

# Access to Partner Applications

User's Guide - Single Sign On

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# How to access Partner Applications?

## What is Single Sign On (SSO)?

- SSO (Single Sign On) is the standard access (entitlement) mechanism for customers to different Siemens applications
- Partner Portal (EXTRANET), Partner Academy or Partner Collaboration are three applications, but also other applications use Web SSO as access mechanism; other applications are: Siemens Industry Online Support (SIOS), Industry Mall, SITRAIN, Newsletter-Application, ...
- A “SSO account” consists of a personal E-Mail address, a Login and a password
- The Login can coincide with the personal E-Mail address, but this is not always necessarily the case
- One user can have several “SSO accounts” for the same personal E-Mail address
- Each application uses exactly one defined “SSO account”  
When using an “SSO account” which is not approved for the specific application the access will be denied
- Due to data protection regulations the administration of the SSO accounts is reserved to the user.
- Referring to the Partner Collaboration a Two Factor Authentication will be required in future

# How to access Partner Applications?

## Login Process (1/2)

### Different Links to Partner Applications

- Partner Portal [www.siemens.com/partnerportal](http://www.siemens.com/partnerportal)
- Partner Academy [www.siemens.com/partneracademy](http://www.siemens.com/partneracademy)
- Partner Collaboration [www.siemens.com/partnercollaboration](http://www.siemens.com/partnercollaboration)

### Pre-Condition:

- Access to the Partner Portal is already granted
- If no password has already been defined, please proceed, as described, to slide 6 ff in this document

The screenshot shows the Siemens login interface. At the top left is the 'SIEMENS' logo. Below it is a grey bar with the text 'Login now at Identity Management'. The main content area is divided into two sections: 'Are you already registered?' and 'First time here?'. Under 'Are you already registered?', there are two input fields: 'Login' with the value 'aida.power@partner.com.invalid' and 'Password' with masked characters. Below these fields is a link '> Forgotten your password/ login?'. A 'Login' button is located below the password field. The 'First time here?' section contains a registration notice and a link '> Yes, I would like to register now'. Numbered callouts (1-4) are placed around the form: 1 points to the login field, 2 to the password field, 3 to the Login button, and 4 to the 'Forgotten your password/ login?' link. At the bottom of the page, a note reads: 'Please note: Change passwords at regular intervals to raise the protection from data theft.'

### 1 Enter Login

### 2 Enter Password (which was initially set by the user)

### 3 Click Login

### 4 If the password doesn't work please click on "Forgotten your password/ login" and follow slide [6](#)

### Hint:

Please use "Google Chrome" as your browser to ensure the best performance.

# How to access Partner Applications?

## Login Process (2/2)

**SIEMENS**

Login now at Identity Management

Are you already registered?

Login

Password

> Forgotten your password/login?

Login

First time here?

Register now to use the full range of functionality of the Internet appearance of Siemens. For each of the different applications only one registration is required!

> Yes, I would like to register now

Please note: Change passwords at regular intervals to raise the protection from data theft.

5

5 After first login the user has to grant the confirmation of privacy and consent of processing private data as well as consent for “Managed Account” function

**SIEMENS**

Account settings

Below you can see all relevant data privacy notices / terms of use for your user account within the current application. Click on the + symbol for details on each of them.

You can withdraw your optional consents by deleting the corresponding checkbox and clicking on the "Next" button. After doing so, the corresponding function is no longer available to you.

If you withdraw your mandatory consent to the data privacy notice / terms of use, you can no longer use our online services (per single sign-on service) and will be logged out of the system.

If you don't require your single sign-on user account anymore, you can delete it via the user menu item "Delete Account".

**Data privacy notice / terms of use for Siemens online services (using the single sign-on service)** Consent granted: 5/13/2020 8:33:13 AM

The general **Siemens data privacy notice** applies along with the following list of specific data privacy notices / terms of use for each Siemens online service (using the web single sign-on service ("WebSSO")):

**Specific data privacy notice / terms of use for the Siemens Industry Online Support ("SIOS")**

As at: 15.01.2019

**Communication of personal data within the framework of "mySupport company view"**

If the company for which you are registered in WebSSO uses "mySupport company view", personal data resulting from processing your electronic or telephone Service Requests (such as date, time and content of a Service Request) is transferred to the company. The company therefore receives an overview of all ongoing and completed Service Requests. The company is responsible for the use of the data transferred.

"User online" display on the SIOS start page or in the forum

If you are logged into SIOS, your user name (pseudonym in the forum) is publically displayed on the SIOS start page on the internet (cf. also Clause 1 of the **forum rules**). In addition, clicking on the user name shown displays the following information from your user profile:

- Date and time of registration in SIOS or WebSSO
- Date and time of last login to SIOS or WebSSO
- User image/avatar if applicable

If you are in the forum, the following information from your user profile is also displayed:

- User ranking (cf. Clause 7 of the **forum rules**)
- Date and time of last post
- Number of posts
- Evaluation (0-5 stars) of posts by other forum users

**Terms of use for the mySupport documentation**

The following **terms of use** apply to the use of mySupport documentation. By using mySupport documentation you agree to these terms of use.

**Terms of use for the Technical Forum ("Forum rules")**

The following **forum rules** apply to the use of the Technical Forum ("Forum"). By using the Forum and/or participating in the Forum you agree to these forum rules.

I confirm that I have read these data privacy notices and agree to the terms of use.

Please note that you will no longer be able to log onto the system via the single sign-on service if you object to the data privacy notices / terms of use.

# Login Partner Applications

## Request new Password (1/2)

**SIEMENS**

Login now at Siemens Extranet

Are you already registered?

Login

Password

**1** > Forgotten your password/ login?

Login

First time here?

Register now to use the full range of functionality of the Internet appearance of Siemens. For each of the different applications only one registration is required!

> Yes, I would like to register now

Please note: Change passwords at regular intervals to raise the protection from data theft.

**SIEMENS**

Forgotten your password / login credentials?

Forgotten your password / login credentials?

We will immediately send you an e-mail with further information.

Forgotten your password?

You will receive a new password for your account in three steps. Please enter your login and click on "Request password".

**2** Login \*

Request password

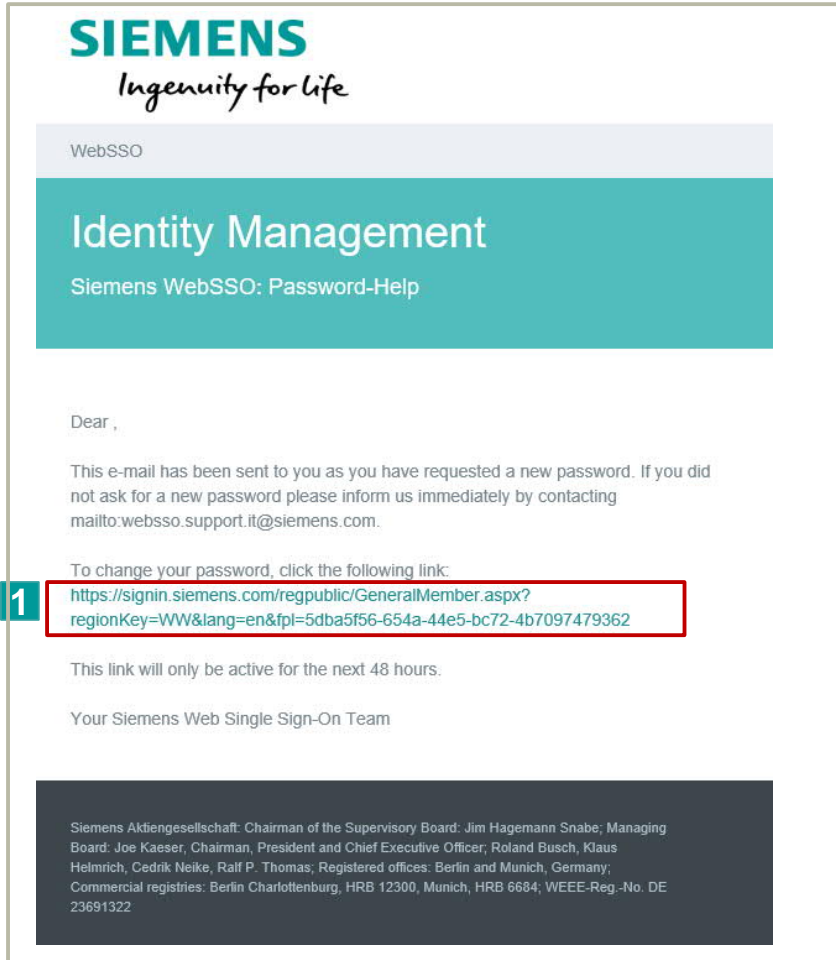
**1** Click on "Forgotten your password/ login"

**2** Enter the Login and click on "Request password"

An E-Mail will be sent automatically which requires the selection of a new password.

# Login Partner Applications

## Request new Password (2/2)



**SIEMENS**  
*Ingenuity for life*

WebSSO

### Identity Management

Siemens WebSSO: Password-Help

Dear ,

This e-mail has been sent to you as you have requested a new password. If you did not ask for a new password please inform us immediately by contacting <mailto:websso.support.it@siemens.com>.

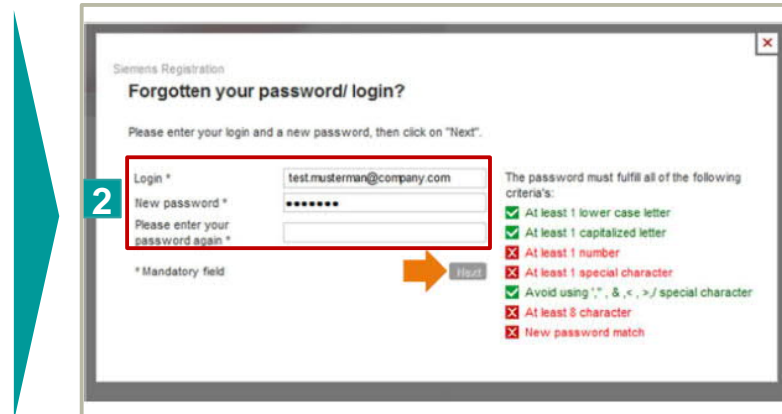
To change your password, click the following link:

**1** <https://signin.siemens.com/regpublic/GeneralMember.aspx?regionKey=WW&lang=en&fpl=5dba5f56-654a-44e5-bc72-4b7097479362>

This link will only be active for the next 48 hours.

Your Siemens Web Single Sign-On Team

Siemens Aktiengesellschaft; Chairman of the Supervisory Board: Jim Hagemann Snaube; Managing Board: Joe Kaeser, Chairman, President and Chief Executive Officer; Roland Busch, Klaus Helmrich, Cedrik Neike, Ralf P. Thomas; Registered offices: Berlin and Munich, Germany; Commercial registries: Berlin Charlottenburg, HRB 12300, Munich, HRB 6684; WEEE-Reg.-No. DE 23691322



Siemens Registration

### Forgotten your password/login?

Please enter your login and a new password, then click on "Next".

**2** Login \*

New password \*

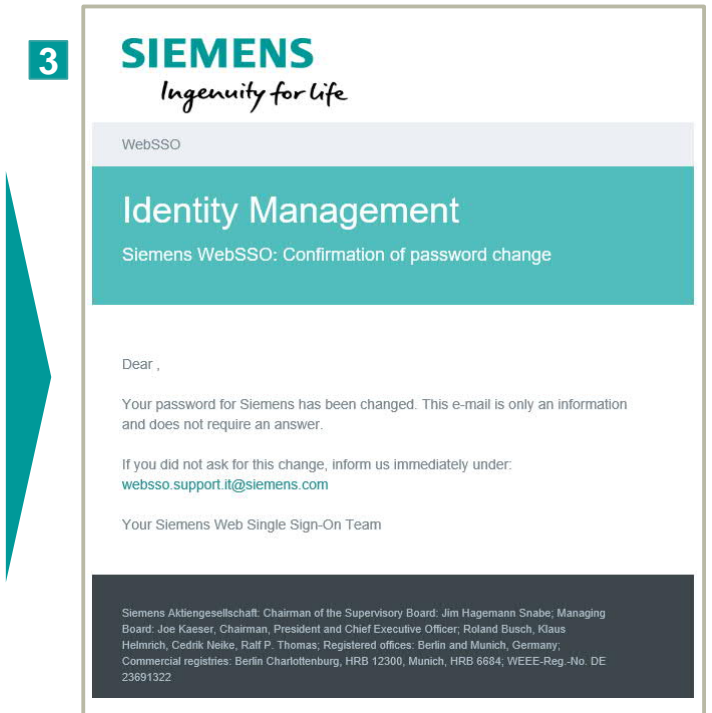
Please enter your password again \*

\* Mandatory field

The password must fulfill all of the following criteria's:

- ✓ At least 1 lower case letter
- ✓ At least 1 capitalized letter
- ✗ At least 1 number
- ✗ At least 1 special character
- ✓ Avoid using " ", & , < , > / special character
- ✗ At least 8 character
- ✗ New password match

Next



**3** **SIEMENS**  
*Ingenuity for life*

WebSSO

### Identity Management

Siemens WebSSO: Confirmation of password change

Dear ,

Your password for Siemens has been changed. This e-mail is only an information and does not require an answer.

If you did not ask for this change, inform us immediately under: [websso.support.it@siemens.com](mailto:websso.support.it@siemens.com)

Your Siemens Web Single Sign-On Team

Siemens Aktiengesellschaft; Chairman of the Supervisory Board: Jim Hagemann Snaube; Managing Board: Joe Kaeser, Chairman, President and Chief Executive Officer; Roland Busch, Klaus Helmrich, Cedrik Neike, Ralf P. Thomas; Registered offices: Berlin and Munich, Germany; Commercial registries: Berlin Charlottenburg, HRB 12300, Munich, HRB 6684; WEEE-Reg.-No. DE 23691322

**1** Click on Link (the link is valid for **48 hours**)

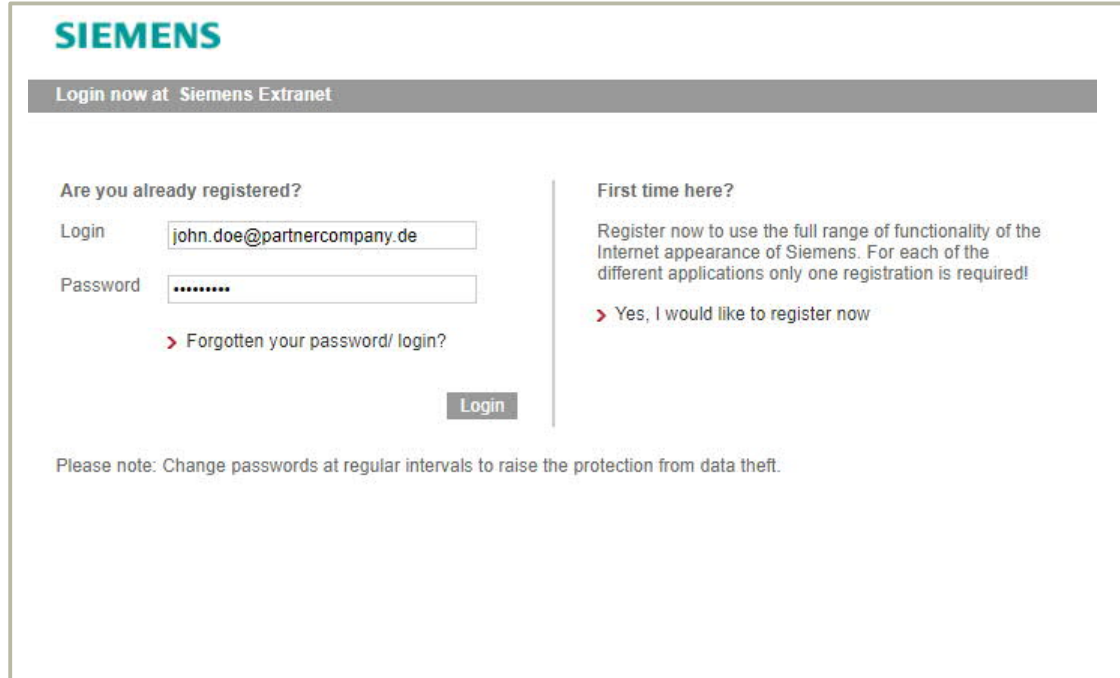
**2** Enter the login and chose a new password

**3** Confirmation of Password change



# Login Partner Applications

## Possible Error- Invalid Login/ Password



**SIEMENS**

Login now at Siemens Extranet

Are you already registered?

Login

Password

> Forgotten your password/ login?

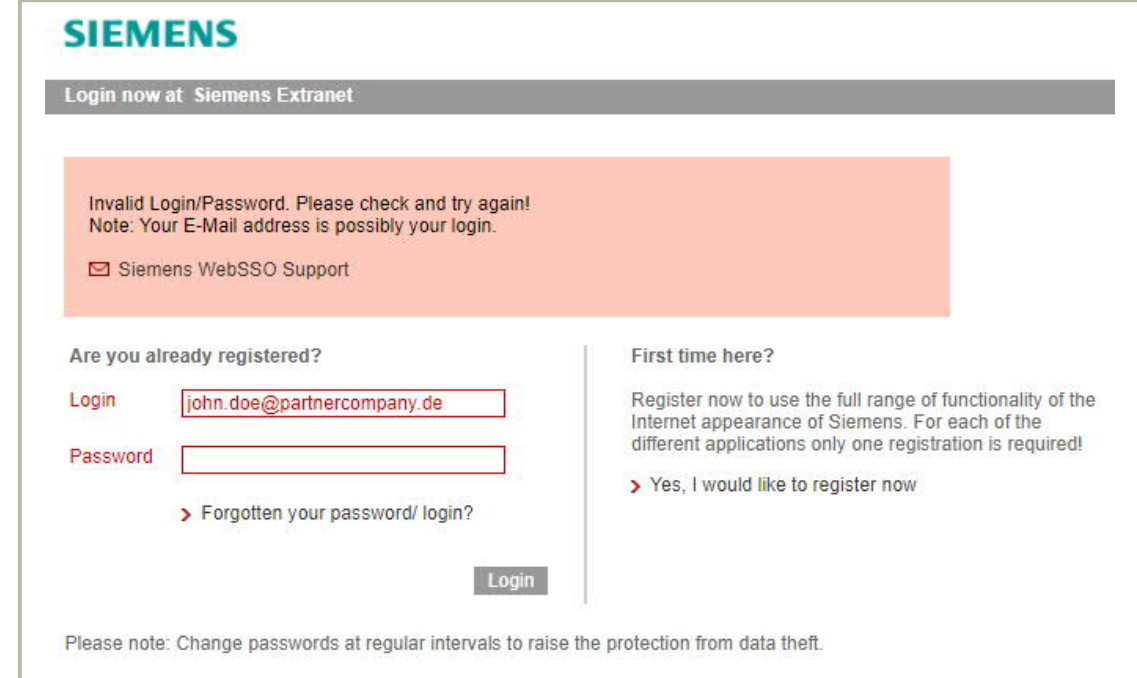
Login

First time here?

Register now to use the full range of functionality of the Internet appearance of Siemens. For each of the different applications only one registration is required!

> Yes, I would like to register now

Please note: Change passwords at regular intervals to raise the protection from data theft.



**SIEMENS**

Login now at Siemens Extranet

Invalid Login/Password. Please check and try again!  
Note: Your E-Mail address is possibly your login.

Siemens WebSSO Support

Are you already registered?

Login

Password

> Forgotten your password/ login?

Login

First time here?

Register now to use the full range of functionality of the Internet appearance of Siemens. For each of the different applications only one registration is required!

> Yes, I would like to register now

Please note: Change passwords at regular intervals to raise the protection from data theft.

### Possible root causes

- The entered Login/ Password is not valid for the “Single Sign On” application
- and / or
- a wrong password was entered



# Login Partner Applications

## How to obtain a list of all my WebSSO Accounts (Logins)?

**SIEMENS**

Login now at: Siemens Extranet

Are you already registered?

Login

Password

**1** > Forgotten your password/ login?

Login

First time here?

Register now to use the full range of functionality of the Internet appearance of Siemens. For each of the different applications only one registration is required!

> Yes, I would like to register now

Please note: Change passwords at regular intervals to raise the protection from data theft.

- 1** Click on “Forgotten your password/ login”
- 2** Click on “Forgotten your login?”
- 3** Enter your E-mail
- 4** Click on “Request login”

An E-Mail will be sent automatically listing all the WebSSO Accounts (logins) linked with this Email Address

**SIEMENS**

Forgotten your password / login credentials?

Forgotten your password / login credentials?

We will immediately send you an e-mail with further information.

Forgotten your password?

You will receive a new password for your account in three steps. Please enter your login and click on "Request password".

Login \*

Request password

Forgotten your login?

To request your login, please enter your e-mail address and click on "Request login".

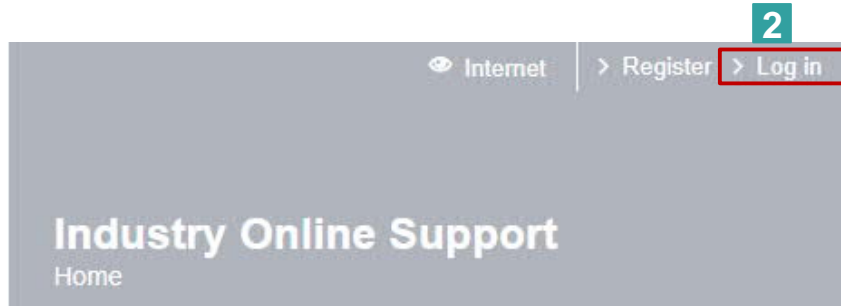
E-mail\* **3**

Request login **4**

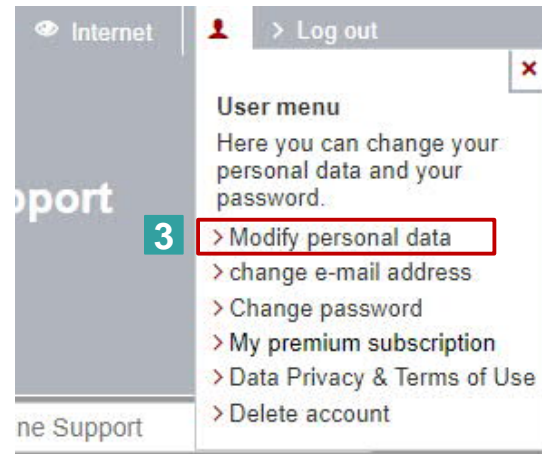
# Login Partner Applications

## How to change my WebSSO Accounts (Login)?

1 Open the link <https://support.industry.siemens.com/>



- 2 Click on "Log in"
- 3 Select "Modify personal data"
- 4 Enter new "Login"
- 5 Click on "Continue"



User data | Data privacy notice / terms of use

General access data

Salutation \*  Mr.  Ms.

First Name \*

Last Name \*

**4** Login \*  **4**

Email \*

Nickname in forum \*

Phone \*

Company \*

Street / No. \*

Zip Code \*

City \*

Country / Region \*

Language \*

Download of export restricted software or usage of digital products  
Basic Technical Support

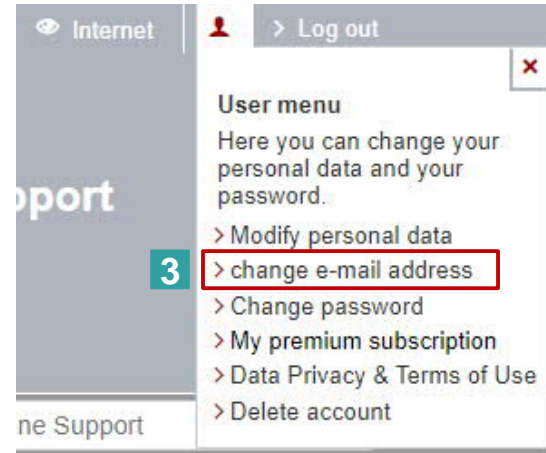
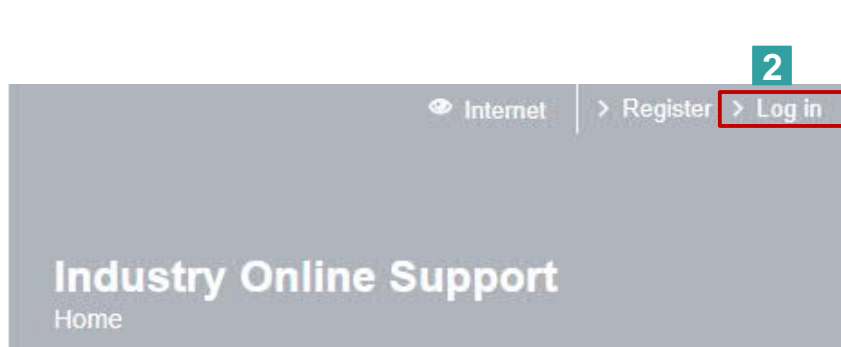
\* Mandatory field

**5**

# Login Partner Applications

## How to change my E-Mail?

1 Open the link <https://support.industry.siemens.com/>



- 2 Click on “Log in”
- 3 Select “Change e-mail address”
- 4 Enter new “E-Mail address”
- 5 Click on “Request”

Please note that you have to confirm the change of the e-mail within 48 hours

SIEMENS

Change email address

After submitting the change request we will send you an email to the email address of your user account. Please confirm the email address change by clicking the link in the email. The link is only valid for the next 48 hours.

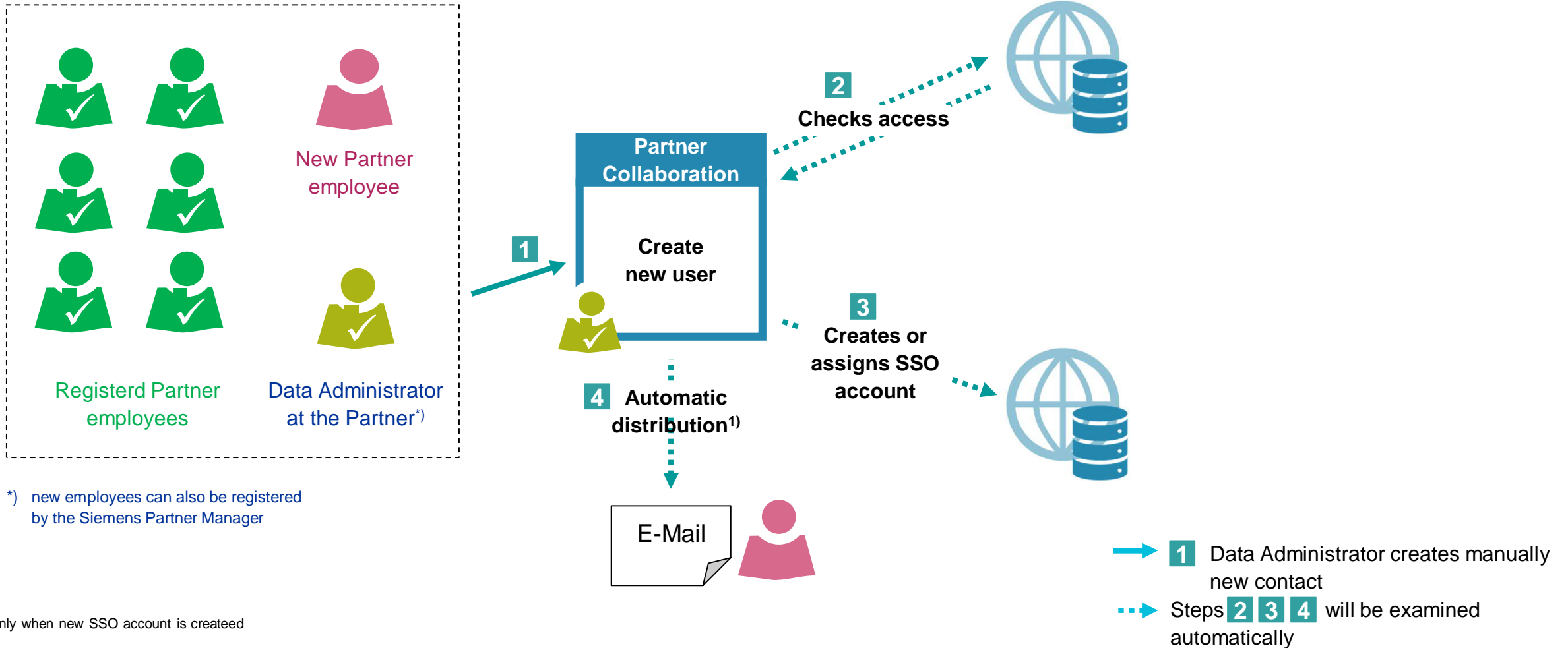
Current email address

4 New email address

5

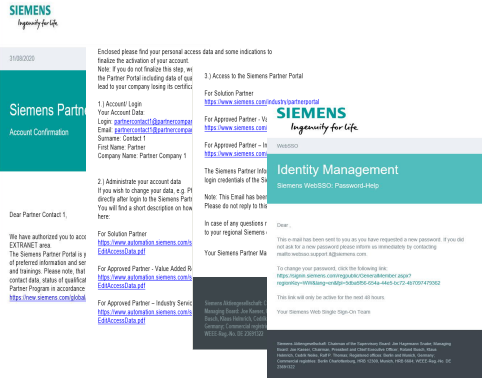
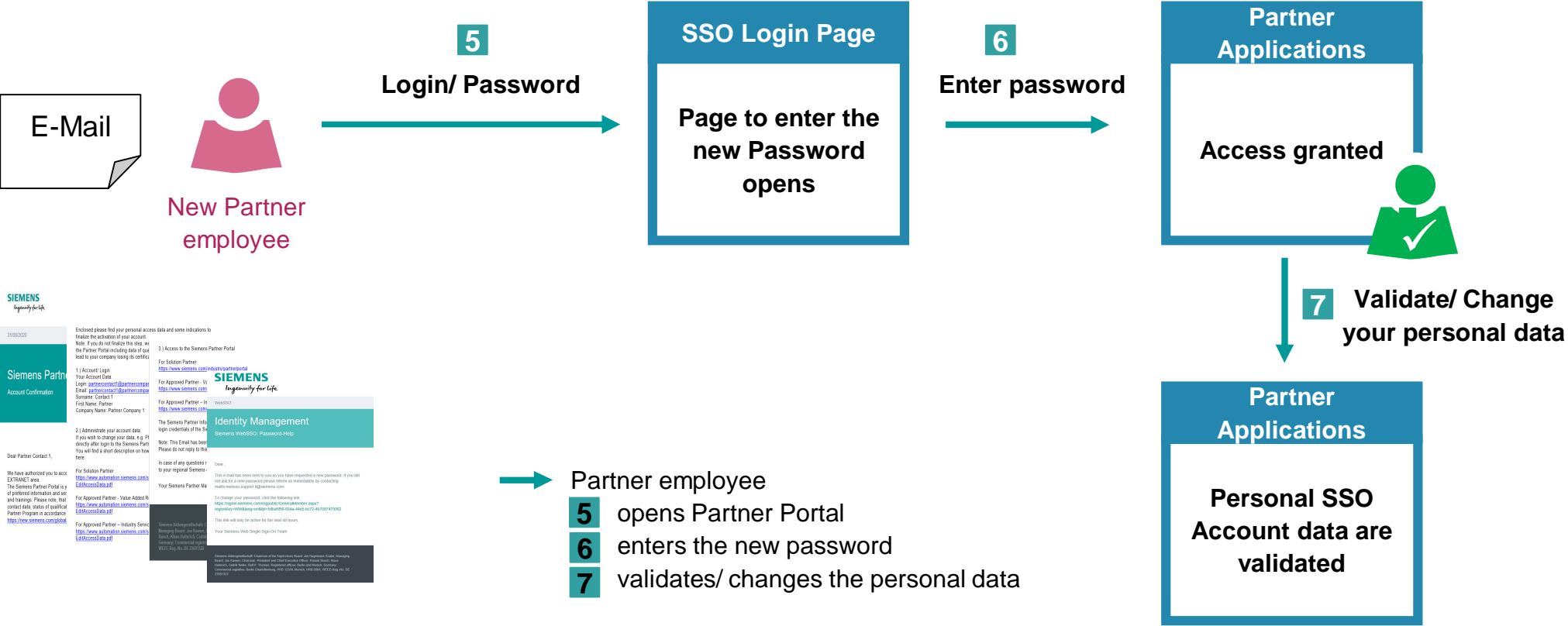
# How to get initial access to the Partner Applications?

## Process to grant initial access to the Partner Applications (1/2)



# How to get initial access to the Partner Applications?

## Process to grant initial access to the Partner Applications (2/2)



# How to get access to the Partner Applications?

## Process to Request new Password

