Datahub Support Service
ServiceNow

Instructions

FINGRID
Datahub

Datahub Support Service

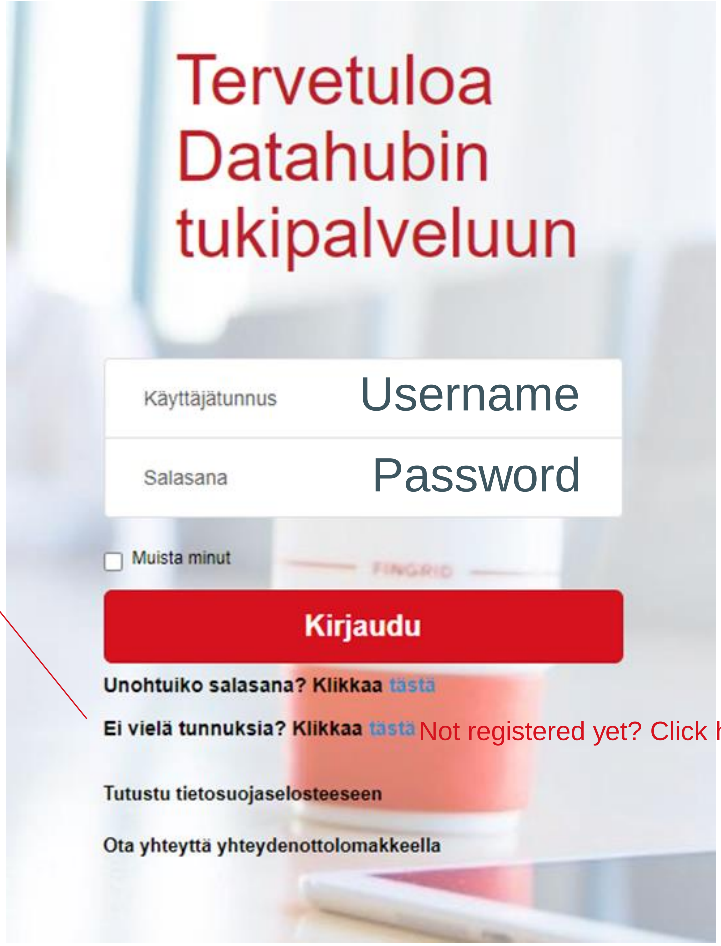
- Sign into the support service at support.datahub.fi

Sign into the service portal

Choose a language after signing in

Fingrid Datahub has created administrator accounts for all customer companies.

- Administrators can approve the company’s registered users
- Register to the service via service portal's Sign in page
  - Fill your personal information into the form
  - Registration code is your company’s VAT code.
    If the registration code does not work, please contact your company admin or datahub@fingrid.fi
- User name is your email address

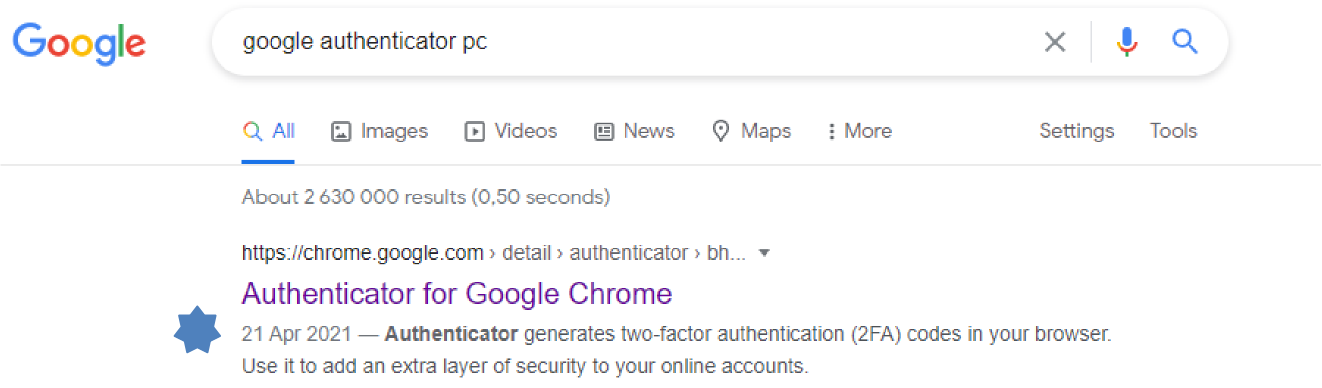


Multi Factor Authentication to the support service

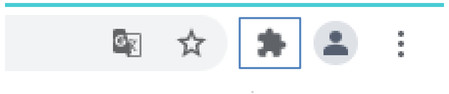
- Multi Factor Authentication is used in the support service
- For example, the following authenticator apps can be used:
  Google Authenticator
  Microsoft Authenticator
  LastPass Authenticator
  Authy
  FreeOTP
  Duo
  Okta Verify
- You can download the authenticator app on your phone or on your computer’s browser.
- You can use the same authenticator app with support service as you are using with Datahub CMS.

Implementation of an authenticator app on browser

An example: Google Authenticator

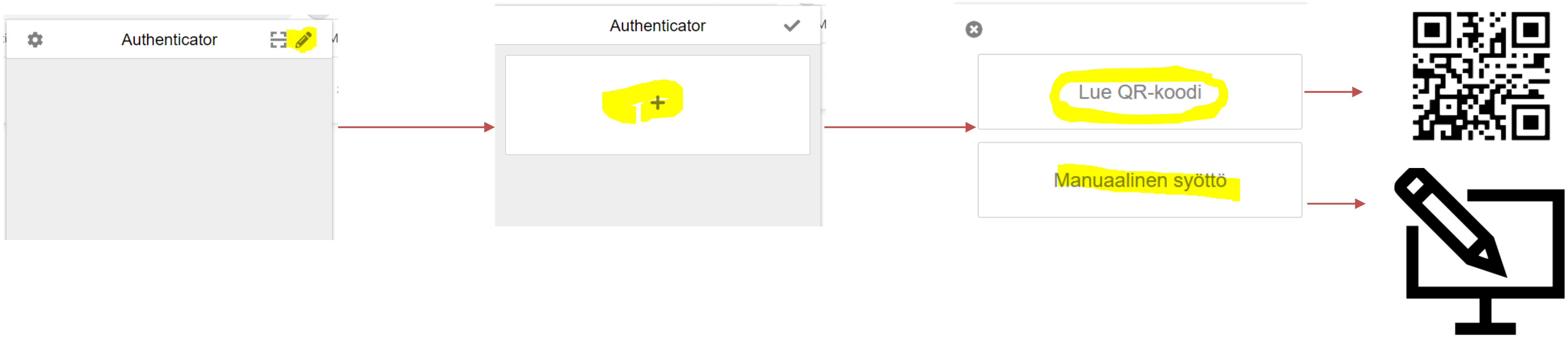


Download application as a browser extension.
This symbol will appear next to the URL field



Implementation of an authenticator app

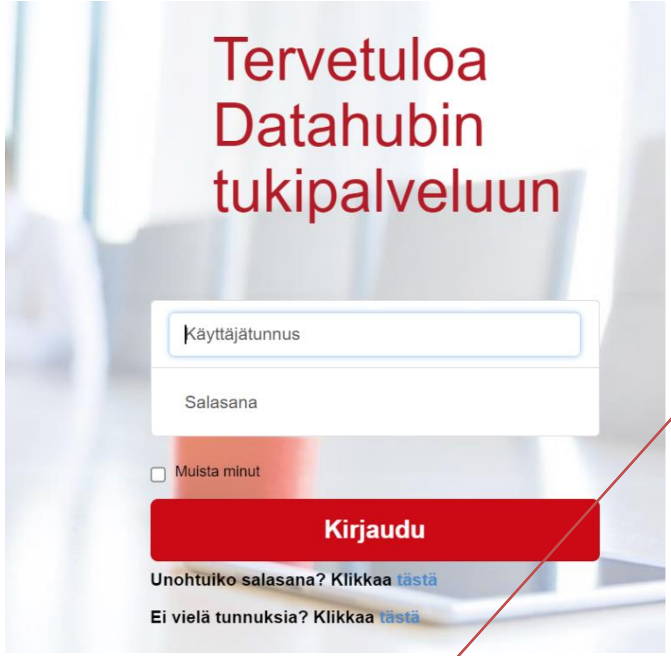
The application is activated by reading the QR code or manually entering the service information.

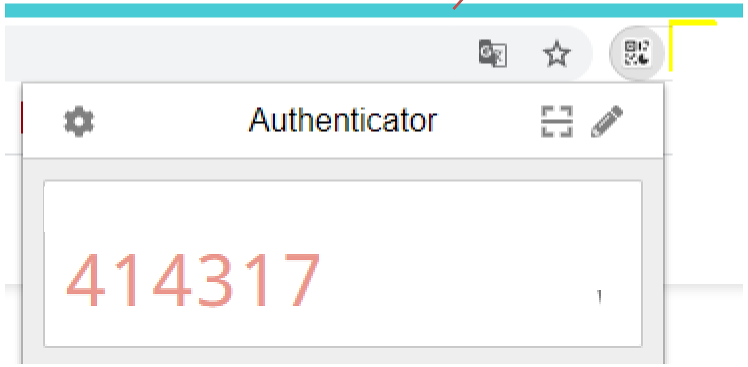


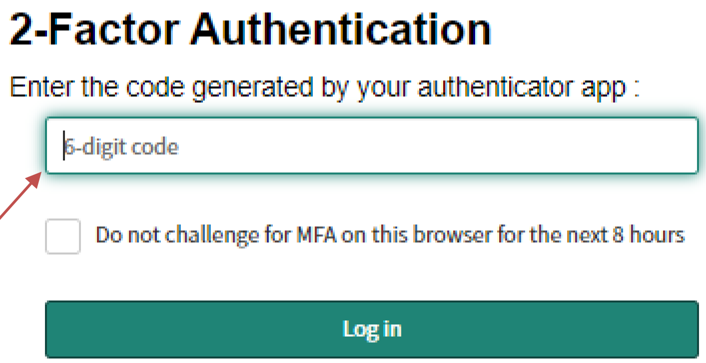
1. **Enter login credentials**

In 2 Factor authentication, enter the one-time code generated by the authenticator application

