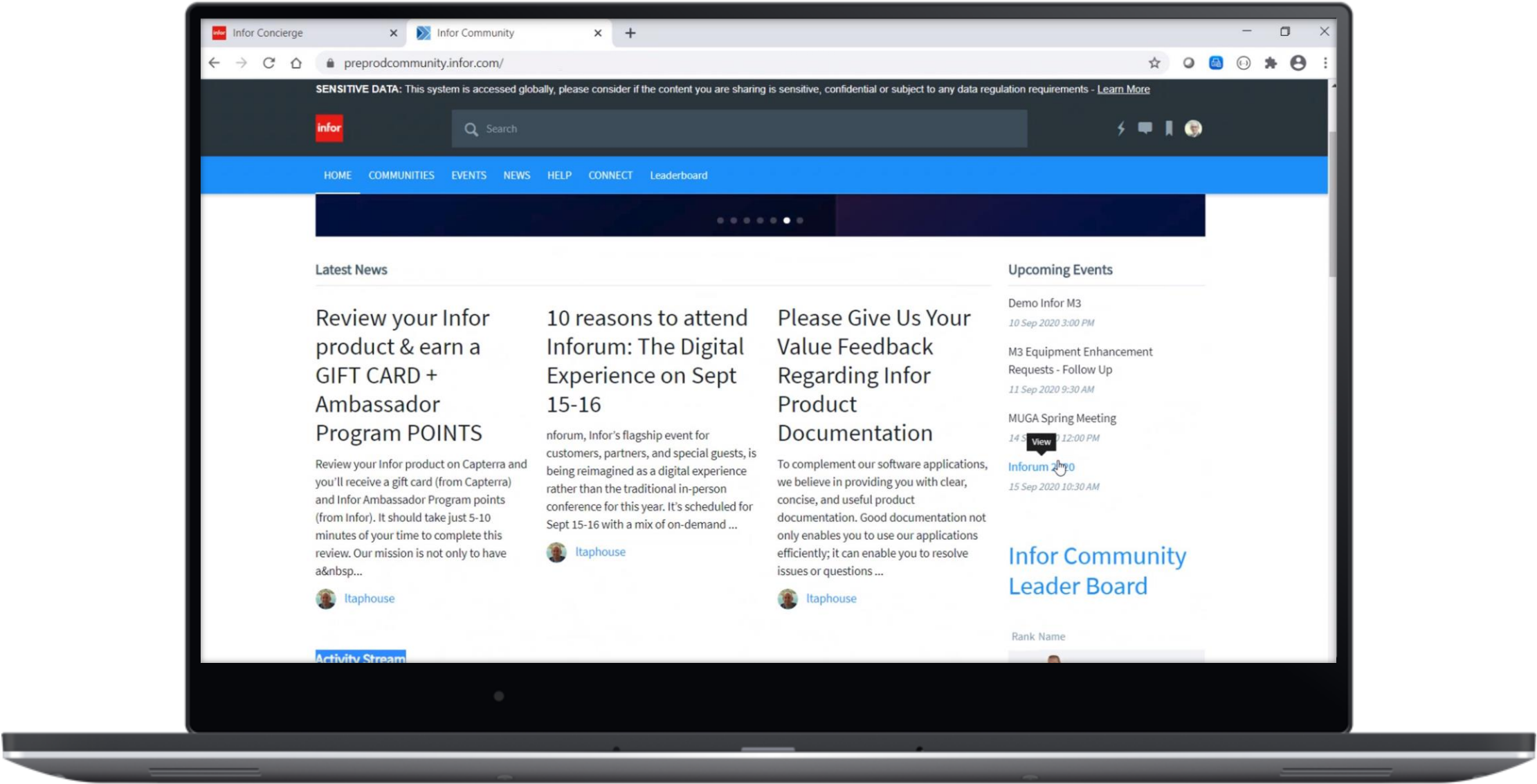INFOR COMMUNITIES

Getting started with Infor Community
USER GUIDE

Welcome!

New Community Access

- You must have access to Concierge to also be part of a user community

- Reach out to your company's support portal Admin to give you access to Concierge

- Link to support portal help: Link

- Concierge Trouble shooting link: Link

How to Join Concierge

- Link

https://concierge.infor.com

Copy and paste into your browser

Some important notes about this migration

- If you are not currently a member of Concierge.infor.com – please join today or reach out to your contact admin to have them add you.

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Concierge

Email *

Password *

SIGN IN

☐ Remember Email

Reset my password

Don't have an account? Sign up now

Browser Support

- If you are a member, you do not need to do anything further

Contact Admin Instructions

CustomerExperienceTeam@infor.com

For Contact Administrator only - How to create a new user who will only have access to Communities?

- Go to Concierge and select Manage Contacts.
- Create a user with the following options:
- Primary Product Line: Infor Concierge
- Role Template: Restricted
- All Products: "Off"
- Product Lines: "Infor Concierge" and "Infor Support Portal – Customer Care".

