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# Iptor Knowledge Portal and Forums Training

Content and functional overview

# Objectives

- Demonstrate the Iptor Knowledge Portals and Forums
- Obtain your feedback relative to the user group forum functionality

At the end of this demonstration, you will be able to:

- Explain the role of Iptor Knowledge Portals and Forums
- Access and navigate through the centralized Iptor Knowledge Portal
- Access and collaborate within the IP1 Product Documentation Knowledge Portal
- Access, subscribe to and create topics in the IP1 product-specific forums
- Access, subscribe to and create topics in the IP1 user group-specific forums

# What is the Iptor Knowledge Portal?

The centralized portal that is your single point of access to Iptor:

- Customer Support

- User group communities and forums

- Product documentation and forums
  - DC1 (Enterprise) Knowledge Portal and forums
  - IP1 (Bookmaster) Knowledge Portal and forums
  - WM1 (Warehouse Management) Knowledge Portal and forums

# What is the Iptor Knowledge Portal?

It's collaborative. The collaborative features of the Knowledge Portal enable you to:

- Help us continuously improve the documentation that we deliver by commenting on pages where you can ask questions, indicate how a particular solution worked for you, suggest alternative ways to achieve a specific outcome and so on.

- Participate in an interactive forum community where you can come to:
  - Find answers.
  - Exchange ideas.
  - Help others.

Officially launched with Global Unified Support – November, 2016

- Customer announcement video

# Access requirements

To access the Iptor Knowledge Portal, you must have this information:

- A "Welcome to the Knowledge Portal" email message was sent to all customers with an active customer support agreement on November 2, 2016.

**Time:**
2017-01-24 14:00:37
**Receiver:**
demouser@iptor.com
**Subject:**
[The Iptor Knowledge Portal and Forums] Your login credentials for Iptor Global Unified Support and the Knowledge Portals
**Message:**

**Welcome to the Iptor centralized Knowledge Portal - Your Door to Iptor Global Unified Support and the Iptor product self-help communities**

From the Iptor centralized Knowledge Portal, you can access Global Unified Support and the individual Knowledge Portals (self-help communities) for Iptor products.

Your user name is listed below. You must set your own password.

**IMPORTANT**: To access Global Unified Support, enter the user name presented here, and the password that you set. These login credentials will also allow you to access the Iptor individual product Knowledge Portals, from which you can view product documentation and participate in community forums.

User name: demouser@iptor.com
Password: Click to set

https://knowledgeportal.iptor.com/wp-login.php?
action=rp&key=J2EE2xHBPdF6hDlBlvVS&login=demouser%40iptor.com
**Headers:**
Reply-To: cheryl.schmelzer@iptor.com From: Iptor Knowledge Portals Content-type: text/html; charset=UTF-8
**Attachments:**

# Access requirements – recap and procedure

To access the Iptor Knowledge Portal, you must have:

- Received your Welcome message.
- Clicked to set password. 12 characters suggested, but not required

Then you can:

- Access this URL: https://knowledgeportal.iptor.com/knowledgeportal/

- Enter your username: Your email address

- Enter the password you set.

- Click **Log in**.

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- Resend Welcome message: educational.services@iptor.com

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# Demonstration

# Summary

- Saw a demonstration of the Iptor Knowledge Portals and Forums

- Had an opportunity to provide your feedback

Learned:

The role of Iptor Knowledge Portals and Forums, and how to:

- Access and navigate through the centralized Iptor Knowledge Portal

- Access and collaborate within the IP1 Product Documentation Knowledge Portal

- Access, subscribe to and create topics in the IP1 product-specific forums

- Access, subscribe to and create topics in the IP1 user group-specific forums

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Thank you … Questions?

educational.services@iptor.com