Registration of new users for the PSR portal

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1.   Content and purpose of this document

This document shows the steps for registering a new user for the PSR portal.

2. Prerequisite

The Customer Admin role is required to create a new user. A customer administrator can authorize users for their own company.
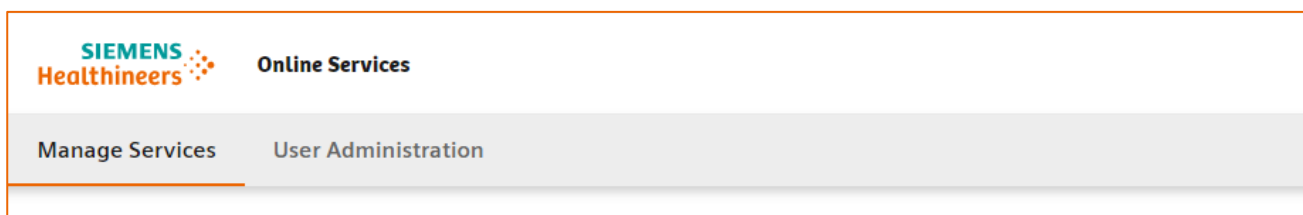
3. Registration for the PSR portal

3.1 Login to the Online Services

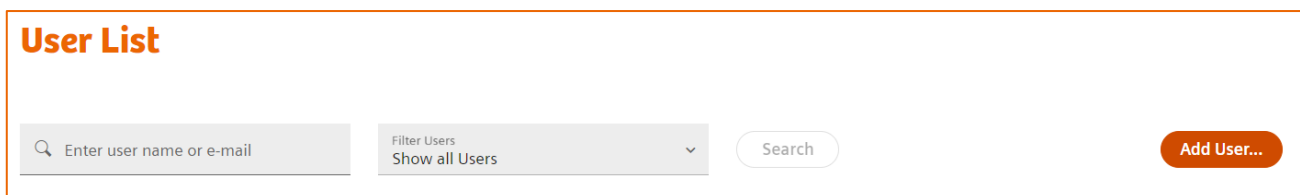A new user is created via the "Online Services" application.

Please log in under https://my.siemens-healthineers.com/services.

Select the "User Administration" button:

3.2 Creation of a new user

Select the "Add user" button.

Fill in the profile data.

Add user

Profile data   Business Contact   Problem Solving Report

Profile data

| Salutation (optional) ⌄ | Academic Title (optional) |

| First Name | Last Name |

Job function (optional) ⌄

Company / Organization (optional)

Email

Business Phone (optional)

Please enter an international phone number. For example '+1-234-567-8900'

Mobile Phone (optional)

Please enter an international mobile phone number. For example '+1-234-567-8900'

Fax (optional)

Please enter an international fax number. For example '+1-234-567-8900'

Country / Region
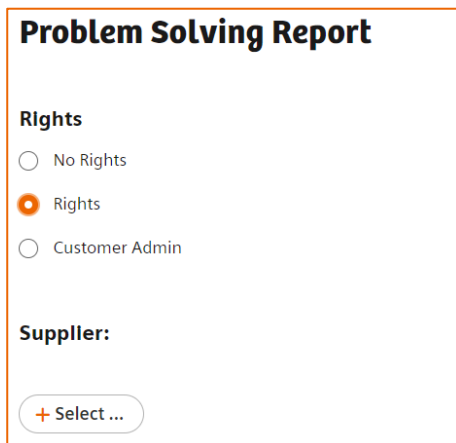Please select your country ⌄

Preferred Language
English ⌄

Please select the language you would prefer as the default when using relevant web applications and services.

3.3 Granting of rights

Assign rights to the new user:

Problem Solving Report

Rights

○ No Rights

⦿ Rights

○ Customer Admin

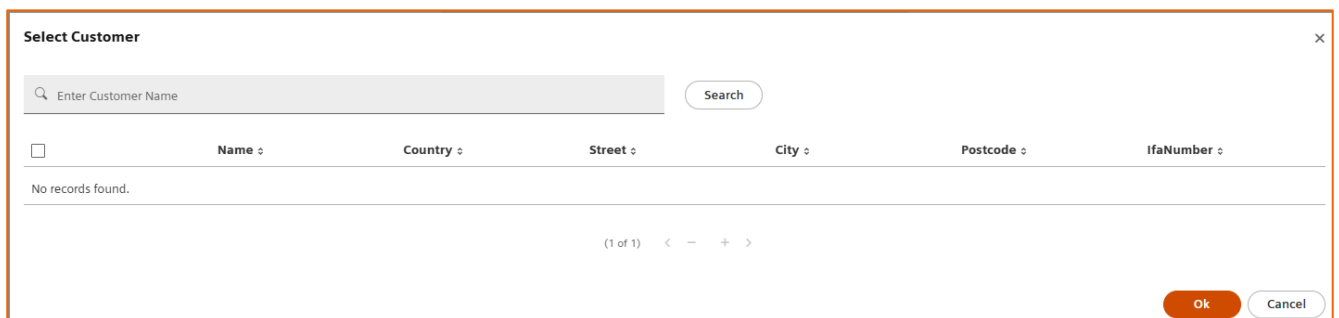**Supplier:**

[+ Select ...]

"Rights" - the user can use the PSR portal and edit PSRs

"Customer administrator" - same rights as "Rights" and additionally the user can create and authorize further users for your company

If the Customer Admin has authorization for several companies, you can use the "Select" button to assign the user the company for which they should be given rights.

3.4 Assign supplier

Press "+ Select .." to assign the user to you company.

Select Customer						✕
🔍 Enter Customer Name			[Search]			
☐	Name ⬍	Country ⬍	Street ⬍	City ⬍	Postcode ⬍	IfaNumber ⬍
No records found.						

(1 of 1) ‹ — + ›

[Ok] [Cancel]

Enter the name of your company into the search field. Best practice is to enter only part of your company's name. (e.g. Siemens Healthineers AG -> search for "Healthineers").

Check you company in the result list and confirm with "ok".

3.5 Finalize the registration

To finalize the registration, click on the "Submit" button.

[**Submit**]

The newly created user receives an e-mail asking them to confirm their registration.

The confirmation e-mail contains the following information:

The activation needs to be done within the next 72 hours by clicking on the link in the confirmation e-mail.

If the user does not reply, the account will not be activated. If you miss the activation period, you receive additional information for activating your account when you login the first time.

Search for an e-mail with the sender <u>*noreply.healthineers-id@siemens-healthineers.com*</u>*. (Attention: this e-mail might be in your spam folder. Please check your spam folder if you do not find the e-mail in your inbox.)*

After confirmation, the user is activated within a short period of time and can log in to the PSR portal in less than 30 minutes.