CA Service Advisory Program

CA **Executive Playbook**

April 2015

ca technologies

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

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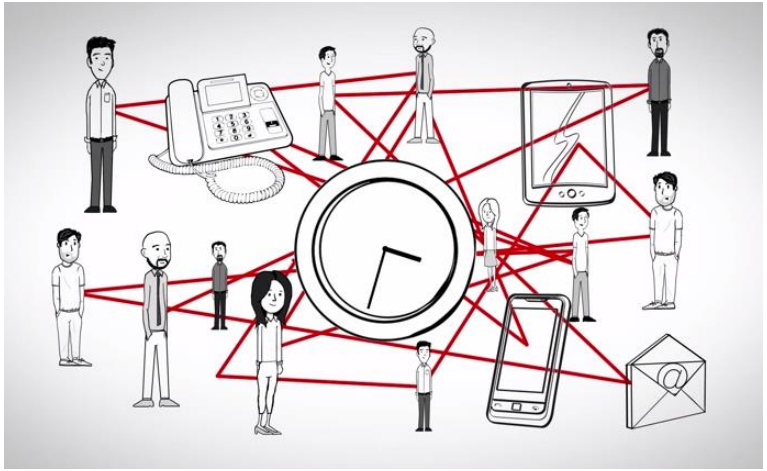
Why Everbridge?

- 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



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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

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Registration Instructions for CA Executive Playbook

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

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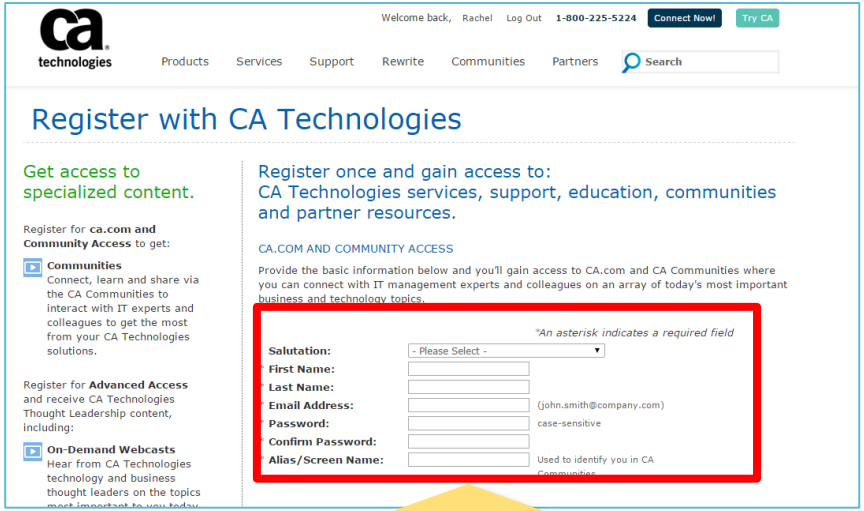
1 New Customer to CA Executive Playbook

- New Customers will have their service and contacts provisioned by CA as well as the CA Service Advisory Program
- Upon receiving the Provisioning email, the customer contact/s must register at CA Support Online – https://www.ca.com/us/register/createprofile.aspx
- 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



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

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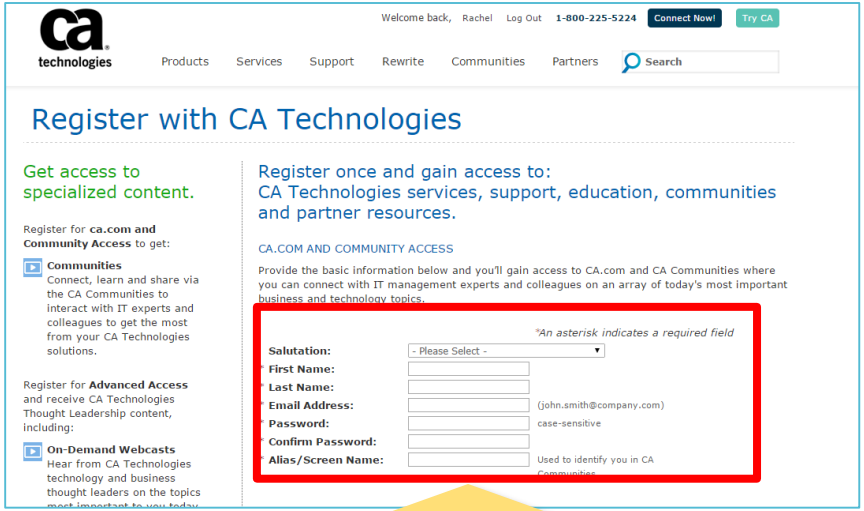
2 Existing CA Executive Playbook Customer