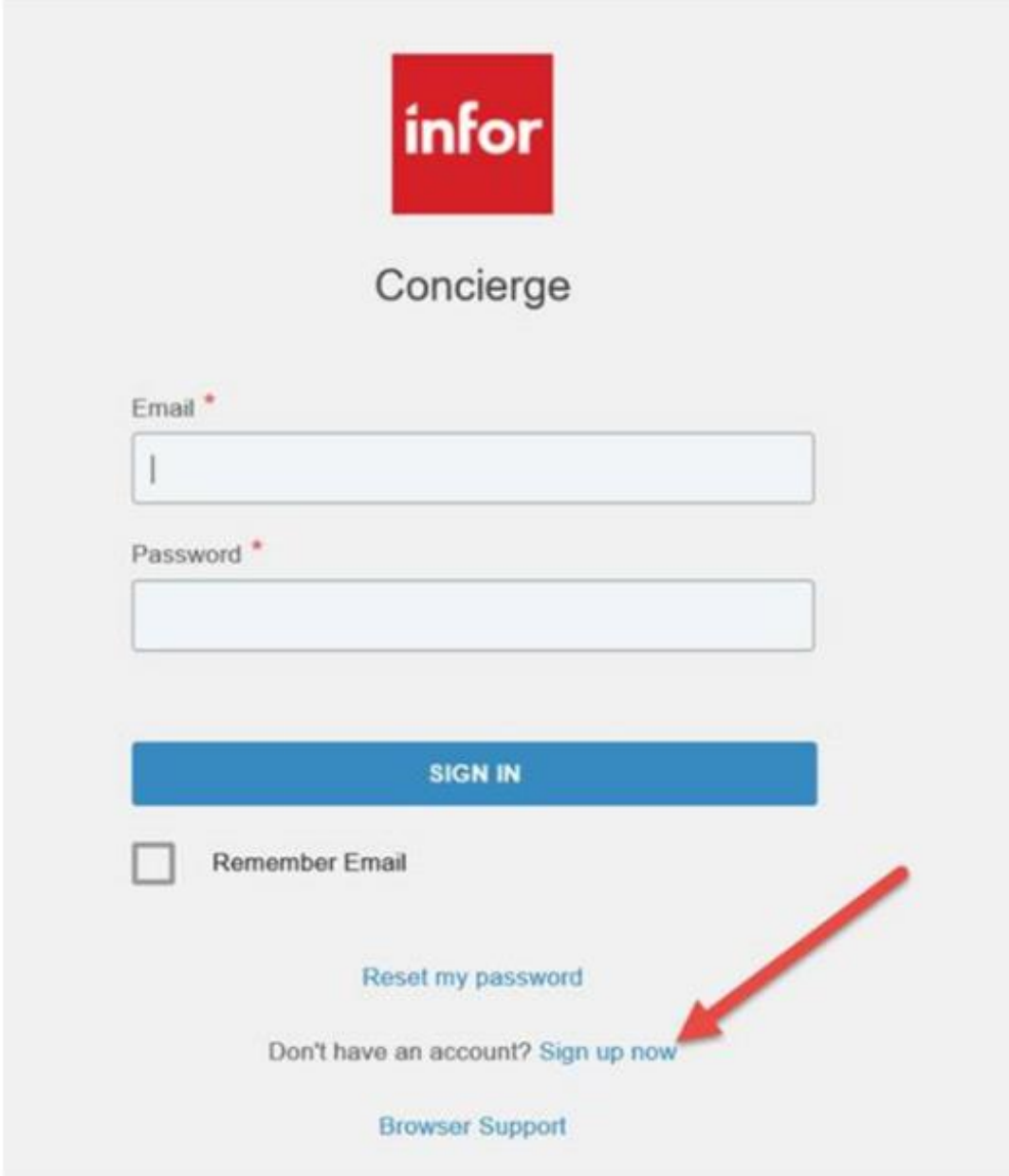This means that the users only have access to Infor Concierge and Infor Support Portal product lines. The users will not be able to view or edit any other Incidents logged for the company. They will still see 'Add Incident' but can only log for the two product lines above. If the user does search for incidents – it does show them, the summary, but they cannot open the incidents.

We appreciate your support and hope that you are as excited as we are about the launch of this new platform. Your participation and engagement enables us to grow, innovate and build better outcomes for you.

If you have questions, please contact CustomerExperienceTeam@infor.com

Getting to Know Infor Concierge (eLearning)

- Employee SSO link: https://campus-samlmingle.infor.com/Saba/Web_spf/NA3P1PRD0027/common/ledetail/01_0130000_EEN1065_LSU/latestversion

- Customers/Partners in the U.S.:
  https://campus.infor.com/Saba/Web_spf/NA3P1PRD0027/common/ledetail/01_0130000_EEN1065_LSU/latestversion

- Customers/Partners outside the U.S.: https://campus-nonus.infor.com/Saba/Web_spf/NA3P1PRD0027/common/ledetail/01_0130000_EEN1065_LSU/latestversion

- Link to Campus to Register- https://campus.infor.com/Saba/Web_wdk/NA3P1PRD0027/index/prelogin.rdf

This course is free, however access to Campus must be requested by following the links above to get login credentials.

