

# Application Landing Page - User Manual

[Application Landing Page]

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## Sign-off

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## Review History

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## Version Control

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| Version Control |                       |                   |         |
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## Reference Documents

| Document Type   | Document Version | Links To the Document |
|-----------------|------------------|-----------------------|
| <b>Workflow</b> |                  |                       |
|                 |                  |                       |
|                 |                  |                       |

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## Introduction

This document will guide the user on how users can use and access the Solvay Landing page. Also this document will guide them about the features of solvay landing page and how they can utilize the same in their day to day business needs.

### Scope

- Walkthrough of the Solvay landing page application.

### Assumptions

- All the appropriate access has to be provided to the users prior to sharing this Guide.
- Users going through this training document are well aware of these workflows.

### Definition, acronyms and abbreviation

| Terms      | Definition                  |
|------------|-----------------------------|
| <b>BPM</b> | Business Process Management |

# Training Details

## Application URLs

You can access the application by hitting the below URLs in your CHROME browser:

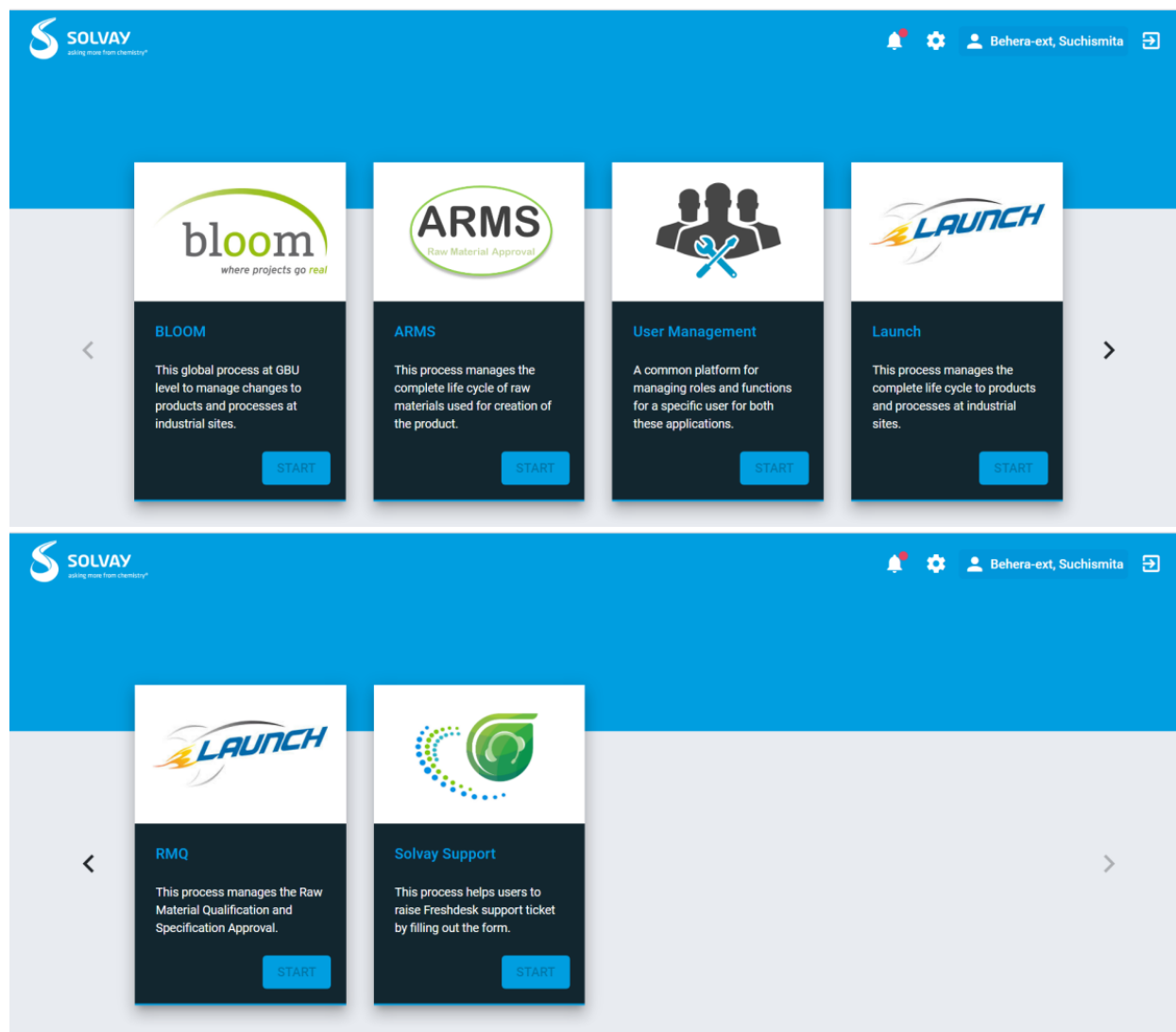
To access **Test** Environment: <http://bpmsim.solvay.com>

To access **Live** Environment: <http://bpm.solvay.com>

**Please Note:** That you need not to provide any username and password while accessing the application. The application has a 'Single Sign On' feature. Which will enable the user to login in automatically once the URL is used on the browser within Solvay Intranet.

