

## **Frequently Asked Questions on Informatica Network**

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## **GENERAL**

### **What is Informatica Network?**

Informatica Network is a unified community that provides a healthy ecosystem for our customers to connect with their peers, Informatica experts, and broader community to accelerate their learning, deployment and adoption of Informatica products using any of the interaction channels.

### **What has changed? And what happens to the current sites?**

To cultivate a customer centric approach, we have consolidated all silos – My Support customer portal, Informatica Communities, Informatica University, and User Groups. Using a single login and profile, you can access all these under the umbrella of Informatica Network.

Users from all those sites will be redirected to Informatica Network.

### **What's new for the migrated users?**

All the existing customers will now have access to the varied Informatica resources available under the Network – product communities, latest forum discussions, SupportTV, Expert Assistant, Velocity (Best Practices) and much more.

### **How is the search different on Informatica Network?**

We now have a federated search available on the Network that pulls results from the Knowledge Base, critical sources like the End of Life announcements, product availability matrix, customer discussions, etc. In short, it is your one-stop shop for all things Informatica!

## **SIGN UP AND LOGIN**

### **Which Informatica systems are unified under the Single Sign-On (SSO)?**

Your doorway to Informatica now has a single sign-on, which means, with a single username and password you can now access MySupport, Informatica Communities, User Groups, and Informatica University.

### **How is SSO different from Informatica passport?**

SSO includes more systems under one umbrella than Informatica passport did. You can now access various Informatica resources with a common user profile. You do not need to maintain multiple login credentials. Now it is One login, one profile!

### **Can I log into Informatica Network using My Support credentials?**

Yes, you can use your My Support credentials. However, upon logging in you will have to reset your password to update it as per the new Informatica password policy.



## Why do I need to reset my password when I first log into Informatica Network?

We take security seriously, and want to ensure that all user accounts migrated to the Informatica Network are as secure as possible. Therefore, we are asking you to follow a password updating process to reflect the new Informatica password policy.

## I'm having trouble signing in - help me!

The table below explains the various login scenarios and access details. Please contact us if you need any further assistance.

Scenarios	User Access
If you have MySupport (MS) login ID	Enter your MS credentials and do the following: <ul style="list-style-type: none"><li>You need to reset your password on the 'Complete your Profile' page.</li><li>Incorrect Password: You will receive a verification email with steps to proceed.</li><li>Forgot Password: Click on 'Forgot Password' link to reset your password</li></ul>
If you have Informatica Passport login (for Marketplace, Informatica Communities etc.) only	<ul style="list-style-type: none"><li>Use your Passport credentials to login and access the Informatica Network home page.</li></ul>
If you had different login IDs for Informatica Passport and MySupport	You can use either one of the IDs to log into Informatica Network (using the steps mentioned above).
If have not registered for Informatica Passport or MySupport	Please click on Sign-up and complete the registration process.

## What will happen to all my User Profile details – including Profile pictures, avatars, bookmarks etc.?

Your personal details such as Profile Picture, avatars, bookmarks etc. will be migrated as is.

## How do I update my personal details?

You can update your personal details using the **Edit Profile** option from the drop down next to your **User Name** on the top right of the page.

## Are my previously included project details available and secure?

Yes, all your Project/case/tech profile details are available and secure as there no changes done to eSupport (online support).



## What happens to the points accumulated in my account (MySupport and Informatica Communities)?

Your MySupport points will be maintained and displayed under **My Contributions** section on the home page.

The screenshot shows the Informatica Network homepage. The 'My Contributions' section is highlighted with a red box. It displays a table with columns for Points, Level, and Next Level. The user has 6 points, is a New Member, and has 20 points to go to the next level. The 'Product Communities' section is also visible, along with 'Implementation Tools' including Upgrade Planner, Debugging Tools, SupportFlash, and Informatica Expert Assistant.

Points	Level	Next Level
6	New Member	Active Member

20 points to go

If you had a common user login for External Communities and MySupport, then your points will be merged and displayed under My Contributions section in Informatica Network.

## Persona- Based

### Can I access content on Informatica Network without logging in? If yes, then what are the resources that will be available to me?

As an anonymous user, you will have access to most of the Informatica resources such as:

- Federated Knowledge Base search
- Product Resources such as discussions, Product Document resources and How-to-Libraries of all the Informatica products
- Other resources such as SupportTV, Informatica Expert Assistant, Debugging Tools etc.
- Access to Informatica University and User groups.



## How is anonymous user view different from a logged in user view?

As a logged in user in Informatica Network, besides what is available to anonymous users, additionally you will also have access to the following privileges

- Option to personalize your home page view using the Manage Product Profile option
- Federated KB search with access to Velocity and EOLs and PAMs
- Access to 2-year archives of our newsletter SupportFlash
- Get access to Informatica Support Statements
- Option to view KB articles, discussions and other content types
- Option to Start a discussion, comment/reply to posts.
- Create your own streams and follow spaces, people, discussions, blogs etc to get customized alerts
- Collaborate with experts, peers and Informatica Moderators etc.
- Customize your user profile with your skill sets, status updates, avatars and profile pics.

## What special privilege or access does a user with Support Contract have?

As a Support Contract user, you will have access to:

- Personalized Support Cases widget that displays your top five cases and the Technical Profiles
- Case Management system (eSupport)
- CSM
- HotFixes and Emergency bug Fixes
- Change Request Tracking system
- GCS exclusive Support Enablement Materials
- GCS Policies and Procedures Guide and so on..

## OTHER

### Why are some of my browser Bookmarks not working?

As part of the site revamp, some of the links/URLs had to be changed and therefore, you may notice a break in some of your bookmarks. Please use the search box or navigate through different product spaces to find what you are looking for.

### Is my email address exposed to external search engines?

Not unless you choose to make it public. You have the option to specify who can view your email address and other details. Go to **Edit Profile** and visit the **Privacy** tab to set your preferences.

Avatar & Photos
Your Profile
Privacy

## Privacy

PROFILE FIELD	VISIBLE TO...	DETAILS
Username:	Everyone	Vidya
Name:	Everyone	Vidya Madabhushi
Email:	Everyone	vidyasm@informatica.com
Occupation:	Registered users	
Join Date:	Friends	
	Yourself	
URL:	Registered users	
Phone Number:	Registered users	
Role:	Registered users	Not Applicable
Company:	Registered users	Informatica
Address:	Registered users	#150
Phone:	Registered users	918040203022
Country:	Registered users	IND
State:	Registered users	NA
Postal Code:	Registered users	560068
City:	Registered users	
Personal Phone Number:	Registered users	

### Preview your profile

If you want to see what your profile looks like to other people you can preview it by picking an option from below.

View your profile as:

-Select One-

### Tip

Avoid hiding too much about yourself. The more you share, the easier it will be for other people to find you.

## Can I reply to comments on forums from email notifications?

Yes, to reply to a comment from your email notification of the comment, click "reply" in your email client and write the comment like any other email replies. Your email response will be added directly to the original forum post.

## I have more questions, who should I contact?

You can [Email us](#), [Tweet to us](#) or [call us](#).