https://support.datahub.fi/fingrid/

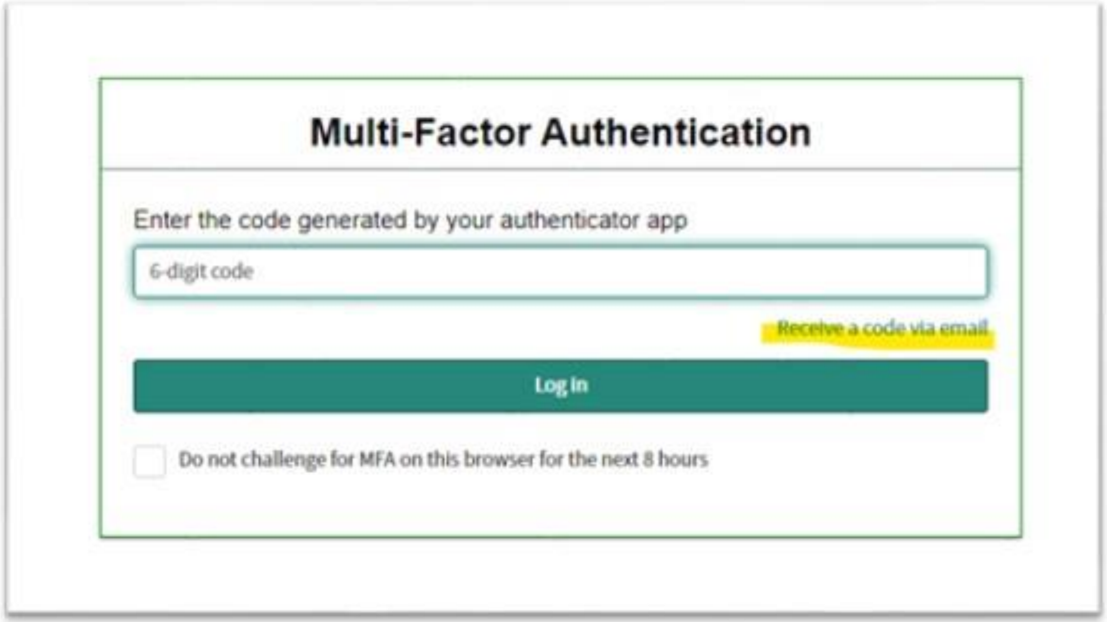






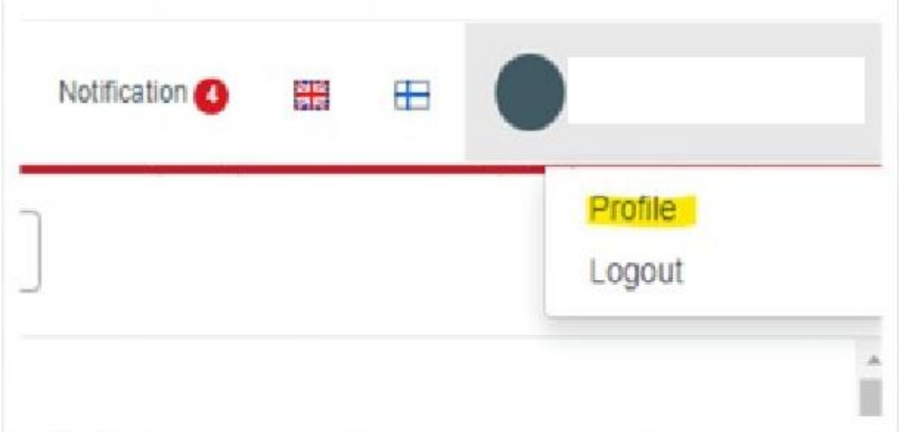
How to change the authenticator app

- If your phone or computer changes, and you have had the authenticator app on that device, the authenticator app must be reinstalled on the new device.
- If your old authenticator app has already been removed due to the change of phone or computer, you can log in to the support service by selecting "Receive a code via email" from the Multi-Factor Authentication window that opens upon logging in.
- After a while, you will receive a one-time MFA code in your email, which you can use to log in.
- Once logged in, you can change the authentication application according to the instructions on the following slides.

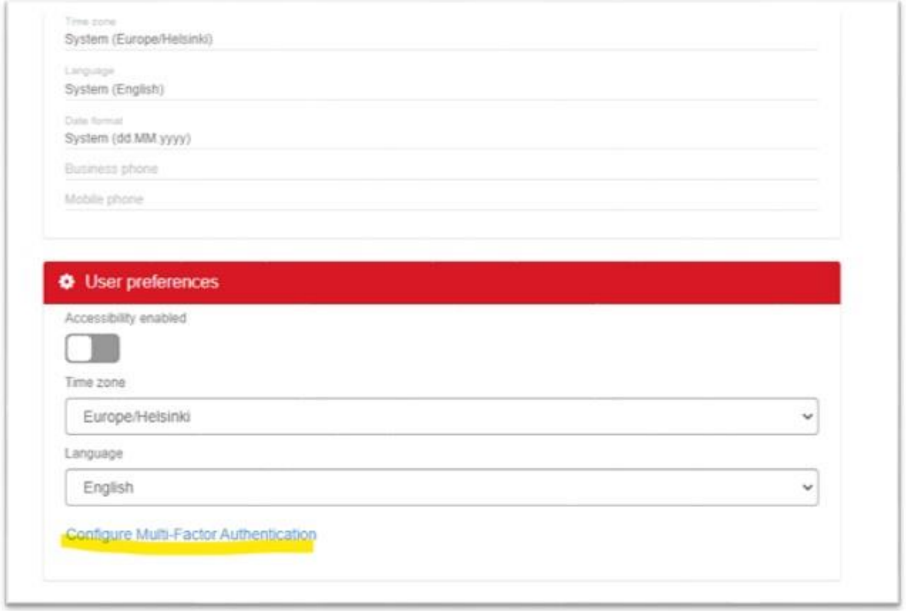


How to change the authenticator app

- Once logged in, go to your own information under "Profile"

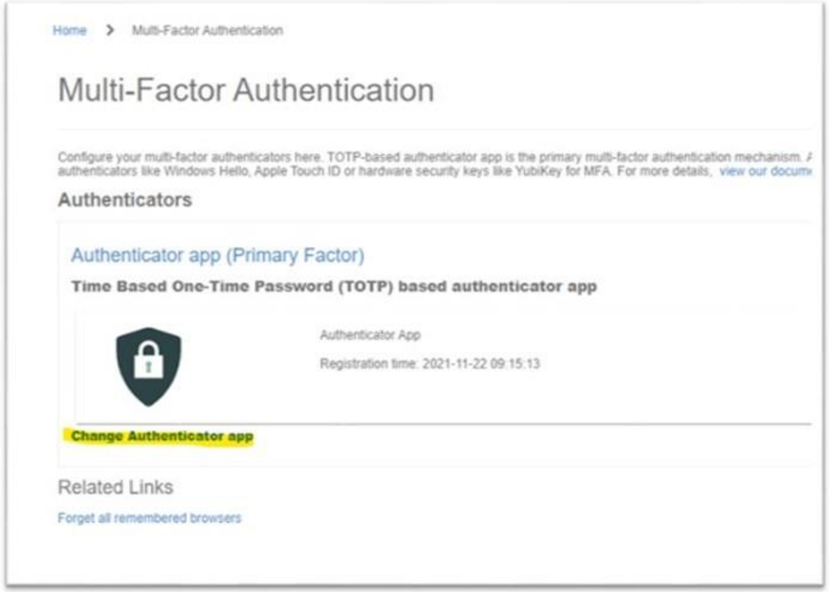


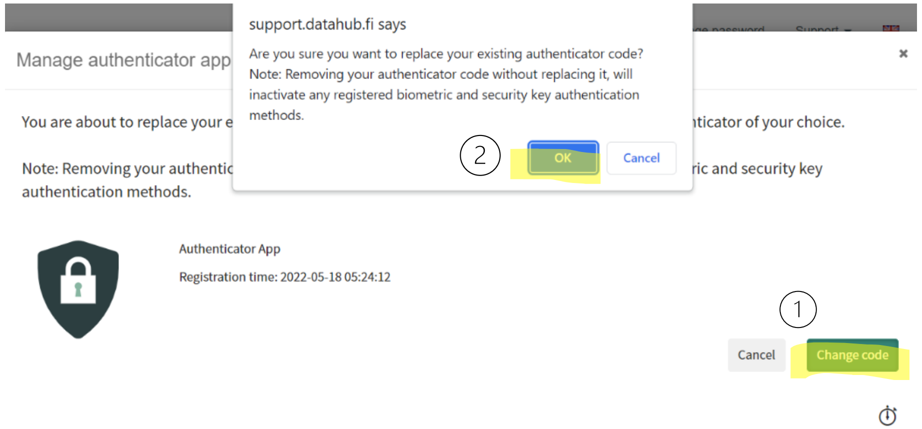
- On the Profile page, select "Configure Multi-Factor Authentication"



How to change the authenticator app

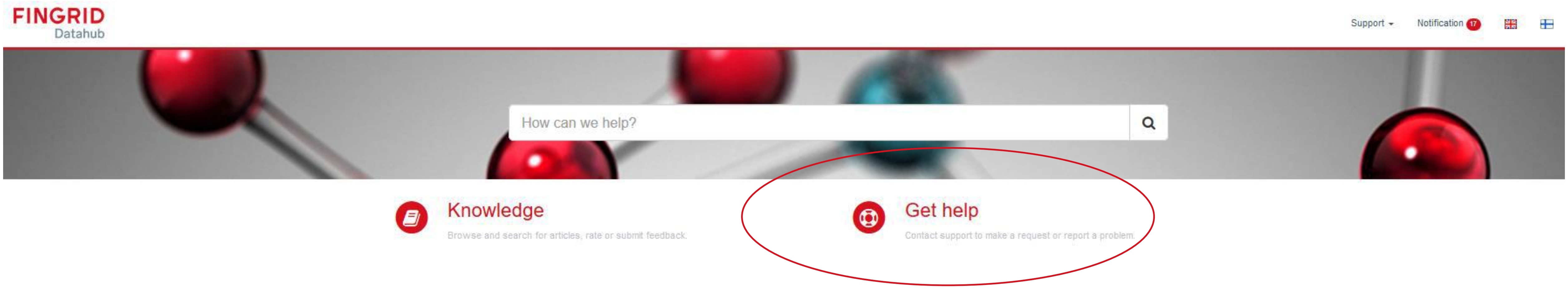
- Select ”Change Authenticator App”
- Select "Change code" and then "OK" from the pop-up window that opens
- Install the new authentication key provided by the service into your authenticator app in the same way as when the authenticator app was activated (see slide 7)





