

For Internal FAQ Portal Users User Information (non-SSO authentication) Application Manual

2024/6/17

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Version	Modified Date	Changed Parts	Change Details
1		creation of the first edition	

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Chapter 1 Introduction



1.1 Introduction

This manual describes the procedure of application about user information (other than SSO authentication) on the Internal FAQ Portal.

※Do NOT perform any operations that are not indicated on the manual.

(Ex. Clicking links and buttons that are not indicated on the manual)

1.2 Target Reader

Internal FAQ Portal users

1.3 Actor Definition

The following actors appear in this manual.

No.	Actor name	Description
1	Internal FAQ Portal users	Use Internal FAQ Portal

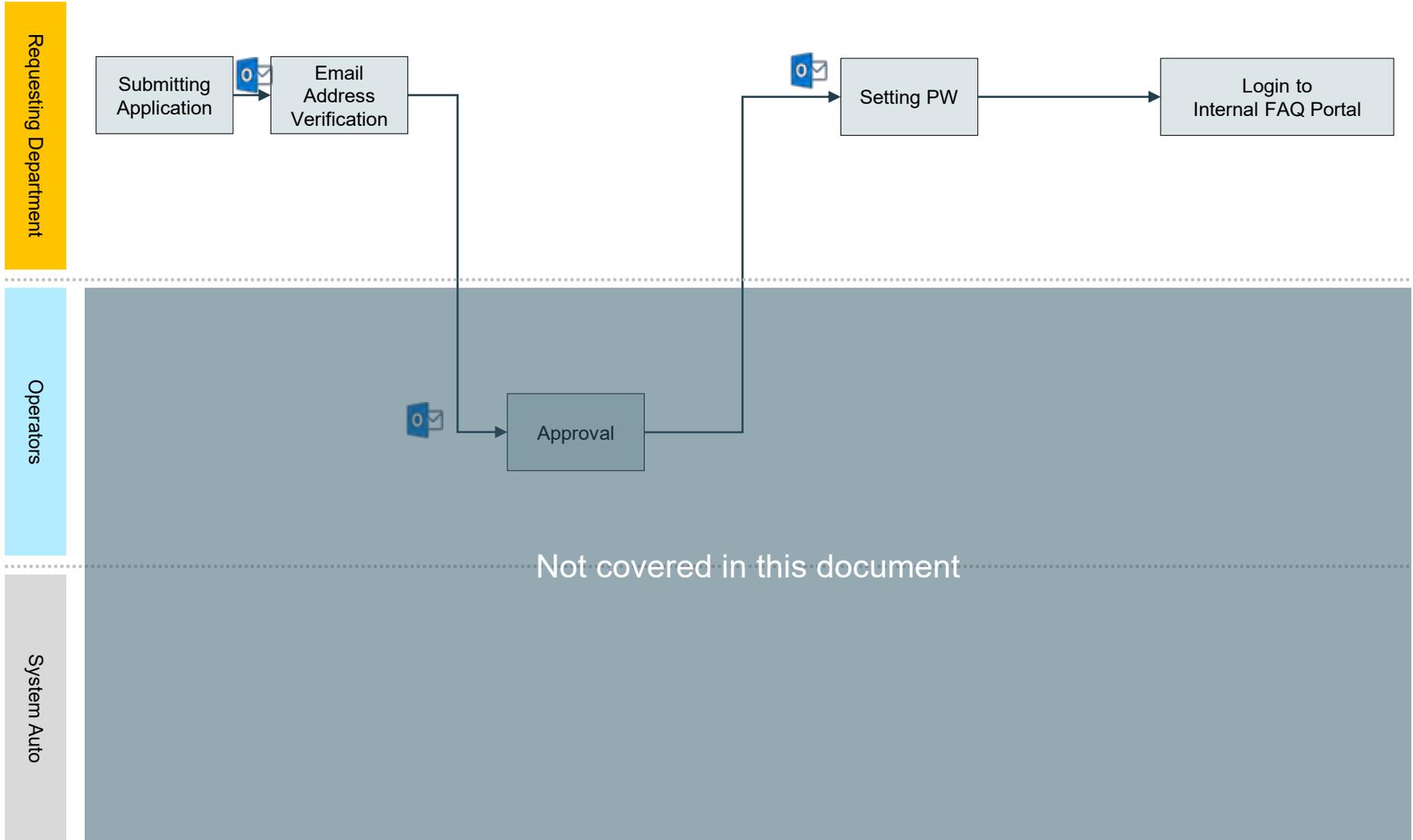
Chapter 2 User Information Application



2.1 Register User Information

2.1 Register User Information

The user information registration flow is shown as below.



