

MyCA

Abdel Laabi

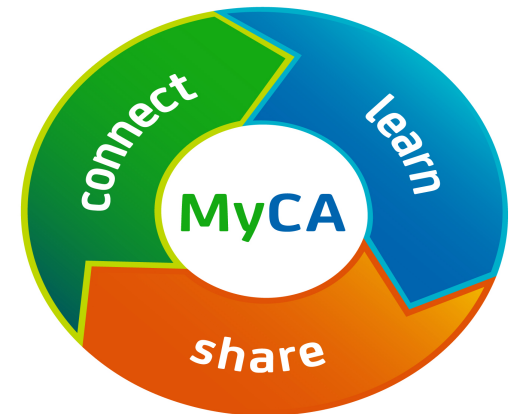
Community Manager, CA Technologies



agility
made possible™



MyCA



- Réseau Social professionnel
- Ouvert à tous les clients et employés de CA Technologies
- Partage d'idées, informations et connaissances avec des professionnels du secteur et experts CA Technologies.
- Accès aux communautés d'utilisateurs

Nouveautés

- Intégration des fonctions support dans MyCA
 - Amélioration de l'interface utilisateur
 - Gestion des appels support (open case, view case),
 - Téléchargement des produits & fixes
 - Gestion des licences
- Renseigner le profile Environnement
- Gestion de projets (implémentation, upgrade, ...)

Accès

1. www.ca.com/myca
2. login (email / mot de passe)
3. Cliquer sur MyCA → Accès à votre page personnelle

MyCA Page personnelle

The screenshot shows a web browser window displaying a personal profile on the MyCA platform. The browser's address bar shows the URL ca.com. The page header includes the CA Technologies logo, a search bar, and navigation links: Welcome, Abderrazzak, Log out, ca.com, About MyCA, Contact, United States - English, and social media icons for Facebook, Twitter, LinkedIn, and YouTube. Below the header is a navigation bar with links: + MyCA Home, + Communities, + Support, and + Projects. The main content area is divided into two columns. The left column, titled 'Summary', features a profile picture of a man with a mustache, the username 'caabdel_laabi', and a bio: 'I work as CA Community Manager for Europe, ME & Africa. I connect with CA communities and help them to get more value of CA products.' Below the bio, it lists the job title 'Principal, Customer Programs', a Twitter handle '@abdel_laabi', and a score of '36,000 pts'. The right column, titled 'Activities', shows a list of recent posts under the 'All' tab. The posts include: 'ChristinaZ wrote a new message board post, IPSLA DNS Tests with VRF, in CA Infrastructure Management Global User eHealth/Spectrum/NetQoS.' (4:24 PM), 'GeorgeJeffcock replied to Simon_Jasperse's message board post, RE: Re: Know at Run time which Cell in a grid is self Global User Community.' (4:23 PM), and 'ackjo04 replied to KenJefferson's message board post, RE: "The Spectroserver was shut down because the lands Infrastructure Management Global User Community eHealth/Spectrum/NetQoS.' (4:19 PM). The browser's taskbar at the bottom shows the Windows Start button, several open applications, and a system tray with various icons.

ca technologies

Welcome, Abderrazzak Log out ca.com About MyCA Contact United States - English

Search

+ MyCA Home + Communities + Support + Projects

Blog

Summary

caabdel_laabi

ABOUT ME

I work as CA Community Manager for Europe, ME & Africa. I connect with CA communities and help them to get more value of CA products .

JOB TITLE

Principal, Customer Programs

TWITTER

@abdel_laabi

36,000 pts

Activities

All My Friends Communities

Today

ChristinaZ wrote a new message board post, IPSLA DNS Tests with VRF, in CA Infrastructure Management Global User eHealth/Spectrum/NetQoS.
4:24 PM Go to Category

GeorgeJeffcock replied to Simon_Jasperse's message board post, RE: Re: Know at Run time which Cell in a grid is self Global User Community.
4:23 PM Go to Category

ackjo04 replied to KenJefferson's message board post, RE: "The Spectroserver was shut down because the lands Infrastructure Management Global User Community eHealth/Spectrum/NetQoS.
4:19 PM Go to Category

MaryGreening wrote a new message board post CA PAM Community Webcast Oct 11 2012 11am EDT - Service I

Settings Online Friends

start 13 20... xx... Of... Co... 2 M Ho...

