

Datahub Support Service  
ServiceNow

# Instructions

Käyttäjä

Salasana

☐ Muista minut

K

Unohtuiko salasana? Klikkaa tästä

Ei vielä tunnuksia? Klikkaa tästä

Tutustu tietosuojaselosteeseen

Ota yhteyttä yhteydenottolomakkeella

**FINGRID**  
Datahub

# Datahub Support Service

- Sign into the support service at [support.datahub.fi](https://support.datahub.fi)



# Sign into the service portal

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](mailto:datahub@fingrid.fi)
- User name is your email address



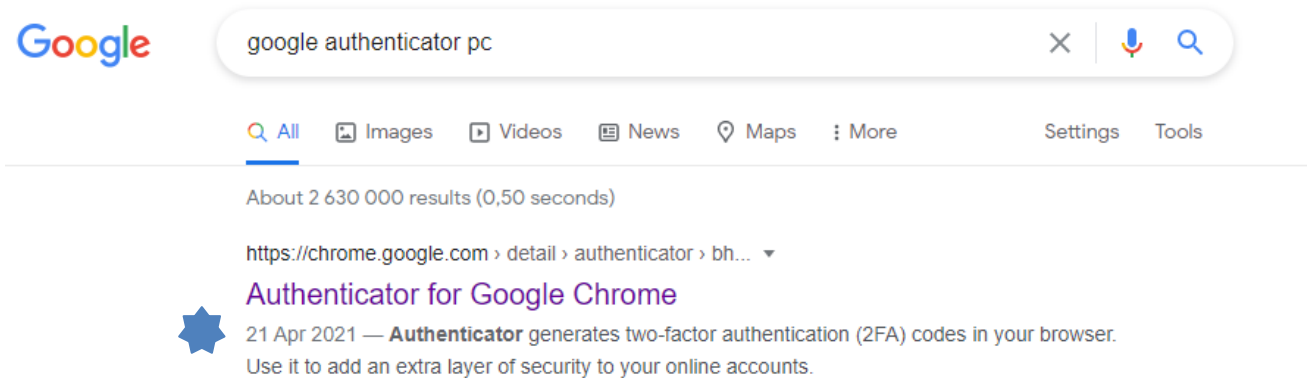


# **Multi Factor Authentication to the support service**

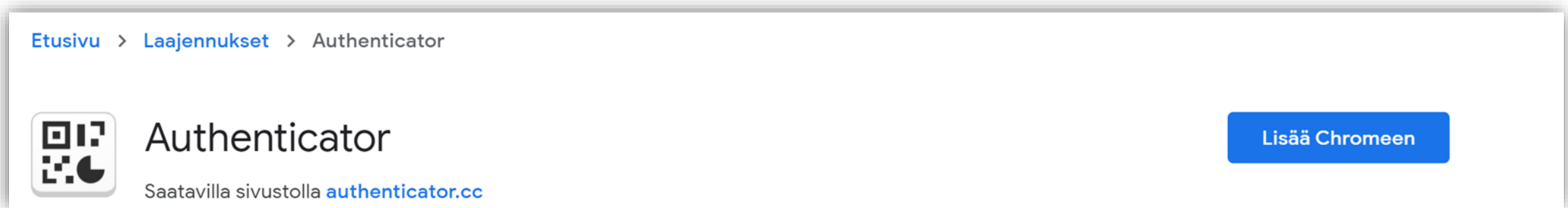
- Multi Factor Authentication is used in the support service
- For example, the following authenticator apps can be used:
  - Google Authenticator
  - Microsoft Authenticator
  - LastPass Authenticator
  - Authy
  - FreeOTP
  - Duo
  - Okta Verify
- You can download the authenticator app on your phone 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

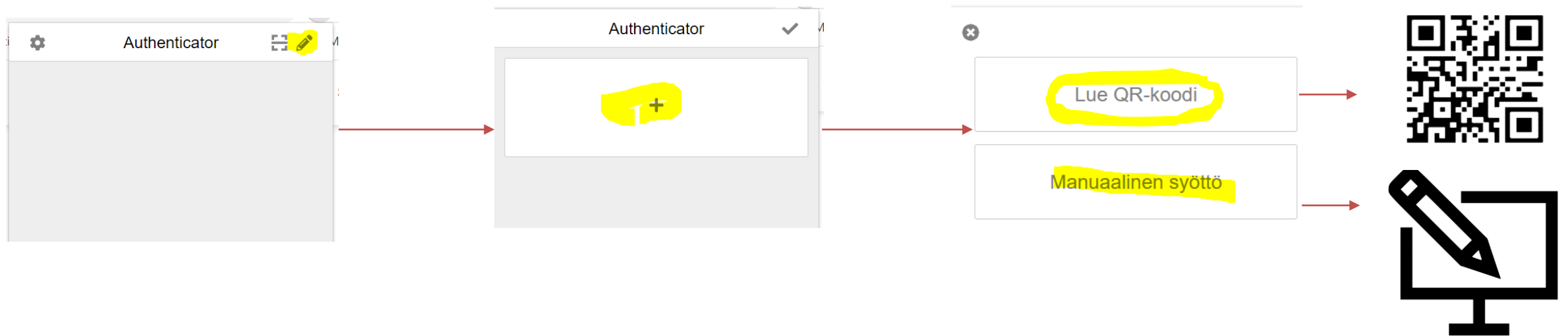


Download application as a browser extension.  
This symbol will appear next to the URL field



