Rimini Street®

Engineered for Support™

Street Central™ Portal User Guide

Introduction

Street Central is the Rimini Street client portal available to all clients. This secure, intuitive website allows Portal Users to manage support cases easily and communicate with Rimini Street 24/7 from any internet-connected device.

Access tools and solutions that will keep your enterprise software running efficiently. Designed to meet a range of support needs, Street Central is a one-stop shop for the latest Rimini Street and industry news and information about events and services available to clients. Portal Users will also enjoy direct access to in-depth technical knowledge, valuable services and insights from Rimini Street experts.

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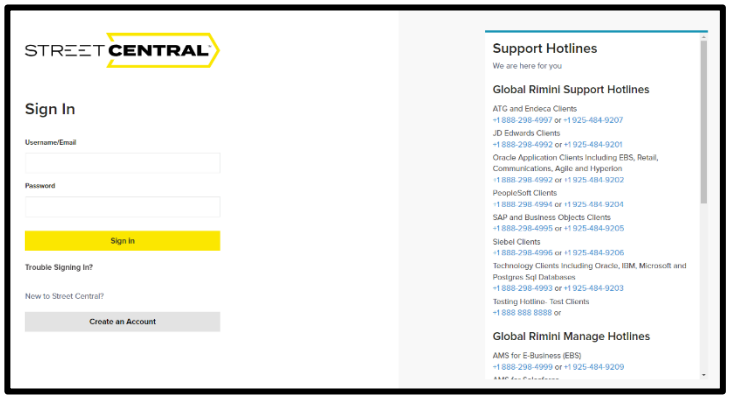
Accessing Street Central

Street Central can be easily accessed through the Street Central link: https://street-central.riministreet.com/.

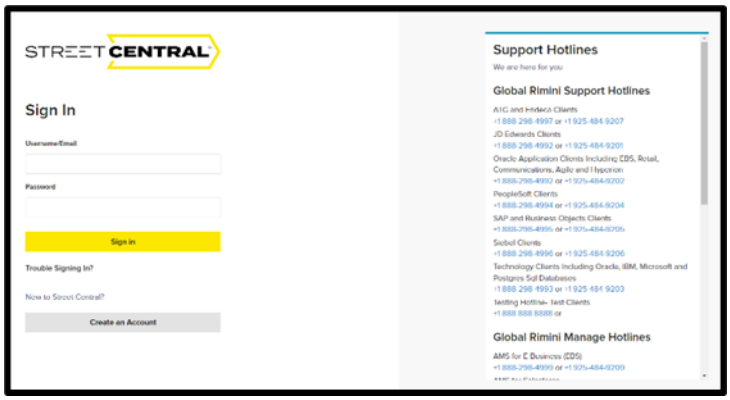


Login Instructions

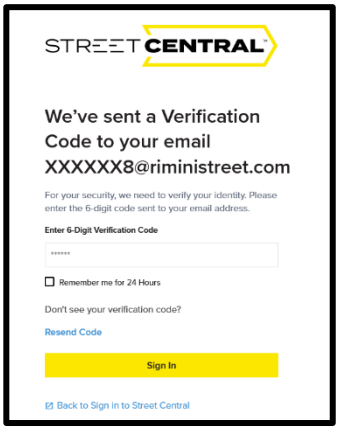
Most Portal Users are created during Client Onboarding. If a Portal User needs to be created after the Onboarding process, they can self-register by creating an account with their email address. Additionally, the User Administrator can also create an account for Portal Users.

Existing Users, that already have access to Street Central:

Access the Street Central login page at https://street-central.riministreet.com/ and enter your credentials to sign in.

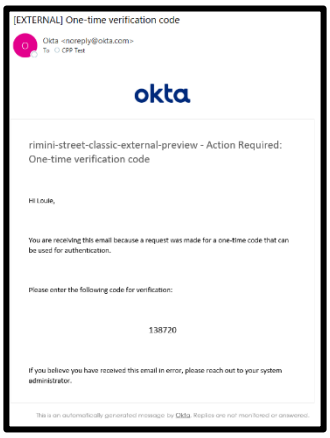


Enter your “Email” and “Password” and select the yellow “Sign In” box.

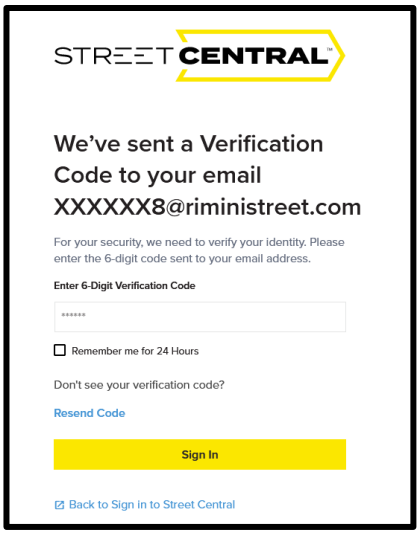


The portal will send a 6-digit log in number to the email you supplied in the "Username/email" box previously.

The email will look like this…

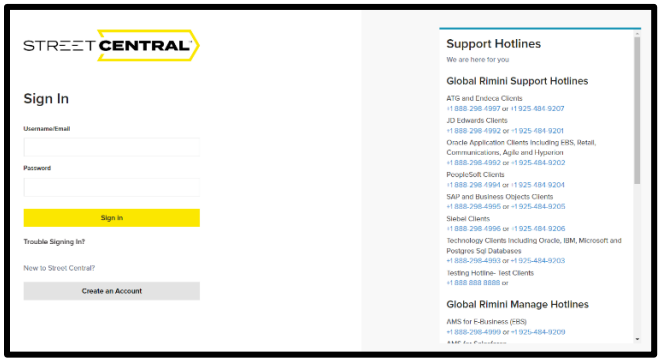


Copy the 6-digit numerical verification code over to the "Enter 6-digit verification code" in the window below. Select the "Remember me for 24 hours" so you don't have to follow this process if you are going to log on again in the next day (24-hour window). Finally, select the yellow "Sign In box" to complete the log on process.

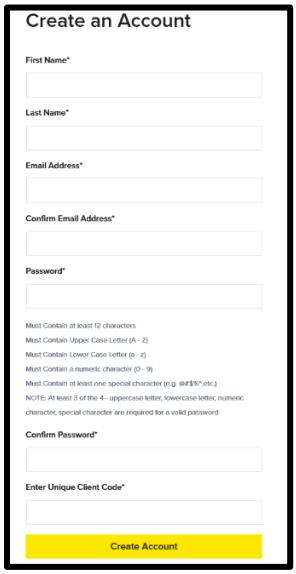


Self-Registering: Access through Self Registration

Access the Street Central login page at https://street-central.riministreet.com/. Self-Registering as a new user would only be a good choice to gain access to the Street Central portal for users that have never logged in before. Administrators can set up new users and many new users can request access through their company Admin. This workflow will demonstrate how a new user can request being added immediately.

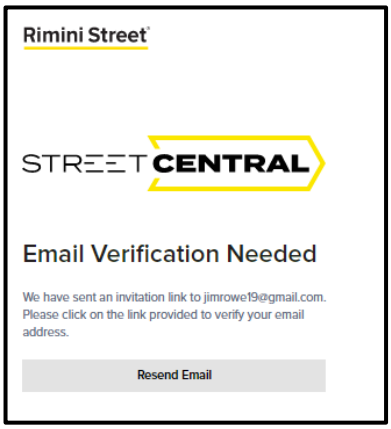


If you are a new user that has never logged into Street Central before and your administrator has not already set you up, the best way to gain access to Street Central is to Self-Register. To Self-Register select the "Create an Account" grey box.



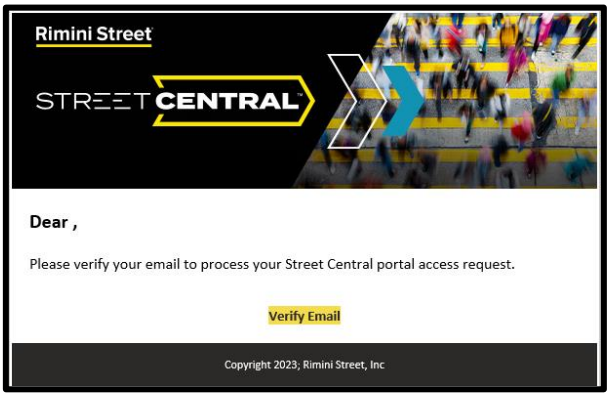
Enter your first name, last name, and your email address and confirm your email address by entering it a second time carefully. Next create and enter your 12-character password following the password protocol above in green. Confirm your password and be careful to enter it a second time correctly to validate it. Next enter your "Unique Client Code" which is a three-character (alpha and numeric) code. The client code can be obtained from your portal administrator if you don't know this code. Finally, select the yellow "Create Account" box.

Be sure to take a mental note of both your Log on and your password.

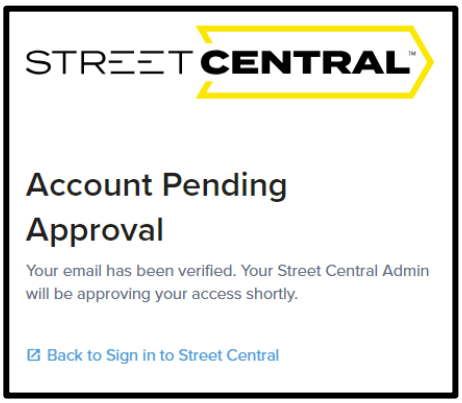


You will receive the "Email Verification Needed" window above telling you to access the email that the portal just sent to the email address you provided.

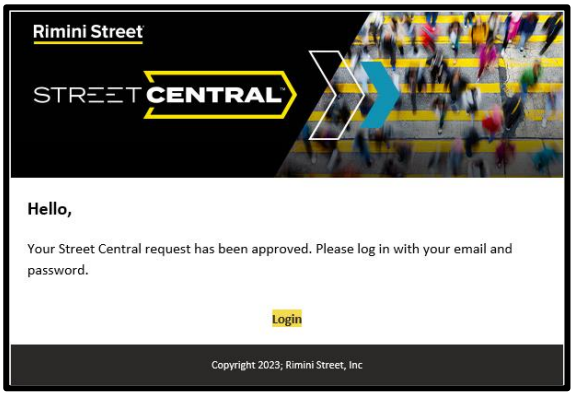
Go to the mailbox for the email provided and you will find an email like this titled "Street Central Email Verification." Click on the "Verify Email" link in the email sent to the email box you specified.



Next, you will receive the "Account Pending Approval" window. Your email was successfully verified, and the approval is now waiting to be finalized by your Administrator.



Once your administrator approves your request you will receive an approval email.



Click on the yellow “login” box and sign on to Street Central.

Street Central Access Levels:

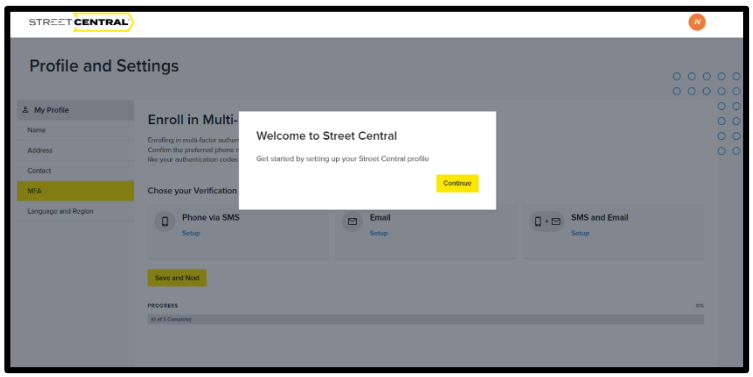
There are varying levels of access to Street Central that control visibility into case management. The current Portal access privileges include:

- **Client Case Contact Portal User:** can see and edit their own cases only
- **Client Case Manager**: Portal User can see and edit all cases
- **Client Portal Administrator Access:** User Administrator can set up users and approve users in their organization

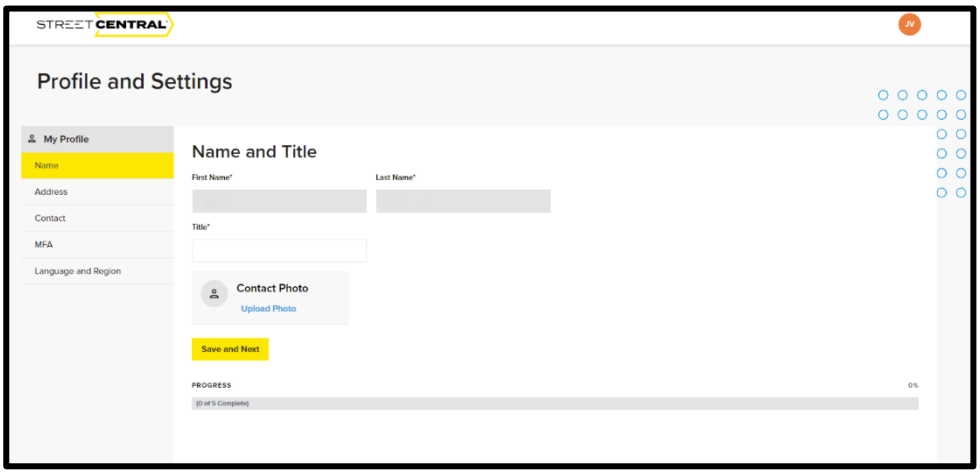
The Client Portal Administrator will be able to assign the right access level along with assigning additional Portal Users.