## Basic Information about Application

As soon as user hits the URL in browser he will be getting the below screen:



## Application Features

Below listed are the features of this application that user can utilize:

- User can see and go to the required application.
- Single Sign on feature.

## Identifying the basic information in Header Section

You can find some basic information about the project in the shaded section of the application.



The header will contain below details:

- **Notification**– Clicking this button displays the notifications for logged in user.
- **Settings** – Displays links to 'user manual' and 'support page'.
- **Logged In user ID** – Displays the user id of the user.
- **Log out**– Displays functional area of user.

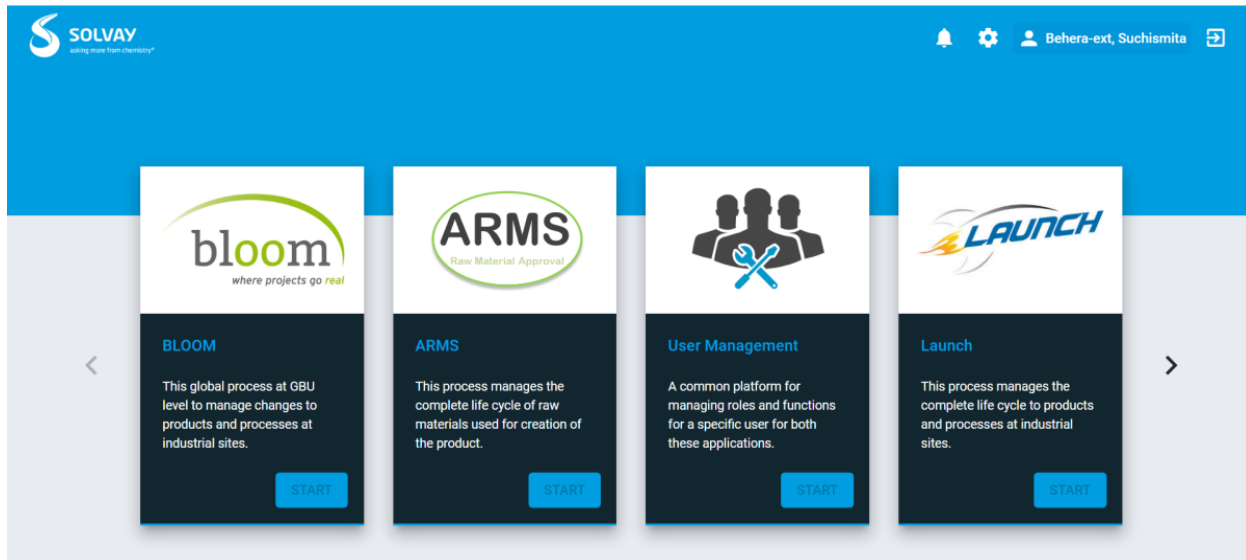
## Basic lookouts to go to any application.

- User should have access to any of the applications to have the start button enabled.

## Solvay landing page walkthrough

Below section will guide you on how to access and proceed with end to end flow for Solvay Landing page:

- **Application Selection:** User needs to select the start button of the application which will take him /her to the concerned application.
- The start button will only be enabled if the user has the required access to the any of the applications on landing page



- User needs to use the arrow to go to the next page if in case he wants to view the applications on other page.

## Security

### Permissions

User needs permission to access to the bpm.solvay.com or bpmsim.solvay.com for access to application.

## Error handling & contact support

- In case the user is facing any issues while accessing the application, they may perform any of the below activities to trigger a support request.
  - *Email to Freshdesk support:*
    - Send an email to 'IS-CAPG-BPM@solvaysbs.freshdesk.com'
    - Provide all the details of the issue i.e. user role, name of application in which access is needed, Region etc
    - If possible a snippet would help the support team rectify the issue in the shortest period of time.
  - *Create a freshdesk ticket via Application "Solvay Support":*
    - Click on the Settings Icon at the header section.
    - Click on Solvay Support

- Enter the details and click on submit.
- Open a ticket manually via Freshdesk:
  - Login to Freshdesk Tool URL - <https://sbs-support.solvay.com>
  - Choose an option to create a new ticket, and chose the below options:

|                   |                            |
|-------------------|----------------------------|
| Type *            | <div>IS Request</div>      |
| Subtype *         | <div>Support</div>         |
| Functional Area * | <div>BPM (Techno)</div>    |
| IS-Process        | <div>IS Techno</div>       |
| IS-Subprocess     | <div>ERP Integration</div> |
| IS-Category       | <div>BPM</div>             |
| Application *     | <div>BPM - Other</div>     |