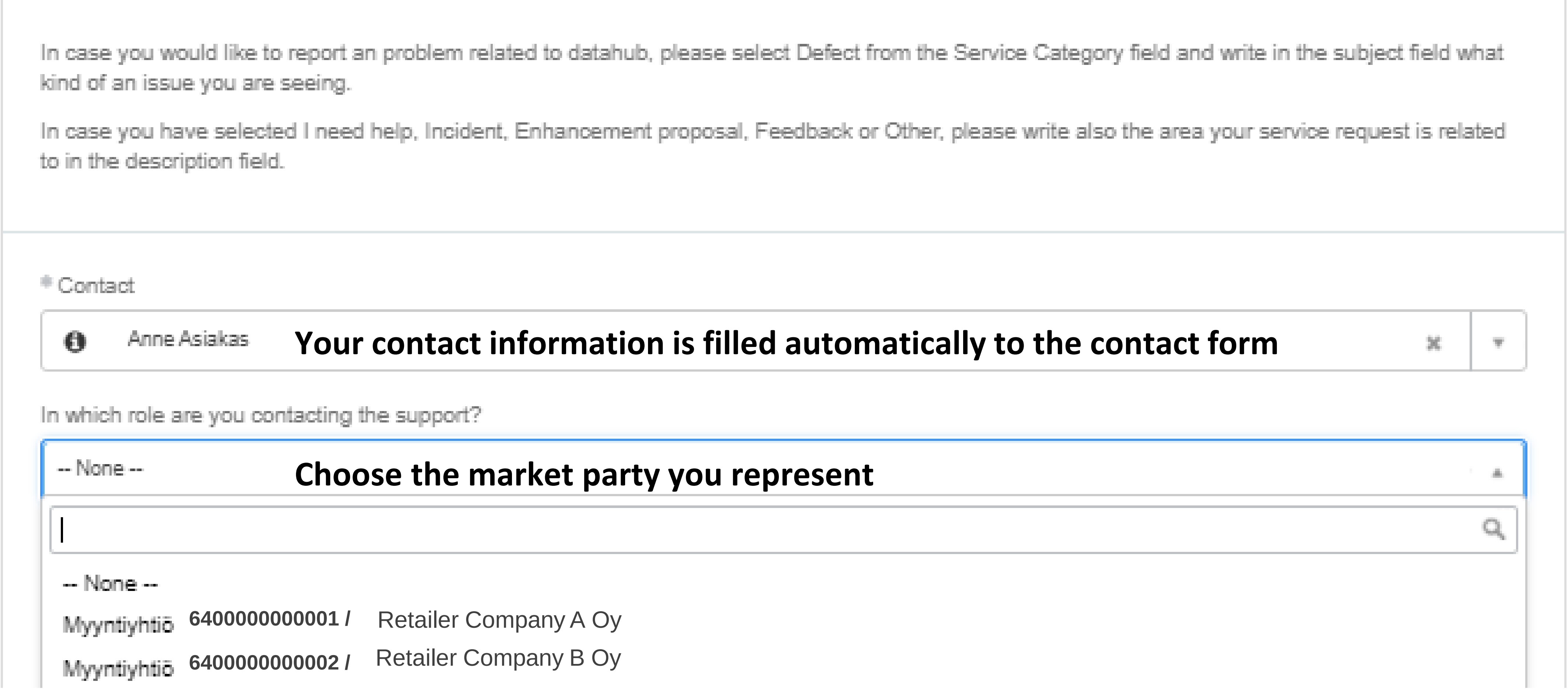
How to create a support request

Get help with a contact form



- After signing in choose ”Get help” and contact form appears
- From the Knowledge base you can find answers to the most common questions

Contact with a service form



In case you would like to report an problem related to datahub, please select Defect from the Service Category field and write in the subject field what kind of an issue you are seeing.

In case you have selected I need help, Incident, Enhancement proposal, Feedback or Other, please write also the area your service request is related to in the description field.

* Contact

Anne Asiakas **Your contact information is filled automatically to the contact form**

In which role are you contacting the support?

-- None -- **Choose the market party you represent**

-- None --

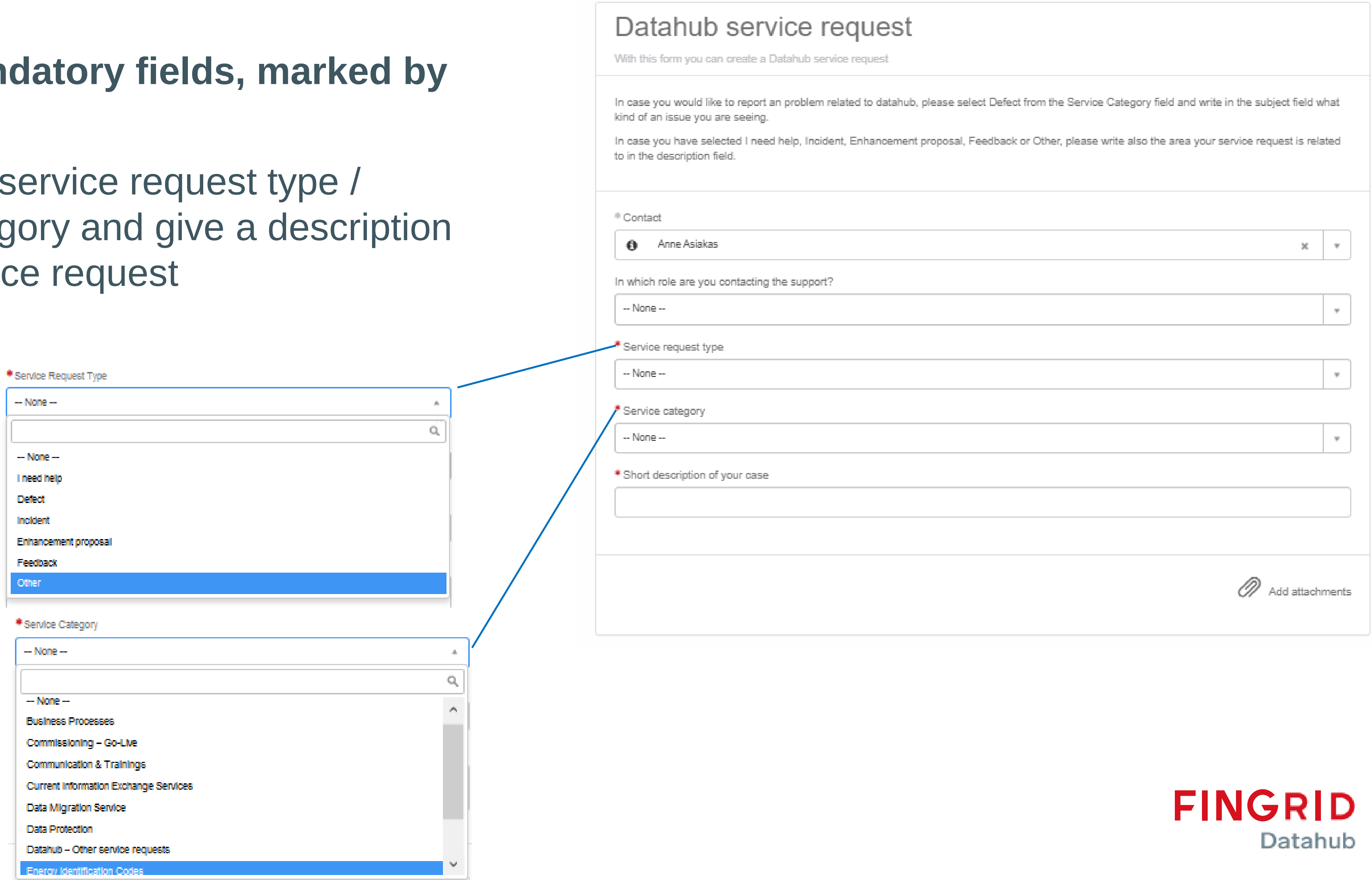
Myyntiyhtiö **6400000000001 /** Retailer Company A Oy

Myyntiyhtiö **6400000000002 /** Retailer Company B Oy

Instructions on how to make a ticket on behalf of the represented market parties in the role of Partner Administrator can be found at the end of this manual.