First time Login and Authentication:

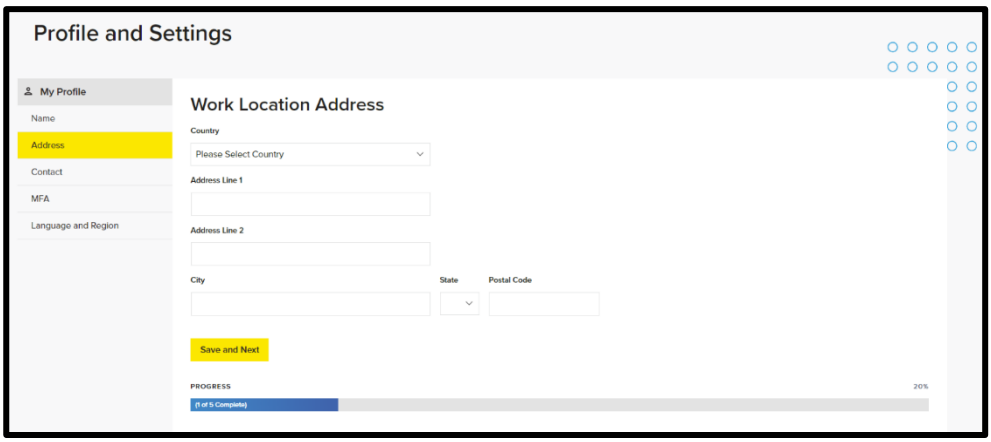
After being approved by your administration you will have to authenticate your password. This layer of protection has been added to secure you and your data. Authentication will be validated on each login.



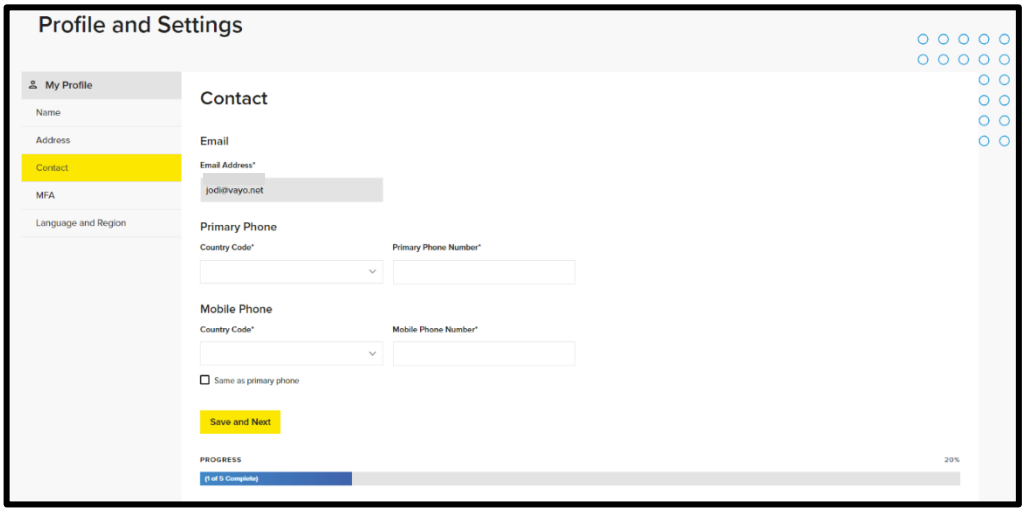
After authentication, click on the “Continue” box to set up your profile.



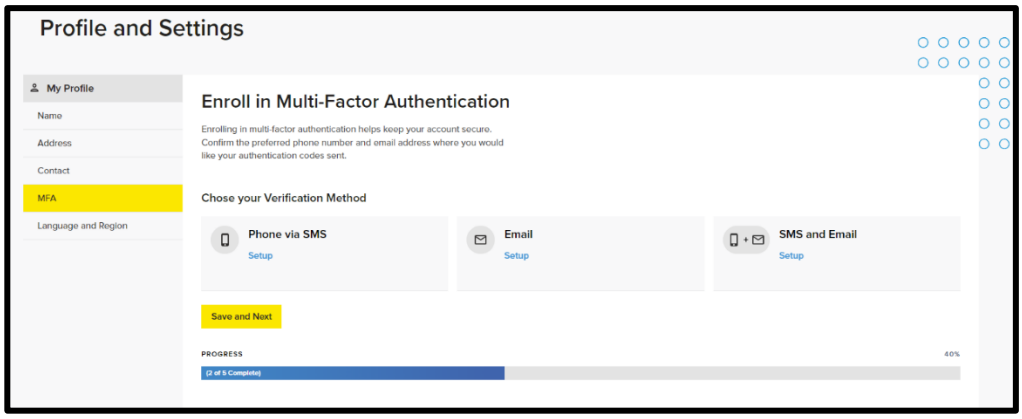
Enter your First and last name and your title. You can also enter a photo that will replace your initial avatar. Select “Save and next” to enter your address information.



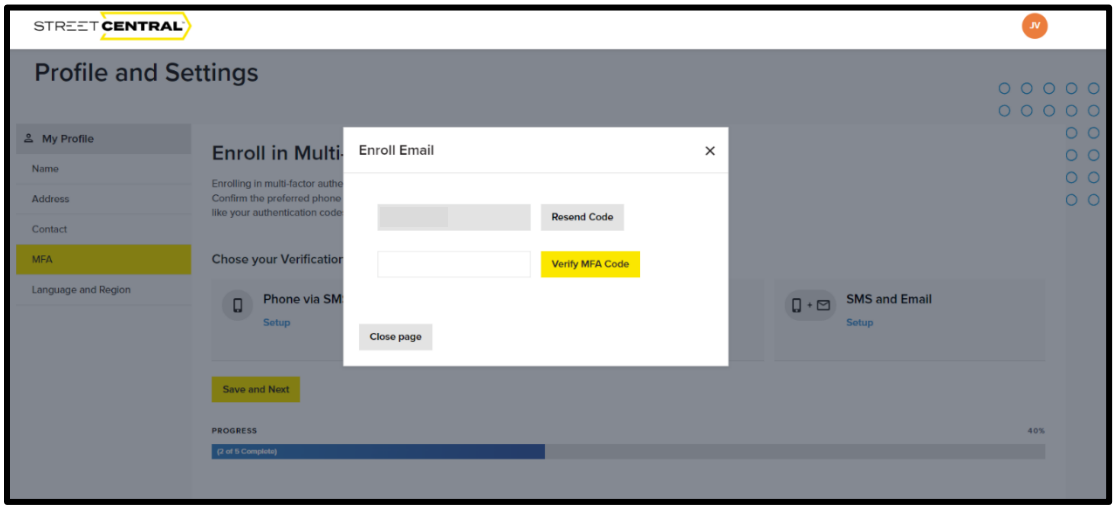
Enter your Country, Address, City, State and Postal Code. Save and Next to continue.



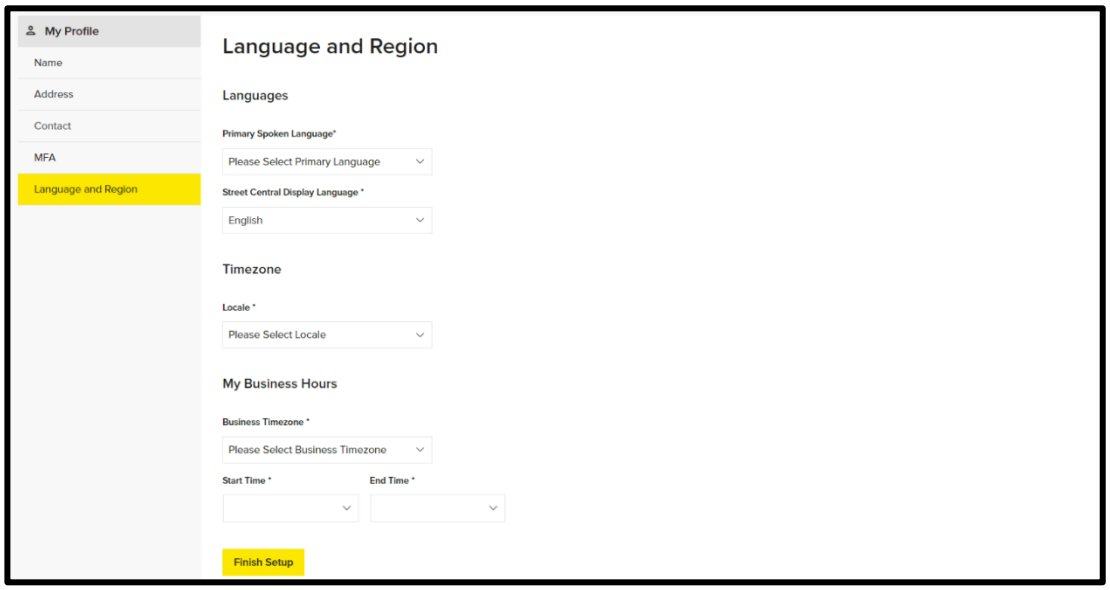
Enter and primary and mobile phone number. If they are the same select the same as primary box. Save and Next to continue to the MFA selection.



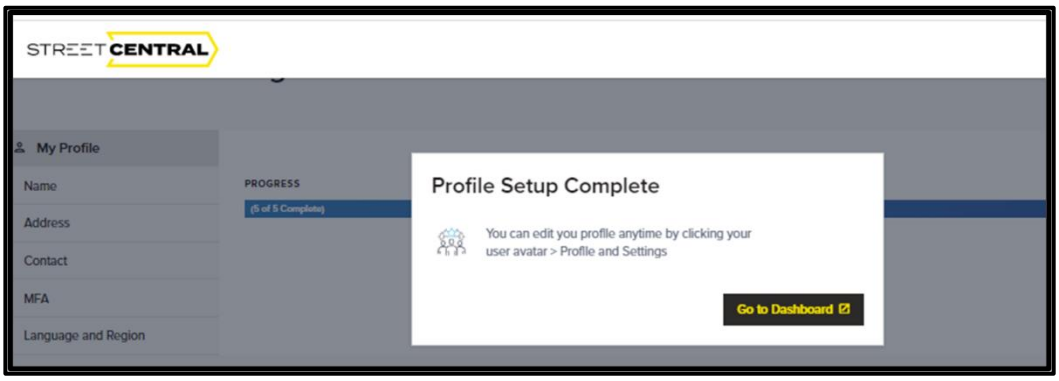
Select your multi-factor authentication method of choice. If you select Phone via SMS the portal will send a text to your phone. If you select Email the system will send an email to verify your account. You can also select both SMS and Email.



Next, enter the six-digit number sent to either your phone or email and select verify. Select Save and Next to move on to select your language preference.



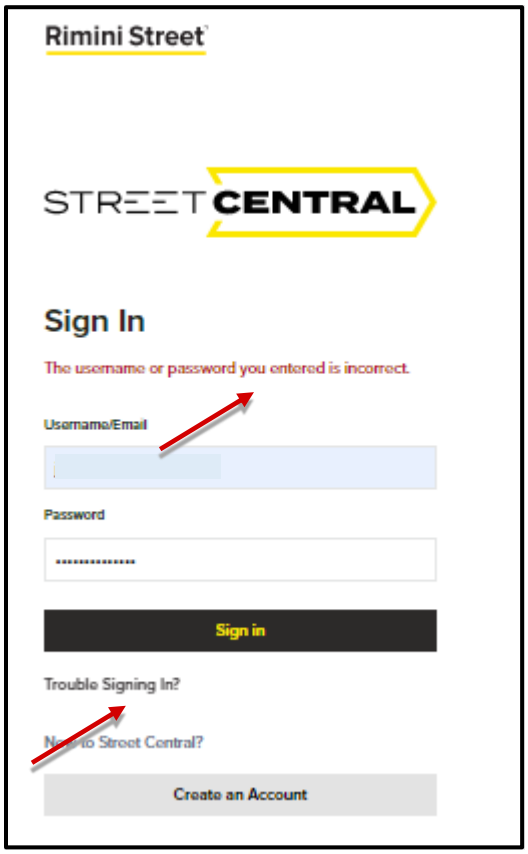
Finally, select your primary language, portal display language, locale, time zone and business hours (start and finish) from the drop-down menus. Notice the blue progress bar at the bottom demonstrating general progress. To complete the setup, tap yellow “Finish Setup” box.



