

Tips & Tricks

Guide to Accessing and Navigating Around the ABB Customer Portal and Downloading LinkOne Software

The purpose of this document is to assist users to access the ABB Customer Portal so that LinkOne software can be downloaded.

Prerequisites

Access to the ABB Customer Portal is available when the following prerequisites have been met:

1. The LinkOne software has been purchased.
2. The client has nominated a designated LinkOne contact.
3. The client has advised DS TechWrite of the LinkOne contact's details as follows:
 - Full name
 - Position
 - Company Name
 - Email Address
 - Phone Number
4. DS TechWrite has advised ABB of the client's LinkOne contact details.
5. The client's contact has received an email from ABB giving access details, username and password for the ABB Customer Portal.

Accessing the ABB Customer Portal

The email sent to the client's nominated contact by ABB contains a link to the ABB Customer Portal. Access the ABB Customer Portal as follows:

1. Click on the link in the email, or enter the following address into your internet browser:
<https://EnterpriseSoftware.force.com/customerportal/login>.

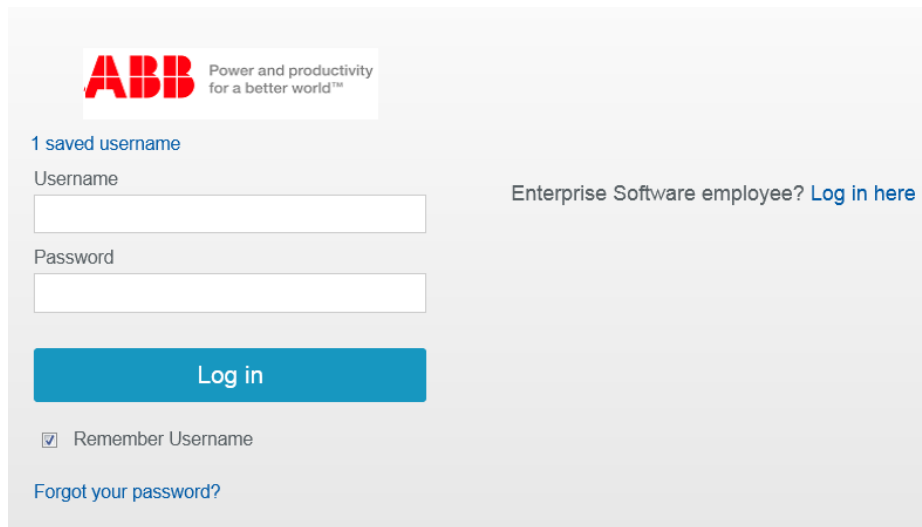


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1 saved username

Username

Password

[Enterprise Software employee? Log in here](#)

Remember Username

[Forgot your password?](#)

Log in

2. Enter the User Name and Password issued by ABB.
3. Select Login.
4. On the first access to the ABB Customer Portal, a Change Password box will open. Enter a new password (at least 12 alphanumeric characters).
5. The ABB Customer Portal Home page will open.