Contact with a service form

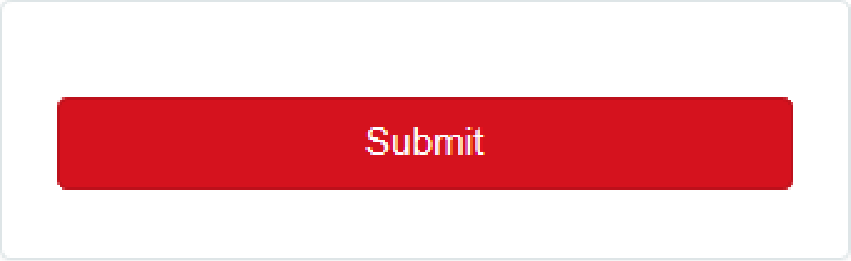
- **Fill in the mandatory fields, marked by** *
  - Choose the service request type / service category and give a description to your service request

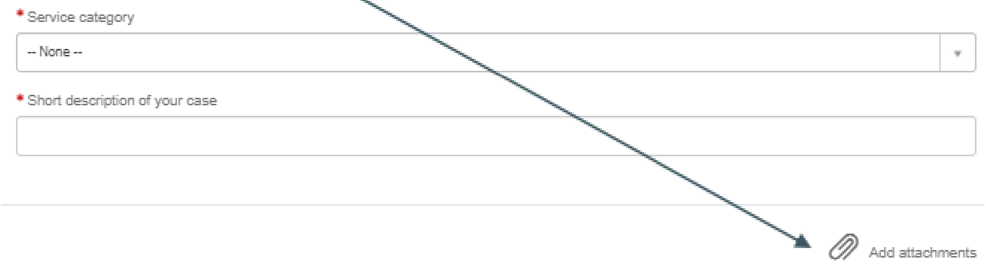


FINGRID Datahub

Contact with service form

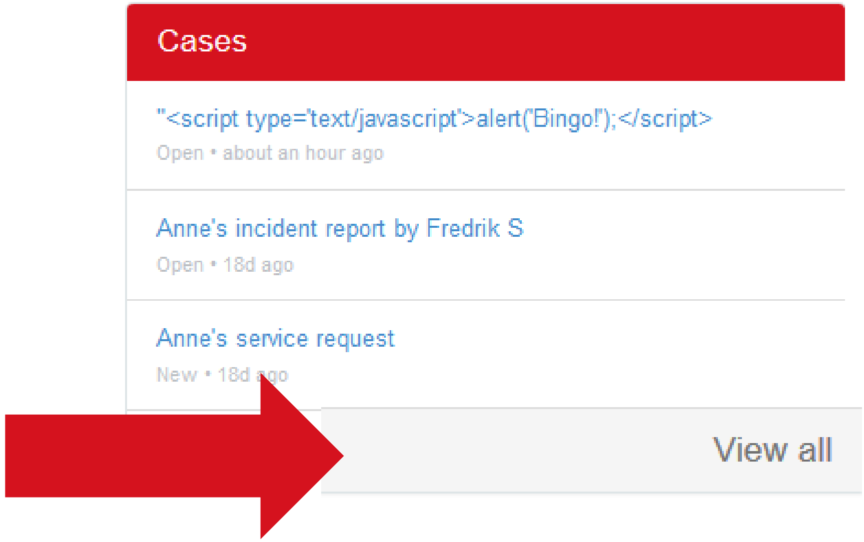
- Add the attachment if needed
- Send the service request by choosing ”Submit”
- Fingrid inform you by email when your service request is resolved also mail is sent if we need additional information to be able to resolve the service request
- You can give additional info in 2 ways:
  - 1. Reply to mail
  - 2. Add additional info in service portal





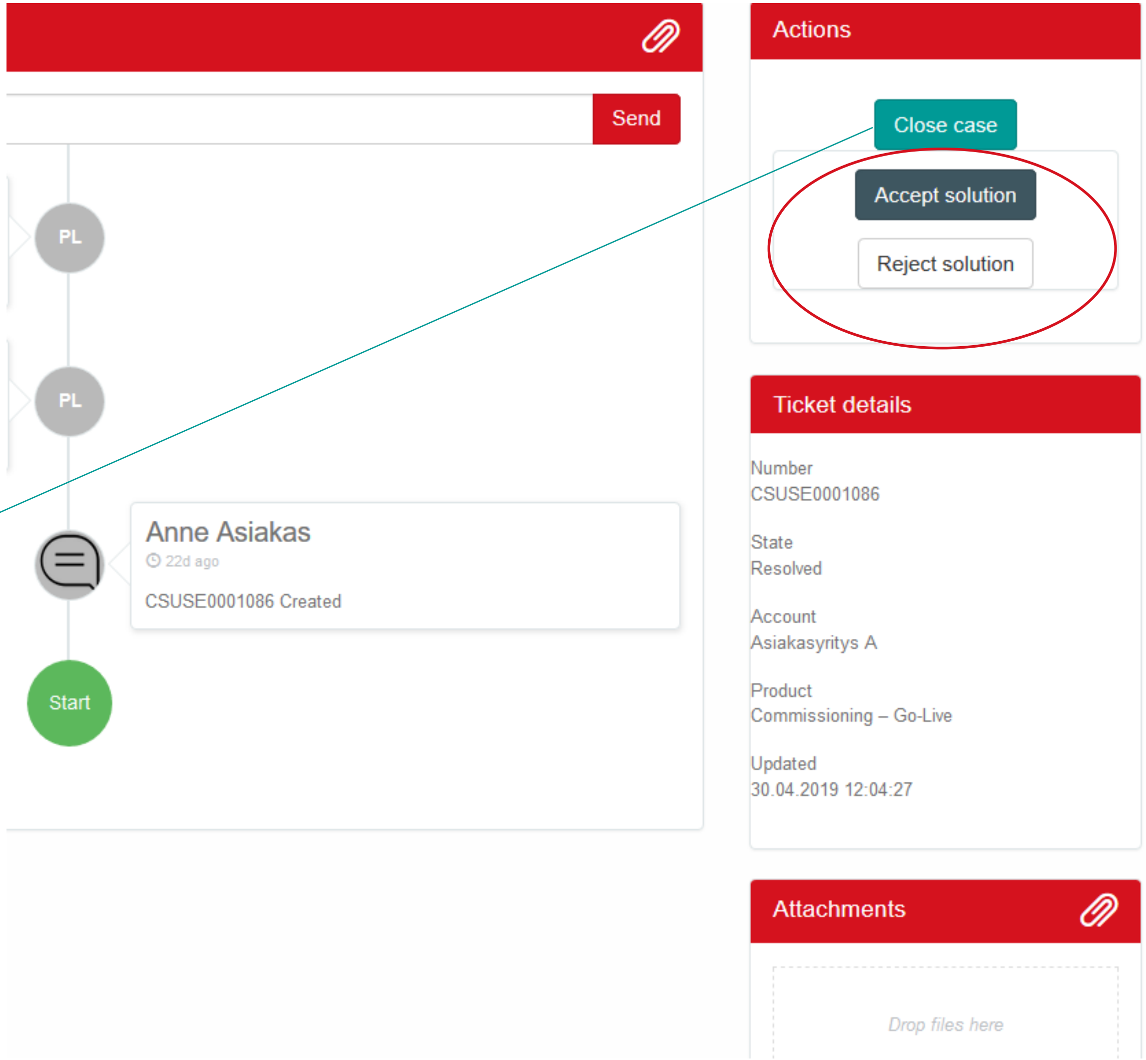
All my service requests

- In the front page of service portal you will see top 5 of your requests
- When clicking the request in the list opens more detailed screen
- ”View all” -link will open a list of all your service requests



Resolved request

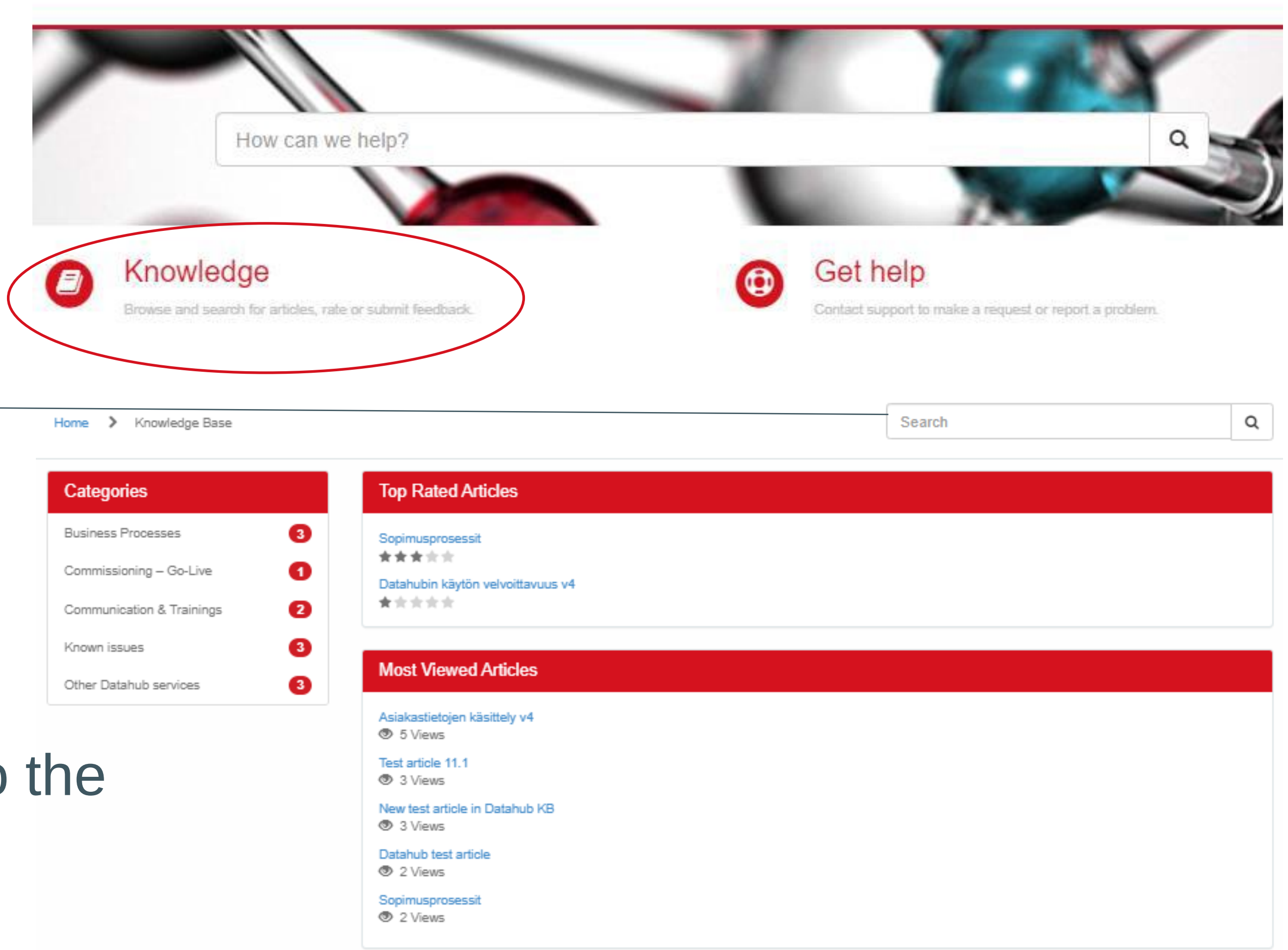
- When a service request is resolved system informs you by email
- In service portal you can accept the solution or reject it
- If you reject solution Fingrid is informed and will rehandle the issue
- If your problem is resolved before your service request is handled you can close the request by yourself



Knowledge base

Please use the knowledge base of the support portal!