2.1 Register User Information

From the "Register" on the login screen, open the user registration form and enter your user information. After entering all necessary information, click "Sign Up."

The screenshot shows a login form with fields for "User name" and "Password", a "Remember me" checkbox, and a "Forgot Password?" link. A green "Log in" button is at the bottom. Below the login form, the text "Don't have an account" is followed by a red-bordered "Register" button.

The screenshot shows the "Employee FAQ User Registration" form. It includes a header "Employee_FAQ" and links for "Privacy Policy" and "Log in". The form title is "Employee FAQ User Registration" with a sub-link "Click here to register as an employee user". A legend indicates that an asterisk (*) denotes required fields. The form contains the following fields: "Last name", "First name", "Email" (with an envelope icon), "Mobile phone", "Company" (a dropdown menu currently showing "-- None --"), and "Post". At the bottom, there is a red-bordered "Sign Up" button. Below the form is a light blue box labeled "Required information" containing "Email" and "Company" buttons.

For self-registration:
Enter your own information.

For alternate registration:
Enter information about the user you want to register.

2.1 Register User Information

You will receive an address verification email to the email address you entered on the previous page. Verify the address from "Verify Account."

Hello Kanoko,

Thank you for registering with us!

Please confirm that you want to use this as your account email address by clicking on the link given below:

[Verify Account](#)

Please note that you cannot use your account without activation.

The link will expire in 24 hours to keep your account secure.

Kanokoさん

ご登録いただきありがとうございます！

以下のリンクをクリックして、アカウントのメールアドレスとして使用することを確認してください。：

[アカウントの確認](#)

この操作を行わないと、アカウントをご利用いただけませんのでご注意ください。

アカウントの安全性を保つため、リンクは24時間で失効します。

[Unsubscribe](#) | [Notification Preferences](#)

Ref:MSG0002058_coHq5BsrjpHM4yX4dAv3

Employee_FAQ

[Privacy Policy](#) [Log In](#)

Your email address has been verified.
Thank you!



2.1 Register User Information

Press "Set a new Password" from the email you receive after approval by an operator.

Hi Kanoko,

Your user account is successfully created on Employee_FAQ.

Your user name is: **Kanoko.Okochi@nttdata.com**

Please set your password to access your user account by clicking on the link below.

[Set a new Password.](#)

Note: This link will expire in 12 hours.

Kanokoさん

Employee_FAQにユーザーアカウントが作成されました。

あなたのユーザー名は Kanoko.Okochi@nttdata.com です。

以下のリンクをクリックして、ユーザーアカウントにアクセスするためのパスワードを設定してください。

[新しいパスワードを設定する](#)

