

CA Service Advisory Program

CA App Experience Analytics Process Document

April 2015



What is the CA Service Advisory Program?

- Beginning May 11, CA Technologies will begin communicating SaaS Service related advisories (Service Incident, Planned/Emergency Maintenance and Service Releases/Upgrades information) leveraging **Everbridge's Mass Notification Platform**
- In order to receive these important communications, please **follow the registration instructions** in this presentation

Why Everbridge?

- Our customers want to consume information QUICKLY
- Our customers prefer receiving advisories via multiple channels (Email, Mobile App, Phone, SMS text)
- CA is partnering with Everbridge, a leader in the mass communication technology space
- CA has enabled Single Sign On from your CA account, so it's even easier to access and set your notification preferences



SaaS Service Advisories and Notification Channels

Service Advisory	Email	Mobile App	Work Phone	Work Cell	SMS Text
Service Incidents	✓	✓	✓	✓	✓
Planned Maintenance	✓	✓			
Emergency Maintenance	✓	✓			
Service Release/Upgrades	✓	✓			

Important information:

1. CA will use the above notification channels for the listed service advisories
2. Customer contacts must have relevant information for the appropriate channel to receive notifications
3. The system will try to reach customers regardless of time of day based on their channel preference set and per the above guidelines
4. Depending on country/region, certain carrier networks may impose SMS text charges

Registration Instructions for CA App Experience Analytics Customers

- 1 New Customer to CA Mobile App Security
- 2 Existing CA Mobile App Security Customer
- 3 CA Service Advisory Member Portal
- 4 Unsubscribe options from CA Service Advisory Program
- 5 Mobile App

1 New Customer to CA App Experience Analytics

- New Customers will have their service and contacts provisioned by the designated Project Manager during the implementation phase both in the support tool as well as the CA Service Advisory Program
- Upon receiving confirmation from your designated Project Manager, the customer contact/s must register at CA Support Online - <https://www.ca.com/us/register/createprofile.aspx> to access the CA Service Advisory Member Portal to set preferences.
- This registration step will enable you to access CA Service Advisory Member Portal via Single Sign-On
- URLs:
To Open/Update a Support Case: <http://support.ca.com/>
To access Member Portal: <http://memberportal.ca.com>

Welcome back, Rachel Log Out 1-800-225-5224 Connect Now! Try CA

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Register with CA Technologies

Get access to specialized content.

Register for **ca.com** and **Community Access** to get:

- Communities**
Connect, learn and share via the CA Communities to interact with IT experts and colleagues to get the most from your CA Technologies solutions.
- On-Demand Webcasts**
Hear from CA Technologies technology and business thought leaders on the topics most important to you today.

Register for **Advanced Access** and receive CA Technologies Thought Leadership content, including:

Register once and gain access to: CA Technologies services, support, education, communities and partner resources.

CA.COM AND COMMUNITY ACCESS

Provide the basic information below and you'll gain access to CA.com and CA Communities where you can connect with IT management experts and colleagues on an array of today's most important business and technology topics.

*An asterisk indicates a required field

Salutation: - Please Select -

First Name:

Last Name:

Email Address: (john.smith@company.com)

Password: case-sensitive

Confirm Password:

Alias/Screen Name: Used to identify you in CA Communities

- **Requires registration if not registered already**
- **This username and password will be used for Single Sign-On**

2 Existing CA App Experience Analytics

- Customer contacts currently registered in and that have access to the CA support tool at support.ca.com, have been registered in the CA Service Advisory Program
- The Single Sign-On username and password will be the same entered when registering at ca.com
- The contact will continue to have the ability to open support cases at support.ca.com as well as receive service advisories
- Important URLs:
To Open/Update a Support Case: support.ca.com
To access Member Portal:
<http://memberportal.ca.com>

ca technologies

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2 Existing CA App Experience Analytics Customer: Adding New Support Contacts