- The knowledge base can be found in the support service under "Search for instructions"
- You can view published articles / instructions by topic area or search by keyword
- When you make a ticket, the service automatically offers articles corresponding to the title you have entered, if the knowledge base already contains instructions related to the topic

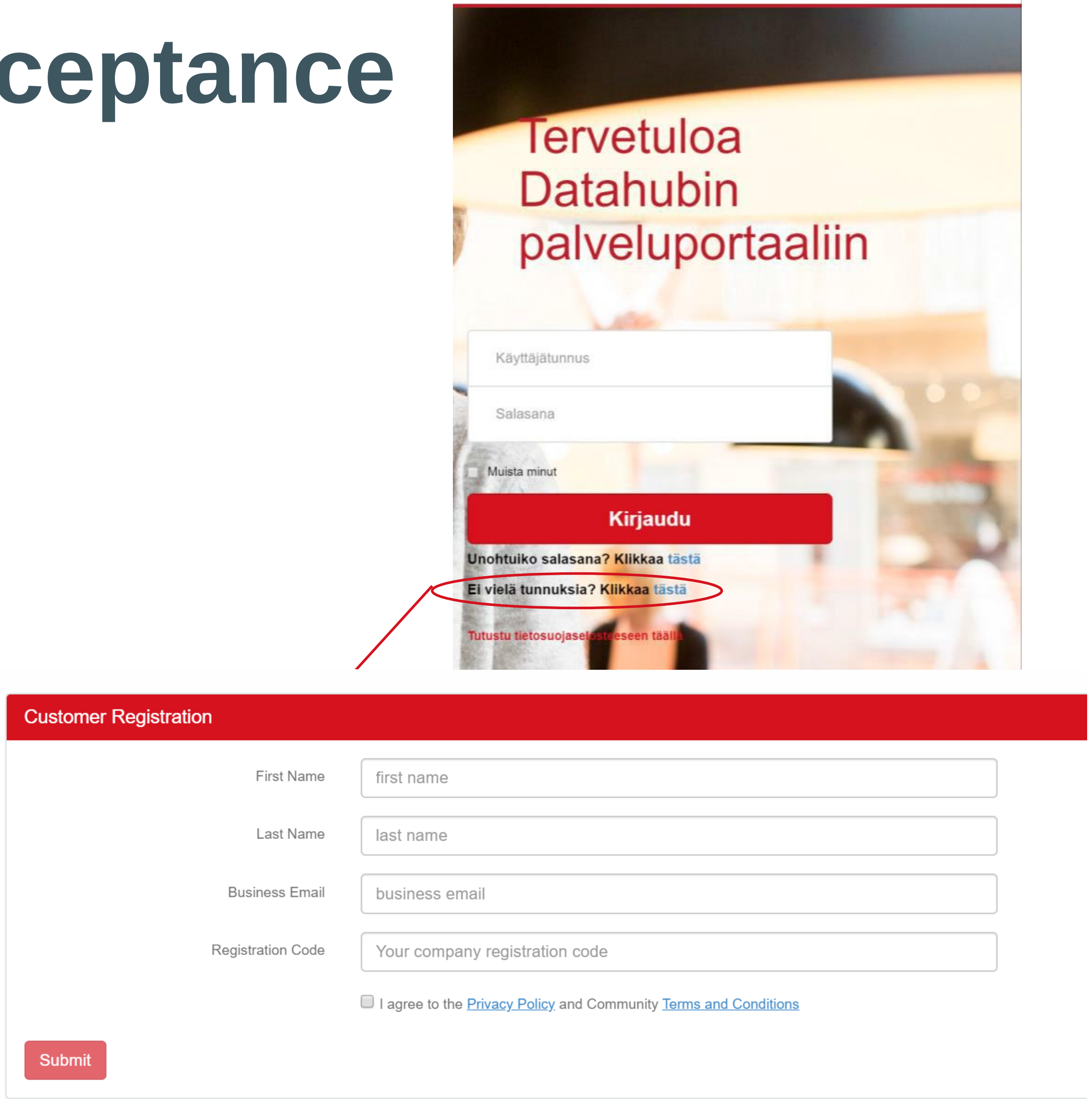


Administrator instruction

User administration

User administration and acceptance of the registration requests

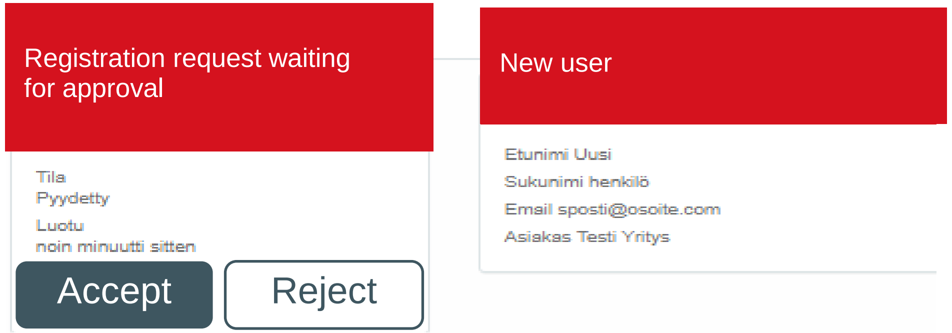
- Company's administrator user can manage company users in the service portal
- Admin user can accept new registration requests and maintain company users information. Main user can also block company users if necessary
- Company users can register to the support service by going to service portal's sign in page and give their contact information



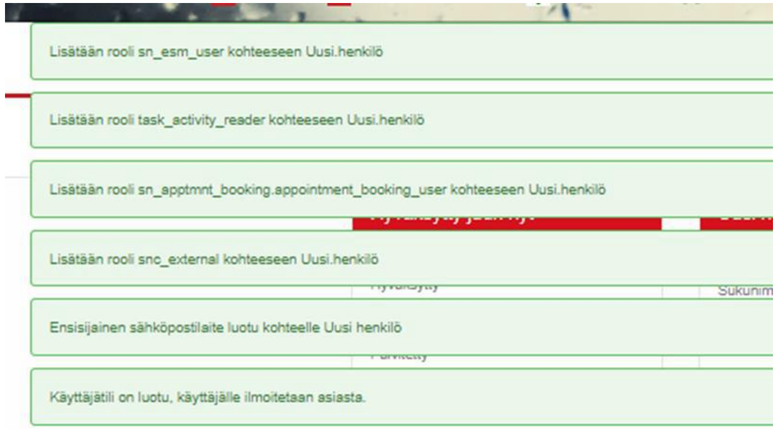
Acceptance of the registration request

- On administrator's homepage admin can see ”notifications” link in the portal that indicate how many registration requests waits acceptance

- When clicking the ”notification” link admin can see all requests and accept or reject waiting requests

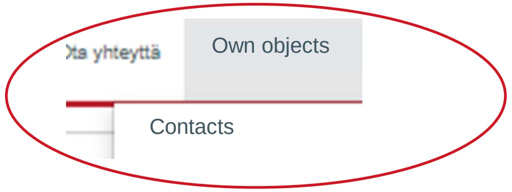


- When acceptance of the registration request(s) is done admin will get a notification message

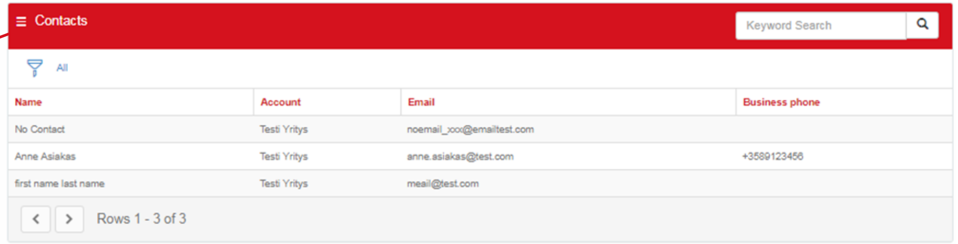


User administration

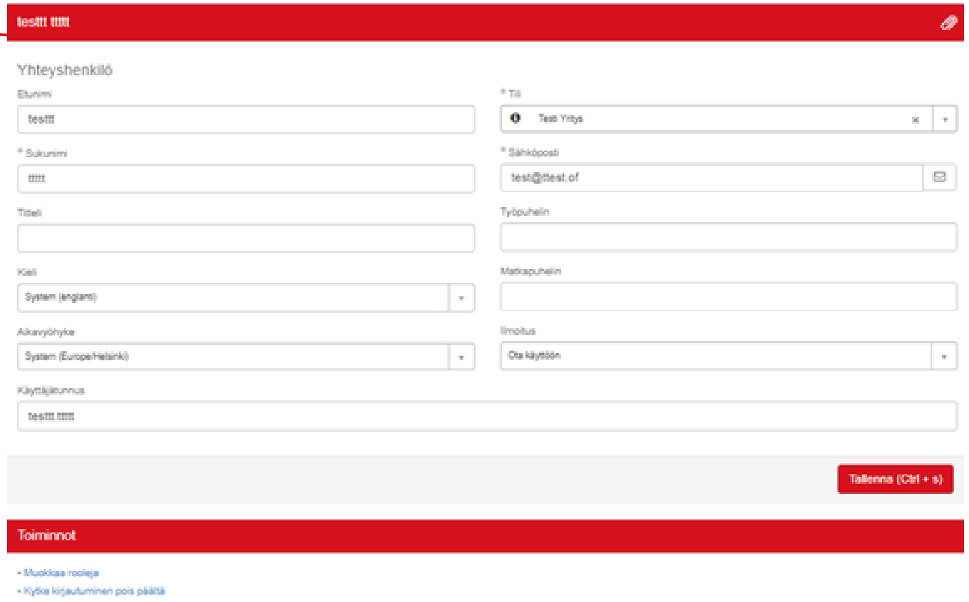
- Administrator users manage their company users. Maintain the information by choosing: ”Own Objects" – "Contacts”



