Digital Operations Center (DOC) Portal
Frequently Asked Questions (FAQ)

The following is a list of frequently asked questions for the DOC portal. Click on a question below to view the answer.   If you don't find the answer you are looking for here, we suggest you try the **Online Help** from the page function on which you are having difficulty, or contact a support representative via **Contact Us**.

General User FAQ

Please select one of the questions below:

- **How do I access an application from the Portal Home Page?**
- **Where can I locate the applications that migrated from the MSOps portal to the DOC portal?**
- **What are the minimum system requirements I need to effectively use the Portal?**
- **What is an Alert?**
- **How do I contact a Support representative?**
- **Is there a way to get help when using the Portal?**
- **How can I update my Portal profile information?**
- **On the My Profile page, what is the function of the Login Account Add/Remove feature?**
- **Does the Portal Support different languages?**
- **Note: Sign-out functionality**
- **Note: Using Browser 'Back' button**

General User FAQ

How do I access an application from the DOC portal Home Page?
Links to the applications for which you have access are located within the top navigation bar menu system. Select the desired application and you will be directed to that application's home page.

Where can I locate the applications that migrated from the MSOps portal to the Digital Operations Center (DOC) portal?

Agreements Menu	Product Menu	Orders Menu	Invoices Menu
Agreements Management	*Quick Product Search*	*IEB Order Management*	*Invoices Management*
Agreements Home Page	Search End Item	Xbox Order Entry	Invoices Home
CLA Management	Search Kit	Xbox Order Status	Search Invoices
MapPoint Billing	Search Licensable	*Software Downloads*	Search Scheduled Billings
Xbox License Validation	*Advanced Product Search*	Software Order Center	Statement of Account
Xbox ShipTo Maintenance	Search All Products	*Other*	*Sales Out & Royalty Reporting*
Search Agreements	Search Component	OEM Activation 1, 2.x	Embedded Disti Sales Out
Organizations & Participants	Search End Item		Embedded OEM Sales Out
Search Organizations	Search Kit		ODR Sales Out Reporting
Search Participants	Search Licensable		OEM Sales Out Reporting
Design Management	*Other*		Royalty Report Manager
Advanced Search	Product Home Page		*Reconciliation Reports*
Design Management Home	BOM List		COA OEM Shipment View Report
Sales Out Search	Part Number Cross Reference Search		ODR Shipment View Report
			ODR Tools
			OED Triangulation DrillDown Report
			OED Triangulation Main Report
			OED Triangulation Shipment Report

Returns Menu	COA Management Menu	Reports Menu	Administration Menu
COA Returns	*COA Inventory Management*	*Report Management and Dashboards*	*Account Management*
COA Receipt	Certificate of Destruction	Legacy Online Reports	Create User Account
CRC Maintenance	COA Inventory Reports	Legacy DOC Site Home	Clone Account
CRC Receipt	Scrap Tracking	Legacy Reports	Modify Existing Account
ODR RMA	Set Benchmarks	Reports Home	*Reports*
IEB Returns/OEM RMA	Shrink and Scrap Inventory	Design Management	Administrations Reports
RMA Reconciliation Report	*COA Event Reconciliation*		
RMA Summary	Bulk COA Trace		
Refurbisher Program	Transaction Journal		
Refurbisher			

What are the minimum system requirements I need to effectively use the Portal?

The DOC portal is intended for use on computers with one of the following operating systems:

Operating System	Internet Explorer (32-bit only)				Silverlight
	6.x	7.x	8.x	9.x	4.x
Windows® XP (32-bit)	X	X	X		X
Windows Vista (32 and 64-bit)		X	X	X	X
Windows 7 with SP1 (32 and 64-bit)			X	X	X

- **Processor**: x86 or x64 architecture
- **RAM**: Minimum requirement of the Windows version
- **Display resolution**: Minimum 800x600 (may require horizontal and/or vertical scrolling)
  Minimum recommended: WXGA 1280x720 (no scrolling if window is maximized)
- **Microsoft Silverlight 4.x (32-bit only)**. Because the OEM Operations portal was created with Microsoft Silverlight technologies, the Silverlight browser plug-in must be installed to access it. **When you login into the portal, if you do not have Silverlight installed, you will be presented with a Silverlight Install request. Use the "Click now to install" button and follow the instructions to install the Silverlight plugin. This will ensure you have downloaded the**

correct version of Silverlight for the portal. Currently only the 32-bit version of Silverlight for 32-bit browsers is supported.

Once Silverlight is installed successfully, a notification dialog box will display, and you will be directed to the portal Home page.

In the future, the portal will present users with subsequent Silverlight versions as they become available.

Why is Silverlight required?
Because the DOC portal was created with Microsoft Silverlight technologies, the Silverlight browser plug-in must be installed to access it. Note that only the 32-bit version of Silverlight on 32-bit browsers is supported.

What is an Alert?
An alert is a notification from the DOC portal that requires immediate attention from the user. Alerts will appear as soon as a user signs into the DOC portal. In order to access portal functions, the user must select **OK** after they review the alert to verify they received the alert.

How do I contact a Support representative?
You can contact DOC portal Support at any time by selecting **Contact Us** from the footer of any portal page. You will be directed to the appropriate email address (MSOEMOps@microsoft.com).

Is there a way to get help when using the DOC portal?
While using the DOC portal and its tenant applications, you can get help on a particular function by selecting **Help** from the footer of any portal page.

How can I update my DOC portal profile information?
To update your DOC portal Profile, select **My Profile** from the <<Your Name>> drop down located in the top right of any DOC portal page. Modify your profile information as needed and select **Save** to update the **My Profile** information.

On the My Profile page, what is the function of the Login Accounts Add/Remove feature?
This function enables users to add an account from another authentication realm (e.g. Windows Live ID, partners extranet). Once added the user can login using that account. Currently there are two options:
1. The user can use the ID assigned to them by the portal (format is domain\ID)
2. A Windows LiveID (user@live.com, user@hotmail.com, userID@yourcompany.com – as long as the account is set up with Windows Live).

Does the DOC portal support different languages?

From the **My Profile** page, note that while you can change the **Language** to any on the list, at this time the selection will not affect how the DOC portal displays content. Currently, the site will only display content in English regardless of the language selected. However, by capturing your language preference, in the future Microsoft may be able to apply that language to site content per your selection.

Note: Sign-out functionality

Within CorpSTS, sign-in state for a given user is maintained separately for applications grouped by MOO and the DOC portal. For example, if you have logged into the DOC portal and then accessed a MOO application in a separate window, the user state is maintained separately for MOO and DOC portal. If you sign out from the DOC portal by clicking the 'Sign out' button, the system does not automatically sign you out from the MOO application that was opened in the separate window.

In this example, the MOO application will be active for up to 20 minutes before the session will expire. Note that this issue is relevant only if you have opened multiple windows separately for MOO and the DOC portal.

It is recommended that you use the same browser window for navigating between applications or close all browser windows during sign-out.

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Note: Using Browser 'Back' button

Browser history only maintains the pages visited by you <u>within</u> application groups for OEM (i.e. MOO and DOC). In specific scenarios, when you navigate <u>between</u> application groups using the back button, CorpSTS does not recognize application group and displays 'Federation Error' page or 'Page expired' window. Applications do not have control over the browser history or the behavior of the URLs' state in the browser history.

It is recommended to use the breadcrumb or navigation links within the portal instead of the Back button.

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