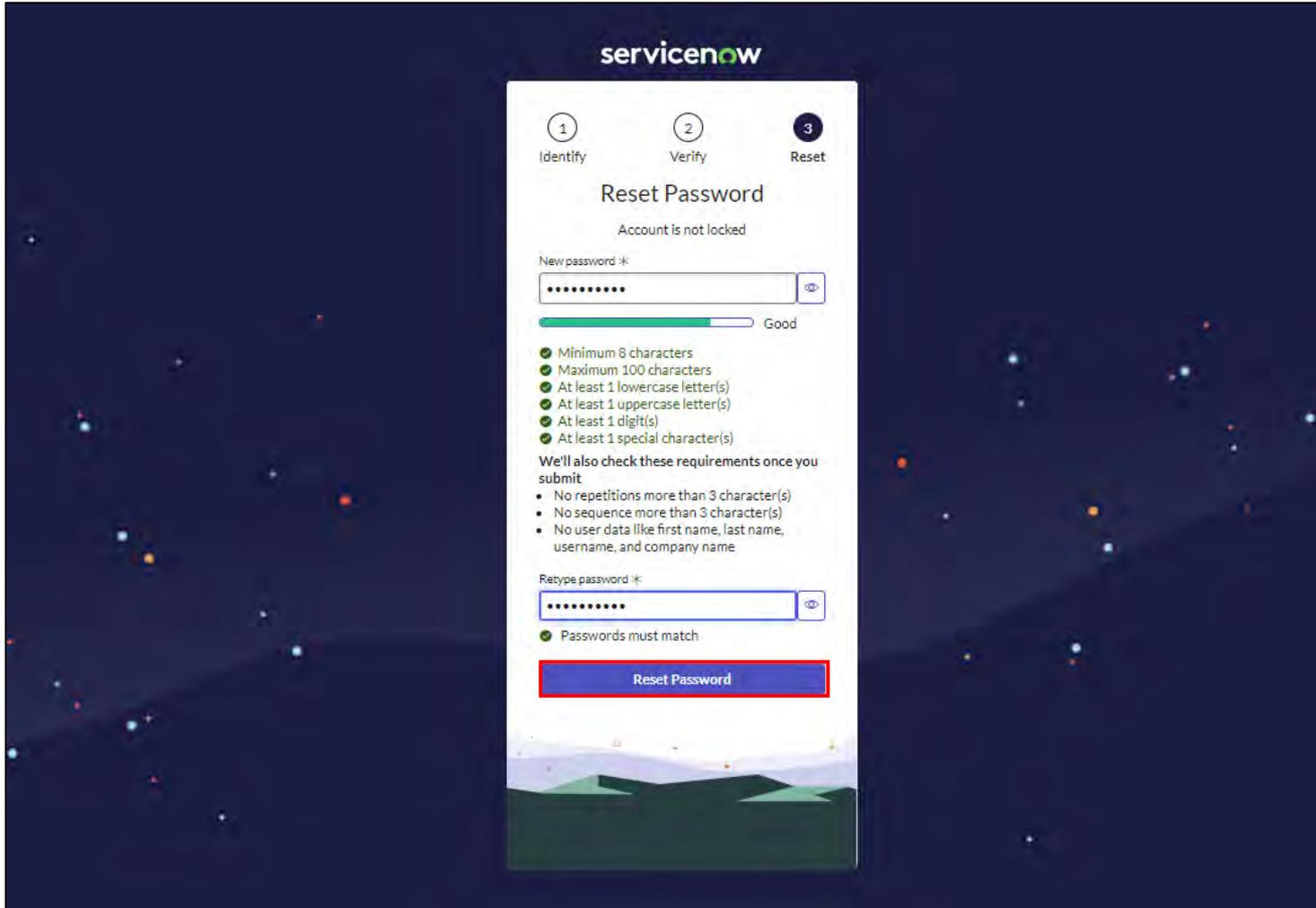
注：このリンクは12 時間で失効します。

[Unsubscribe](#) | [Notification Preferences](#)

Ref:MSG0002060_OhGpt9q1x2t33ET2XXPf

2.1 Register User Information

Set a new PW and press "Reset Password" to save.



servicenow

1 Identify 2 Verify 3 Reset

Reset Password

Account is not locked

New password *

Good

- Minimum 8 characters
- Maximum 100 characters
- At least 1 lowercase letter(s)
- At least 1 uppercase letter(s)
- At least 1 digit(s)
- At least 1 special character(s)

We'll also check these requirements once you submit

- No repetitions more than 3 character(s)
- No sequence more than 3 character(s)
- No user data like first name, last name, username, and company name

