Empower Contact Management

A Guide for Support Authorizers

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Empower Contact Management

Who Can Manage Empower Contacts?

- Support Authorizers are responsible for administering contacts for their organization. This document describes “the how”.
- Customers with an active maintenance contract can designate one or more Support Authorizers for Empower
- If you would like to designate a Support Authorizer for your organization or find out who your Support Authorizers are, contact empower@softwareag.com

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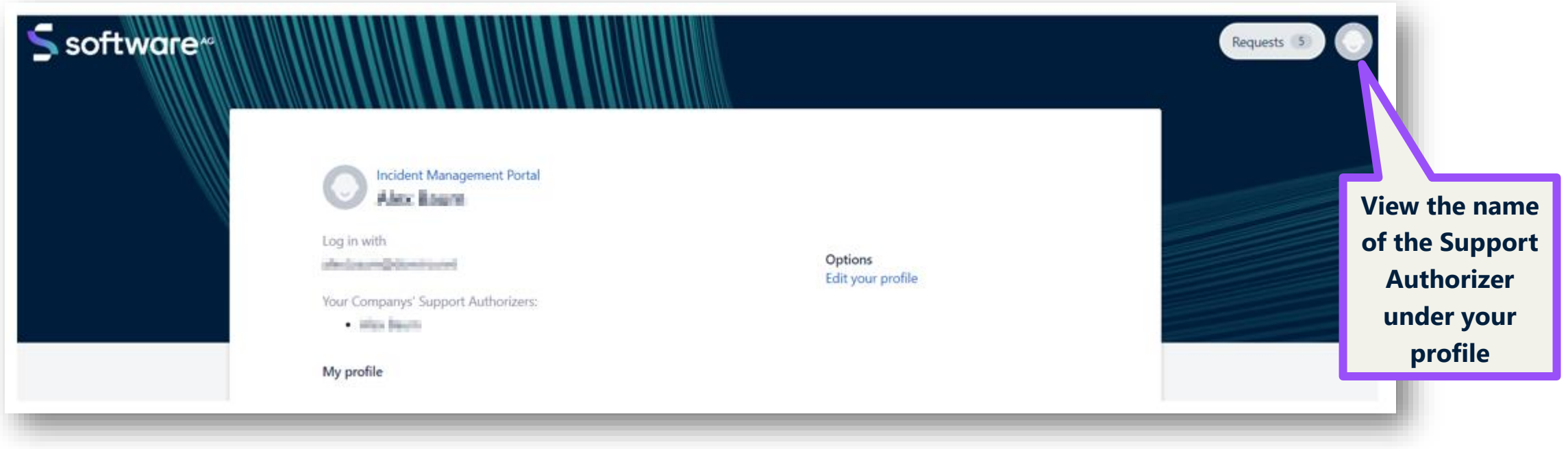
Manage Contacts & External Contractor

Where can a contact find the name of the Support Authorizer in the Company?



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Empower Access Roles

Description of the different access roles

Access Level	Is there a Contact Limit?	Description
Basic Empower Access	No - unlimited	Basic Empower access to Empower and Knowledge Center articles for products for which your organization has an active maintenance agreement.
Authorized Technical Contact	Yes - counts towards Authorized Technical Contact (ATC) limit*	Basic Empower access plus the ability to open Support Incidents for products for which your organization has an active maintenance agreement.
Support Authorizer	Yes - counts towards Authorized Technical Contact (ATC) limit*	Software AG Global Support's primary Named Support Contact from your organization. Responsible for maintaining your organization's Named Support Contact list and informing Empower administrators of any changes to it.
External Contractor	Yes - counts towards Authorized Technical Contact (ATC) limit*	Able to create tickets for your site and can only view the tickets that they submit on your site's behalf.

