

# **CA Online Experience**

## **Community Portal demo**

**Abdel Laabi**

**Manager User Communities - EMEA**



# Major enhancements in the New Environment (ca.com)

- Single Sign On
- Personal page (My CA) & professional social networking
- Single Communities Environment :  
Consolidation of Global/Regional user communities & Forums
- Message boards (forums) at Regional User Group level
- Localization - Multi-Languages supported
- Events Calendar
- Emailer

# www.ca.com - Single Sign On

CA Technologies IT Management Software and Solutions - Microsoft Internet Explorer provided by CA

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites Refresh Mail Print Taskbar

Address http://www.ca.com Go

bing News Entertainment Video Sports Money Autos 70°F

login register My CA United states - english

products communities & insights services, education & support partners contact

ca technologies

can you overcome virtual stall and accelerate real results?

you can

can you build a flexible IT supply chain? LEARN MORE

can you change the game? LEARN MORE

News  
CA Technologies to acquire Arcot Systems, Inc.

Success  
[Image of a smiling woman]

# New Communities Directory

Communities - CA Technologies - Microsoft Internet Explorer provided by CA

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Address <http://www.ca.com/us/communities.aspx> Go

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COMMUNITIES

## collaboration 24/7.

WELCOME TO THE BETA VERSIONS OF YOUR MY CA EXPERIENCE AND CA COMMUNITIES.

Our communities are the place to share ideas, tips, information and insights with more than 10,000 business peers and CA Technologies experts. Our communities provide a unique opportunity to network and help you maximize your software investments by tapping into a community of expertise, open 24/7. [watch this video to learn more>](#)

**find a community**  
[Communities Directory>](#)

**join the conversation**  
[CA Clarity General Discussion>](#)  
[CA Wily General Discussion>](#)  
[CA ARCserve Backup r12>](#)  
[CA ESP Workload Automatic>](#)  
[CASpectrum General Discussion>](#)

# Sign In

Login - CA Technologies - Microsoft Internet Explorer provided by CA

File Edit View Favorites Tools Help



Address https://www.ca.com/us/register/login.aspx?returnURL=

Go



[login](#) [register](#) [My CA](#) [united states - english](#)

search

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## 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 product information, CA Support, CA Education, CA Communities and a personalized My CA home page.

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

[Register Now](#)

# Update your profile

Update Profile - CA Technologies - Microsoft Internet Explorer provided by CA

File Edit View Favorites Tools Help

Back Search Favorites

Address [https://www.ca.com/us/register/updateprofile.aspx?returnURL=https://communities.ca.com/web/Abdel\\_Laabi/myca](https://www.ca.com/us/register/updateprofile.aspx?returnURL=https://communities.ca.com/web/Abdel_Laabi/myca)

bing News Entertainment Video Sports Money Autos 73°F

Hi Abderrazak log out **update profile** My CA united states - english search

products communities & insights services, education & support partners contact

ca technologies

PREFERENCE CENTER

## My Profile

[Take me back](#)

→ Profile and Contact Information

- CA Support
- CA Education
- Email Newsletters**

### My Profile

Keep your profile up-to-date to maximize your CA online experience and ensure that you have access to the latest information and resources.

**Edit Profile**



# My CA Page : Personal page

- Summary of your profile
- Social networking with colleagues (Friends)
- Activities going on in your communities, and by your colleagues (friends)

MyCA - CA Technical Communities - Microsoft Internet Explorer provided by CA

File Edit View Favorites Tools Help

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Address [https://communities.ca.com/web/Abdel\\_Laabi/myca](https://communities.ca.com/web/Abdel_Laabi/myca) Go

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My CA User Directory CA On Demand All Communities Blogs Toggle Edit Controls Reset to Default

### SUMMARY

Abdel\_Laabi




**JOB TITLE**  
EMEA Community Manager @ CA Technologies  
**5 POSITIVE RATINGS**  
**ACTIVITY DETAILS**  
**73 FORUM POSTS**

Edit


### ACTIVITIES


All My Friends Communities

Today

 Dave replied to [AndreaMcVey's](#) message board post, [RE: XOG Error on Insert to Project Subobject](#), in [CA CLARITY Global User Community](#).  
7:56 AM [Go to Category](#)

[MaryGreening](#) and [alaa.ayyad](#) are now friends.  
7:49 AM


 ispa-xonsulting replied to [pcooper's](#) message board post, [RE: Update task Name by XOG](#), in [CA CLARITY Global User Community](#).  
7:18 AM [Go to Category](#)

 diwakar.pathak wrote a new message board post, [Help With Invoking Query Webservice using Java](#), in [CA CLARITY Global User Community](#).  
3:46 AM [Go to Category](#)

[Set Public](#)

### FRIENDS

You have 42 friends.