Retype password *

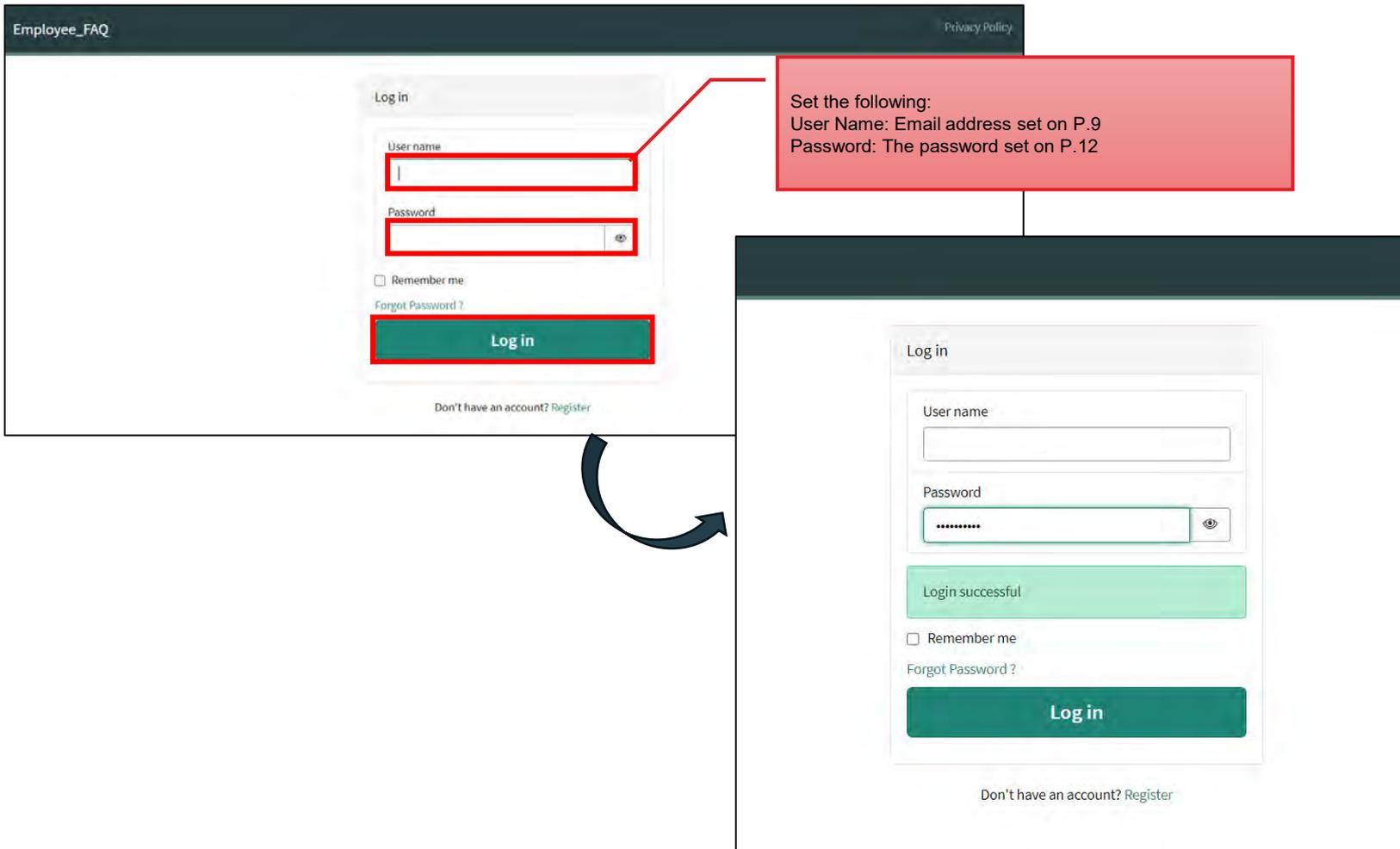
Passwords must match

Reset Password

2.2 Portal Login and Portal Overview

2.2 Portal Login

Log in from the internal FAQ portal login page.
(URL: <https://mhiscm.service-now.com/faq>)



The image shows two screenshots of the Employee_FAQ portal login page. The left screenshot shows the login form with red boxes highlighting the User name, Password, Remember me checkbox, and Log in button. A red callout box points to the User name field with the text: "Set the following: User Name: Email address set on P.9 Password: The password set on P.12". A curved arrow points from the left screenshot to the right screenshot, which shows the same login form but with a green "Login successful" message displayed below the password field.