- Customer contacts currently registered in and that have access to the CA Support Online 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.arcot.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



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2 Existing CA Executive Playbook Customer: Adding New Support Contacts

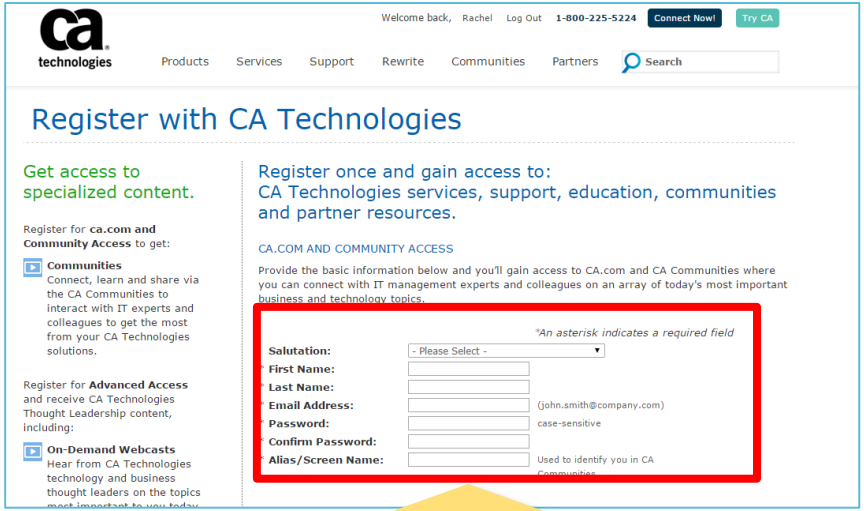
- Please open a support request/case with the contact information you would like to have added:
  - First name, Last name, email, Phone, Company and confirm enrollment into the CA Service Advisory Program to receive service advisories
  - These request will typically take up to 3-4 business days to complete

- 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



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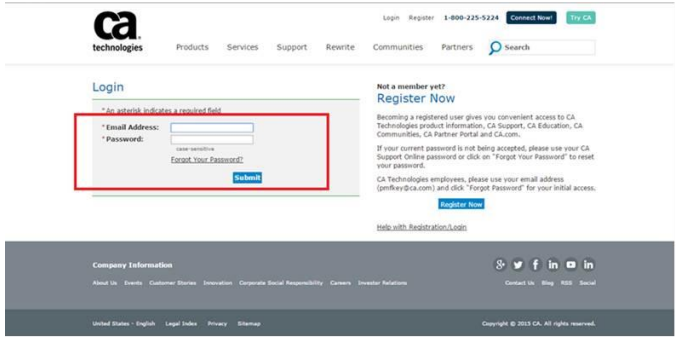
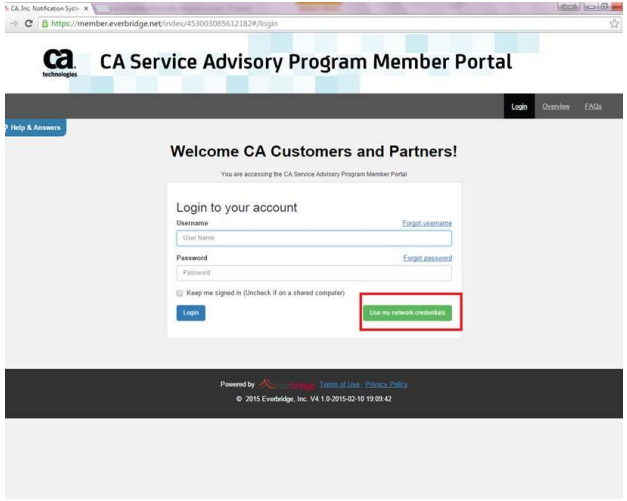
3 CA Service Advisory Member Portal

