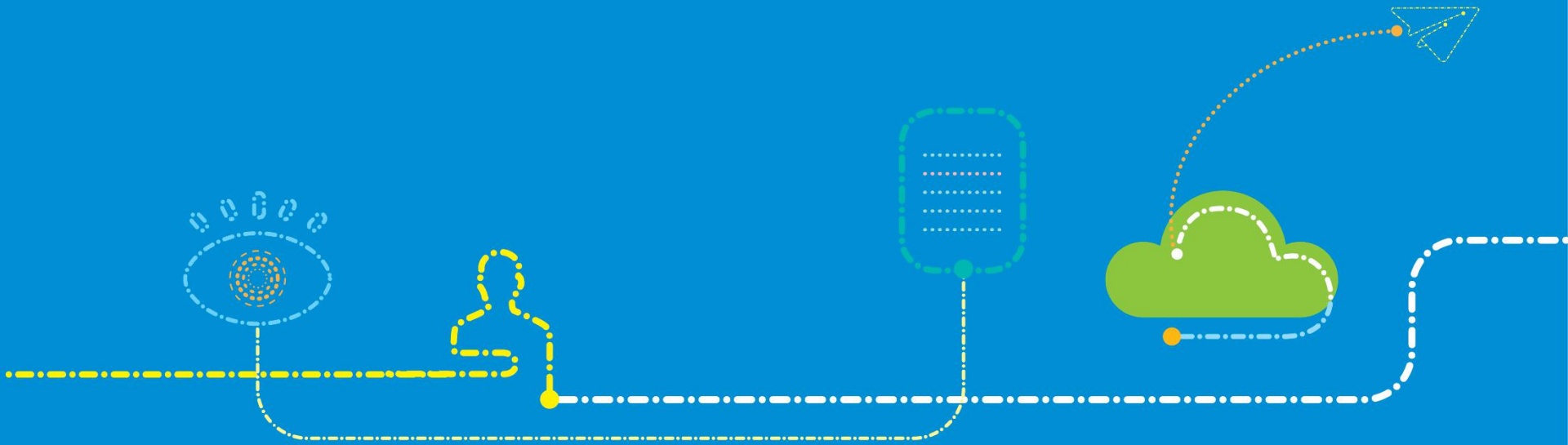
How to Review User Accounts in Support Website

V7.0



Descriptions

Permission reviews are divided into **reviews of advanced users** and **reviews of more authorities.**

1. When a user is registered for the first time, the user can get the permission as a common user, and the system approves the permissions **automatically.**
2. In the case of reviewing an advanced user, the **integrity and accuracy** of the user’s information should be reviewed. In addition, whether the user information **matches** the requested permissions should be reviewed. For example, if a customer that only buys ZTE’s solar equipment wants to view all ZTE products, the request will be rejected.
3. In the case of reviewing other permissions, the user’s request materials should be reviewed to match the requested new permissions. The number of operations depends on the number of requests submitted by the user.
4. After the requested permissions are approved, the system automatically configures the corresponding support group.

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1.Log in Support Website as ZTE Staff

Input support.zte.com.cn and enter.

Click “ZTE Staff Login”.