Employee_FAQ [Privacy Policy](#)

Log in

User name

Password

Remember me

[Forgot Password?](#)

Log in

[Don't have an account? Register](#)

Set the following:
User Name: Email address set on P.9
Password: The password set on P.12

Log in

User name

Password

Login successful

Remember me

[Forgot Password?](#)

Log in

[Don't have an account? Register](#)

2.2 Portal Login

Login complete.

The screenshot displays the 'Employee_FAQ' portal interface. At the top, there is a navigation bar with 'Employee_FAQ' on the left, 'Privacy Policy' and 'Get support' in the center, and a user profile icon labeled '北米エリア従業員' on the right. Below the navigation bar is a large banner image of two employees, a man and a woman, looking at a tablet. Overlaid on the left side of the banner is a 'Coupa Training Manual' link with a blue button. On the right side of the banner, there is a vertical menu with three items: 'Coupa Training Manual', 'List of FAQ', and 'Various Application Forms'. Below the banner, the main content area is divided into several sections: 1. 'Announcements' section with a dropdown menu showing 'Upcoming System Maintenance'. 2. 'Announcements by area' section listing items like 'Free Medical Checkups', 'Leadership Training', 'New Hire Orientation', 'Required Compliance Training Courses', and 'Skill-Check Form'. 3. 'How can we help?' section with a search input field. 4. 'Various Requests' button with a briefcase icon. 5. 'Frequently Asked Questions' button with a magnifying glass icon. 6. 'My active items' section listing 'My QA', 'Related QA', and 'My Requests' with expandable arrows.

2.2 Portal Overview

The portal consists of the following widgets.

Employee_FAQ
: Click to switch to the portal top page

Carousel
: Link to various manuals

Announcements
: View announcements for all areas

Announcements by area
: View announcements by area

Keyword Search Bar
: Search knowledge articles with keywords

Various Requests
: Link to various application forms

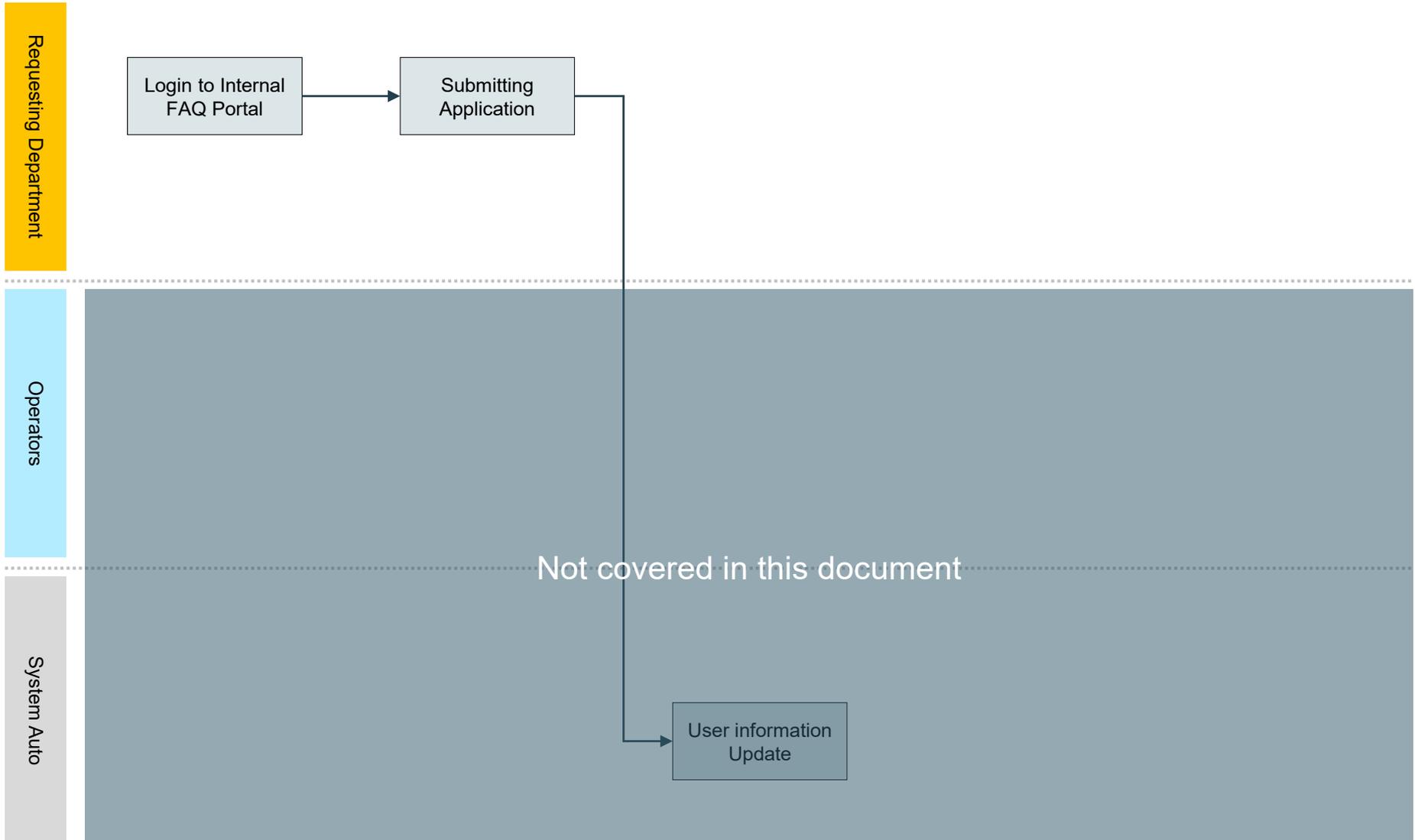
Frequently Asked Questions
: Link to Frequently Asked Questions