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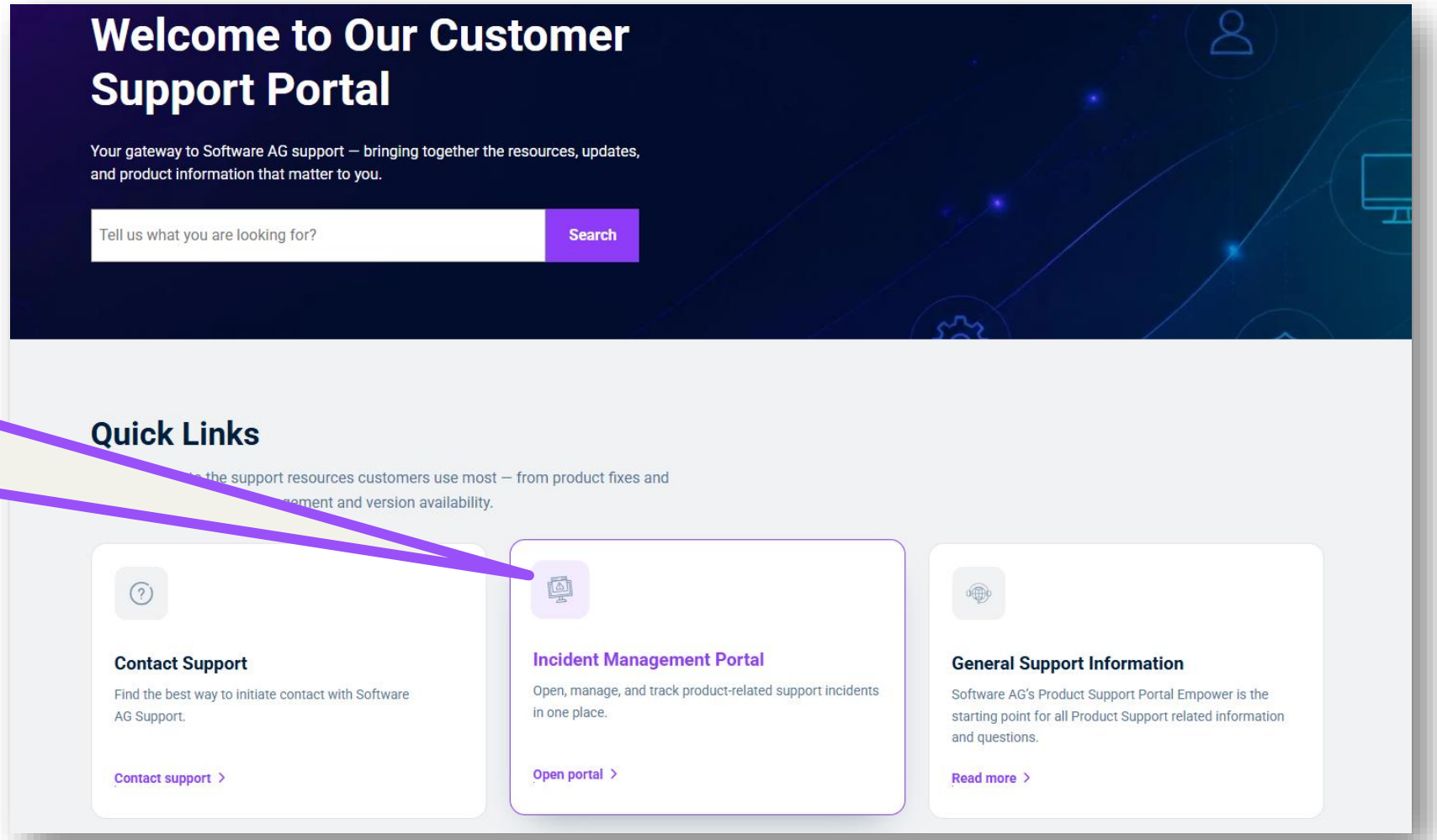
STEP 1: Launch Incident Management Portal

To Administer Contacts, first launch the Incident Management Portal

To administer contacts, first launch Incident Management Portal in the Quick Links section.