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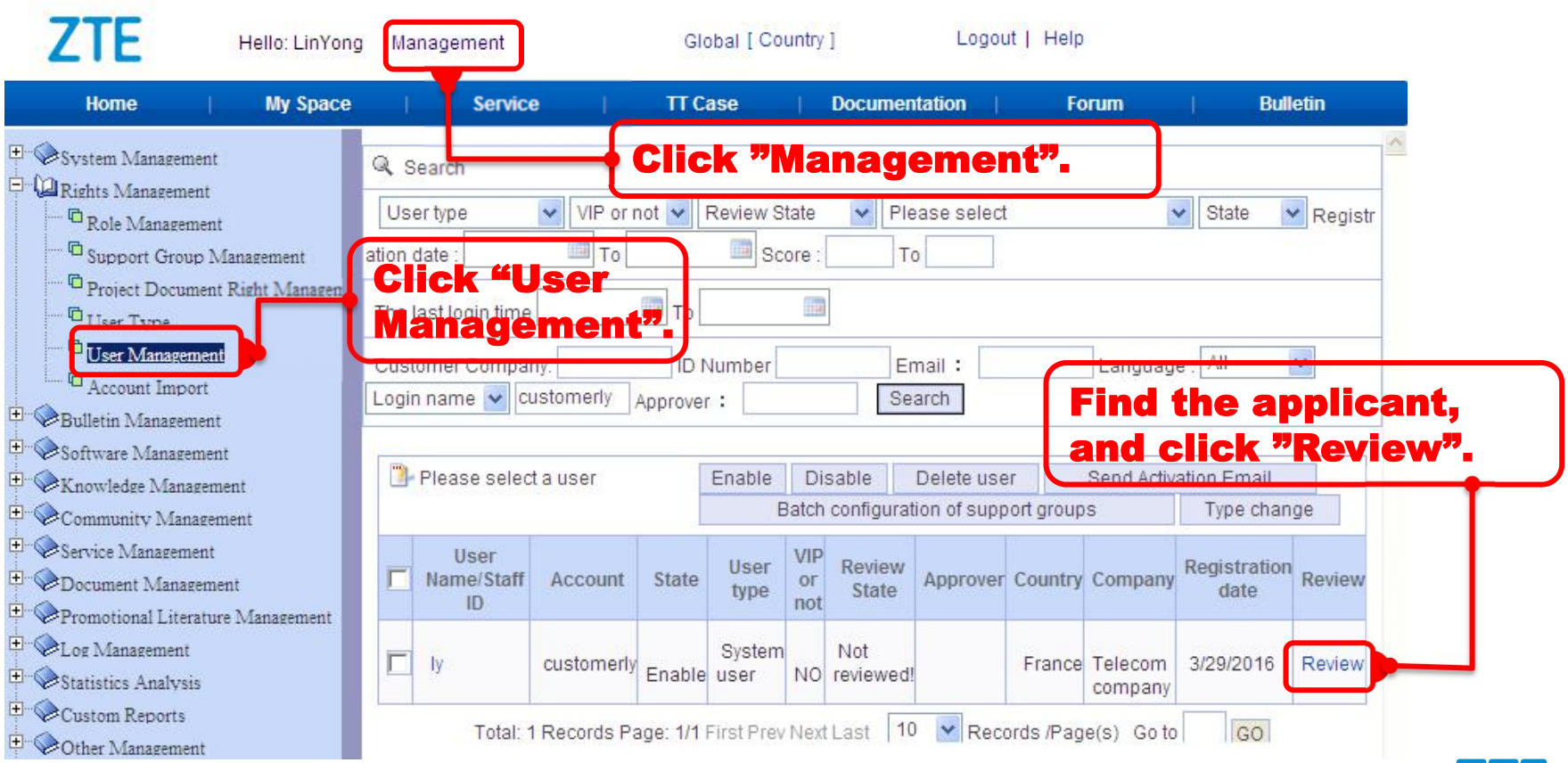
2.Enter User Managemer