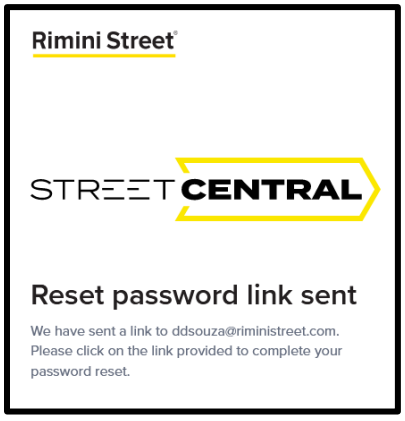
Once the profile information is entered correctly you will see the Profile Setup Complete window above. If you have any problems authenticating send an email to **street-central@riministreet.com** with your User Id included in the message.

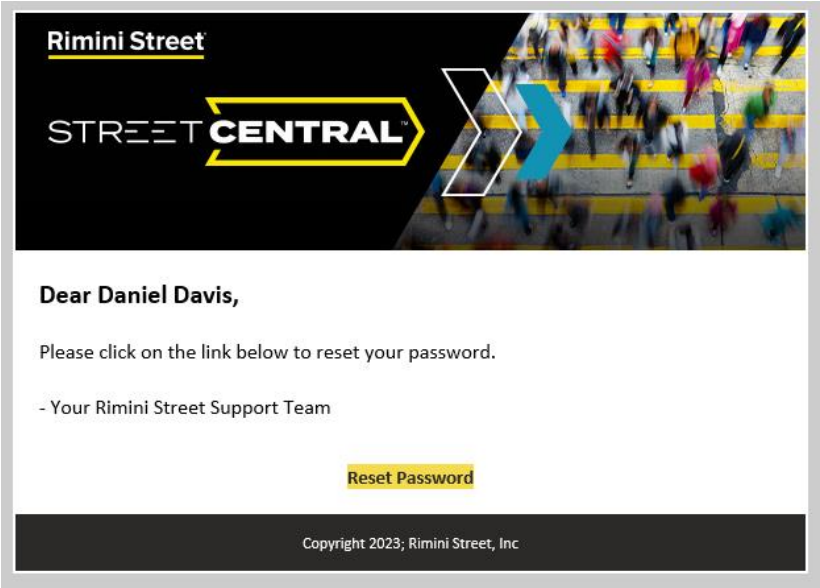
Password Reset:

If you forget your password or you are having trouble logging on, choose “Trouble Signing In” from the login page and submit your email address.

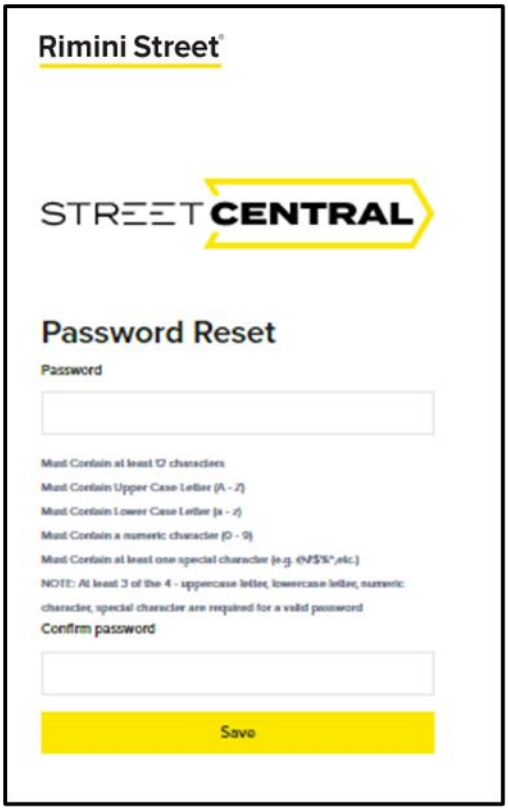


You will receive the notification below and a Password reset email will be waiting for you in your user email mailbox.

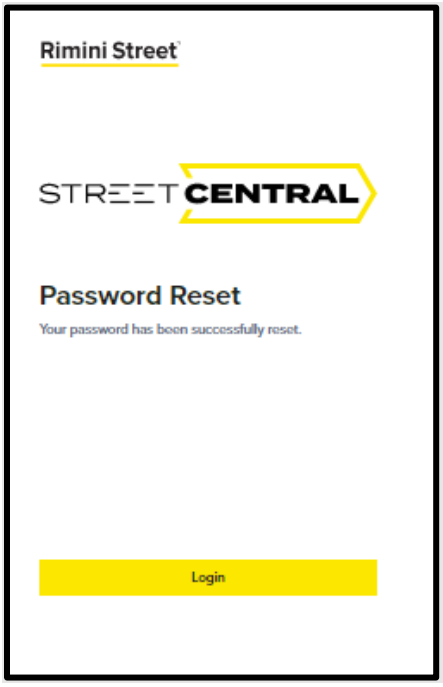




Select the yellow “Reset Password” box.



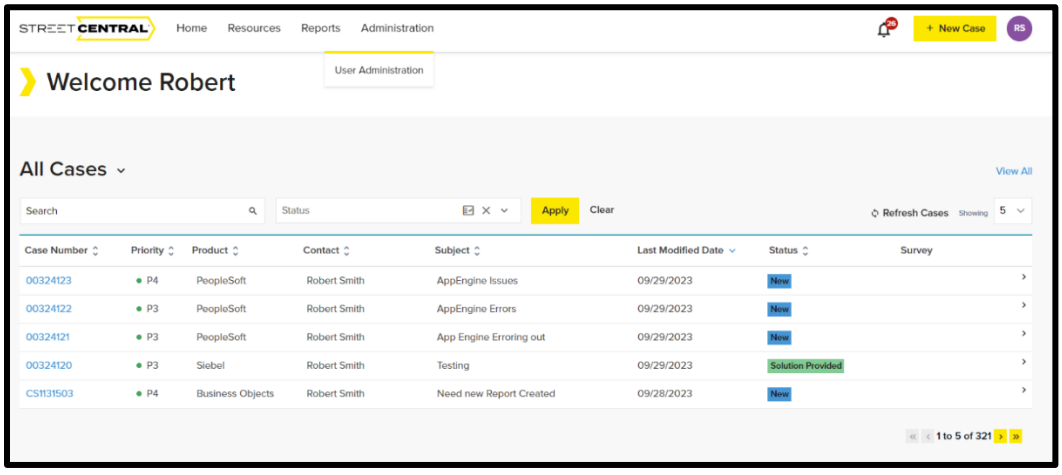
This will direct you to the “Password Reset” window where you can enter your new password in the “Password” box and in the “Confirm Password” box. Selecting save will reset your password. You must follow the password requirements and it must include 12 characters and letters to be reset.



Once complete you will see the “Password Reset” box above. Click on the “Login” box to login with your newly reset password.

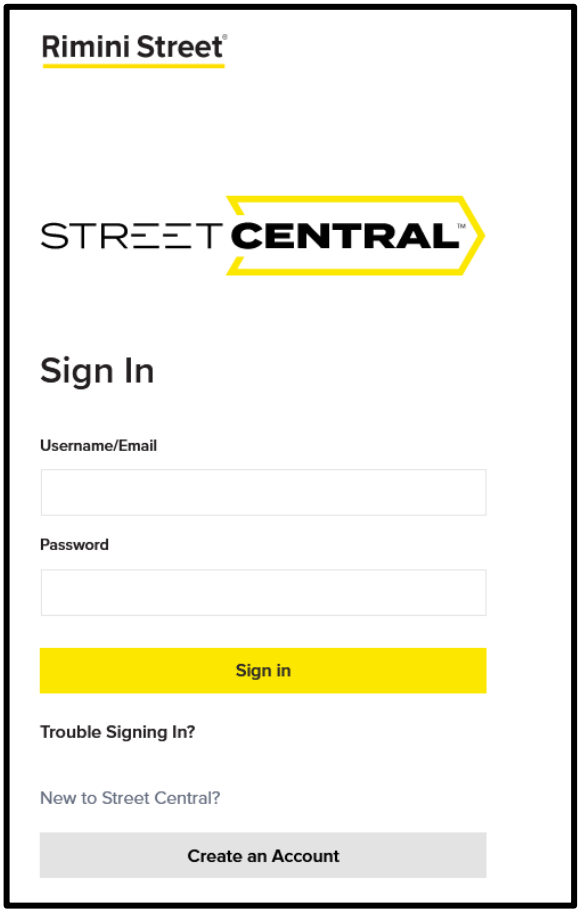
Logging Out:

To log out from the home page, go to your avatar in the upper right-hand corner of your screen.



Select the avatar with your initials.

Select Sign Out and you will be returned to the Rimini Street log on page.

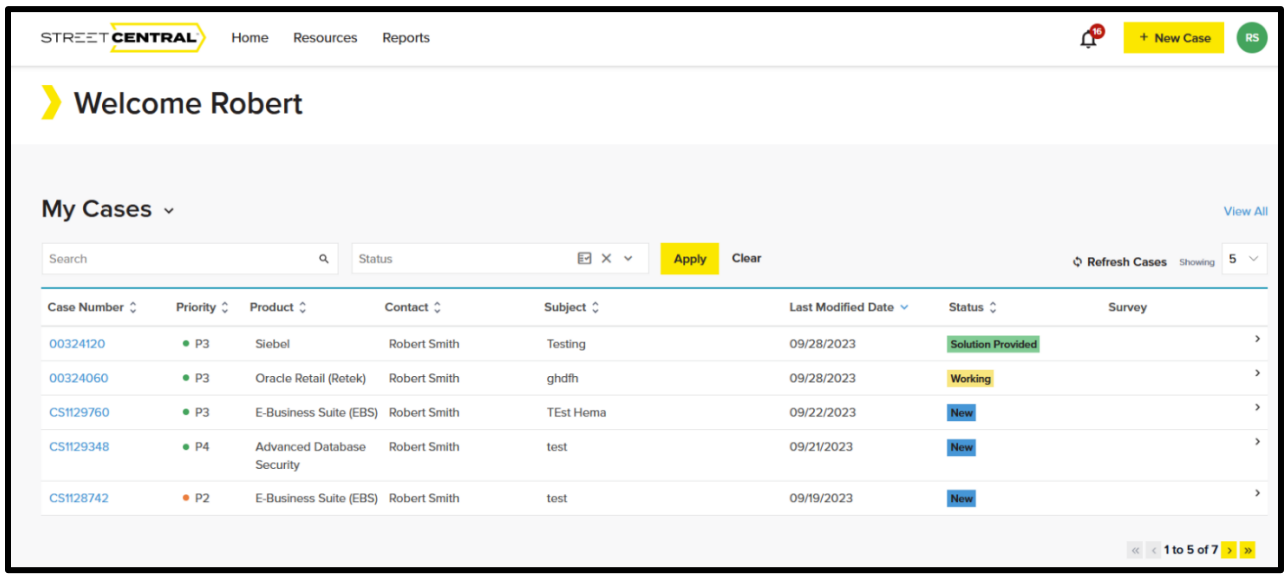


The new Street Central landing page

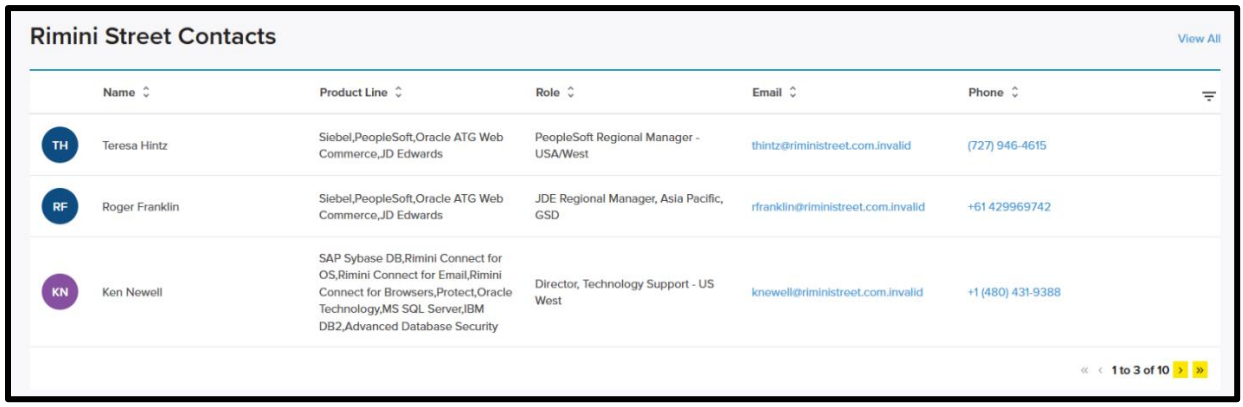
You will notice some changes on the new landing page. Selecting “Home” from the navigation menu will always bring you back to this page where you can enter and manage your cases. Select your initialed avatar to log out or to:

- Update your name
- Address
- Phone number
- Language and region
- MFA selection
- Permissions
- Company details
- Or to reset your password

The dashboard provides access to all your cases with powerful sorting and filtering tools at your fingertips. It will always default to “Cases Pending My Input”. The bell in the upper right, next to your Profile Avatar will show you alerts. Click on the Bell “Alert” to see cases that need your immediate attention. You can also filter your cases by clicking the drop-down arrow to the right of “My Cases” to see “My Cases”, “All Cases”, “Rimini Support” and Rimini Manage” cases.