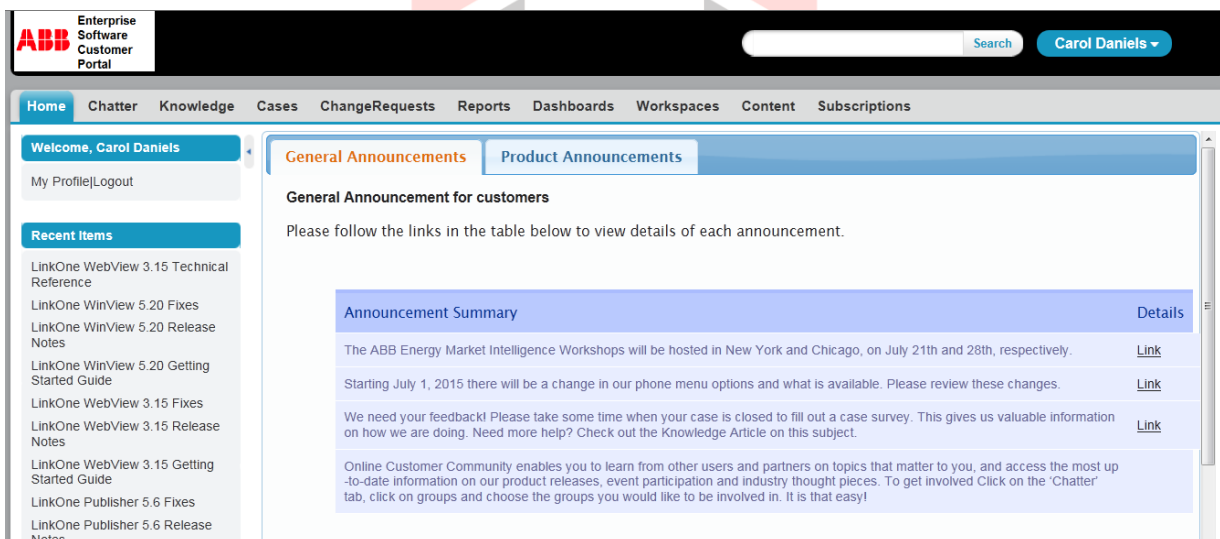


ABB Enterprise Software Customer Portal

Search Carol Daniels

Home Chatter Knowledge Cases ChangeRequests Reports Dashboards Workspaces Content Subscriptions

Welcome, Carol Daniels

My Profile|Logout

Recent Items

- LinkOne WebView 3.15 Technical Reference
- LinkOne WinView 5.20 Fixes
- LinkOne WinView 5.20 Release Notes
- LinkOne WinView 5.20 Getting Started Guide
- LinkOne WebView 3.15 Fixes
- LinkOne WebView 3.15 Release Notes
- LinkOne WebView 3.15 Getting Started Guide
- LinkOne Publisher 5.6 Fixes
- LinkOne Publisher 5.6 Release Notes

General Announcements Product Announcements

General Announcement for customers

Please follow the links in the table below to view details of each announcement.

Announcement Summary	Details
The ABB Energy Market Intelligence Workshops will be hosted in New York and Chicago, on July 21th and 28th, respectively.	Link
Starting July 1, 2015 there will be a change in our phone menu options and what is available. Please review these changes.	Link
We need your feedback! Please take some time when your case is closed to fill out a case survey. This gives us valuable information on how we are doing. Need more help? Check out the Knowledge Article on this subject.	Link
Online Customer Community enables you to learn from other users and partners on topics that matter to you, and access the most up-to-date information on our product releases, event participation and industry thought pieces. To get involved Click on the 'Chatter' tab, click on groups and choose the groups you would like to be involved in. It is that easy!	

Navigating Around the ABB Customer Portal

A number of tabs are visible on the ABB Customer Portal as shown below.

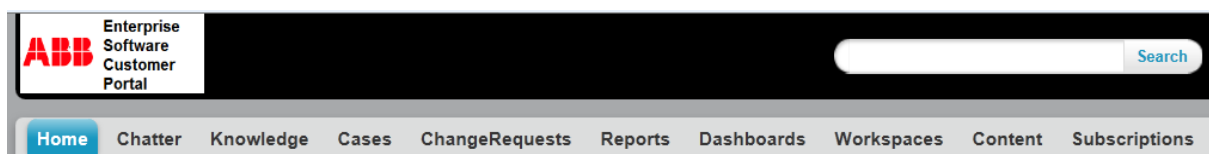
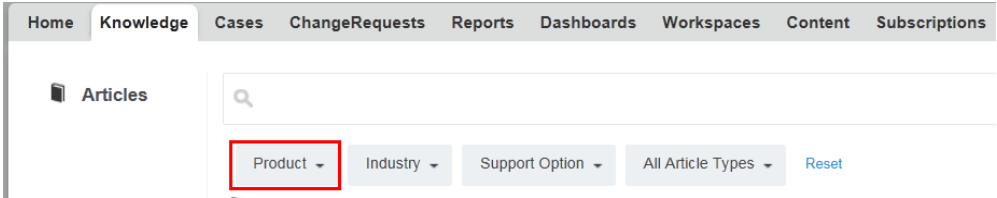


ABB Enterprise Software Customer Portal

Search

Home Chatter Knowledge Cases ChangeRequests Reports Dashboards Workspaces Content Subscriptions

A brief description of the tabs is provided in the following table. The items in bold are relevant to LinkOne clients.

