

SYSTEM CENTRAL 3.0 INSTRUCTIONS

TABLE OF CONTENTS

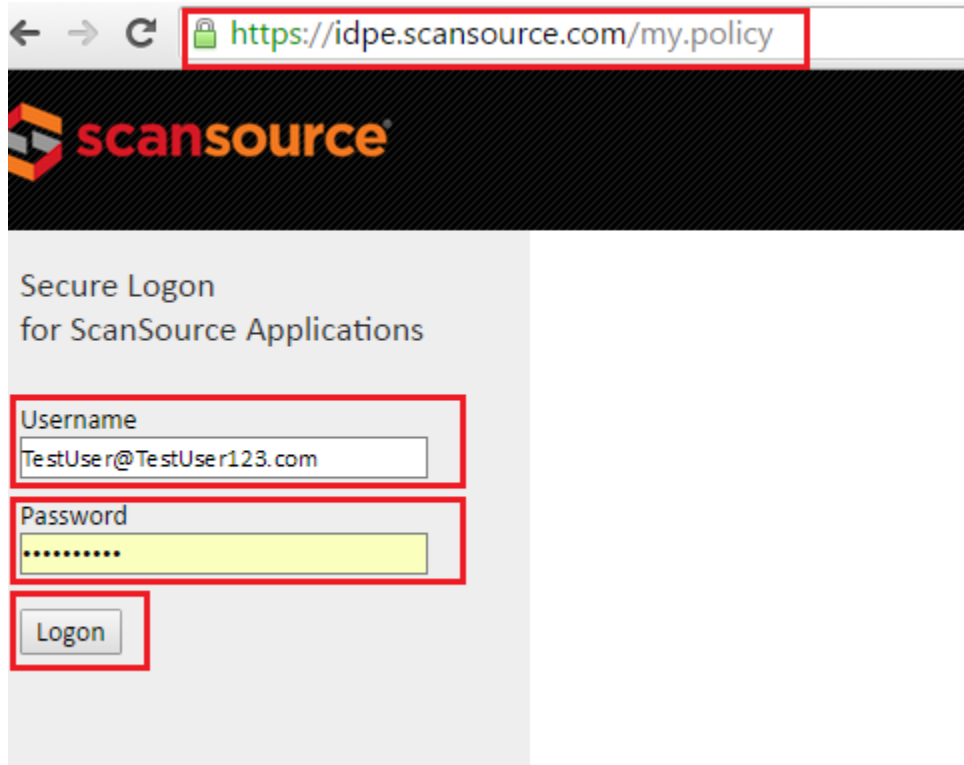
- Logging In..... [PG 2](#)
- Forgot Password..... [PG 3](#)
- Searching..... [PG 5](#)
- Quick Links..... [PG 5](#)
- Query & Change Function..... [PG 6](#)
- Creating Quotes & Orders..... [PG 7](#)
- FAQ's
 - Why System Central 3.0?..... [PG 8](#)
 - Did the URL change?..... [PG 8](#)
 - What are the main differences between 2.0 and 3.0?... [PG 8](#)
 - What are some changes to the existing fields?..... [PG 9](#)
 - Will my data be migrated from 2.0 to 3.0?..... [PG 9](#)
 - Can I still replicate a log in System Central 3.0?..... [PG 9](#)
 - Can I delete an attachment?..... [PG 9](#)
 - What is required for Upgrades & Expansions?..... [PG 10](#)

Experiencing Issues? Contact your sales rep at **800-790-2029** to get a Help Desk ticket submitted.

LOGGING INTO SYSTEM CENTRAL 3.0

ScanSource's NEW System Central 3.0 uses the **ScanSource Single Sign On (SSO)*** password model. If you do not currently have a ScanSource SSO, please contact your sales rep before beginning this process. *(Please note that this is different from your old System Central 2.0 password – that password will not change)* (ScanSource employees should be using their 'morning SSO login/password')

1. Go to the new System Central 3.0 at <https://systemcentral.scansource.com/> (**We recommend saving this URL to your favorites**) and click on "Login" in the top right corner.
2. You will be routed to a Secure Logon page that asks for your USERNAME and PASSWORD. Complete the fields using your ScanSource SSO credentials (your email address is your username) and click "logon".