- Link lists all the company users/contact persons

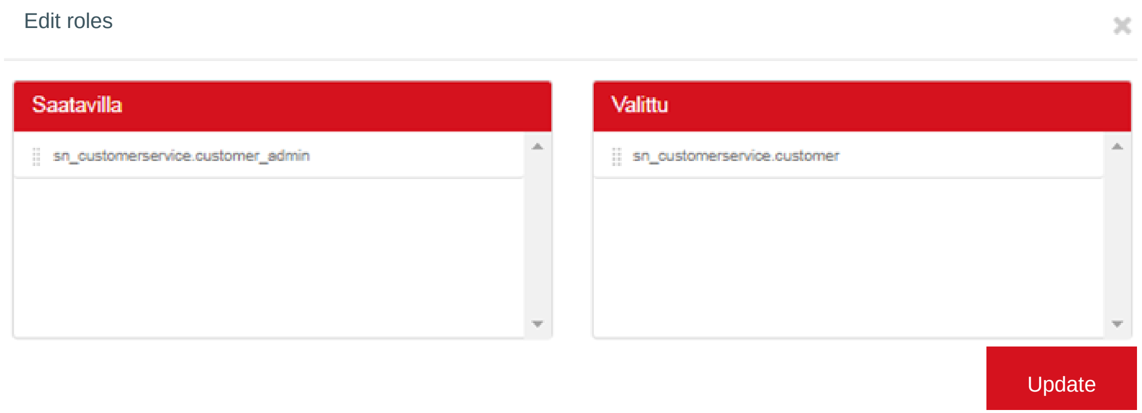


- When clicking the row user information are shown and can be updated



User administration

- Administrator user can update user roles/rights



- Giving the role **sn_customerservice.customer_admin** user gets admin user rights
- If the user is active admin user can block user's access if necessary by clicking the link ”disable signing”
- If the user is inactive administrator user can give access permission by clicking the link ”enable signing”

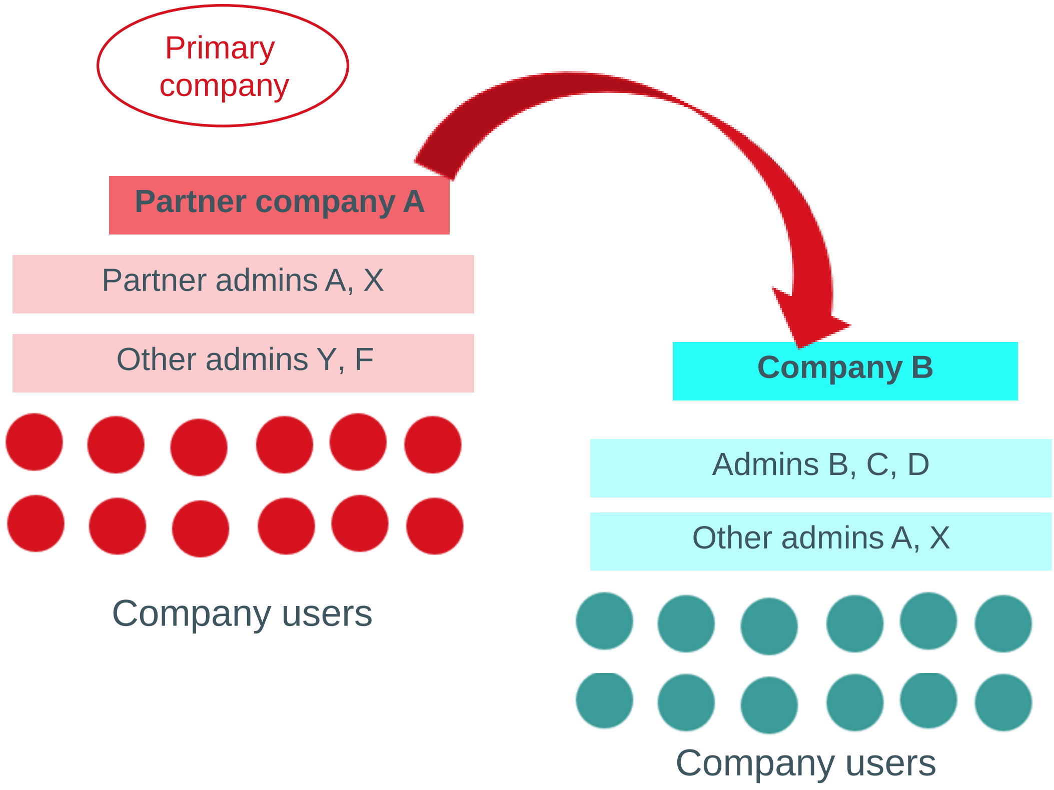
Partner companies

Partner companies

- It is possible to link company accounts to each other's
- Company accounts to which one or more companies are linked to are called partner companies
- Partner admins can see all tickets and users of the linked companies
- Partner functionality can be added by request via Fingrid

Partner Company Account - Management and Structure

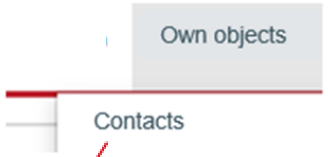
- It is possible to link company accounts to each other's giving partner administrator(s) visibility into all users & tickets made by the linked companies
- However, each company account should have its own primary admin, as new user registration requests will only be shown to the primary admin(s)
- The company user automatically gets access rights only for the company for which he/she registers as a user
  - If necessary, the admin can add access rights to the company user in accordance with the instructions on the following pages

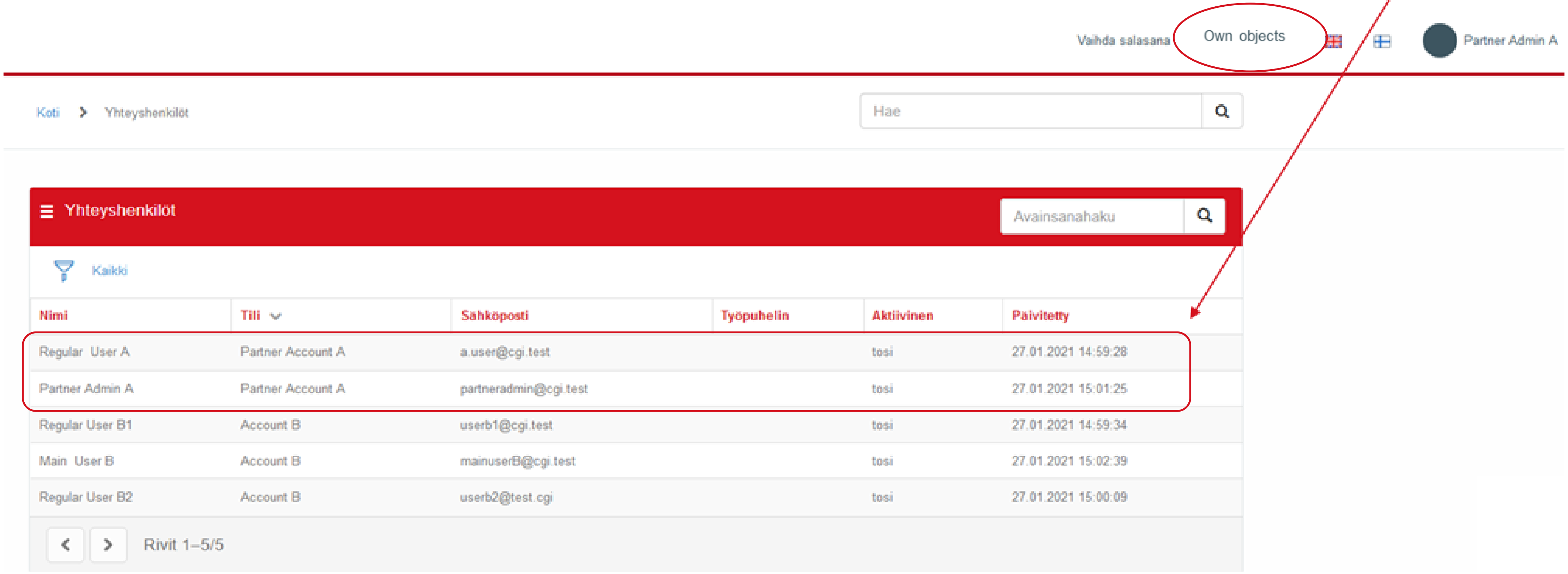


Of the companies linked to each other's, one is always the primary company (=partner company)

User administration / Primary company (Partner)

