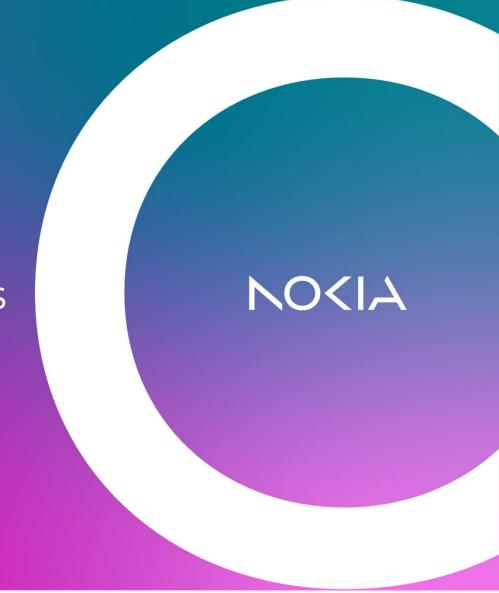# SCPortal
Registration Guide for Suppliers

April 2024

Directions

1. Proceed User Registration (slide 3)

   - *This step shall be skipped if user is already registered due to other contracts.*

   - *There is a <u>separate document</u> with registration steps in details*

2. First SCPortal Page (slide 4)

3. Request SCPortal Application Roles (slide 5)

4. Bookmark for daily use to <u>https://my-home.nokia.com/portal/group/scportal</u>

5. Do read and follow documents in SCPortal Help

   - *Quick User Guide*
   - *SCPortal FAQ*

NOKIA

User registration

- 1. Follow URL https://www.nokia.com/suppliers/scportal

    Enter registration page URL (Click here to Register for Access)
    https://online.networks.nokia.com/newaccount/email.faces

- 2. Proceed registration wizard

  - Click URL https://customer.nokia.com

  - Select 'Support Portal'

  - Click 'Register'

  - Use external **Quick Reference Guide** document and follow the registration wizard

  - Ensure settings below are selected:

- **Access Selection:** SUPPLIER ACCESS
- **Service Selection:** SC Portal

- 3. Complete registration wizard and **CLOSE BROWSER** when all is done

- 4. Open URL: https://my-home.nokia.com/portal/group/scportal

- 5. Proceed next page

NOKIA

First SCPortal Page

New Users shall be redirected to SCPortal Open https://my-home.nokia.com/portal/web/scportal
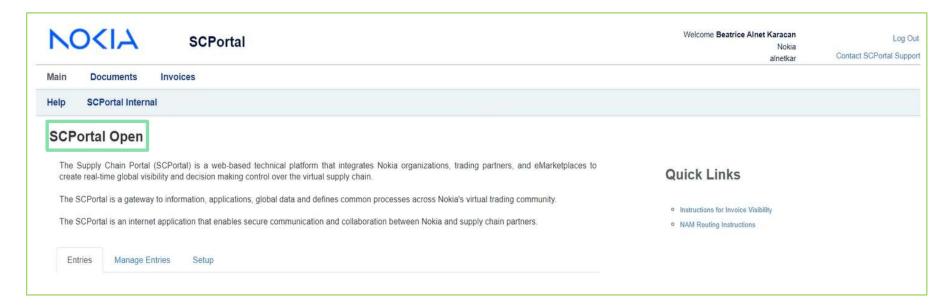

Stop Here if all was fine and you use **SCPortal** to check invoice status or access open documents

If you need more roles – proceed **Request SCPortal Application Roles** (go to next page)

NOKIA

First SCPortal Page

New Users shall be redirected to SCPortal Open https://my-home.nokia.com/portal/web/scportal
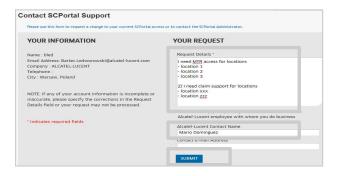

Stop Here, if all was fine and you use **SCPortal** to check invoice status or access open documents.
If you need more roles – proceed **Request SCPortal Application Roles** (go to next page).

 | Insert appropriate information classification. Apply document ID (if applicable).

Request SCPortal Application roles

- Click <u>Contact SCPortal Support</u>
- Fill the form with mandatory information
  - Roles/tasks you need (MTR, Claim, affected locations etc.)
  - Business reason
  - Contact Person in Nokia (business user, sponsor)

- Examples *(please use **real** NOKIA names)*
- *I participate in rebalancing for Flex Guad, and Flex Tatabanya*
  *Contact: **Richard Gere***
- *I need access to invoices for FLEX, Contact: **Tim Burton***
- *I support CLAIMS for FLEX GUAD, Contact: **Maria Callas***
- *I'm price manager for ASB, Contact: **Gina Lollobrigida***

- Click SUBMIT

Internal SCPortal Page

Wait for confirmation email on your application roles request

- At next SCPortal visit explore Internal SCPortal and/or upgraded application roles
- New User MUST login to SCPortal within 14 days after creation else enhanced roles will be removed automatically
- Internal SCPortal Users will reach Internal (full) SCPortal Main Page

https://my-home.nokia.com/portal/group/scportal

Bookmark for daily use

NOTE YOUR LOGIN

This is INTERNAL SCPortal

In case of issues

1. You have registration problem with emails, validation questions, missing email etc.

- Get in touch with support.portal@nokia.com

2. You have problem with missing roles, missing locations or unexpected results or reports

- Click Contact SCPortal Support
- Fill the form with error description
- Click SUBMIT
- Wait for email from SCPortal Team

3. Your browser seems to lock, page is not responsive, results are unpredictable or any other error – CLEAR BROWSER'S CACHE

- Click CTRL+SHIFT+DEL
- Select Time Range: ALL/Everything
- Check elements specific to your browser: IE/FF/Chrome
- Execute change
- Close browser entirely (all tabs)
- Try again

Mozilla Firefox

Internet Explorer

Google Chrome

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