

**Rimini Street**<sup>®</sup>

Engineered for Support<sup>™</sup>



# Street Central<sup>™</sup>

## 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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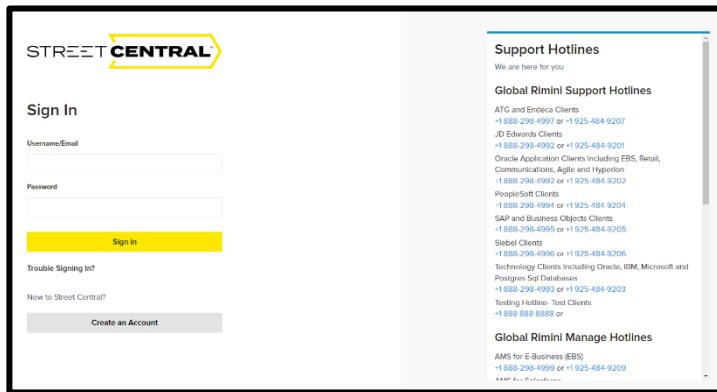
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## Accessing Street Central

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



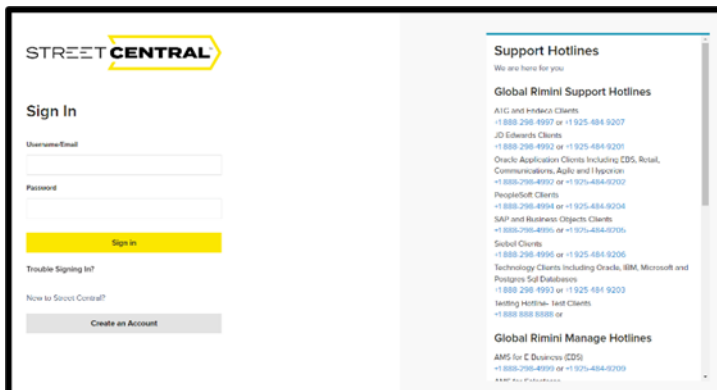
The screenshot shows the Street Central login interface. On the left, there is a 'Sign In' section with fields for 'Username/Email' and 'Password', a yellow 'Sign In' button, and links for 'Trouble Signing In?' and 'New to Street Central?'. Below these is a 'Create an Account' button. On the right, there is a 'Support Hotlines' section with a list of contact numbers for various client categories, including Global Rimini Support Hotlines and Global Rimini Manage Hotlines.

## 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.

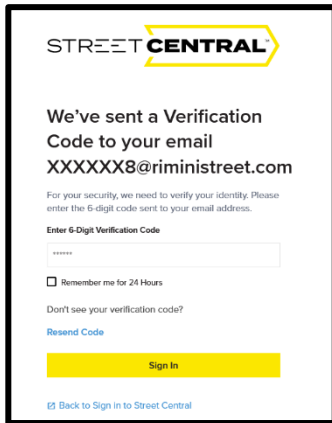
Existing Users, that already have access to Street Central:

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



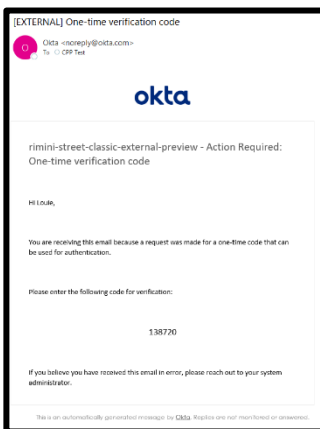
This is another screenshot of the Street Central login page, identical to the one above. It shows the 'Sign In' section with email and password fields, a yellow 'Sign In' button, and links for 'Trouble Signing In?' and 'New to Street Central?'. Below these is a 'Create an Account' button. On the right, there is a 'Support Hotlines' section with a list of contact numbers for various client categories, including Global Rimini Support Hotlines and Global Rimini Manage Hotlines.

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

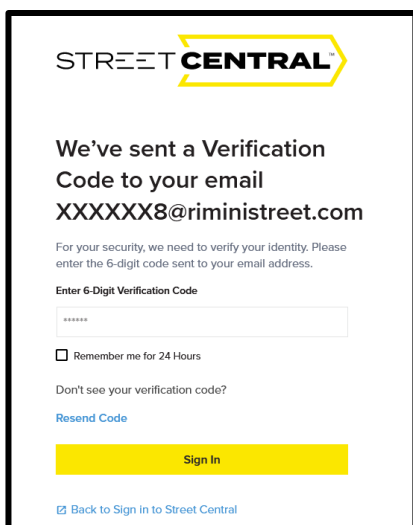


The portal will send a 6-digit log in number to the email you supplied in the “Username/email” box previously.

The email will look like this...

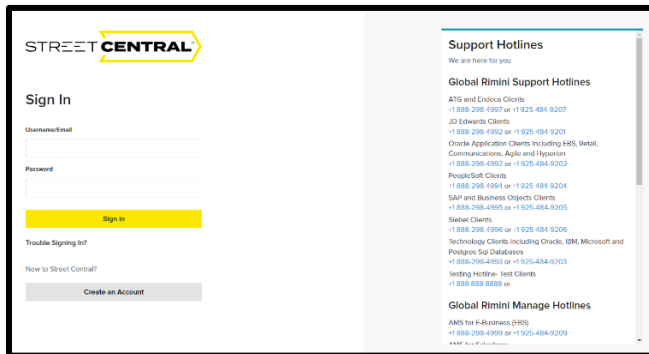


Copy the 6-digit numerical verification code over to the “Enter 6-digit verification code” in the window below. Select the “Remember me for 24 hours” so you don’t have to follow this process if you are going to log on again in the next day (24-hour window). Finally, select the yellow “Sign In box” to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

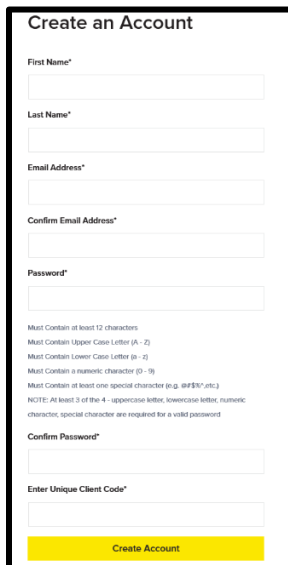


## Self-Registering: Access through Self Registration

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.



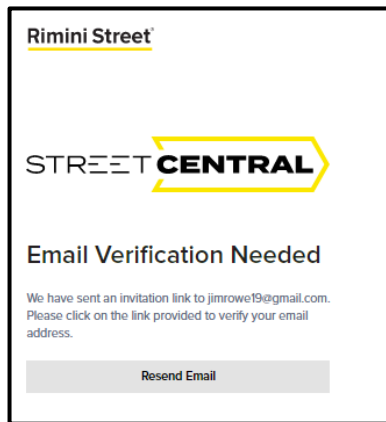
If you are a new user that has never logged into Street Central before and your administrator has not already set you up, the best way to gain access to Street Central is to Self-Register. To Self-Register select the “Create an Account” grey box.



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.

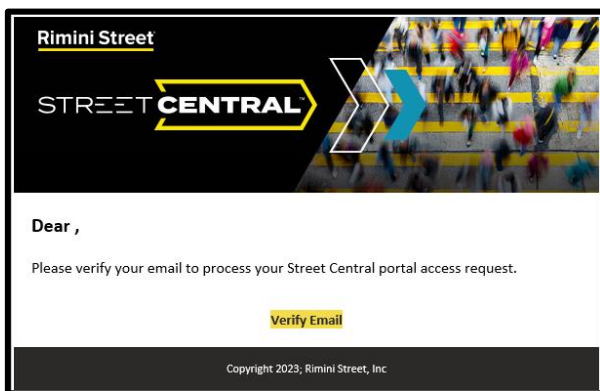


Be sure to take a mental note of both your Log on and your password.

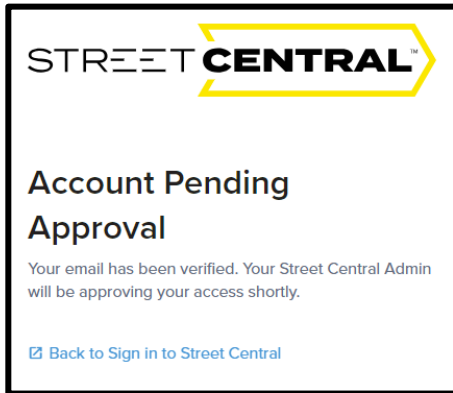


You will receive the “Email Verification Needed” window above telling you to access the email that the portal just sent to the email address you provided.

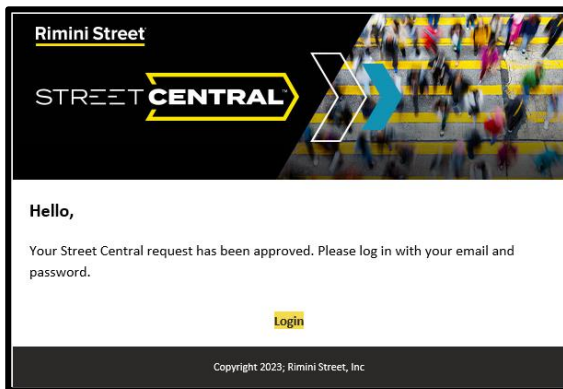
Go to the mailbox for the email provided and you will find an email like this titled “Street Central Email Verification.” Click on the “Verify Email” link in the email sent to the email box you specified.