Concierge Navigation

- From the Concierge page – see the Communities Widget
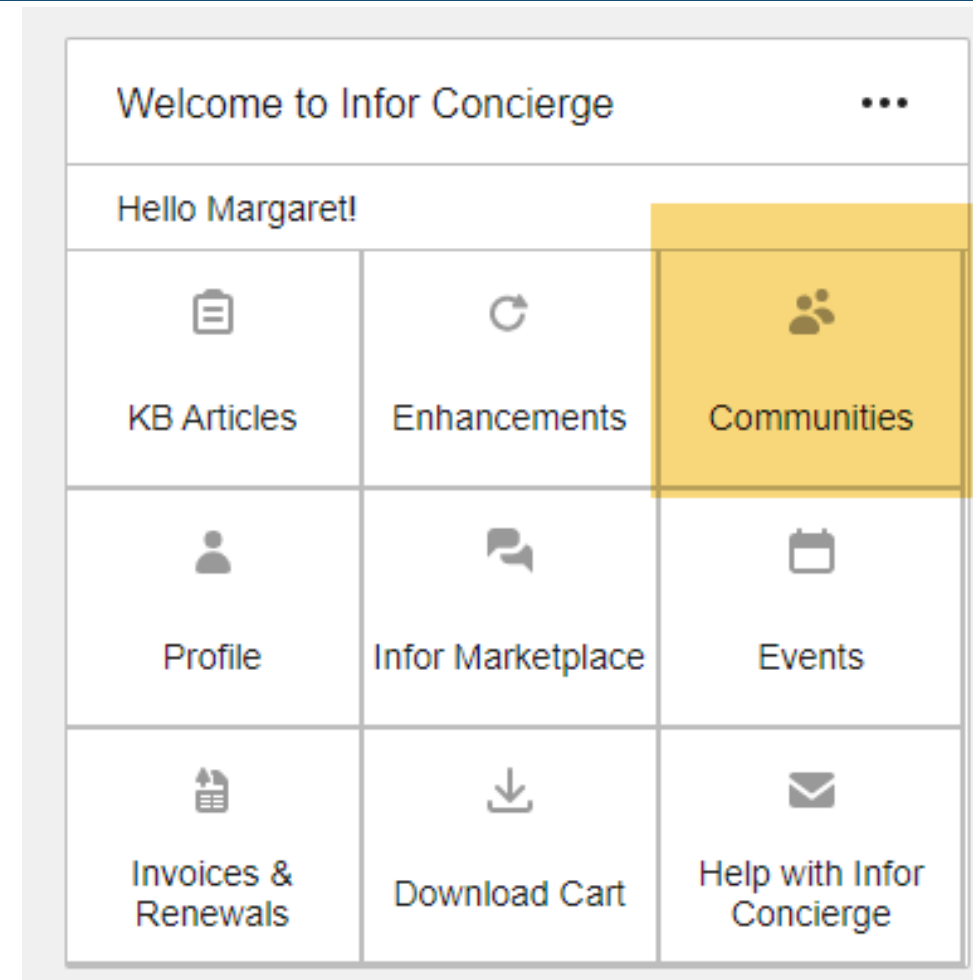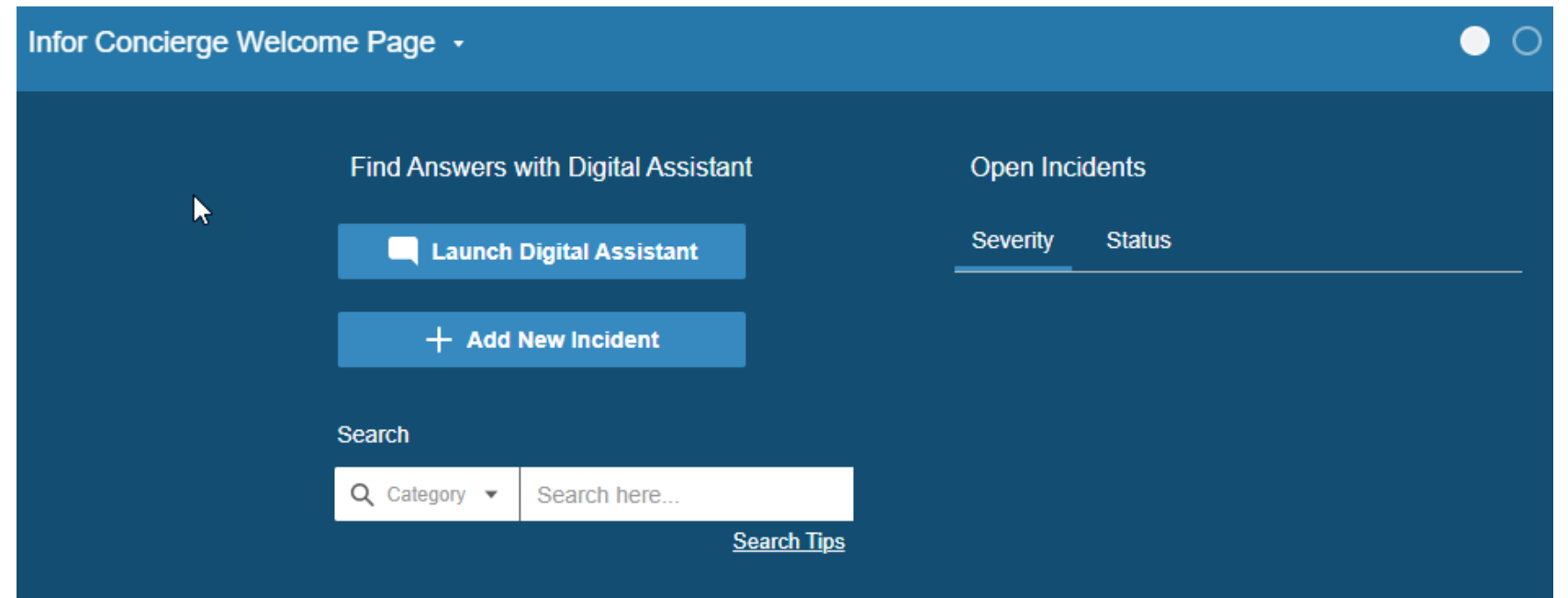
Getting user community access via concierge

- If you get this prompt put in your preferred display name
- Click Join Now

Welcome to the Infor Support Portal Communities, an excellent way for you to meet others, grow your business, and build your professional network with other Infor customers running the same products.

