

MyCA

Abdel Laabi

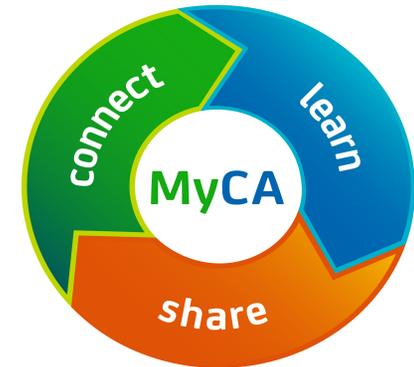
Principal, Community Programs

agility
made possible™



MyCA

- Réseau Social professionnel
- Lancé en 2010 par CA Technologies
- 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 en 2011

- 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
2. login (email / mot de passe)
3. Cliquer sur MyCA → Accès à votre page personnelle

MyCA – Page personnelle

www.ca.com → Login → Click sur MyCA

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

https://communities.ca.com/web/Abdel_Laabi/myca

Welcome back, Abderrazzak log out MyCA search

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

Home Support Projects

All Communities MyPlaces Cases Downloads Documentation Licensing Compatibilities Advanced Search

Home Support Projects My Communities

Abdel
Principal, Customer Programs
3 POSITIVE RATINGS
ACTIVITY DETAILS

Activities

All My Friends Communities Support Project

Today

- J.J.Lovett and Reatesh are now friends. 5:09 PM
- QuyLa replied to echoe's message board post, RE: Failed to back up active directory, in CA Recovery Management (Storage) Global User Community. 5:02 PM Go to Category
- DavidM wrote a new message board post, How to get ARCserve to work with IBM or Dell LTO drives in any configuration, CA Recovery Management (Storage) Global User Community. 5:01 PM Go to Category
- DavidM wrote a new message board post, How to prevent phantom systems from showing up in ARCserve Backup Manager, in CA Recovery Management (Storage) Global User Community.

Accès au support en ligne

Support - CA Communities - Microsoft Internet Explorer provided by CA

https://communities.ca.com/web/abdel_jaabi/support?p_p_id=ActionCenter_WAR_cvnsupportportlet&p_p...

File Edit View Favorites Tools Help

softonic Search Ask CNN YouTube Facebook Games Celebrity Amazon

Support Projects Blog

Downloads Documentation Licensing Compatibilities Advanced Search MyCA Help Library

Action Center

Group By: Product Family Find By Product: type product name here

My Products Open Access Products Environments Customer Environment

Hover over a product's Action Link and choose a function

Product Wizard

	Site ID	Environment	Release	Service Pack	OS	Database	Actions
CA Software Delivery for PDAs - MULTI-PLATFORM	105246	None Selected					Open Case View Case Download Product Download Solution View Download Cart Documentation
CA Software Delivery (Unicenter TNG Software Delivery Option) - MULTI-PLATFORM	105246	None Selected					Actions
	122	None Selected					Actions
	47	None Selected					Actions
	105246	None Selected					Actions

Calendrier prévisionnel de déploiement

- **2011 Juin** :
Accès ouvert aux employés CA Technologies (BETA)
- **2011 Juillet - Novembre** :
déploiement progressif aux communautés
- **2011 Décembre** : Accès ouvert à tous les utilisateurs
- **2012** : Fermeture du site 'Support online'

Pour en savoir plus ,

MyCA Help Library (Videos)

<http://www.ca.com/us/collateral/demos/na/myca-help-library.aspx>

<https://communities.ca.com/home>

Une question sur MyCA ? Une idée à soumettre ?

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

Site du club utilisateurs

CA Siteminder, France

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Espace idéal pour

- Le partage d'informations, astuces et solutions entre les membres de la communauté
- Participer à la vie du club, en soumettant des idées et sujets pour les réunions du club

Accès aux site de la communauté CA Siteminder

Méthode 1 : www.ca.com → Login → Click sur MyCA

The screenshot shows the CA Siteminder community website interface. The browser address bar displays https://communities.ca.com/web/Abdel_Laabi/myca. The page header includes the CA logo and the text "agility made possible". The user is logged in as "Abderrazzak" and the "MyCA" link in the top right navigation bar is circled in red and labeled with a red "1". Below the navigation bar, there are tabs for "Home", "Support", and "Projects". The "MyPlaces" tab is highlighted with a red circle and labeled with a red "2". A dropdown menu is open under "MyPlaces", with the "My Communities" option selected and indicated by a red arrow and labeled with a red "3". The main content area shows a list of activities, including a post by "J.J.Lovett and Reatesh" and a post by "DavidM".

Accès au site de la communauté CA Siteminder

Méthode 2 :

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

The screenshot shows a Microsoft Internet Explorer browser window displaying the CA Siteminder France user group website. The address bar shows the URL <https://communities.ca.com/web/france-ca-siteminder-user-group/welcome>. The page title is "Events - Welcome - CA Communities - Microsoft Internet Explorer provided by CA".

Key elements and annotations:

- 2**: A red circle highlights the "login" link in the top right navigation bar.
- 3**: A red circle highlights the "+ join" link in the top left navigation bar.
- 4**: A red circle highlights the "Message Board" link in the top navigation bar.

The main content area features a "WELCOME" banner for the "Club des utilisateurs CA SiteMinder France". The text reads:

Bienvenue au site web du club utilisateurs CA SiteMinder France!

Ce club a été créé 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....

L'adhésion est gratuite. Voici les étapes pour devenir membre du club :

- 1 - LOGIN - lien en haut de cette page
en utilisant votre identification CA Support Online, ou cliquant sur register pour créer un compte
- 2 - JOIN COMMUNITY - cliquez sur le lien en haut à gauche de la page

The left sidebar shows a "Members" section with 90 members. The first member listed is abdel_laabi, Principal, Customer Programs, with 10 Positive Ratings and a Rank of New Member. The second member is ahas02, Senior Support Engineer, with 0 Positive Ratings and a Rank of New Member. The third member is alain.kernoa.

Forum en ligne → Souscrire pour être notifié

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

https://communities.ca.com/web/france-ca-siteminder-user-group/message-board

File Edit View Favorites Tools Help

softonic Search Ask CNN YouTube Facebook Games Celebrity Amazon Options

Favorites Message Board - CA Communities Message Board - CA Comm...

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 User

Add Category Post New Thread Permissions

Categories

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

Edit Permissions RSS (Opens New Window) **Subscribe** Delete

Action Action Action

Forum en ligne

7) Participez ! 😊

Merci

Questions ?

Echanges du club

utilisateurs CA Siteminder

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Elargissement du bureau du club utilisateurs

— **Président** : Selim BACCAR - SFR

— **Membres du bureau** :

Président + 1 ou 2 ou 3 Co-présidents

— **Candidats pour faire partie du bureau?**

– Envoyer un mail à selim.baccar@sfr.com et

Abderrazzak.Laabi@ca.com

OU

– Visiter le site web de la communauté :

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

Prochaine réunion du club

- Suggestions de sujets à aborder ?

- Candidats pour un partage d'expérience ?

- Date de la prochaine réunion ?

- Lieu de la réunion?
 - CA Technologies ?
 - Site d'un des membres du club ?

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