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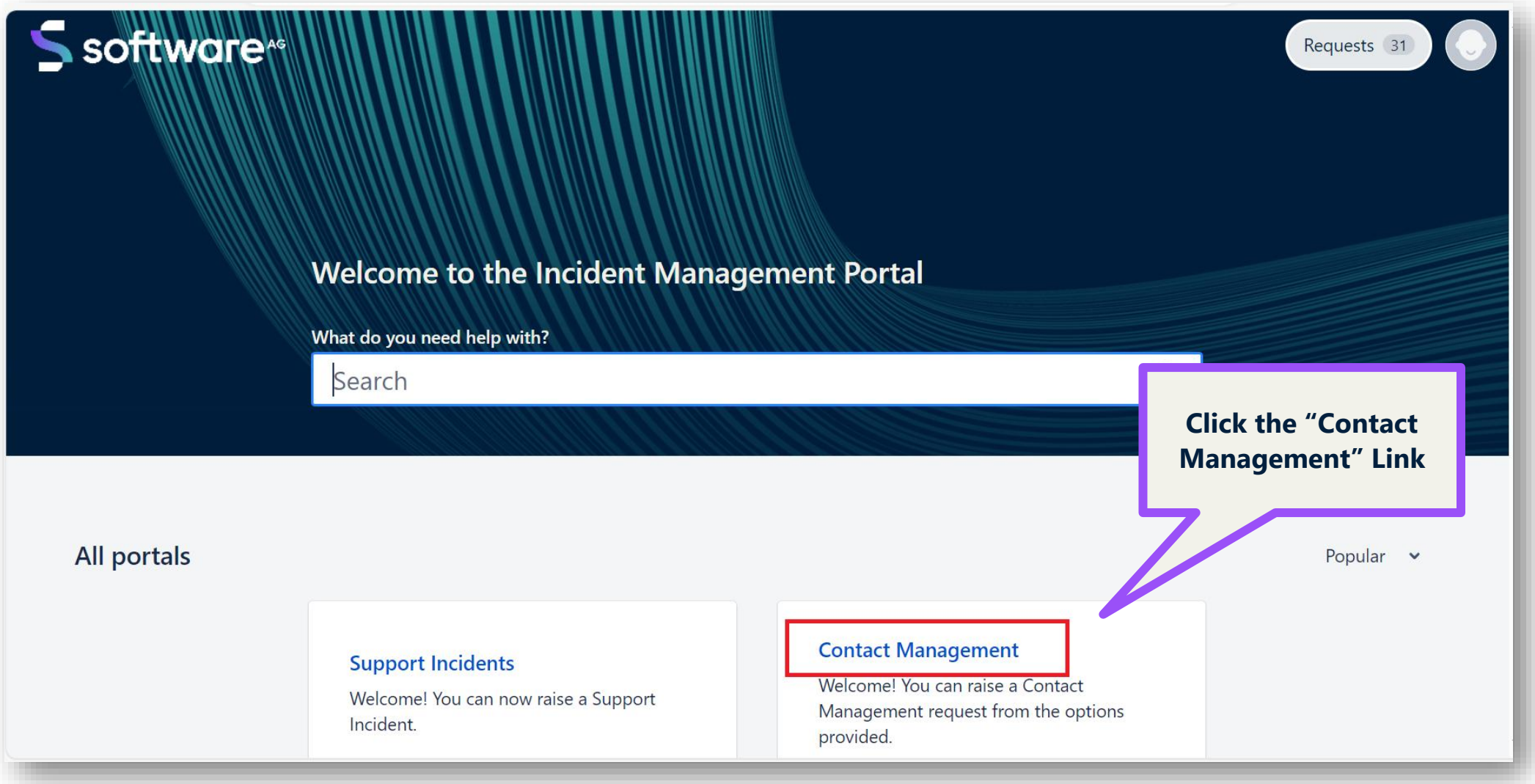
STEP 2: Launch the Contact Management Tool

[RESTRICTED TO SUPPORT AUTHORIZERS]



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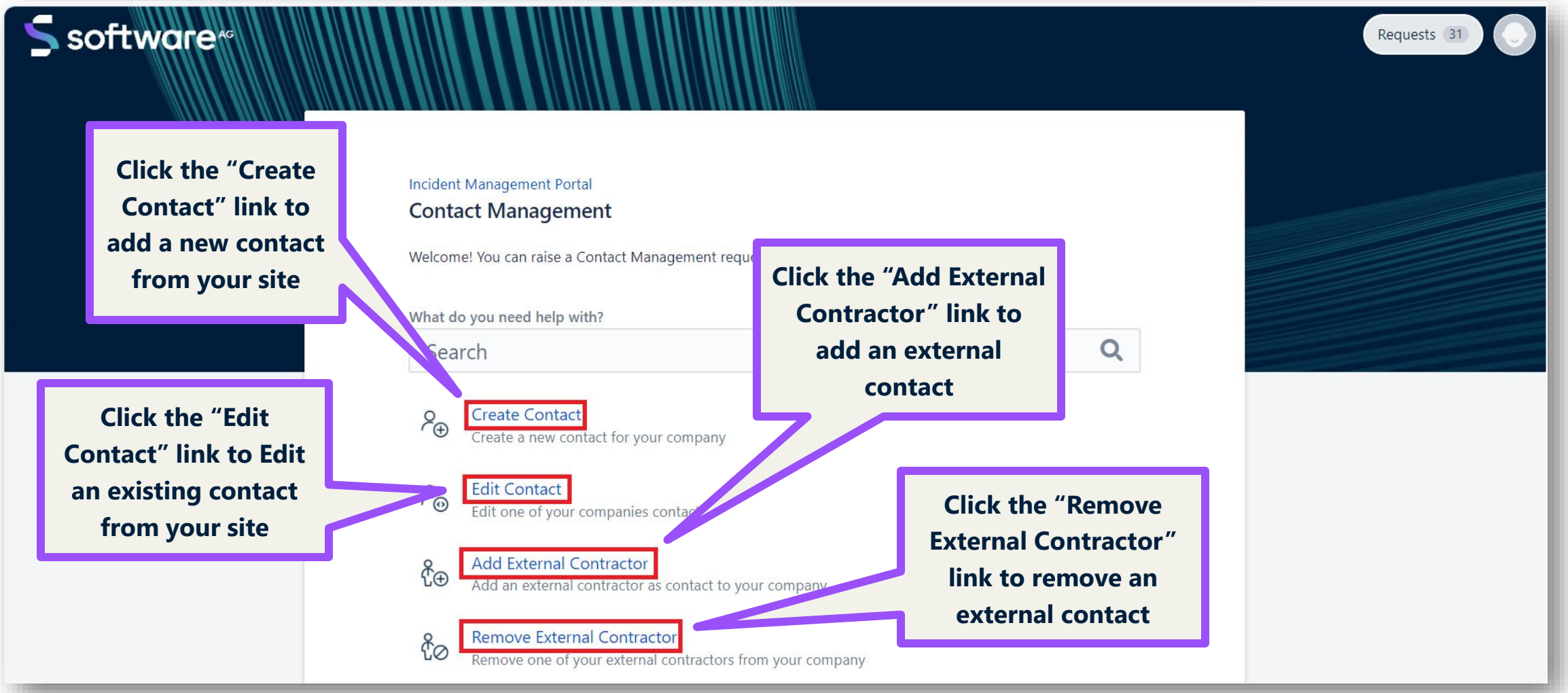
STEP 3: Manage Contacts & External Contractor