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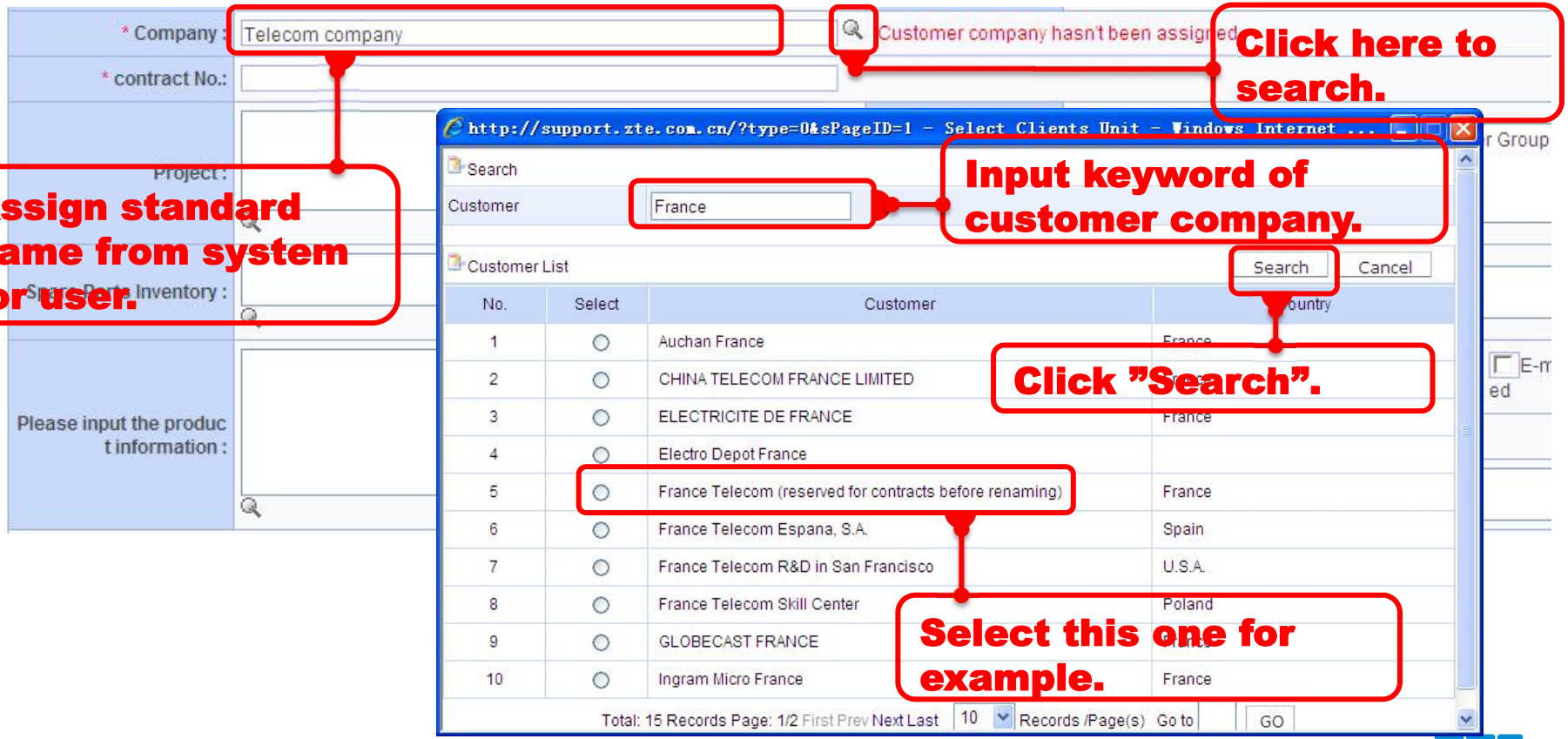
3.Review Advanced User

Notes

The review of an advanced user has the following requirements. If any of the following requirements is not satisfied, the review fails.
If the review fails, the reviewer should click "Failed" and fill in comments about the review.

Applicant items	Requirements
Company Name	Through communication with the user or the corresponding company whose name is specified in the request, it is verified that the company name is already registered in ZTE's system.
Contract No.	It should be consistent with the contract No. registered in ZTE's system.
Training No.	It should be consistent with the trainee No. registered in ZTE University.
ZTE Engineer	Through communication with the ZTE engineer, it is verified that the user is ZTE's customer.
Contract No. of Spare Part Service	It should be consistent with the spare parts contract No. registered in ZTE's system.
Consistency	The review items are consistent with the user's information.