- 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





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

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4 Unsubscribe Options

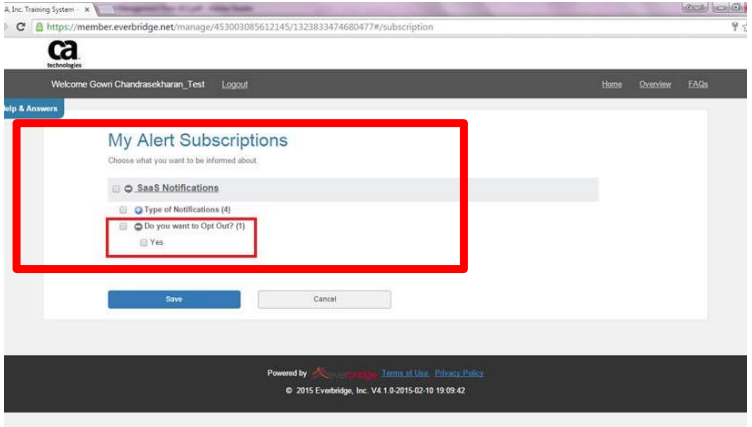
- Customers can unsubscribe from the CA Service Advisory Program at any time:
  - Unsubscribe URL: https://support.ca.com/us/unsubscribe.html

  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 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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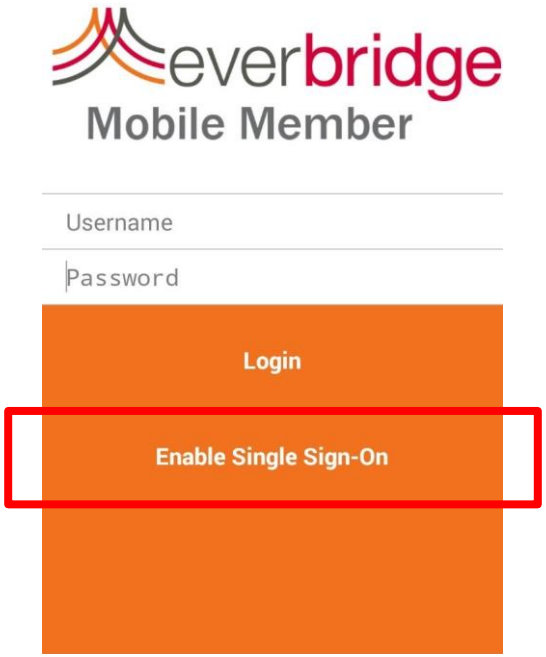
5 Mobile Member App

- 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



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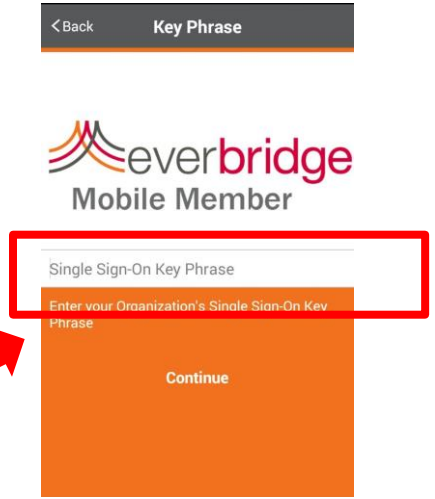
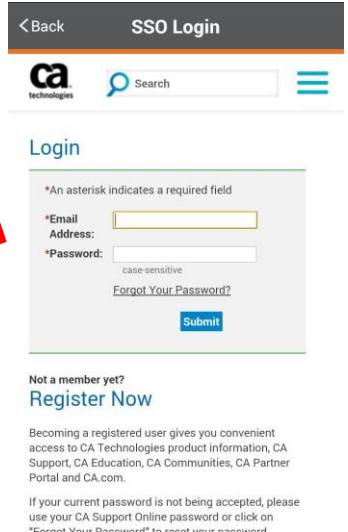
5 Mobile Member App

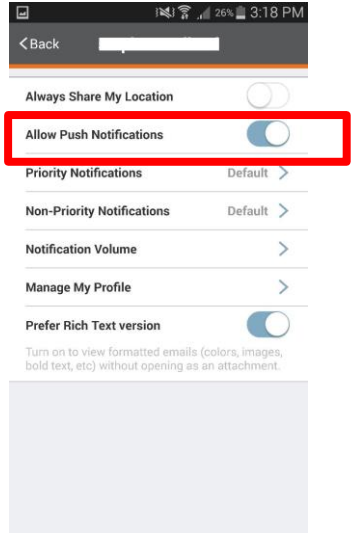
- Once the app is downloaded to the mobile device, select '**Enable Single Sign On**' on the app login screen
- Enter the **Single Sign On key phrase** to register the device. The key phrase is case sensitive

  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







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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

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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.

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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.

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Thank you

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