FLUKE ®

# Account Administrator
Users Guide

## Fluke Extranet Sites

March 2001

# *Table of Contents*


| Title | Page |
|---|---|
| Introduction | 1 |
| Account Administrator Roles and Responsibilities | 1 |
| Who to Contact for Additional Training or Help | 1 |
| Account Administrator's Account Setup | 1 |
| Account Administrator Logon | 2 |
| Method 1 | 2 |
| Method 2 | 3 |
| Account Administrator's Tool Kit - Main Menu | 3 |
| Edit – User Account Profile Groups | 4 |
| Edit Group Listing – Navigation Console | 5 |
| Group Affiliation Code Table | 6 |
| Account Record Extract CSV File | 7 |
| Selection of Extract CVS Fields | 7 |
| Viewing or Saving the CSV File | 8 |
| Adding a New Account Profile | 9 |
| Group Affiliations | 13 |
| Site Administration Group | 13 |
| Account Form Navigation Buttons | 16 |
| Account Delete | 17 |
| Account Administrators Matrix | 17 |
| Content Administrators Matrix | 17 |
| Account Administrator Function/Authority Matrix | 18 |

# List of Tables


| Table | Title | Page |
|---|---|---|
| 1. | Edit Group Listing Criteria | 4 |
| 2. | Group Affiliation Codes | 6 |
| 3. | Account Administrator Function/Authority Matrix | 18 |

# List of Figures


| Figure | Title | Page |
|---|---|---|
| 1. | Account Administrator - Main Menu Navigation Console | 3 |
| 2. | Group Listing - Navigation Console | 5 |
| 3. | Search by Email Address | 9 |
| 4. | Registration Form - Account ID and Relationship to Fluke Section | 9 |
| 5. | Registration Form - User Name and Password Section | 10 |
| 6. | Registration Form - User Information and Company Physical Address Section | 11 |
| 7. | Registration Information - User Contact Information | 12 |
| 8. | Registration Form - User or Company Shipping Address Section | 12 |
| 9. | Registration Form - Site Administration Group Section | 13 |
| 10. | Registration Form - User Group Affiliations Section | 15 |
| 11. | Registration Form - Reciprocal Site Affiliations/Access Section | 15 |
| 12. | Registration Form - Preferred Language and Subscription Section | 15 |
| 13. | Registration Form - Auxiliary Questions and Answers Section | 16 |
| 14. | Registration Form - Comment Section | 16 |
| 15. | Registration Form - Send Update Email Section | 16 |
| 16. | Account Administrator - Matrix | 17 |
| 17. | Content Administrator - Matrix | 17 |
| 18. | Process Flowchart - New Account Registration | 19 |
| 19. | Process Flowchart - Main Site and Administrator Site Logon | 20 |
| 20. | Account Administrator Main Menu - Process Flowchart | 21 |
| 21. | Account Administrator Add/Edit Account Form - Process Flowchart | 22 |

# Account Administrator Users Guide

## Introduction

The Account Administrator's Tool Kit, version 2.0, has been completely redesigned. This new set of account administration tools are intuitive and have many state-of-the-art web features that simplify the task of maintaining your Extranet user account profile data and ensuring the integrity of that data.

## Account Administrator Roles and Responsibilities

The Account Administrator is delegated by the Site Administrator to approve and maintain user account data s for the Fluke Extranet site. Unlike most non-profiled Internet sites, this site employs a sophisticated security scheme and user profile business rules to completely customize the site content that users are allowed to download or view. The scheme allows for profiling to the individual level with an emphasis on automatically policing itself when content or the user account has expired.

## Who to Contact for Additional Training or Help

| Title | Contact Name | Phone | Email Address |
|---|---|---|---|
| Domain Administrator | K. D. Whitlock (Fluke Park) | 5973 | David.Whitlock@Fluke.com |
| Site Administrator 1 | | | |
| Site Administrator 2 | | | |
| Site Administrator 3 | | | |

## Account Administrator's Account Setup

The Domain Administrator, Site Administrator or other Account Administrator following the procedure described in this Users Guide performs these tasks. The Domain and Site Administrator are higher authority Account Administrators allowing them to assign a Site Administrator to the Account Administrator – Matrix. The Domain Administrator has the authority to designate one or more Site Administrators.

To begin, you must initiate a New Account Registration Request for the site you are to administer.

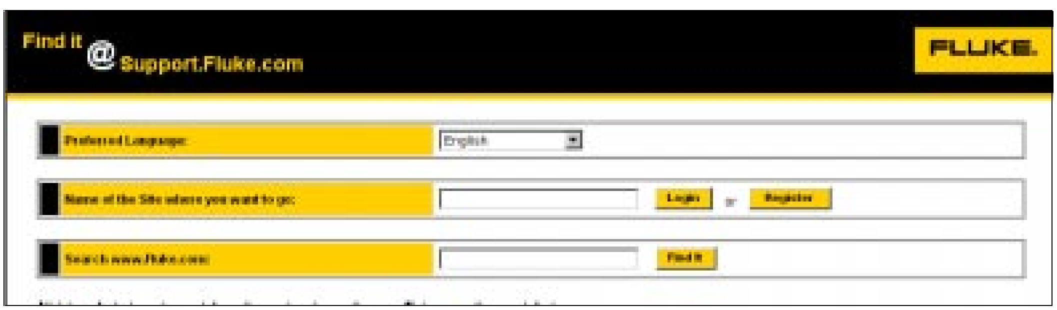
1. Open a browser window and go to http://support.fluke.com.
2. On this page the first task you should do is to choose your preferred language from the choices in the Language drop-down selection box. All sites default to English if you do not choose a preferred language. This Preferred Language option can be changed at any time.
3. Your Site Administrator will inform you of the Site Code to use to access the Site's Logon Page or Registration page. Use this Site Code for the value requested in the section, "Name of Site Where you want to go:"
4. Click on the Register button.
5. The next screen to appear is the New Account Registration Request form. Detailed instructions for completing the form are provided later in this document.
6. When your account request has been approved, you will receive detailed instructions by email of how to logon to the site and the Account Administrator's Tool Kit.

## *Account Administrator Logon*

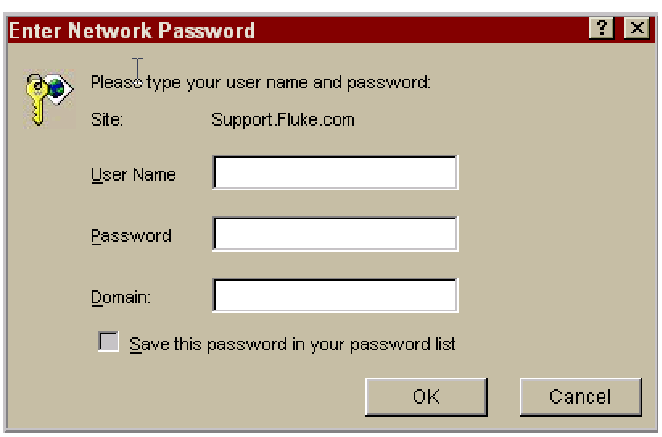
There are two methods to access the Account Administrator's tool kit.

### *Method 1*

- The easiest way to logon is using the http://support.fluke.com, "Find it @ Support.Fluke.com" screen, since all you need to remember is the URL and the Site Code.




- When you are at that screen enter the site code in text box to the right of the, "Name of the Site where you want to go: field, and click the Logon button.
- If you entered in the correct Site Code, the Logon screen appears.