3.Review Advanced User



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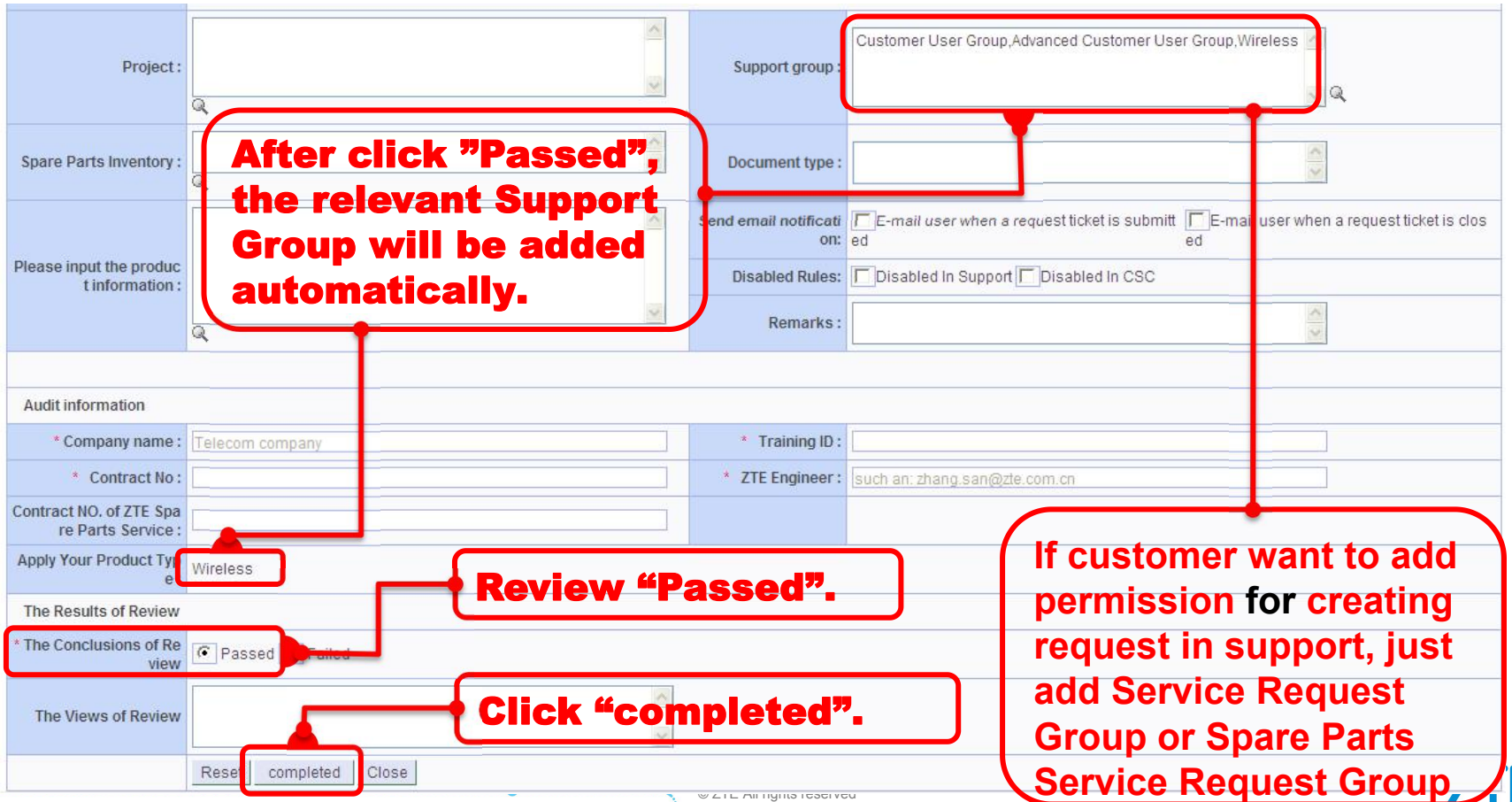

