cloudiax service portal user manual

Here you will find the newest version of this document:

Login and identity management

With login and identity management we deliver you the first step to the next generation of Cloudiax services.
From now it is very important to use the Cloudiax portal and services processes consequently!

We will expand the Cloudiax portal permanently to speed up and improve all processes for you. In the near future you will be able to do a lot of tasks by yourself with "just a click".

To improve and speed up these processes your personal email address is mandatory!
● Send reminder that your password will expire
● Password reset if you have forgotten your old one
● Find out your username if you can´t remember
● Check and unblock your account if you can´t login

What are secure Login and identity management?
Click on a link below to go directly to the user manual!

1. **Edit profile**
   It is very important that you fill out your user profile.
   Without the profile information we are not able to run direct tasks with you and that will cause delays in the service process.

2. **Change password**
   If we have you profile information we are able to send a frequent reminder if your password expires soon. You are able to run a secure password change in time.

3. **Secure logout**
   To protect the data and to ensure that nobody else can access your account please use the logout function.

4. **Secure login management**
   We provide you an easy and secure password management processes like
   - Password forgotten
   - Username forgotten
   - unblock user account (examine user account)
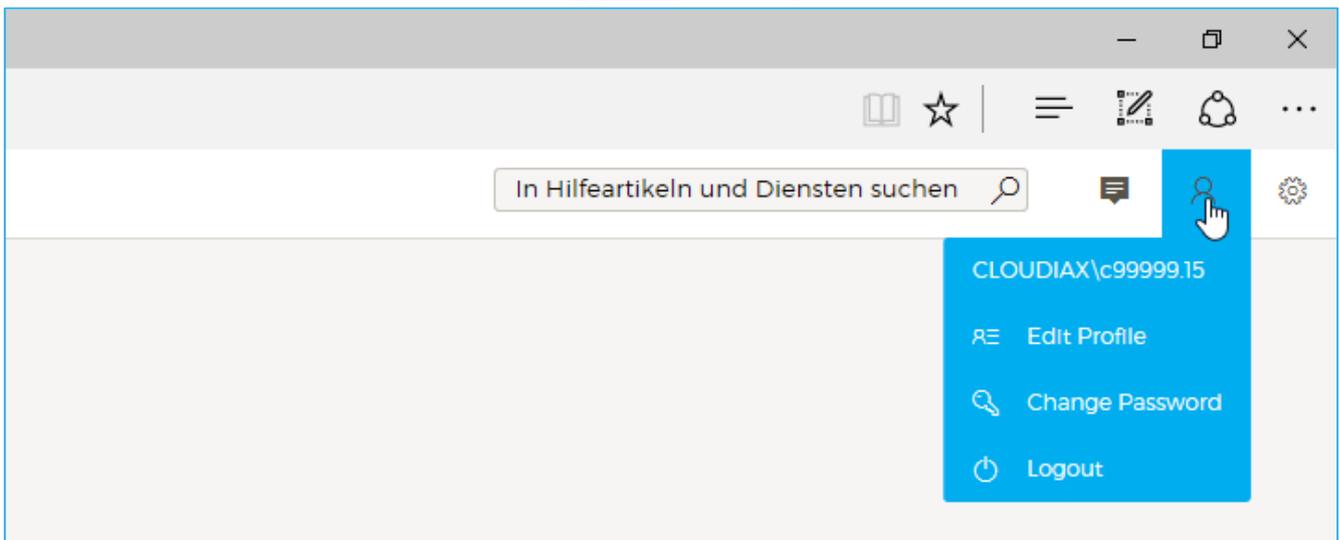
5. **I need to have access, but I have no login**
   (Only for Cloudiax partner employees)
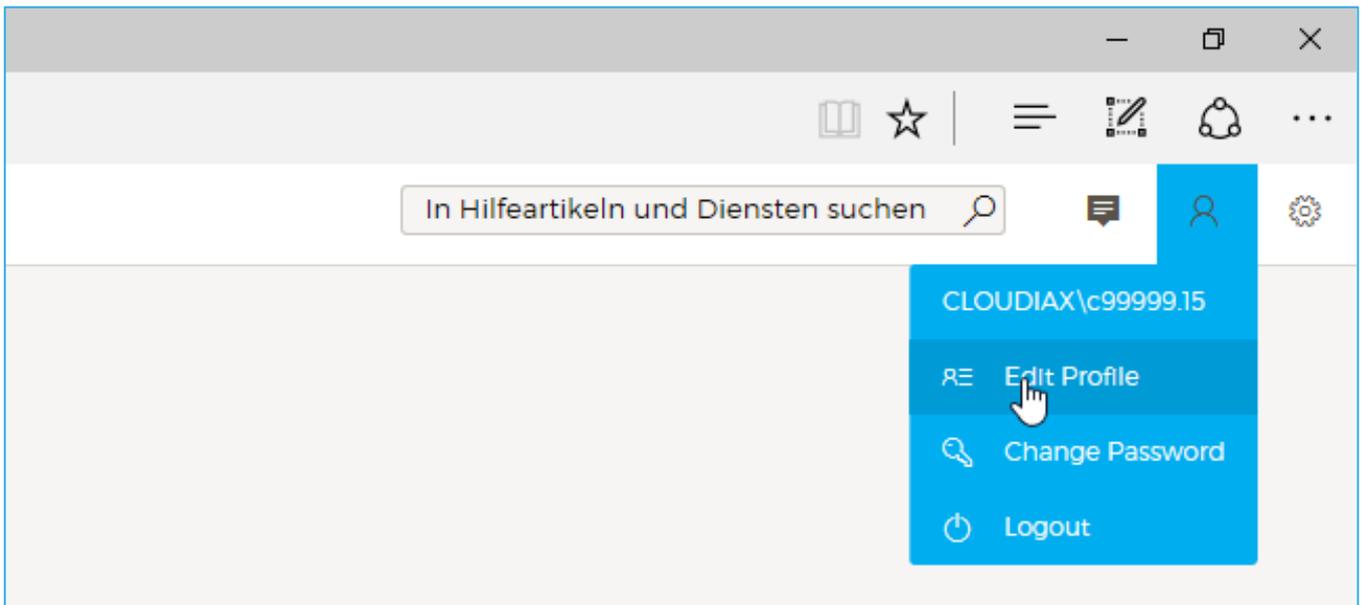
Edit profile