- Enter your User Name (not case sensitive) and Password (case sensitive), and then click the OK button. The "Domain" and "Save this password in your password list", input requests are disabled and are not required for logon.
- Contact your Site Administrator or Domain Administrator if you are unable to logon to the site.
- Once you are at the Site, you will notice a red navigation button on the left side of the Account Administrator screen. Click the navigation button to go to a screen with links to the Account Administrator's toolkit.

*Note*

*Because access to the toolkit requires a higher level of security, you will be required to logon to this site using your same User Name and Password as described above.*

### *Method 2*

- You can access the Account Administrator's Toolkit directly by using the URL: http://Support.Fluke.com/SW-Administrator. Follow the logon procedure as outlined above.

## *Account Administrator's Tool Kit - Main Menu*

Figure 1 shows the Main Menu Navigation Console for the Account Administrator's toolkit. This is a subset of the Site Administrators Main Menu navigation console, so the detail of other features referenced in other Administrator toolkits, such as Site Administrators, Content Submitters and Content Administrators will not appear on this console.

1. A "red alert" background color, immediately notifies you when there are new accounts pending.
2. Approved accounts are grouped in logical order. To add other groupings, contact your Domain Administrator.
3. Search feature allows you to quickly find an account by keyword in last name or company name.

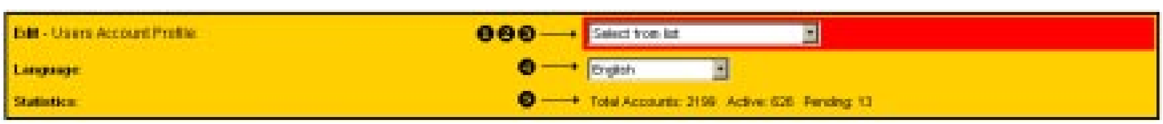



**Figure 1. Account Administrator - Main Menu Navigation Console**

4. Multilingual tool, that configures itself to the "preferred language" specified in your own account. You can change the selected language at any time to view all administration screens in your preferred language.
5. Statistics show the total accounts, accounts that have logged on to the site at least once and the number of Pending New Account Requests in your approval queue.

# *Edit – User Account Profile Groups*

**Table 1. Edit Group Listing Criteria**

| | |
|---|---|
| Account – Pending New | Lists new account requests, not yet approved, sorted in descending order by received date. (Red Alert for pending accounts) |
| Account – Updated Today | Lists all accounts approved today. |
| Account – Expired | Lists all accounts that have expired and are pending renewal or deletion. |
| | |
| Account – All | Lists all Accounts |
| Account – Fluke Excluded | Lists all non-Fluke Entity accounts |
| Account – Fluke Only | Lists Fluke Entity accounts |
| | |
| Region 1 – US Only | Lists all US Accounts |
| Region 2 – Europe Only | Lists all European Accounts |
| Region 3 – Intercon Only | Lists all Intercon Accounts |
| | |
| Search | This option allows you to search the entire record set for a keyword. The fields searched are Last Name and Company. |
| Search Results | Lists all records that contain a keyword match specified for the search criteria. |
| | |
| Add New Account | This option allows the account administrator to add a new and approve a new account without going to the site registration screen. |
| | |
| Account Manager | Lists all Account Managers (or contact personal assigned to the account) |
| Content Submitter | Lists all Content Submitters |
| Forum Moderator | Lists all Forum Moderators and their assigned forums |
| Content Administrator | Lists all Content Administrators |
| Content Administrator – Matrix | This option allows you to view or assign a Content Administrator for content routing and approval. |
| Account Administrator | Lists all Account Administrators |
| Account Administrator – Matrix | This option allows you to view or assign an Account Administrator to a region. (Site Administrator Use Only) |
| Site Administrator | Lists all Site Administrators |

# *Edit Group Listing – Navigation Console*

After selecting an edit group from the Account Administrator Main Menu, this tool lists all of the records found that match your selected Group criteria.

Above the record listing is the Group Listing - Navigation Console that provides the following navigation, alternate display and search features:

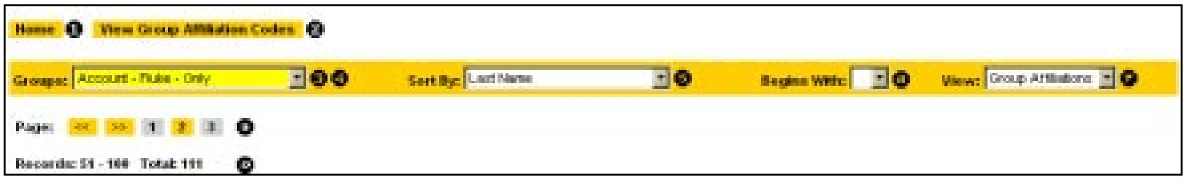



**Figure 2. Group Listing - Navigation Console**

1. **Home** Returns you to the Account Administrator Main Menu.
2. **View Group Affiliation Codes** will display a pop-up screen listing the site's pre-defined internal User Group code and the text meaning of the code for easy reference. The User Group code table is color coded by regional assignment, for US, Europe and Intercon.
3. **Group Listing Criteria** Displays a new listing based on re-selected Group Listing Criteria.
4. **Add New Account** This option allows you to add a new account to the site. Instructions for adding a new account profile are provided later in this document.
5. **Sort By** Redisplays the current list sorted in ascending alphabetical order based on the selection of the following sorting fields.
   - Last Name, First Name
   - Company, Last Name, First Name
   - State, Company, Last Name, First Name.
     For all countries other than US and Canada, this State field is ignored and the sort begins using the next sort field specified.
   - Country, Company, Last Name, First Name
6. **Begins With** Filters the current record listing to only records that begin with the selected character. The field used for the "Begins With" filter is the first field displayed in "Sort By".
7. **View** This option provides the ability to view alternate user information data fields for the current listing:
   - Group Affiliations (default)
   - Email Address
   - Postal Code
   - Fluke Customer ID Number
   - Extract CSV File
8. **Page Navigation** [ << ] Previous Page, [ >> ] Next Page, [ # ] Page Number, [ # ] Current Page Number.
9. **Records** Fifty records are displayed on a page, the first two numbers are the beginning record sequence number and ending record sequence number for the current page displayed. The total value is all the records for that selected Group List (without "Begins With" filter) or Group List (with "Begins With" filter).

## *Group Affiliation Code Table*

The following table is site dependant. To configure or reconfigure the Group Descriptions associated with the various codes you will need to talk to your site or Domain Administrator.

**Table 2. Group Affiliation Codes**

| Code | Group Description |
|---|---|
| Uss | US Marketing & Sales |
| Usm | US Sales Management |
| Usra | US Representative - Process Tools |
| Usrb | US Representative - Electrical Managers |
| Usrc | US Representative - Electrical |
| Usrd | US Representative - HVAC/R |
| Usrg | US TSM |
| Usda | US Distributor - Industrial |
| Usdb | US Distributor - Instrumentation |
| Usdc | US Distributor - Electronic |
| Usdd | US Distributor - Web-Based |
| Used | US Distributor - Automotive |
| Usdf | US Wholesaler - Electrical |
| Usdg | US Wholesaler - HVAC/R |
| Eus | European Marketing & Sales |
| Eum | European Sales Management |
| Eura | European Distribution Account Manager |
| Eurb | European Representative - T&M |
| Eurc | European Representative - Calibration |
| Euda | European Distributor - Industrial |
| Eudb | European Distributor - Electrical |
| Educ. | European Distributor - Process |
| Eudd | European Distributor - Cable Tester |
| Eude | European Wholesaler - Electrical |
| Eudf | European Wholesaler - Cable Tester |
| Ins | Intercon Marketing & Sales |
| Inm | Intercon Sales Management |
| Inra | Intercon Subsidiary |
| Inrb | Intercon Representative |
| Inda | Intercon Distributor - Industrial |
| Indb | Intercon Distributor - Electrical |
| Indc | Intercon Distributor - Process High |
| Indd | Intercon Distributor - Process Low |
| Inde | Intercon Distributor - Automotive |
| Indf | Intercon Partner - Industrial |
| Indg | Intercon Partner - Education |

# *Account Record Extract CSV File*

A comma separated value (CSV) extract provides a method of extracting all records from your current Group Listing to a CSV file that can be imported into most spreadsheets or databases with little effort. The CSV extract provided by this option allows you to specify which user data fields to include in the extract. The first row of the extract contains the field/column names, followed by each record. Since this a standard delimited file format, a comma is used as a field separator and all fields are delimited by a double quote.