[agneta.skarstig](#)  
1 Positive Ratings

### TRAINING AND INSIGHTS

Welcome to your My CA experience and CA Communities. [Send us your feedback.](#)

# My CA : Support Resources Portlet – My Communities Portlet

MyCA - CA Technical Communities - Microsoft Internet Explorer provided by CA

File Edit View Favorites Tools Help


Back Forward Stop Reload Home Search Favorites RSS Feeds Print Mail News Entertainment Video Sports Money Autos 57°F

Address [https://communities.ca.com/web/Abdel\\_Laabi/myca](https://communities.ca.com/web/Abdel_Laabi/myca) Go

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Prabu

**BOOKMARKS** Add folder Add bookmark Close all folders Expand all folders Set Public

 Hi! Make sure you get a picture uploaded for your profile! If you don't have one of yourself, grab one that represents you until you get one that you like better. My CA is more fun with profile pictures in place!  
Posted on 5/25/10 8:51 PM.  
[Wall-to-Wall](#) [Write on MaryGreening's Wall](#) [Delete](#)

MaryGreening

Showing 2 results.

**SUPPORT RESOURCES**

- Support By Product
- Register your Implementation or Upgrade Project
- Open a Case
- View a Case
- Download Center
- Documentation
- Licensing
- Compatibilities
- Subscriptions
- Contacts

**MY COMMUNITIES**

- Benelux CA SCM User Community  
[Leave Community](#)
- BeNeLux IDMS User Association  
[Leave Community](#)
- CA CLARITY Global User Community  
[Leave Community](#)
- CA eHealth and CA Spectrum Global User Community  
[Set Public](#)



# User Group web site – New CA Portal

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

File Edit View Favorites Tools Help

Back Search Favorites

Address <https://communities.ca.com/web/france-ca-wily-apm-user-group/welcome>

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login register My CA

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France CA Wily APM User Group


**JOIN COMMUNITY**

My CA User Directory CA On Demand All Communities Welcome Blogs **Message Board** Document Library


## MEMBERS

This community has 49 members.  
Members whose names appear in gray have not logged in

Next ▶



**Abdel\_Laabi**  
5/2/10  
EMEA Community Manager  
@ CA Technologies  
5 Positive Ratings  
Rank : New Member



**amor.matip**  
5/2/10  
0 Positive Ratings  
Rank : New Member

## WELCOME

### Club des utilisateurs CA Wily France

Bienvenue au site web du club utilisateurs CA Wily France!

Ce club a été créé en décembre 2009. 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 (Forums du club) pour échanger et poster des questions & réponses
- et bien d'autres...

L'adhésion est gratuite. Pour devenir membre du club, 3 étapes :

- 1 - Login à partir de cette page  
en utilisant votre identification CA Support Online  
ou en cliquant sur register si vous êtes un nouvel utilisateur
- 2 - Revenir sur la page web du [club utilisateurs CA Wily France](#)
- 3 - Cliquer sur « JOIN COMMUNITY » en haut à gauche de la page

# User Group web site – How to join the Global User Community

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

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Back Forward Stop Home Search Favorites RSS Mail Print Document Recent CA ? cm GCS SAP

Address <https://communities.ca.com/web/france-ca-wily-apm-user-group/welcome> Go

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Abdel Laabi - President  
Florian Cheval - Vice President

### RELATED COMMUNITIES

[CA Wily Global User Community](#)  
[Leave Community](#)


### CALENDAR

Summary Day Week Month Year **Events**


Date	Time	Title	Type	
10/7/10	9:30 AM – 4:30 PM	Club utilisateurs CA Wily France	Meeting	<a href="#">Export</a>

Showing 1 result.  
[Subscribe](#)

### PROMOTIONS



**CA Technology Exchange**  
*Insights from CA's Technical Leaders*



**Cloud Computing**

The CA Technology Exchange is sponsored by the [CA Council for Technical Excellence \(CTE\)](#).

The Exchange publishes articles on the ideas that underpin CA Technologies products and IT management.

This first issue is devoted to cloud computing, a subject that is likely to shape IT management for years to come.

Please [click here](#) for more information.