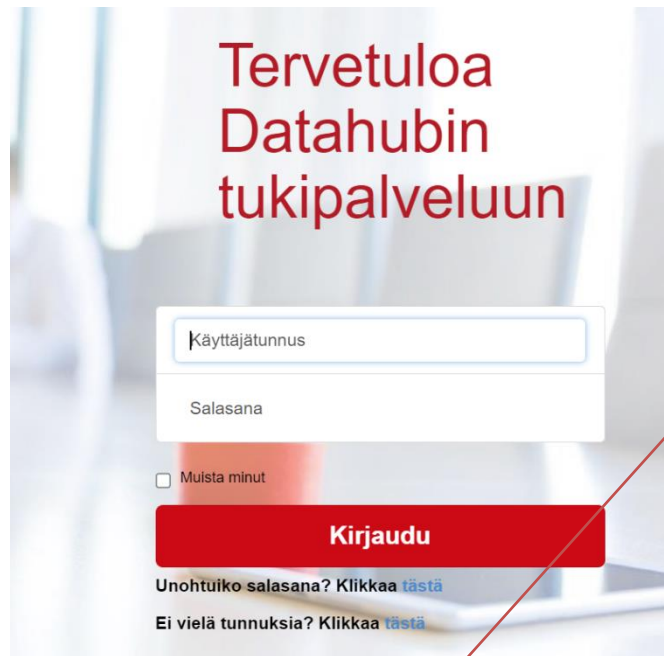
# Implementation of an authenticator app

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



## 1. Enter login credentials

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



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

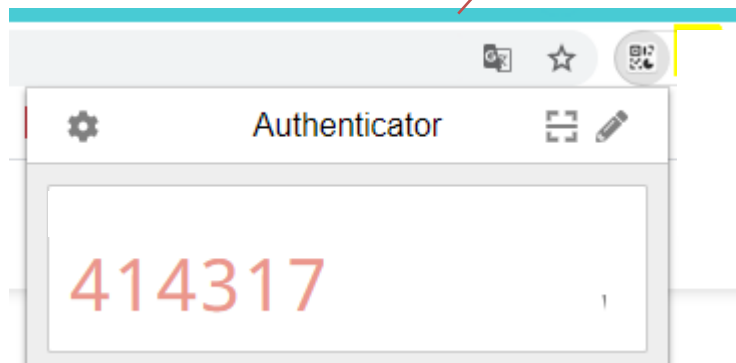
## 2-Factor Authentication

Enter the code generated by your authenticator app :

6-digit code

☐ Do not challenge for MFA on this browser for the next 8 hours

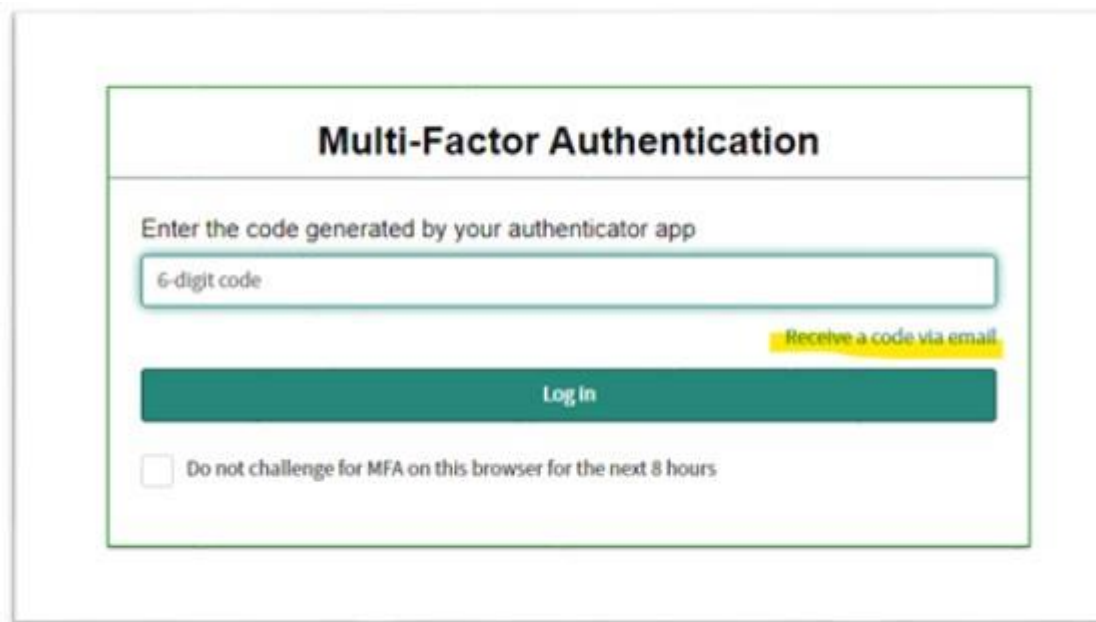
Log in





# How to change the authenticator app

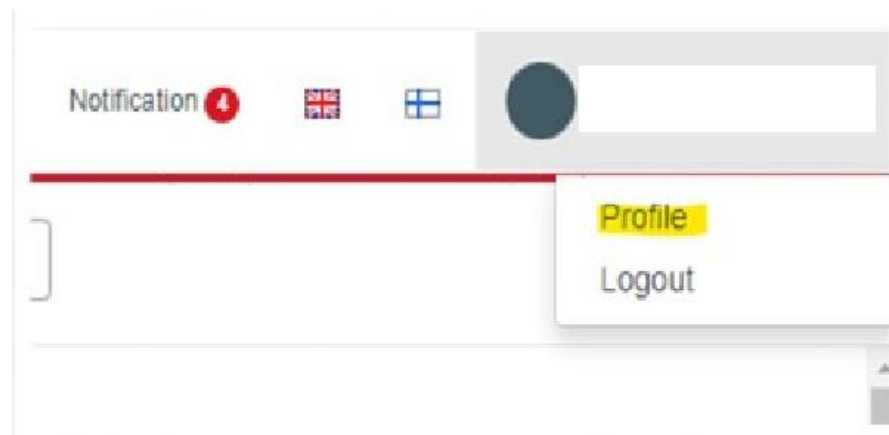
- If your phone or computer changes, and you have had the authenticator app on that device, the authenticator app must be reinstalled on the new device.
- If your old authenticator app has already been removed due to the change of phone or computer, you can log in to the support service by selecting "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.