- Please contact your Designated Project Manager/open a support request/case with the contact information:
 - First name, Last name, email, Phone, Company and confirm enrollment into the CA Service Advisory Program to receive service advisories
 - These request will typically take up to 5 business days to complete
- After receiving confirmation of the contact enrollment, the contact will need to register at CA Support Online:
<https://www.ca.com/us/register/createprofile.aspx>
- This registration step will enable the contact to access CA Service Advisory Member Portal via Single Sign-On
- The contact will now have the ability to open cases as well as receive service advisories
- Important URLs:
 - To Open/Update a Support Case: support.ca.com
 - To access Member Portal: [http://memberportal.ca.com](https://memberportal.ca.com)

Welcome back, Rachel Log Out 1-800-225-5224 [Connect Now!](#) [Try CA](#)

Products Services Support Rewrite Communities Partners Search

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*An asterisk indicates a required field

Salutation:

* First Name:

* Last Name:

* Email Address: (john.smith@company.com)

* Password: case-sensitive

* Confirm Password:

* Alias/Screen Name: Used to identify you in CA Communities

- ***Requires guest registration if not registered already***
- ***This username and password will be used for Single Sign-On***

3 CA Service Advisory Member Portal

- Access CA Service Advisory Member Portal at:
<http://memberportal.ca.com>
- You will be redirected to ca.com for your username and password that you used to register at ca.com
- Once authenticated, you will be redirected to the CA Service Advisory Member Portal that will allow the contact to set preferences/configure subscriptions
- All advisories are enabled and mandatory for all contacts
- Should you be logged out of the Member Portal, you can login by selecting the 'Use My Network Credentials' on the logout page or by typing the URL (<http://memberportal.ca.com>) in your browser

The image shows two screenshots of the CA Service Advisory Member Portal. The top screenshot is the 'Login' page on ca.com, featuring a login form with fields for 'Email Address' and 'Password', a 'Forgot your Password?' link, and a 'Submit' button. A red box highlights the login form. To the right, there is a 'Register Now' section for new users. The bottom screenshot shows the 'CA Service Advisory Program Member Portal' after login. It has a 'Welcome CA Customers and Partners!' message and a 'Login to your account' form with 'User Name' and 'Password' fields, a 'Forgot username' link, and a 'Forgot password' link. A red box highlights a green button labeled 'Use my network credentials'.

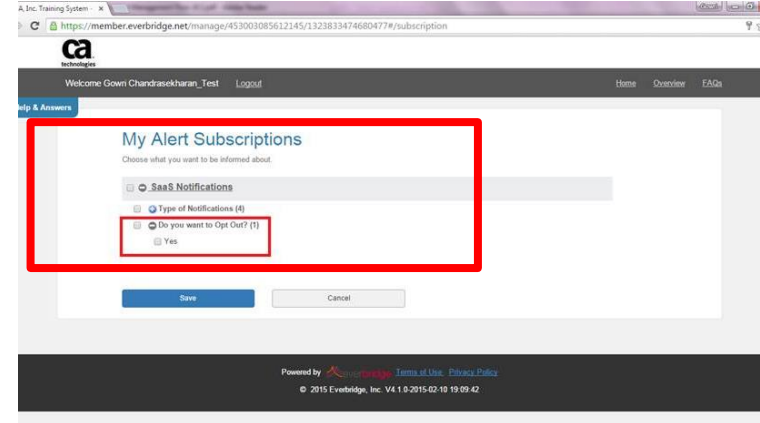
NOTE: IE 9 or 10; Firefox, Chrome or Safari (5.1.2) is recommended

4 Unsubscribe Options

- Customers can unsubscribe from the CA Service Advisory Program at any time:
 - Unsubscribe URL:
<https://support.ca.com/us/unsubscribe.html>
- OR
- Login into the CA Service Advisory Program Member Portal:
Select 'My Alert Subscriptions' -> Select 'Yes' to 'Unsubscribe from All Advisories'?