Choose a Contact Management Function (Create/Edit Contact or Add/Remove External Contractor)



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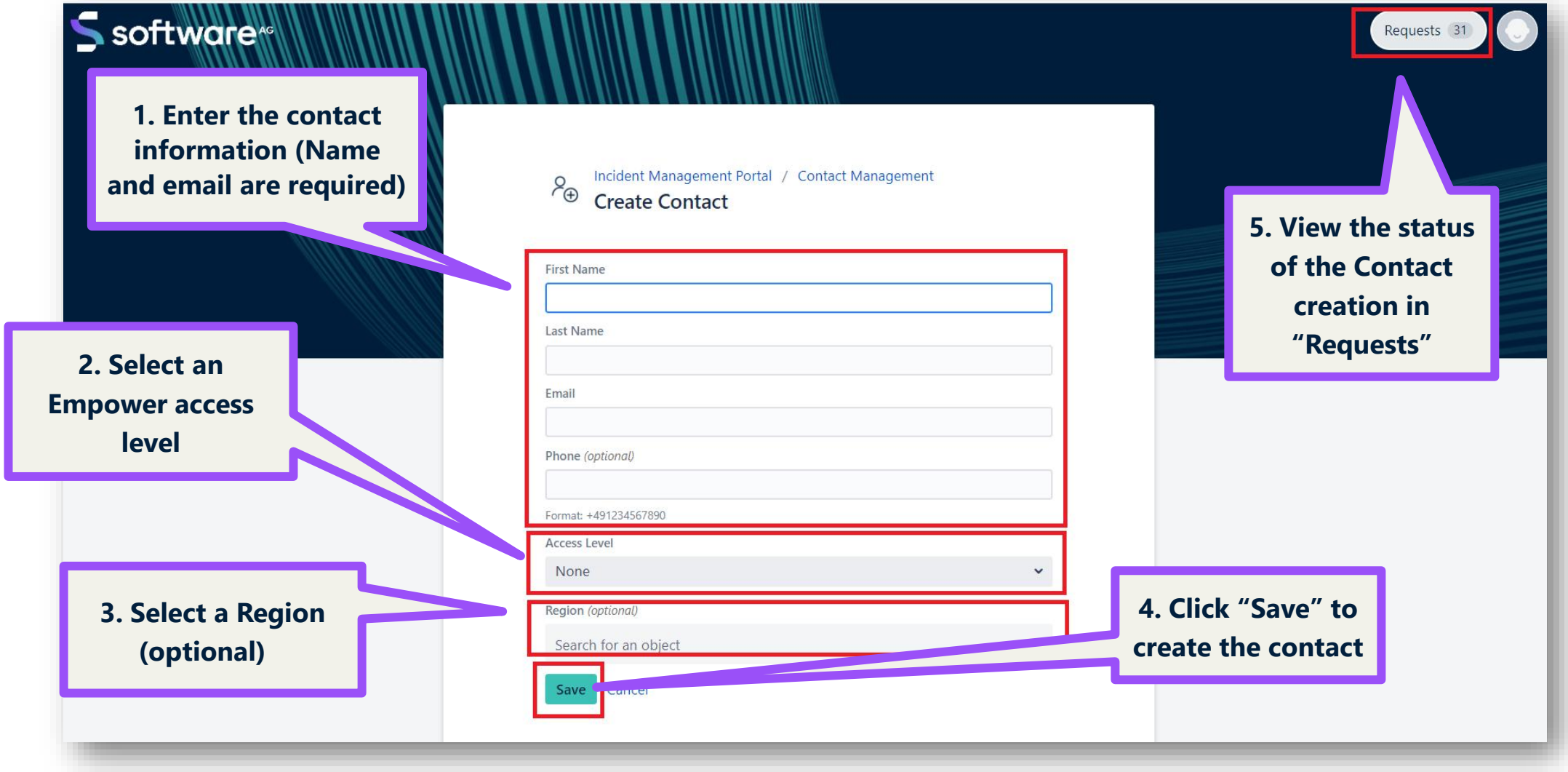
STEP 3a: Manage Contacts