My Active Items
: You can check the following three items:
① My QAs: Self-submitted QAs
② Related QAs: QAs submitted by other users in the same company
③ My applications: Self-submitted various applications

2.3 Change User Information (other than PW)

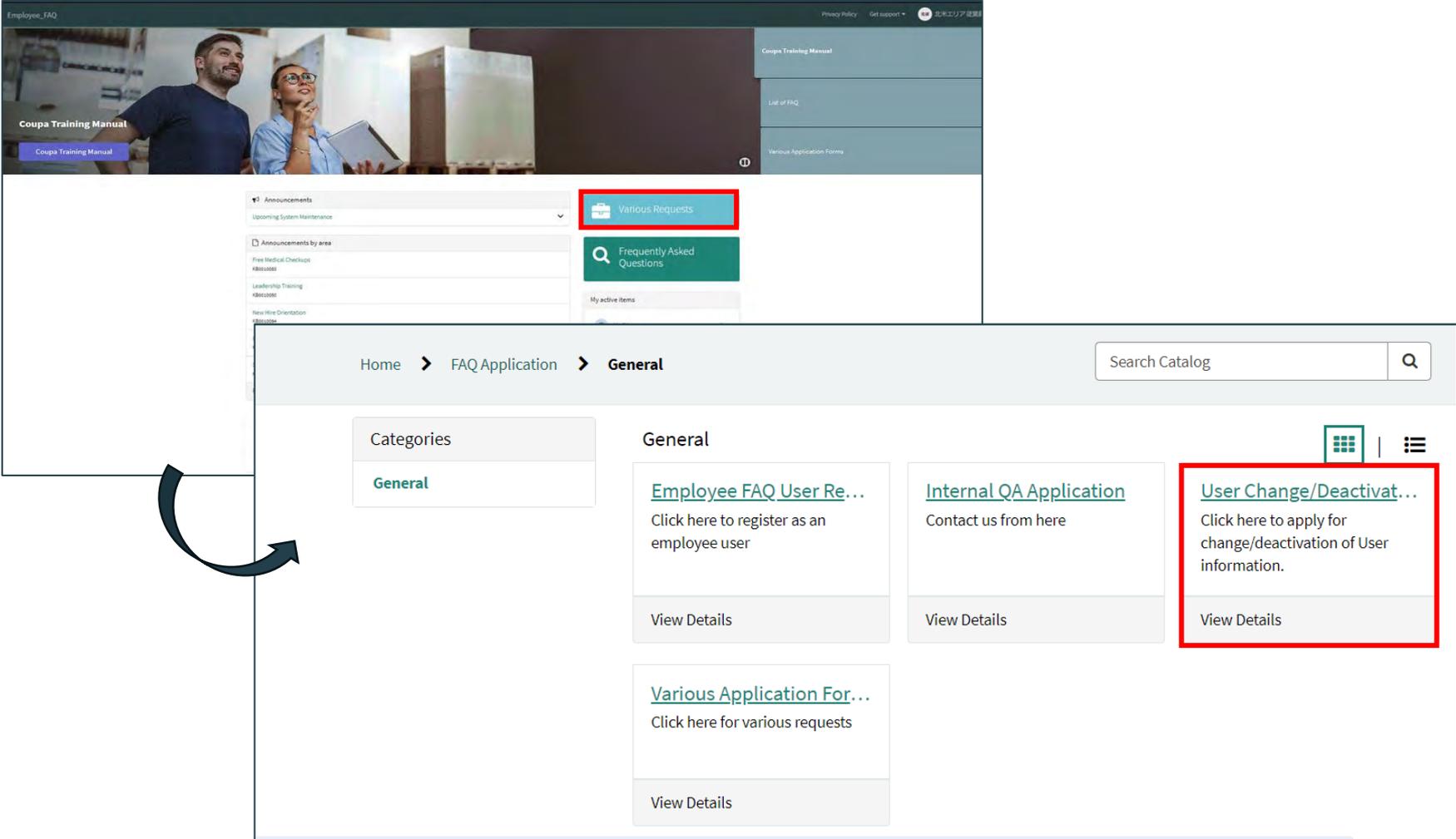
2.3 Change User Information (other than PW)

The user information change flow is shown as below.



2.3 Change User Information (other than PW)

Select “User Information Change/Deactivation Application” from “Various Requests.”



The screenshot displays the 'Employee_FAQ' application interface. At the top, there is a header with 'Employee_FAQ' on the left and 'Privacy Policy' and 'Get support' on the right. Below the header is a banner image with the text 'Coupa Training Manual' and a button labeled 'Coupa Training Manual'. To the right of the banner is a sidebar menu with items: 'Coupa Training Manual', 'List of FAQ', and 'Various Application Forms'. Below the banner is a main content area with a left sidebar containing 'Announcements' and 'Announcements by area'. A red box highlights the 'Various Requests' button in the top right of this section. Below it is a 'Frequently Asked Questions' section. A large blue arrow points from the 'Various Requests' button to the 'User Change/Deactivation Application' card in the main content area. The main content area has a breadcrumb trail: 'Home > FAQ Application > General'. A search bar labeled 'Search Catalog' is in the top right. The main content area is divided into 'Categories' (with 'General' selected) and 'General' items. The 'General' items are: 'Employee FAQ User Re...' (with description 'Click here to register as an employee user'), 'Internal QA Application' (with description 'Contact us from here'), 'User Change/Deactivation...' (with description 'Click here to apply for change/deactivation of User information.'), and 'Various Application For...' (with description 'Click here for various requests'). A red box highlights the 'User Change/Deactivation...' card. Each card has a 'View Details' button at the bottom.

2.3 Change User Information (other than PW)

Enter your changes and hit “Submit.”

Employee_FAQ Privacy Policy Get support ▾ KO

Home > FAQ Application > General > **User Change/Deactivation Application** Search Catalog

User Change/Deactivation Application

Click here to apply for change/deactivation of User information.

Click here to change user information or deactivate a user.