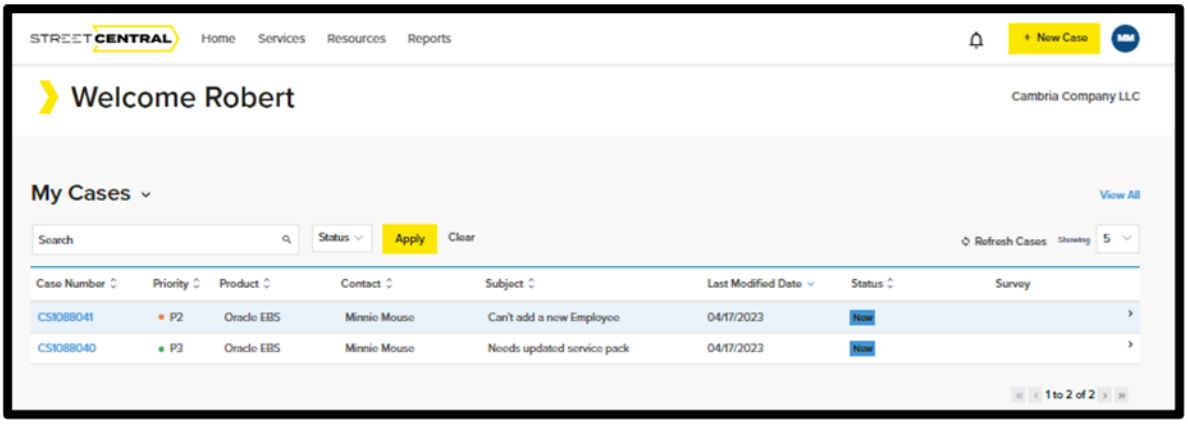
Below your list of cases you will find all of your Rimini Street support contacts.



Case Management

Entering a new Case

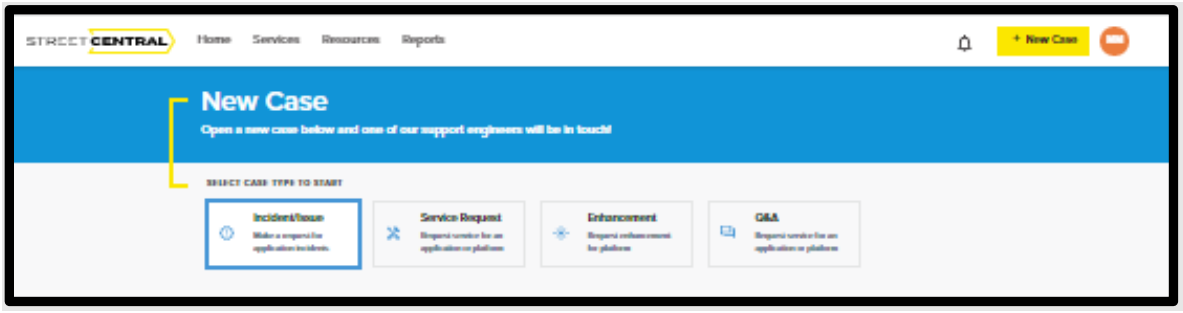
Select the yellow “New Case” box in the upper right corner of your screen. This is new functionality to enable easy and simple access to the “New Case” workflow.

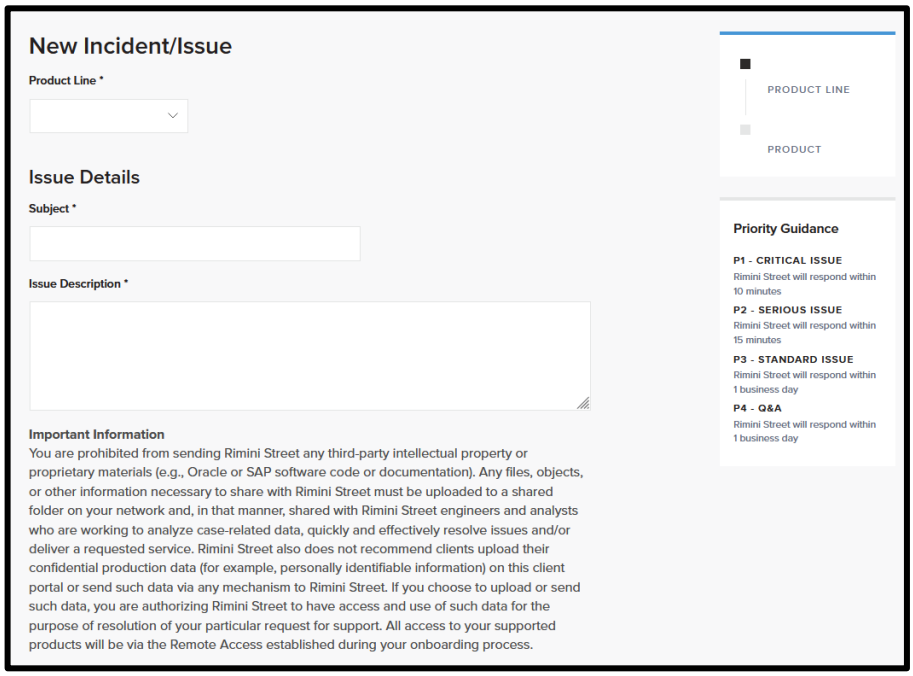


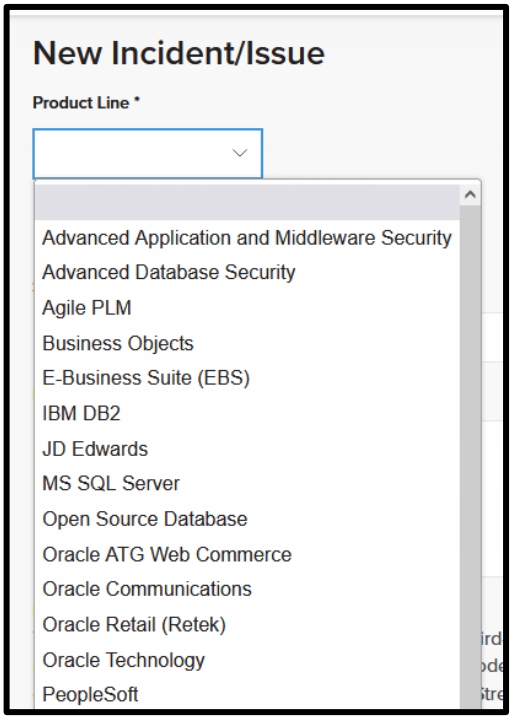
This takes you to the “New Case” window. The tiles allow you to complete all your cases in one unified portal. You will only see the tiles that you are scoped for, so you may not see all four.

1. Incident/Issue -Making a request for application incidents.
2. Service Request -Request service for an application or a platform.
3. Enhancement -Request enhancement for a platform.
4. Q&A -Ask a general or how-to question.

Select the tile that best describes the support you need.







Click the drop-down arrow in the “Product Line” box to reveal and select the product line for your new case.

First, select the “Product Line” from the drop-down. After selecting the Product Line, the Product drop-down box will appear. Next, select the Product from the second drop-down. If applicable, the “Module” drop-down box will appear. If the module drop-down box appears, select the Module.

Note: if your case type is a Service Request, you will also see an Activity drop-down box. Choose the Activity that best describes your Service Request.

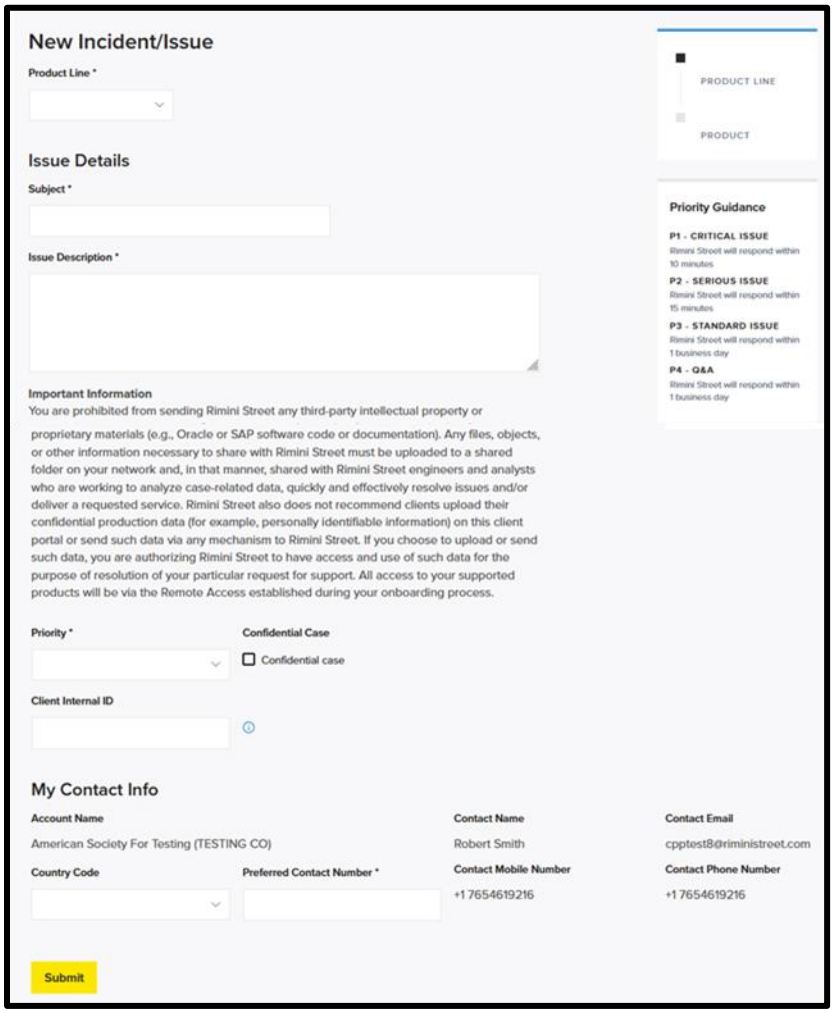
Now you can enter a Subject for your case, a brief description or heading for your issue or request. Next, enter a full description of your issue or request. Please give as much detail as possible. Never copy and paste or type code, or any other proprietary information into these fields.

See the “Priority Guidance” box when selecting your priority and select either P1, P2, P3 or P4. Note: Enhancements and Q&A cases will default to P4.

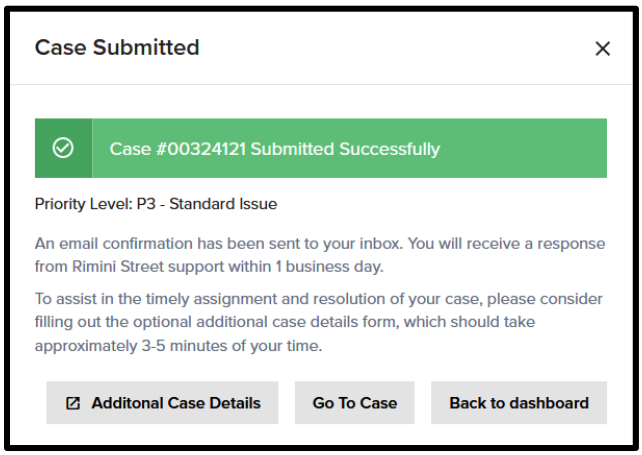
If your case should be kept confidential, which means it will not be visible by other portal users at your company unless you specifically add them to the case team, place a checkmark in the confidential case checkbox.

Optionally, enter an internal ticket number, and incident ID or project number in the Client Internal ID field. This field is for your reference only.

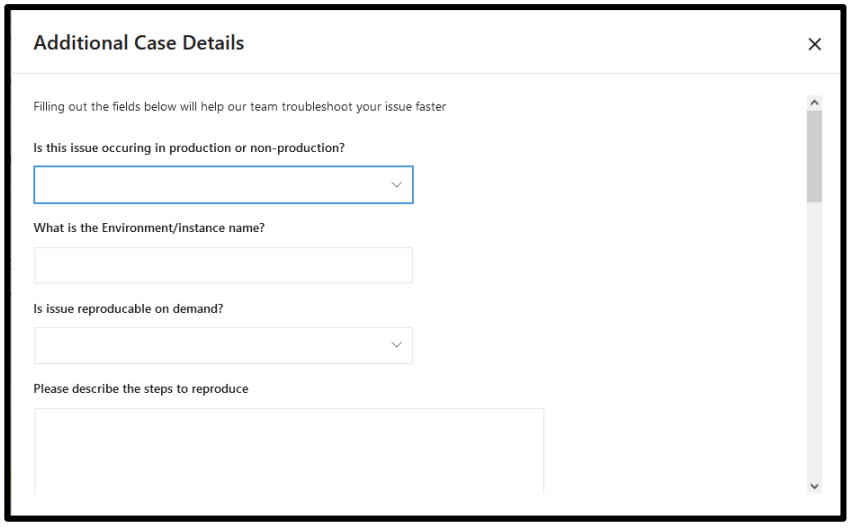
Finally, enter your Country Code and Preferred Contact Number and select the yellow Submit button.



