Subject: New DevConnect Portal FAQ

Welcome to the New DevConnect Portal!

Completely redesigned for simplified access to developer resources and DevConnect services, the new portal makes it easier to access important tools, APIs, and downloads, as well as manages technical support tickets, procurement requests and Compliance Testing activities.

This FAQ specifically addresses questions regarding the organization, access and use of the new portal for DevConnect Services.

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New DevConnect Portal Overview

What is new about the new DevConnect Portal?

> Completely redesigned for simplified access to developer resources and DevConnect services, the new portal makes it easier to access important tools, APIs, and downloads, as well as manages technical support tickets, procurement requests and Compliance Testing activities.
>
> Using a "mega menu" approach, users can more easily navigate to featured content on the DevConnect Portal, and have important and updated downloads for key Avaya platforms right at their fingertips.
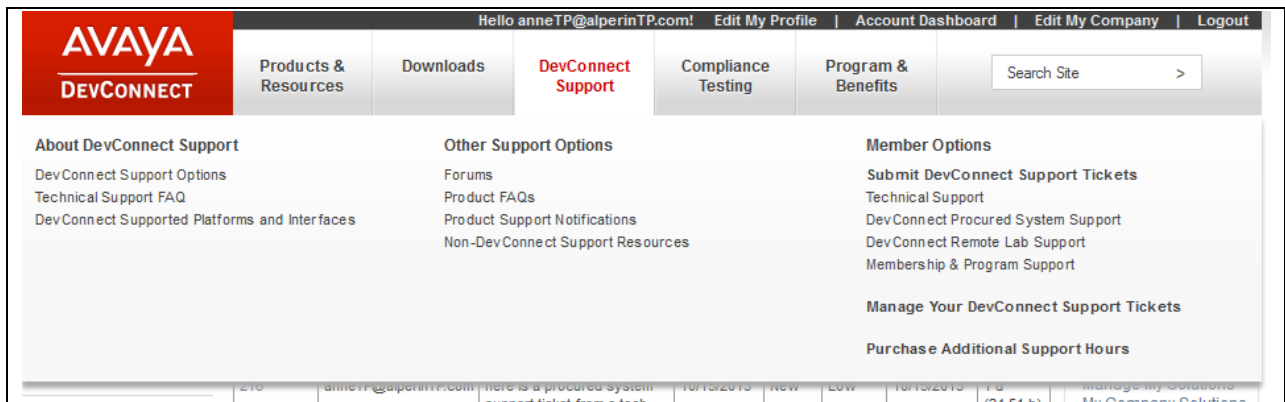
Options to access DevConnect support and compliance testing services is similarly streamlined, as well as access to other program benefits, such as co-marketing benefits for our Technology Partners.

We've even made it possible to respond to technical tickets right from your email inbox, so you don't always have to log in to the DevConnect portal to keep problem resolution moving forward.

Once logged in to the DevConnect Portal, you'll also have easier access to important information regarding your individual and company level membership in the program, including membership and other agreements, copies of invoices and more.

And we'll be introducing even more improvements in the coming months as we continue to evolve.

The DevConnect portal has changed – Have any of the membership benefits changed?

Not at the present time. Our Membership Benefits are described in the current **DevConnect Program Guide**, which can be found via the **Program & Benefits** mega-menu tab, under About the Program.
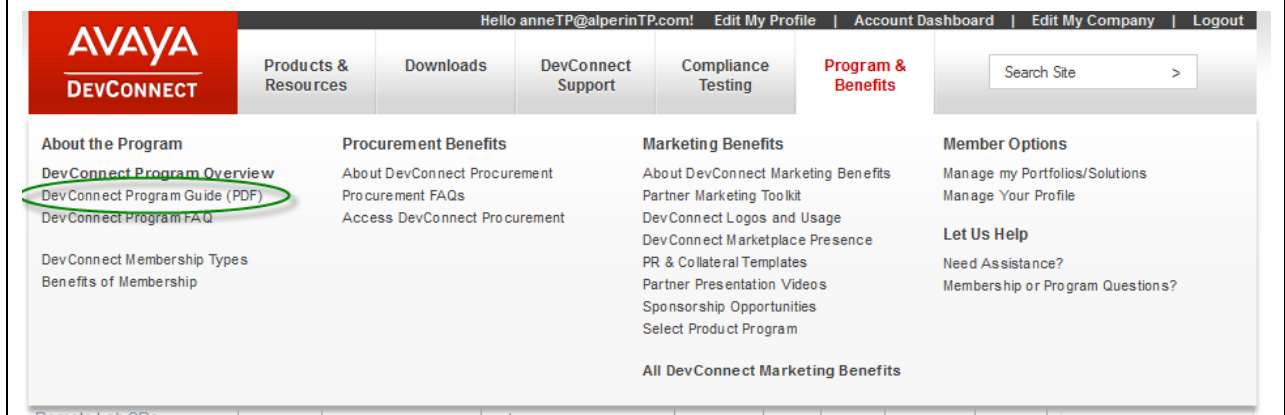
We are, of course, always working to introduce new benefits to our members, whether it is updated training courses, new sample applications, or support for new Avaya products such as Avaya Aura® Collaboration Environment.