1. Go to https://portal.cloudiax.com

2. Log in with your username and password (same username and password like you use for login to your SAP account).
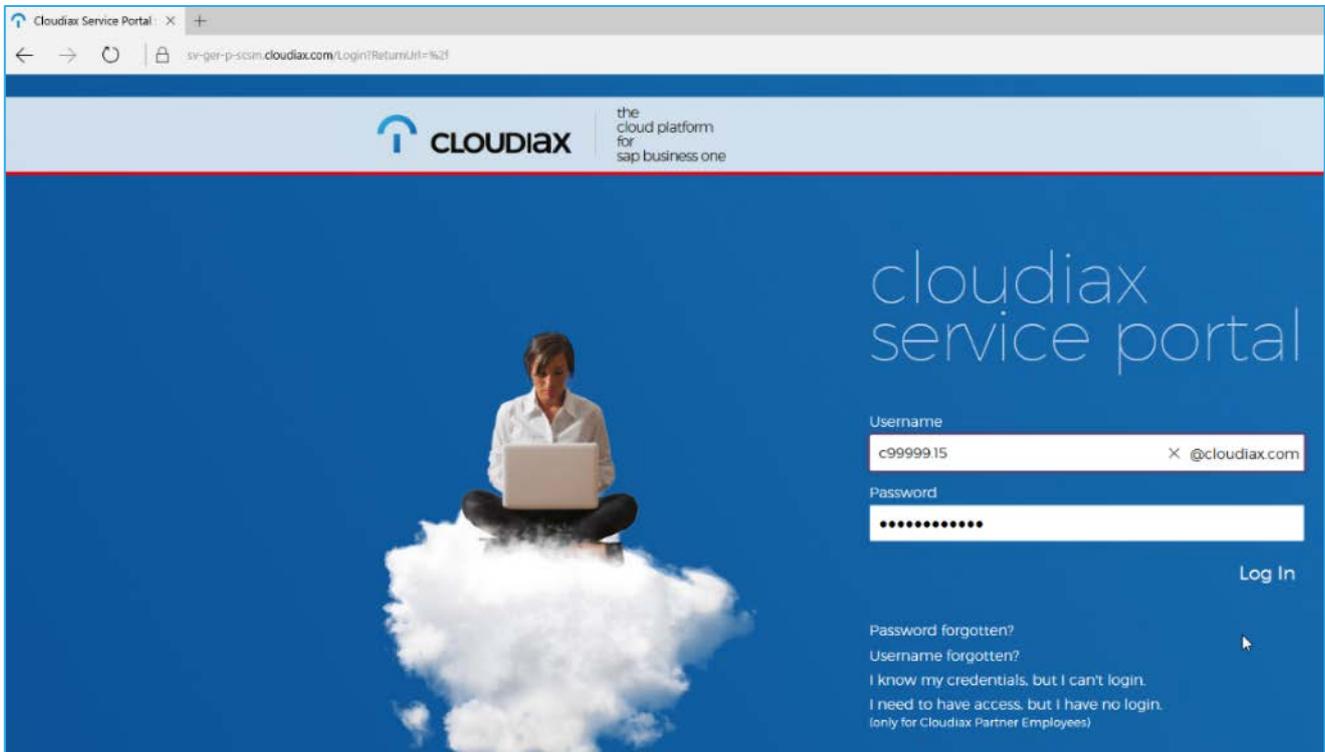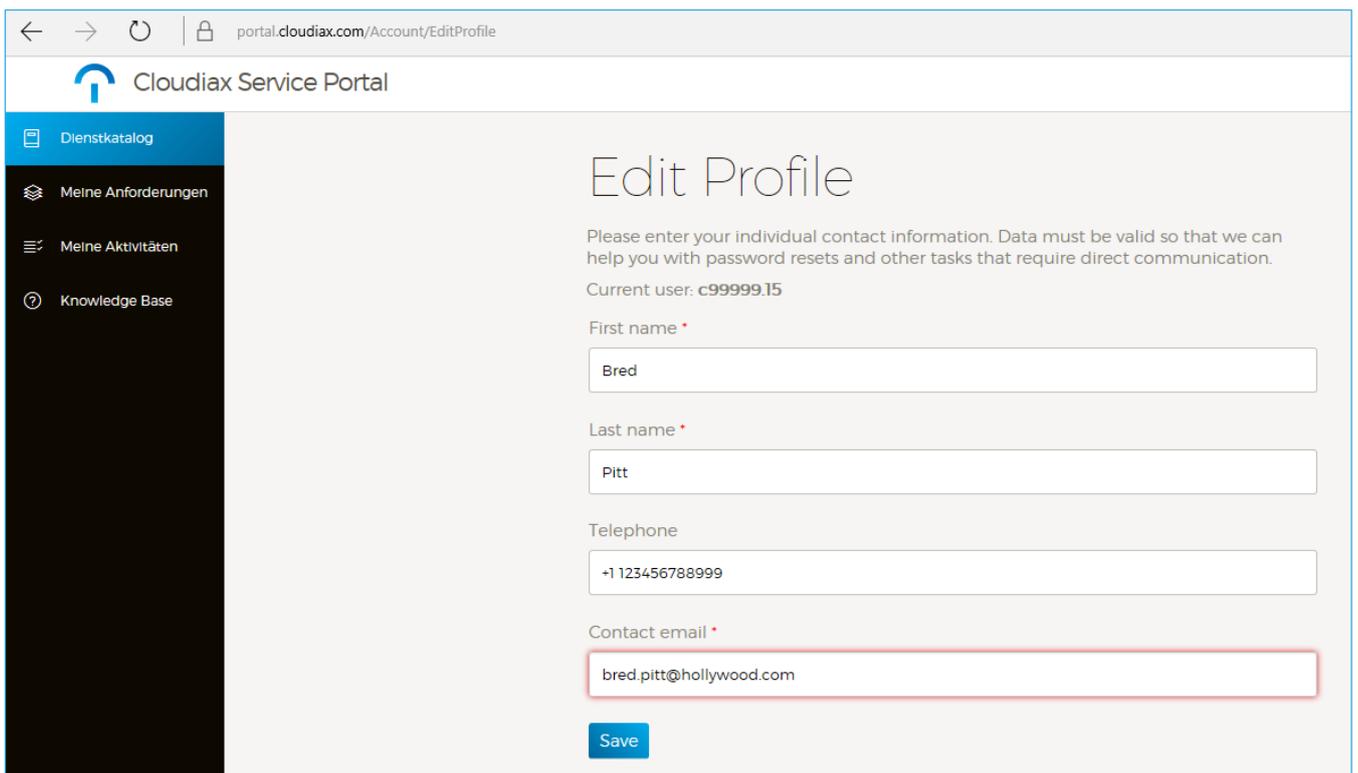