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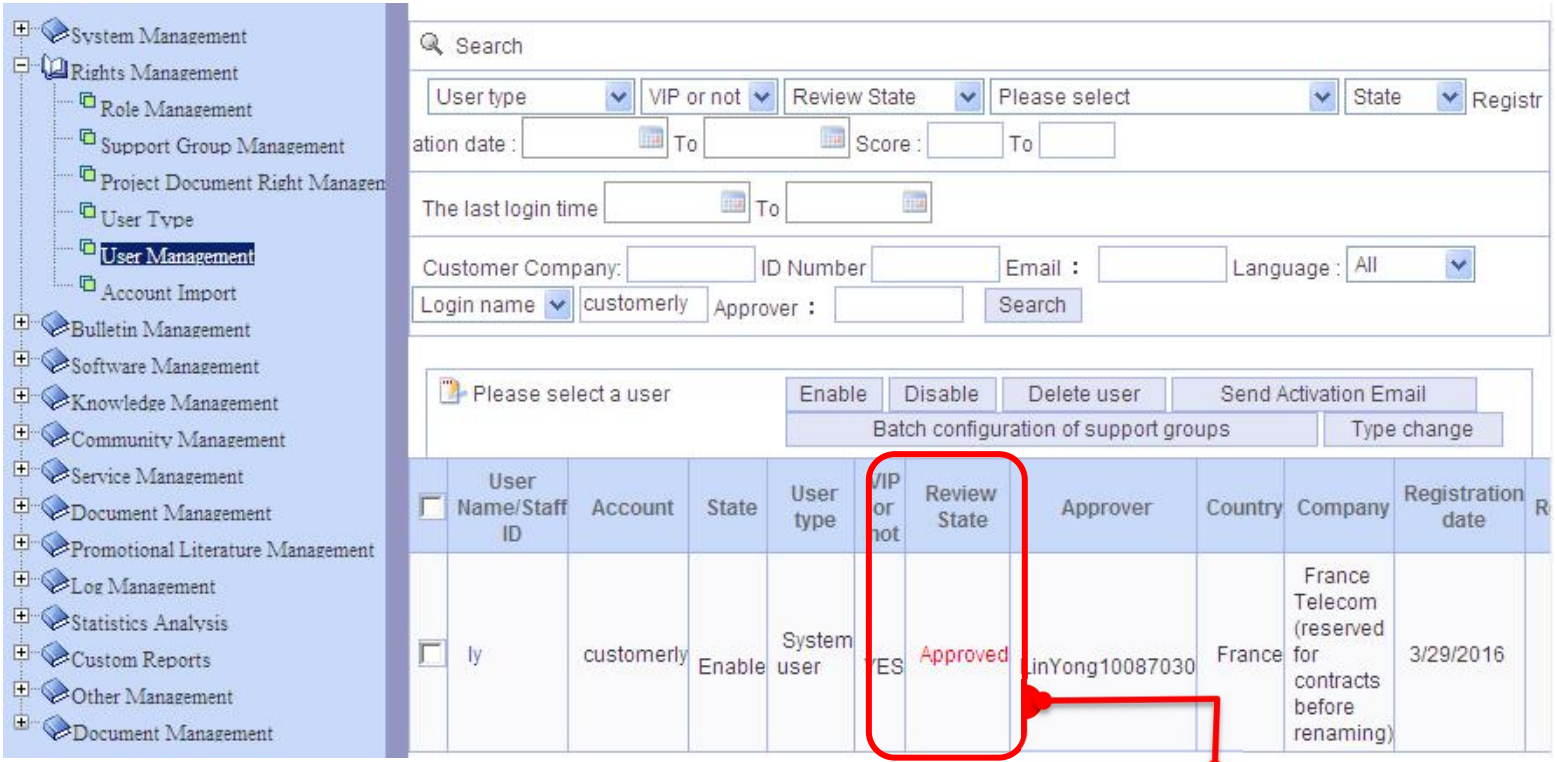

When the conclusion of review is “Passed”, the user will be VIP (Advanced User)and the Review State will be “Approved”.