Where can I find online training resources for the new portal?

We are working to develop "on-line help" video snippets, demonstrating for members how to enter support tickets; manage company, portfolio and solution records; make procurement requests; and request compliance testing. These video tutorials will be introduced in to the portal in the coming weeks.

Will there be any live training sessions?

No live training sessions are currently scheduled. If live training sessions are offered at a future time, you will find announcements posted to the DevConnect portal home page, or listed under the Events link found in the footer section of the portal.

Will my existing bookmarks continue to work?

No. The new portal has an entirely different structure and underlying domain name.

You should bookmark www.avaya.com/devconnect to ensure that you'll be automatically directed to the current DevConnect portal.

Any bookmarks that reference the <u>devconnect.avaya.com</u> domain will no longer work, and will <u>not</u> automatically redirect to the new portal.

Membership

Do I need to re-register with the DevConnect Program?

> No. All existing DevConnect User ID's have been migrated to the new portal. You will, however, have to reset your password. In some cases, you may also need to complete certain elements of your user profile that are considered mandatory elements.
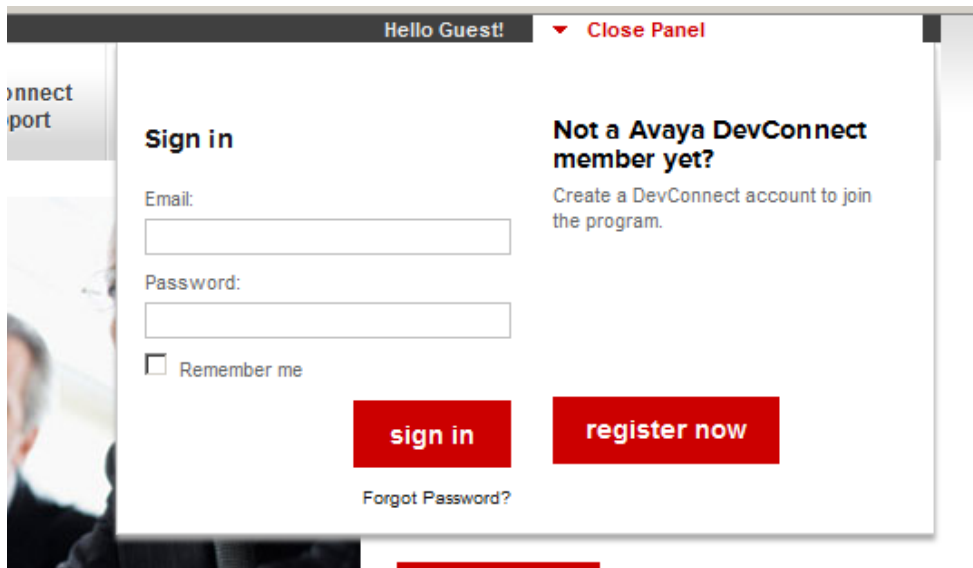
Will my DevConnect User ID and password remain the same?

> Your DevConnect User ID will remain the same as your current DevConnect login (typically your corporate email address).
>
> You will, however, need to reset your password when you first access and attempt to log in to the new DevConnect Portal. You will receive an authorization link, sent to the email address corresponding to your User ID. You will need to use that link to reset your password.

How do I reset my password?

> You can reset your password at any time by using the **Forgot Password** link in the Login Panel shown when you select the **Sign In or Register** link. You will receive an authorization link, sent to the email address corresponding to your User ID. You will need to use that link to reset your password.
>
>
>
> Alternately, if you are currently logged in, select **Edit my Profile**, and use the **Account Actions → Update Your Password** link at the bottom of the screen.

How do I log in to the new DevConnect Portal?

Use the **Sign in or Register** link in the upper right corner of your browser window to sign in with your DevConnect ID (typically, your corporate email address) and password.
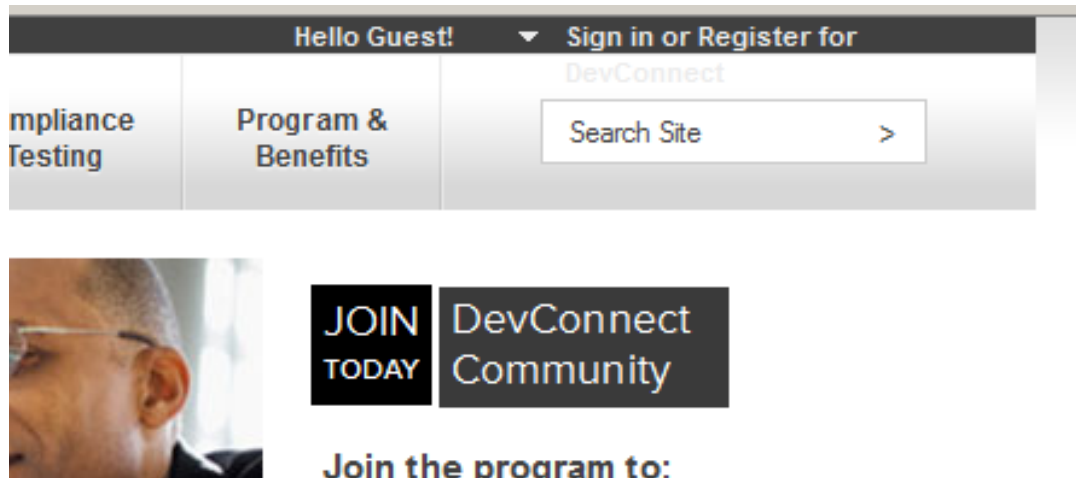

Can I use my DevConnect User ID to log in to the DevConnect Marketplace?