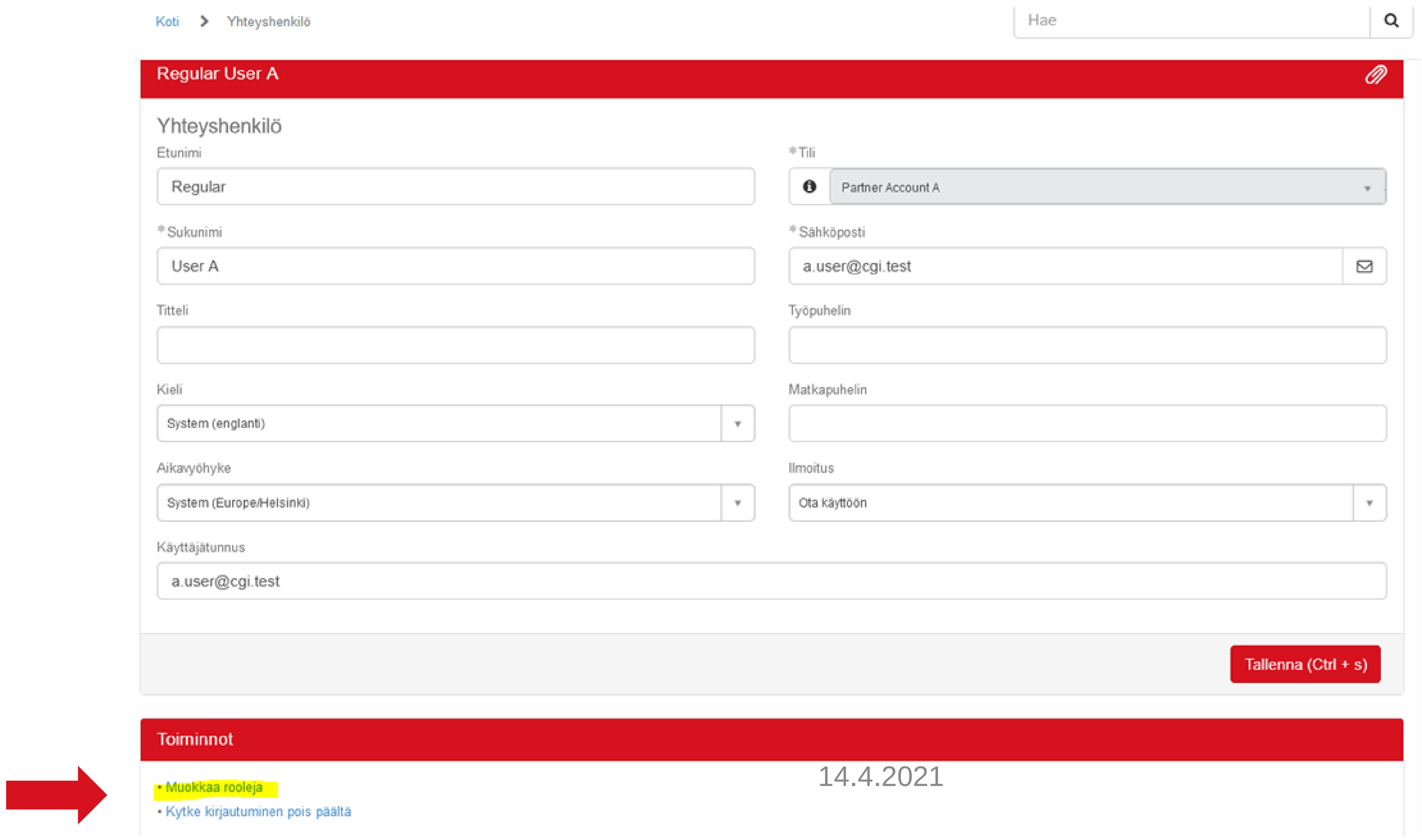
- Primary company's A partner admin can see all own and the linked company's users
- Partner admin can add user rights to the partner company's company users and can update the user information of the linked company's company users





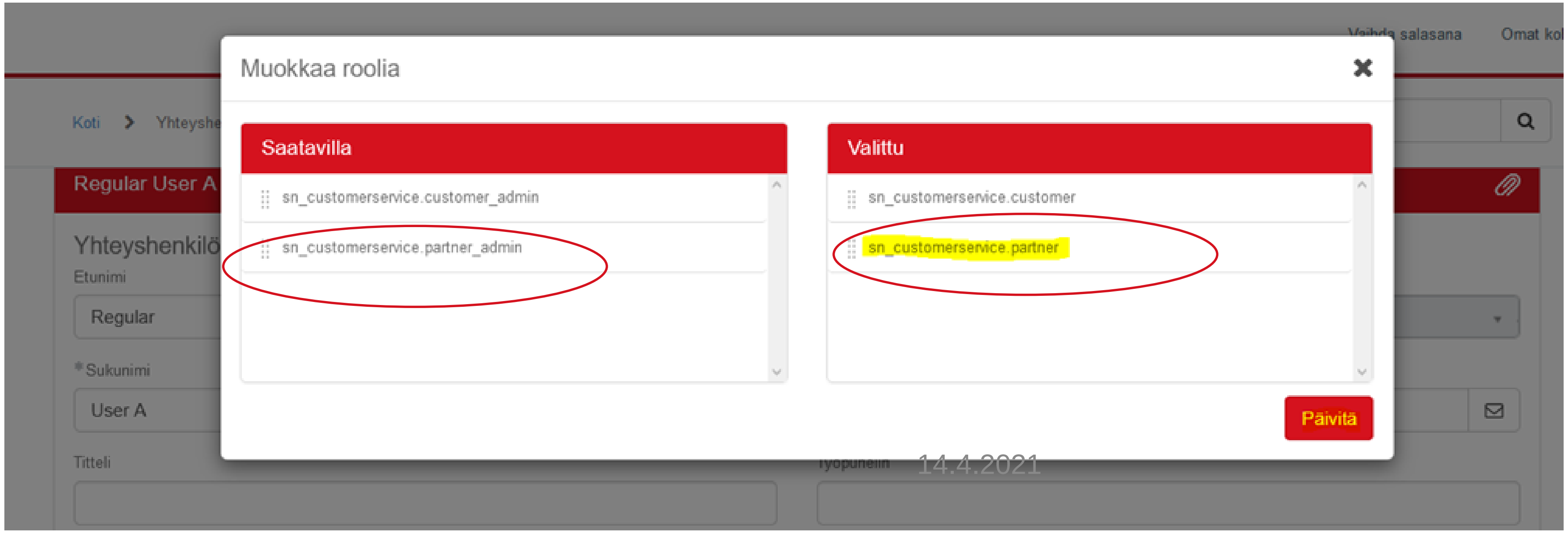
User administration / Primary company (Partner)

- As a partner admin, it is possible to give a partner role and a partner admin role to a user in your organization via the “Edit Roles” link:



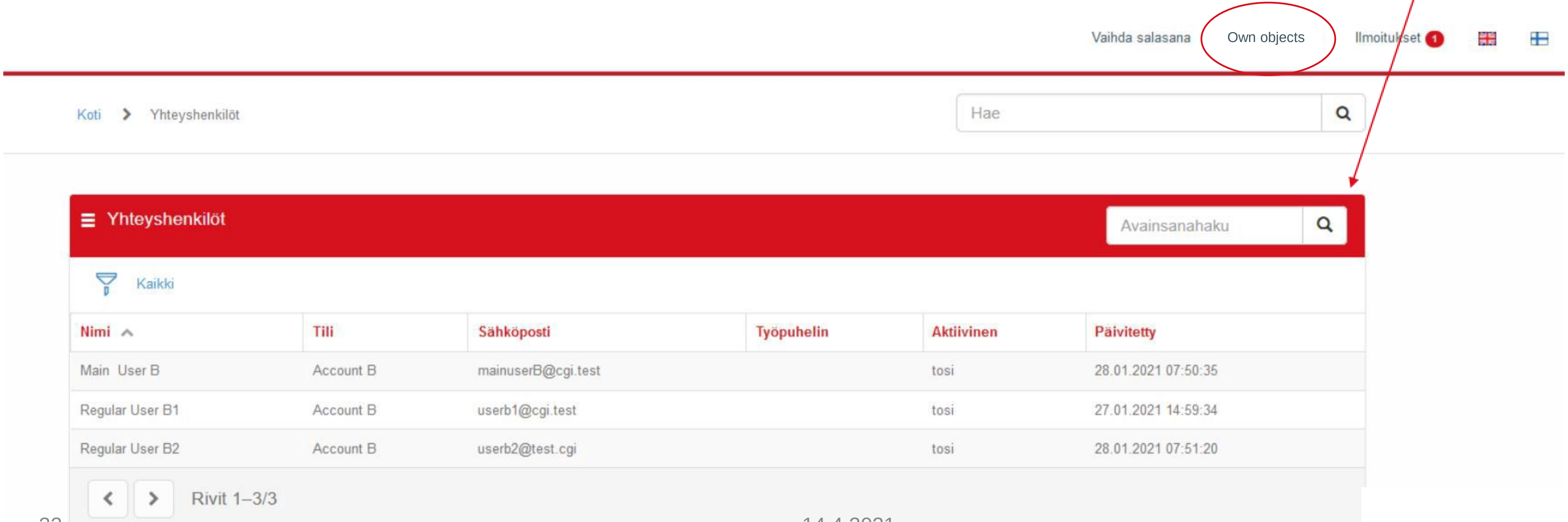
User administration / Primary company (Partner)

- By selecting circled roles, the company user will be able to make tickets in the names of both companies A and B and gets admin rights to own organization (A)
- Without the partner admin user rights, the company user will not be able to make tickets for both companies / or get a visibility for the tickets