## *Selection of Extract CVS Fields*

- The following option will create, a CSV file of all records in the current group listing.
- This option will allow you to automatically view the data with Microsoft® Excel 2000, or any other database or spreadsheet.
- Select and clear check boxes below that you wish to be extracted to the CSV file, then click on the [Create CSV File] button to begin. Field names with preselected check boxes are the defaults.
- Total records in current listing: 111

| | | | | | | |
|---|---|---|---|---|---|---|
| ☑ Account ID | ☑ Prefix | ☑ Address 1 | ☐ Shipping Address 1 | ☑ Fax | ☐ Language | ☐ Aux 0 |
| ☐ Customer Type | ☑ First Name | ☑ Address 2 | ☐ Shipping Address 2 | ☑ Phone 1 | ☐ Account Expiration Date | ☐ Aux 1 |
| ☐ Fluke Customer ID | ☑ Middle Name | ☑ Mail Stop | ☐ Shipping Mail Stop | ☑ Phone 1 Extension | ☐ Registration Request Date | ☐ Aux 2 |
| | ☑ Last Name | ☑ City | ☐ Shipping City | ☐ Phone 2 | ☐ Registration Approval Date | ☐ Aux 3 |
| | ☑ Suffix | ☑ State | ☐ Shipping State | ☐ Phone 2 Extension | ☐ Last Logon | ☐ Aux 4 |
| | ☑ Company | ☑ Province or Other | ☐ Shipping Province or Other | ☐ Cell Phone | | ☐ Aux 5 |
| | ☑ Job Title | ☑ Postal Code | ☐ Shipping Postal Code | ☐ Pager | | ☐ Aux 6 |
| | | ☑ Country | ☐ Shipping Country | ☑ Email | | ☐ Aux 7 |
| | | | | ☐ Email 2 | | ☐ Aux 8 |
| | | | | | | ☐ Aux 9 |

**Create CSV File**

### *Viewing or Saving the CSV File*

1. Click Here to View the Extract
2. After the File Download Dialog appears (see example below), answer the question, "What do you want to do with this file?".
3. Select either "Open this file from its current location" to view in Excel, or "Save this file to Disk" to save this file to your local drive to be opened at a later time.


4. Click the OK button to begin.
5. After the CSV extract file loads and displays on your screen, click the Back button of your browser to return to this screen.

   If you select "Open this file from its current location" and you are using Microsoft's Excel 2000 or other similar browser add-in, the data contained in this file will automatically appear on your screen in spreadsheet format. Use the menu bar item [File] | [Save As] to save a local copy of this file on your computer. If you select "Save this file to disk", a second pop-up File Save As dialog box will appear asking you where you want to save this file on your local computer.
6. **Click Here to Return to Your Previous View**

## *Adding a New Account Profile*

To add a new account, select Add New Account from the Groups: selection drop-down box of the Main Menu or Group Listing - Navigation Console. The following input form appears:

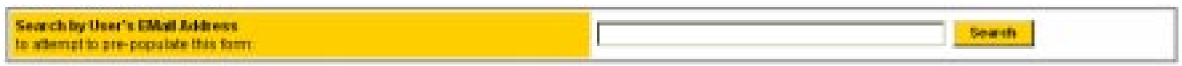



**Figure 3. Search by Email Address**

Provided that you have the new user's email address, first attempt to pre-populate the new user account profile by entering the user's email address, and then click on the Search button. The program scans the www.fluke.com core database and the Extranet database and attempts to locate detailed user information. If user information cannot be located the following message appears.

- The Requestor's profile information was not found in the database by searching by the email address: **David.Whitlock@Fluke.com** that you have provided. Please complete the following account form below or click here to try another search.

If the new user account profile information was found one of the following two messages will appear:

- This Account is currently active. You will not be allowed to add a second occurrence of this account. You can review/update/delete, this account under the name of: **K. D. Whitlock, Fluke Corporation**, Record ID: ###.

You will not be allowed to add a new account referenced by this email. The record number to this original record is given so that you may edit the account.

- The Requestor's profile information has been found in the database by searching by the email address that you have provided. Please ensure that this information is accurate and complete on the account form below.

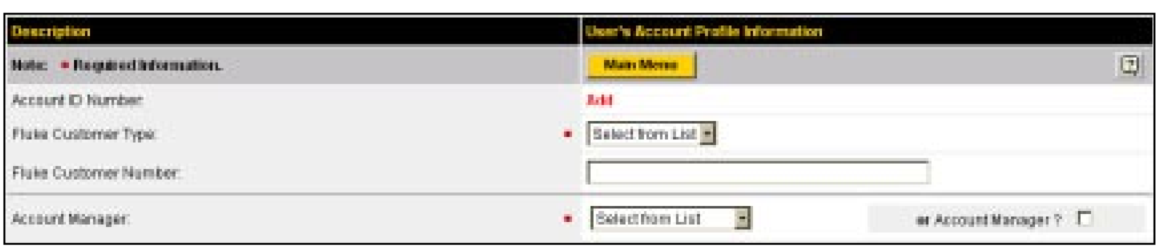



**Figure 4. Registration Form - Account ID and Relationship to Fluke Section**

■ Indicates a required field.

**Fluke Customer Type** Select the closest description that matches the users relationship to Fluke.

**Fluke Customer Number** If know, this provides a reference to Oracle, MFG-Pro or other accounting systems.

**Account Manager** An account manager is defined as a Fluke associate who is responsible for the day-to-day maintenance of the account. If the user submits questions at this site requesting support help, their email will be automatically directed to this person to answer or follow-up. If this account does not require this interaction, then select N/A. This field is only required when you add or edit an account.

**or Account Manager?** Select this checkbox if this account is to be designated as an Account Manager. If checked, this account name will appear in the Account Manager drop-down selection box .

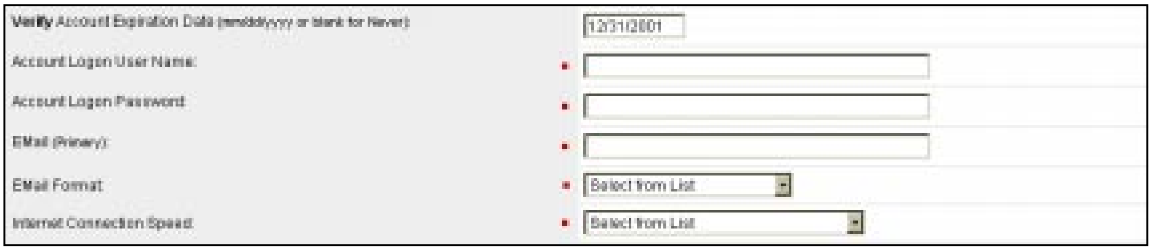

Verify Account Expiration Date (mmddyyyy or blank for Never): 12/31/2001
Account Logon User Name: *
Account Logon Password: *
EMail (Primary): *
EMail Format: * Select from List
Internet Connection Speed: * Select from List

**Figure 5. Registration Form - User Name and Password Section**

**Verify Account Expiration Date (mmm/dd/yyyy or blank for Never)** The account expiration date field is a key feature of this site. If left blank, the account will never expire unless manually changed to a valid date at a later time. For new accounts, this date automatically defaults to the last day of the calendar year and should be set to the expiration of a contract date or period depending on the site requirements to use this self-policing site function. For Fluke associates, this value should be left blank – Never Expire.