ALL future SaaS Service Advisories will exclude you

- Alternately, please contact your designated Project Manager or support with the contact information to be removed from the support tool and/or the CA Service Advisory Program.
 - Include First Name, Last Name, E-mail, Phone Number, Company details
- You will receive confirmation that the contact has been removed from the support tool and the CA Service Advisory Program within 5 business days



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Mobile Member App

- We strongly recommend and encourage our customers to use the **Everbridge's Member Mobile App** to receive service advisories
- The Mobile App leverages push notifications (requires WiFi at a minimum) making it much more reliable and cost effective than SMS Text
- IOS and Android devices are supported
- From the mobile device browser, access CA Service Advisory Member Portal at <http://memberportal.ca.com> -> select My Profile -> select Edit-> Follow the link to download the app at the bottom of the page



Username

Password

Login

Enable Single Sign-On

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Mobile Member App

- Once the app is downloaded to the mobile device, select '**Enable Single Sign On**' on the app login screen
- Enter the **Single Sign On key phrase** to register the device. The key phrase is case sensitive

Please use this key phrase: **CAMobile1**

- You will be redirected to ca.com for the username and password used during the registration process at ca.com
- You will be logged into the Mobile Application where you can receive and view service advisories from CA
- Messages older than 7 days will be automatically deleted from the app

< Back Key Phrase



Single Sign-On Key Phrase

Enter your Organization's Single Sign-On Key Phrase

Continue

< Back SSO Login



Search

Login

*An asterisk indicates a required field

*Email

Address:

*Password:

case-sensitive

[Forgot Your Password?](#)

Submit

Not a member yet?

[Register Now](#)

Becoming a registered user gives you convenient access to CA Technologies product information, CA Support, CA Education, CA Communities, CA Partner Portal and CA.com.

If your current password is not being accepted, please use your CA Support Online password or click on "Forgot Your Password?" in password recovery.

< Back

Always Share My Location

Allow Push Notifications

Priority Notifications

Default

Non-Priority Notifications

Default

Notification Volume

Manage My Profile

Prefer Rich Text version

Turn on to view formatted emails (colors, images, bold text, etc) without opening as an attachment.



FAQs

- What if I'm already registered with CA Support?
 - You can use your existing CA Support credential to access the CA Service Advisory Member Portal
- What if I forgot my password for ca.com?
 - If you need to reset your password, select 'Forgot Your Password?' at ca.com
- How do I Unsubscribe from the CA Service Advisory Program?
 - You can unsubscribe completely at <http://memberportal.ca.com>
 - You can alternately unsubscribe completely at <https://support.ca.com/us/unsubscribe.html>
 - You will be removed from the Everbridge platform within 72 Hrs and no longer receive any SaaS Service Advisory notifications from CA

FAQs

- Could customers use Distribution Lists to receive notifications?
 - While technically advisories can be sent to a distribution list, we do request customers to register individual contacts due to the different channels and delivery methods involved
- What is the Mobile App key phrase?
 - The key phrase is **CAMobile1**
- Do I need to also register as an Everbridge user in the CA Service Advisory Member Portal?
 - No, you should not register as an Everbridge user as that option is for customers who have deployed the service without Single Sign On.

FAQs

- What browsers are currently supported?
 - Internet Explorer (versions 9 & 10); Chrome; Firefox
 - Everbridge has limited support for IE 7 & 8 for the Member Portal and hence not recommended
- Mobile App and Android device logout resulting in 'Account already exists when the 'back' button is selected?
 - This is a known issue. If you have logged out and receiving this message, you can reboot your device and attempt to access to application. You should not be prompted to configure Single Sign On.
 - If you are in the process of logging out of the Mobile App on an Android device, then please select 'Done' and confirm that you want to exit by selecting 'OK'. The next login event will log you into the application without being prompted to configure Single Sign On.

Thank you