

Accessing o9 Documentation Portal

Quick Reference

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Overview

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This guide outlines the steps for o9 partners and customers to access the **Documentation Portal**. It covers the process for both new and existing users.

- **New Users**: Follow the steps under the <u>New User Sign-up</u>.
- Existing Users: If your email is already registered with o9 (or you already have access to any of the portal such as <u>Partner Portal</u>, <u>Platform Wiki</u>, <u>o9 Community</u>, and <u>o9 Support</u>), see <u>Existing User Sign-in</u>.

Audience

This document is intended primarily for o9 partners and customers.

New User Sign-up

1. Go to the **Documentation Portal** home page and click **Please Click to Login**.

09 Partne	r Portal Sales & Marketin	g - Academy	Community	Support	Platform Docs	- APIs	Methodology	IDB Portal
Revenue		Finance		Suppl	y Chain			
	Welcome to o9	Product Doo		on				
Market Knowledg	ge	Demand Knowledge		Su Knov	pply vledge			

2. On the sign-in page, select **Business Email**.

Sign in To sign in you can use the following options
Business Email
or
o9ers via SSO

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3. Click Sign up now.

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Sign in with your	email address
Email Address	
Password	
Forgot your password?	
Sign in	
Don't have an account?	<u>Sign up now</u>

4. Enter your valid business Email Address and click Send verification code.

Cancel		
Email Add	ress	
	Send verification code	

5. Enter the verification code sent to your email and click Verify code.

Cancel								
Verification code has been sent to your inbox. Please copy it to the input box below.								
@o9solutions.com								
Verification Code								
Verify code Send new code								

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6. If the verification is successful, a message *Email address verified*. You can now continue appears.

Cancel	
E-mail address verified. You can now continue.	
@o9solutions.com	
Change e-mail	

NOTE: If you do not receive the code, click Send new code.

- 7. Complete the following fields:
 - a. New Password: Create your password.
 - b. Confirm New Password: Re-enter your password.
 - c. Country/Region: Select your location.
 - d. Display Name: Enter your preferred display name.

Click Create. You will be directed to the user verification page.

New Password	
Confirm New Password	
Country/Region	
United States	~
Display Name	
Create	

8. Click Send verification code to receive another code via email.

Cancel	
Verification is necessary. Please click Send button.	
Email Address	
m******@o9solutions.com	
Send verification code	
Continue	

9. Enter the code and click **Verify code**. Upon successful verification, a confirmation message appears.

Cancel
Verification code has been sent to your inbox. Please copy it to the input box below. Email Address
m******@o9solutions.com
Verification code
Verification code
Verify code Send new code
Continue

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10. Once verified, click **Continue** to access the Documentation portal.



Existing User Sign-in

- 1. Go to the Documentation Portal home page.
- 2. Click Please Click to Login.
- 3. On the sign-in page, select **Business Email**.
- 4. Enter your registered Email Address and Password.
- 5. Click Sign in and then click Send verification code. A code will be sent to your email.
- 6. Enter the verification code and click **Verify code**.
- 7. Once verified, click **Continue** to access the Documentation portal.

Partner Portal	Sales & Marketing	- Academy	Communi	y Support	Platform Docs	- APIs	Methodology	IDB Portal
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How to raise a support ticket?

In case you encounter issues in accessing the Documentation Portal, you can raise a support ticket by following the steps below.

1. Go to the <u>o9 Support Center</u> page, and click on the **Submit a request** option.

о Я		Submit a request
	Q Search	

- 2. The **Submit a request** page opens. Select the **PartnerOps Ticket Form** option from the drop-down list in the request type field and complete the following fields:
 - a. **CC**: Add the email addresses who need to be informed about the support ticket.
 - b. Organization: Select your organization.
 - c. Support Type: Select the support type as Documentation Portal.
 - d. **Subject**: The subject of the support ticket.
 - e. Description: A brief description of the issue faced.
 - f. Attachments: Any additional attachments/files to support the ticket.

NOTE: The fields with * are mandatory fields.

Submit a request
Please choose a request type below
PartnerOps Ticket Form *
cc
Add emails
Organization *
o9 solutions *
Please tell us which Organization you would like this request associated with. You can change this later.
Support Type*
-
Subject*
Description *
Please enter the details of your request. A memoer of our support staff will respond as soon as possible.
Attachments
Add file or drop files here
Submit

3. Click **Submit** to successfully submit the support ticket.





Contact Us

You can use the following resources to contact us.

For Support

Log into our support site at <u>https://support.o9solutions.com/hc/en-us/</u> or email us at <u>partnerops@o9solutions.com</u>

For Training

Log into o9 Academy for additional learning: https://o9ers-o9academy.talentlms.com/.

To Send Your Comments

If you have any questions or comments about this documentation, email us at <u>documentation@o9solutions.com</u> or visit us at our website: <u>https://o9solutions.com/contact/</u>

To Join Our Community

Click the following links:

- LinkedIn: <u>https://www.linkedin.com/company/o9solutions</u>
- Twitter: <u>https://twitter.com/o9solutions</u>
- Instagram: https://www.instagram.com/o9solutions



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