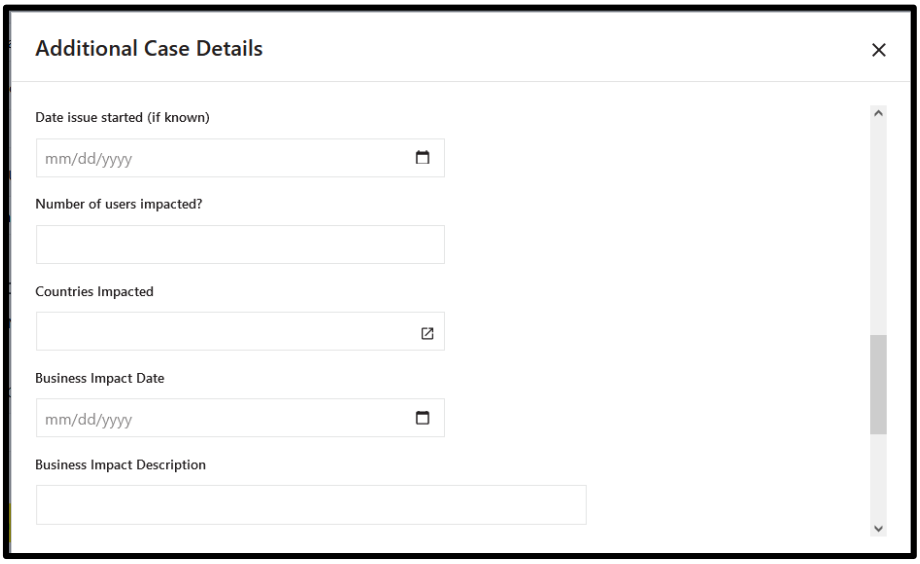
After submitting, you will see a pop-up confirming that your case was successfully submitted, which will include a case number. You can now navigate back to your dashboard, to the case you've just entered, or for an Incident/Issue case type you can optionally provide additional details to help our support team begin to triage your issue. This will help speed up the resolution process.



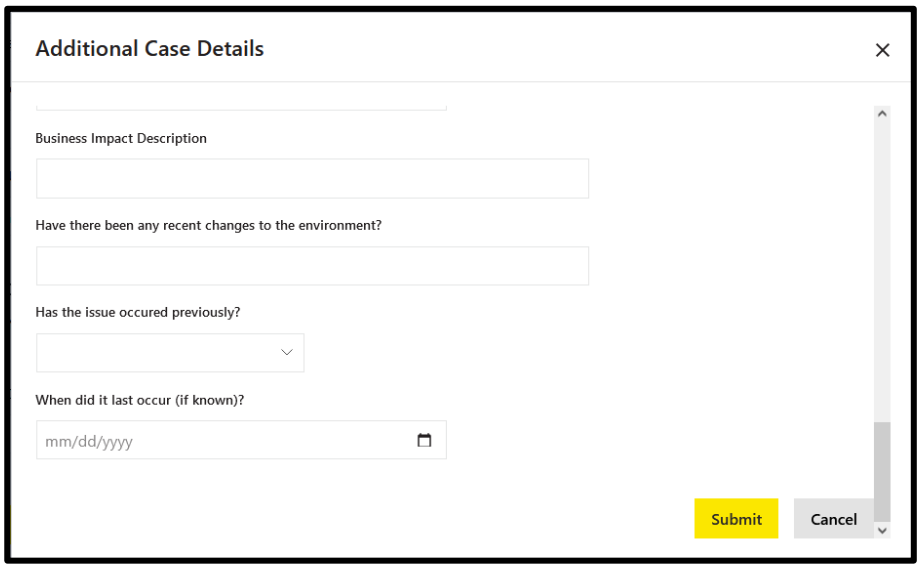
If you choose to provide additional details, you may enter as much or as little information as you wish on the Additional Case Details form. Select the appropriate option if the issue is occurring in the Production or Non-Production environment. Type the Environment/Instance name, select if the issue is reproducible and list the steps to reproduce the issue.



Scroll down a bit using the scroll bar to see additional questions and type in the version of the software that you are using. Describe any actions or troubleshooting completed to date. Select the date that the issue started, and the number of users impacted.



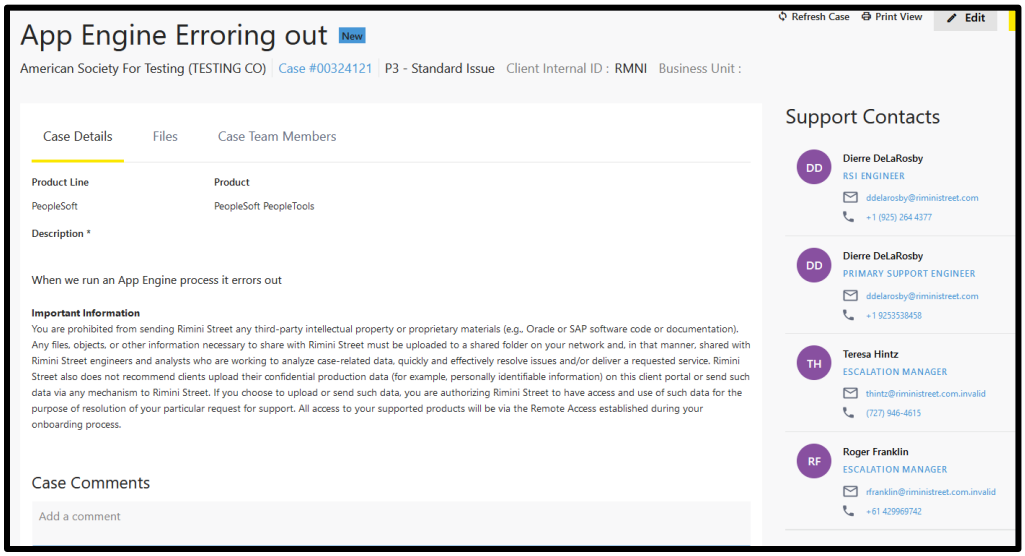
Scroll to the bottom of the form. Finally, select the date that the issue last occurred and select the yellow "Submit" box.



Upon submitting, the full case detail is opened for your review.

The full case display page below is created with the Case #. This window offers a number of navigation options that can be considered. A user can refresh the case, print it, edit the case or close it by selecting the options in the box below.

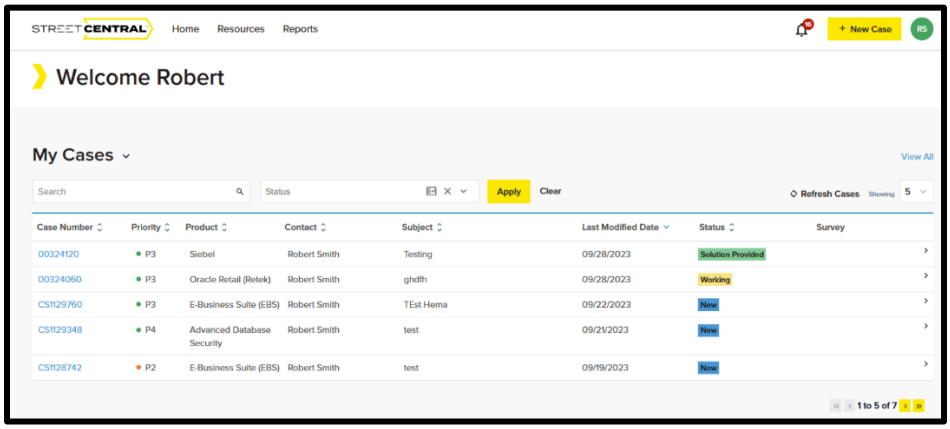
A user can also share the case with associate users by adding them in the Case Team Members window. Select the yellow “New Case” box to enter another new case or “Home” to navigate back to your home Screen.



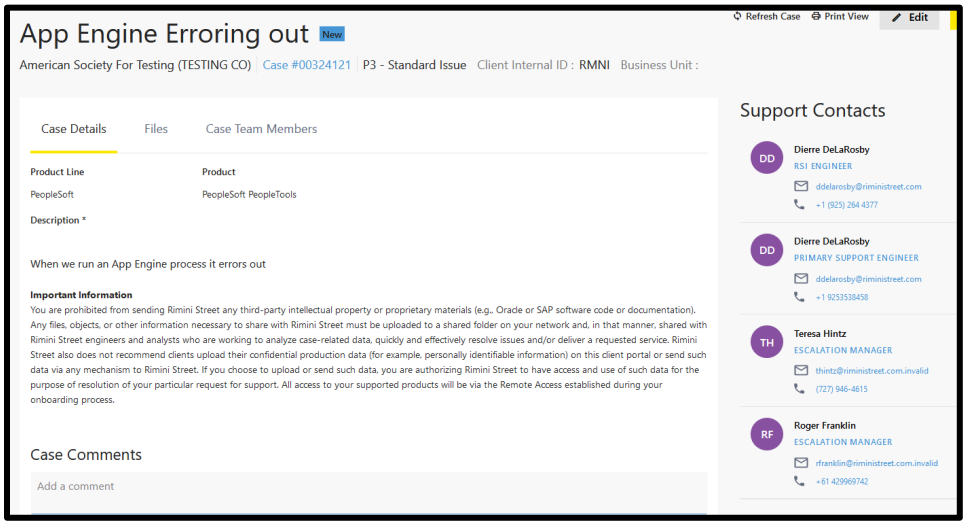
Editing a Case

Making Changes to a Case

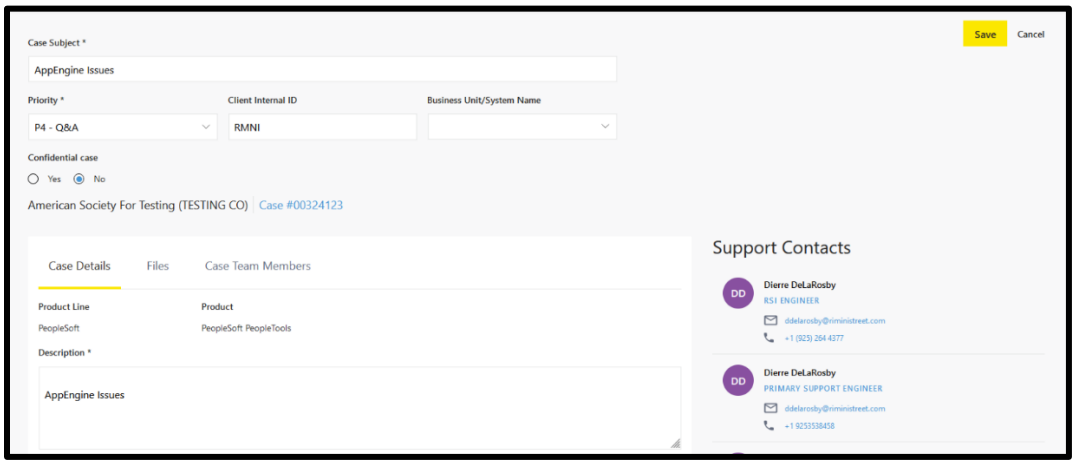
From the home screen, select the case that you would like to edit and click on the Case Number or the arrow to the far right.



The case details will be displayed. Click the Edit button in the top right corner.



