Subject: DevConnect Portal Data Migration 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 manage technical support tickets, procurement requests and Compliance Testing activities.

This FAQ specifically addresses questions regarding data migration from our older portal.

> **No existing data has been dropped or deleted during this migration. However, company information and details related to the status of solutions that have been DevConnect Compliance Tested have been re-organized to reflect our separation of Solution Records and Test Requests.**

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General Portal Access

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 devconnect.avaya.com domain will no longer work, and will not 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.
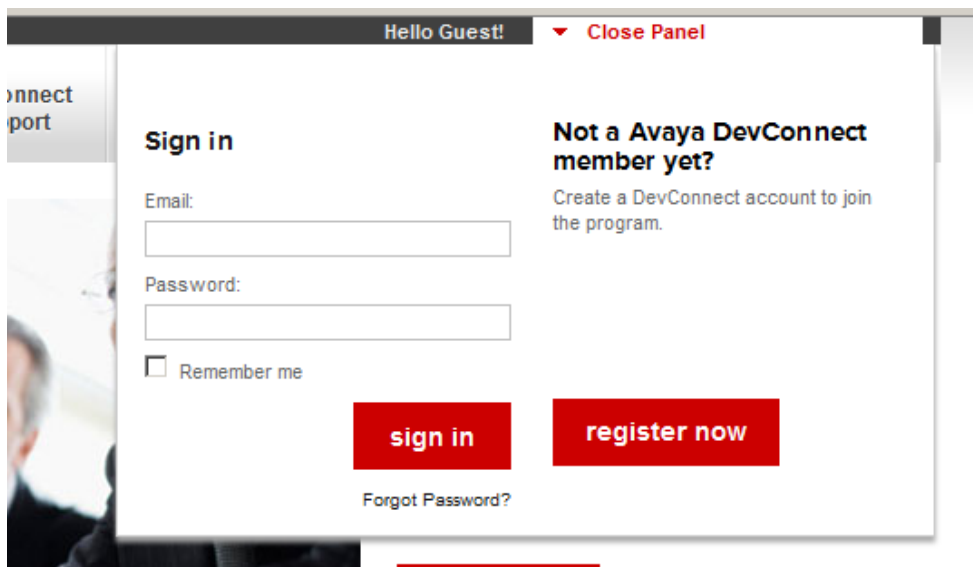
Will my DevConnect User ID and password remain the same?

> 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.
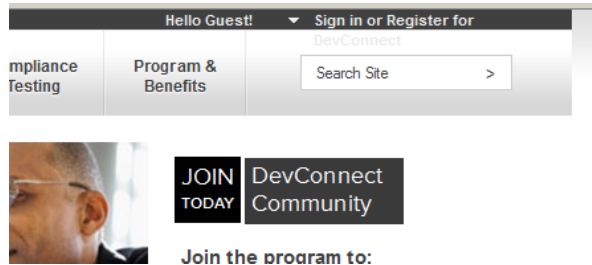

Can I use my DevConnect User ID to log in to the DevConnect Marketplace?

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.
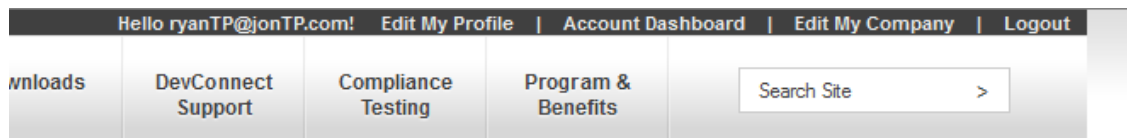
You will not be able to change your DevConnect User ID. Should you need to change your User ID/email address or your association with a specific Company record, please use the **DevConnect Support** mega-menu to submit a **Membership & Program Support** ticket for assistance.
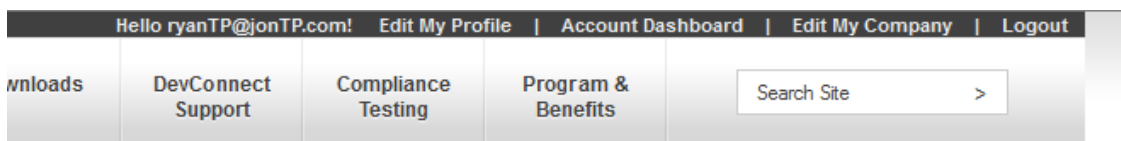
What is my Forum User Name?

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 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.

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 use the **DevConnect Support** mega-menu to submit a general **Membership & Program Support** ticket.

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 than 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.

What happened to my existing Solution records?

Your existing solutions have been migrated as part of your company information. They will be found as elements of a default Portfolio created during data migration.

How can I view my existing Portfolios and Solutions?

There are several ways to locate information on your current Portfolios and associated Solutions.

First, you can use the **Account Dashboard** link (in the upper black menu bar) to access the Dashboard Main screen, and then use the **Quick Links** (located in the rightmost column) to **Manage My/My Company Portfolios** and **Manage My/My Company Solutions**.

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 one 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!

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 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.

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.

Will the Ticket Numbers be the same?

As part of the transition, new support ticket identifiers will be issued. However, all other information will be maintained, including the ticket subject information which can be used to identify your pre-existing tickets.

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 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

What has happened to my existing procurement records?

All completed procurement requests, representing systems purchased previously through DevConnect, have been migrated to the new portal. In addition, any in-process request has also been moved.

You can view all procurement requests for your company by using the **Account Dashboard** link in the upper black menu bar, and use the **Procurement Requests** section to view and search for procurement requests associated to your company.

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 quicker assistance, please identify the existing **Procurement Request** 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.

What happened to my program video and other joint collateral?

> Success Stories, Innovation Guide datasheets, videos and other co-marketing collateral were migrated from the DevConnect Portal to the **DevConnect Marketplace** (www.devconnectmarketplace.com) in 2012. Those assets continue to be found as part of that website, and in some cases, on Avaya.com itself.
>
> If not already included, in the coming months we will add reference links for these resources to your Company Profile.

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.