No. At the present time, the DevConnect User ID and DevConnect Marketplace IDs are completely separate and independent.

How can I review my profile information?

Once you have logged in, use the **Edit My Profile** link in the upper black menu bar to access and update your personal details, including your name, current address and contact information.
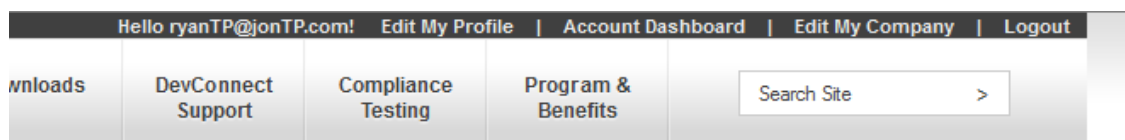
You will not be able to change your DevConnect User ID. Should you need to change your User ID/email address or your association with a specific Company record, please use the **DevConnect Support** mega-menu tab to submit a **Membership & Program Support** ticket for assistance.

What is my Forum User Name?

The new DevConnect Portal contains a completely updated forum board infrastructure. Your postings and comments will display the name shown as your Forum Display Name to others, not

your DevConnect User ID, in order to avoid exposing your email address (which doubles as your DevConnect User ID).

If you were an existing DevConnect member, your Forum User Name has been automatically generated as part of the transition to the new portal.

Once established, this forum name cannot be changed.

How can I review my Company's information?

Once you have logged in, you may be able to use the **Edit My Company** link in the upper black menu bar to access and update your company's details, including corporate name, current address and other corporate information.
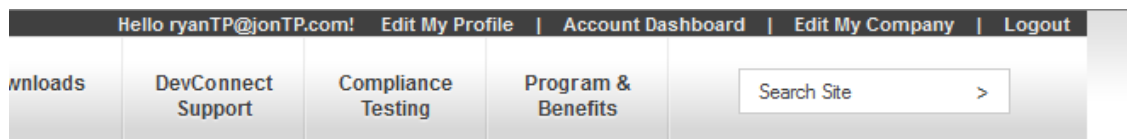
You will not be able to change your company association. Should you need to change your User ID/email address or your association with a specific Company record, please use the **DevConnect Support** mega-menu tab to submit a **Membership & Program Support** ticket for assistance.

Will I need to re-accept membership terms?

No. If you have already accepted membership terms, or if a company representative has already executed a DevConnect Membership Agreement, you will not need to re-accept those terms at this time. All members, including Registered Members, continue to be governed by the Terms of Use found in the website page footer.

How can I access a copy of my Membership Agreement?

Using **Edit My Company** (in the upper black menu bar), select the **Contracts** tab to view all DevConnect agreements. Then select the Contract ID you are interested in.

Why doesn't my Membership Agreement show up under Contracts?

In some cases, DevConnect Membership Agreements may have been executed outside of the DevConnect Portal, possibly as addendums to other Avaya Agreements. These agreements have not yet been migrated to an on-line format and may not be available for viewing via the DevConnect Portal.

How can I invite others from my company to join the DevConnect Program?

Simply suggest that they visit www.avaya.com/devconnect and register using your corporate domain email. As part of registration, they will have the option to select and associate to your company record based on that domain.

Alternately, if you are the Prime Company Contact, once you have logged in to the DevConnect portal, you can use the **Edit My Company** link (in the upper black menu bar) to **Invite a New User** through the **Invitations** tab at the lower portion of the Edit Company screen.

I see company contacts listed that are no longer with my company. How can I get these removed?

To have contacts removed from your company record, please contact your assigned DevConnect Business Development Manager (BDM), or submit a general **Program & Membership Support** ticket.

How can I determine my company benefits?

When you select the **View My Company** or **Edit My Company** link (in the upper black menu bar), the **Company Details** box on the right hand side of your screen will list your Primary Company Contact, DevConnect BDM, Membership level and other important membership details such as purchased and available support hours or Compliance Test days.

Edit My Profile | Account Dashboard | Edit My Company | Logout

pliance   Program &
sting   Benefits   Search Site   >

Main Company Details
Primary Contact
b alperinTP
b@alperinTP.com

BDM
Jon as BDM Alperin
jalperin2@avaya.com

Membership
Level: Tech Partner
Status: Signed By Avaya
Active: *Not Set*

Support
Support Remaining: 81.0 Hours
Support Used: 0 hours/0 tickets
Current Remaining: 81.0 Hours
Current Used: 0 hours/0 tickets

Testing
Testing Remaining: 17.0 days
Testing Used: 8.0 days/2 requests
Testing Used (Unbilled): -1.0 days
Reserved: -4.0 days
Current Remaining: 25.0 days
Current Used: 3.0 days/2 requests
Current Used (Unbilled): 0 days

View Activity
Company Support History
Company Tickets
View Test Request History
View Company Test Requests
View Payment History

Portfolios & Solutions

What are Portfolios and Solutions?