MyCA – Accès aux communautés

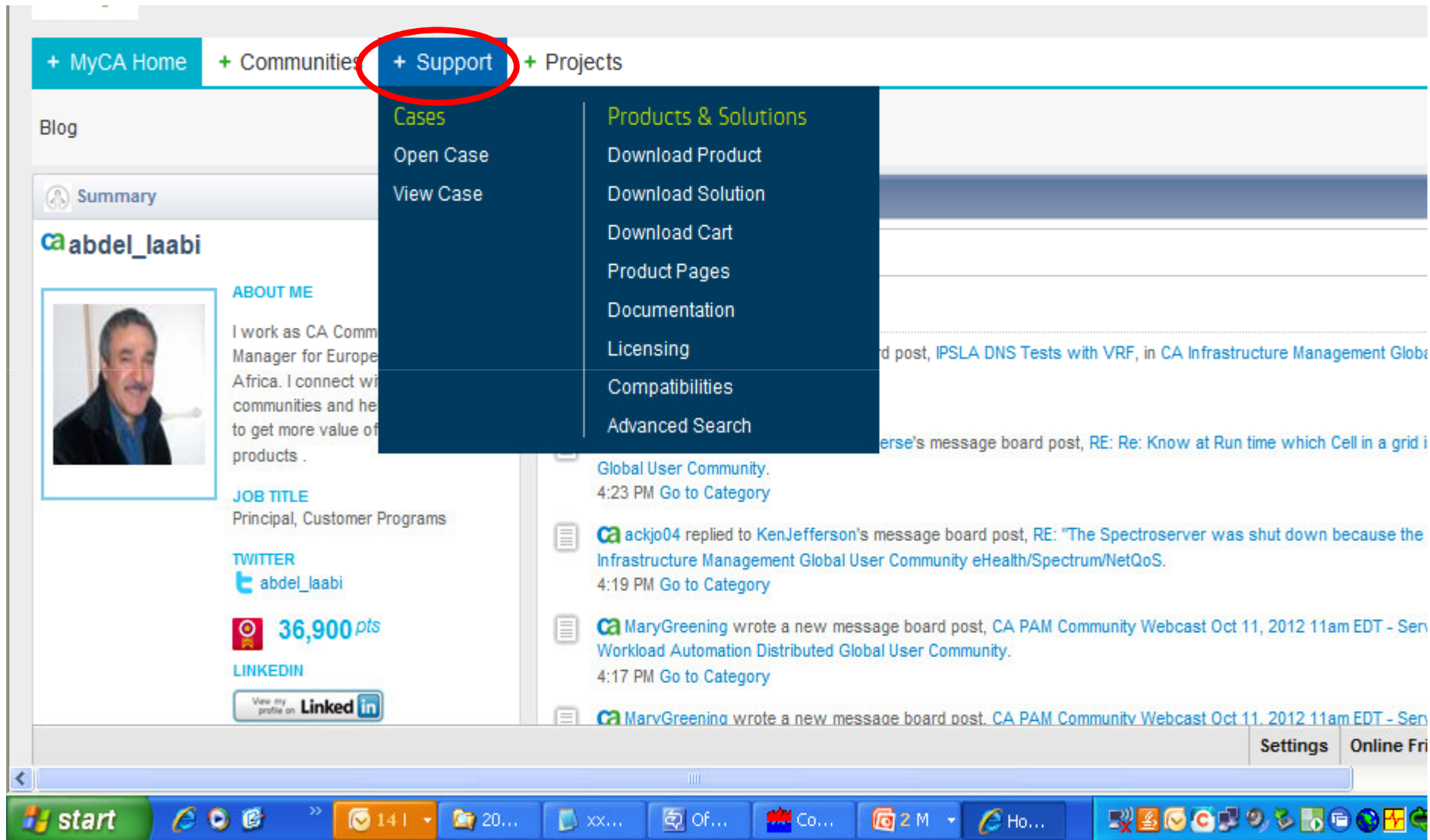
The screenshot shows the MyCA web application interface. The top navigation bar includes links for '+ MyCA Home', '+ Communities' (highlighted with a red circle), '+ Support', and '+ Projects'. On the left sidebar, there is a 'Blog' section with a 'Summary' link and a user profile for 'abdel_laabi'. The main content area is titled 'My Communities' and displays a list of user groups and communities. A red arrow points to the '+ View All / Join Communities' link at the bottom of the list.