The screenshot shows a web browser window with the address bar containing <https://idpe.scansource.com/my.policy>. Below the address bar is the ScanSource logo. The main content area is titled "Secure Logon for ScanSource Applications". It contains a form with three red-bordered boxes: a "Username" field with the text "TestUser@TestUser123.com", a "Password" field with masked characters "*****", and a "Logon" button.

*Note: This secure logon page will not work as a direct link to System Central 3.0, so we do not recommend saving this to your favorites. For a direct link, please refer to Step 1.

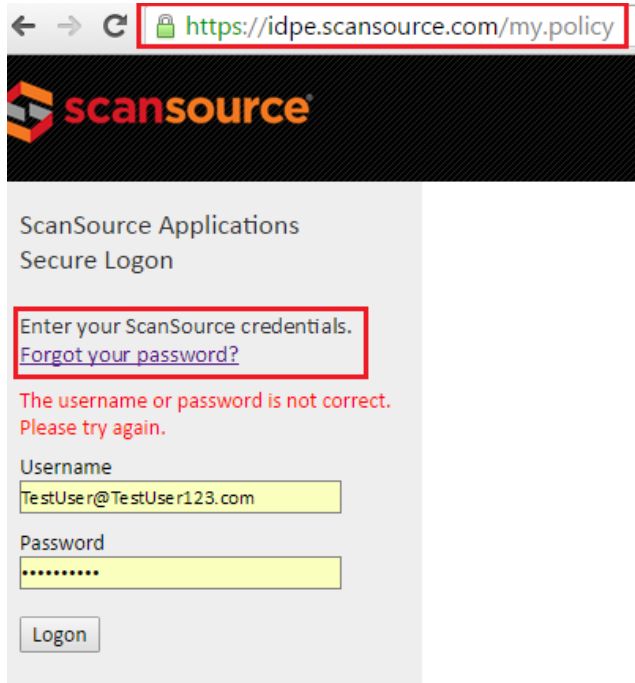
3. You will then be routed back to the main System Central 3.0 homepage, where you should see "Hello [YourUsername@YourEmailAddress.com!](#)" in the top right corner to help confirm you are logged in.

Experiencing Issues? Contact your sales rep at **800-790-2029** to get a Help Desk ticket submitted.

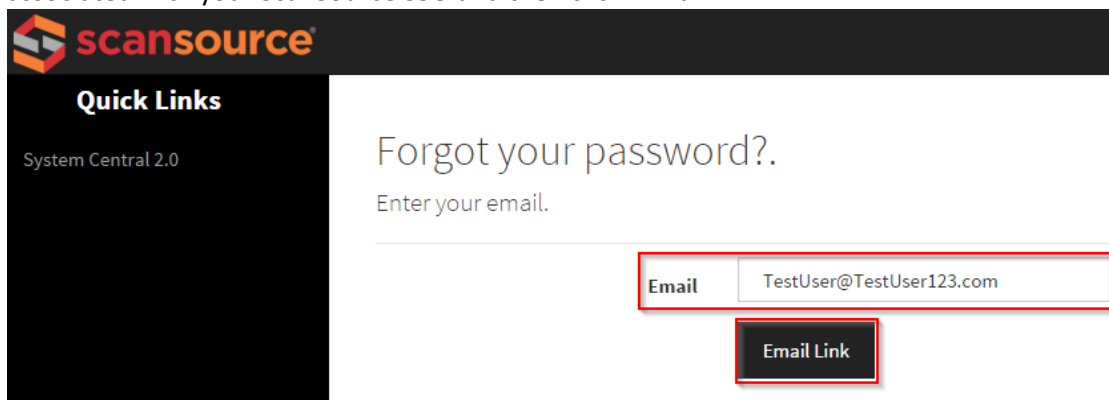
FORGOT PASSWORD

ScanSource's NEW System Central 3.0 uses the **ScanSource Single Sign On (SSO)*** password model. If you know that you have a ScanSource SSO, but cannot recall the password, please follow the below steps. (ScanSource employees should be using their 'morning' SSO login/password. If you forget, follow standard internal process to reset your 'morning login/password')

1. Go to the new System Central 3.0 at <https://systemcentral.scansource.com/> (**We recommend saving this URL to your favorites**) and click on "Login" in the top right corner.
2. You will be routed to a Secure Logon page that asks for your USERNAME and PASSWORD. Click the "Forgot your password" hyperlink.