A Portfolio is simply a way to group common or similar Solutions together for tracking or marketing purposes. A Portfolio may represent a single product that interoperates with multiple Avaya products, or a set of inter-related Member products that work with a specific Avaya platform.

A Solution is a specific instance of a member's product, service or offer which integrates or interoperates with a specific Avaya product at a specific release level. DevConnect Compliance Testing is performed on a specific Solution.

All Support-enabled, Test-enabled and Technology Partner level members will have at least one Portfolio and one Solution.

For Technology Partners, Portfolios are also reflective of how products, services and offers are described in the **DevConnect Marketplace** (www.devconnectmarketplace.com).

As part of Data Migration, a default Portfolio is created for all your existing Solution Records. You can edit and update the Portfolio Name and Description information for this default Portfolio, or create new Portfolios when submitting new Solutions for Compliance Testing.

How do I create or view a Portfolio and add Solutions?

Enhanced level members (Technology Partner, Support-enabled and Test-enabled Registered members) can create and update Portfolios and Solutions through either their **Company Profile** or **Account Dashboard**.

Access the **Company Profile** using the **Edit My Company** link, found in the upper black menu bar, and select the Portfolio Tab at the bottom of the screen. By selecting an existing Portfolio, you can add additional solutions to that Portfolio.

To create an entirely new Portfolio (as well as manage specific solutions), use the **Account Dashboard** and select **Manage My Portfolios** from the Quick Link section.

Quick Tools

Manage My Tickets
My Company Tickets

Manage My Solutions
My Company Solutions

Manage My Portfolios
My Company Portfolios

View My Invoices
My Company Invoices

My Portfolios and **My Solutions** are those specific solutions you created and submitted. **My Company Portfolios** and **My Company Solutions** are the superset of all items created by members of your company.

For data that has been migrated, the Primary Contact will likely be the owner of any pre-existing solution.

Alternately, you can access this information and other related functions, including status of compliance testing activities, from the **Account Dashboard** under the **Solutions & Portfolios** section (using the lefthand navigation options).

Must I have a Portfolio & Solution?

Depending upon your membership level, you may be required to have a Portfolio and Solution record.

Registered-level members do not generally have or are required to have Portfolios and Solutions, although you may be granted specific ones by DevConnect in support of Beta and other special programs for which your company has been enabled.

Support-enabled, Test-enabled and Technology Partner level members must have at least one Portfolio and Solution, which are generally created as part of the membership upgrade process.

Portal Content

Will my bookmarks still work?

> Unfortunately, they will not. The new DevConnect Portal is a complete redesign, including a new domain name of **devconnectprogram.com**. Any bookmarks you may have that point to pages on the devconnect.avaya.com domain will no longer work.
>
> However, if you access the current DevConnect portal using **www.avaya.com/devconnect**, this URL will continue to point to the new website. In fact, you should always use this URL to access the DevConnect portal!

How do I log in to the new DevConnect Portal?

> Just visit www.avaya.com/devconnect, and you'll be automatically redirected to the new DevConnect portal at www.devconnectprogram.com.
>
> You can peruse almost all the site content without having to log in. Access to documentation and downloads will still require authentication, and you'll be prompted for login when you try to access such content.
>
> Alternately, use the **Sign in or Register** link in the upper right corner of your browser window to sign in with your DevConnect User ID and password for an entire session.
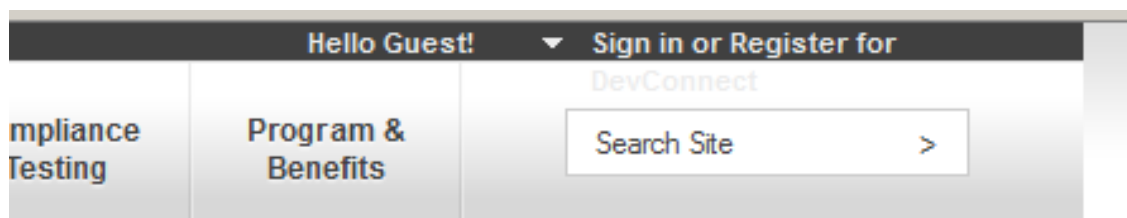
How do I find information on a specific Avaya product, SDK, API, or interface?

> The **Products & Resources** mega-menu is the easiest way to find information on specific Avaya products.