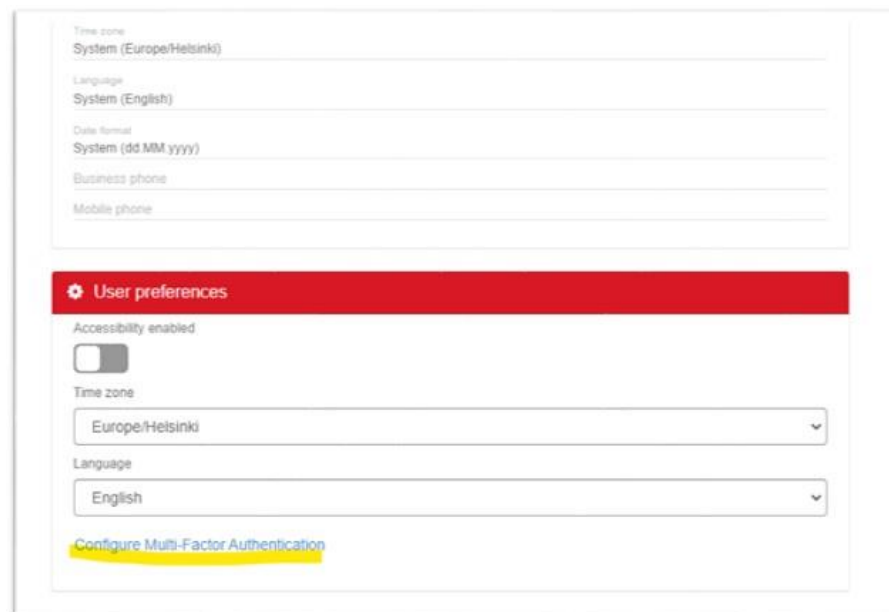
The screenshot shows a web form titled "Multi-Factor Authentication". Below the title, there is a text prompt "Enter the code generated by your authenticator app". Underneath this is a text input field with the placeholder text "6-digit code". To the right of the input field is a link that says "Receive a code via email", which is highlighted in yellow. Below the input field and the link is a large, dark teal button labeled "Log in". At the bottom of the form, there is a checkbox followed by the text "Do not challenge for MFA on this browser for the next 8 hours".

# How to change the authenticator app

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

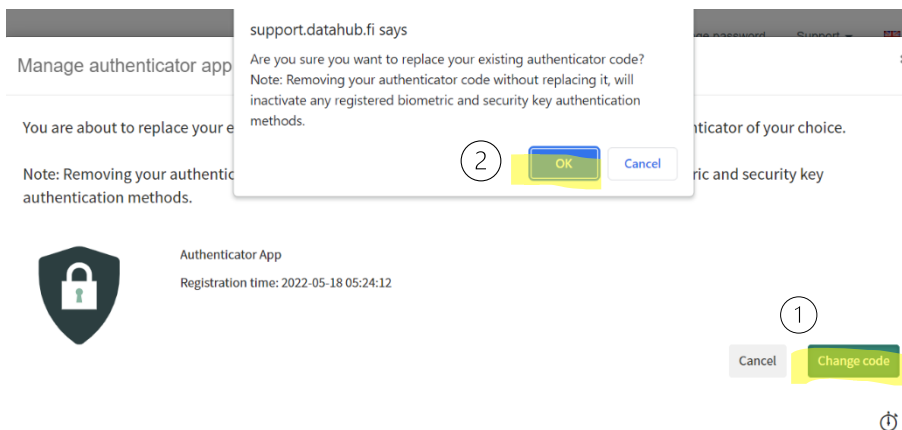
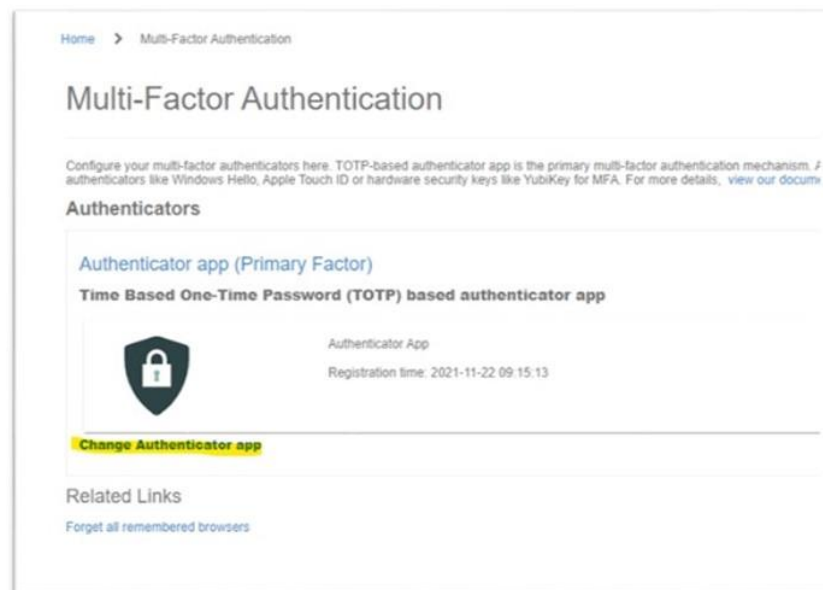


- On the Profile page, select "Configure Multi-Factor Authentication"



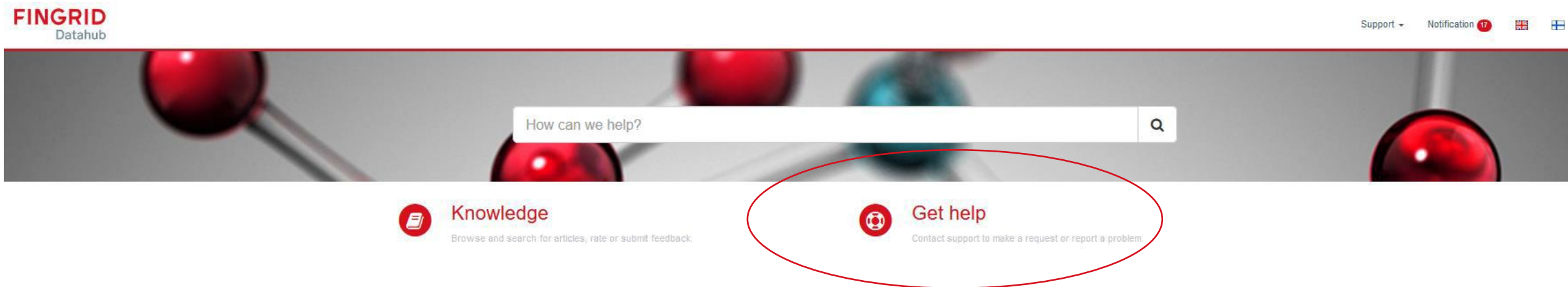
# How to change the authenticator app

- 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 64000000000001 / Retailer Company A Oy