Participating is easy, private and secure. other members will be able to view the profile information you supply, but they will NEVER know your name, e-mail address, or any other contact information about you until you are ready and explicitly agree to share it with them.

Getting started is easy, just let us know what Display Name you would like to use, once your community profile is created please take some time to update your profile.
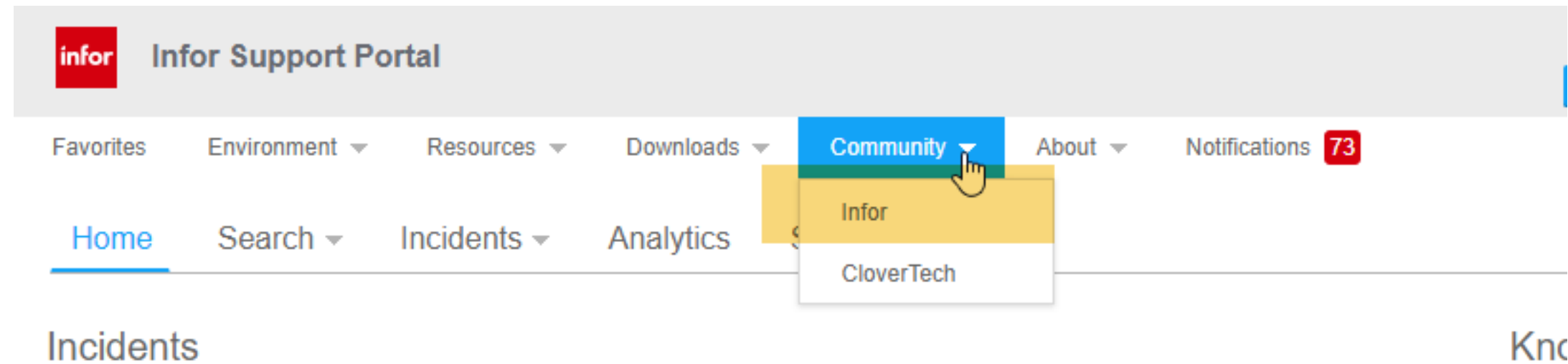
Display Name:*

[Join Now] [Cancel]

Support Portal Navigation

- From the Support Portal

Changing Your Display Name

- Log into Concierge and then navigate to the Support Portal via the app switcher

