on our website, the employee will receive his/her personal access data by e-mail within 1-2 working days. At the same time, the AC will receive notification of the new access request (also by e-mail). Only after the AC has defined the access rights for the employee (see chapter 2), the access is activated!

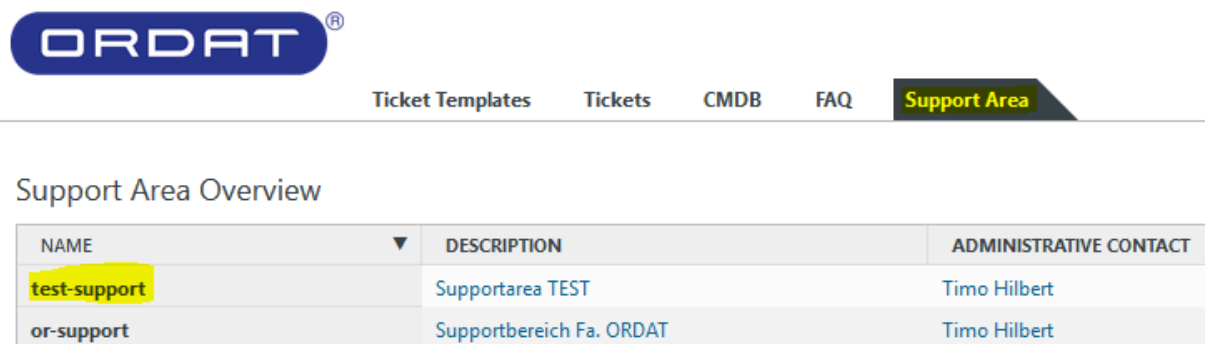
You can reach ORDAT Support Online via the customer login on our homepage <https://www.ordat.com/en/service-navigation/login.html> or directly under the URL <https://support.ordat.com>.

2 Assignment of rights by the administrative contact

The administrative contact (AC) and the substitute have the possibility to manage the access rights of their employees to the ORDAT Support Online portal. Access to the ticket portal can be generally rejected or restricted to tickets of certain subsystems (queues).

If an employee requests access via the ORDAT website, ORDAT creates a user **without queue authorizations** (see below). The employee receives his or her personal access data and the AC is informed about the new user. The AC should then store the authorizations for the user as soon as possible.

The assignment of access rights by the AC takes place in the Support Online portal via the **Support Area** menu. The support areas (= company groups) for which the registered user is stored as an AC are listed here first.



The screenshot shows the ORDAT logo at the top left. Below it is a navigation bar with the following items: Ticket Templates, Tickets, CMDB, FAQ, and Support Area (highlighted in yellow). Below the navigation bar is the heading 'Support Area Overview' and a table with the following data:

NAME	DESCRIPTION	ADMINISTRATIVE CONTACT
test-support	Supportarea TEST	Timo Hilbert
or-support	Supportbereich Fa. ORDAT	Timo Hilbert

Fig. 1: opening the rights management in ORDAT Support Online

By clicking on a support area, the assigned users are displayed.



Contact Overview

Support Area: test-support ([Back to previous support area](#))

NAME ▼	EMAIL	COMPANY
Bruce Banner	bb@test.de	Marvel Comics
Clark Kent	ck@test.de	DC Universe
Tony Stark	ts@test.de	Marvel Comics
Peter Parker	pp@test.de	Marvel Comics
Diana Prince	dp@test.de	DC Universe
Bruce Wayne	bw@test.de	DC Universe
Wade Wilson	ww@test.de	Marvel Comics
Steve Rogers	sr@test.de	Marvel Comics
Frank Castle	fc@test.de	Marvel Comics

Fig. 2: select user

Clicking on a user opens the form for administration of Ticket Portal permissions.

In the matrix, all companies of the support area (possible subsidiaries or different locations) are displayed in the columns; the lines represent the different queues:

QUEUE	DC UNIVERSE	MARVEL COMICS
<input type="checkbox"/> AX::Dynamics Apps	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> AX::Dynamics Finance	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> AX::Dynamics Infrastructure	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> AX::Dynamics Interfaces	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> AX::Dynamics Logistics	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> AX::Dynamics Production	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> AX::Dynamics Project	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> AX::Dynamics Purchasing	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> AX::Dynamics Reports	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> AX::Dynamics Sales	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> AX::Dynamics Settings	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> AX::Dynamics Travel expense accounting	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Data base	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/> Dynamics 365 for Sales (CRM)	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> FOSS EDI	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/> FOSS::FOSS Access control	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> FOSS::FOSS API	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> FOSS::FOSS Asset Accounting	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> FOSS::FOSS Barcode scanner	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> FOSS::FOSS Basic	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/> FOSS::FOSS BI	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/> FOSS::FOSS Client systems	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Fig. 3: form for maintaining rights for a user

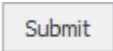
By activating the individual checkboxes, a user receives the authorization for the corresponding company to enter and read tickets for the selected queue and to add new articles.

Thus, the user is "entitled to support", i.e. authorized to send support enquiries to ORDAT via the Support Online portal, by telephone or by e-mail.

The checkboxes in the column header (selection/deselection of all available queues of a company) and to the left of the queue name (selection/deselection of this subsystem for all companies) serve as input help:



If only queues of one company are selected, the user has access only to tickets of the selected subsystems of this company. **If all checkboxes are deactivated, the user no longer has access to tickets and is therefore no longer entitled to support.**

Click on the button  (below the matrix) to save the authorizations for the user and to return to the contact overview (Fig. 2).

! Important notes:

- » The contact overview (Fig. 2) displays information on the respective user (e-mail address, telephone numbers, location). If this data is no longer up-to-date or if a user is to be completely removed from the list, please inform customercare@ordat.com.
- » New users can only be added by filling in an [access request](#) on our homepage (see chapter 1).
- » The AC also has to assign rights for his or her own user.
- » If another employee is to take on the role of administrative contact (AC) in your company, please inform customercare@ordat.com.

Imprint

ORDAT Gesellschaft für Organisation und Datenverarbeitung mbH & Co. KG

Rathenaustrasse 1
35394 Giessen
Germany

Phone: +49 641 7941-0
Fax: +49 641 7941-132

E-mail: info@ordat.com
Homepage: www.ordat.com

Managing directors: J. Markus Schaefer, Gerhard Volk
Trade register: HRA 1192 Giessen

VAT ID number: DE 112 650 316
Tax number: 020 354 300 72

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