Create an Empower Contact from your site



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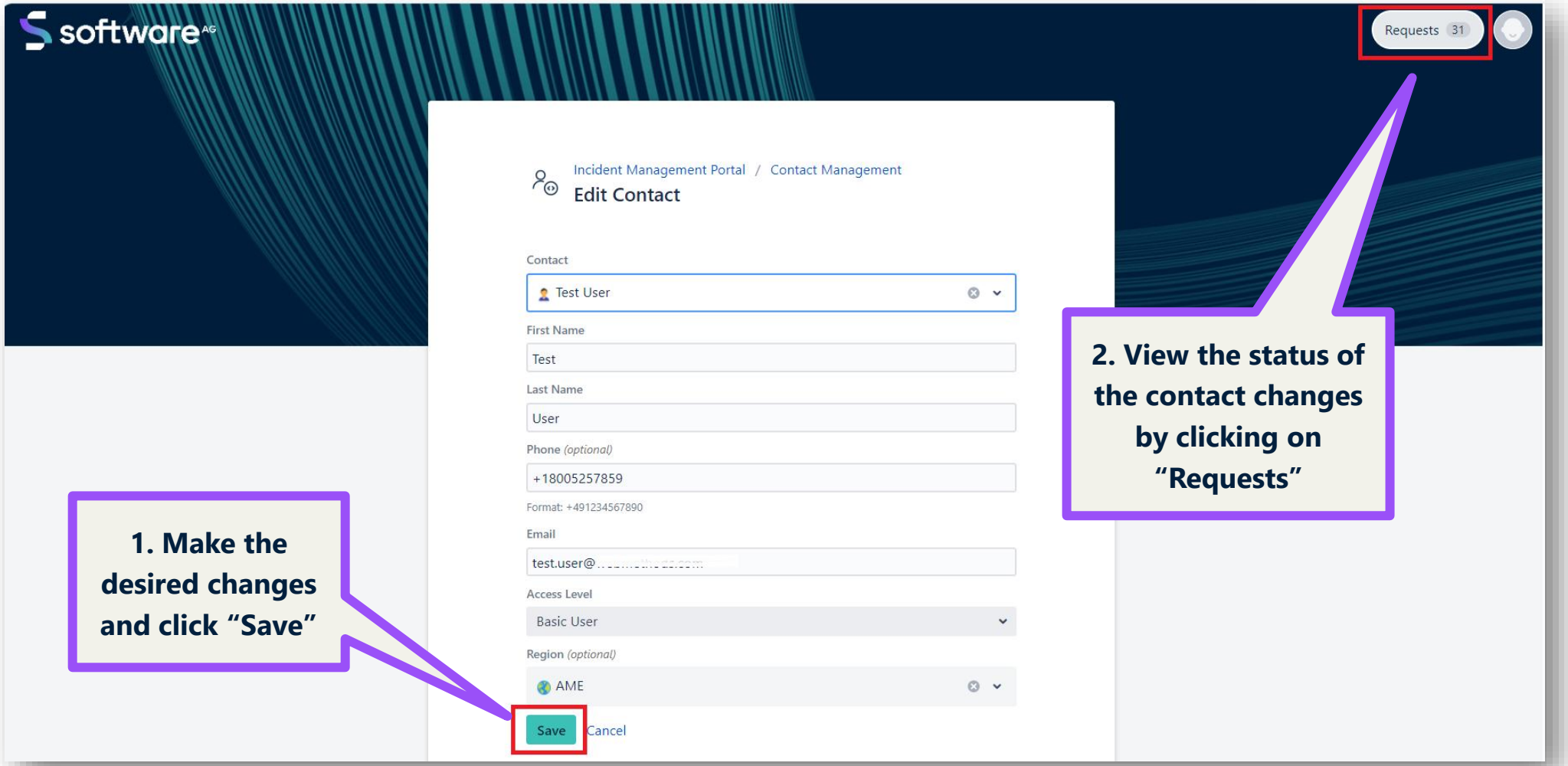
STEP 3a: Manage Contacts

