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Accelya Online Services

User Manual

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1. Introduction

The purpose of this manual is to guide users through the Accelya Online Services portal.

This portal allows the user to gain access to the multiple online services available in Accelya: Vivaldi, Audit and Revenue Recovery, Early Warning System, etc.

The single sign-on property of the Accelya Online Services portal permits logging in the different services only once and with a single user and password.

The Accelya Online Services portal is available at https://www.accelya.com/onlineservices.

If it is the first time you access the Accelya Online Services portal, you will have to register a new user in this portal and then, relate the new Online Services user to the different Accelya application users you have.

2. Create a new user in Accelya Online Services

Before using the Accelya Online Services portal, you should already have a user registered in the application/s or service/s you wish to access (Vivaldi, Audit and Revenue Recovery, etc).

Then, you should create the user in the Accelya Online Services portal as well.

The steps below must be followed to create a new user in the Accelya Online Services portal:

1. Click the "New user" button.

2. Then, click "Continue" to display a form.

3. Fill in the form with your own data so that a new user in the Online Services portal is registered.

Please note that fields flagged with an asterisk are compulsory.

4. Enter the code shown in the image at the bottom of the screen for security purposes.

5. Click "Send" to complete the Online Service user registration. Your data will be validated by the system administrator and then, you will receive an email (to the email address entered in the form) where the password to access the Online Service portal will be provided. The user's login will be the user's e-mail address. You will be asked to change the Online Services password sent in the email the first time you log in the portal.

At this stage we have two different users and passwords:

- A user in the service/s you wish to access with its own login and password.

- A new user in the Accelya Online Services portal with the login in email format and the password sent via an email with subject “SingleSignOn New User Confirmation Email”.

Now, you must relate both users in order to activate the access to the service through the Accelya Online Services portal with a single login and password.

3. Relate the Accelya Online Service user to the service/s user

Find below the steps required to relate the Accelya Online Service user to the users of the service/s you wish to access:

1. Enter the Accelya Online Services portal and log in with the new user you have just created. Please consider that the first time the user accesses the application will be forced to change the password provided by email (donotreply@accelya.com) with subject "SingleSignOn New User Confirmation Email".

Password requirements are detailed in the 6.2Password Policy section.

2. Select the service you wish to access from the menu located at the left-hand side of the screen.

Then, the service specific information will be displayed in the middle of the screen.

3. For certain types of services, the following must be considered:

    - If you are accessing a service working with a separate database per country, add the country or countries you wish to connect to.

    - If you are accessing a service related to different URLs, select the service URL you wish to connect to.

    Find more information on these services in the 5 Special Service Features section.

4. Click on the Access to the Service > button to access the service. Please note this button will not be available if the URL of the service has not been configured yet.

5. Finally, the selected service login page is displayed, for the user to enter the service user login and password. Find below an example of this page for Waiver Management service:

The user will be probably forced to change the password the first time he accesses each service for security reasons.

6. Once the user accesses the service, the relation between the Online Service user and the service user is internally established and the user will be automatically logged in the service.

   Please note that the services for which the user has already established a relation are those displayed in the services menu without the padlock.

   Once this relation has been established, the user can access to all those services via the Accelya Online Services portal with a single login and password, that is, the Accelya Online Service user login/password. The user will be directly logged in the application once the “Access to the Service” button is selected.

4. Accessing the service with different user profiles

You may have different profiles (i.e., several users) for the Accelya service you wish to connect to; however, when the relation between your Accelya Online Services user and the service is established as stated in section 3 Relate the Accelya Online Service user to the service/s user, you can only select the login and password for one of the users you have.

In order to establish a new relation with other profiles/users for the same service, you should proceed as follows:

1. Click “My account” link provided at the top right-side of the screen.
2. Select the “MULTI-USER” tab in the window displayed:

You will see the relation with the service/s you have previously established. The “User Alias” field is the name that will identify your user profiles. By default, this field shows the service name, but it can be changed by entering a new name and clicking the “Update” button.

3. Enter a descriptive name in the empty “User Alias” field for the new user profile and click the “Access to the Service” button to create the new relation.
4. Enter the new user login/password in the service login page (see step 5 of section 3 Relate the Accelya Online Service user to the service/s user for further details).
5. The relation with the new user profile will have been created. You can check it in the MULTI-USER label.
6. Click on the Back to Website icon and return to the main Accelya Online Services page.
7. Then, access the service from the main menu and you will be able to select the user you wish to connect to:

Once you click on one user, you will be directly connected to the service with that user profile.

5. Special Service Features

Some Accelya Online Services have specific features that deserve special attention.

5.1. Services connecting to a separate database per country.

Accelya services such as Global Net Remit 5 work with a separate database per country. When users access these applications, they have to select the country they wish to connect to before they are logged in the application. If they wish to work with a different country, they have to log in the application again and select the new country.