3. Open menu. Just click on the user menu symbol at the right upper corner to open it.
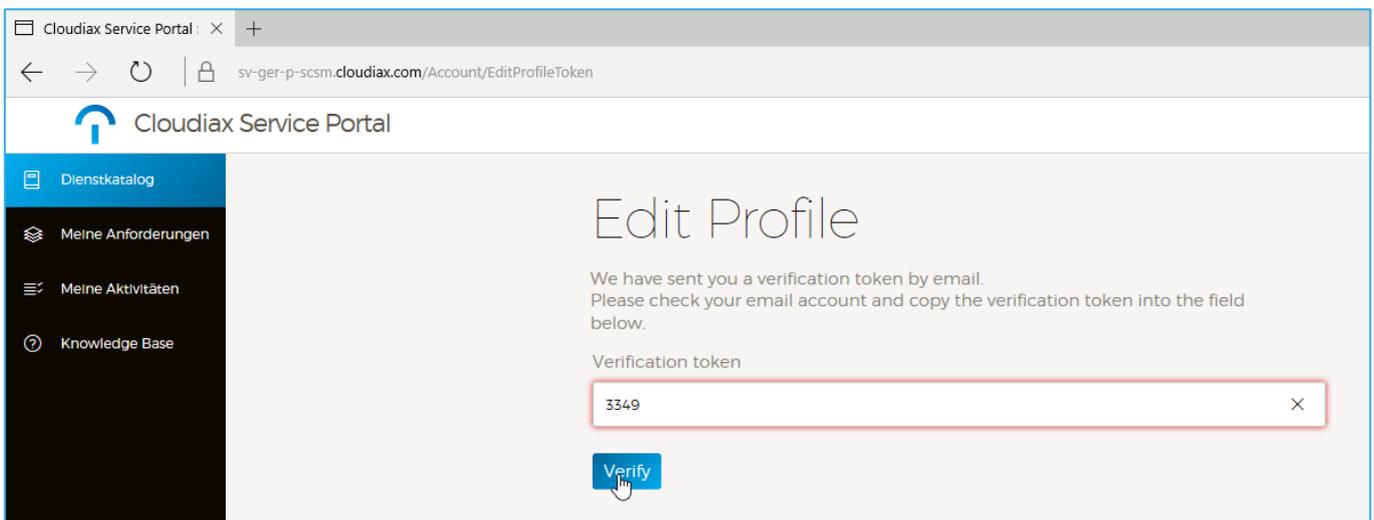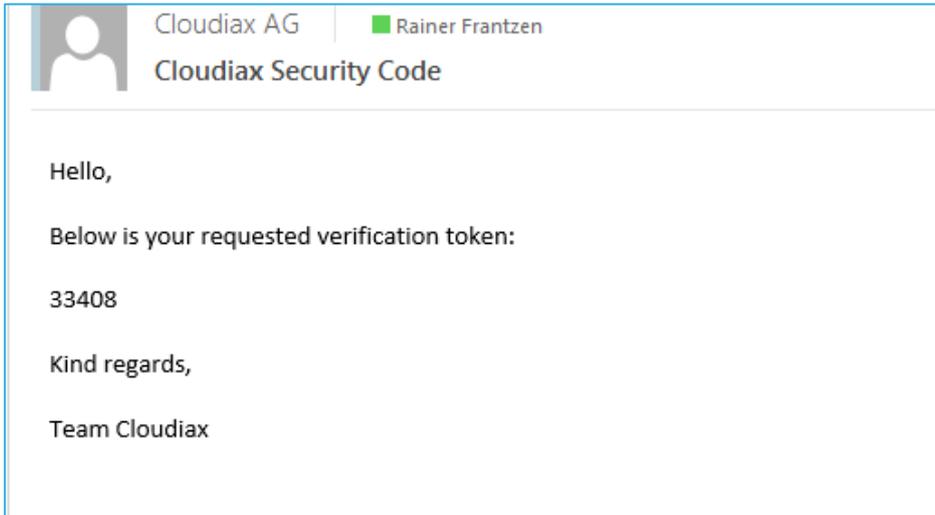
4. Click **Edit Profile** to open your account profile.