**Account Logon User Name** If not provided by the user, select a User Name that is easy for the user to remember such as their First and Last name or email address. User Names must be unique and are not case sensitive. If an advisory message appears that informs you that this User Name is already in use, reenter a different User Name. User Names must be a minimum of 7 characters and a maximum of 20 characters in length and cannot contain the following characters:

| | | | |
|---|---|---|---|
| \ | left slash | , | coma |
| / | right slash | + | plus sign |
| [ | left square bracket | * | asterisk |
| ] | right square bracket | ? | question mark |
| : | colon | < | less than sign |
| ; | semi-colon | > | greater than sign |
| \| | vertical bar | " | double quote |
| = | equal sign | ‘ | single quote |

If the user requires multiple accounts for the same site, it is advisable to create two separate accounts using similar Logon User Names. For example, create a Content Administrator account and a. Standard account with User Names of. JohnDoe-CA and JohnDoe-Regular. The passwords for both accounts can be the same. This helps the user remember both accounts, their purpose, keeps the passwords for these two accounts simplified.

**Account Logon Password** If not provided by the user, select a Password that is easy for the user to remember. It is recommended that your password contain at least 1 number or symbol character. Passwords do not have to be unique to the site, since they are related only in combination with the User Names. Passwords must be a minimum of 7 and a maximum of 14 characters in length.

**Account Logon Password Confirm** Account Password and Account Password Confirm must match. (New Account Registration Form only.)

**Account Logon Password Change** To change the account password, type in a new logon password following the criteria for Account Logon Password, above. (Account Edit/Update only.)

**Email (Primary)** Enter the account's primary or preferred email address. It is extremely important to ensure that this email address is correct, since the site uses this address for all email correspondence with the user.

**Email Format** Most state-of-the art corporate or personal email packages that reside on the user's computer or accessed through their corporate network (such as Microsoft's Outlook) accept Rich Text emails as opposed to Plain Text. When in doubt, select Plain Text. The user can change this option by updating their profile.

- Plain Text
  Characters only, no font styles or other page formatting.
- Rich Text
  Another name for Rich Text email is HTML. This format allows for formatted characters, colors and pictures.

**What is your typical connection speed to the internet?** Typically, large businesses have High Speed, T1 or better connections to the internet, Medium to Small businesses and home user have either a Medium Speed DSL or Low Speed up to 56K modem. If not known, select SLOW. This information is used to provide the user with download time estimates when downloading files to their local PC. The user can change this option by updating their profile.

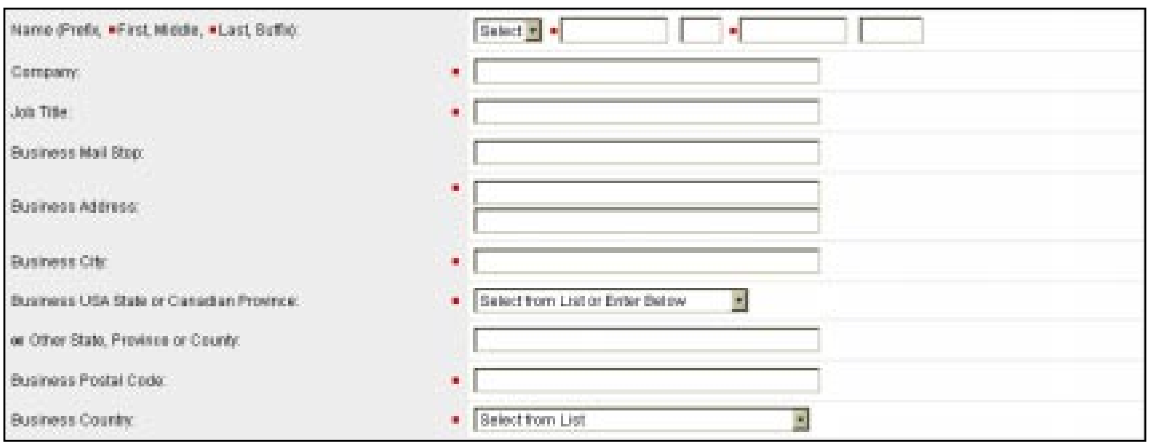



**Figure 6. Registration Form - User Information and Company Physical Address Section**

**Name** Enter the Prefix, First Name, Last Name and if used the Suffix or Title of the user. Although not a required selection, try to select a proper Prefix field, since this helps identify where this account is for a man or a woman. Many first names are not indicative of gender and since Fluke could contact this user via email or by phone, it would be proper to address this person properly.

**Company Name** Enter the user's Company Name. Try to ensure consistency with how company names are entered, since this is a key sort and search field. "XYZ Co." and "The XYZ Company, Inc." could be the same company, but since they're so different in character combination, these two company names would not be grouped together properly when sorting.

**Job Title** Enter the user's Job Title if known.

**Business Mail Stop/Building Number** Internal company mail routing number.

**Business Address** This is the primary physical location of the user or company, which is the same or different than the user or company shipping address. Two lines are provided for the entry of this information.

**Business City** City, Township, Parish or other designator.

**Business USA State or Canadian Province** Applicable only to the US or Canadian. For all other countries, select N/A or provide Other State, Province or County information on the next line.

**or Other State, Province or Country** This is an ad hoc field used to designate any required information in the address that does not fit the US State or Canadian Province definition above.