If you don't see the product you are interested in as a featured item, use the **Products A-Z** or **Interfaces A-Z** indices to browse for it. Or simply type a product name in to the **Product Search** bar, and search to find related information.
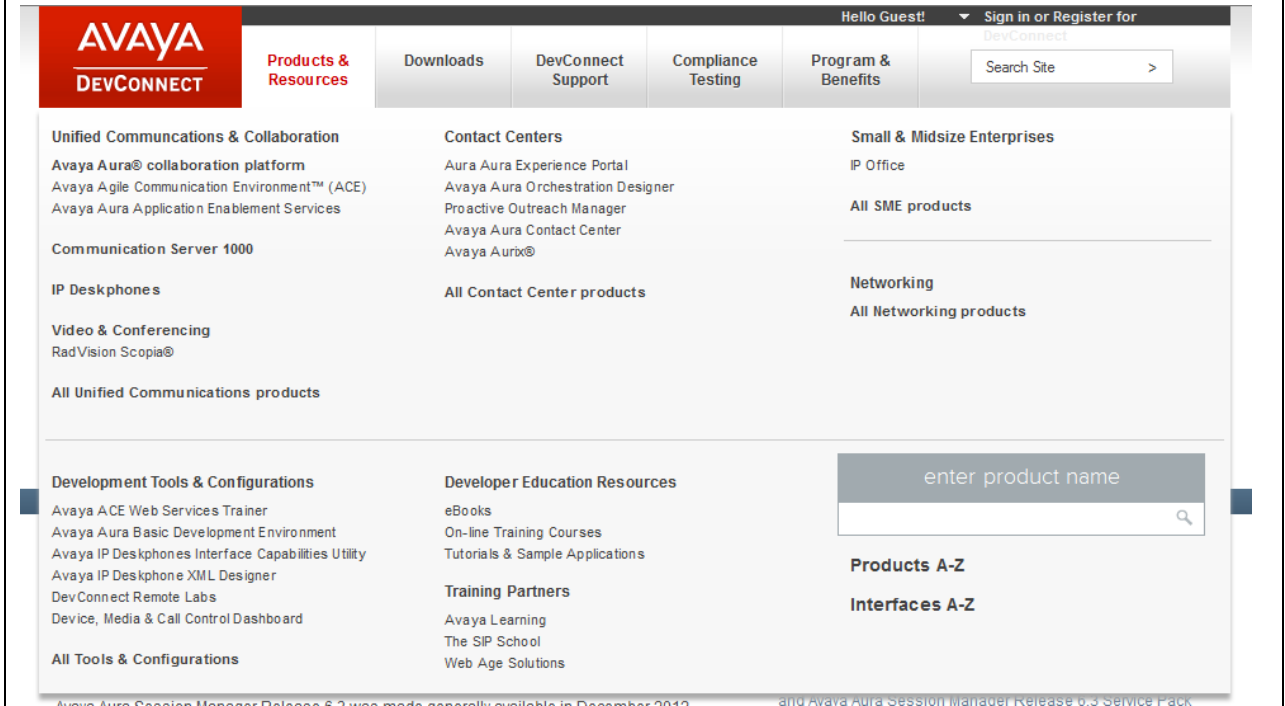
How do I find a specific document or download on the DevConnect site?

The **Downloads** mega-menu allows you to directly access key documents, SDKs, and software images, such as the latest release of key Avaya Aura® AE Services SDKs or updated programmers guides for Avaya Orchestration Designer.

You can access featured downloads by product, selected interfaces, even material that the DevConnect technical team recommends as valuable and important to our community.

Or you can use the **Download** mega-menu to see **All Downloads** by category for UC & Collaboration, Contact Center, or SME products, although this could be quite an extensive list of materials.

If you are looking within a specific Product area, the **Releases** section will allow you to select specific categories of downloads for the most current release, or select older releases to access their available resources.

How can I find forum board topics?

All available forum boards can now be found under the **DevConnect Support** mega-menu, under **Other Support Options**, using the **Forums** link.

Where can I find Training materials and information?

Within the information and resources for each featured product is a sub-section **for Educational Resources**. Available training material will be identified there, including tutorials, sample applications, self-paced on-line training, eBooks, and archived technical webinars.

Additionally, access to training materials is available via the **Products and Resources** mega menu, under **Developer Education Resources**.

Where can I find content on Remote Labs?

Where DevConnect offers a remote lab option for a specific Avaya product, details will be found within the product information, under **Development Tools and Configurations**.

There may also be a **Quick Link** on the products' main overview page to request lab access.