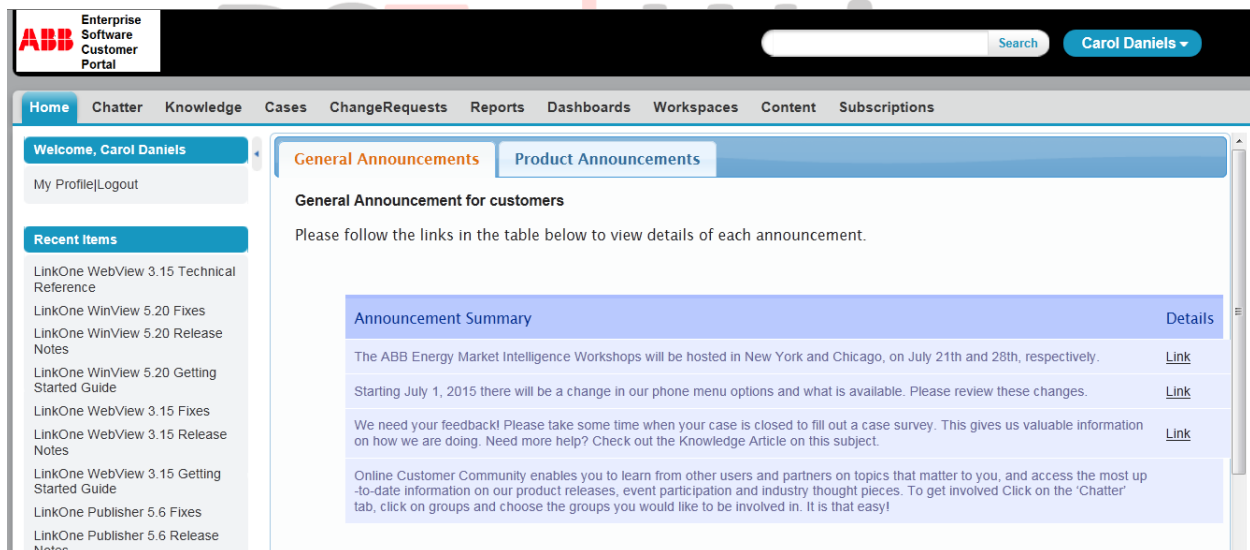
Tab	Description
Home	<p>ABB Customer Portal Home page. This page contains the following:</p> <ul style="list-style-type: none"> • personal set-up – My Profile • general announcements, • product announcements, • a Search and Advanced Search function for Cases and Change Requests, • a Recent Items list (displays the last 10 items viewed), • Customer Portal Links to the ABB Website Home Page and Products and Services, and • a telephone number for help – the Australian Toll Free number is 1800 501 341 or 1300 175 393.
Chatter	<p>Online Customer Community enables you to learn from other users and partners on topics that matter to you, and access the most up-to-date information on our product releases, event participation and industry thought pieces. To get involved Click on the 'Chatter' tab, click on groups and choose the groups you would like to be involved in.</p>
Knowledge	<p>An ABB knowledge article is a published detailed description of a customer(s) issue and the resolution of that issue. Customers are encouraged to search the knowledge base for answers prior to generating a case.</p> <p>Search for specific LinkOne knowledge by selecting LinkOne from the Product drop-down menu.</p> 
Cases	<p>Cases provide a list of issues that have been raised by the client. A Customer Portal user can be limited to see only their cases or all the cases for the company.</p> <p>NOTE: As part of the LinkOne Maintenance Agreement, DS TechWrite will investigate any issues that the client experiences with the software. If DS TechWrite finds an issue with the software that we are unable to resolve, DS TechWrite will raise and manage a case on behalf of the client (refer to http://dstechwrite.com.au/ > Tips & Tricks > Getting Started with LinkOne > LinkOne Client Maintenance Support).</p>
Change Requests	<p>Change Requests include any Case (either from a customer or found internally) which has been sent to development for correction.</p> <p>To view LinkOne specific requests, select LinkOne Change Requests from the View: drop-down menu.</p>