Communities List:

- AID - Anwendervereinigung IDMS Deutschland
- ARCADE DB2 Tools User Group
- AUGE - Automation User Group German-Speaking Europe
- Beacon Test 3
- Benelux CA Clarity User Group
- Benelux CA Infrastructure Management User Group
- Benelux CA SCM User Community
- BeNeLux Endevor User Group
- BeNeLux IDMS User Association
- BeNeLux Modeling User Group
- Benelux System Automation Xchange User Group (SAX)
- CA ARCserve Global User Community
- CA Automation Global User Community
- CA Business Service Insight Global User Community
- CA Clarity Global User Community
- CA Clarity User Group in India
- CA Client Management Solutions Global User Community
- CA Community Advisory Council
- CA Database Management Distributed Global User Community
- CA Datacom CADRE Global User Community

[+ View All / Join Communities](#)

MyCA – Interface Support



MyCA – Gestion des Projects

The screenshot displays the MyCA web application interface. At the top, a navigation bar includes links for '+ MyCA Home', '+ Communities', '+ Support', and '+ Projects'. The '+ Projects' link is highlighted with a red circle, and a dropdown menu below it shows 'View All/Join Projects'. Below the navigation bar, the main content area is divided into two columns. The left column features a user profile for 'abdel_laabi', including a profile picture, a bio stating 'I work as CA Community Manager for Europe, ME & Africa...', job title 'Principal, Customer Programs', Twitter handle '@abdel_laabi', and a LinkedIn profile link with 36,900 points. The right column shows a list of activities under the 'All' tab, including posts from ChristinaZ, GeorgeJeffcock, ackjo04, MaryGreening, and MarvGreening. The bottom of the screen shows a Windows taskbar with various application icons and the system clock.

Pour en savoir plus :

<https://www.ca.com/MyCA> → *Videos MyCA Help Library*

CA Champions Program

agility
made possible™



CA Champions Program

- participez aux échanges au sein des communautés
- gagnez des points, badges & niveaux de reconnaissance

CUSTOMER SUCCESS

Become a CA Champion

agility
made possible™



Connect, Learn and Share

CA Champion Program is a badging and awards program that recognizes individual achievements through specific actions and activities. Join your peers and colleagues to become a CA Champion.

How does it work?

Participants receive points for specific actions which lead to achieving defined recognition levels and being awarded badges and points for certain activities or missions. For example, you can earn badges and points within the CA Communities for many activities such as contributing to the message boards and broadcasting through blogs.

Sample Badges and Missions



Blog Commenter

Contributing to conversations about blog topics



Blogger

Broadcasting through blogs



Blog Reader

Becoming an expert across blogs



Networker

Connecting to other users on MyCA



Solver

Choosing the right answer to your questions

Recognition Levels



Badges and Points



Wondering how to earn points? Below are a few examples:

CA Champions Program – vos points

The screenshot shows a user profile for 'abdel_laabi' on the CA Champions Program. The profile includes a photo, a bio, job title, and social media links. A red arrow points to the '37,700 pts' badge, which is circled in red. The right sidebar shows a list of recent activity, including friend additions and replies to message board posts. The bottom of the page shows a Windows taskbar with various application icons.

abdel_laabi

ABOUT ME

I work as CA Community Manager for Europe, ME & Africa. I connect with CA communities and help them to get more value of CA products .

JOB TITLE

Principal, Customer Programs

TWITTER

[abdel_laabi](#)

37,700 pts

LINKEDIN

[View my profile on LinkedIn](#)

ACTIVITY DETAILS

Edit

Friends

You have 236 friends. [Connect with Friends](#)