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:

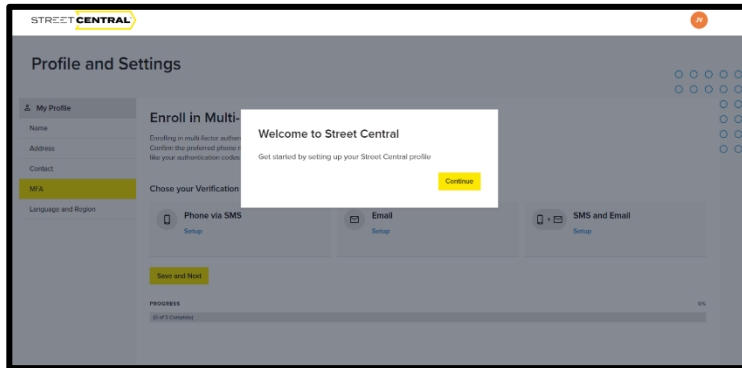
- **Client Case Contact Portal User:** can see and edit their own cases only
- **Client Case Manager:** Portal User can see and edit all cases
- **Client Portal Administrator Access:** User Administrator can set up users and approve users in their organization

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.

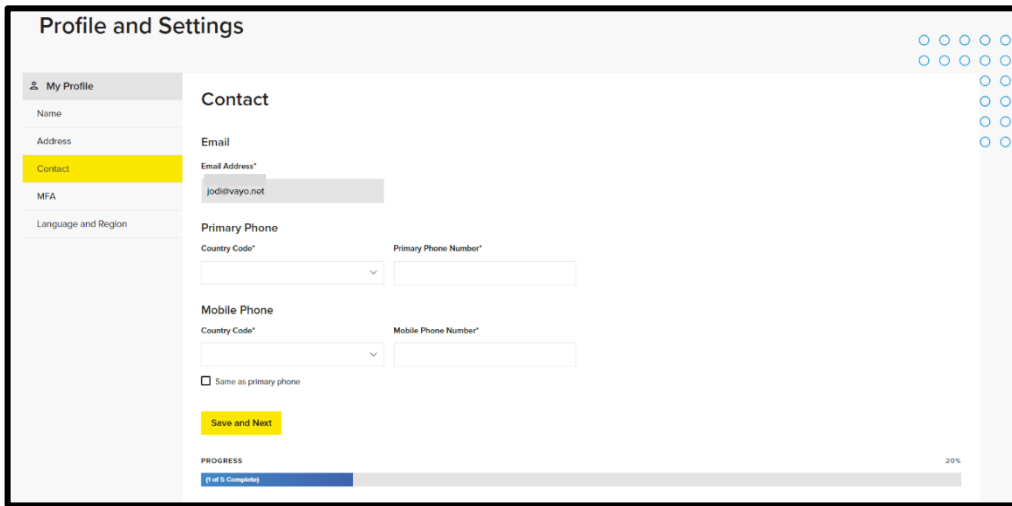




After authentication, click on the “Continue” box to set up your profile.

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.



**Profile and Settings**

- My Profile
- Name
- Address
- Contact**
- MFA
- Language and Region

**Contact**

Email

Email Address\*  
jodidvayo.net

Primary Phone

Country Code\*  
▼

Primary Phone Number\*

Mobile Phone

Country Code\*  
▼

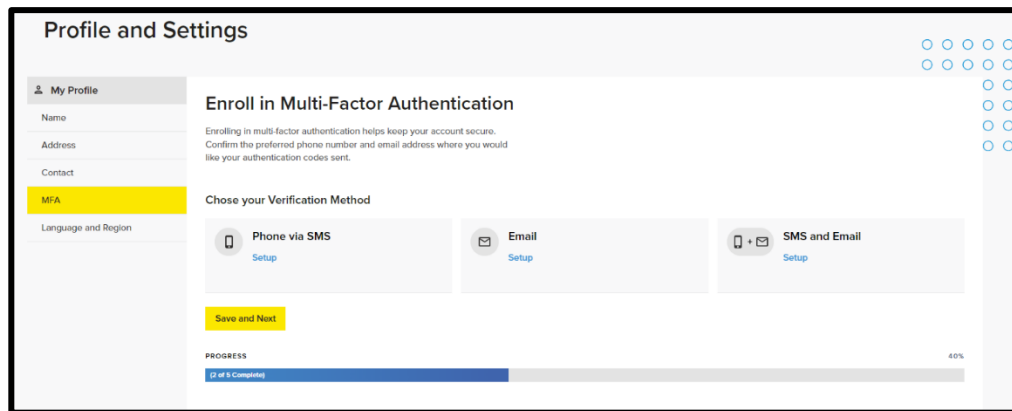
Mobile Phone Number\*

☐ Same as primary phone

**Save and Next**

PROGRESS  
20%  
(1 of 5 Completed)

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.



**Profile and Settings**

- My Profile
- Name
- Address
- Contact
- MFA**
- Language and Region

**Enroll in Multi-Factor Authentication**

Enrolling in multi-factor authentication helps keep your account secure. Confirm the preferred phone number and email address where you would like your authentication codes sent.

Chose your Verification Method

☐ Phone via SMS  
Setup

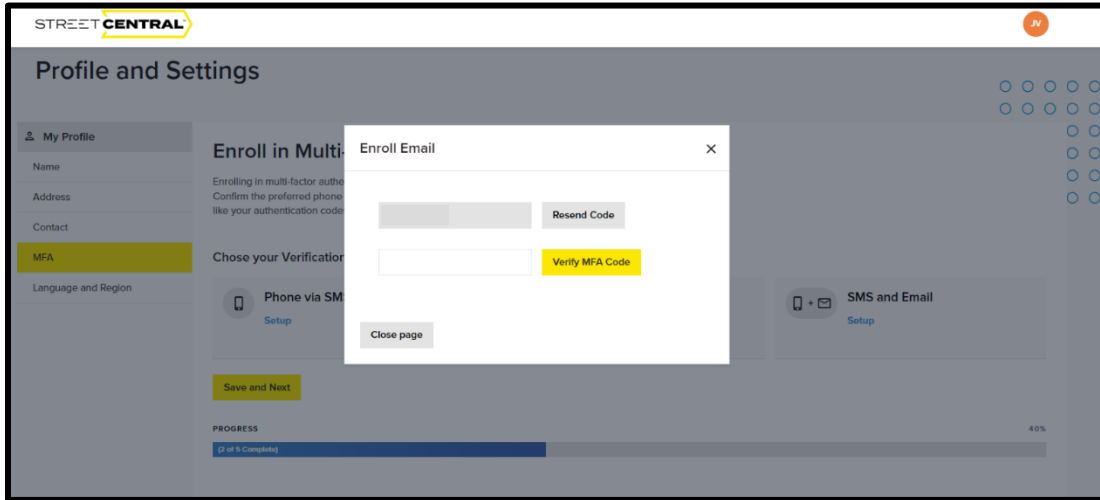
☐ Email  
Setup

☐ SMS and Email  
Setup

**Save and Next**

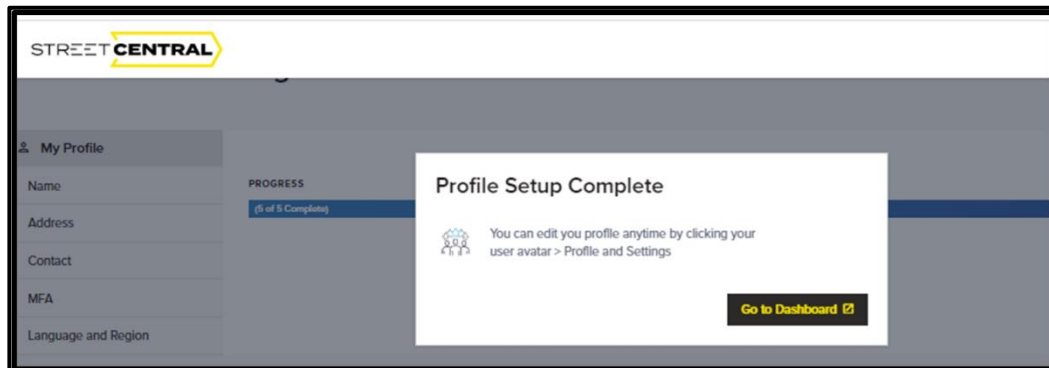
PROGRESS  
40%  
(2 of 5 Completed)

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](mailto:street-central@riministreet.com) with your User Id included in the message.

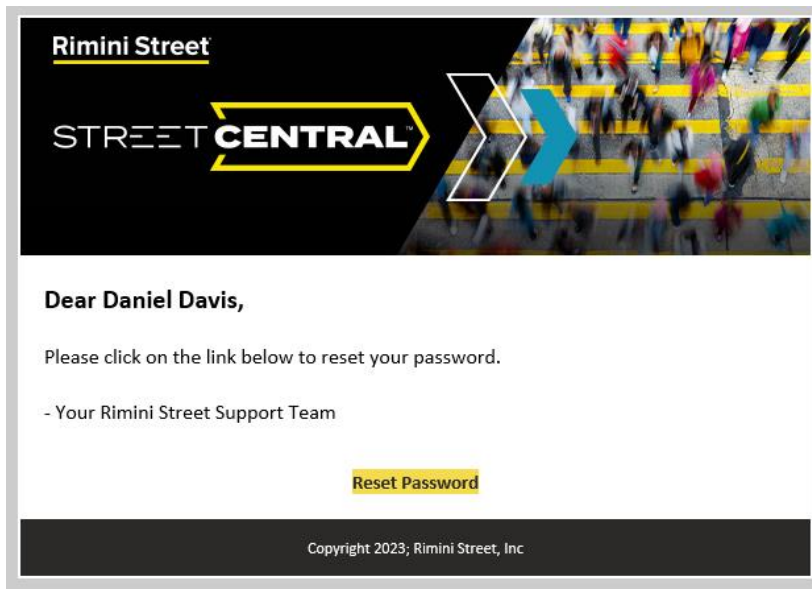
### Password Reset:

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.