3. You will be rerouted to a page that asks for your email address. Enter the email address associated with your ScanSource SSO and then click "Email Link."



4. Check your email inbox for an email from systemcentral3@scansource.com (check spam filter if it does not arrive), and then click on the hyperlink in the email.

Experiencing Issues? Contact your sales rep at **800-790-2029** to get a Help Desk ticket submitted.

- You will then be routed back to System Central 3.0, where you will enter your email address (which is your USERNAME) and your NEW preferred password in the “password” and “confirm password” fields, then click “reset.” (Please refer to PASSWORD TIPS below)

← → C <https://systemcentral.scansource.com/Account/ResetPassword?userId=6037d583-6c65-498e-a8d0-16092114fc2e&code=>

System Central

Quick Links

- Avaya BPCC / registration
- Avaya EOS Aura 6.x License Bndl
- Avaya LOA Form (Letter of Agency)
- Avaya Price Change (10.10.15)
- Avaya Price Change (11.07.15)
- Avaya Price Change (11.1.14)
- Avaya Price Change (11.4.13)

Reset password.

Reset your password.

Email

Password

Confirm password

Reset

- Once reset, you should see a message that says “Your password has been reset. Please click here to log in.” Click the link to be routed back to the main login page, where you can now login with your new ScanSource SSO credentials.



PASSWORD TIPS:

- At least 10 characters long
- At least one uppercase letter (i.e., A-Z)
- At least one lowercase letter (i.e., a-z)
- At least one number (i.e., 0-9)
- At least one special character (i.e., \$ % ^ & * () _ +)

**Your ScanSource SSO password can also be used for other ScanSource portals that use the ScanSource SSO password model, such as FastPath. Having an SSO does not automatically give you access to all ScanSource portals, you must request access through your ScanSource rep. Please keep in mind that any time you change your ScanSource SSO password, it will automatically apply that change to all ScanSource portals that you are signed up with.*

Experiencing Issues? Contact your sales rep at **800-790-2029** to get a Help Desk ticket submitted.

SEARCH FUNCTION

Use the quick search function in System Central 3.0 to jump to your records quickly! When you are logged in, you will see multiple search fields in the upper left corner. To use, simply type a keyword in the respective field, and then hit enter.



TIP: If you are experiencing issues when searching, make sure the “Only my configs” box is unchecked.




TIP: For another way to jump directly to a specific log, type the log # at the end of this URL in your browser navigation bar: <https://systemcentral.comscansource.com/quote/edit/#>

QUICK LINKS

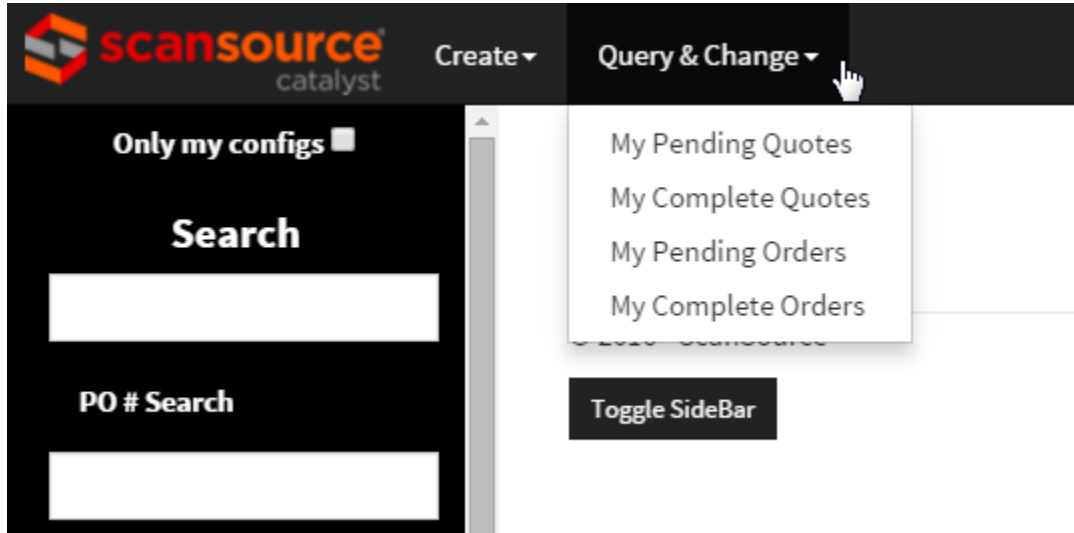
Formerly found on the left sidebar of the old System Central, System Central 3.0 now features some of our most frequently visited sites, broken down by category, in the center of the Homepage. To view more Quick Links, simply click the “View All” button, and the full list will drop down. To visit any of the quick links, simply click on the preferred link and it will open in a new browser.