5. Enter all information (change the "c-user" to your real last name) and click **Save**.

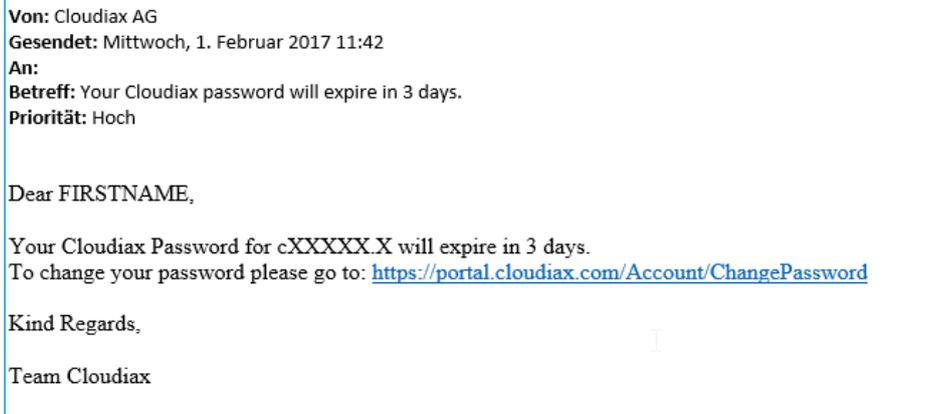Cloudiax will send a verification code to the entered email address.

6. Please fill in the code and confirm with click Verify . That's all. Now we can help you with password resets and other tasks that require direct communication with you.
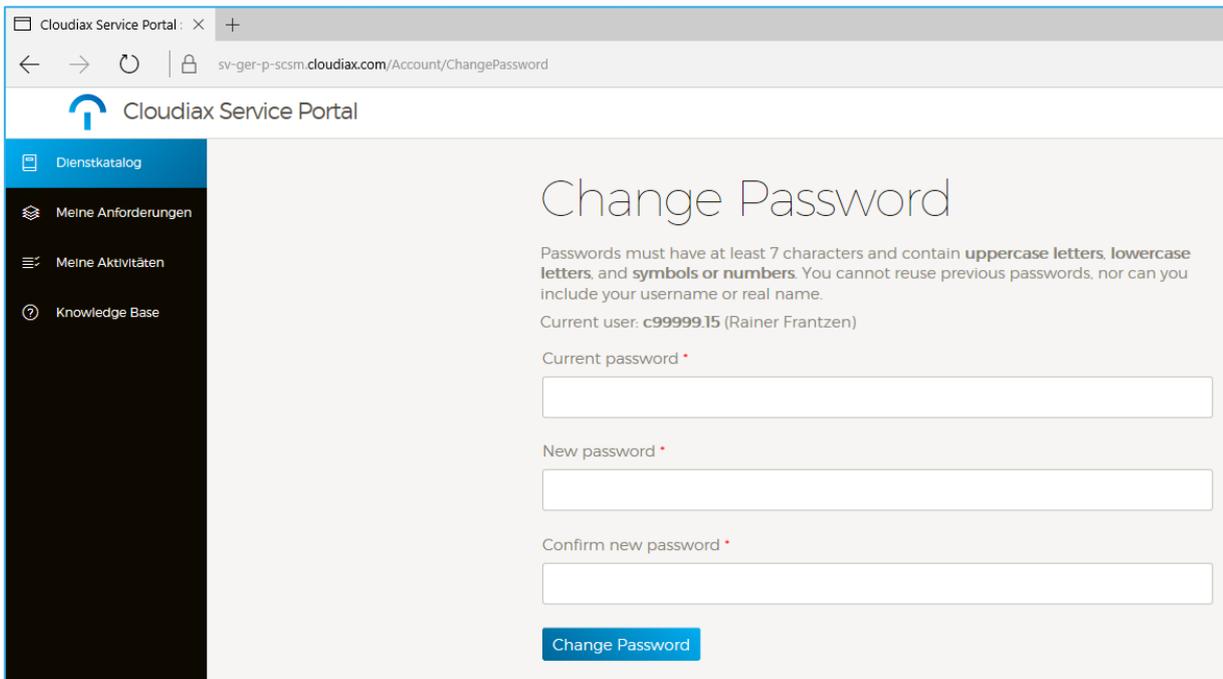
Change password

1. You will get an email reminder if your password expires soon. Please click the link to change the password in time.

Note: If your password is expired you cannot log in as long as you have not changed your password!

Von: Cloudiax AG
Gesendet: Mittwoch, 1. Februar 2017 11:42
An:
Betreff: Your Cloudiax password will expire in 3 days.
Priorität: Hoch

Dear FIRSTNAME,

Your Cloudiax Password for cXXXXX.X will expire in 3 days.
To change your password please go to: https://portal.cloudiax.com/Account/ChangePassword

Kind Regards,

Team Cloudiax

2. You will be automatically prompted to change your password.

3. Please fill in current password, new password and confirm new password and click Change Password.

Note: The valid passwords follow certain restrictions

At least 7 characters

Must contain:

- uppercase letters (e.g. abcdefg...)
- lowercase letters (e.g. ADBNGR...)
- symbols or numbers (e.g. 3928$!"?)

Note: You cannot reuse previous passwords, nor can you include your username or real name.