Edit an Empower Contact from your site



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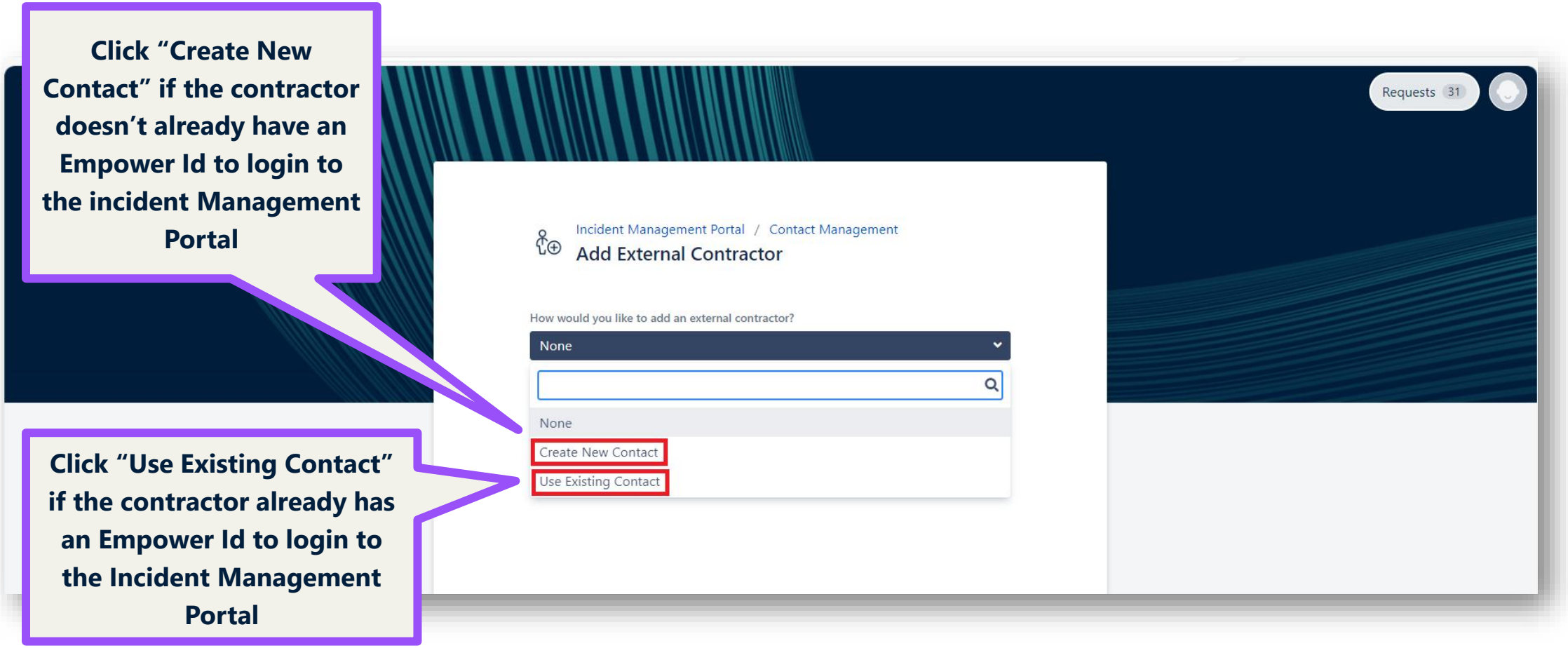
STEP 3b: Manage External Contractor