**Business Postal Code** Zip code or other postal routing code.

**Business Country** Country

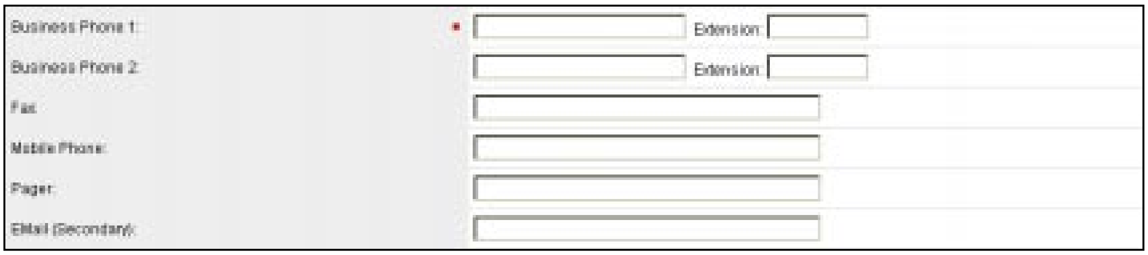



**Figure 7. Registration Information - User Contact Information**

**Business Phone 1 and Extension** User's primary telephone and extension number.

**Business Phone 2 and Extension** User's home phone or company main switchboard phone and extension number.

**Fax** Facsimile phone number.

**Mobile Phone** Mobile phone or cell phone number.

**Pager** Pager phone nimber.

**Email (Secondary)** User's home email address.

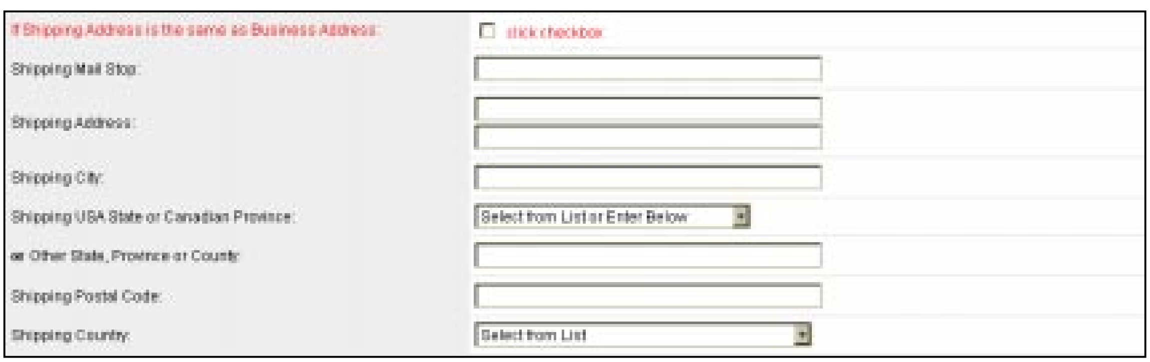



**Figure 8. Registration Form - User or Company Shipping Address Section**

**Shipping Address** If the account's shipping is the same as the account's physical business address, then click on the check box. This will automatically copy the business address information to the shipping information fields.

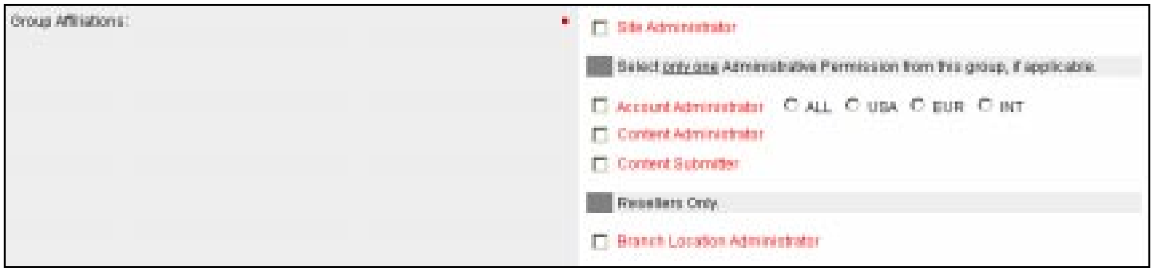



**Figure 9. Registration Form - Site Administration Group Section**

### *Group Affiliations*

Group Affiliations provide the rules of what content or event information, and other site features that will be available to the user. There are two sets of groupings, the site administration group and the site content group.

### *Site Administration Group*

This group allows the Domain, Site or Account Administrator to configure the user's profile to perform or gain access to certain site administration tools or features.

**Site Administrator** The Site Administrator has complete control of all of the site administration functions (see, Site Administrator's Guide for a description of these administrative functions). Primary and secondary site administrators are copied on all transactions for the site.

Typically a site is set up with a primary and secondary site administrator account in the event the primary site administrator is out-of-town and unable to perform certain high level administrative maintenance functions. There is no restriction on how many account profiles can have site administrator privileges. The primary site administrator should weigh restriction of site administration privileges granted to other accounts. The Domain Administrator is the only account that can set up a Site Administrator Account. The Site Administrator selection box will not appear when a Domain Administrator is using the Registration Form.

**Account Administrator** See the Account Administrator's Matrix for additional information.

- **All**
  Designates this account to receive all New Account Registration request, region independent.
- **USA**
  Designates this account to receive all New Account Registration request, USA only.
- **EUR**
  Designates this account to receive all New Account Registration request, Europe only.
- **INT**
  Designates this account to receive all New Account Registration request, Intercon only.

The Domain Administrator or Site Administrator, are the only account that can set up or delete an Account Administrator account. The Account Administrator selection box will not appear when either a Domain or Site Administrator is using this Registration Form.

Setting this account designation is the first step to automating the receipt of New Account Registration Requests and this process simply designates one or more accounts to fulfill that role. The second part of this configuration process is specifying this account as the primary Account Administrator for either ALL, USA, EUR or INT regions using the option buttons. This selection assigns the account to the regional drop-down selection box used by the Account Administrators – Matrix.

If the sites Account Administrator – Matrix has not been configured, New Account Registration Requests will default to the site's primary Site Administrator.

If an Account Manager is absent or on vacation, the Site Administrator or Account Administrator, can reassign coverage of the region by using the Account Manager – Matrix.

**Content Administrator and Content Administrator Approver** A Content Administrator can load content or event items and promote these items to Live or demote them to Archive or Delete status. There are two types of Content Administration functions. Selecting Content Administrator, designates allows this account to perform these Content Administration functions individually for only their own content.

A second level of Content Administration designates this account as the approval queue for all Content Submitters, limited to their review role defined, such as (Content Administrator of US Marcom material, European Press Releases, etc). The initial review role categories for each site are set up by the Domain Administrator. To specify a Content Administrator to perform this approval role, use the Content Administrator – Matrix for assignment.

**Content Submitter** A content submitter has the ability to load content or event items, however a Content Submitter cannot promote these items or Live or demote them to Archive status. A Content Submitter after loading of the content, must select a Content Administrator to have this content approved to change the status to Live. Content Submitters can only add new or edit their own submissions while in Review status. Once live, the original submitter cannot change the item, unless a Content Administrator demotes the status of the item back to Review.

**Forum Moderator** A forum moderator is assigned independently from any of the other Site Administrator functions, that is to say a Content Administrator can also be assigned as a Forum Moderator within the same account profile. When checked, this user's name is put into a pool of available names that can be used when creating a Forum on the site. The default Forum Moderator for the site is the Site Administrator if there are no Forum Moderators in the pool of names.

**Branch Location Administrator** This feature is not currently implemented. When implemented, this designation will allow a primary "company" account the ability to mange the profiles of their associated accounts using their common Fluke Customer ID number.


**Figure 10. Registration Form - User Group Affiliations Section**

**User Group Affiliations** This is a primary business rule designation for the site. There is a one-to-one relationship between the user's group affiliation and content or event information that is available to this user when visiting the site. Typically only one group affiliation is selected for each user account, however for Fluke personnel, it is advisable to select at least one group affiliation within the three regional groups, US, European and Intercon. This provides Fluke personnel with the ability to view content or event information of the other sales regions. For a new account, default checkboxes are shown surrounded with a red square.

The definitions of the user group affiliations are established by the Site Administrator. See the Group Affiliation Code Table.

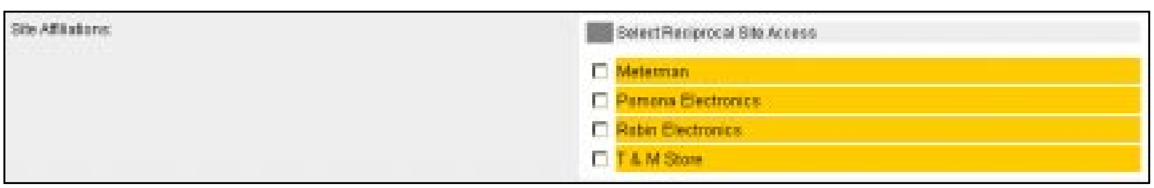



**Figure 11. Registration Form - Reciprocal Site Affiliations/Access Section**

**Reciprocal Site Affiliations/Access** This feature is not currently implemented. When implemented, this field will be configured by the Domain Administrator and will provide a way to share a common User Name and Password by more than one site. These links will also appear on the primary site's navigation bar to allow the user to go from the primary site to the associated site without having to logon again at the associated site.


**Figure 12. Registration Form - Preferred Language and Subscription Section**

**Preferred Language** Select from the drop-down selection box the preferred language of the user. This selection will automatically translate the site into the user's preferred language. The user can change this designation by updating their profile information or by using the navigation button language drop-down selection box at the site.