4. The process ends with a confirmation massage on screen.
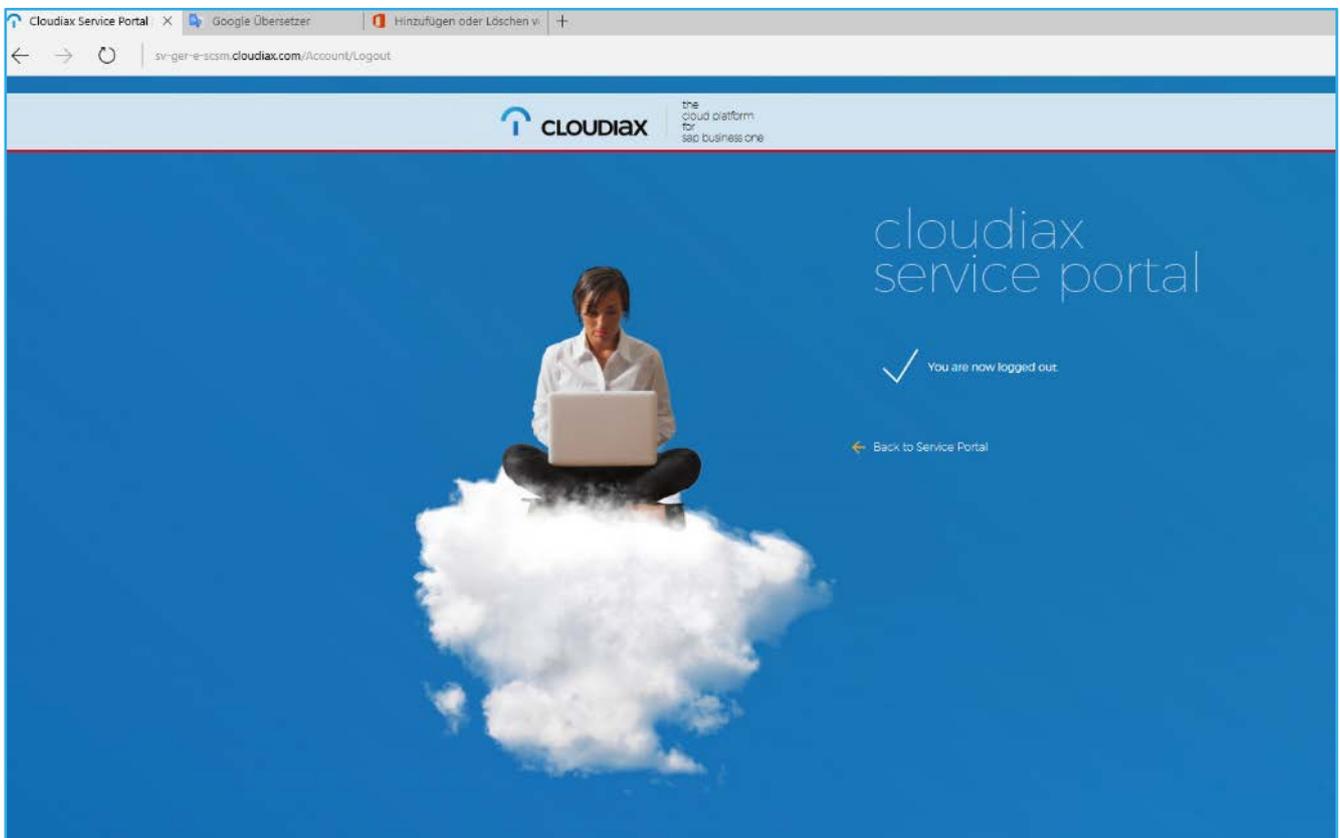
Secure logout

1. To protect your data and to ensure that nobody else can access your account please click `Logout`.

Note: You will be logged out automatically if you don´t use the portal for two hours.
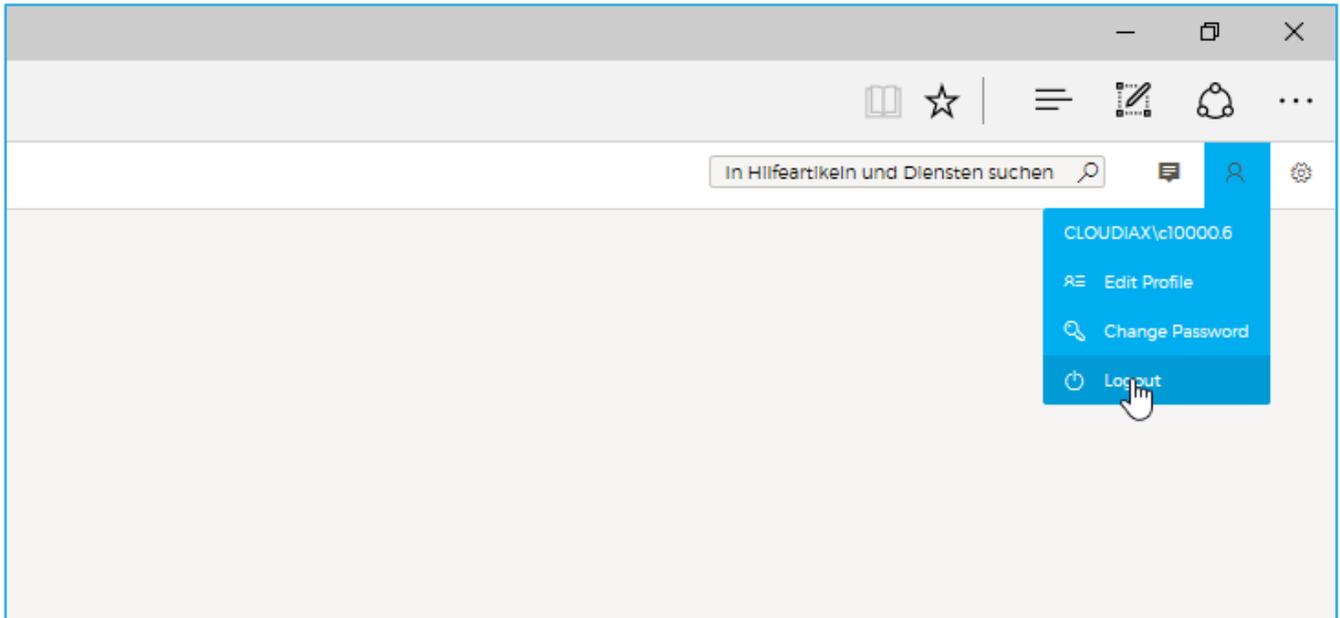
You will see the logout confirmation now.

If you click the Link ← Back to Service portal you come back to the login page.