AVAYA LINKS	CATALYST LINKS	PRICE SHEETS
<ul style="list-style-type: none"> Avaya Sales & Partner Portal Avaya One Source (GPPC, PLDS, MMPP, etc.) Avaya Support (EOS, PCNs, etc.) Avaya Global Registration Tool (GRT) Avaya IP Office Knowledgebase <p>VIEW ALL</p>	<ul style="list-style-type: none"> ScanSource Avaya Microsite ScanSource OMNI+ ScanSource Configuration Tool ScanSource Fast Catalog ScanSource Avaya Prof & Edu Services <p>VIEW ALL</p>	<ul style="list-style-type: none"> Avaya Price Change (11.12.16) Avaya Price Change (10.08.16) Avaya Price Change (8.27.16) Avaya Price Change (6.11.16) Avaya Price Change (5.7.16) <p>VIEW ALL</p>

Experiencing Issues? Contact your sales rep at **800-790-2029** to get a Help Desk ticket submitted.

QUERY & CHANGE FUNCTION

Use the “Query & Quotes” option located in the top left navigation bar to view your existing Quotes and Orders that have previously been created.



 **TIP:** You can filter the query by selecting “Order Type” and then “Status” when in the Search Results page.

My Pending Orders Search Results

Order Type: Status:

Showing 1 to 3 of 3

Log Number	Log Type	Name	Company	Contact	Distributor Sales Rep	Created On	Last Modified On	Last Modified By	Status	Rush Order
2551	Order	Scansource Test Customer	Scansource Test Customer	Michael James	Michael James	10/12/2016 11:07:25 AM	10/12/2016 11:07:25 AM	Reseller Sales rep 3	Waiting On Reseller	<input type="checkbox"/>
2550	Order	Scansource Test Customer	Scansource Test Customer	Michael James	Michael James	10/12/2016 11:06:42 AM	10/12/2016 11:06:42 AM	Reseller Sales rep 3	Waiting On Reseller	<input type="checkbox"/>
1924	Order	Scansource Test Customer	Scansource Test Customer	Michael James	Michael James	9/10/2016 10:35:40 PM	9/10/2016 10:35:40 PM	Reseller Sales rep 3	Waiting On Reseller	<input type="checkbox"/>