- In Support Portal, click on your name to access Profile settings

- Scroll to the VERY bottom of the settings page and find the "Infor Community Settings" section. Update Display Name and **Save**
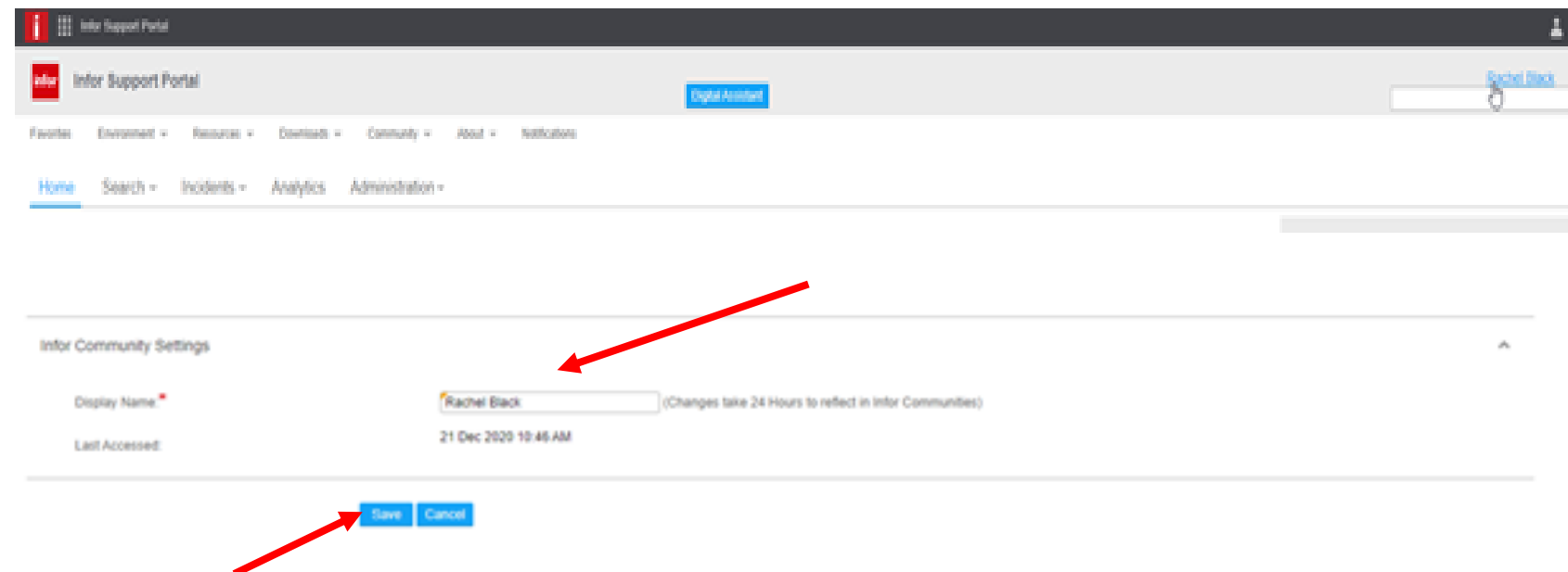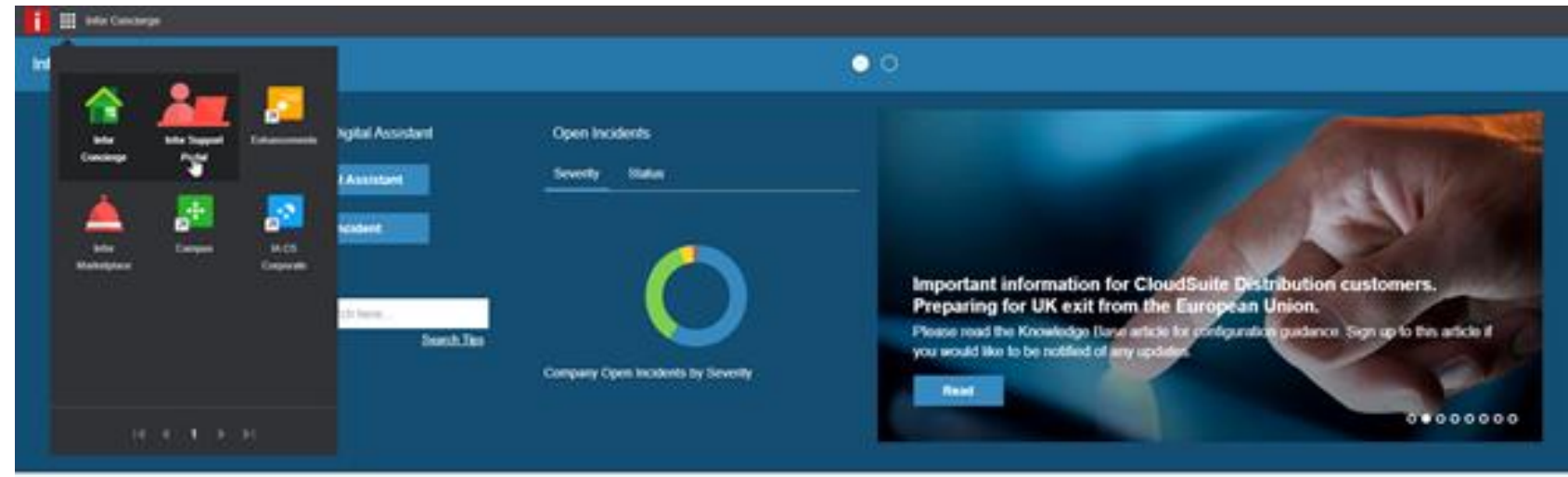
It may take up to 24 hours to take effect. You will need to log out of Concierge and back in to see the update

Community Settings

- To change your settings, click on the person Icon, then select settings
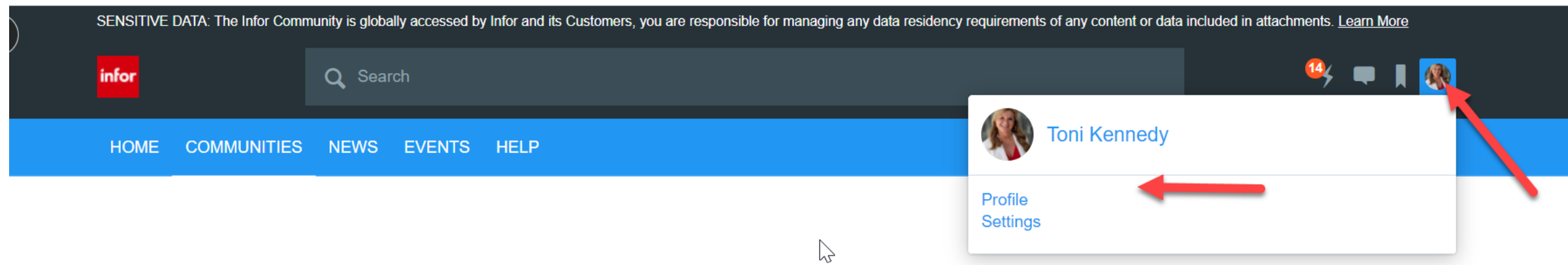
Community Settings

- Click through the tabs to make sure you are subscribed for:
  - E-mails
  - Notifications,
  - Subscriptions
- Use the options tab for your preferences

SENSITIVE DATA: The Infor Community is globally accessed by Infor and its Customers, you are responsible for managing any data residency requirements of any content or data included in attachments. Learn More