Today

- [alexmatthews](#) and [abdel_laabi](#) are now friends. 1:44 PM
- [Brahma](#) replied to [naysz](#)'s message board post, [RE: Move SAMStore DB to a new SQL Server](#), in [CA Service Oper User Community](#). 1:44 PM [Go to Category](#)
- [Crispin](#) replied to [another_martink](#)'s message board post, [RE: MyCA System Updates and Outage Scheduled for 10/13](#), in [Community](#). 1:37 PM [Go to Category](#)
- [Crispin](#) replied to [Crispin](#)'s message board post, [RE: MyCA System Updates and Outage Scheduled for 10/13](#), in [MyCA](#). 1:34 PM [Go to Category](#)
- [Crispin](#) replied to [Crispin](#)'s message board post, [RE: MyCA System Updates and Outage Scheduled for 10/13](#), in [MyCA](#). 1:33 PM [Go to Category](#)
- [Crispin](#) replied to [Crispin](#)'s message board post, [RE: MyCA System Updates and Outage Scheduled for 10/13](#), in [MyCA](#). 1:33 PM [Go to Category](#)
- [kiran_diwakar](#) and [Ray_Cook](#) are now friends. 1:31 PM
- [Crispin](#) replied to [samcreek](#)'s message board post, [RE: MyCA System Updates and Outage Scheduled for 10/13](#), in [Community](#). 1:30 PM [Go to Category](#)

Settings **Online Friends**

Comment participer aux Communautés ?

1) S'inscrire à une communauté

The screenshot shows a Microsoft Internet Explorer browser window displaying the CA Communities website. The address bar shows the URL: <https://communities.ca.com/web/france-ca-siteminder-user-group/welcome>. The browser's menu bar includes File, Edit, View, Favorites, Tools, and Help. The toolbar contains various icons for search, social media, and utilities. The website's header features a navigation bar with links for '+ Communities' and '+ Support'. Below this, a dark blue banner displays the 'reminder User Group' and a prominent '+ Join Community' button, which is circled in red. The main content area is titled 'WELCOME' and 'Club des utilisateurs CA SiteMinder France'. It includes a welcome message and a list of benefits for joining the club, such as exchanging experiences, accessing development and support teams, and participating in discussions.

Events - Welcome - CA Communities - Microsoft Internet Explorer provided by CA

<https://communities.ca.com/web/france-ca-siteminder-user-group/welcome>

File Edit View Favorites Tools Help

softonic Search Ask CNN YouTube Facebook Games Celebrity Amazon Options

Google Search Share More Sign In

Favorites Events - Welcome - CA Communities

me + Communities + Support

eminder User Group + Join Community

ogs Message Board Community Documents

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features and
light help you
f your investment? Are you curious how your

Get Started
Take 15 minutes to complete the Online Solution Assessment

WELCOME

Club des utilisateurs CA SiteMinder France

Bienvenue au site web du club utilisateurs CA SiteMinder France!

Ce club a été crée en Juin 2010. L'objectif est simple :

- échanger et partager les expériences entre utilisateurs,
- accéder aux équipes de développement et de support de CA Technologies,
- recevoir des informations sur les futurs développements
- voter pour les demandes d'améliorations qui sont importantes pour vous,
- accéder à l'espace de discussion en ligne du club (Forums) pour échanger et poster des questions & réponses
- et bien d'autres....

Comment participer aux Communautés ?

2) Souscrire au forum en ligne (Message Board)

France CA Siteminder User Group

Welcome back, Abderrazzak log out MyCA search

+ products + communities & insights + services, support & education + partners + cor

Welcome Blogs **Message Board** Document Library Administration

communities MyPlaces Cases Downloads Documentation Licensing Compatibilities Advanced Search MyCA Help Library

Message Boards

Message Boards Home Recent Posts My Posts My Subscriptions Banned Use

Add Category Post New Thread Permissions

▼ Categories

CATEGORY	CATEGORIES	TH	Subs	Action
CA Siteminder - Discussion Generale - poser des questions, et partage d'informations, astuces, solutions, ...entre membres de la communauté	0	2		Subscribe
Vie du Club utilisateurs - postez vos idées et suggestions de sujets à aborder lors des réunions du club	0	0	0	Action
z - Programme "Go Live with CA Technologies"	0	1	1	Action

Showing 3 results.

▼ Threads

Club utilisateurs CA Siteminder France Copyright © 2013 CA. All rights reserved.

Comment participer aux Communautés ?

3) Partager des informations, trouver des réponses

- Forums en ligne (Message Boards) & Blogs
- Soumettre des idées, participer à améliorer MyCA

<https://communities.ca.com/web/ca-online-feedback-community/welcome>

Champions Program

Pour en savoir plus

<http://www.ca.com/us/customer-success-communities/CA-Champions.aspx>

Questions ?