User administration / Secondary company

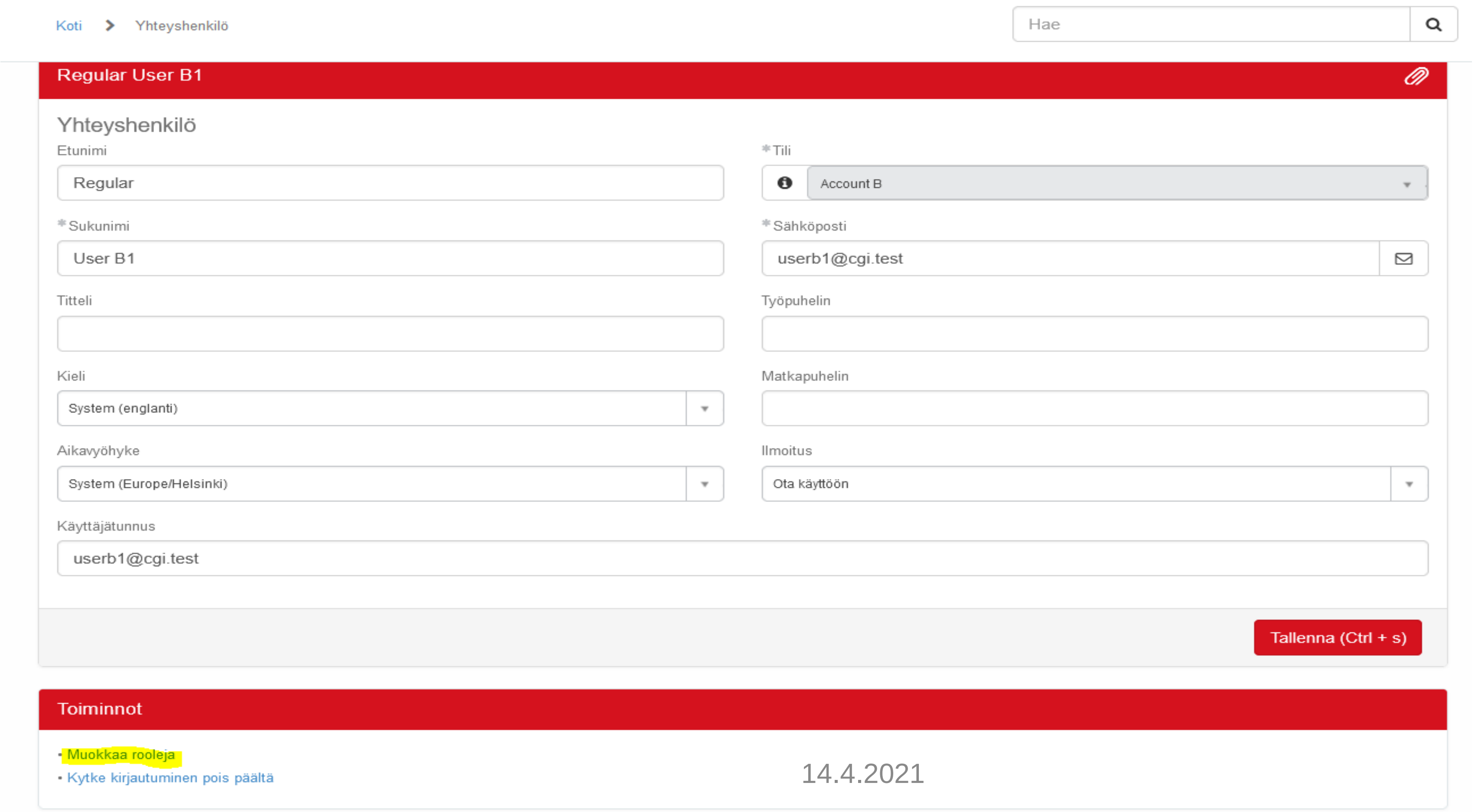
- Company B's admin sees own organization users and can add company B's admin rights to the company users



Nimi	Tili	Sähköposti	Työpuhelin	Aktiivinen	Päivitetty
Main User B	Account B	mainuserB@cgi.test		tosi	28.01.2021 07:50:35
Regular User B1	Account B	userb1@cgi.test		tosi	27.01.2021 14:59:34
Regular User B2	Account B	userb2@test.cgi		tosi	28.01.2021 07:51:20

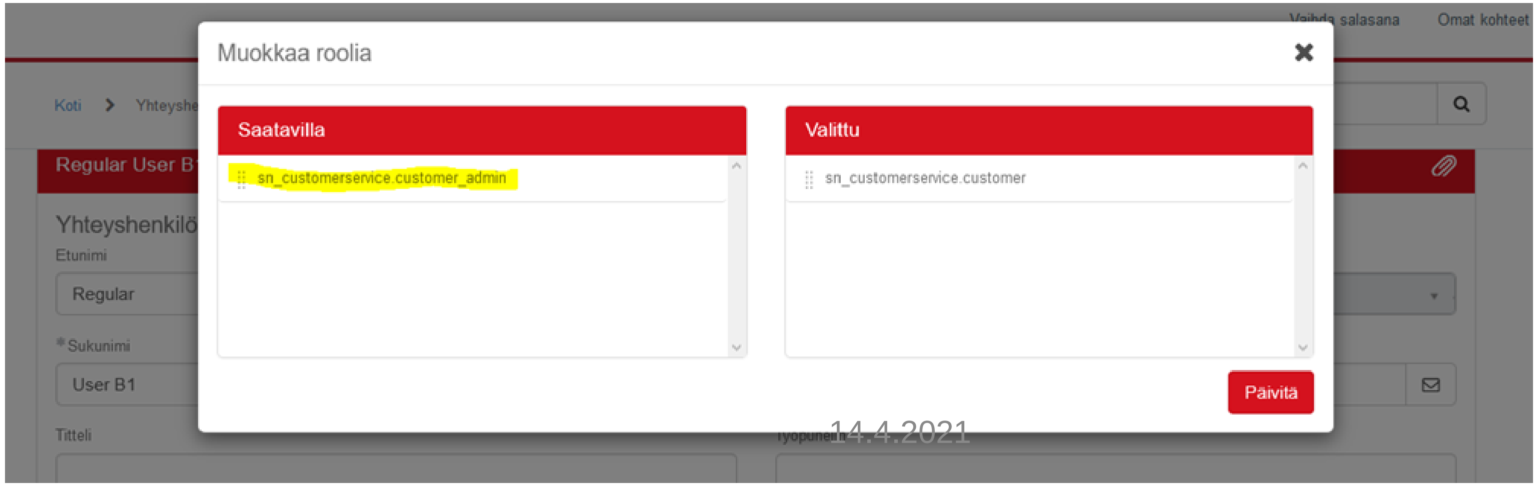
User administration / Secondary company

- Admin can update/add user rights via “Edit Roles” link:



User administration / Secondary company

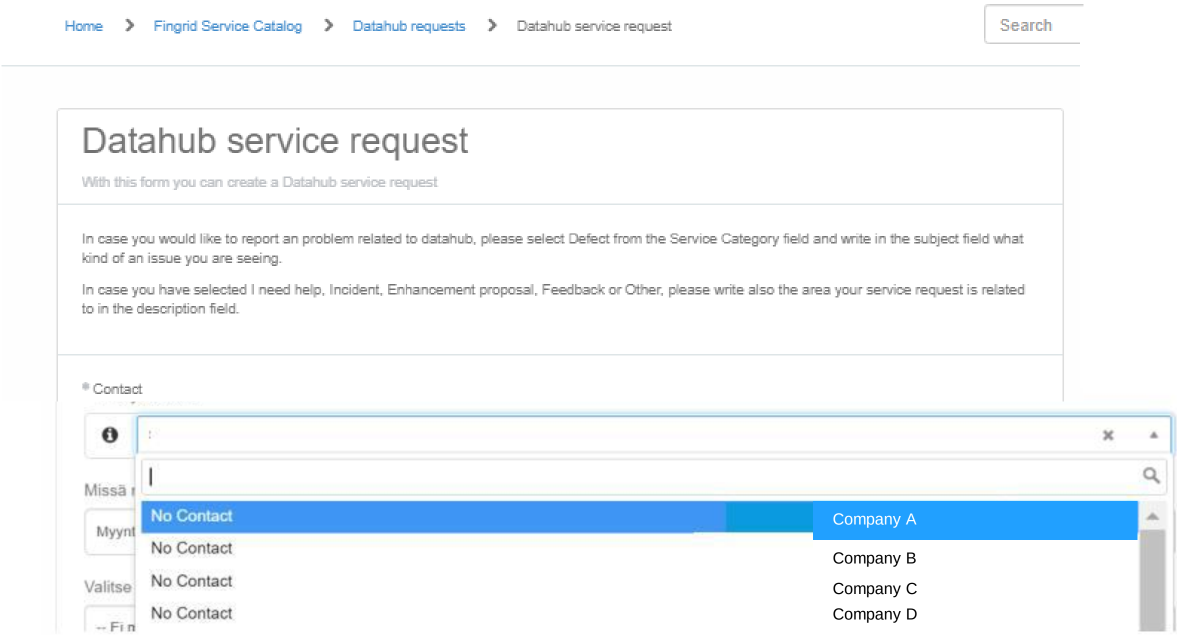
- Company (B) admin does not have access to partner company's information (primary company)
- For the company users can only be added the company B admin rights, not the partner admin rights
- If the company user also needs access rights for the primary partner company, he/she must be transferred by Fingrid to the partner company, and after that the necessary access rights can be added

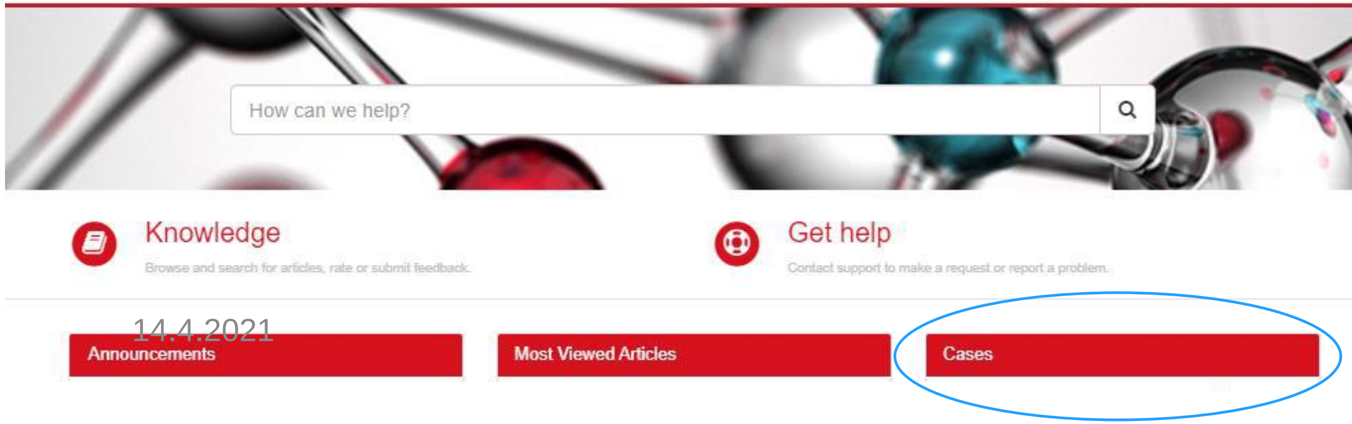


Making a ticket on behalf of the represented parties as a Partner Administrator

- When choosing a contact field "No Contact" appears in all the companies to which access rights can be found and you can make a ticket on behalf of the wanted market party

- If you make a ticket as a No Contact contact person, you will see the ticket made in the "Cases" section and you can view the ticket information / the response you received to the ticket. Please note, however, that you will not receive email notifications for tickets made with No Contact information.





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