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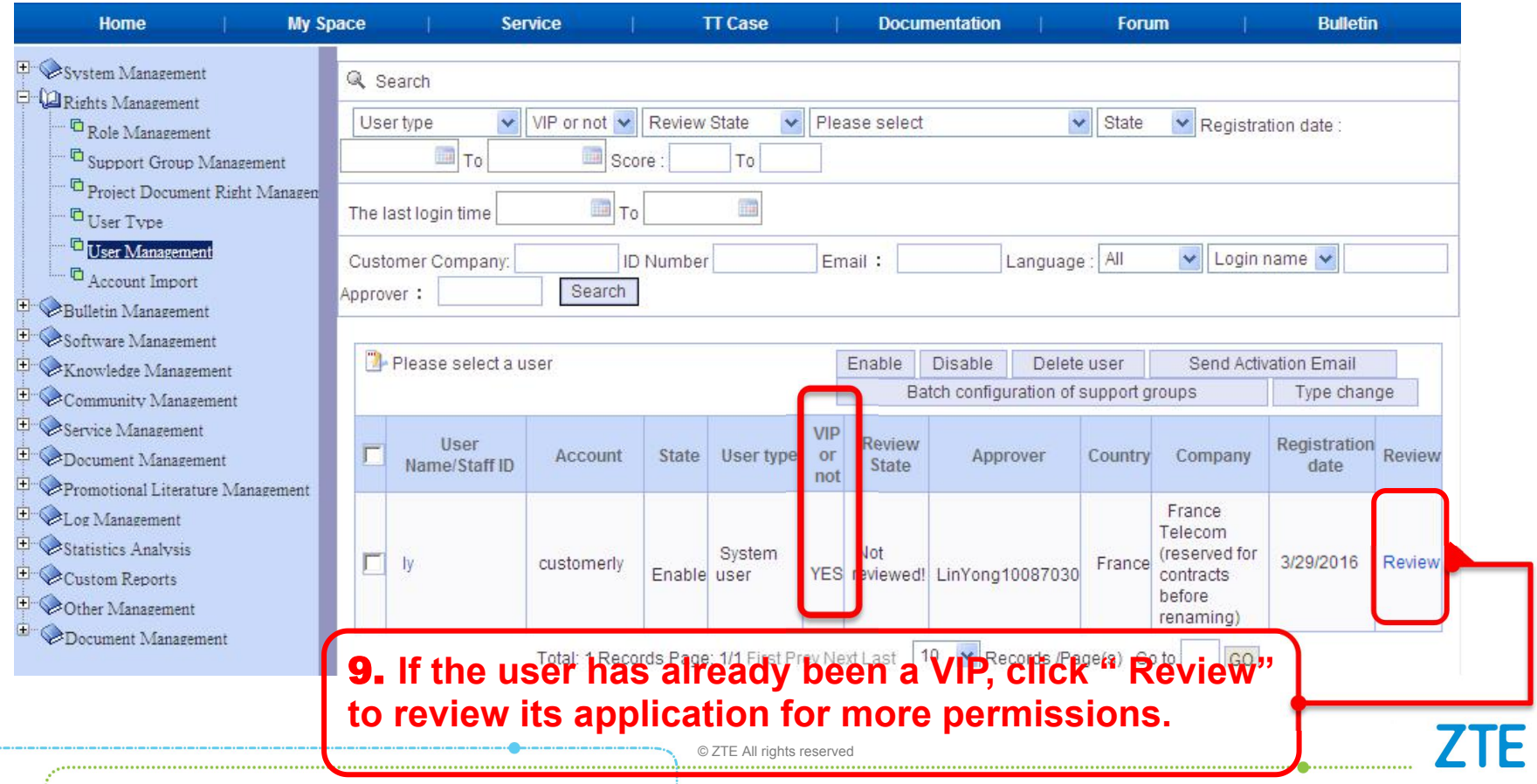
4.Review Application of More Permissions