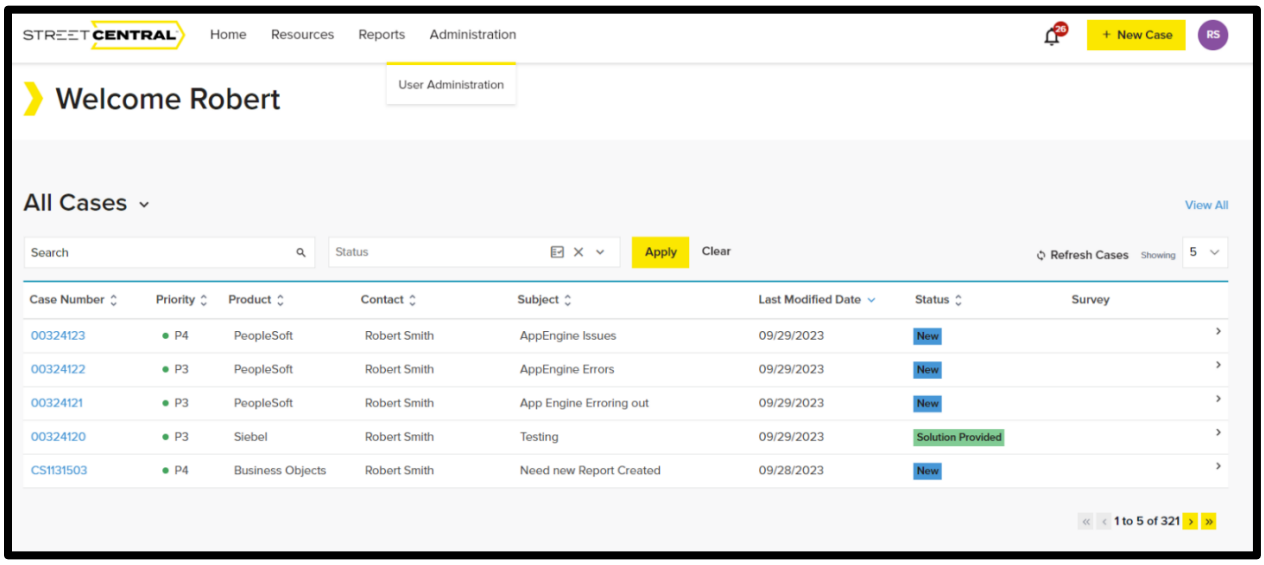
The case can now be edited allowing the user to edit specific fields including the subject, client internal ID, changing the confidentiality or adding a comment to the case. Keep in mind that not every field is editable. It will be grayed out if it is not editable.



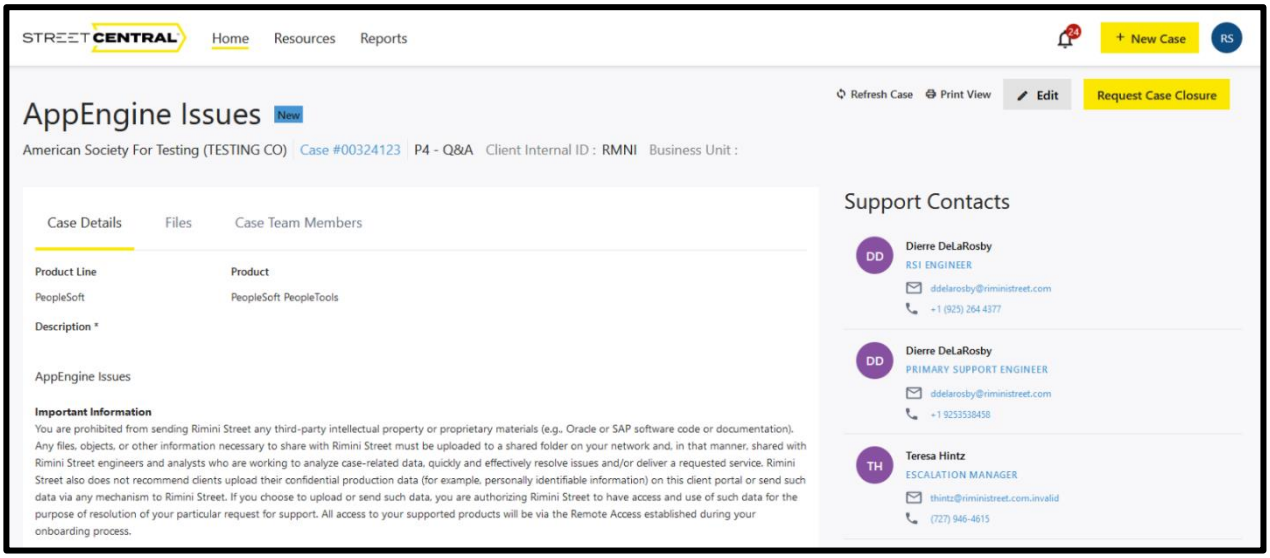
When you have completed your editing select the yellow “Save” box to save your changes. Alternatively, select the Cancel button to remove your changes or the “Home” button to navigate back to the home landing screen.

Requesting Case Closure

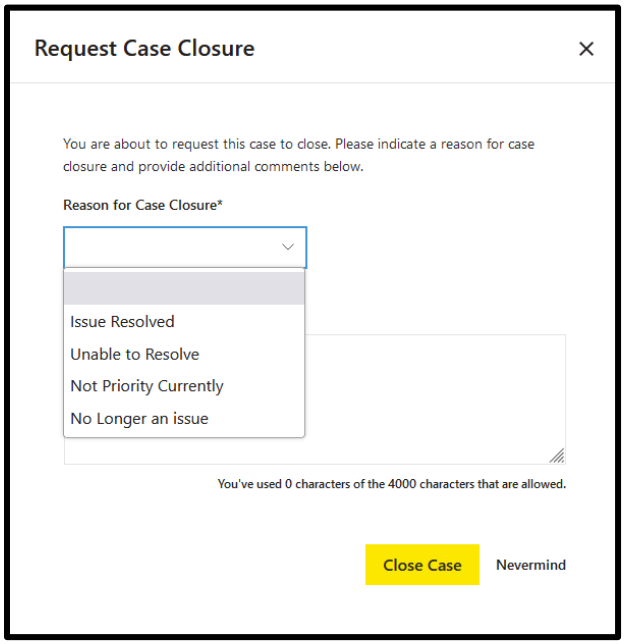
From the “Home” screen select the case number or case arrow that you would like to close.



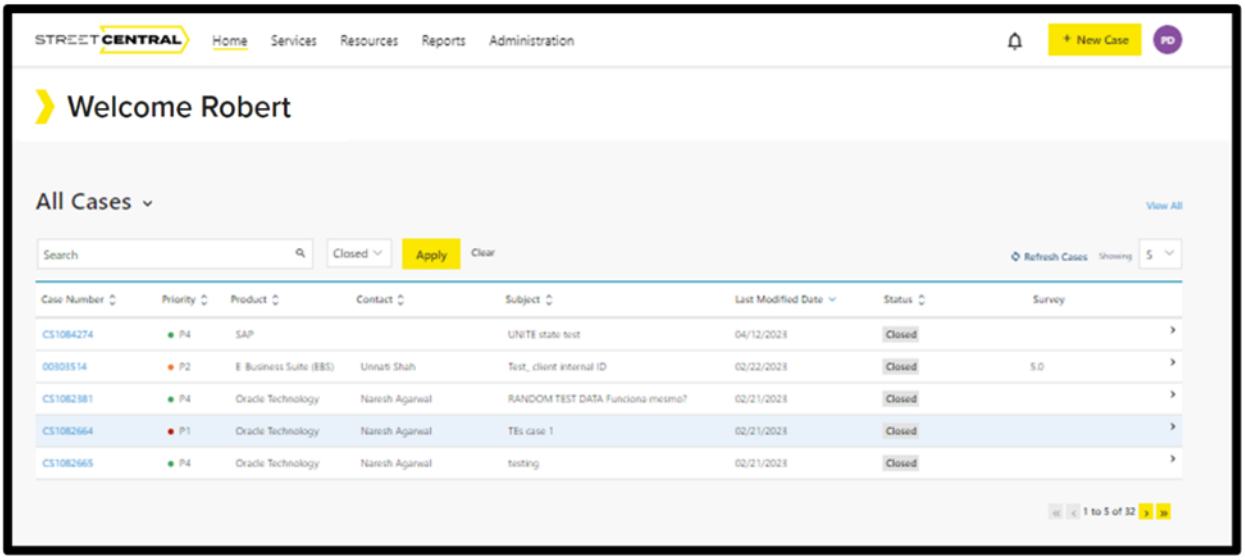
From the case details, select the yellow Request Case Closure button in the top right corner.



Select a reason to close the case from the Reason for Case Closure drop down.



Add additional information in the Additional Comments box and select the yellow Close Case button. This will place a comment on your case requesting that the support team close the case. Your case will not be closed automatically, as our support team is required to fill in some additional information before manually closing your case.

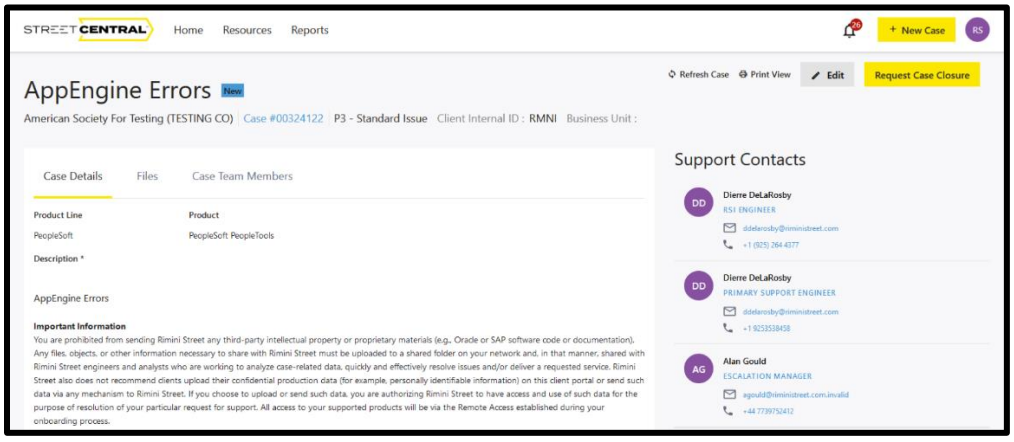


You will be returned to the “Home” Screen. Be sure to select the “Closed” filter if you have a large number of cases and you will see your closed case with the closed status.

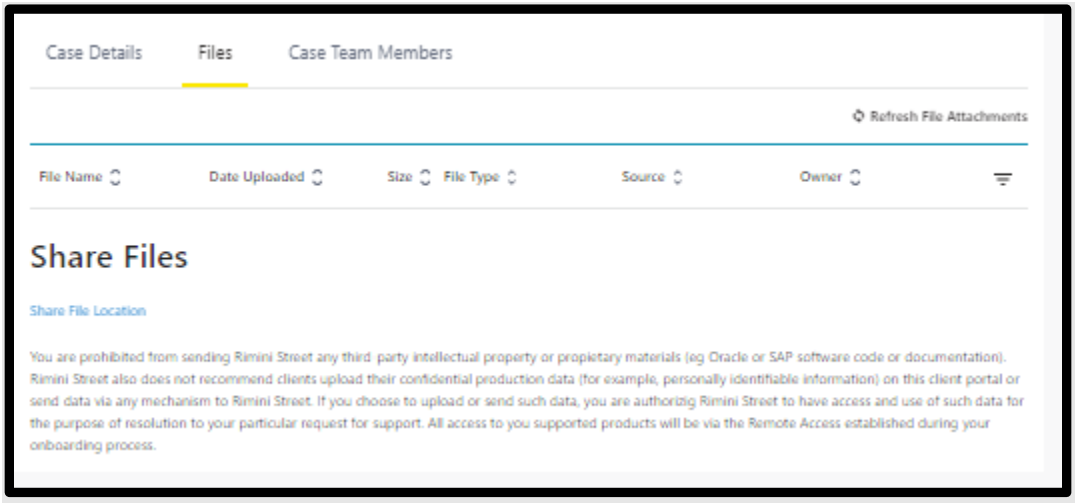
Sharing Files

Sharing Case Materials with Rimini Street

From the “Home” page select the case that you want to save or share a file or content with.



In order to share case materials with Rimini Street you will click the “Share File Location” button to share the case materials with Rimini Street on a shared location on your network. Do not share case materials (including copies of such materials) with RSI colleagues via any other means, including email, copying the content into a support ticket, attaching the content as part of a Teams meeting, or otherwise.



If you have established a shared network location with Rimini Street, you can provide the files you wish to share and a case comment will be entered informing the engineer working your case that you wish to share this file. If you have not established a shared network location with Rimini Street, you can request a live Teams meeting with an engineer to discuss and review the file you would like to share. **During any Teams meeting, do not attach the content. If the Rimini engineer determines that the file should be shared with Rimini, a shared network location will need to be established.**

Resources

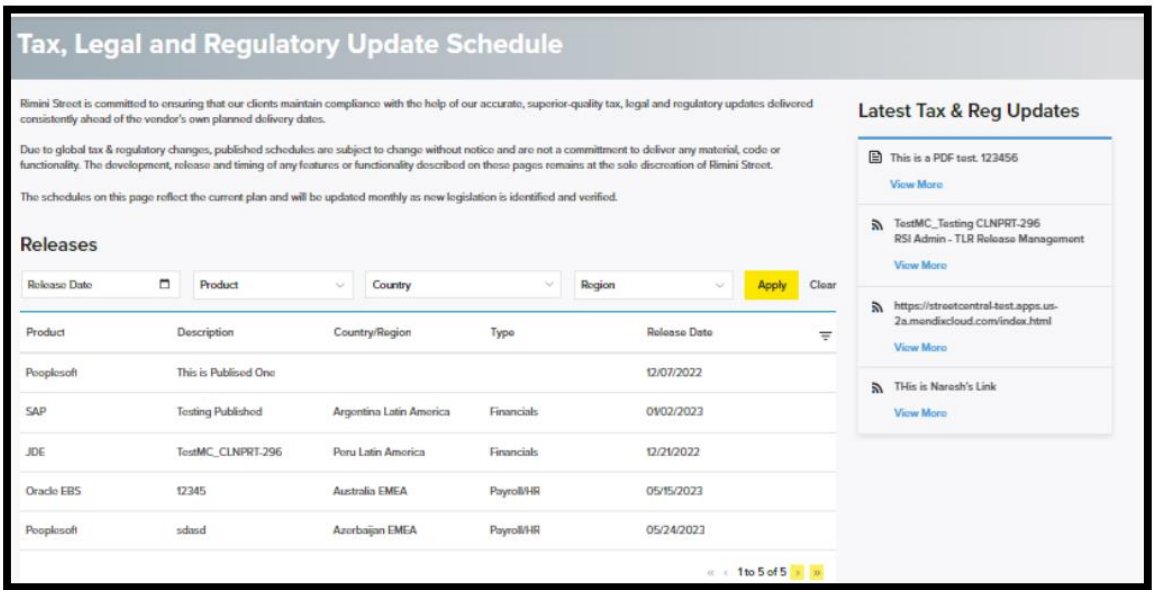
Resources and Additional Information:

Additional client resources such as upcoming events, technical documentation, webinars, ROI savings calculator, tax and regulatory update information and more can be found in "**Resources.**"

Tax, Legal and Regulatory Update Schedule

The "Tax, Legal and Regulatory Update schedule" drop down provides a detailed list of product updates allowing clients to maintain compliance.