Secure login management

Password forgotten

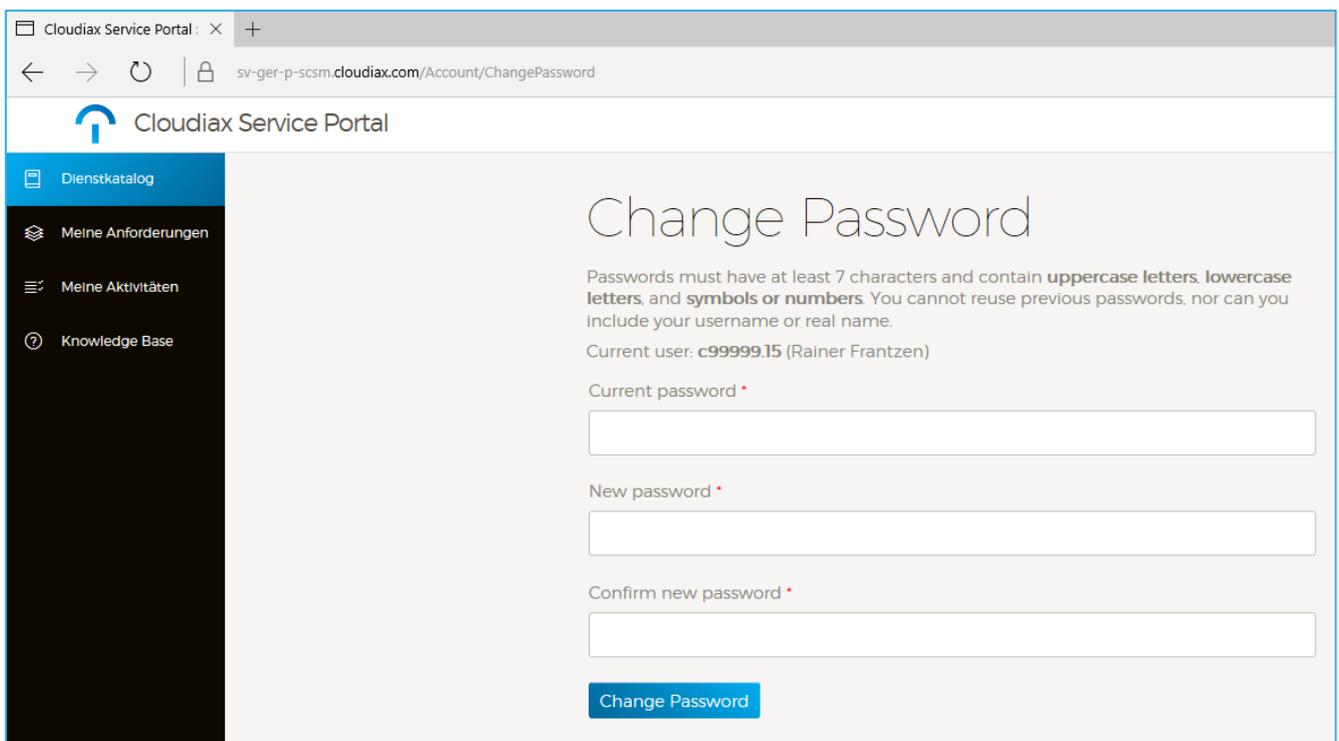1. If you have forgotten your password please use the following process to do a password reset.
Go to https://portal.cloudiax.com and click the link Password forgotten?

2. Enter your username and click Reset Password .

3. Cloudiax will send you a verification code to your Cloudiax profile email address to ensure that you have requested the password reset.

4. Please check your email account and find email from Cloudiax with the verification code.
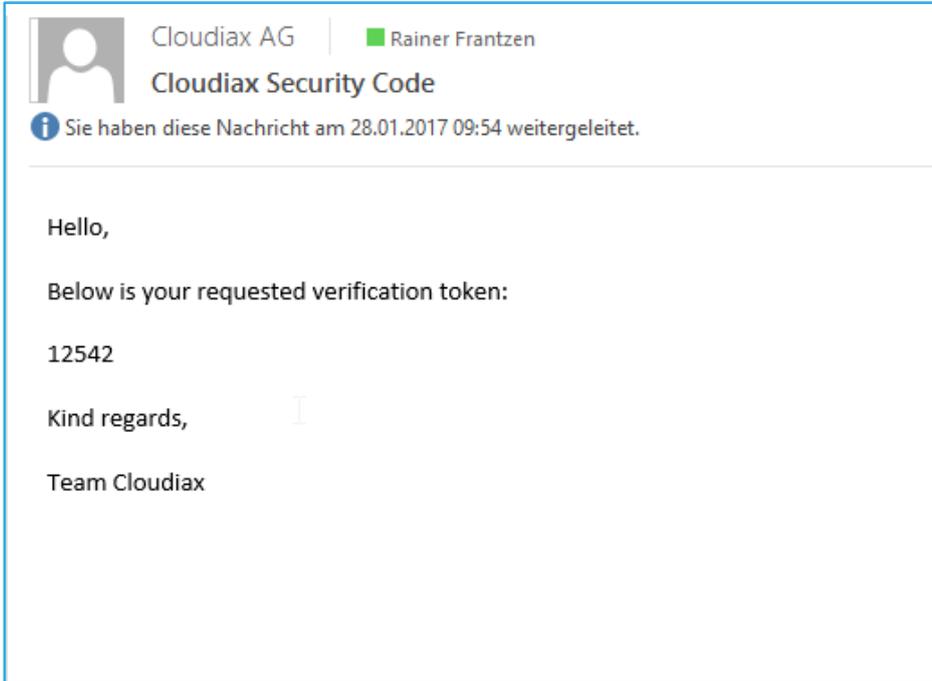
5. Fill in the code and confirm with click Verify
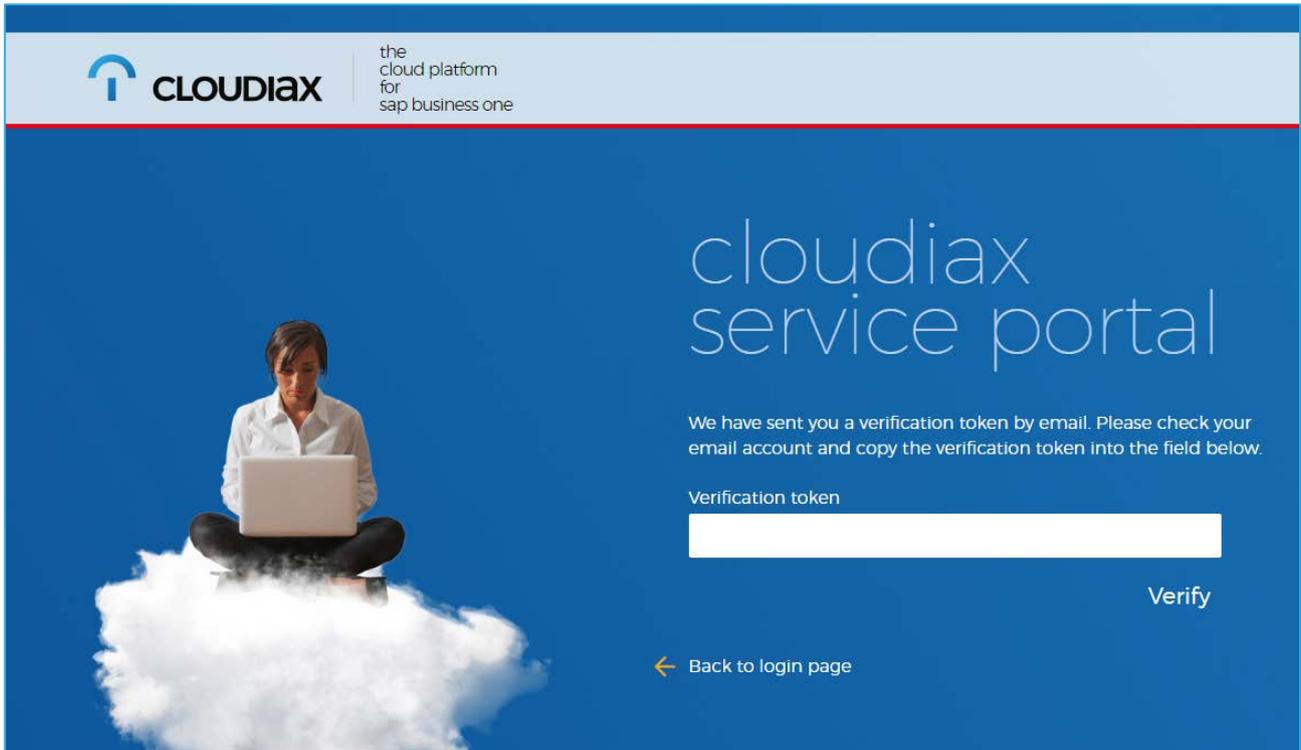
6. If the verification passed successfully you will receive your new password by email.