The screenshot shows the login interface for Street Central. At the top, it says "Rimini Street" and the "STREET CENTRAL" logo. Below the logo is the "Sign In" heading. A red error message states: "The username or password you entered is incorrect." There are two input fields: "Username/Email" and "Password". A red arrow points to the "Username/Email" field. Below the fields is a black "Sign in" button. Underneath the button, there are two links: "Trouble Signing In?" and "New to Street Central?". A red arrow points to the "Trouble Signing In?" link. At the bottom is a grey "Create an Account" button.

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

The screenshot shows a confirmation message from Rimini Street. It features the "STREET CENTRAL" logo. Below the logo, the heading "Reset password link sent" is displayed. The message text reads: "We have sent a link to ddsouza@riministreet.com. Please click on the link provided to complete your password reset."



Select the yellow “Reset Password” box.

**Rimini Street®**

STREET **CENTRAL**

**Password Reset**

Password

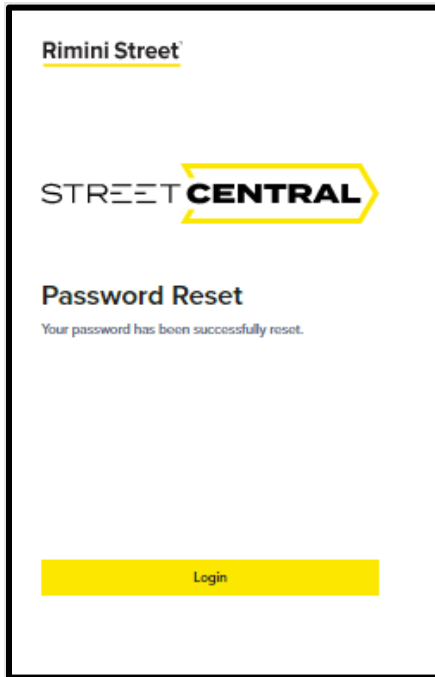
Must Contain at least 12 characters  
 Must Contain Upper Case Letter (A - Z)  
 Must Contain Lower Case Letter (a - z)  
 Must Contain a numeric character (0 - 9)  
 Must Contain at least one special character (e.g. @#\$%^&\* etc.)  
 NOTE: At least 3 of the 4 - uppercase letter, lowercase letter, numeric character, special character are required for a valid password

Confirm password

[Save](#)



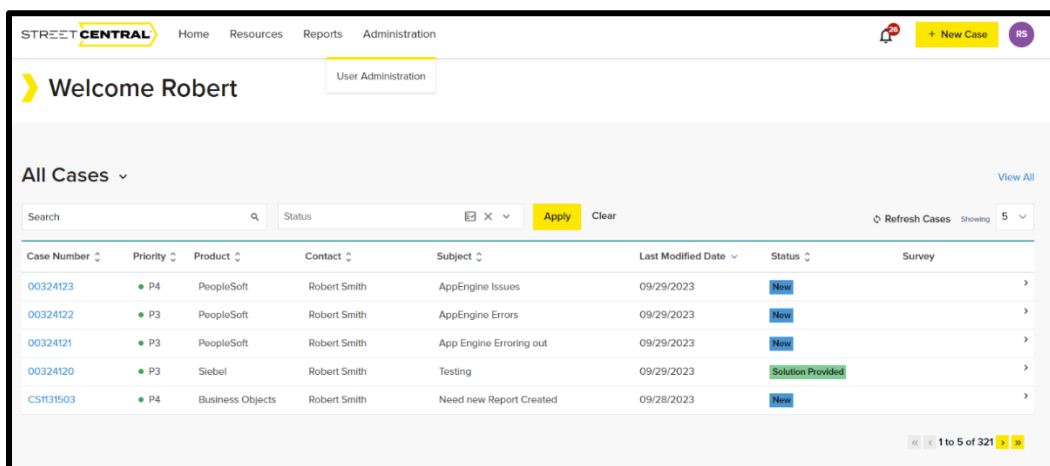
This will direct you to the “Password Reset” window where you can enter your new password in the “Password” box and in the “Confirm Password” box. Selecting save will reset your password. You must follow the password requirements and it must include 12 characters and letters to be reset.



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.

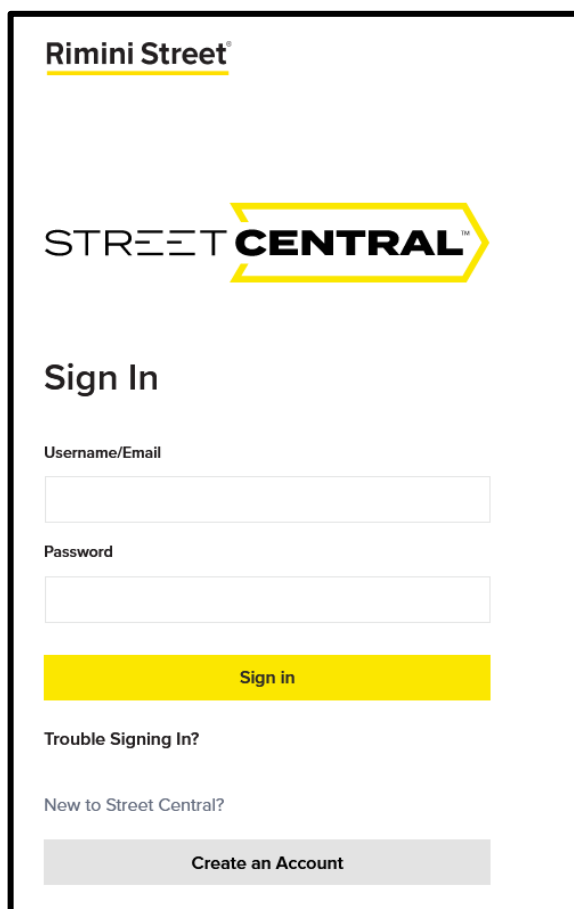




Select the avatar with your initials.



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



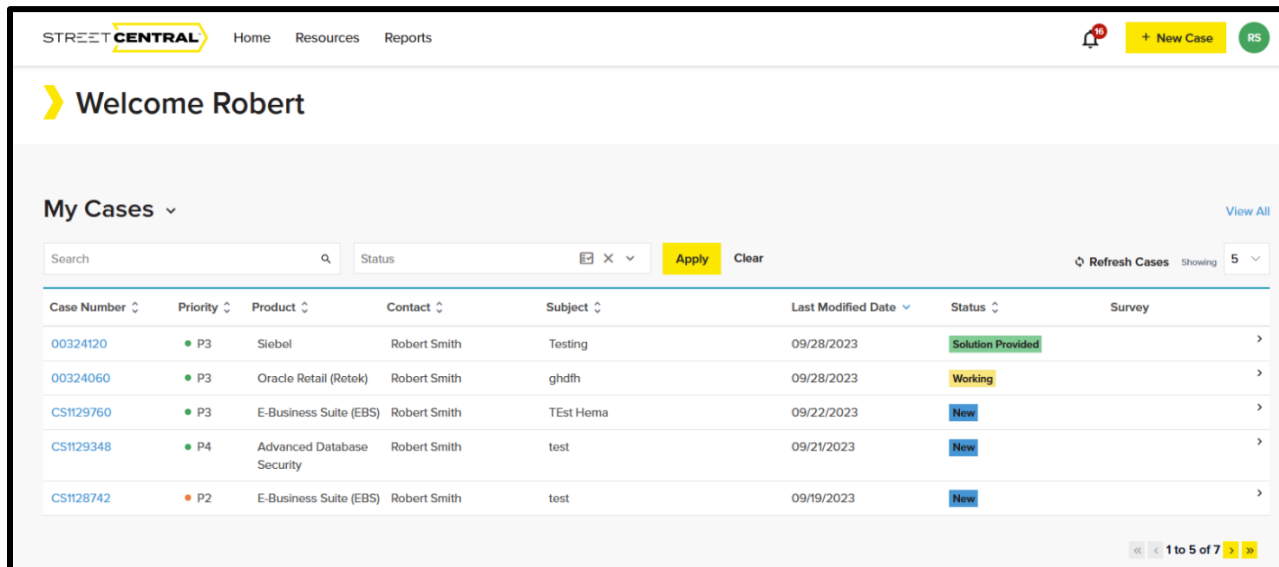


## The new Street Central landing page

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.