Myyntiyhtiö 64000000000002 / 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

Service Request Type

-- None --

-- None --

I need help

Defect

Incident

Enhancement proposal

Feedback

Other

Service Category

-- None --

-- None --

Business Processes

Commissioning – Go-Live

Communication & Trainings

Current Information Exchange Services

Data Migration Service

Data Protection

Datahub – Other service requests

Energy Identification Codes

## Datahub service request

With this form you can create a Datahub service request

In case you would like to report a 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

In which role are you contacting the support?

-- None --

Service request type

-- None --

Service category

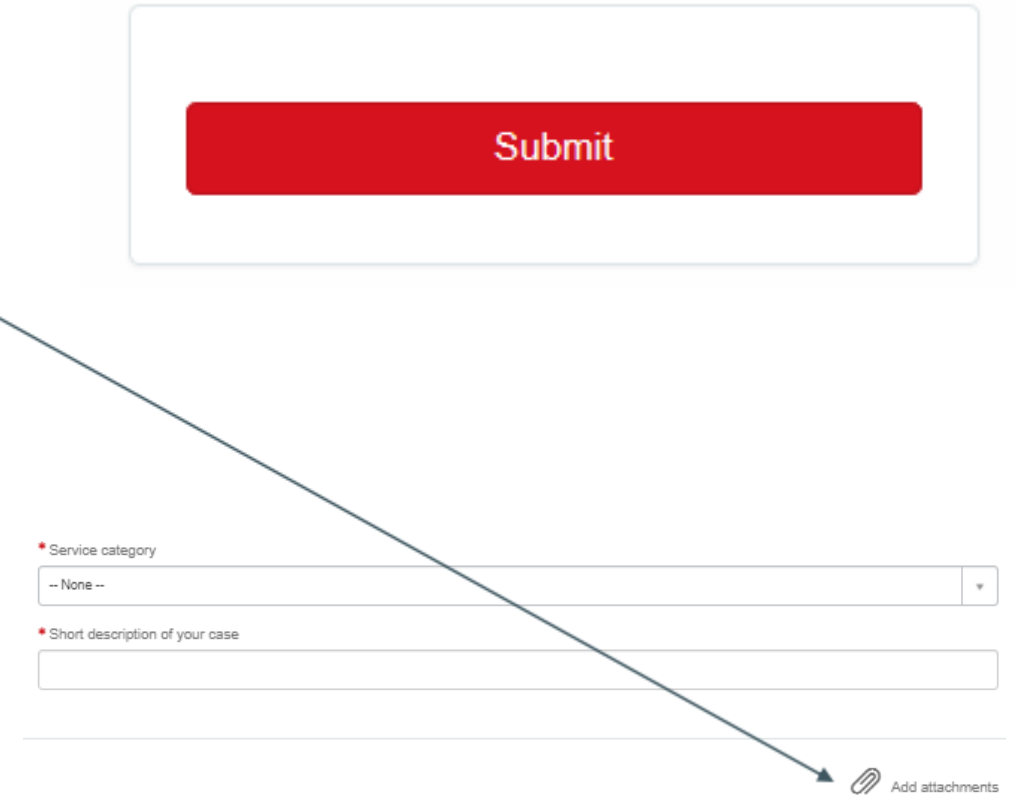
-- None --

\* Short description of your case

Add attachments

# 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

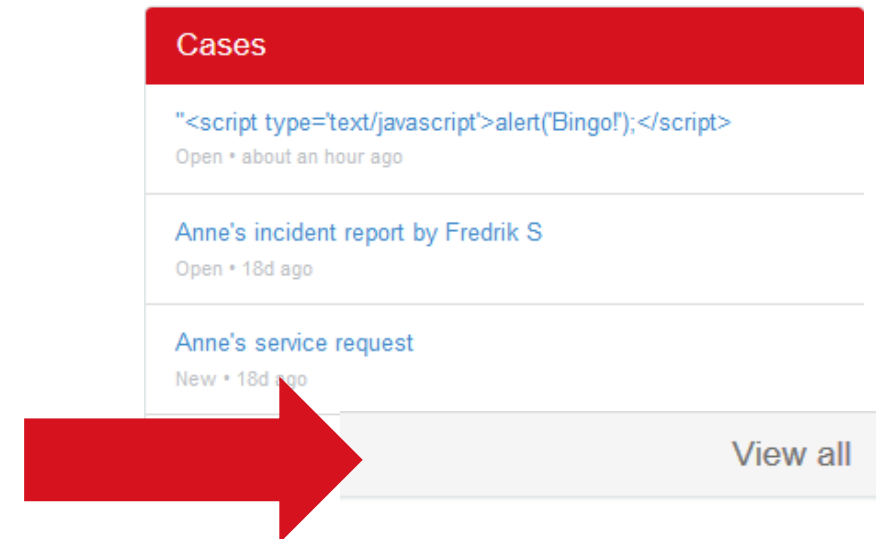


The image shows a screenshot of a web form for submitting a service request. At the top, there is a prominent red button labeled "Submit". Below it, the form fields are visible: a dropdown menu for "Service category" with "-- None --" selected, and a text input field for "Short description of your case". At the bottom right, there is a link labeled "Add attachments" with a paperclip icon. A blue arrow originates from the "Add the attachment if needed" bullet point in the list and points directly to the "Add attachments" link.