Add an External Contractor



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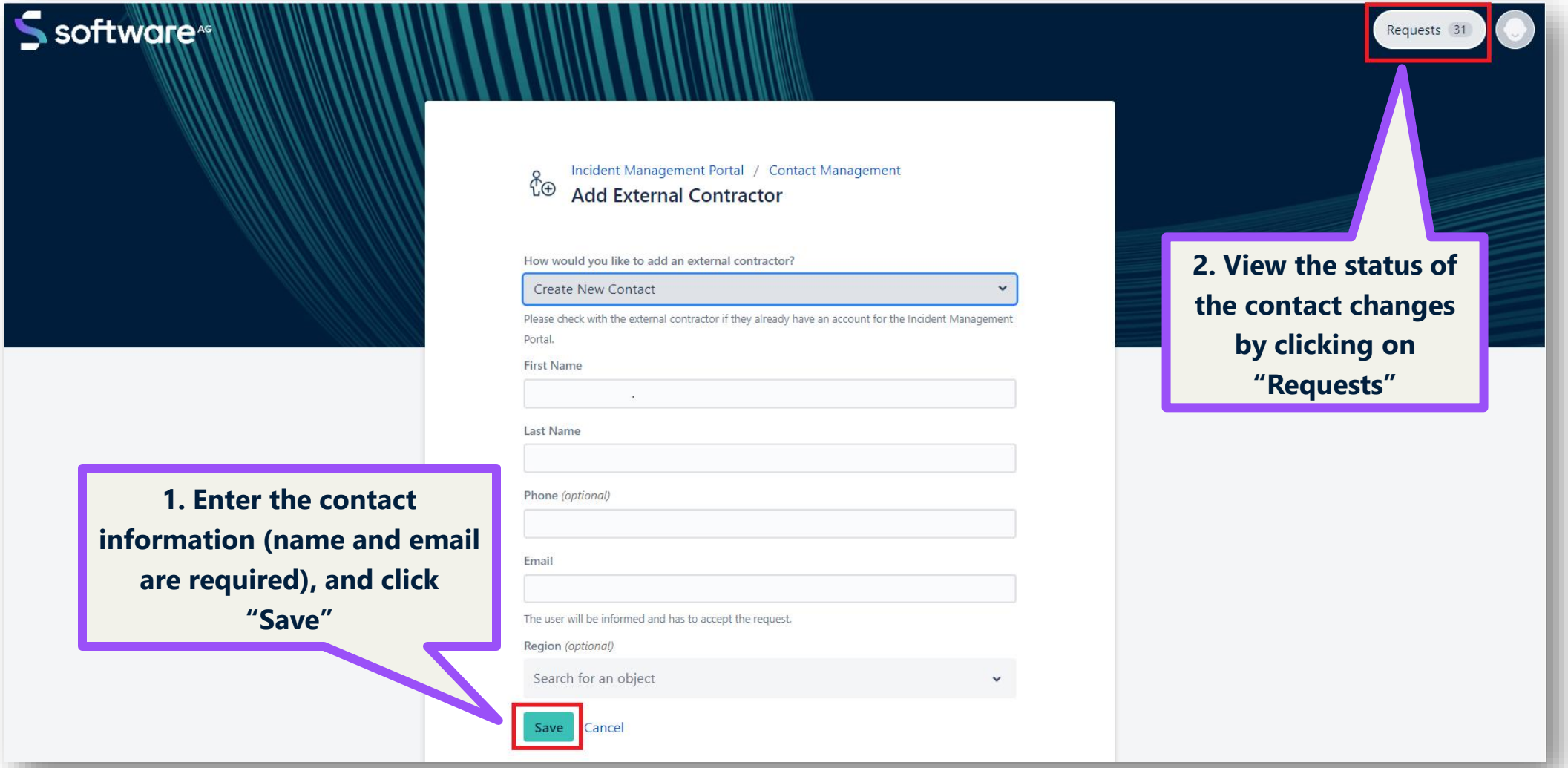
STEP 3b: Manage External Contractor

Add an External Contractor – “Create New Contact”



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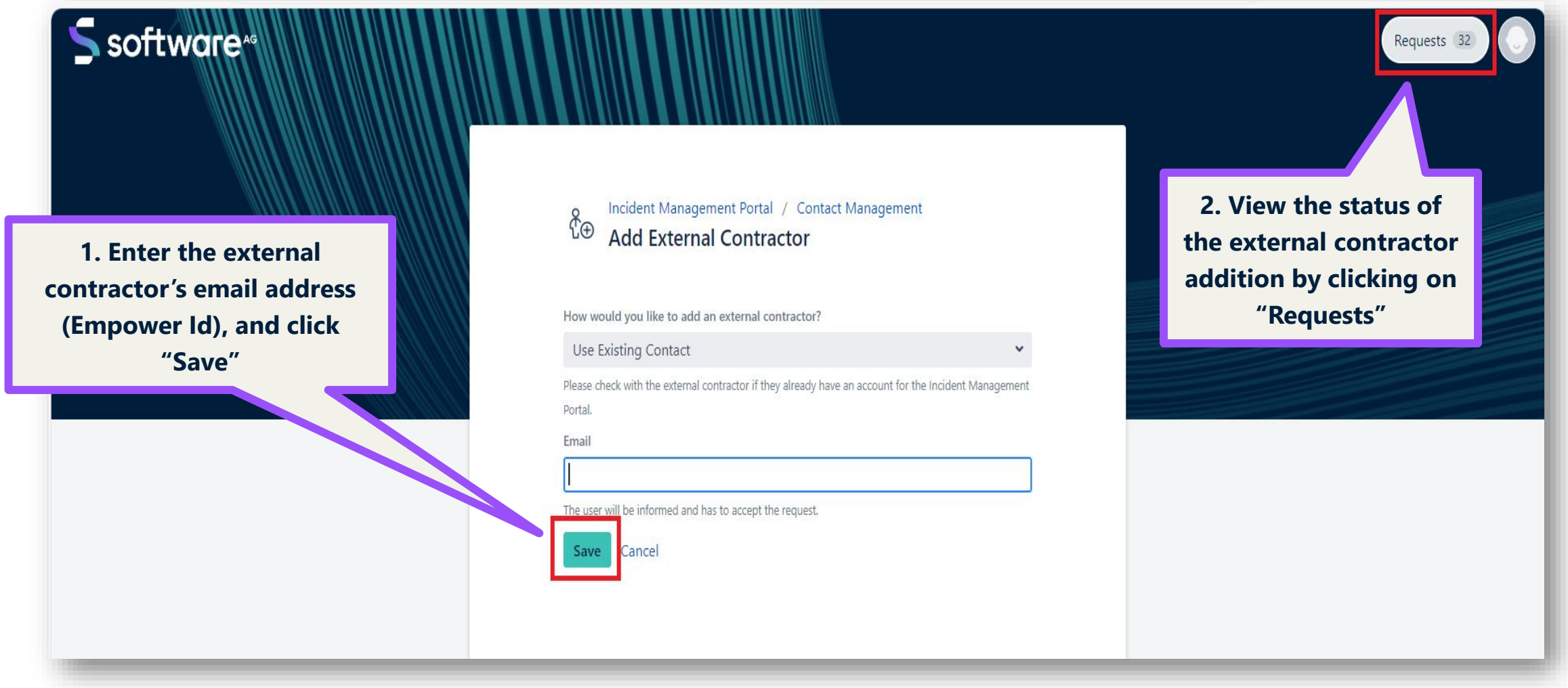
STEP 3b: Manage External Contractor