In order to create the relation between the Accelya Online Services user and the users of the different countries, you should follow the steps below:

1. Select the service you wish to access from the main menu.
2. Add the countries you wish to connect to in the fields available under the label "Add Country":

3. Enter the login/password of the user you have for the country being added.
4. Select the country from the list of available countries.

5. Click the “Send” button.

Notes:
Before the country is added, the system will check that the login/password you have entered exist in the selected country database. If it is correct, the text “COUNTRY SUCCESSFULLY ADDED” will be displayed. Otherwise, the text “INVALID USER” will be shown.

Once the country is successfully added, the “Access to the Service” button will be displayed, together with a drop-down list with the country you have just added.

Countries already added are no longer available in the “Add Country” drop-down list.

5.1. In order to access the service, select the country from the above-mentioned list and click the “Access to the Service” button.

Note: *As of 1st January 2021, access to the GNR5 Web Site will only be possible through the new https://www.globalnr5.com platform.*

5.2. Services accessed through different URLs

Some services can be accessed through different URLs (e.g., Aida, Audit Intelligence, EverestAir, eSpin, MBS, REVERA).

The integration of the different URLs into the Accelya Online Services portal is carried out by the system administrator. Each URL is given a descriptive name in order to easily identify them when accessing the service.

If you wish to connect to a service with different URLs, you should proceed as follows:

1. Select the service you wish to access from the main menu.
2. Select the URL you wish to connect to, from the available options beside the “Access to the Service” button (previously configured by the system administrator):

3. Click the "Access to the Service" button and you will be directly connected to the selected URL.

6. Accelya Online Service user management

6.1. My account

Your Accelya Online Service user data can be managed through “My account” option available at the top right-side of the screen.

If you click on this link, the data you registered when you created your user in the Accelya Online Services portal will be displayed under the “PROFILE” tab:

In this tab you can change your password, update your data or deactivate your Accelya Online Services user.

The “MULTI-USER” tab will allow you to create several users for the same service. Please refer to the 4 Accessing the service with different user profiles section for further details.

In order to close “My account” option and return to the main Accelya Online Services page, you should click the Back to Website icon.

6.2. Password Policy

When changing passwords in the Accelya Online services application, the user should bear in mind the following requirements:

- They must have at least 8 characters
- They must contain at least one character from each of the following groups: capital letters, small letters, numbers and special characters (such as “!”,”@”, “#”).
- They should not be equal to the username (or user name without domain). E.g.: If the user name is “pedro.perez@test.com”, the password should not be “pedro.perez@test.com” or “17edro.perez”.
- They should not contain the username or surname. According to the above-mentioned example, the password should not contain “17edro” or “perez”.
- They should not have been recently used by the user. The number of recent passwords that cannot be repeated depends on each domain. By default, the 3 latest passwords are considered.

Notes:
There is a limited number of times for changing the password within the last 24 hours. By default, 5 password changes are allowed, although this value can be configured by the system administrator per domain.

6.2.1. Password Expiration

The Online Services password expires after a default period of 90 days. Once this period has elapsed, the user is prompted to change his password. The user is informed about password expiration some days in advance, when accessing the Accelya Online Service portal.

It should be noted that the password also expires if the user has not logged on to the application for a default period of 30 days.

Notes:
In order to comply with our customers' security policies, the default period for password expiration (90 days), the number of days the user is warned of this issue in advance and the inactive user expiration period (30 days), can be changed by the system administrator for users belonging to the same domain.

6.2.2. Locked user

For security purposes, user's accounts are locked after 3 failed password attempts.

If your account is locked, a pop-up with the following message will be shown on the screen:

"Your user has been blocked. Please read the email from the Online Service Portal to know how to unlock your user."

You will receive an email with the steps to be followed in order to unlock your user.

6.2.3. Forgot Password

The *Forgot password* link that appears in the "Customer Login" section of the main screen allows you to reset your password.

If you click on this link, you will be asked to enter your email address.

Once the email has been entered and the "Send" button has been clicked, your request for a new password will be sent. You will automatically receive an e-mail like the one below:

Note: In certain cases, your request for a new password may be subject to verification by the system administrator.

In these cases, the reception of the above-mentioned email would be postponed until your request is approved by system administrator.

Click the link provided in the email. Then, enter your new password in the window displayed and click "Send":

A screen message will confirm that your password has been updated.

The password has been updated. Please go to the login page and enter your username and new password to access to the portal.

Finally, click the Back to Website icon to return to the main page and log in Accelya Online Services with your user (email) and your new password.

7. Other Accelya Online Services features

In the upper right-side of the Accelya Online Services screen, the following links are provided:

- **Support**: this link automatically opens an email to contact our Accelya Online Services Support team.
- **User Manual**: This link allows opening or saving this user manual into your PC.

Please see these links highlighted below: