

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
- Partner Academy www.siemens.com/partneracademy
- Partner Collaboration 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 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 columns. The left column is for 'Are you already registered?' and the right column is for 'First time here?'. In the left column, there are two input fields: 'Login' with the text 'aida.power@partner.com.invalid' and 'Password' with masked characters. Below these fields is a link '> Forgotten your password/ login?'. At the bottom of the left column is a 'Login' button. In the right column, there is a registration notice and a link '> Yes, I would like to register now'. Numbered steps are overlaid on the image: 1 points to the Login field, 2 points to the Password field, 3 points to the Login button, and 4 points to the 'Forgotten your password/ login?' link.

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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.

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 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

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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.

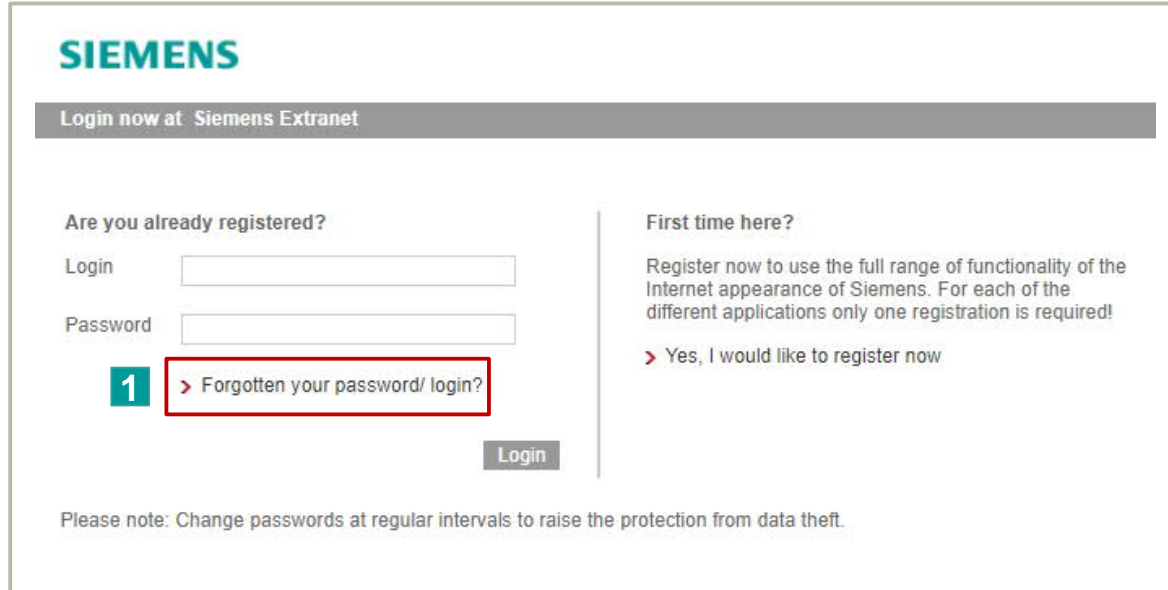
Please note that you will no longer be able to log onto the system via the single sign-on service if you object to the data privacy notices / terms of use.

Page 5 Unrestricted | © Siemens 2021 | DI S PTM PO | 2021-12-15

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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?](#)

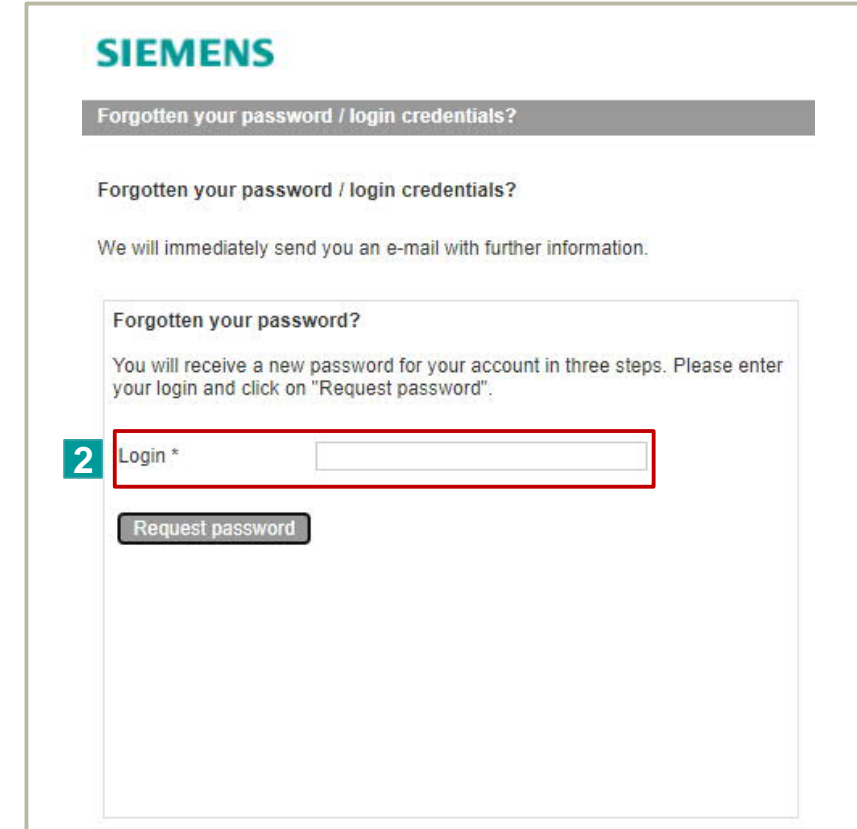
Login

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

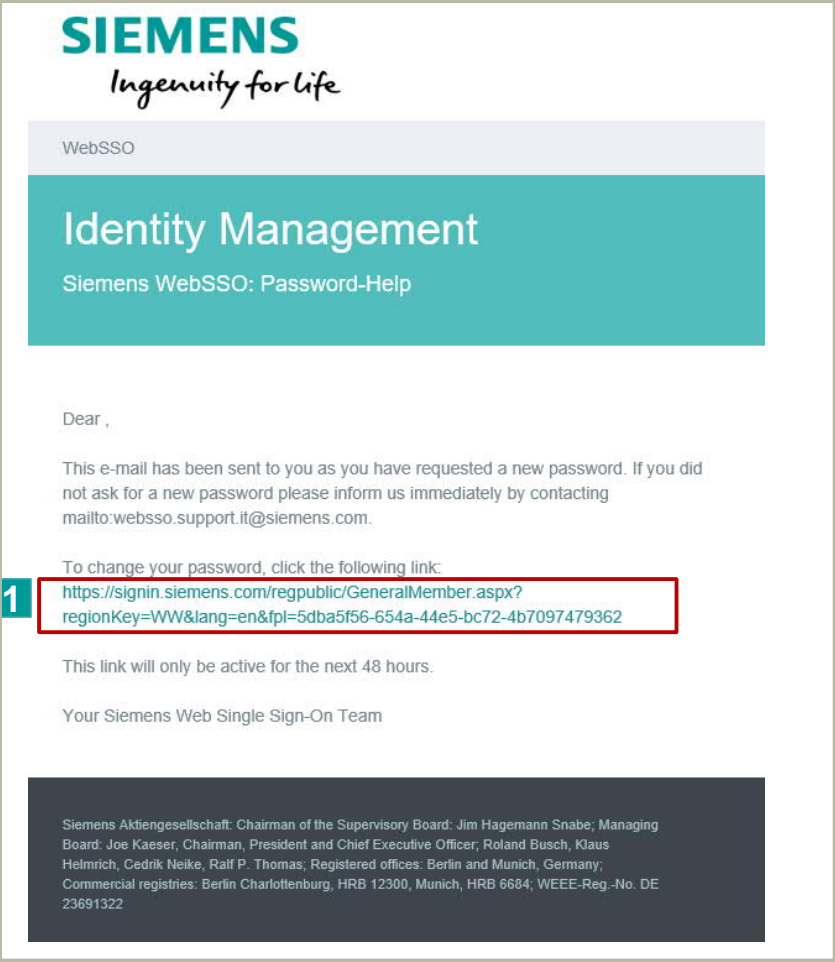
1 Click on "Forgotten your password/ login"

2 Enter the Login and click on "Request password"

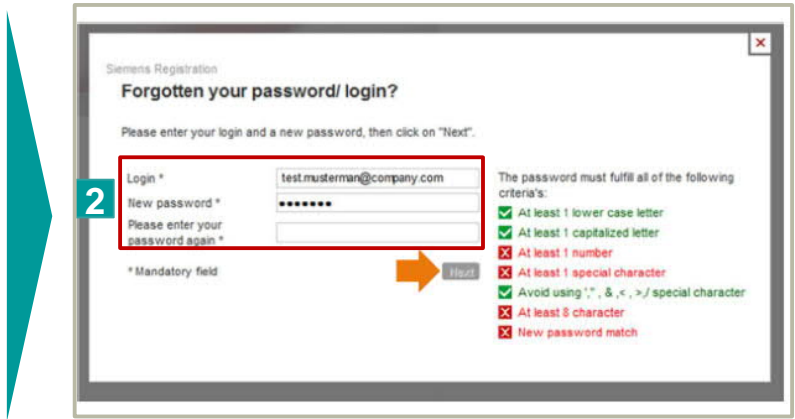
An E-Mail will be sent automatically which requires the selection of a new password.

Login Partner Applications

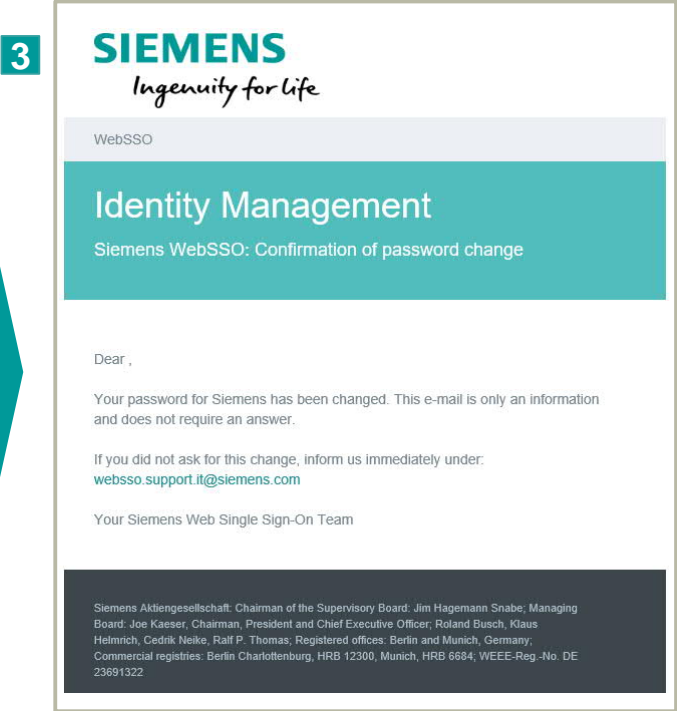
Request new Password (2/2)



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



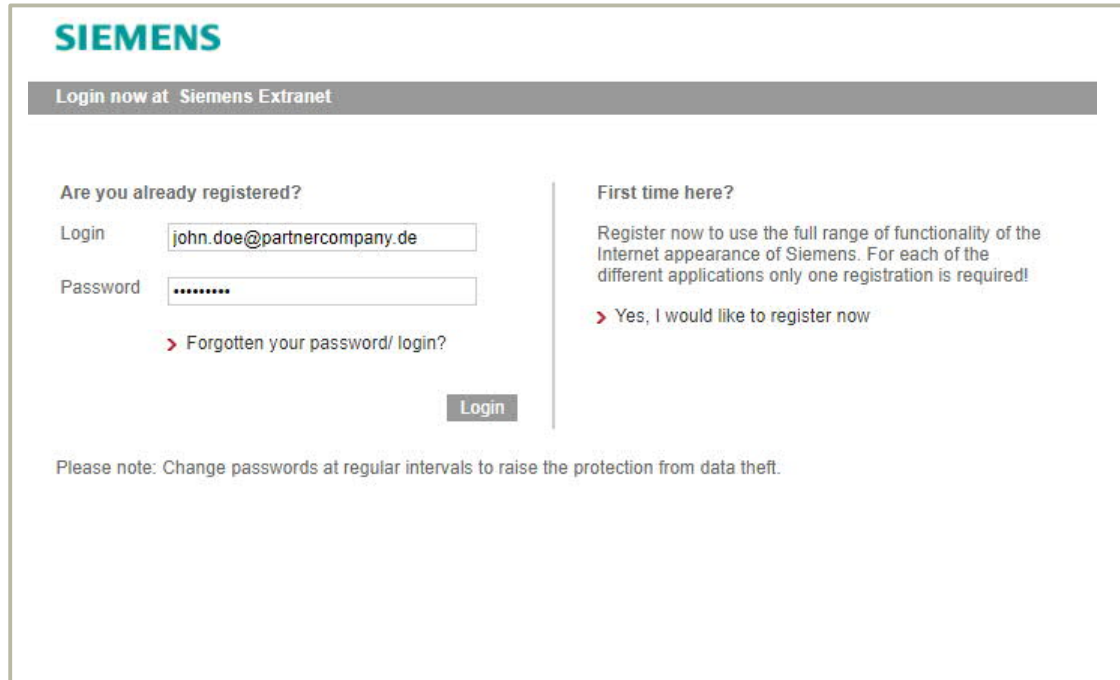
2 Enter the login and chose a new password



3 Confirmation of Password change

Login Partner Applications

Possible Error- Invalid Login/ Password



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Login now at Siemens Extranet

Are you already registered?

Login

Password

> Forgotten your password/ login?

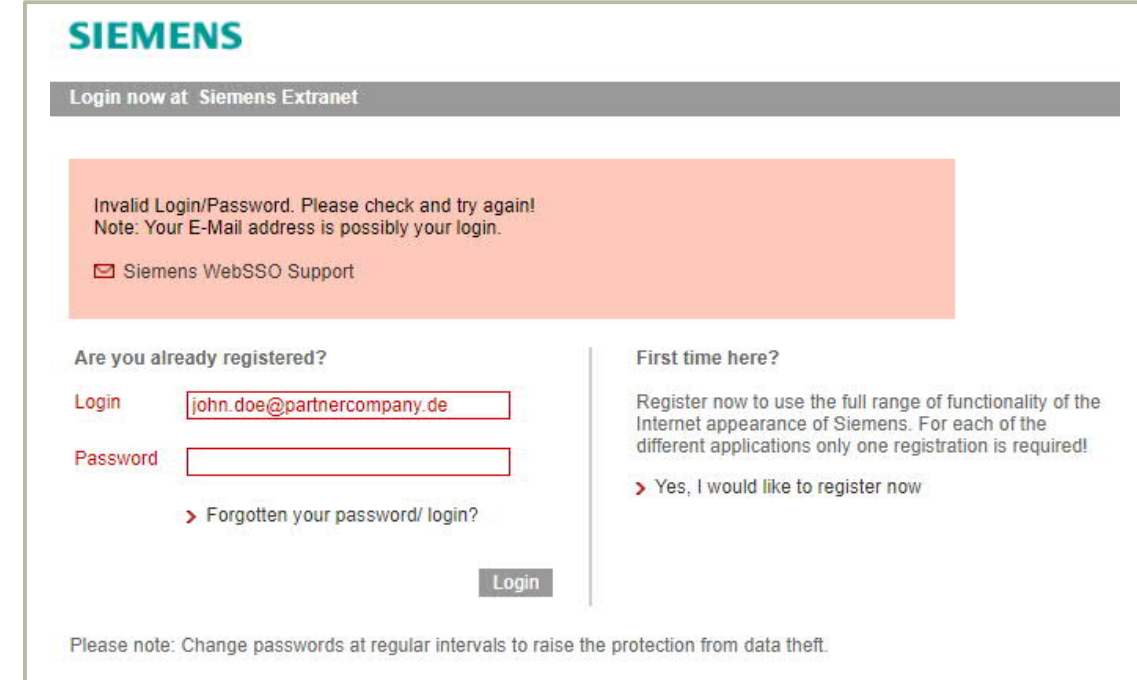
Login

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

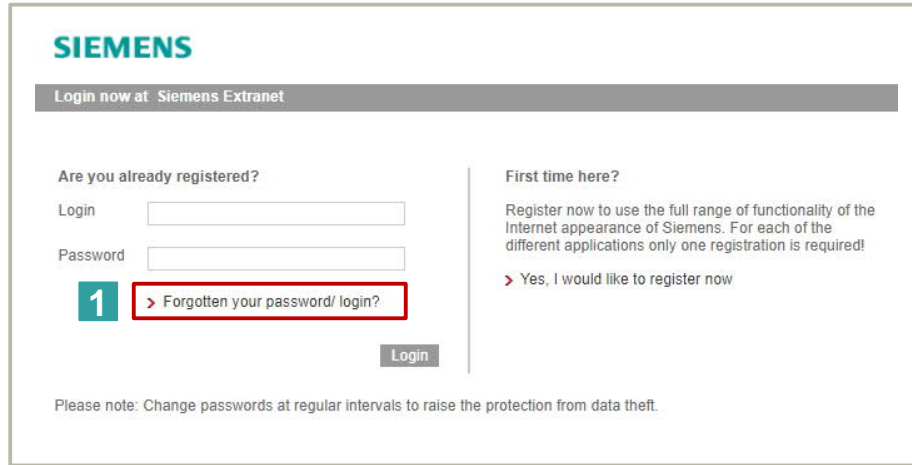
Please note: Change passwords at regular intervals to raise the protection from data theft.

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

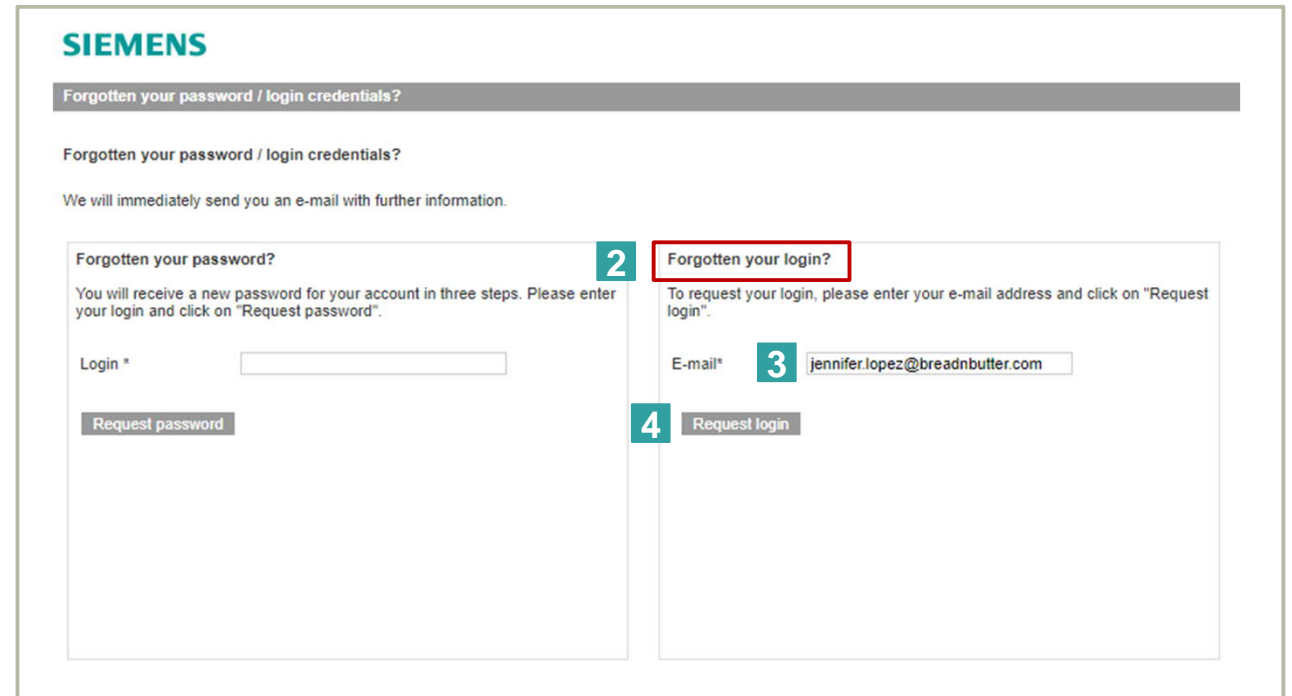
How to obtain a list of all my WebSSO Accounts (Logins)?



The image shows the Siemens login page. At the top left is the Siemens logo. Below it is a grey bar with the text "Login now at: Siemens Extranet". The main content area is divided into two columns. The left column is for "Are you already registered?" and contains fields for "Login" and "Password", a "Login" button, and a link "1 > Forgotten your password/ login?". The right column is for "First time here?" and contains registration instructions and a link "> Yes, I would like to register now". A note at the bottom says "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

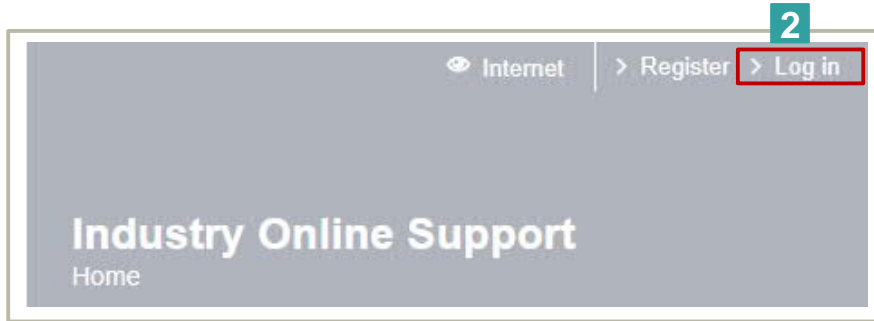


The image shows the Siemens "Forgotten your password / login credentials?" page. It has a grey header bar with the same text. Below the header, it says "Forgotten your password / login credentials?" and "We will immediately send you an e-mail with further information." There are two main sections. The left section is "Forgotten your password?" with instructions to enter login and click "Request password", a "Login *" field, and a "Request password" button. The right section is "Forgotten your login?" with instructions to enter email and click "Request login", an "E-mail*" field containing "jennifer.lopez@breadnbutter.com", and a "Request login" button. A large teal arrow points from the first page to this one.

Login Partner Applications

How to change my WebSSO Accounts (Login)?

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

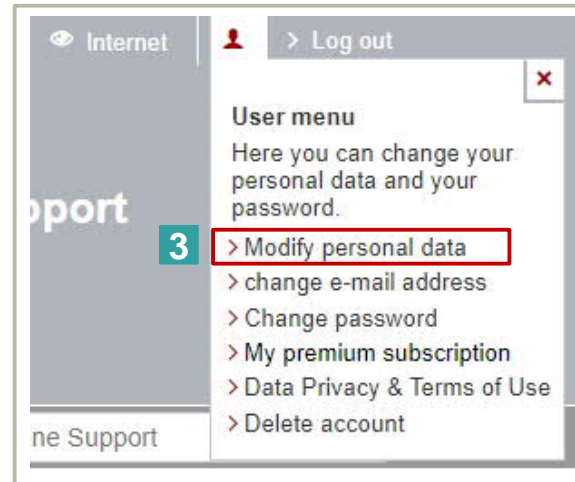


2 Click on “Log in”

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 *

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

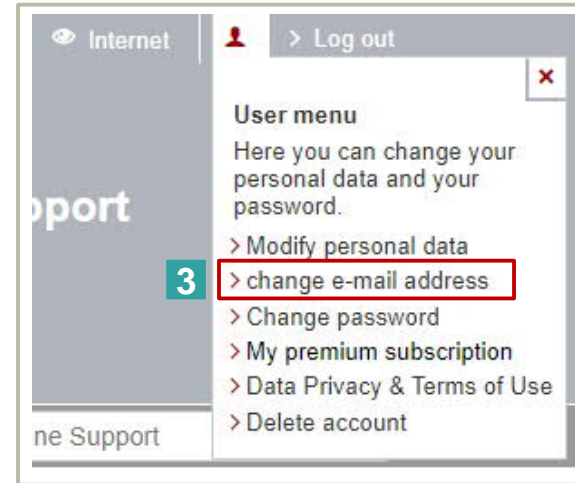
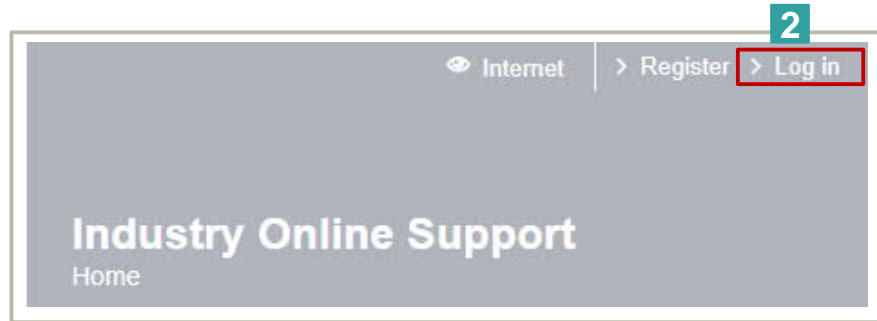
* Mandatory field

5 Continue

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

The screenshot shows the 'Change email address' form. At the top, the Siemens logo is on the left, and the title 'Change email address' is in a grey bar. Below the title, a message states: '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.' The form contains two input fields: 'Current email address' with the value 'partner1.management@gmail.com' and 'New email address' which is empty. A 'Request' button is at the bottom. The 'New email address' field and the 'Request' button are highlighted with red boxes and labeled with green numbers '4' and '5' respectively.

Login Partner Applications

Reminder E-Mail if not logged in more than one year

WebSSO

WebSSO

Your account in Siemens applications

Dear Contact

we noticed that you have not logged into one of our applications / platforms for more than one year (e.g. the Industry Mall or Siemens Industry Online Support, IEC Teamcenter, Online Software Delivery, or Partner Portal) which are using WebSSO, the Siemens Industry Single Sign On login provider.

If you wish to keep your account with login Contact@company.com please visit one of those applications and login within the next 30 days.
By logging in, your account will be prolonged automatically.

If you are not aware of this account or if you do not need it anymore, you can ignore this email.
If you do not log into any WebSSO protected application during the next 30 days, your respective account will be deleted automatically.

In case you might need an account in the future again, a new registration can be done easily.

If you have any questions please contact websso.support.it@siemens.com

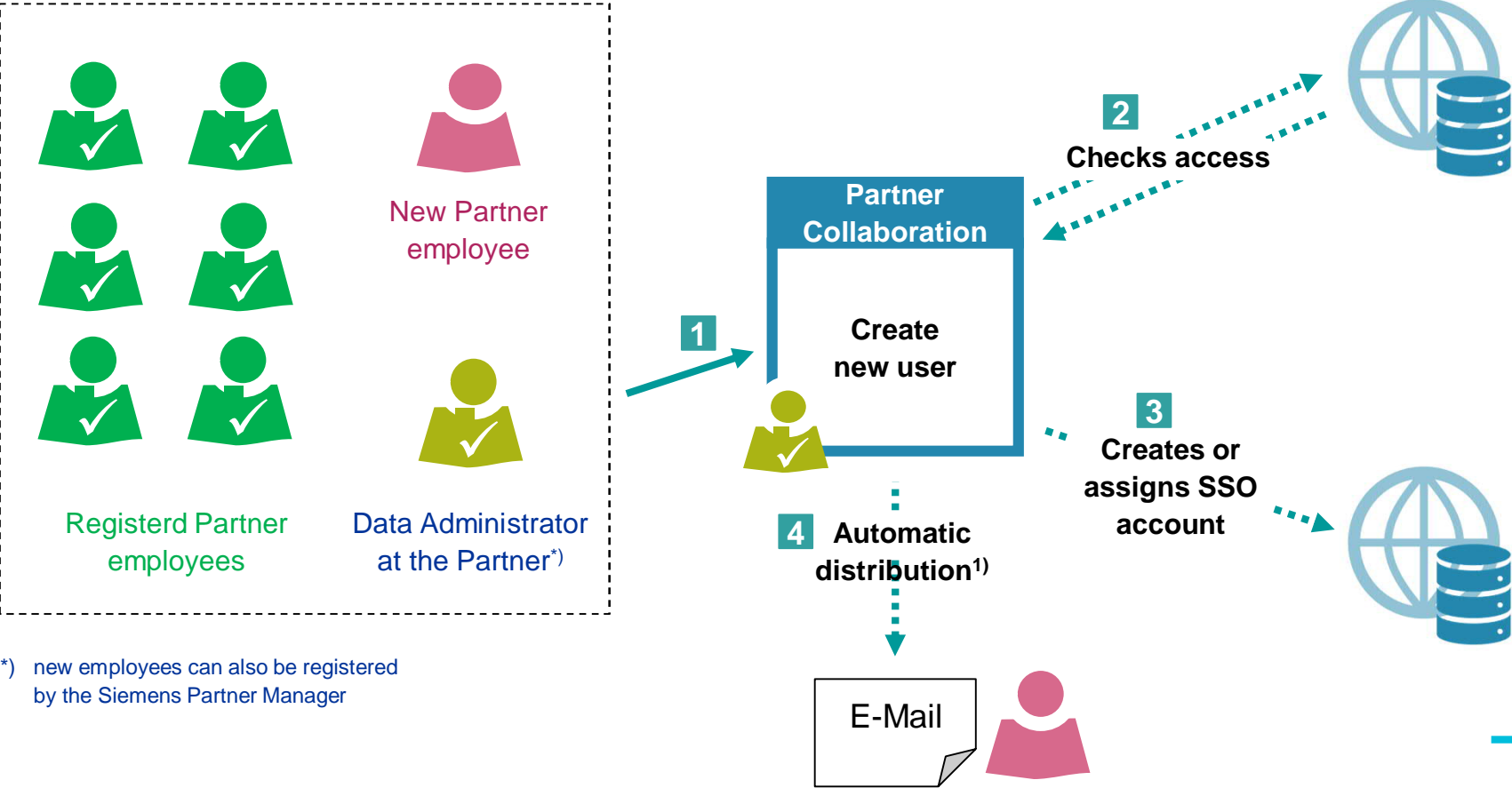
Thank you in advance and best regards,
Your Siemens WebSSO Team