Tab	Description
Reports	Several standard reports have been developed for the clients which can be generated and exported to get real-time information. The Customer Specific Reports (Viewable) > Open Cases shows a list of cases that are open.
Dashboards	Provides a visual display of the Cases – with Support, with Customer and Product Change Pending to track cases. Clicking on the pie or asset name brings up a list of relevant cases.
Workspaces	Contains the client's latest software, Getting Start Guide, Release Notes and Fixes.
Content	Lists all of the available media a client can download. This is an expansion of the Workspace. This tab is used for the following: <ul style="list-style-type: none"> • subscribing to update notifications (refer to Setting Email Alerts for Software Updates Error! Reference source not found.), and • downloading software and related documents (refer to Downloading LinkOne Software).
Subscriptions	Lists all of the items that have been tagged for receiving notification of updates (refer to Setting Email Alerts for Software Updates Error! Reference source not found.).

Downloading LinkOne Software

The software is downloaded from the ABB Customer Portal. To download software and the related documentation, proceed as follows:


1. Log in to the ABB Customer Portal.
2. The ABB Customer Portal Home page will open.



The screenshot shows the ABB Enterprise Software Customer Portal. The user is logged in as Carol Daniels. The navigation menu includes Home, Chatter, Knowledge, Cases, ChangeRequests, Reports, Dashboards, Workspaces, Content, and Subscriptions. The main content area is titled 'General Announcements' and contains a table of announcements with links to details.

Announcement Summary	Details
The ABB Energy Market Intelligence Workshops will be hosted in New York and Chicago, on July 21th and 28th, respectively.	Link
Starting July 1, 2015 there will be a change in our phone menu options and what is available. Please review these changes.	Link
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3. Go to the Content tab.