Add an External Contractor – “Use Existing Contact”



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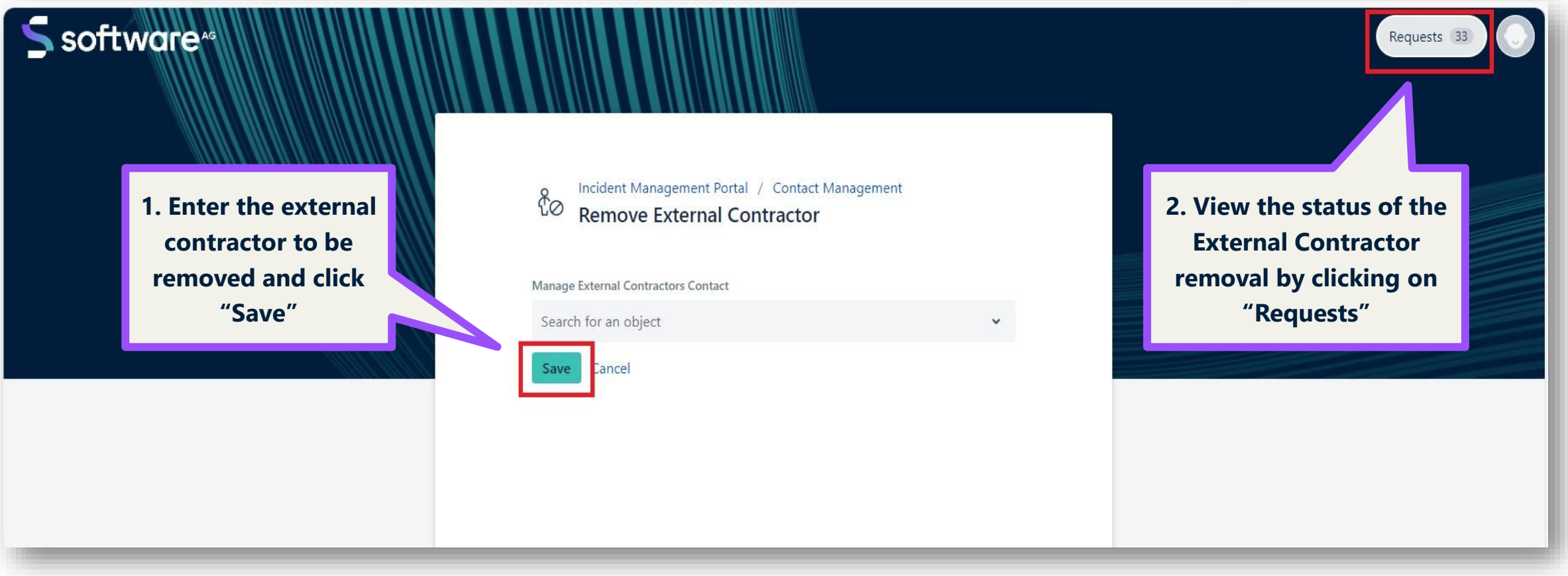
STEP 3b: Manage External Contractor

Remove an External Contractor



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Contact Management Notes

Important highlights about Contact Management

- Support Authorizers can request a current list of their Empower contacts by emailing empower@softwareag.com.
- Newly added Basic User, Authorized Technical Contact, or Support Authorizers ,and External contractors will gain access to Empower and receive an email with their credentials.
- Group/shared email aliases, generic emails, and public email domains (e.g. @gmail.com) are **not permitted**.
- External contractors must accept your request to add them to your site before the process to add them completes and they receive a Welcome email.
- Please maintain your contact list and actively deactivate any contacts no longer with your organization or who no longer require access.
- Individuals requesting Empower access will be referred to their company's Support Authorizer.
- If you are unable to add ATCs or Support Authorizers for your organization due to the ATC limit (ATCs + Support Authorizers), you must demote a contact to "Basic Access", "None", or "Deactivated" to free up room.

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