STREET CENTRAL Home Resources Reports

Welcome Robert




My Cases View All

Search Status Apply Clear Refresh Cases Showing 5

Case Number	Priority	Product	Contact	Subject	Last Modified Date	Status	Survey
00324120	P3	Siebel	Robert Smith	Testing	09/28/2023	Solution Provided	
00324060	P3	Oracle Retail (Retek)	Robert Smith	ghdfh	09/28/2023	Working	
CS1129760	P3	E-Business Suite (EBS)	Robert Smith	TEst Hema	09/22/2023	New	
CS1129348	P4	Advanced Database Security	Robert Smith	test	09/21/2023	New	
CS1128742	P2	E-Business Suite (EBS)	Robert Smith	test	09/19/2023	New	

1 to 5 of 7




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

Rimini Street Contacts					<a href="#">View All</a>
Name	Product Line	Role	Email	Phone	
 Teresa Hintz	Siebel,PeopleSoft,Oracle ATG Web Commerce,JD Edwards	PeopleSoft Regional Manager - USA/West	<a href="mailto:thintz@riministreet.com.invalid">thintz@riministreet.com.invalid</a>	(727) 946-4615	
 Roger Franklin	Siebel,PeopleSoft,Oracle ATG Web Commerce,JD Edwards	JDE Regional Manager, Asia Pacific, GSD	<a href="mailto:rfranklin@riministreet.com.invalid">rfranklin@riministreet.com.invalid</a>	+61 429969742	
 Ken Newell	SAP Sybase DB,Rimini Connect for OS,Rimini Connect for Email,Rimini Connect for Browsers,Protect,Oracle Technology,MS SQL Server,IBM DB2,Advanced Database Security	Director, Technology Support - US West	<a href="mailto:knewell@riministreet.com.invalid">knewell@riministreet.com.invalid</a>	+1 (480) 431-9388	

## 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.

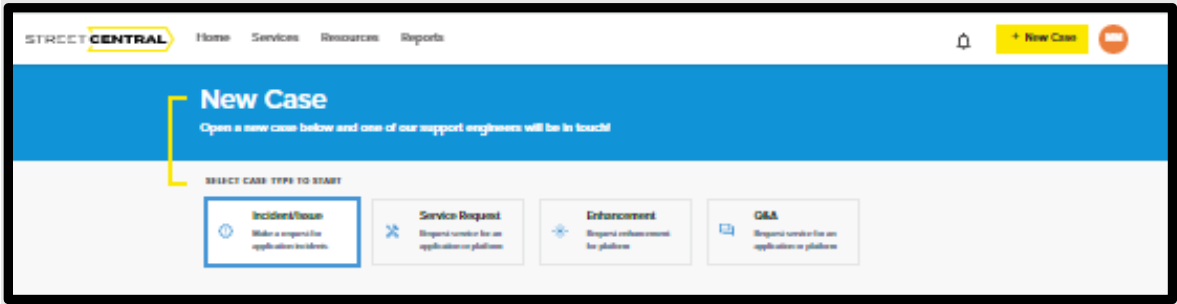
STREET CENTRAL					Home	Services	Resources	Reports			<a href="#">+ New Case</a>	
					Welcome Robert			Cambria Company LLC				
My Cases								<a href="#">View All</a>				
Search					Status	Apply	Clear	Refresh Cases Showing 5				
Case Number	Priority	Product	Contact	Subject	Last Modified Date	Status	Survey					
CSX088041	P2	Oracle EBS	Minnie Mouse	Can't add a new Employee	04/17/2023	New						
CSX088040	P2	Oracle EBS	Minnie Mouse	Needs updated service pack	04/17/2023	New						

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.



## New Incident/Issue

**Product Line \***

**Issue Details**  
**Subject \***  
  
**Issue Description \***

**Important Information**  

You are prohibited from sending Rimini Street any third-party intellectual property or proprietary materials (e.g., Oracle or SAP software code or documentation). Any files, objects, or other information necessary to share with Rimini Street must be uploaded to a shared folder on your network and, in that manner, shared with Rimini Street engineers and analysts who are working to analyze case-related data, quickly and effectively resolve issues and/or deliver a requested service. Rimini Street also does not recommend clients upload their confidential production data (for example, personally identifiable information) on this client portal or send such data via any mechanism to Rimini Street. If you choose to upload or send such data, you are authorizing Rimini Street to have access and use of such data for the purpose of resolution of your particular request for support. All access to your supported products will be via the Remote Access established during your onboarding process.

**Priority Guidance**  

**P1 - CRITICAL ISSUE**  
Rimini Street will respond within 10 minutes

**P2 - SERIOUS ISSUE**  
Rimini Street will respond within 15 minutes

**P3 - STANDARD ISSUE**  
Rimini Street will respond within 1 business day

**P4 - Q&A**  
Rimini Street will respond within 1 business day

## New Incident/Issue

**Product Line \***

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.

### New Incident/Issue

Product Line \*

#### Issue Details

Subject \*

Issue Description \*

#### Important Information

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Priority \*

Confidential Case
☐ Confidential case

Client Internal ID

#### My Contact Info

Account Name

American Society For Testing (TESTING CO)

Country Code

Contact Name

Robert Smith

Preferred Contact Number \*

Contact Email

cpptest8@riministreet.com

Contact Mobile Number

+1 765 4619 216

Contact Phone Number

+1 765 4619 216

Submit

PRODUCT LINE

PRODUCT

#### Priority Guidance

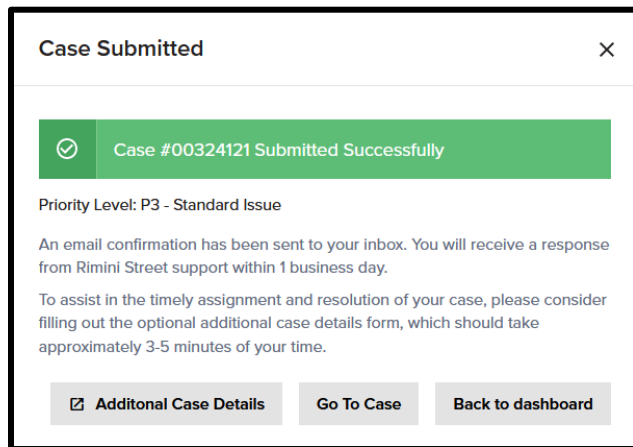
**P1 - CRITICAL ISSUE**  
Rimini Street will respond within 10 minutes

**P2 - SERIOUS ISSUE**  
Rimini Street will respond within 15 minutes

**P3 - STANDARD ISSUE**  
Rimini Street will respond within 1 business day

**P4 - Q&A**  
Rimini Street will respond within 1 business day

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.



**Case Submitted** ✕

☒ Case #00324121 Submitted Successfully

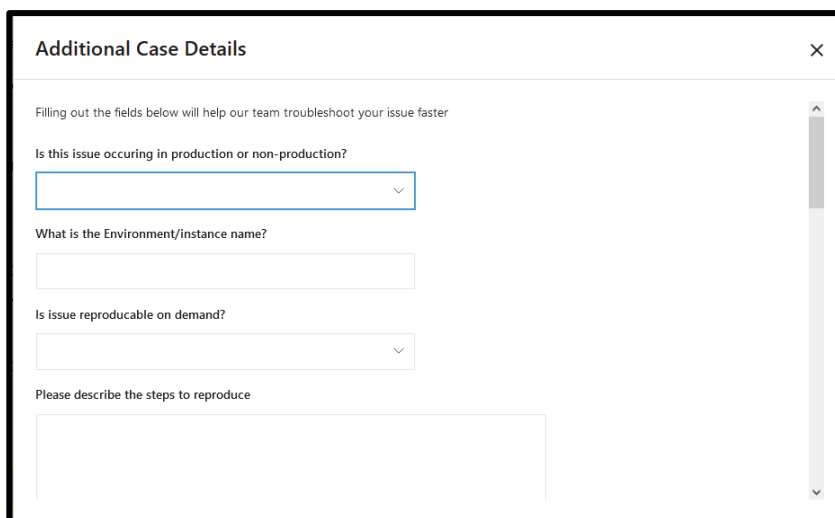
Priority Level: P3 - Standard Issue

An email confirmation has been sent to your inbox. You will receive a response from Rimini Street support within 1 business day.

To assist in the timely assignment and resolution of your case, please consider filling out the optional additional case details form, which should take approximately 3-5 minutes of your time.

☒ Additional Case Details

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.



**Additional Case Details** ✕

Filling out the fields below will help our team troubleshoot your issue faster

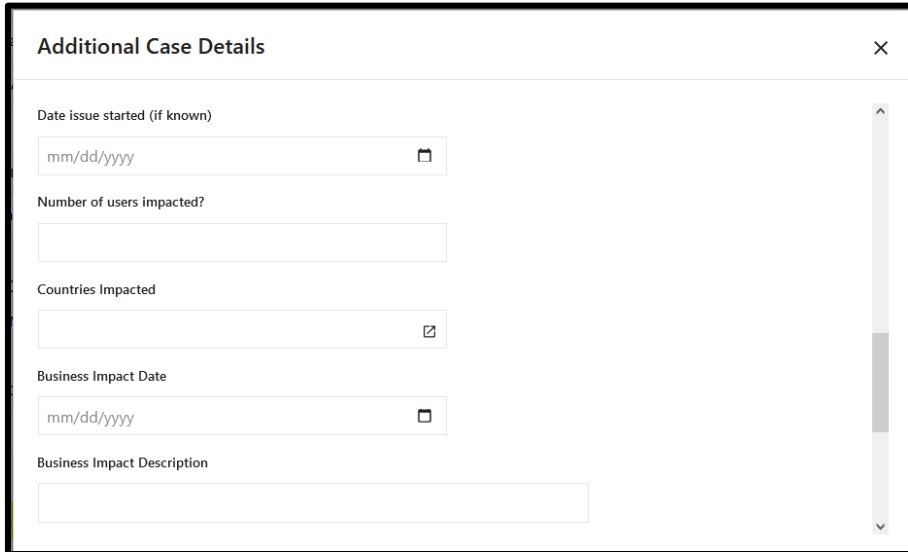
Is this issue occurring in production or non-production?

What is the Environment/instance name?

Is issue reproducible on demand?

Please describe the steps to reproduce

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.