**Subscription Service** If enabled, the user will be sent a summary email of all new content or event information that becomes available to the user, via email, either in Plain Text or Rich Text (HTML) format (see Email Format for additional information). The subscription service email, provides the user with content or event summary information, plus the ability to view on-line, down load the original or zip file (compressed file size for faster downloading), or self-send the original or zip file to their registered account email address.

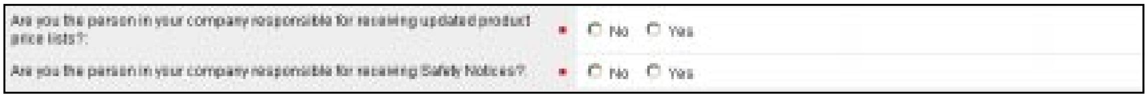



**Figure 13. Registration Form - Auxiliary Questions and Answers Section**

**Auxiliary Questions and Answers** Each site can create up to 10 site-specific questions that can be enabled to appear on the New Account Registration Request Form. These questions can also be designated as required fields. The format of the answers provided by the user can be in the form of a text box, one-selection radio button, or multiple-select check boxes. These Auxiliary Questions and Answers are preset by the Site Administrator.

If you are adding a New Account, these fields may be required. If you do not know the answer, select a default answer as instructed by the Site Administrator.

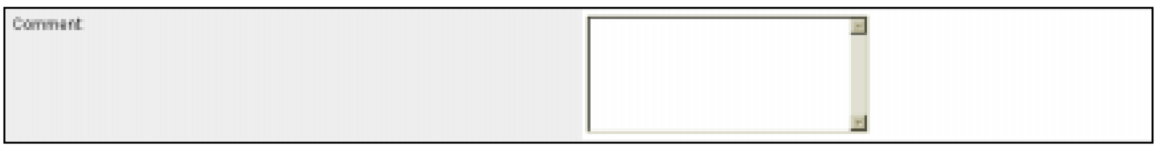



**Figure 14. Registration Form - Comment Section**

**Comment** This area provides a space to note specific information or notes about the account. Comment information is not viewable by the user.


**Figure 15. Registration Form - Send Update Email Section**

**Send Email Update to** – This option sends an Account Update email advisory to the User, Account Manager or Site Administrator when account information has changed. For a new account, User check box is selected so that the user will receive notification when his/her account becomes active.

### *Account Form Navigation Buttons*

The Account Form Navigation Buttons perform the following actions:

- **Main Menu**
  Returns the Administrator to the previous screen with out creating or updating account information.
- **Save/Update**
  Creates a new account or updates an existing account.

- **Delete**
  Deletes the account from the user database and prevents the ability of that user to access the site or site administration tools.

After you click on any of these four buttons, you will be returned to the exact group view, page and record number indicated with a green EDIT button.

### _Account Delete_

There is a special case delete, where the Account Administrator is prompted to provide required information to fields where these fields are blank. To delete this type of an account, enter in bogus information for that required field. [Save/Update] the account, then [ Delete ] the account.

### _Account Administrators Matrix_

| Region | Account Administrator Name |
|---|---|
| United States | Kraft, Kirk |
| Europe | Kokee, Kees |
| Intercon | Gioulis, Amanda |

**Figure 16. Account Administrator - Matrix**

Select one name from the Account Administrator Name drop-down selection box for each region. The Account Administrator will receive email notification for each New Account Registration Request submitted. In addition to this process, the Account Pending New group listing (See Edit Group Listing Criteria) will only contain New Account Registration Request assigned to each of the three regional Account Administrators. The red alert bar will also signal any new pending requests.

### _Content Administrators Matrix_

| Region / Group / Sub Region or Description | Content Administrator Name |
|---|---|
| US - Marketing | Palmer, Dennis |
| US - Merchandising | Rector, Cynthia |
| US - Public Relations | Leland, Meaghan |
| US - Sales | Clodfelter, Jim |
| US - Sales Contracts | Kennell, Robin |
| US - Publication Fulfillment | Sims, Dennis |
| Europe - Marketing - Region East | Weinberg, Bengtåke |
| Europe - Marketing - Region Eindhoven | Weinberg, Bengtåke |

**Figure 17. Content Administrator - Matrix**

Select one name from the Content Administrator Name drop-down selection box for each Region / Group / Sub-Region. When new content is submitted by a Content Submitter, the Content Submitter will be required to select one of these Group Descriptions for submittal approval. These Content Administrator names will also appear on all content entry forms, so that the content can be routed to various Content Administrators for review and approval.

The Region / Group / Sub-Region or Description titles are configured by the Domain Administrator. The Site Administrator will determine at initial site configuration whether or not to use this site feature. If not used, navigational and selection references to the Content Administrator – Matrix will not appear.

### _Account Administrator Function/Authority Matrix_

The following table describes which Administrative Group has access to the various Account Administration Functions

**Table 3. Account Administrator Function/Authority Matrix**

| Function | Domain | Site | Account | Content | Submitter | User | Version |
|---|---|---|---|---|---|---|---|
| Site Administrator Account | ● | | | | | | |
| Account Administrator Account | ● | ● | | | | | |
| Content Administrator Account | ● | ● | ● | | | | |
| Content Submitter Account | ● | ● | ● | | | | |
| Account Manager Designation | ● | ● | ● | | | | |
| Branch Location Administrator Account | ● | ● | ● | | | | |
| | | | | | | | |
| Edit / Update Account | ● | ● | ●[1] | ●[2] | ●[3] | ●[4] | |
| Suspend Account (Change Expiration Date) | ● | ● | ●[5] | | | | |
| Delete Account | ● | ● | ●[6] | | | | |
| | | | | | | | |
| Account Administrator – Matrix | ● | ● | ● | | | | |
| Content Administrator – Matrix | ● | ● | ● | | | | |
| | | | | | | | |
| Account Group Listings | ● | ● | ●[7] | | | | |
| | | | | | | | |
| Submit Content | ● | ● | | ● | ● | | |
| Content Review | ● | ● | | ● | ● | | |
| Content Live/Archive (promote) | ● | ● | | ● | | | |
| Content Live/Archive (view) | ● | ● | ● | ● | ● | ● | |
| Content Delete | ● | ● | | ● | | | |

[1] Except for Domain or Site Administrator Accounts
[2] Limited t certain User Profile data fields.
[3] Limited t certain User Profile data fields.
[4] Limited t certain User Profile data fields.
[5] Except for Domain or Site Administrator Accounts
[6] Except for Domain or Site Administrator Accounts
[7] Account Administrator can list Site and Account Administrator Accounts but cannot edit / update profile data.