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Q Search

HOME   COMMUNITIES   NEWS   EVENTS   HELP

Settings

| Options | Email Digests | Subscriptions | Notifications |
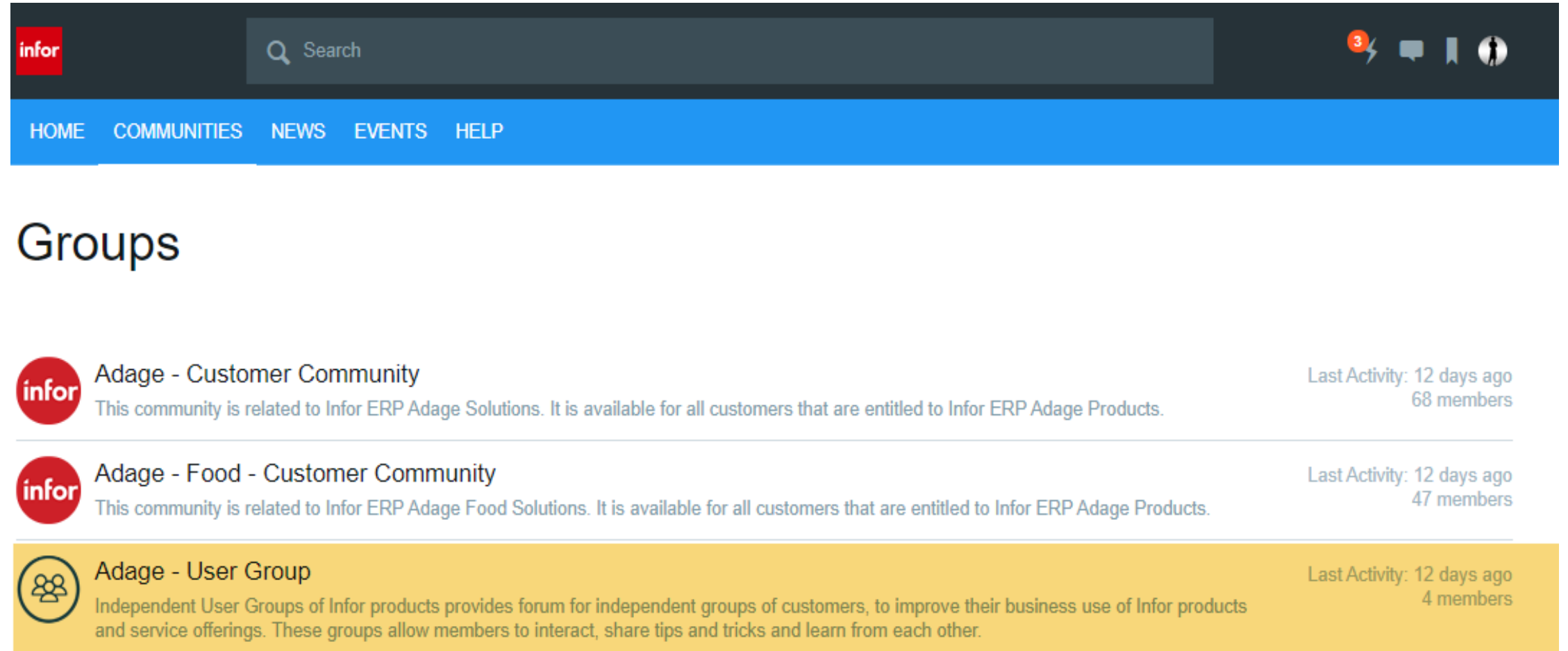
Your Subscriptions
All of the applications to which you are currently subscribed.

Name	Group	
PLM (Optiva) Community Announcements	PLM For Process - User Group - Infor PLM for Process (Optiva)	Unsubscribe
Best Practices	PLM For Process - User Group - Infor PLM for Process (Optiva)	Unsubscribe
PLM (Optiva) Community Discussions	PLM For Process - User Group - Infor PLM for Process (Optiva)	Unsubscribe
Enhancement request updates	Adage - User Group	Unsubscribe
Adage Community Discussions	Adage - User Group	Unsubscribe
Adage Community Announcements	Adage - User Group	Unsubscribe
MUGA (Movex Users Group Americas) Announcements	M3 - User Group - MUGA (M3 Users Group Americas)	Unsubscribe
MUGA - Enhancement Requests	M3 - User Group - MUGA (M3 Users Group Americas)	Unsubscribe
MUGA - Technical discussions	M3 - User Group - MUGA (M3 Users Group Americas)	Unsubscribe
MUGA - Discussions	M3 - User Group - MUGA (M3 Users Group Americas)	Unsubscribe
Infor ERP Adage Product Group - Discussion	Adage - Customer Community	Unsubscribe

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NEW User Community Navigation