**Additional Case Details** [X]

Date issue started (if known)  
 [Calendar icon]

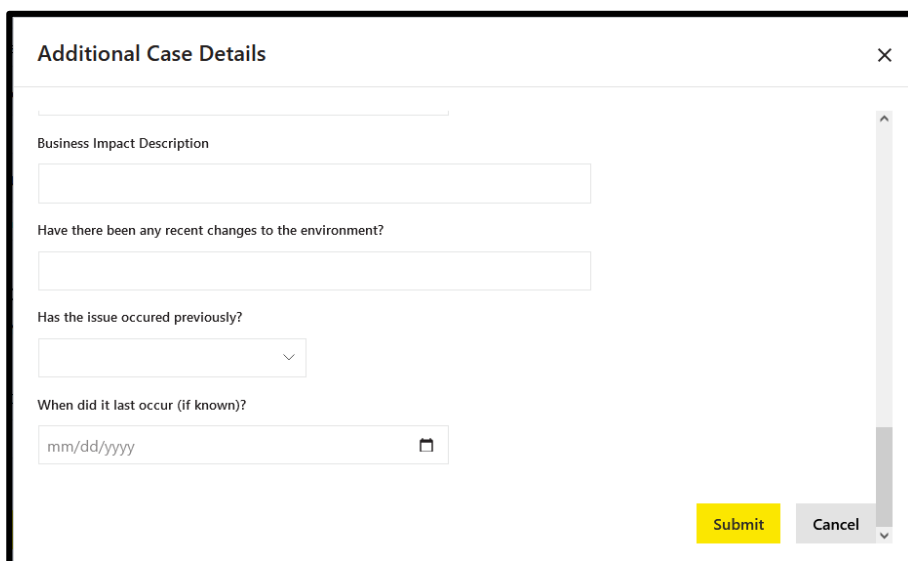
Number of users impacted?

Countries Impacted  
 [Checkmark icon]

Business Impact Date  
 [Calendar icon]

Business Impact Description

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



**Additional Case Details** [X]

Business Impact Description

Have there been any recent changes to the environment?

Has the issue occurred previously?

When did it last occur (if known)?  
 [Calendar icon]

**Submit** **Cancel**

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.

App Engine Erroring out New

[Refresh Case](#)
[Print View](#)
[Edit](#)

American Society For Testing (TESTING CO) | Case #00324121 | P3 - Standard Issue | Client Internal ID : RMNI | Business Unit :

Case Details | Files | Case Team Members

Product Line

Product

PeopleSoft

PeopleSoft PeopleTools

Description \*

When we run an App Engine process it errors out

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Case Comments

Add a comment

Support Contacts

DD

Dierre DeLaRosby

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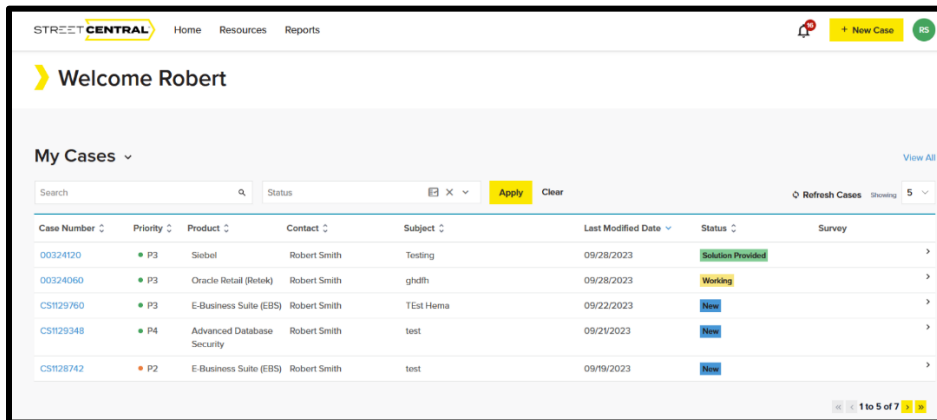
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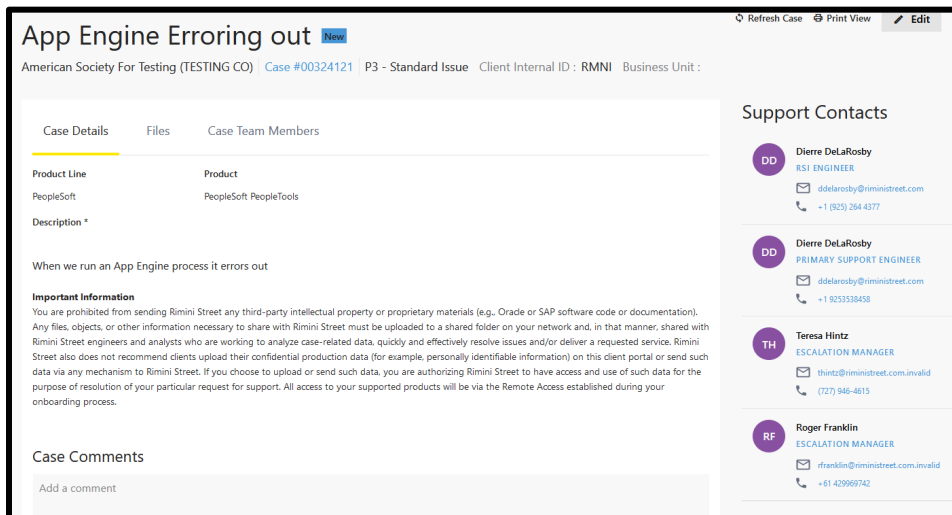
## Editing a Case

### 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.

The screenshot displays the STREET CENTRAL portal interface for managing a case. At the top, the 'STREET CENTRAL' logo is visible. The main form area includes a 'Case Subject' field with the text 'AppEngine Issues'. Below this, there are three dropdown menus: 'Priority' (set to 'P4 - Q&A'), 'Client Internal ID' (set to 'RMNI'), and 'Business Unit/System Name'. A 'Confidential case' section has radio buttons for 'Yes' and 'No', with 'No' selected. Below this, the text 'American Society For Testing (TESTING CO)' is followed by a link to 'Case #00324123'. The interface is divided into two main sections: 'Case Details' and 'Support Contacts'. The 'Case Details' section has tabs for 'Case Details', 'Files', and 'Case Team Members'. Under 'Case Details', there are fields for 'Product Line' (PeopleSoft), 'Product' (PeopleSoft PeopleTools), and 'Description' (AppEngine Issues). The 'Support Contacts' section lists two contacts: 'Dierre DeLaRosby', RSI ENGINEER, with email 'delaRosby@rmninstreet.com' and phone '+1 (925) 264 4277', and 'Dierre DeLaRosby', PRIMARY SUPPORT ENGINEER, with email 'delaRosby@rmninstreet.com' and phone '+1 925338458'. A yellow 'Save' button and a 'Cancel' button are located in the top right corner of the form area.

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.

The screenshot shows the STREET CENTRAL Home screen. The top navigation bar includes links for Home, Resources, Reports, and Administration. A welcome message 'Welcome Robert' is displayed. Below this, there is a section titled 'All Cases' with a search bar and filters. A table lists several cases with columns for Case Number, Priority, Product, Contact, Subject, Last Modified Date, Status, and Survey. The cases listed are:

Case Number	Priority	Product	Contact	Subject	Last Modified Date	Status	Survey
00324123	P4	PeopleSoft	Robert Smith	AppEngine Issues	09/29/2023	New	
00324122	P3	PeopleSoft	Robert Smith	AppEngine Errors	09/29/2023	New	
00324121	P3	PeopleSoft	Robert Smith	App Engine Erroring out	09/29/2023	New	
00324120	P3	Siebel	Robert Smith	Testing	09/29/2023	Solution Provided	
CS1131503	P4	Business Objects	Robert Smith	Need new Report Created	09/28/2023	New	

At the bottom right of the table, there is a pagination control showing '1 to 5 of 321'.

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

The screenshot shows the STREET CENTRAL Case Details screen for the case 'AppEngine Issues'. The top navigation bar includes links for Home, Resources, and Reports. The case title 'AppEngine Issues' is displayed with a 'New' status. Below the title, there is a section for 'Case Details' with tabs for Case Details, Files, and Case Team Members. The Case Details tab is active, showing the following information:

- Product Line: PeopleSoft
- Product: PeopleSoft PeopleTools
- Description: AppEngine Issues

Below the Case Details section, there is an 'Important Information' section with a warning message: 'You are prohibited from sending Rimini Street any third-party intellectual property or proprietary materials (e.g., Oracle or SAP software code or documentation). Any files, objects, or other information necessary to share with Rimini Street must be uploaded to a shared folder on your network and, in that manner, shared with Rimini Street engineers and analysts who are working to analyze case-related data, quickly and effectively resolve issues and/or deliver a requested service. Rimini Street also does not recommend clients upload their confidential production data (for example, personally identifiable information) on this client portal or send such data via any mechanism to Rimini Street. If you choose to upload or send such data, you are authorizing Rimini Street to have access and use of such data for the purpose of resolution of your particular request for support. All access to your supported products will be via the Remote Access established during your onboarding process.'

On the right side of the screen, there is a 'Support Contacts' section with three contacts listed:

- Dierre DeLaRosby** (RS1 ENGINEER): ddelarosby@riministreet.com, +1 (925) 264 4377
- Dierre DeLaRosby** (PRIMARY SUPPORT ENGINEER): ddelarosby@riministreet.com, +1 9253538458
- Teresa Hintz** (ESCALATION MANAGER): thintz@riministreet.com.invalid, (727) 946-4615

At the top right of the case details screen, there is a yellow 'Request Case Closure' button.