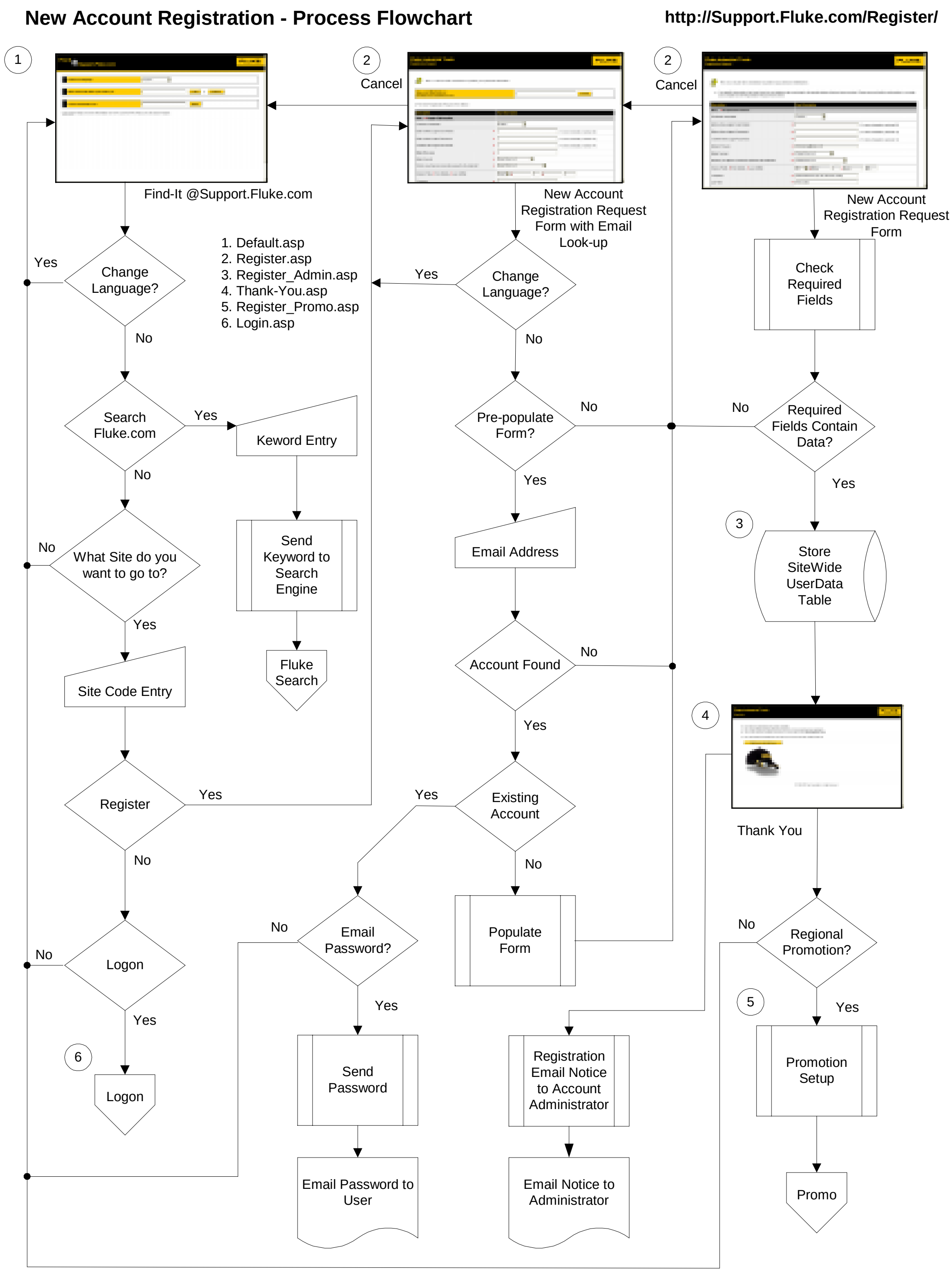



**Figure 18. Process Flowchart - New Account Registration**

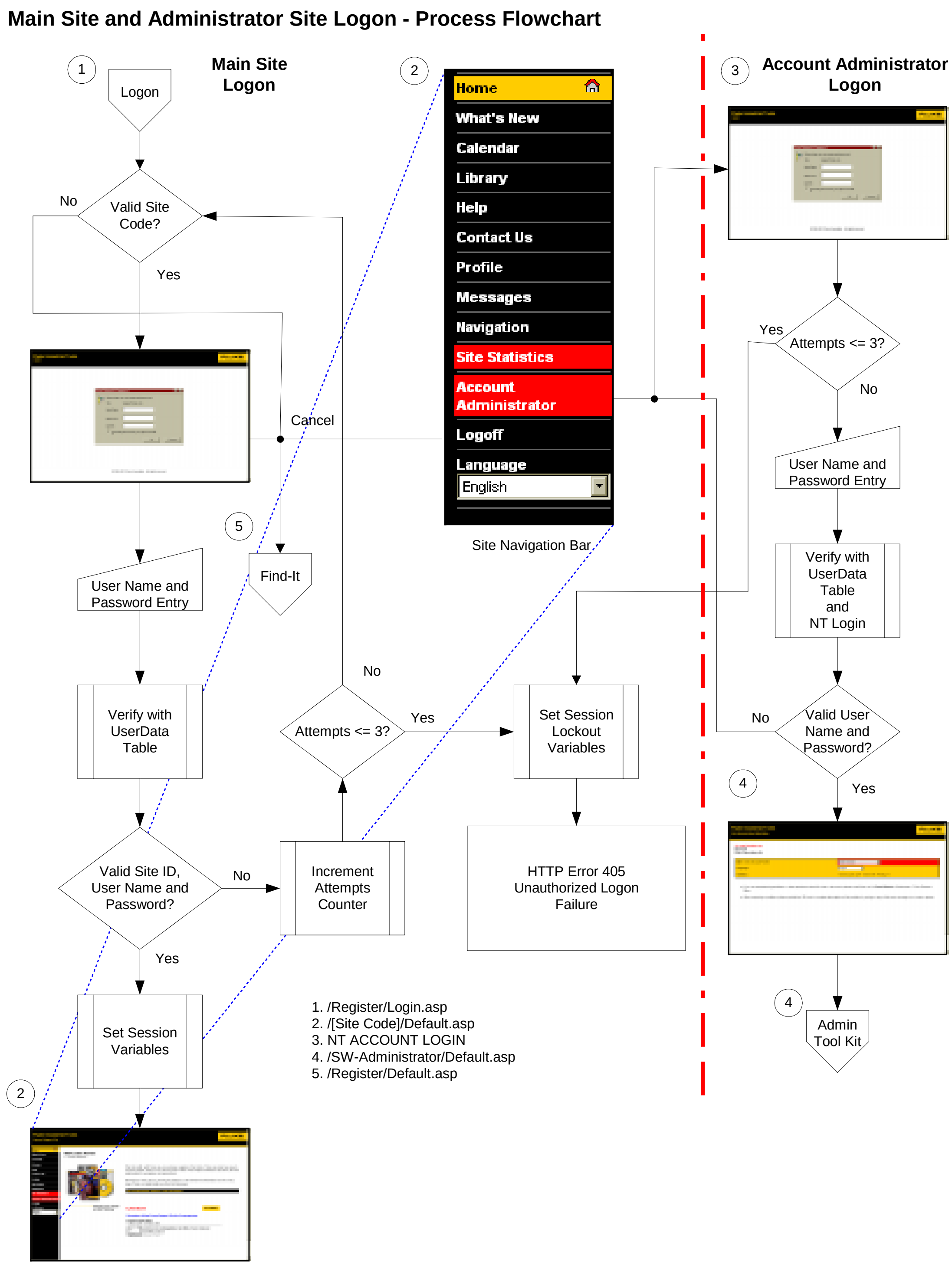
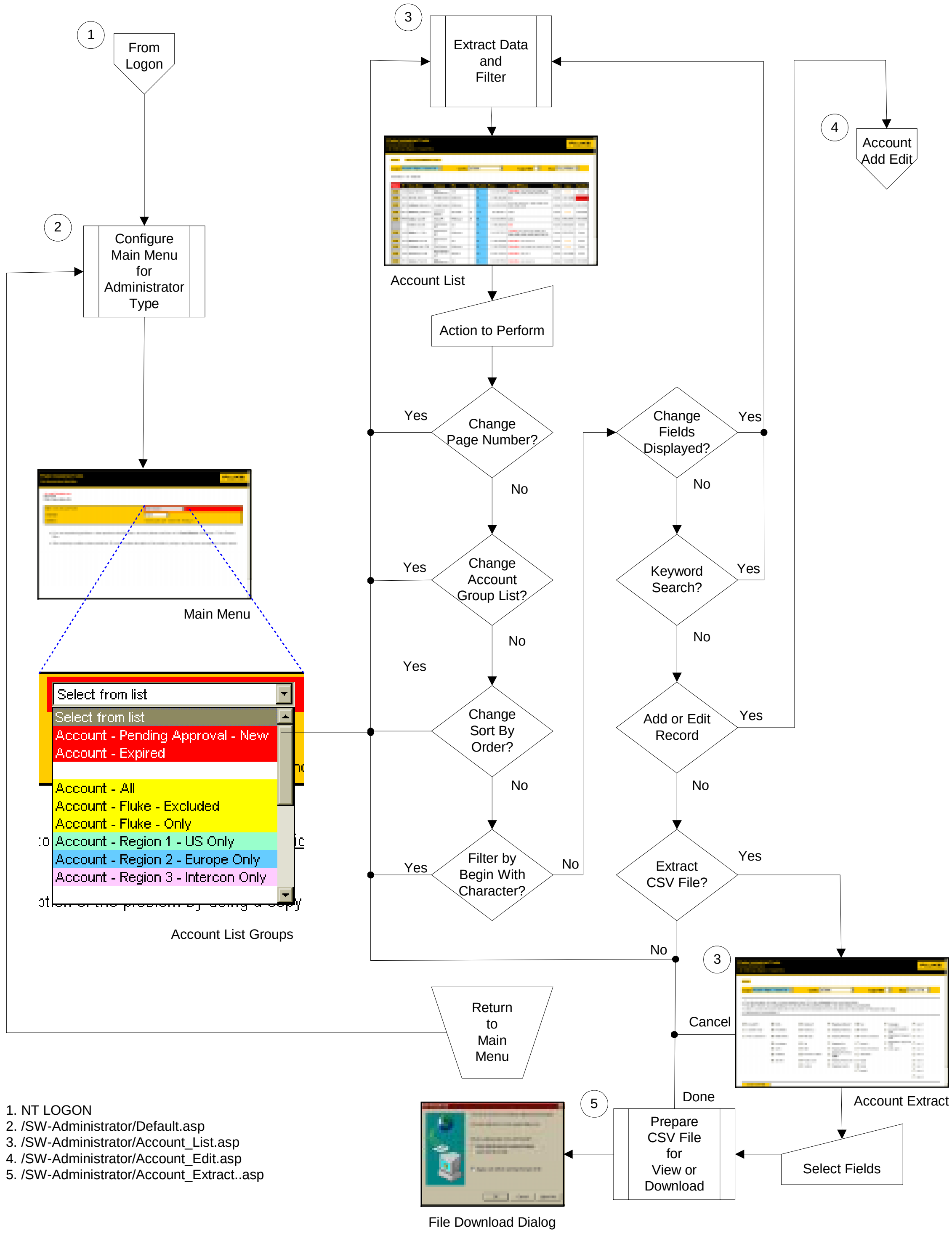