Showing 1 to 3 of 3

© 2016 - ScanSource

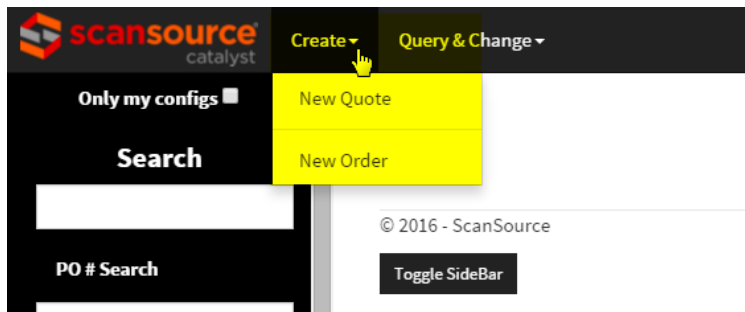
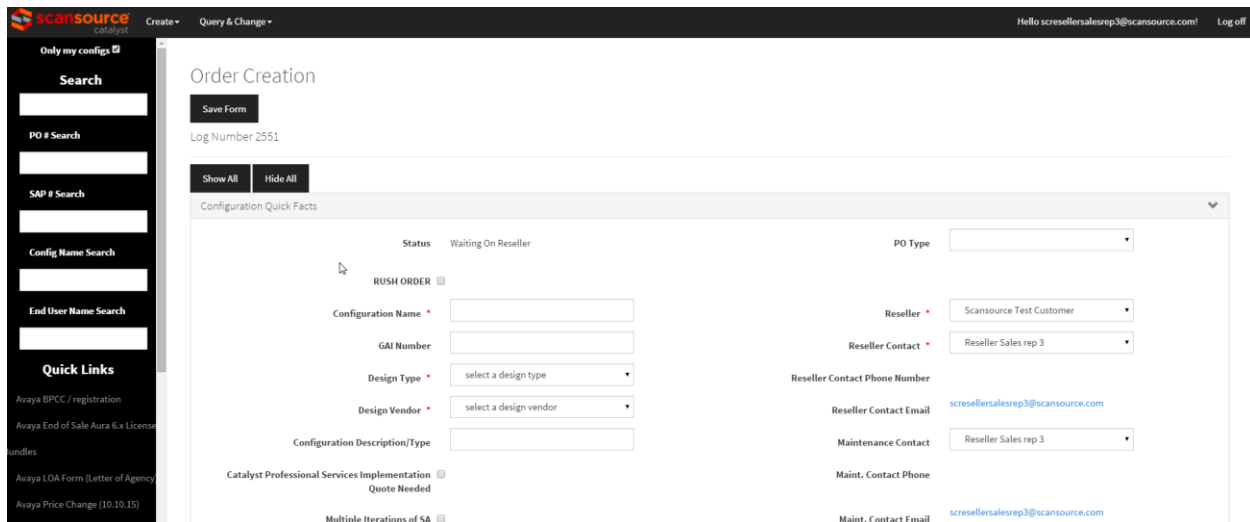
Experiencing Issues? Contact your sales rep at **800-790-2029** to get a Help Desk ticket submitted.

CREATING QUOTES AND ORDERS

Use the “Create” option located in the top left navigation bar to create new Quotes and Orders. To create, simply select either the quote or order form, and then complete all required fields (denoted with an *) on the respective form.



TIP: To send a log through a workflow, you must first select the required Workflow dropdown option **before** clicking the “Save Form” button in order for it to trigger the log route to the appropriate team. To save a new or revised form without triggering a workflow, simply click the “Save Form” button without selecting a Workflow dropdown option.

Order Creation

Save Form

Log Number 2551

Show All Hide All

Configuration Quick Facts

Status: Waiting On Reseller

RUSH ORDER

Configuration Name *

GAI Number

Design Type *

Design Vendor *

Configuration Description/Type

Catalyst Professional Services Implementation

Quote Needed

Multiple Iterations of SA

PO Type

Reseller *

Reseller Contact *

Reseller Contact Phone Number

Reseller Contact Email scresellersalesrep3@scansource.com

Maintenance Contact

Maint. Contact Phone

Maint. Contact Email scresellersalesrep3@scansource.com

Experiencing Issues? Contact your sales rep at **800-790-2029** to get a Help Desk ticket submitted.

WHY SYSTEM CENTRAL 3.0?

System Central 3.0 has the same great functionality as the former 2.0 version, but was built on a newer, more developer-friendly platform to allow mobile viewing and future improvements.

DID THE URL CHANGE?

Yes! The new System Central 3.0 platform lives on a new URL, so please be sure to save it to your favorites and label it accordingly. We do have quick links in the left side navigation of both systems in case you need to visit the other site.

- To log into System Central **3.0** visit: <https://systemcentral.scansource.com/>.
- To log into System Central **2.0** visit: <https://systemcentral.scansourcecatalyst.com/>

WHAT ARE THE MAIN DIFFERENCES BETWEEN 2.0 & 3.0?