### PRODUCT INFORMATION

**Products Related to this Community**

[CA Wily Customer Experience Manager for](#)

## Calendar of events

The screenshot shows the CA Technical Communities website. The top navigation bar includes links for File, Edit, View, Favorites, Tools, and Help. Below this is a search bar and a list of icons for various services like News, Entertainment, Video, Sports, Money, and Autos. The address bar shows the URL: https://communities.ca.com/web/nordic-etrust-user-group/welcome. The main content area is titled 'Events' and features a 'CALENDAR' tab. Below the calendar tab are buttons for 'Summary', 'Day', 'Week', 'Month', 'Year', 'Events', and 'Export / Import'. There are also buttons for 'Add Event' and 'Add Meetup'. A table lists three events, all titled 'Nordic eTrust User Group conference'. The first event is on 10/6/10 from 9:00 AM to 4:00 PM. The second is on 10/5/10 from 9:00 AM to 5:15 PM. The third is on 10/4/10 from 11:00 AM to 6:30 PM. All events are of type 'Meeting'. The 'Actions' button for the first event is highlighted with a red circle. The sidebar on the left shows member profiles for 'aeriks44', 'agneta.skarstig', and 'akrovel'. The bottom section of the page includes a 'PROMOTIONS' banner for the 'CA Technology Exchange'.

Date	Time	Title	Type	Actions
10/6/10	9:00 AM – 4:00 PM	Nordic eTrust User Group conference	Meeting	Actions
10/5/10	9:00 AM – 5:15 PM	Nordic eTrust User Group conference	Meeting	Actions
10/4/10	11:00 AM – 6:30 PM	Nordic eTrust User Group conference	Meeting	Actions

# Calendar of events : confirmation of participation

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

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Address [https://communities.ca.com/web/nordic-etrust-user-group/welcome?p\\_p\\_id=88;p\\_p\\_lifecycle=0;p\\_p\\_state=maximized;p\\_p\\_mode=view;p\\_p\\_col\\_id=column-28;p\\_p\\_col\\_pos=18;p\\_p\\_c](https://communities.ca.com/web/nordic-etrust-user-group/welcome?p_p_id=88;p_p_lifecycle=0;p_p_state=maximized;p_p_mode=view;p_p_col_id=column-28;p_p_col_pos=18;p_p_c) Go

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My CA User Directory CA On Demand All Communities Welcome Blogs Message Board Document Library Administration Add New Page

Manage Pages Toggle Edit Controls SAdd\_content\_text [Return to Full Page](#)

## CALENDAR

Nordic eTrust User Group conference

We will have this years conference in Gothenburg, Sweden on October, 4th - 6th 2010. For more information contact the user group president, agneta.skarstig@volvo.com.

Will you attend? ☒ Yes ☐ No ☐ Maybe

Yes, I will attend

Save

Attending Not Attending Maybe Attending

Abdel\_Laabi  
Yes, I will attend



# Message Board (online forum)

## Subscribe to notifications by email

Message Board - CA Technical Communities - Microsoft Internet Explorer provided by CA

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites Refresh Mail Print Address Book Calendar To Do List

Address <https://communities.ca.com/web/france-ca-wily-apm-user-group/message-board> Go

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My CA User Directory CA On Demand All Communities Welcome Blog **Message Board** Document Library Administration Add New Page

Manage Pages Toggle Edit Controls Add Application

**MESSAGE BOARDS**

✓ Your request processed successfully.

Categories My Posts My Subscriptions Recent Posts Statistics Banned Users

Add Category Permissions

Category	Categories	Threads	Posts	
<a href="#">CA Wily CEM Generale Discussion</a>	0	0	0	<div><div>Edit</div><div>Permissions</div><div>RSS</div><div><b>Subscribe</b></div><div>Delete</div></div> <div>Actions</div>
<a href="#">CA Wily Introscope Discussion Generale</a>	0	0	0	<div>Actions</div>
<a href="#">Programme "Go Live with CA Technologies"</a>	0	1	1	<div>Actions</div>
<a href="#">Suggestions pour l'agenda de la prochaine reunion du club</a>	0	0	0	<div>Actions</div>



# Future Enhancements : Deployment 16 Oct 2010

- Chat with colleagues  
Add status (online, offline, Free, busy ... )
- Enhanced Activities Portlet : New Tab (CA)  
notifications from support, when your case is updated, ...etc
- Enhanced My CA page
- Forum Improvements
- Community membership list export

# CA online experience – New Community Portal

## To Learn more :

- **My CA home page**

Watch the short videos available in Training & Insight portlet

- **ca.com/communities**

Watch the video “Virtual tour of User Communities”

- **ca-online Feedback Community site**

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

- Watch the webcast "demo of the new community portal"
- Join the community & participate to the online forum to provide feedback, make suggestions, ask questions, report issues, ...



**Thank you**

**Questions?**