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

Request Case Closure

You are about to request this case to close. Please indicate a reason for case closure and provide additional comments below.

Reason for Case Closure\*

Issue Resolved

Unable to Resolve

Not Priority Currently

No Longer an issue

You've used 0 characters of the 4000 characters that are allowed.

Close Case

Nevermind

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.

STREET **CENTRAL**

[Home](#)
[Services](#)
[Resources](#)
[Reports](#)
[Administration](#)

New Case

PO

Welcome Robert

All Cases

Search

Closed

Apply

Clear

Refresh Cases

Showing 5

Case Number	Priority	Product	Contact	Subject	Last Modified Date	Status	Survey
CS1084274	P4	SAP		UNITE state test	04/12/2028	Closed	
00803514	P2	E Business Suite (BES)	Unnati Shah	Test_client internal ID	02/22/2028	Closed	S.O
CS1082381	P4	Oracle Technology	Naresh Agarwal	RANDOM TEST DATA Funciona mismo?	02/21/2028	Closed	
CS1082664	P1	Oracle Technology	Naresh Agarwal	TEs case 1	02/21/2028	Closed	
CS1082665	P4	Oracle Technology	Naresh Agarwal	testing	02/21/2028	Closed	

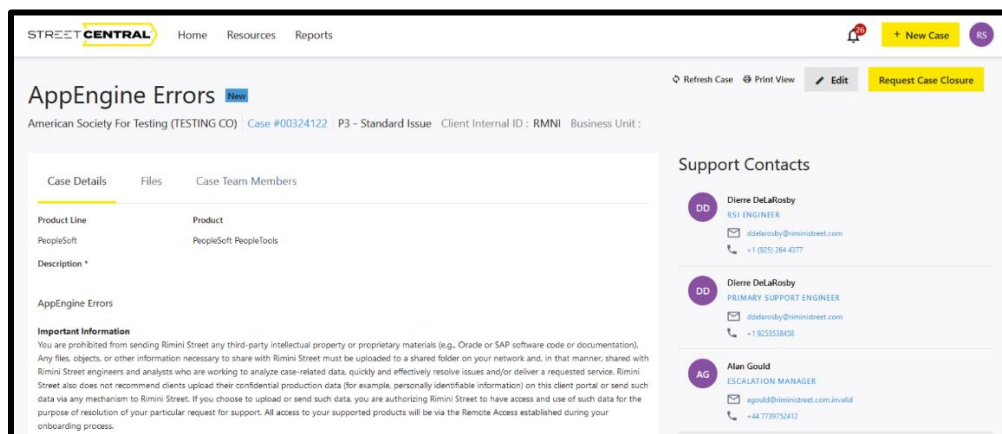
1 to 5 of 32

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.

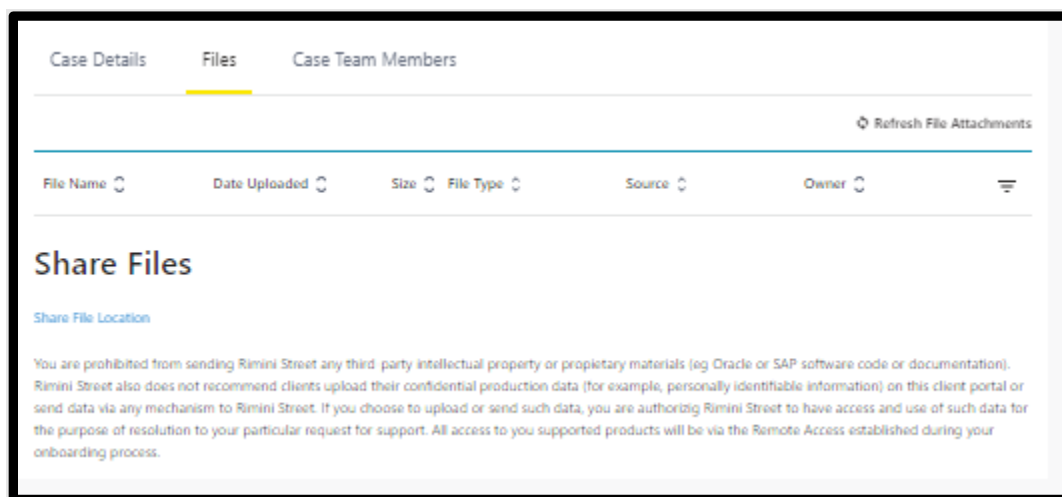
## Sharing Files

### 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.**”

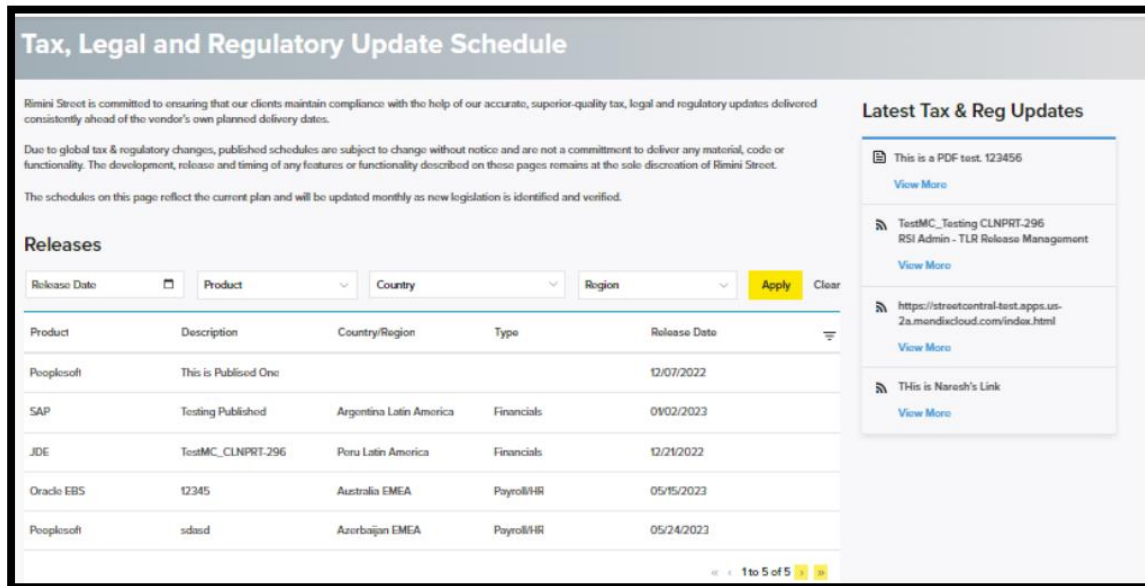


### Tax, Legal and Regulatory Update Schedule

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.



**Tax, Legal and Regulatory Update Schedule**

Rimini Street is committed to ensuring that our clients maintain compliance with the help of our accurate, superior-quality tax, legal and regulatory updates delivered consistently ahead of the vendor's own planned delivery dates.

Due to global tax & regulatory changes, published schedules are subject to change without notice and are not a commitment to deliver any material, code or functionality. The development, release and timing of any features or functionality described on these pages remains at the sole discretion of Rimini Street.

The schedules on this page reflect the current plan and will be updated monthly as new legislation is identified and verified.

**Releases**

Product	Description	Country/Region	Type	Release Date
Peoplesoft	This is Published One			12/07/2022
SAP	Testing Published	Argentina Latin America	Financials	09/02/2023
JDE	TestMC_CLNPRT-296	Peru Latin America	Financials	12/21/2022
Oracle EBS	12345	Australia EMEA	Payroll/HR	05/15/2023
Peoplesoft	sdasd	Azerbaijan EMEA	Payroll/HR	05/24/2023

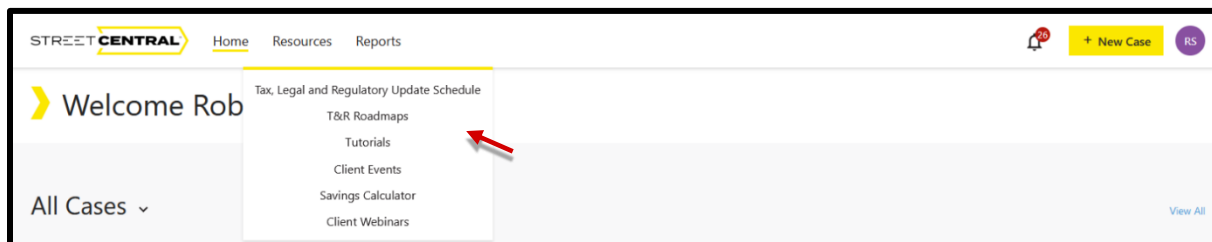
1 to 5 of 5

**Latest Tax & Reg Updates**

- This is a PDF test. 123456  
[View More](#)
- TestMC\_Testing CLNPRT-296  
RSI Admin - TLR Release Management  
[View More](#)
- <https://streetcentral-test.apps.us-2a.mendixcloud.com/index.html>  
[View More](#)
- This is Nareesh's Link  
[View More](#)

## 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.



**STREET CENTRAL** Home Resources Reports

Welcome Rob

All Cases ▾

- Tax, Legal and Regulatory Update Schedule
- T&R Roadmaps
- Tutorials
- Client Events
- Savings Calculator
- Client Webinars

+ New Case R5

[View All](#)

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.

## T & R Roadmaps

The Rimini Street T&R Roadmaps document contains 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. These forward-looking items may or may not result in a change to your system or business process. The T&R Roadmaps does not include cases that are currently being worked by our Global Product Delivery Team.