Rainer Frantzen im Auftrag von info@cloudiax.com   ■ Rainer Frantzen

Cloudiax Security Code

Hello,

Below is your requested new password:

§1AaaBa

Kind regards,

Team Cloudiax
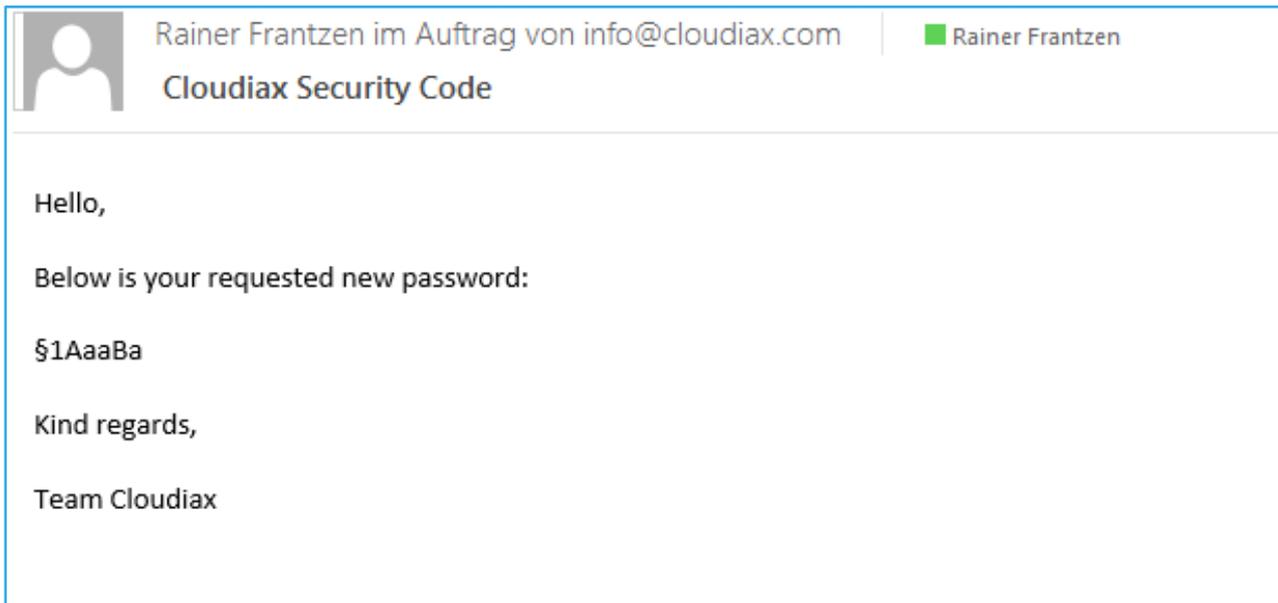
7. You can use your new password to login to all Cloudiax services now.
Option: Use the **Change password** process in to change it into a personal one.

Go to the Cloudiax portal https://portal.cloudiax.com and log in with the new password

8. Open user menu and click `Chance Password`

9. Please fill in the current password, new password and confirm the new password then click
`Chance Password`

Note: The valid passwords follow certain restrictions

At least 7 characters

Must contain:

- uppercase letters (e.g. abcdefg...)
- lowercase letters (e.g. ADBNGR...)
- symbols or numbers (e.g. 3928$!"?)

Note: You cannot reuse previous passwords, nor can you include your username or real name!

10. The process ends with a confirmation massage on screen.

Username forgotten

1. If you have forgotten your username please use the following process.
Go to https://portal.cloudiax.com click the link Username forgotten?