**Figure 19. Process Flowchart - Main Site and Administrator Site Logon**

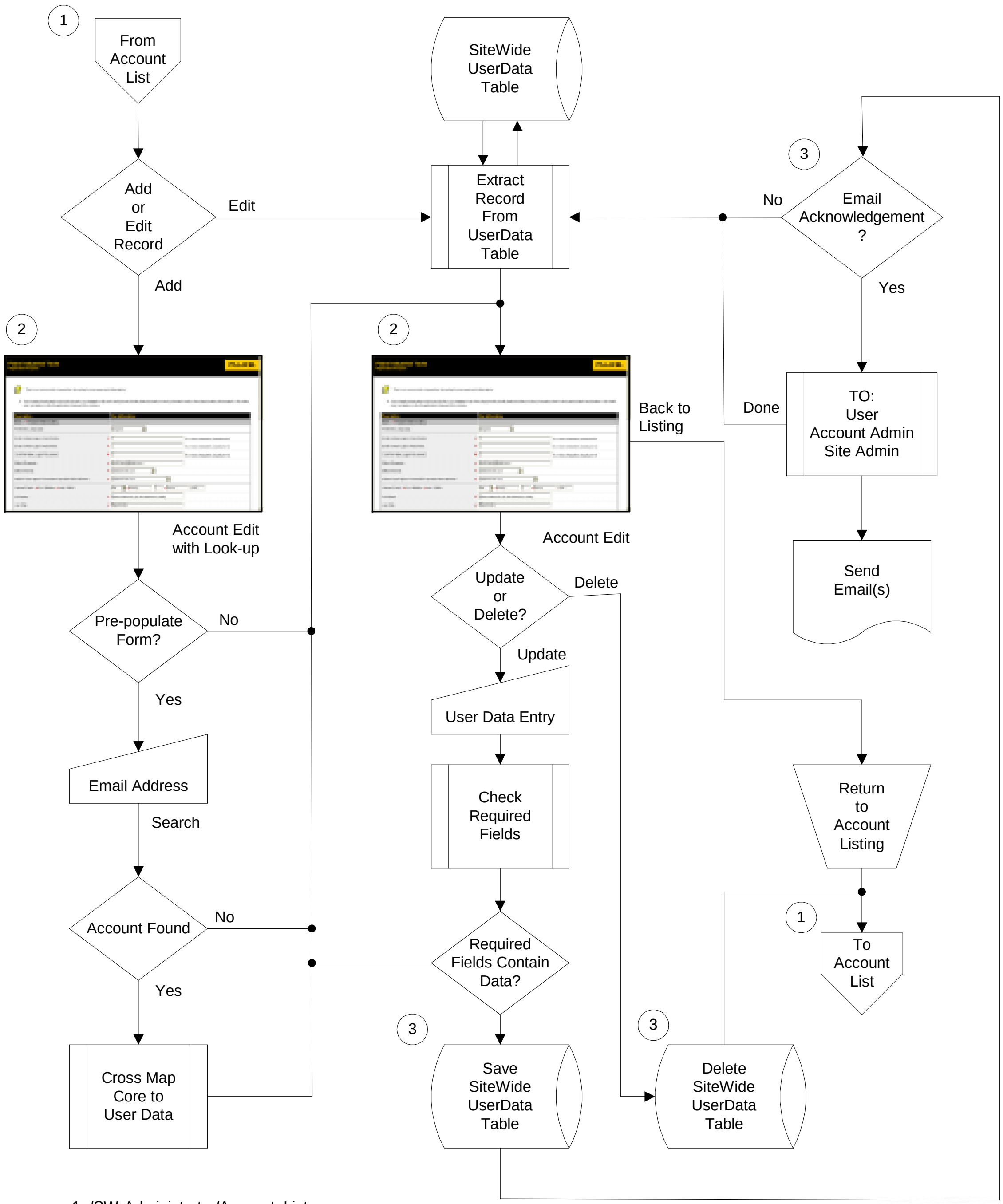
**Account Administrator Main Menu - Process Flowchart**




1. NT LOGON
2. /SW-Administrator/Default.asp
3. /SW-Administrator/Account_List.asp
4. /SW-Administrator/Account_Edit.asp
5. /SW-Administrator/Account_Extract..asp

**Figure 20. Account Administrator Main Menu - Process Flowchart**

### Account Administrator Add / Edit Account Form - Process Flowchart




1. /SW-Administrator/Account_List.asp
2. /SW-Administrator/Account_Edit.asp
3. /SW-Administrator/Account_Admin.asp

**Figure 21. Account Administrator Add/Edit Account Form - Process Flowchart**