### Releases

Product Country Region Month Please enter Year Apply Clear

Product	Country/Region	Type	Month	Year	Download
Oracle EBS	Canada North America	Financials	February	2022	Download
Oracle EBS	Afghanistan EMEA	Financials	February	2020	Download
SAP	United States North America	Financials	August	2022	Download

1 to 3 of 3

## Tutorials

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

The screenshot shows the STREET CENTRAL portal interface. The top navigation bar includes 'Home', 'Resources', and 'Reports'. The 'Resources' dropdown menu is open, showing options: 'Tax, Legal and Regulatory Update Schedule', 'T&R Roadmaps', 'Tutorials' (highlighted), 'Client Events', 'Savings Calculator', and 'Client Webinars'. Below the menu, the 'User Tutorials' section lists 'URL test' and 'Tutorial test'. The 'Featured Client Webinar' section also lists 'URL test'.

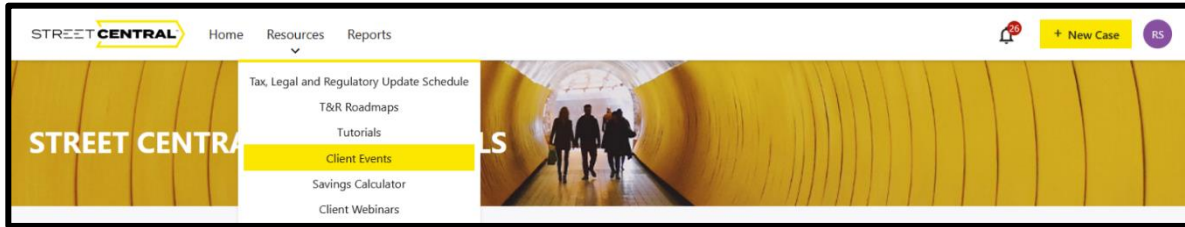
Select the “Resources” drop down and the “Tutorial” menu item to navigate to various tutorials and learning and development information.

The screenshot shows the STREET CENTRAL portal interface with the 'STREET CENTRAL USER TUTORIALS' page. The top navigation bar includes 'Home', 'Services', 'Resources', and 'Reports'. The 'User Tutorials' section lists 'URL test' and 'Tutorial test'. The 'Featured Client Webinar' section also lists 'URL test'.

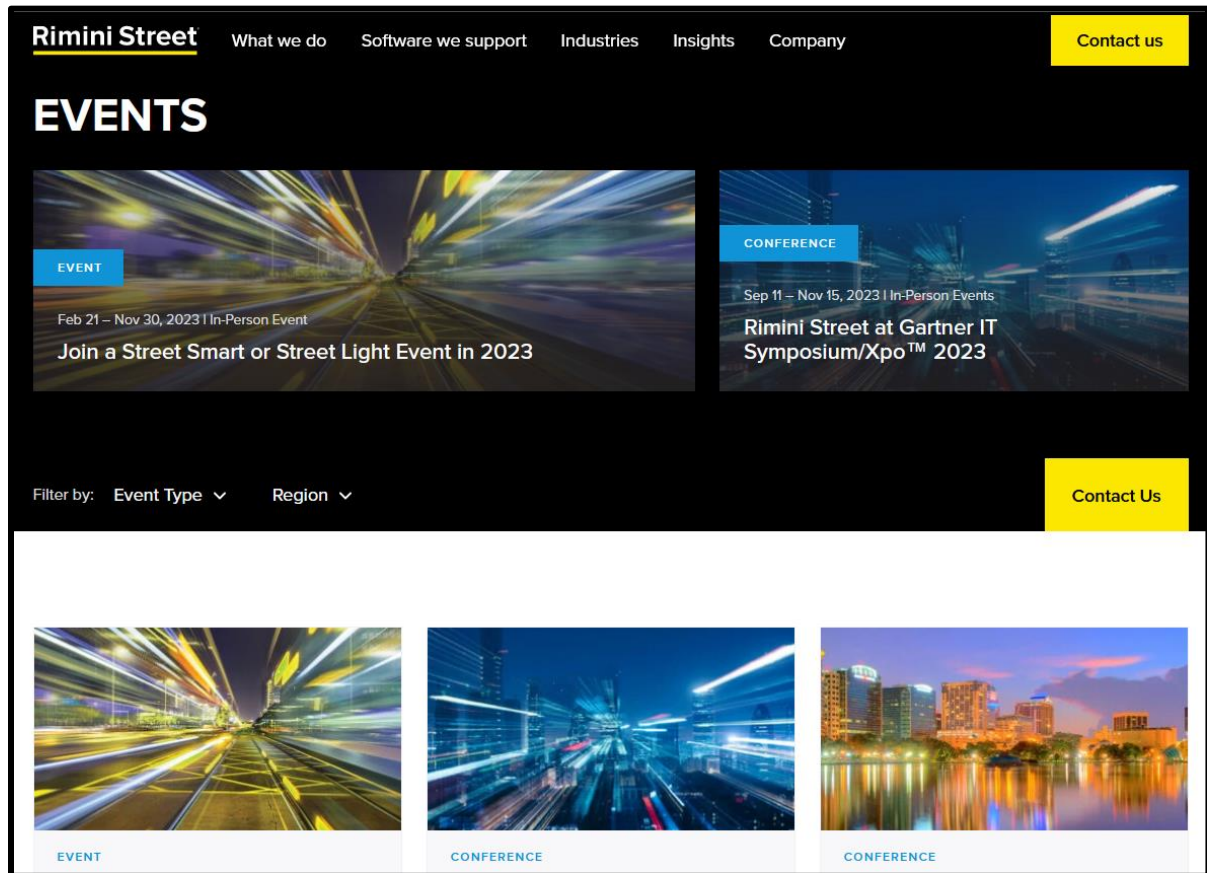


## Client Events

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.



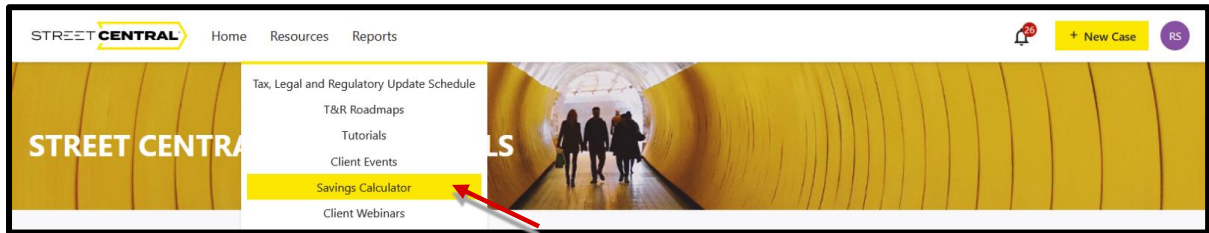
Select the “Resources” drop down and the “Client Events” menu item to navigate to the Rimini Street Client Events landing Page.



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.

**Rimini Street** Let's Talk

## Calculate Your Maintenance Savings Potential

Why choose between profitability and growth? You can have both.

Your enterprise software is invaluable to running your business. And with Rimini Street Unified Software Support and Services, it can be even more valuable. It goes beyond just savings.

We can support you every step of the way to drive business outcomes:

- Reduce downtime
- Increase productivity
- Avoid costly upgrades
- Self-funded innovation
- Stay secure
- Stay compliant
- Get faster issue resolution
- Get expert-based guidance

The numbers don't lie. Calculate now for your in-depth analysis. We think you'll like your number!

Annual maintenance fees are just the "tip of the iceberg."

Annual Maintenance Fees  
Upgrades  
Customization Support  
Self-Support

Please provide a few details below to help calculate your maintenance savings potential.  
All fields marked \* are required

How much are you currently paying? \*

☒ Annual Maintenance Fee ☐ Initial License Fee

USD (USD) ▼

Fee Amount \*

What is your Annual Maintenance Rate? \*

22% ▼

What products are you using? \*

Select...

Business Email \*

**Calculate Your Savings Potential**

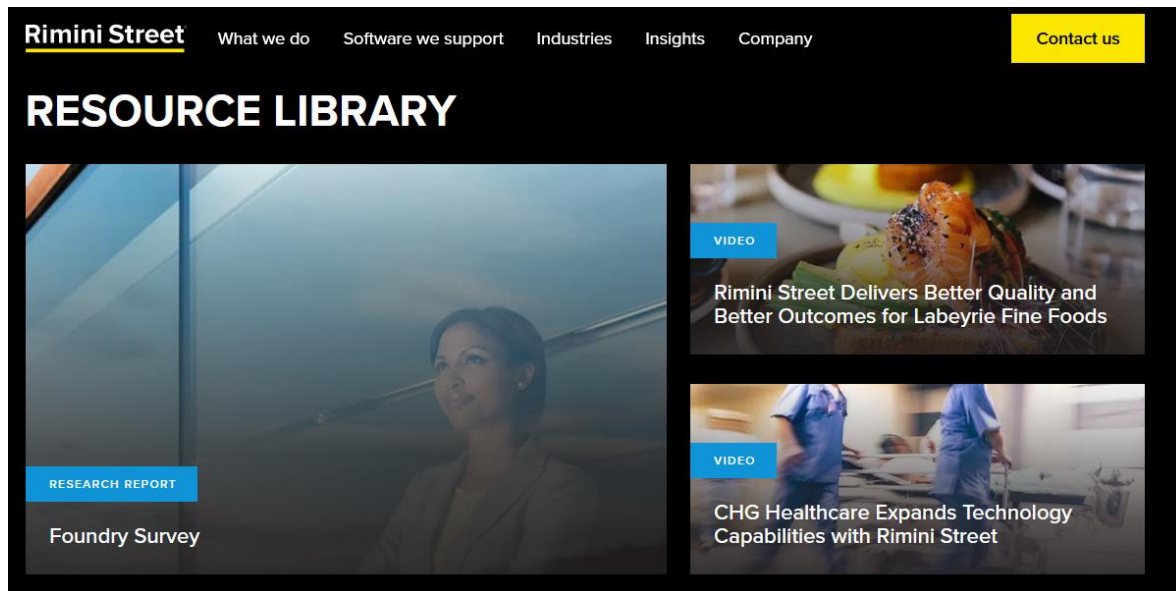
Information that you enter into this form will be used to fulfill your request and to keep you updated about our services, and in accordance with Rimini Street's Privacy Policy. You may opt out at any time.