# 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

The screenshot displays the Fingrid service portal interface for a resolved request. The main content area shows a vertical timeline with a 'Start' button at the bottom, followed by a message icon and a text box containing the user's name 'Anne Asiakas', the time '22d ago', and the ticket number 'CSUSE0001086 Created'. To the right of the timeline is a 'Send' button. Below the timeline, there are three buttons: 'Close case' (teal), 'Accept solution' (dark grey), and 'Reject solution' (light grey). The 'Accept solution' button is circled in red. To the right of the main content area is a sidebar with three sections: 'Actions' (containing the three buttons), 'Ticket details' (containing fields for Number, State, Account, Product, and Updated), and 'Attachments' (containing a 'Drop files here' area).

Send

PL

PL

Anne Asiakas  
22d ago  
CSUSE0001086 Created

Start

Actions

Close case

Accept solution

Reject solution

Ticket details

Number  
CSUSE0001086

State  
Resolved

Account  
Asiakasyritys A

Product  
Commissioning – Go-Live

Updated  
30.04.2019 12:04:27

Attachments

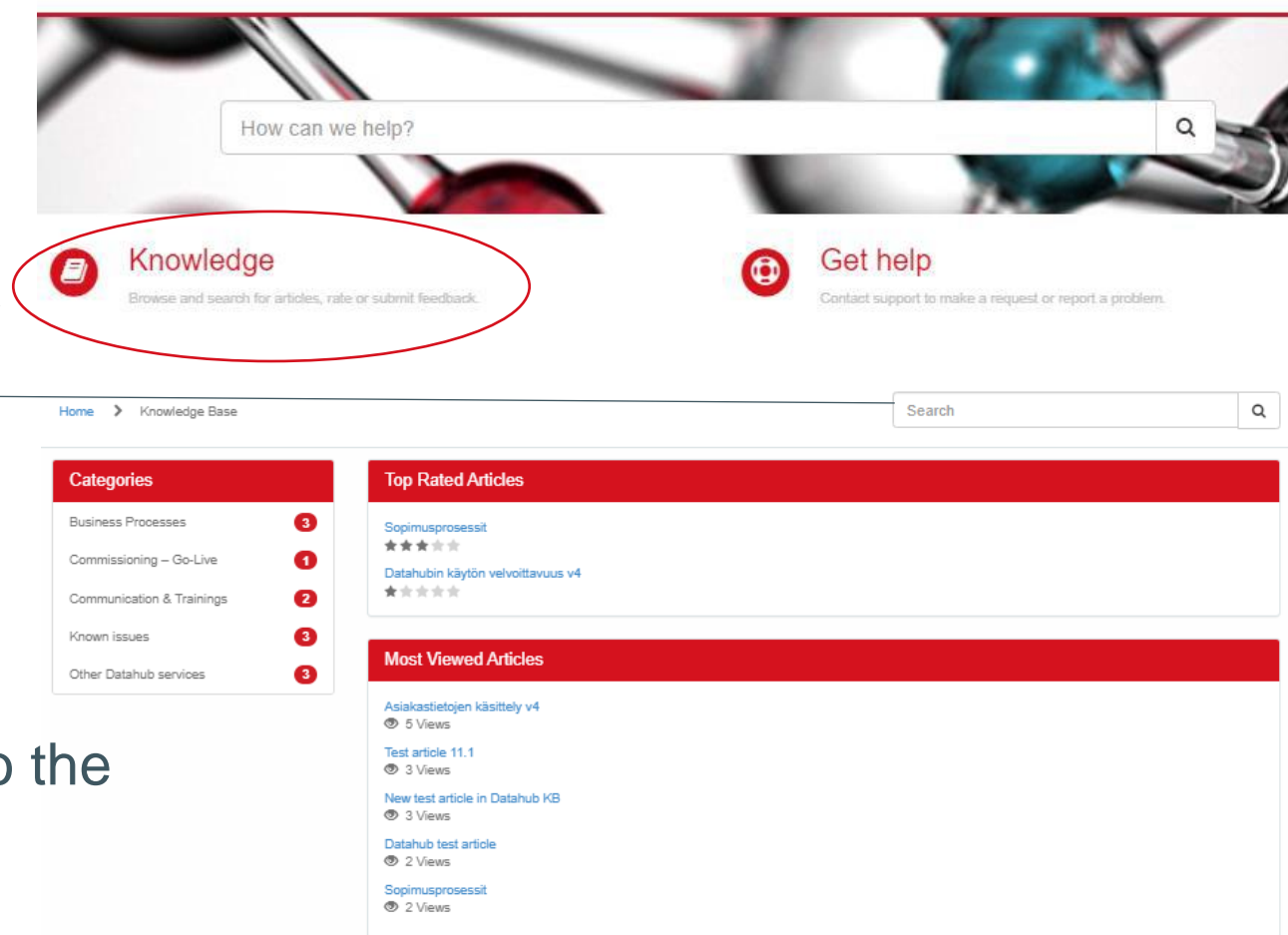
Drop files here



**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



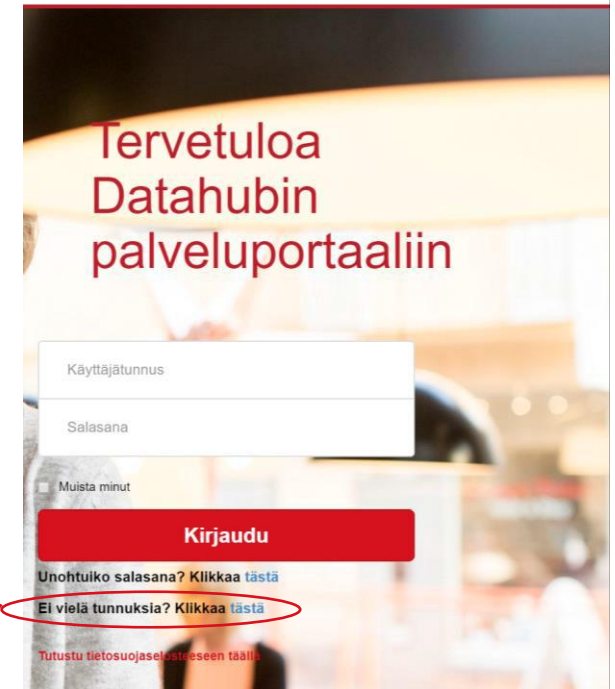


**Administrator instruction**

**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



Customer Registration

First Name	<input type="text" value="first name"/>
Last Name	<input type="text" value="last name"/>
Business Email	<input type="text" value="business email"/>
Registration Code	<input type="text" value="Your company registration code"/>