2. Enter your Cloudiax user profiles email address and klick on Find Username

3. Voila! Here is the mail with your username.

Dear Rainer,

Your requested Cloudiax user is: c10013.18@cloudiax.com

Kind Regards,
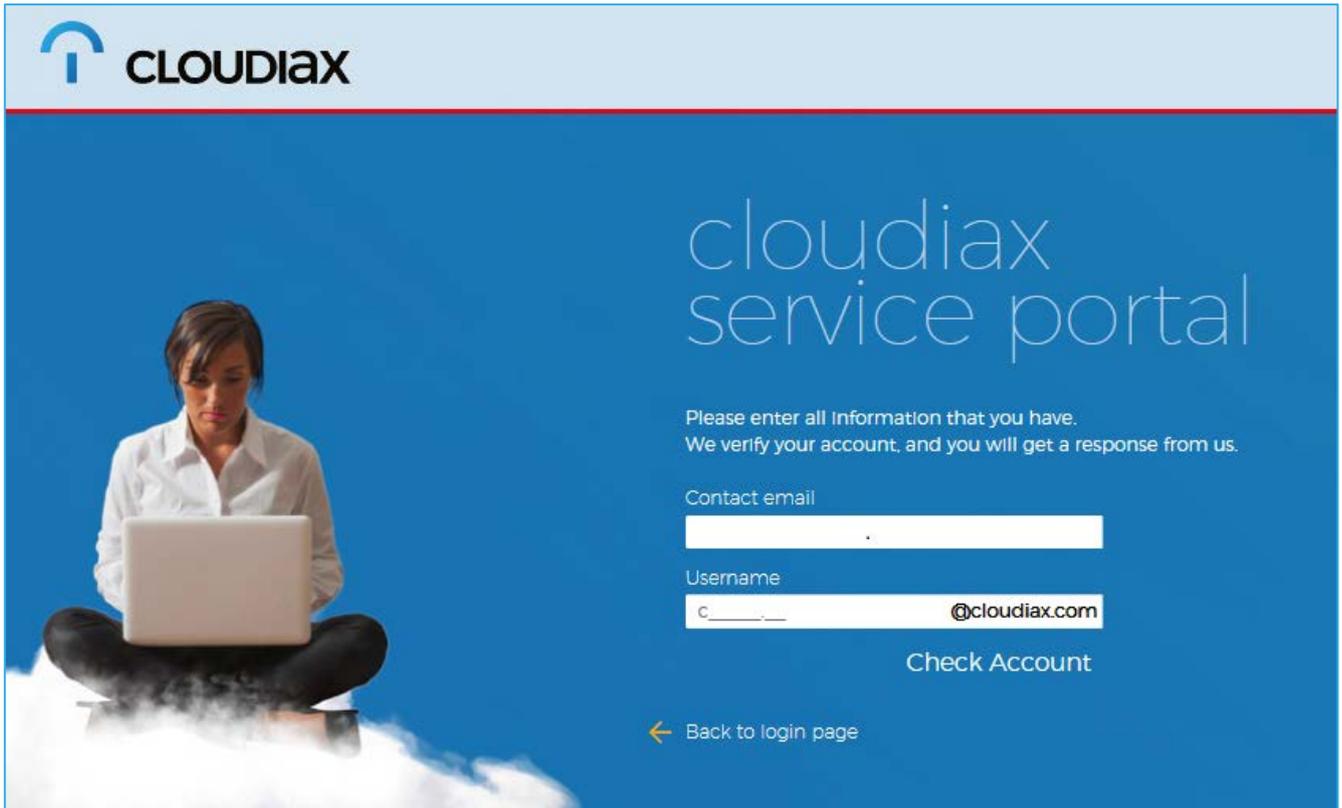
Team Cloudiax
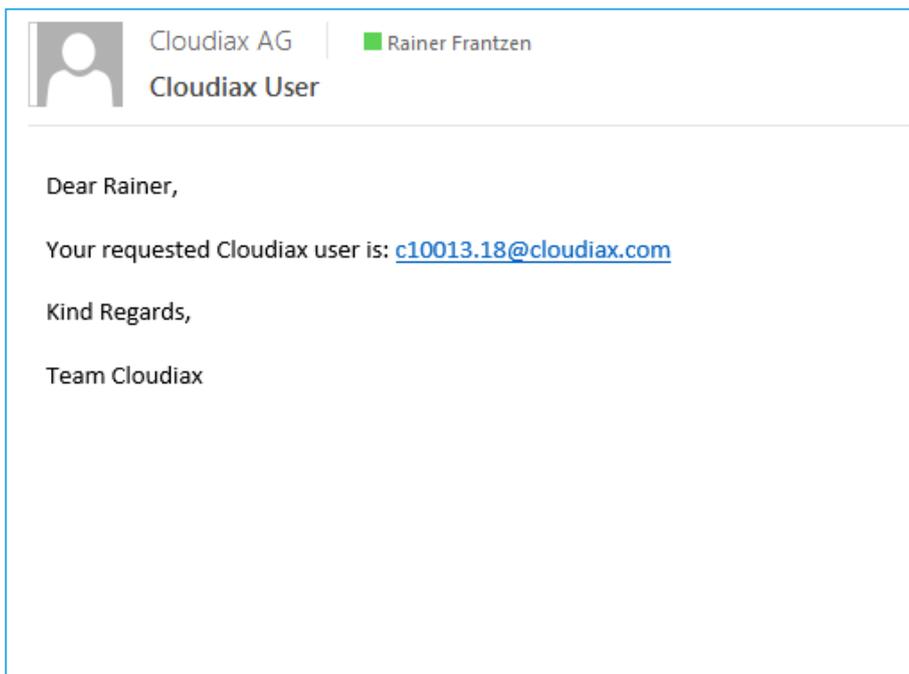
Unblock user account

(examine your account)

1. If you know your credentials but can´t log in we will examine your account.
Click on the link I know my credentials, but can´t log in

2. Enter your email address you used in Cloudiax user profile and your username and click
Check Account

3. Cloudiax Support Team will check and unblock your account. If there are other reasons we will send you an email.