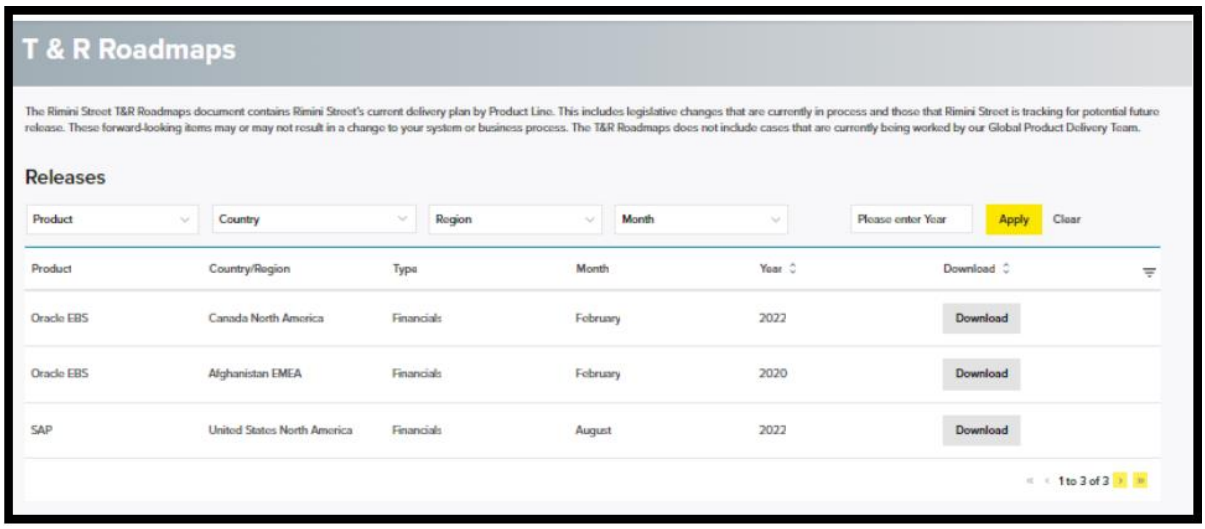
Select the “Resources” drop down and the “Tax, Legal and Regulatory Update Schedule” menu item to navigate to the Tax, Legal and Regulatory Update Schedule and information. Schedules can be filtered by release information. Other tax and payroll information can be found to the right under Tax & Reg Updates.



T&R Roadmap

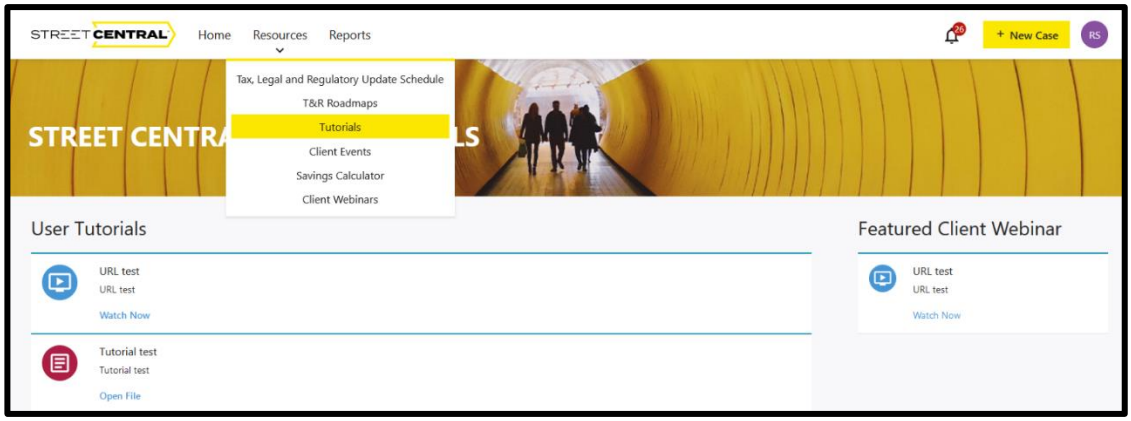
Tax & Reg Roadmaps contain Rimini Street’s current delivery plan by Product Line. This includes legislative changes that are currently in process and those that Rimini Street is tracking for potential future release.

Select the “Resources” drop down and the “T&R Roadmaps” menu item to navigate to various Roadmap information. Roadmaps can be filtered by release information.

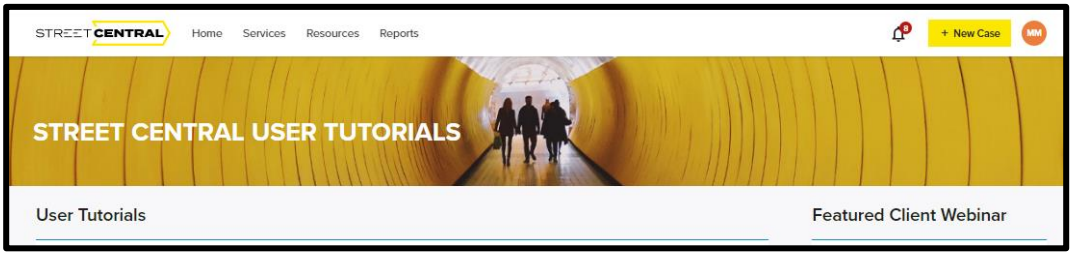


Tutorials

The “Tutorials” drop down provides the Client and Administrators User Guide as well as Frequently Asked Questions.



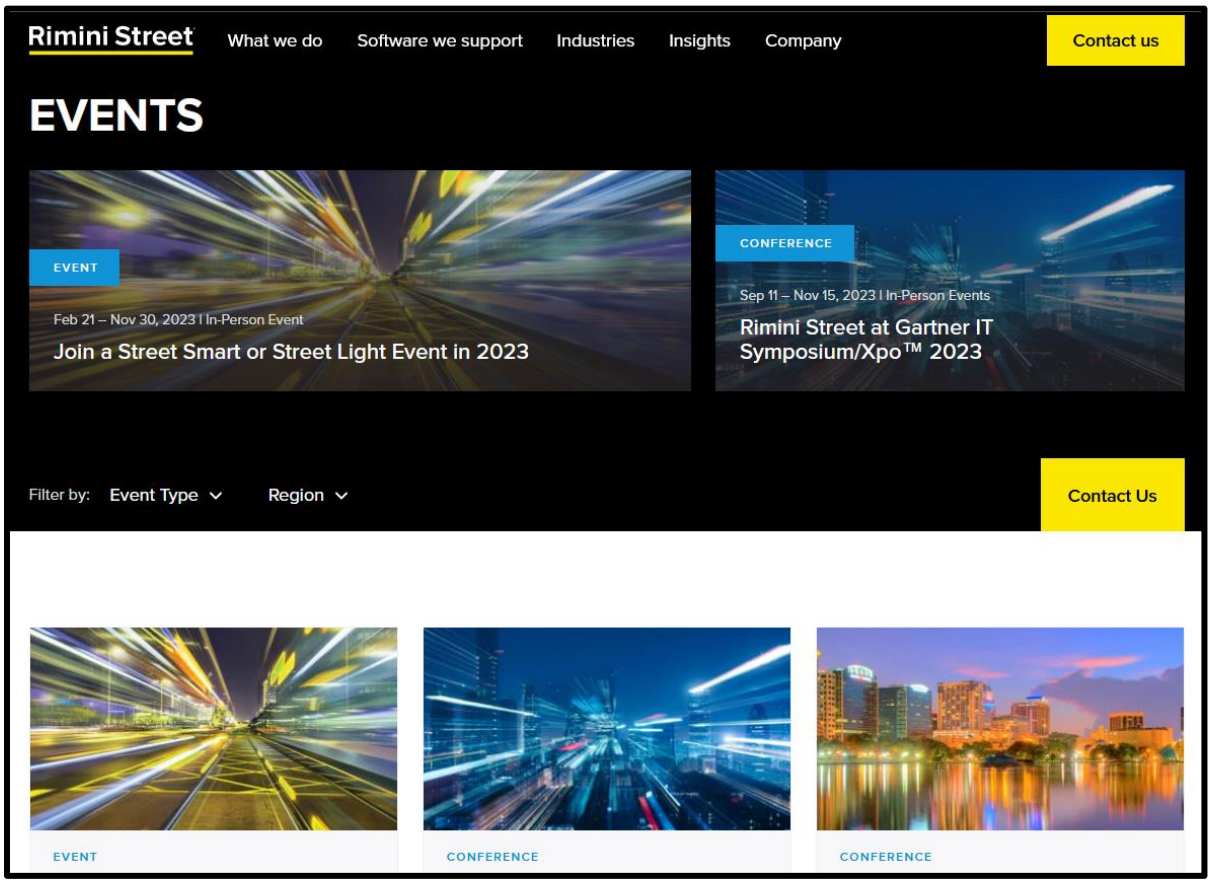
Select the “Resources” drop down and the “Tutorial” menu item to navigate to various tutorials and learning and development information.



Client Events

The “Client Events” drop down navigates users to the Client Event content on the Rimini Street Web Page. This page includes robust content about current Rimini Streets events.

Select the “Resources” drop down and the “Client Events” menu item to navigate to the Rimini Street Client Events landing Page.

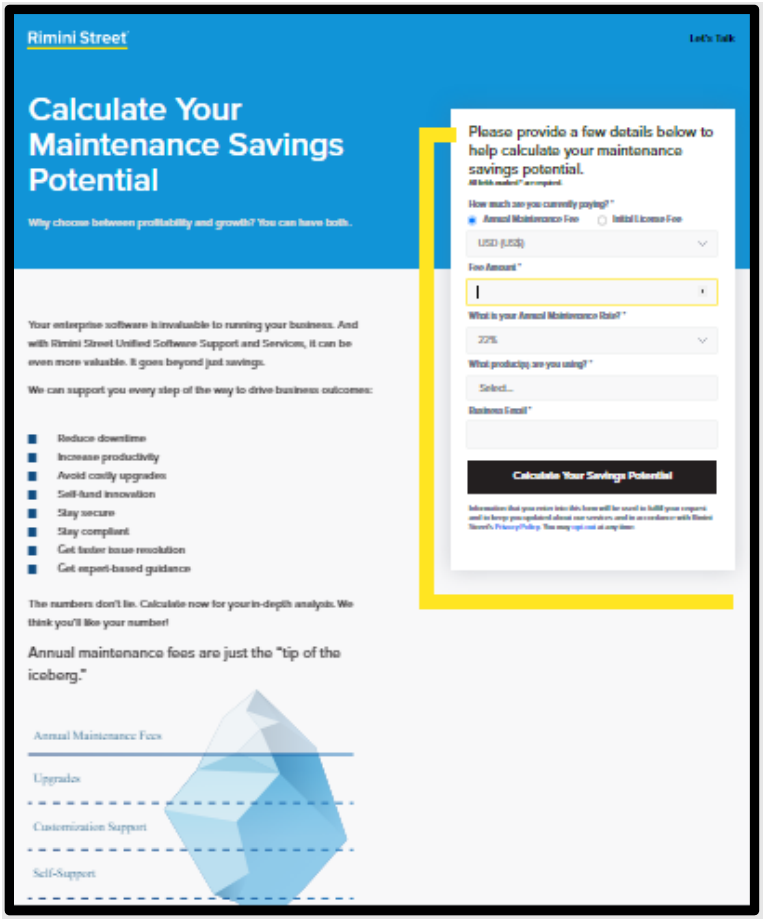


Selecting the “Client Events” drop down navigates the user to the Rimini Street “Client Events” landing page. To return to the portal close the Client Events tab and select the RS Client Portal tab to navigate back to the Street Central portal.