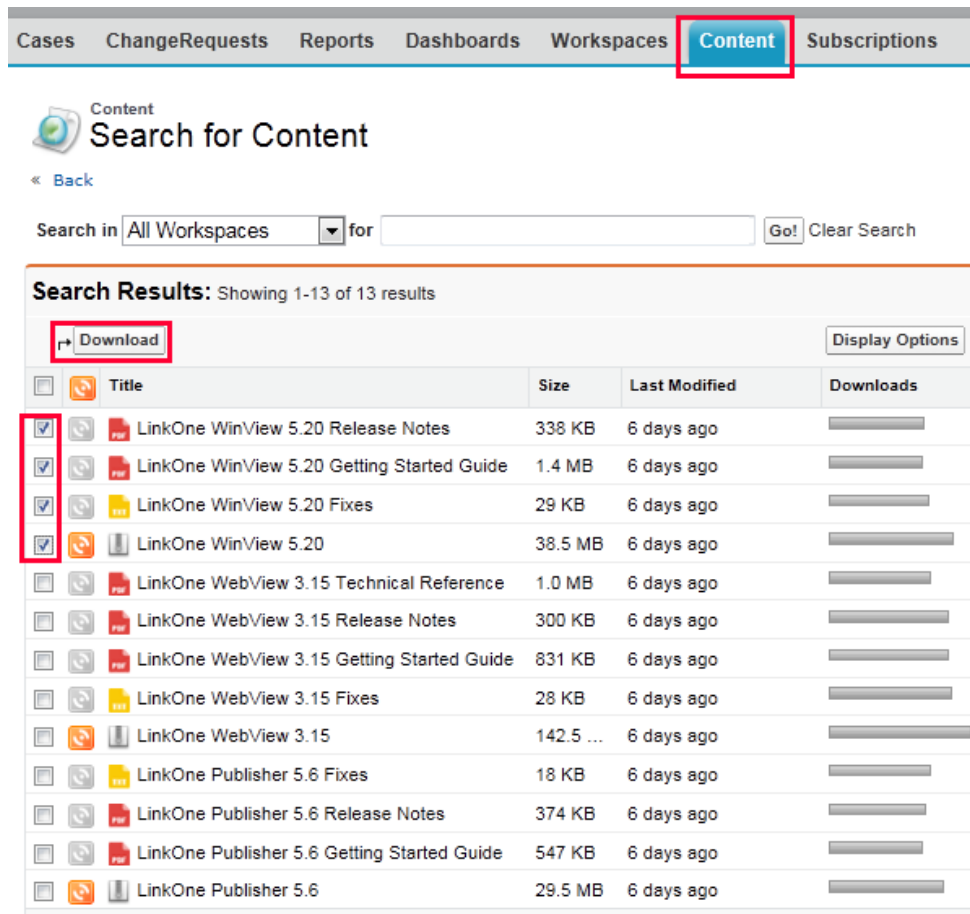


Enterprise Software Customer Portal

Search

Home Chatter Knowledge Cases ChangeRequests Reports Dashboards Workspaces **Content** Subscriptions

4. Select the programs and/or documents to be downloaded.



Cases ChangeRequests Reports Dashboards Workspaces **Content** Subscriptions

Content
Search for Content

< Back

Search in All Workspaces for [] Go! Clear Search

Search Results: Showing 1-13 of 13 results

Download Display Options

<input type="checkbox"/>		Title	Size	Last Modified	Downloads
<input checked="" type="checkbox"/>		LinkOne WinView 5.20 Release Notes	338 KB	6 days ago	
<input checked="" type="checkbox"/>		LinkOne WinView 5.20 Getting Started Guide	1.4 MB	6 days ago	
<input checked="" type="checkbox"/>		LinkOne WinView 5.20 Fixes	29 KB	6 days ago	
<input checked="" type="checkbox"/>		LinkOne WinView 5.20	38.5 MB	6 days ago	
<input type="checkbox"/>		LinkOne WebView 3.15 Technical Reference	1.0 MB	6 days ago	
<input type="checkbox"/>		LinkOne WebView 3.15 Release Notes	300 KB	6 days ago	
<input type="checkbox"/>		LinkOne WebView 3.15 Getting Started Guide	831 KB	6 days ago	
<input type="checkbox"/>		LinkOne WebView 3.15 Fixes	28 KB	6 days ago	
<input type="checkbox"/>		LinkOne WebView 3.15	142.5 ...	6 days ago	
<input type="checkbox"/>		LinkOne Publisher 5.6 Fixes	18 KB	6 days ago	
<input type="checkbox"/>		LinkOne Publisher 5.6 Release Notes	374 KB	6 days ago	
<input type="checkbox"/>		LinkOne Publisher 5.6 Getting Started Guide	547 KB	6 days ago	
<input type="checkbox"/>		LinkOne Publisher 5.6	29.5 MB	6 days ago	