9. If the user has already been a VIP, click " Review" to review its application for more permissions.

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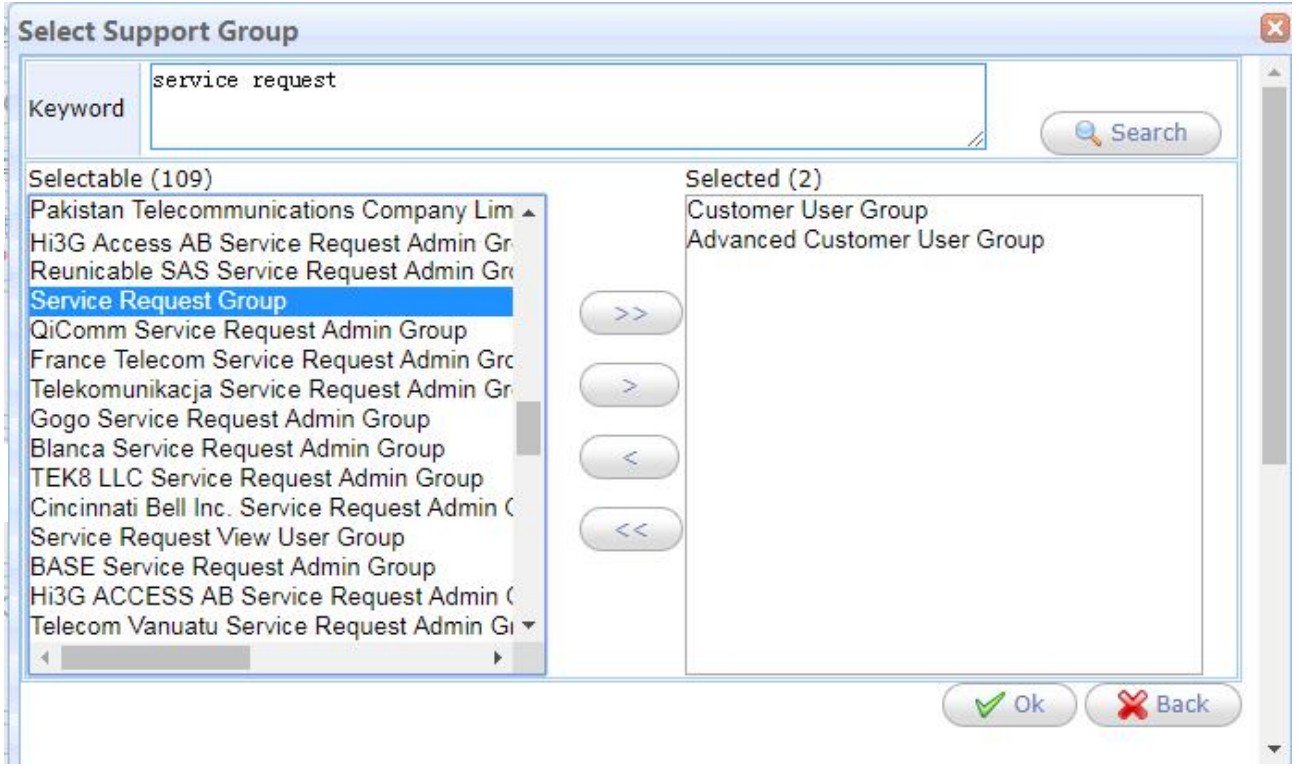
If user apply for Technical Support Service, please add Service Request Group

Apply for Technical Support Service Yes

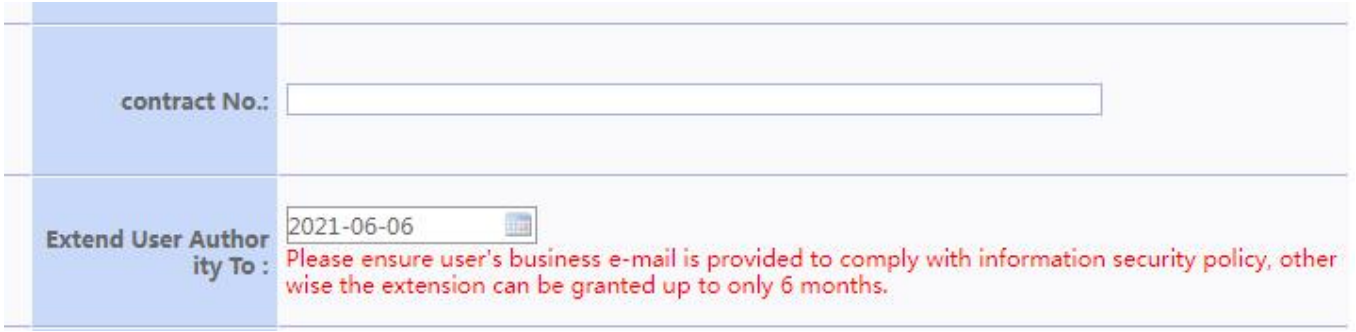
If user apply for Spare Parts Service, please add Spare Parts Group

Apply for Spare Parts Service Yes



4.Review Application of More Permissions

If VIP users apply for extension, please ensure business e-mail is provided, otherwise the extension can be granted up to only 6 months.



Thank you

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