☐ I agree to the [Privacy Policy](#) and Community [Terms and Conditions](#)

# 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

Registration request waiting for approval

Tila  
Pyydetty  
Luotu  
noin minuutti sitten

AcceptReject

New user

Etunimi Uusi  
Sukunimi henkilö  
Email sposti@osoite.com  
Asiakas Testi Yritys

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



Lisätään rooli sn\_esm\_user kohteeseen Uusi.henkilö

Lisätään rooli task\_activity\_reader kohteeseen Uusi.henkilö

Lisätään rooli sn\_apptmnt\_booking.appointment\_booking\_user kohteeseen Uusi.henkilö

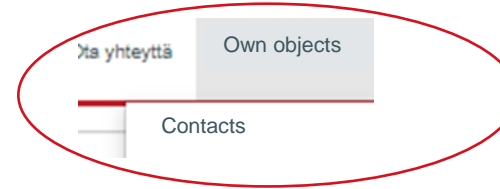
Lisätään rooli sno\_external kohteeseen Uusi.henkilö

Ensisijainen sähköpostilaite luotu kohteelle Uusi henkilö

Käyttäjätili on luotu, käyttäjälle ilmoitetaan asiasta.

# 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



Contacts			
Keyword Search			
All			
Name	Account	Email	Business phone
No Contact	Testi Yritys	noemail_joo@emailtest.com	
Anne Asiakas	Testi Yritys	anne.asiakas@test.com	+3589123456
first name last name	Testi Yritys	meail@test.com	
< > Rows 1 - 3 of 3			

testi testi

Yhteyshenkilö

Etunimi

testi

Sukunimi

testi

Titeli

Kieli

System (englant)

Aikavyöhyke

System (Europe/Helsinki)

Käyttäjätunnus

testi testi

Tili

Testi Yritys

Sähköposti

testi@test.com

Työpuhelin

Matkapuhelin

Ilmoitus

Ota käyttöön

Tallenna (Ctrl + s)

Toiminnot

Muokkaa rooleja

Kytke kirjautuminen pois päältä



# User administration

- Administrator user can update user roles/rights

Edit roles

Saatavilla	Valittu
sn_customerservice.customer_admin	sn_customerservice.customer

Update

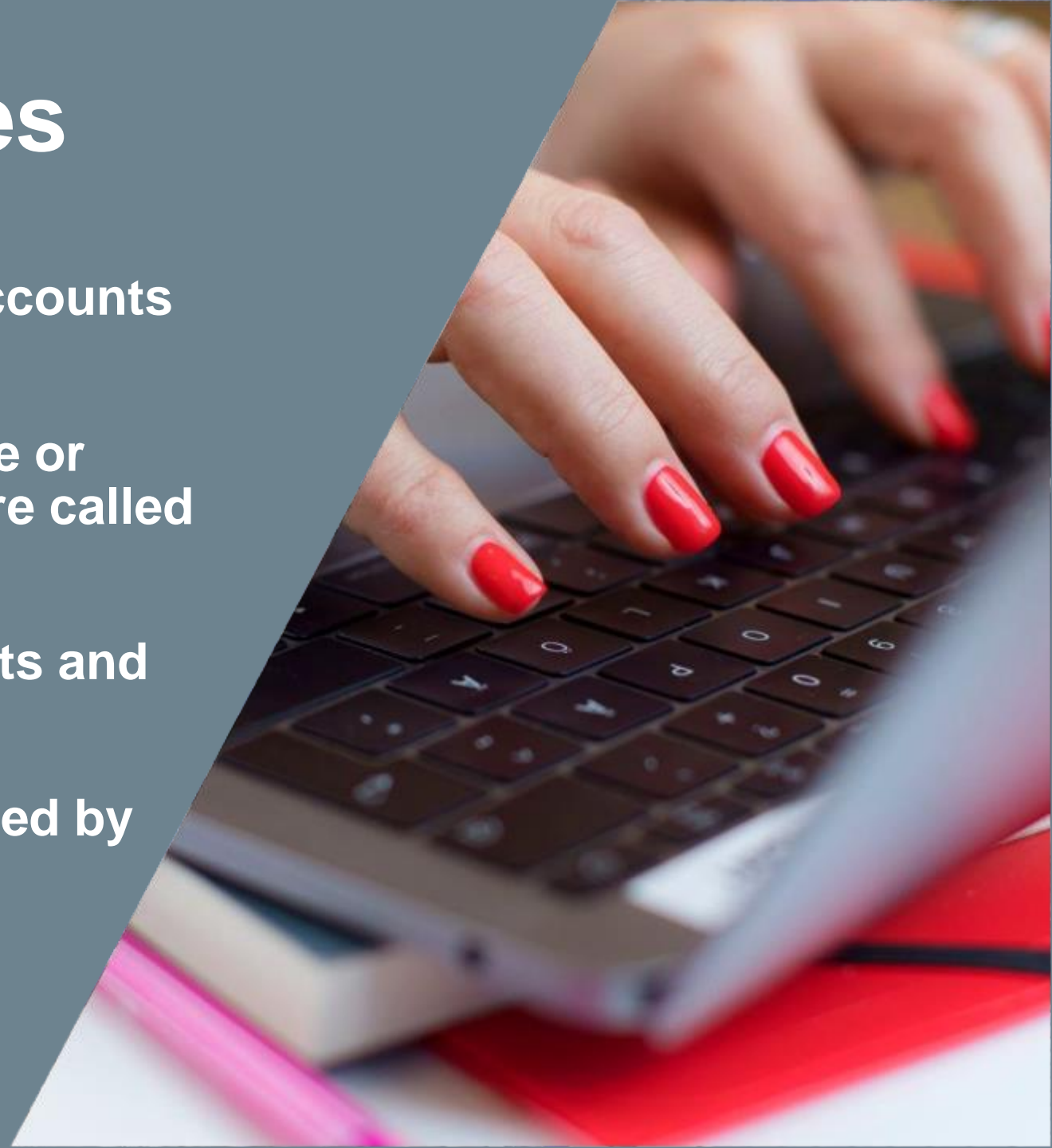
- Giving the role **sn\_customerservice.customer\_admin** user gets admin user rights
- If the user is active admin user can block user's access if necessary by clicking the link "disable signing"
- If the user is inactive administrator user can give access permission by clicking the link "enable signing"