5. Click the Download button.
6. Save the download-content.zip file.

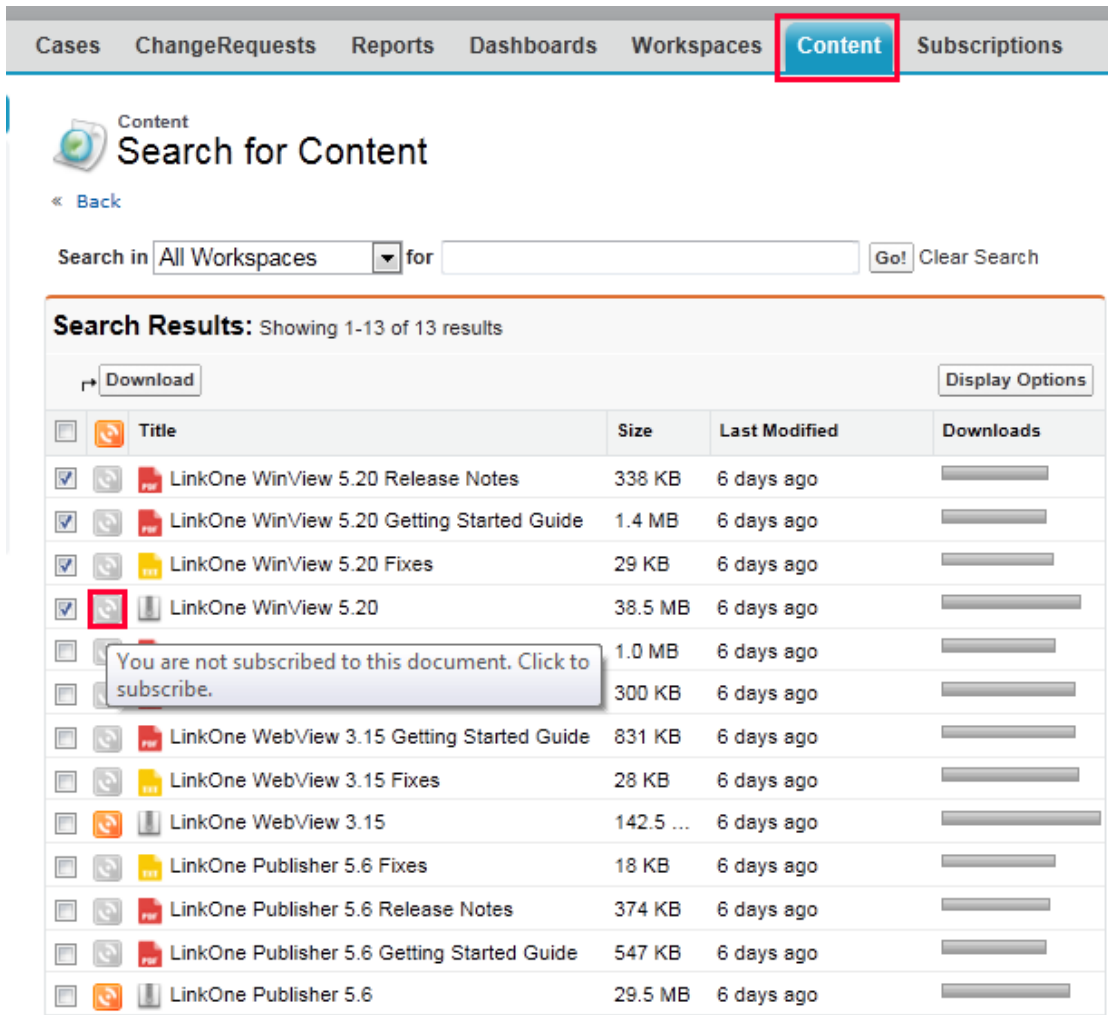
Setting Email Alerts for Software Updates

Clients can be advised via email when updates to their software are available.















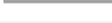











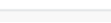
In order to receive notification of updates, the client must subscribe to the update on the required software. To receive notification of updates, proceed as follows:

1. Log in to the ABB Customer Portal
2. Go to the Content tab.

- Click the Subscribe button of the program or document required.



The screenshot shows the 'Content' section of the DS Tech Write application. The navigation bar includes 'Cases', 'ChangeRequests', 'Reports', 'Dashboards', 'Workspaces', 'Content' (highlighted with a red box), and 'Subscriptions'. The main heading is 'Search for Content' with a 'Back' link. A search bar is set to 'All Workspaces' with a 'Go!' button and a 'Clear Search' link. Below the search bar, the results are displayed as a table with columns for 'Title', 'Size', 'Last Modified', and 'Downloads'. A 'Download' button and 'Display Options' are at the top of the results. The table lists various documents, including 'LinkOne WinView 5.20 Release Notes', 'LinkOne WinView 5.20 Getting Started Guide', 'LinkOne WinView 5.20 Fixes', and 'LinkOne WinView 5.20'. The 'LinkOne WinView 5.20' entry has a red box around its icon, and a tooltip is visible over it that says 'You are not subscribed to this document. Click to subscribe.'

<input type="checkbox"/>	 Title	Size	Last Modified	Downloads
<input checked="" type="checkbox"/>	 LinkOne WinView 5.20 Release Notes	338 KB	6 days ago	
<input checked="" type="checkbox"/>	 LinkOne WinView 5.20 Getting Started Guide	1.4 MB	6 days ago	
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- The icon changes to  when successfully subscribed.