## 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.

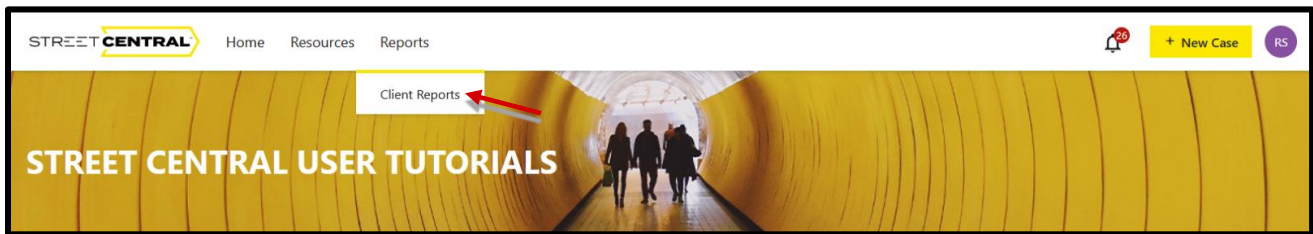


Selecting the “Client Webinars” drop down navigates the user to the Rimini Street Resource Library landing page. To return to the portal close the Client Webinars tab and select the RS Client Portal tab to navigate back to the Street Central portal.

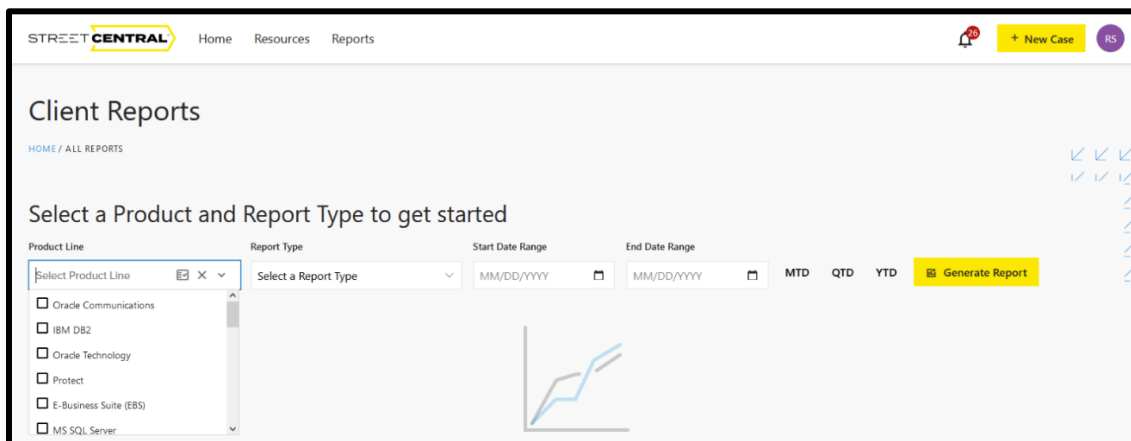
## Reporting

### 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”**.

STREET CENTRAL Home Resources Reports

+ New Case RS

## Client Reports

HOME / ALL REPORTS

Select a Product and Report Type to get started

Product Line: PeopleSoft (Select Product Line)

Report Type: Select a Report Type (dropdown menu open)

Start Date Range: MM/DD/YYYY (calendar icon)

End Date Range: MM/DD/YYYY (calendar icon)

MTD QTD YTD

**Generate Report**

No Reports Selected

Select a Product Line, Report Type and Date Range above to get started

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

STREET CENTRAL Home Resources Reports

+ New Case RS

## Client Reports

HOME / ALL REPORTS

Select a Product and Report Type to get started

Product Line: PeopleSoft (Select Product Line)

Report Type: All Cases by Priority

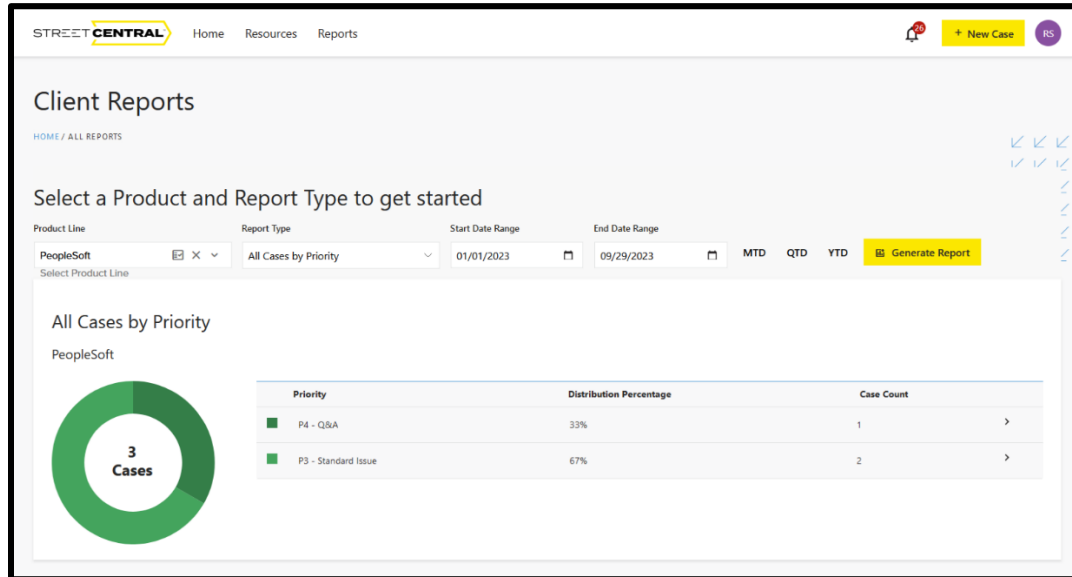
Start Date Range: MM/DD/YYYY (calendar icon)

End Date Range: MM/DD/YYYY (calendar icon)

MTD QTD YTD

**Generate Report**

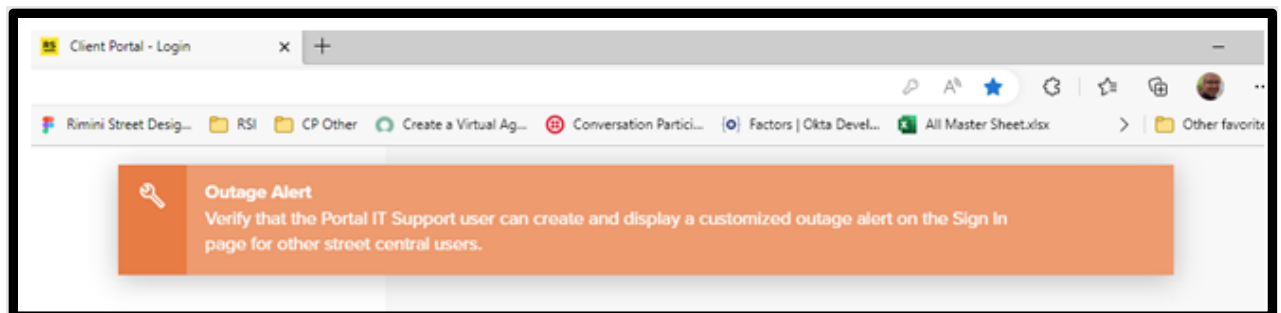
Here is the result. The report also has drill down capability by clicking the arrows to the right to see those specific cases.



## Dashboard Alerts

### Dashboard Alerts provide valuable information

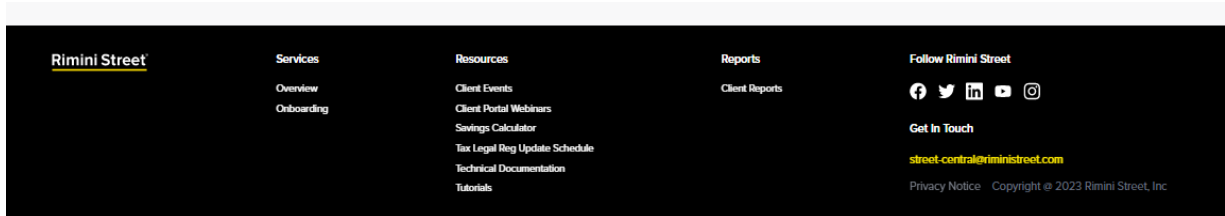
A Dashboard Alert will be sent to all users to communicate valuable portal information. The example below demonstrates an Outage Alert so all users can plan accordingly so their business needs are not interrupted. You don't need to minimize or delete the alert. It will be displayed prominently for a 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:

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For additional questions, please contact [street-central@riministreet.com](mailto:street-central@riministreet.com).

## **Rimini Street**

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