**Partner companies**

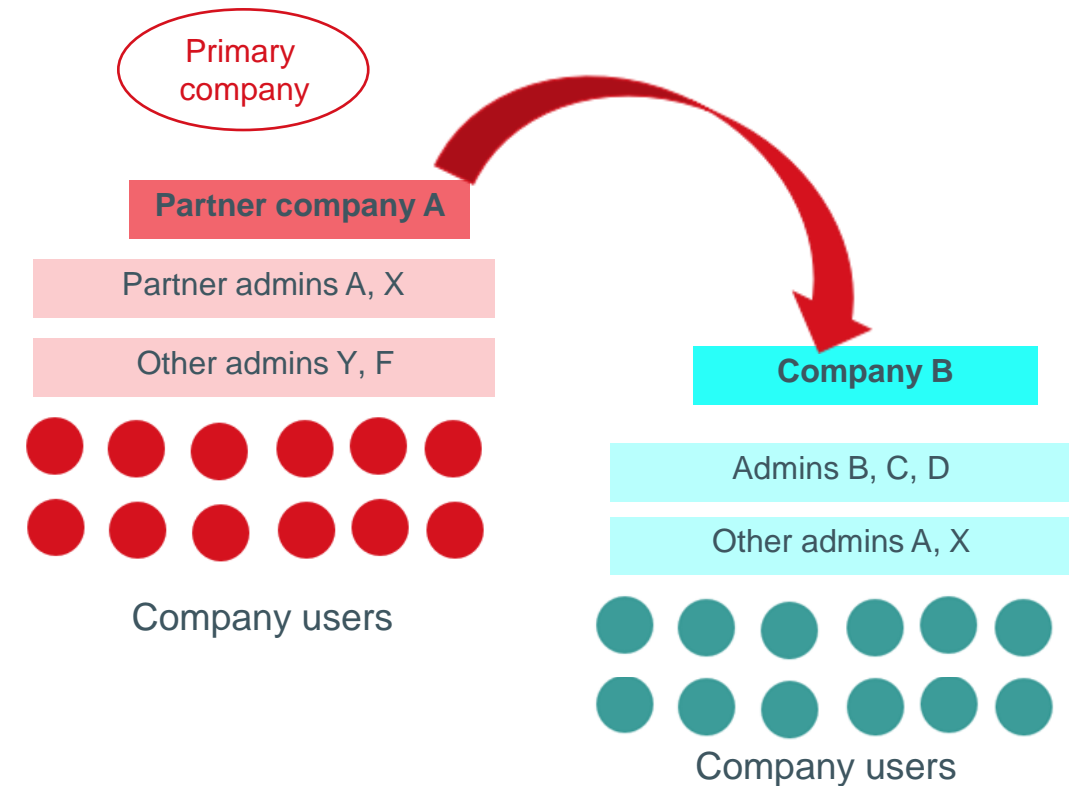
# Partner companies

- 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

Vaihda salasana Own objects

Koti > Yhteyshenkilöt Hae

Yhteyshenkilöt Avainsanahaku

Kaikki

Nimi	Tili	Sähköposti	Työpuhelin	Aktiivinen	Paivitetty
Regular User A	Partner Account A	a.user@cgi.test		tosi	27.01.2021 14:59:28
Partner Admin A	Partner Account A	partneradmin@cgi.test		tosi	27.01.2021 15:01:25
Regular User B1	Account B	userb1@cgi.test		tosi	27.01.2021 14:59:34
Main User B	Account B	mainuserB@cgi.test		tosi	27.01.2021 15:02:39
Regular User B2	Account B	userb2@test.cgi		tosi	27.01.2021 15:00:09

< > Rivit 1–5/5



# 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:

Koti > Yhteyshenkilö Hae Q

### Regular User A

**Yhteyshenkilö**

Etunimi Regular	*Tili  Partner Account A
*Sukunimi User A	*Sähköposti a.user@cgi.test 
Titteli	Työpuhelin
Kieli System (englanti)	Matkapuhelin
Aikavyöhyke System (Europe/Helsinki)	Ilmoitus Ota käyttöön
Käyttäjätunnus a.user@cgi.test	

**Tallenna (Ctrl + s)**

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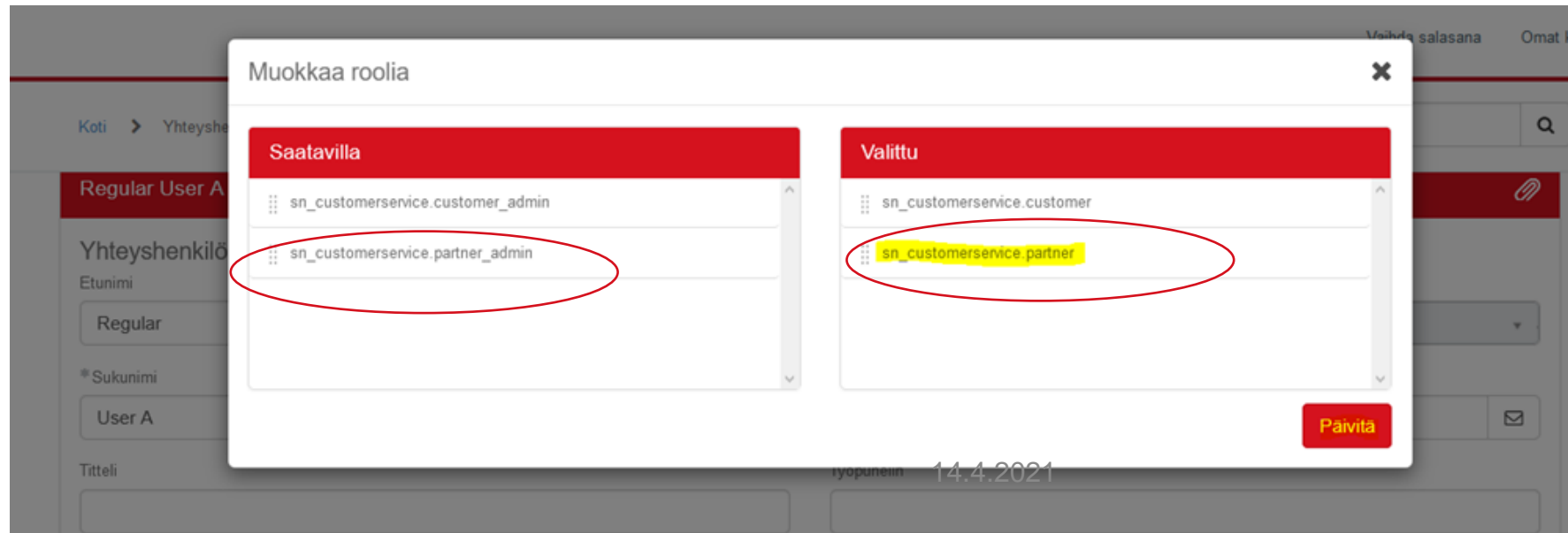
### Toiminnot