Important notice: This e-mail and any attachment thereof contains corporate proprietary information. If you have received it by mistake, please notify us immediately by reply e-mail and delete this e-mail and its attachments from your system. Thank you.

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How to get initial access to the Partner Applications?

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

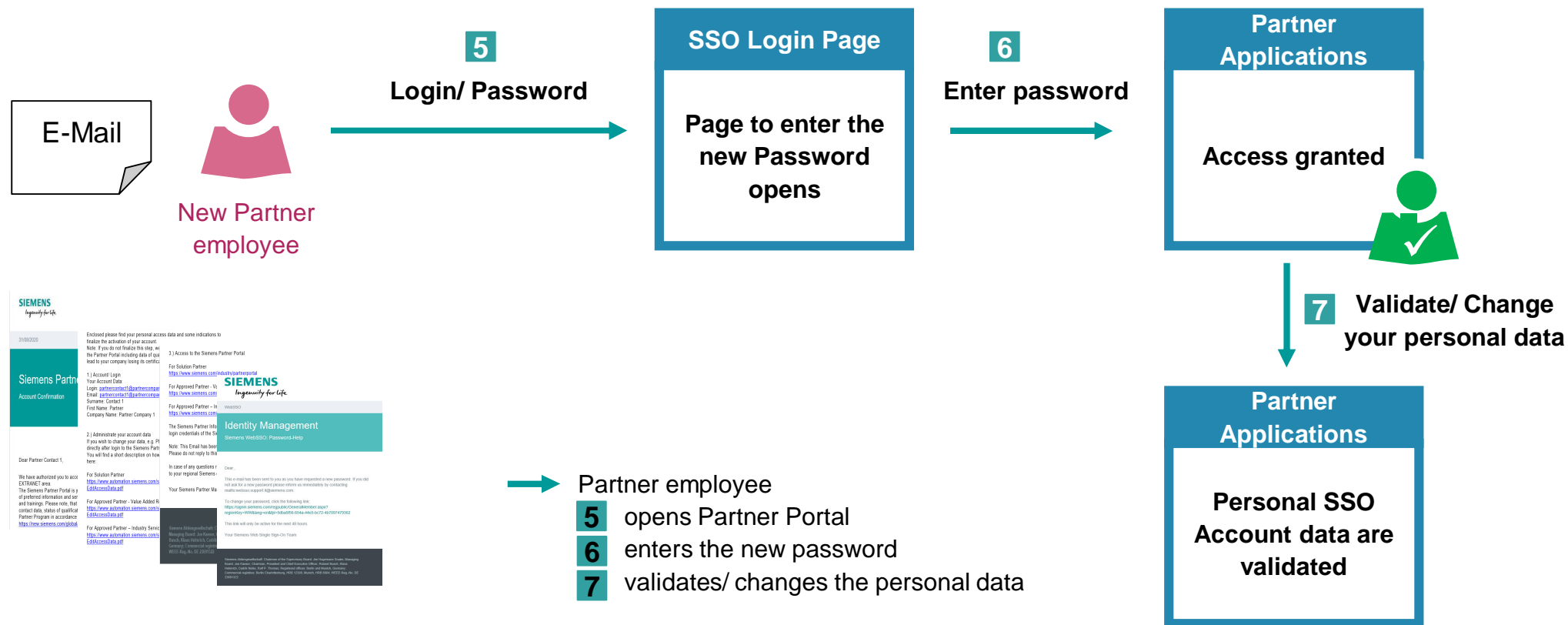


^{*)} new employees can also be registered by the Siemens Partner Manager

1) only when new SSO account is created

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