- Use the highlighted community for any posts
- Reminder – only discussions and posts in 2020 are migrated
- Red logo are Infor led communities
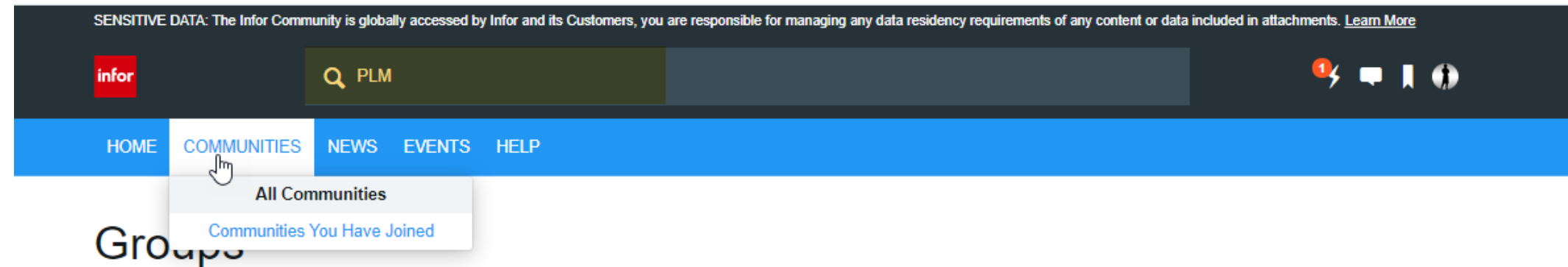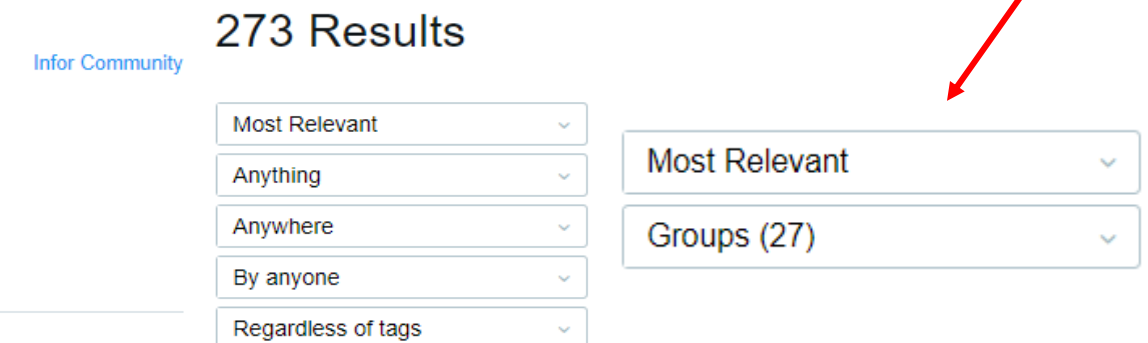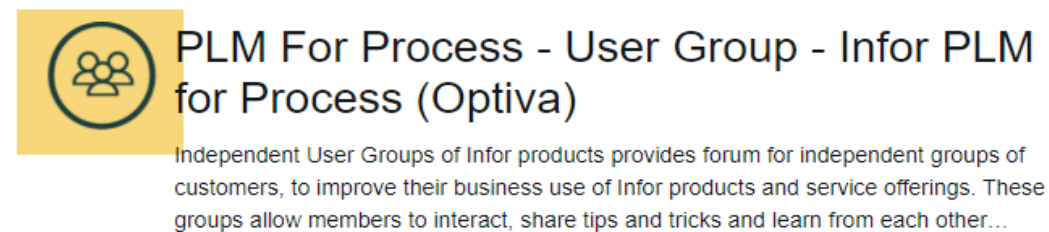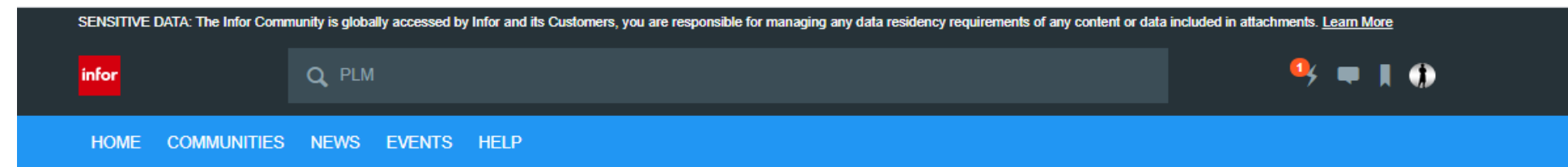- 3 Person logo are Customer led communities

Please note – you will see the communities for the product you are entitled to

Search for a Community – example for an Infor PLM user

- In the search field, enter "PLM" then press enter
- Search for "Groups"

- Filter Results
- Click on the Icon

- If not in the community, perform the request to join function

NEW User Community Homepage

Click here to join

Bookmark Your Favorite Groups

You can also bookmark your favorite Content, Applications and Users!

Using Private Messaging

- Stay in contact with <mark>the community</mark> with private messaging
- Have single or multiple conversations
- See other friends' online presence
- Change your own presence
- Hear a sound notification when you receive a new message
- Minimize or open a message window
- Close a message window
- To join, complete your preferences in Settings → Options

Allow private messages from
- ○ No one
- ○ Friends Only
- ● Everyone

☑ Enable presence tracking
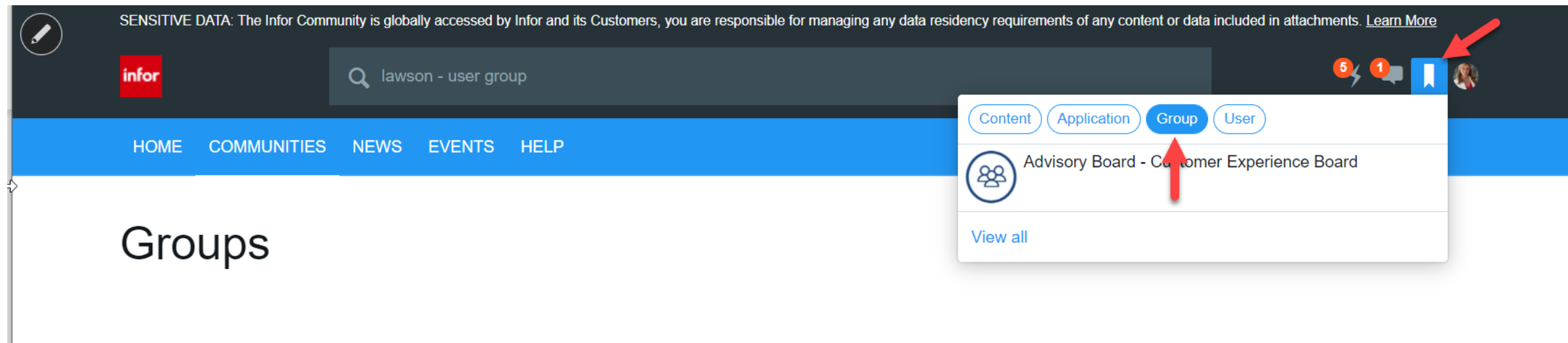When enabled, other members will be able to see when you're online.