- Muokkaa rooleja
- Kytke kirjautuminen pois päältä



# 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

Vaihda salasana Own objects Ilmoitukset 1

Koti > Yhteyshenkilöt Hae

**Yhteyshenkilöt** Avainsanahaku

Kaikki

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

< > Rivit 1–3/3



# User administration / Secondary company

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

Koti > Yhteyshenkilö Hae

### Regular User B1

**Yhteyshenkilö**

Etunimi

\* Sukunimi

Titteli

Kieli

Aikavyöhyke

Käyttäjätunnus

\* Tili

\* Sähköposti

Työpuhelin

Matkapuhelin

Ilmoitus

**Tallenna (Ctrl + s)**

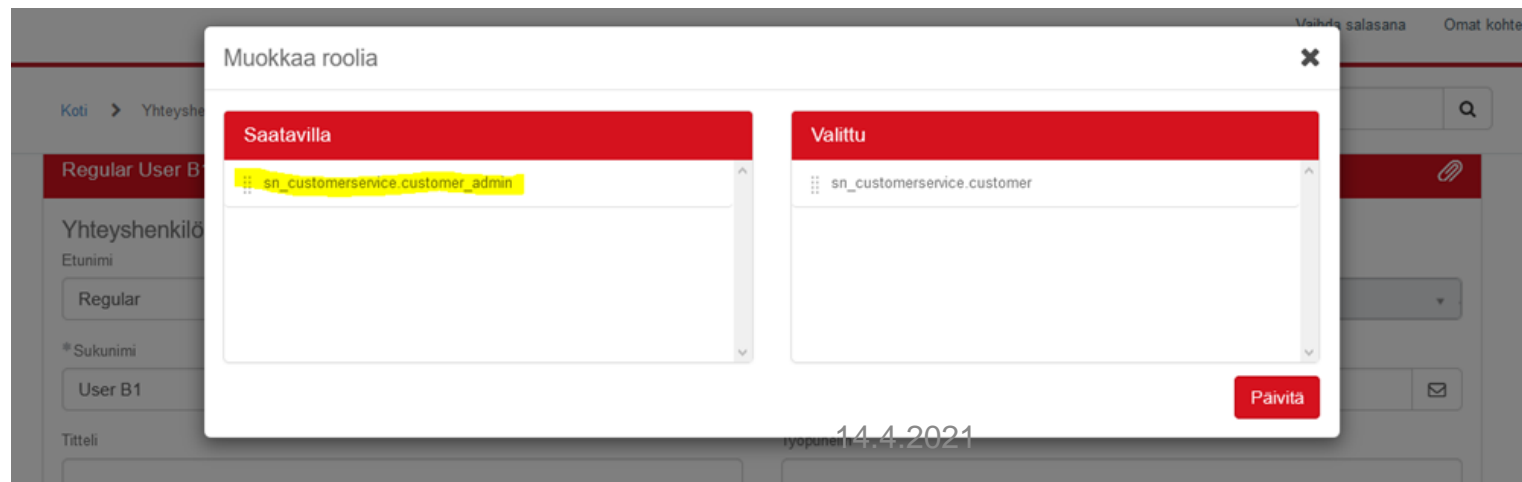
### Toiminnot

- Muokkaa rooleja
- Kytke kirjautuminen pois päältä



# 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.

The screenshot shows the 'Datahub service request' form. At the top, there is a breadcrumb trail: Home > Fingrid Service Catalog > Datahub requests > Datahub service request. A search bar is located in the top right corner. The form title is 'Datahub service request', followed by the subtitle 'With this form you can create a Datahub service request'. Below this, there are two paragraphs of instructions: 'In case you would like to report a 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.' and '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.' The form has a section for '\* Contact' with a dropdown menu. The dropdown is open, showing a list of options: 'No Contact' (highlighted in blue), 'Company A', 'Company B', 'Company C', and 'Company D'. Below the form, there is a banner with the text 'How can we help?' and a search icon. At the bottom, there is a navigation bar with three items: 'Knowledge' (with a document icon), 'Get help' (with a speech bubble icon), and 'Cases' (with a magnifying glass icon). The 'Cases' item is circled in blue. The date '14.4.2021' is displayed above the navigation bar.

Home > Fingrid Service Catalog > Datahub requests > Datahub service request

Search

## Datahub service request

With this form you can create a Datahub service request

In case you would like to report a 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

Missä  
Myynti  
Valitse  
-- Fin

No Contact  
Company A  
Company B  
Company C  
Company D

How can we help?

Knowledge  
Browse and search for articles, rate or submit feedback.

Get help  
Contact support to make a request or report a problem.

14.4.2021

Announcements  
Most Viewed Articles  
Cases



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c/o Fingrid Oyj

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