And you can find a cross-reference list of all available free or for-pay remote lab options, including the new Avaya Aura® Collaboratory for Avaya Aura® Collaboration Environment through the **Products & Resources** mega-menu, under **Development Tools & Configurations**.
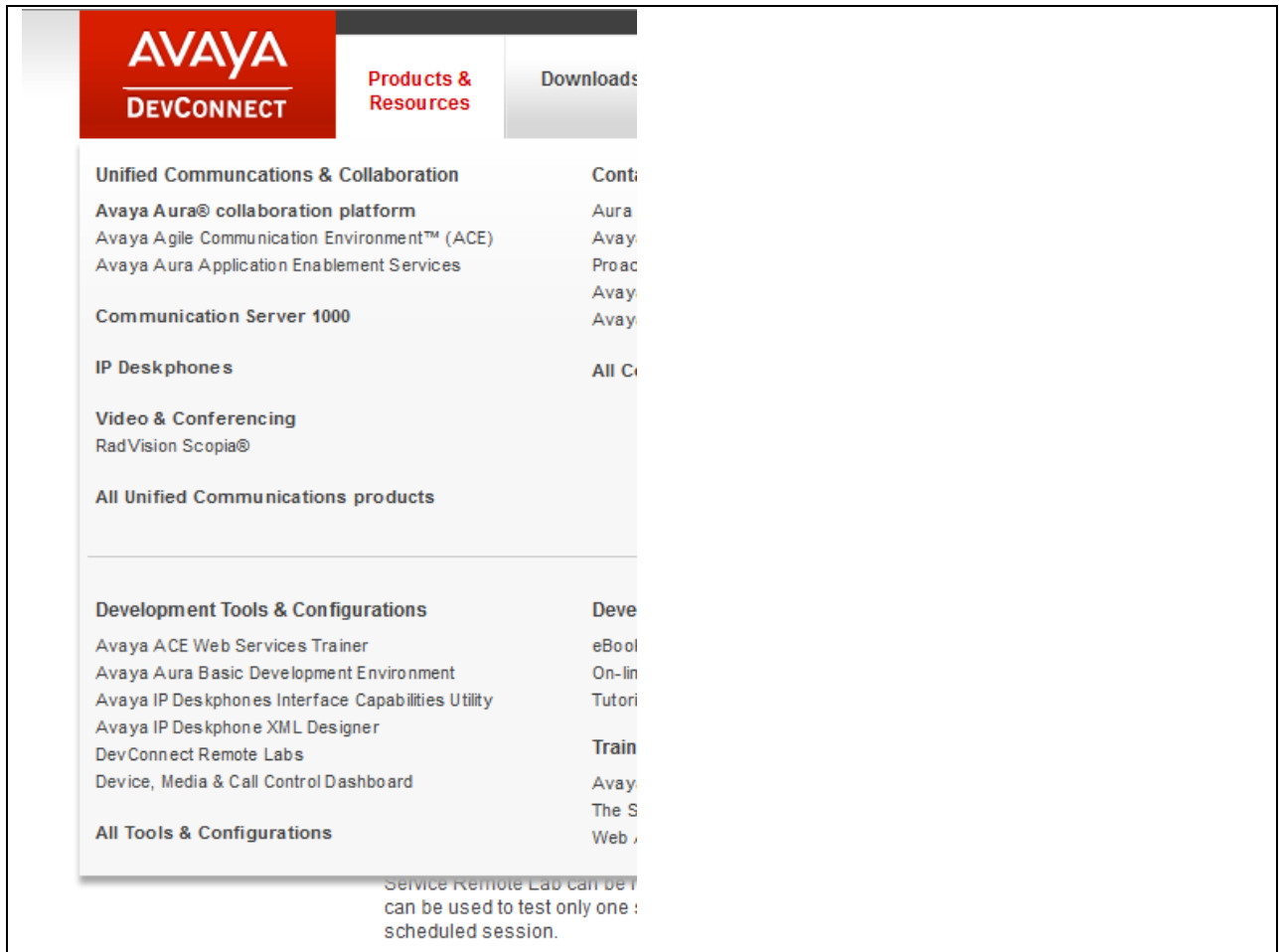
Where can I find information on Sample Applications?

Many Avaya products offer sample applications within their individual SDKs. Where DevConnect offers additional sample applications for a specific Avaya product, details will be found within the product information, under **Educational Resources**.

There may also be a **Quick Link** on the products' main overview page to request lab access.

And you can find a cross-reference list of all DevConnect-developed sample applications through the **Products & Resources** mega-menu, under **Developer Education Resources**.

How can I find historical App Notes?

Application Notes for many current Technology Partners can be found via the DevConnect Marketplace (www.devconnectmarketplace.com), along with additional information regarding these solutions.

All historical DevConnect Application Notes can be found under the **Compliance Testing** mega menu, under **Compliance Tested Solutions**, using **Search Application Notes.**

Where can I find marketing collateral templates, logo's and other information?

Technology Partners can access these and other related co-marketing benefits by first logging in to the Portal and then selecting available options from the **Program & Benefits → Marketing Benefits** section.

These options are only available to DevConnect Technology Partners.

Where can I find information on upcoming Avaya and DevConnect Events?

Events for our DevConnect Community will be highlighted as Featured Updates on the main DevConnect page (www.avaya.com/devconnect). A list of recent and upcoming events can be found using the **Events** link in the page footer.
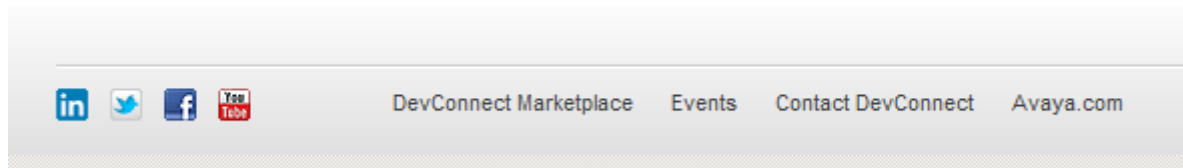
Technology Partners can access information related to sponsorship opportunities available to them as part of co-marketing benefits by first logging in to the Portal and then selecting **Program & Benefits → Marketing Benefits → Sponsorship Opportunities**.

Where can I find information on Avaya Product Notices?