While the core functionality of System Central has not changed, we do have some improvements that are worth pointing out:

- 1) System Central 3.0 uses the ScanSource SSO model, whereas System Central 2.0 still uses the password that you created uniquely for System Central 2.0. Your System Central 2.0 password did not change. Refer to “[LOGGING INTO SYSTEM CENTRAL 3.0](#)” section.
- 2) The Quick Links have moved from the left side navigation, to the middle of the Home Page. This is now more organized and broken out by category. Refer to “[QUICK LINKS](#)” section.
- 3) System Central 3.0 allows you to upload multiple attachments at one time as well as delete an attachment. Refer to “[CAN I DELETE AN ATTACHMENT](#)” section.
- 4) Workflows are now triggered by the “save” button, whereas System Central 2.0 required an extra step to “submit.” Refer to “[CREATING QUOTES & ORDERS](#)” section.
- 5) Field names have been updated to reflect as ERP instead of FACTS.
- 6) System Central 3.0 has multiple Radio Buttons in the “Order Information” section (about halfway through the “Create Order” page) that requires you to check all boxes that apply to your order.

Order Information

Authorization

Master Special Bid

Promotion

Special Bid On Retail

Special Bid

Experiencing Issues? Contact your sales rep at **800-790-2029** to get a Help Desk ticket submitted.

WHAT ARE SOME CHANGES TO THE EXISTING FIELDS?

A few enhancements have been made to the existing fields that are worth noting:

- 1) The “FACTS Software/Hardware Order Number” is now referred to as the “ERP Software/Hardware Order Number.”
- 2) The “QUOTE #” field is now required.
- 3) The Special Bid “Yes or No” box has been changed to Radio Buttons.
- 4) “Distributor PO #” and “ScanSource PO # to Avaya” fields are now viewable Resellers.
- 5) The “PO” field is listed on both the Quote and Order Forms. It is NOT required on the Quotes Form, but IS required on the Order Form. Both forms use the same design formatting structure.
- 6) Via West is now located under Cloud.
- 7) You must now select the appropriate fields for:
 - a. Design Vendor
 - b. Support Contract Type
 - c. Order Information options (ie: Authorization, Promotion, etc.)

WILL MY DATA BE MIGRATED FROM 2.0 TO 3.0?

No, historical data will NOT be migrated from System Central 2.0 to 3.0. However, we will be storing 5 years of data in 2.0 so that you can refer back to old data. We have placed a quick link to System Central 2.0 on the left navigation menu in System Central 3.0 for easier access.

CAN I STILL REPLICATE A LOG IN SYSTEM CENTRAL 3.0?

Yes, a log can be replicated in System Central 3.0 – simply tell it what type of information you want carried to the new log. As a best practice, we strongly recommend that you change the Config Name immediately after replicating the log, and then clicking “save” to prevent someone from thinking the replicated log is the original log.

CAN I DELETE AN ATTACHMENT?

Yes, System Central 3.0 does allow you to delete an attachment if uploaded by mistake, but only before you “save” the log. Once the log is “saved,” attachments cannot be deleted.

Experiencing Issues? Contact your sales rep at **800-790-2029** to get a Help Desk ticket submitted.

WHAT IS REQUIRED FOR UPGRADES & EXPANSIONS?

Upgrades, expansions and/or additions to existing Avaya Switches require the following information:

- 1) Below traditional switch reports (pulled directly from the switch)
 - a. Display System-Parameters Customer-Options
 - b. List Configuration All
 - c. List Media Gateway (if applicable)
 - d. List Survivable Processor (if applicable)
- 2) End-User Sold-To number and zip code (so we can do a current contract search)



NOTE: Heritage Nortel migrations to Avaya Aura also require Serial ID

If you have a Letter of Authorization (LOA) from your end user, we can accept reports pulled from Avaya's ACSBI maintenance tool:

- 1) ASD Config Report
- 2) List Configuration All
- 3) SAP ZTSV Report
- 4) QPR Report

Experiencing Issues? Contact your sales rep at **800-790-2029** to get a Help Desk ticket submitted.