Savings Calculator

The “Savings Calculator” drop down navigates users to the Savings Calculator content on the Rimini Street Web Page. This page provides information about Rimini Street capabilities and helps perspective clients estimate the savings potential that could be attained by partnering with Rimini Street.

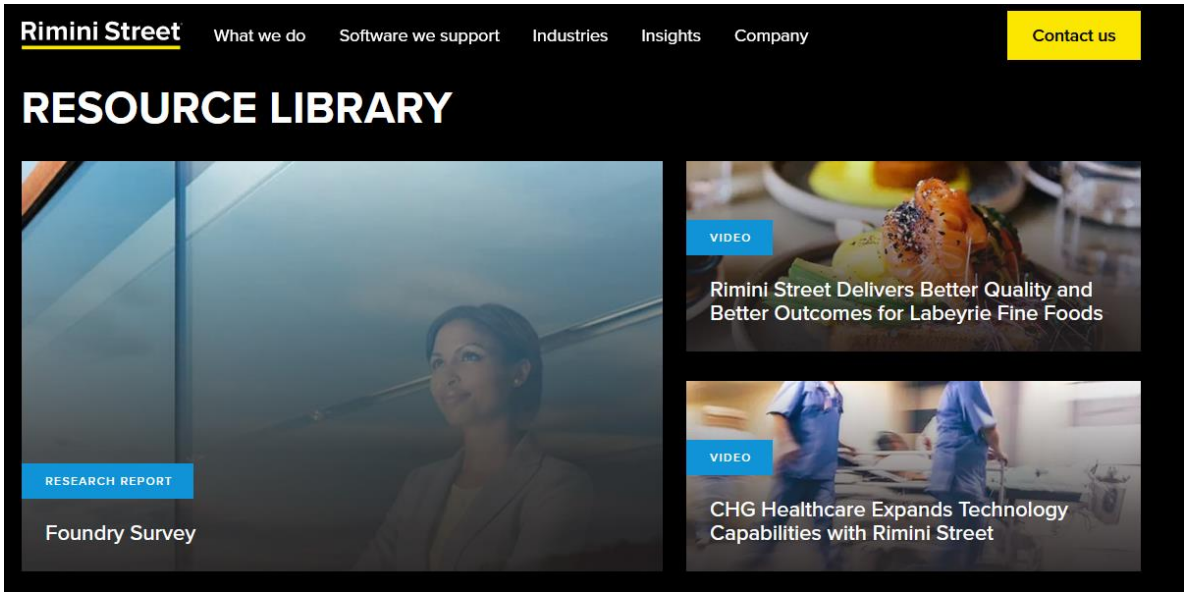
Select the “Resources” drop down and the “Savings Calculator” menu item to navigate to Rimini Street Client Savings Calculator landing Page.



Client Webinars

The “Client Webinars” drop down navigates users to Rimini Street resource library. The Resource Library is a one stop shop to understand what is changing and what is up and coming at Rimini Street.

Select the “Resources” drop down and the “Client Webinars” menu item to navigate to Rimini Street Resource Library landing page.



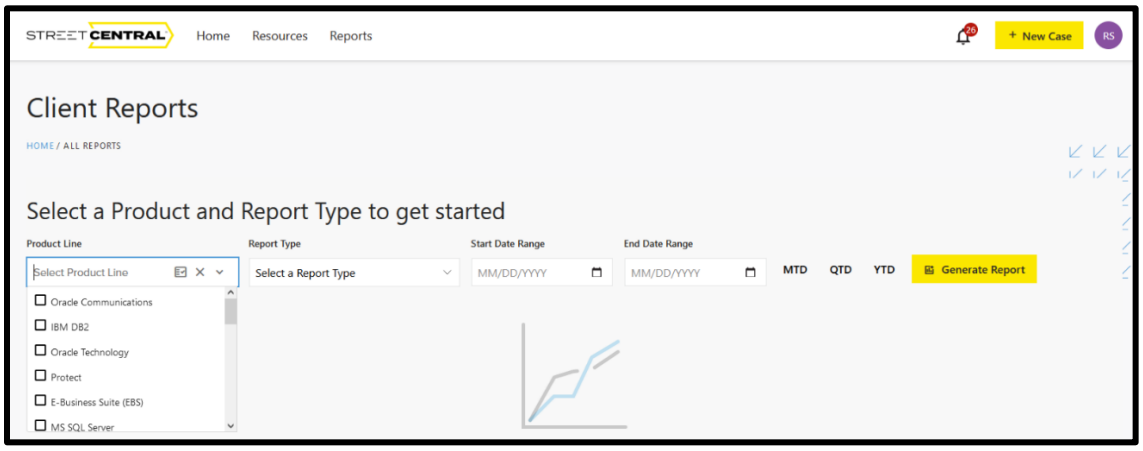
Selecting the “Client Webinars” drop down navigates the user to the Rimini Street Resource Library landing page. To return to the portal close the Client Webinars tab and select the RS Client Portal tab to navigate back to the Street Central portal.

Reporting

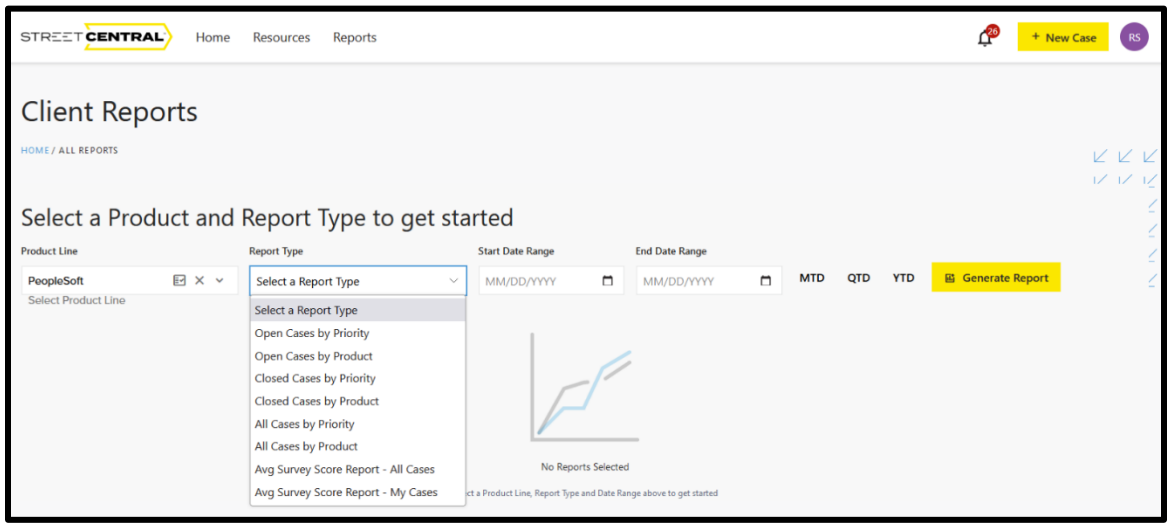
Creating reports in Street Central

The "**Reports**" tab provides a unique view into a number of standard reports that can be run and downloaded to track and report case progress. Search reports by products supported or using keywords or categories. All reports can be exported in this section. Select "Report Name" to view and export report.

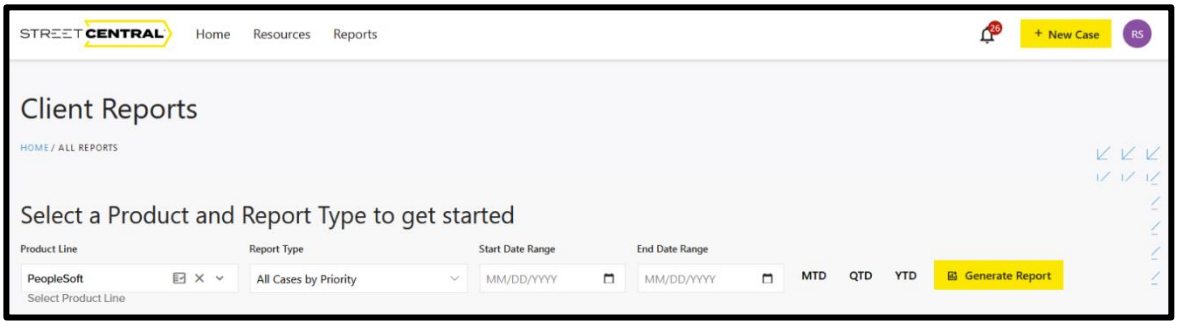
Click on the "Select Product Line" drop down and select a product line



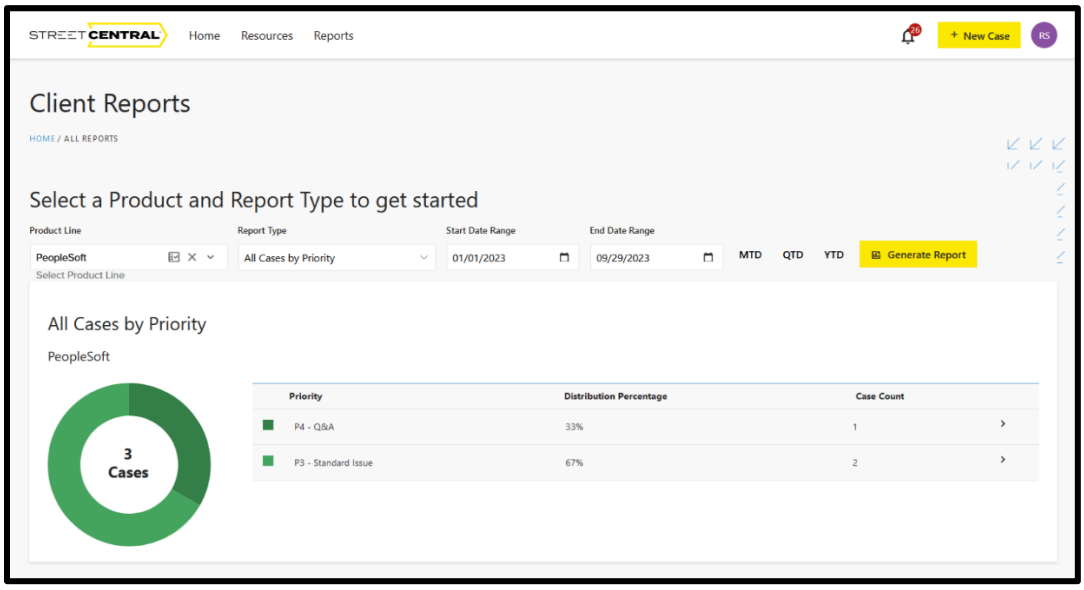
Select a "Report Type".



Select a start and finish date or “MTD”, QTD” or “YTD” and the yellow “Generate Report” box.



Here is the result. The report also has drill down capability by clicking the arrows to the right to see those specific cases.



Dashboard Alerts

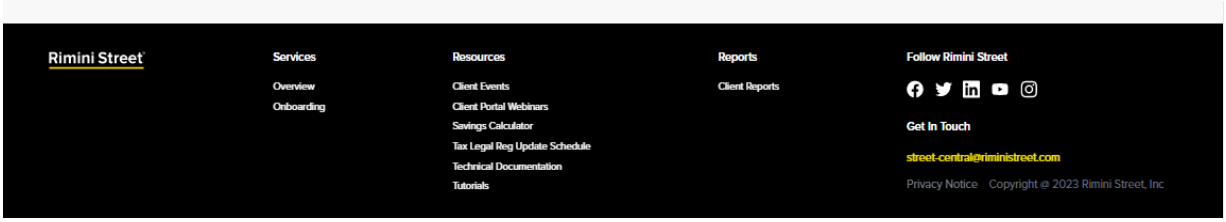
Dashboard Alerts provide valuable information

A Dashboard Alert will be sent to all users to communicate valuable portal information. The example below demonstrates and Outage Alert so all users can plan accordingly so their business needs are not interrupted. You don't need to minimize or delete the alert. It will be displayed prominently for a specific amount of time and then will be removed from your screen automatically.

The Rimini Street Footer

Rimini Street Footer Content

Scroll down on any page until you can see the black footer at the bottom of the Screen.



Similar to the menu at the top “Services”, “Resources” and “Reports” can be selected. The following provides links to more information about Services and Resources functionality:

- Click here to see the “Resources”, “Client Events” background in this User Guide. This will take you to the Rimini Street web page.
- Click here to see the “Resources”, “Client Portal Webinar” background in this User Guide. This will take you to the Rimini Street web page.
- Click here to see the “Resources”, “Savings Calculator” background in this User Guide. This will take you to the Rimini Street web page.
- Click here to see the “Resources”, “Tax, Legal Regulatory update Schedule”.
- Click here to see the “Resources”, “Tutorials”. This is where all your User Guides and Frequently Asked Questions are stored.

For any or additional information questions:

For additional questions, please contact street-central@riministreet.com.

Rimini Street

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