Product Support Notices (PSNs) and other related information are published through the Avaya Support website (www.avaya.com/support). For information on how to register for Product Support Notices, see **DevConnect Support → Other Support Options → Product Support Notifications**.
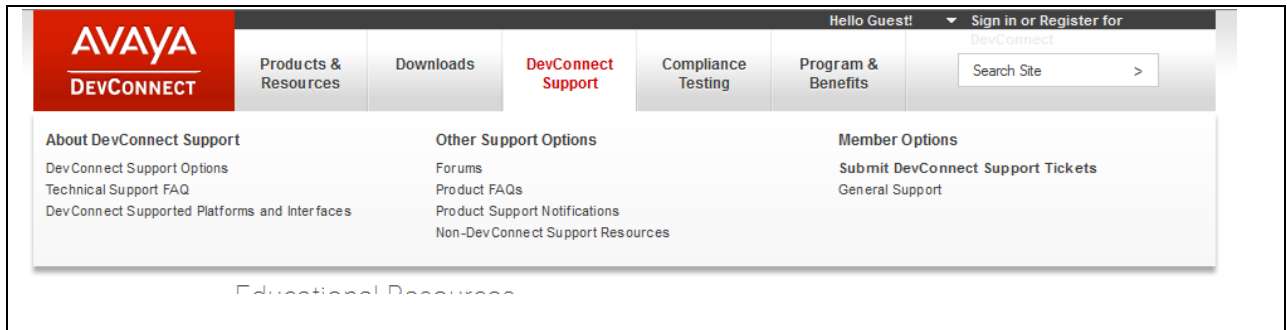
I don't see certain information in the Mega Menu tabs as shown in this FAQ. Why not?

Menu items may vary, depending upon Membership level and benefits, as well as the authenticated status of the user.

If you do not see content or services that you expect to see, please make sure you are logged in completely to the DevConnect Portal, and have authenticated your login if necessary.

Then, using the **Edit My Company** link, validate your program membership level and status.

If you still have concerns, use the **DevConnect Support → Membership & Program Support** link to open a general support ticket.

Alternately, the **Need Assistance?** link on the **Program & Benefits** Mega Menu tab will also enable you to open a general support ticket. Once submitted, a member of the DevConnect team will investigate your user and company credentials and make any necessary adjustments.

DevConnect Support

What types of support services are available?

The DevConnect Portal now allows you to specify four distinct types of support requests:

- **Membership & Program Support**, regarding benefits of the DevConnect program and general program processes.
- **Technical Support**, focusing on the usage of Avaya product APIs or interoperability with Avaya products through open, standards-based interfaces. The specific set of Avaya Products or interfaces available to you may vary by membership level or other criteria.
- **Procured System Support**, which is offered against specific products purchased through the DevConnect Program. Again, the specific set of products available may vary by membership level.
- **Remote Lab Support**, centered on access and usage of DevConnect remote labs.

There is a specific link and unique set of initial field values for each type of support ticket. Submitting the proper type of support ticket is key to obtaining a response from Avaya in the shortest possible time.

What has happened to my existing technical support tickets?

All existing support tickets have been migrated to the new portal. You can access all the support tickets for your company using the **Account Dashboard,** under the **Support Requests** section (see the lefthand navigation options).

Note that the new portal actually supports four (4) types of support tickets:
- General Program & Membership Support
- Technical Support
- DevConnect Procured System Support
- Remote Lab Support

Pre-existing ticket will have been classified as Technical Support tickets, no matter their actual content.

How can I enter a new Support Ticket?

Using the **DevConnect Support** mega-menu, simply select the type of support ticket you wish to enter from the options shown. You will have to log in to access technical, procured system and remote lab support options.

Once you have submitted a support ticket, use the **Account Dashboard** link in the upper black menu bar to access and respond to open tickets. You may also respond directly using the email notification you receive from DevConnect whenever your ticket status changes, by placing your response within the designated area as explained in the notification.

Do I still need to register solutions to gain access to technical support services for a particular Avaya product?

No. When you submit a technical support ticket, you must identify the Avaya platform (and optionally the interface) that you are referencing. But you do not have to first select a solution from your set of portfolios and solutions.

The list of available Avaya Platforms and Interfaces shown to you will vary by membership level or other criteria, such as specific access permissions granted to your company by Avaya.

When submitting a technical support ticket, however, you can optionally identify one of your solutions, which aids our support engineers in responding to your inquiry.

How can I see the status of my open support tickets?

After logging in to the DevConnect Portal, use the **Account Dashboard** link in the upper black menu bar to access and respond to open tickets.

Can I respond to support tickets via email?

Yes. If you choose to be contacted by email when you submit the ticket, you will receive a notification whenever the status of the ticket changes or when a DevConnect Support Engineer or DevConnect BDM adds a comment.

You can then "reply" to this email, placing your response within the section as indicated in the email, and it will be received and processed by DevConnect as if you had actually logged in and entered the update through the portal.

Can I add other contacts to a support ticket?

Yes, you may be able to add other company contacts by selecting their names when the ticket is created.

Any company contact can update any support ticket for your company directly through the portal by using the **Account Dashboard** options to search for and select from tickets submitted against your company record, even if they are not explicitly identified as the ticket owner.