☑ Share bookmarks
When enabled, other users can see your bookmarks on your profile

☑ Include in search
When enabled, you will be able to be found via search.
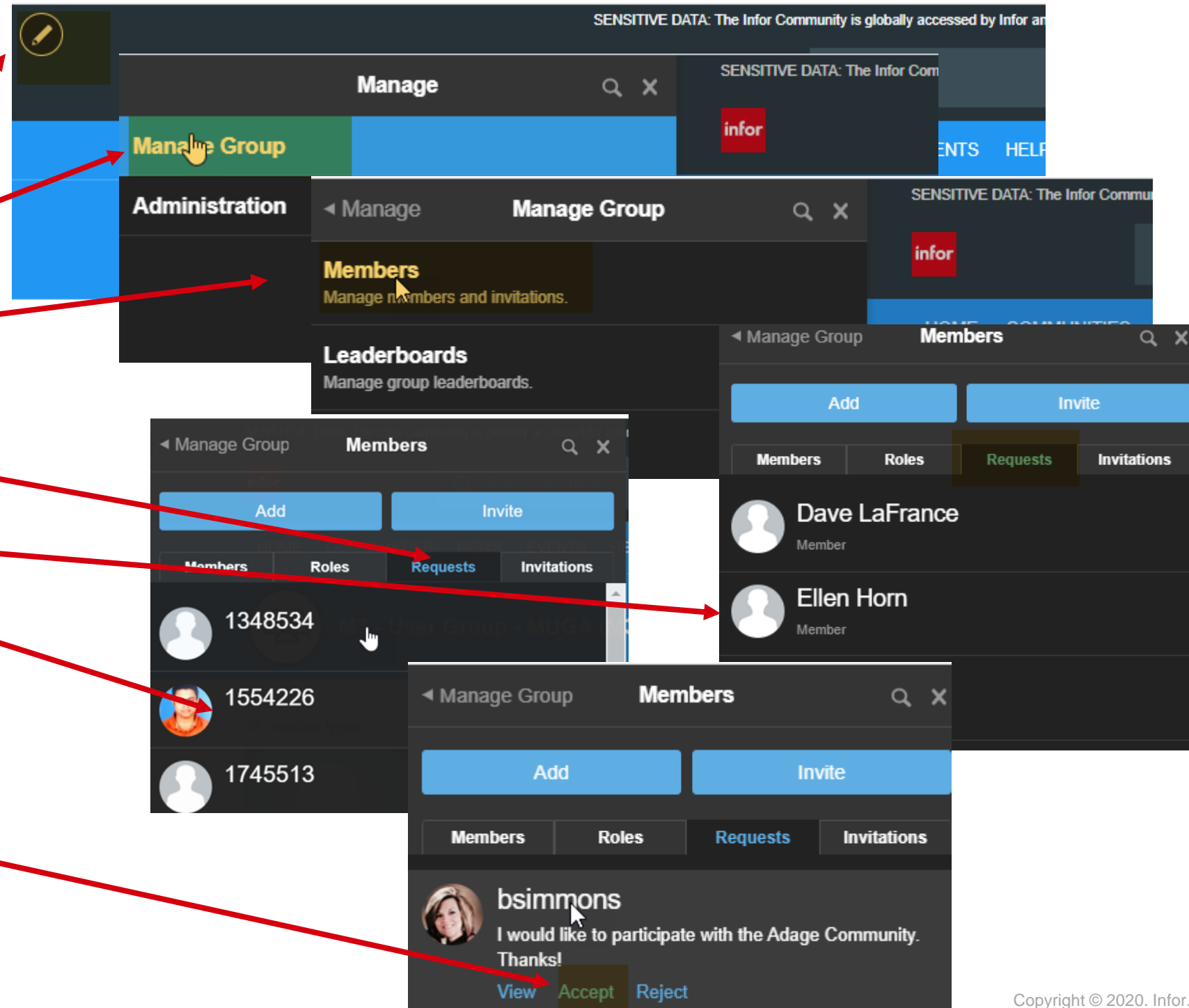
Save

Support Portal Admin and Member Approval

- **For your company only:**
  - Use the pencil tool to go to the edit menu
  - Go to Manage Group
  - Then Members
  - Then Requests

Why the numbers instead of a name? Because the user did NOT enter a display name

- **Accept those who are requesting membership**

Upcoming Enablement

We are planning customer enablement the weeks of 18 and 25 January.

2 webinars each for APAC, EMEA and NA

Best session will be recorded and shared via the community

Community admin training will be scheduled

1:1's available after 11 January

What's Next…

- Events

- PayPal Integration

- Leaderboards

Questions?

Contact your Infor Community Administrator:

NA: Yvonne Cheslog

International: Mercedes Larrea

Global: Toni Kennedy

Or send a mail to: CustomerExperienceTeam@infor.com

Thank you

Infor is a global leader in business cloud software specialized by industry.

Infor.com