By specifying additional contacts as part of ticket creation, those contacts will receive email-based notifications on state changes and updates for that ticket specifically. They will then be able to provide updated via email in response to questions from DevConnect.

How do I get technical support regarding a DevConnect remote lab?

After logging in, use the **DevConnect Support** mega-menu and select the **Remote Lab Support** link from the options shown. Please identify the specific Remote Lab you are referencing as part of the ticket submission.

Once you have submitted a support ticket, use the **Account Dashboard** link in the upper black menu bar to access and respond to open tickets. You may also respond directly using the email notification you receive from DevConnect whenever your ticket status changes, by placing your response within the designated area as explained in the notification.

How do I get technical support regarding a system I've procured through DevConnect?

After logging in, use the **DevConnect Support** mega-menu and select the **DevConnect Procured System Support** link from the options shown. For best response, please identify your existing Procurement Request or the specific procurement catalog offer being referenced as part of the ticket submission, as this will aid our support engineers in responding to your inquiry.

Once you have submitted a support ticket, use the **Account Dashboard** link in the upper black menu bar to access and respond to open tickets. You may also respond directly using the email notification you receive from DevConnect whenever your ticket status changes, by placing your response within the designated area as explained in the notification.

DevConnect Compliance Testing (Technology Partner and Test-enabled Registered Member only)

What happened to my testing efforts that were in-process at the time of portal transition?

> These records, along with information related to historical compliance testing of your solutions, have been migrated to the new portal as **Compliance Test Requests**, related to specific Solution records.
>
> No data has been lost regarding these testing activities.

How can I request a new compliance test?

> After logging in, use the **Compliance Testing** mega-menu to select the **Request Compliance Testing** link from Member Options.
>
> You will be asked to select the solution to test from your available and approved solutions, as well as your preferred test type (in Avaya Lab, Remote or SIP Service Provider Test) and the requested location for testing.

How can I see the status of my in-process compliance tests?

> After logging in, use the **Account Dashboard** link in the upper black menu bar to access your dashboard. You can locate current compliance test requests via the Compliance Testing section.
>
> In addition, when viewing a specific Solution record through your Solutions & Portfolios information, if there is an associated Compliance Test request it will be shown in the right-hand sidebar information and can be accessed via that method as well.

How can I find historical DevConnect Application Notes?

> Under the **Compliance Testing** mega-menu tab, use the **Search Application Notes** link under Compliance Tested Solutions to access historical application notes published by DevConnect.

DevConnect Procurement

Where can I determine what discounted systems and software is available to me through DevConnect?

DevConnect makes available a range of pre-configured system configurations intended to support common development efforts, using a range of Avaya products. Availability of these systems, along with related software upgrades, access to for-pay remote lab options, and other developers tools provided exclusively via DevConnect may vary by membership level.

After logging in, use the **Program & Benefits** mega-menu to **Access DevConnect Procurement** and browse the procurement catalog to see what is available for purchase at your current membership level.

How can I enter a new Procurement request?

After logging in, use the **Program & Benefits** mega-menu to **Access DevConnect Procurement**. The DevConnect Procurement Catalog will display featured offers available at your membership level, and you can further refine results by using the search and filter options shown.

To get further details and order a specific offer, use the View Offer button associated with the specific offer shown.

How can I see the status of my open procurement requests?

After logging in, use the **Account Dashboard** link from the upper black menu bar to access your dashboard. In-process Procurement Requests for you or anyone in your company may be accessed via the Procurement Requests section of the dashboard.

How do I get technical support regarding a system I've procured through DevConnect?

After logging in, use the **DevConnect Support** mega-menu and select the **DevConnect Procured System Support** link from the options shown.

For best response, please identify your existing Procurement Request or the procurement offer being referenced as part of the ticket submission, as this will aid our support engineers in responding to your inquiry.

Once you have submitted a support ticket, use the **Account Dashboard** link in the upper black menu bar to access and respond to open tickets. You may also respond directly using the email

notification you receive from DevConnect whenever your ticket status changes, by placing your response within the designated area as explained in the notification.

DevConnect Co-Marketing Benefits (Technology Partner only)

Will my DevConnect ID work with the DevConnect Marketplace?

No. At the present time, Administrative and User credentials for the DevConnect Marketplace (www.devconnectmarketplace.com) remain separate.

Where can I find marketing collateral templates, logo's, and other marketing information?

After logging in, use the **Program & Benefits** mega-menu to select from the available marketing benefits available to you. Each link will provide you with additional, relevant information.

Where can I find information on upcoming Avaya and DevConnect Events?

Technology Partners are often offered sponsorship opportunities directly by various Avaya and non-Avaya organizations (such as IAUG and the Partner Community Council). Currently available opportunities may be found via the **Program & Benefits → Marketing Benefits → Sponsorship Opportunities** link. You must be logged in to view and access this menu item.

In the portal footer, the **Events** link identifies upcoming Avaya and DevConnect events of interest to our overall developer community.

Other DevConnect Program Elements

My question isn't answered by this FAQ. What should I do?

Use the **DevConnect Support** mega-menu to submit a general **Membership & Program Support** ticket, and a member of the DevConnect team will be glad to assist you.