*Application Category

*Last_Name

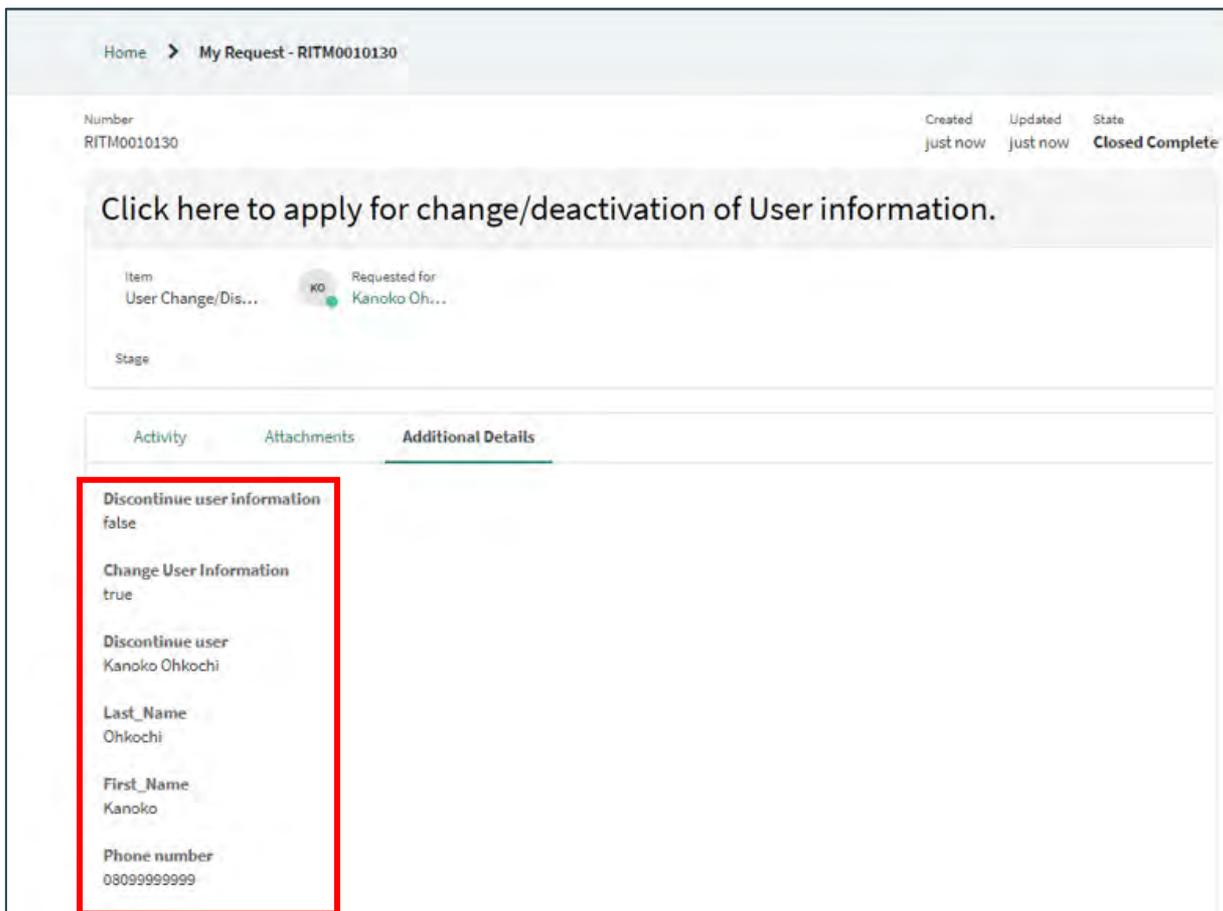
*First_Name

Phone number

Post

2.3 Change User Information (other than PW)

Verify that the changes are reflected.



Home > My Request - RITM0010130

Number	Created	Updated	State
RITM0010130	just now	just now	Closed Complete

Click here to apply for change/deactivation of User information.

Item: User Change/Dis... Requested for: Kanoko Oh...

Stage:

Activity Attachments **Additional Details**

Discontinue user information
false

Change User Information
true

Discontinue user
Kanoko Ohkochi

Last_Name
Ohkochi

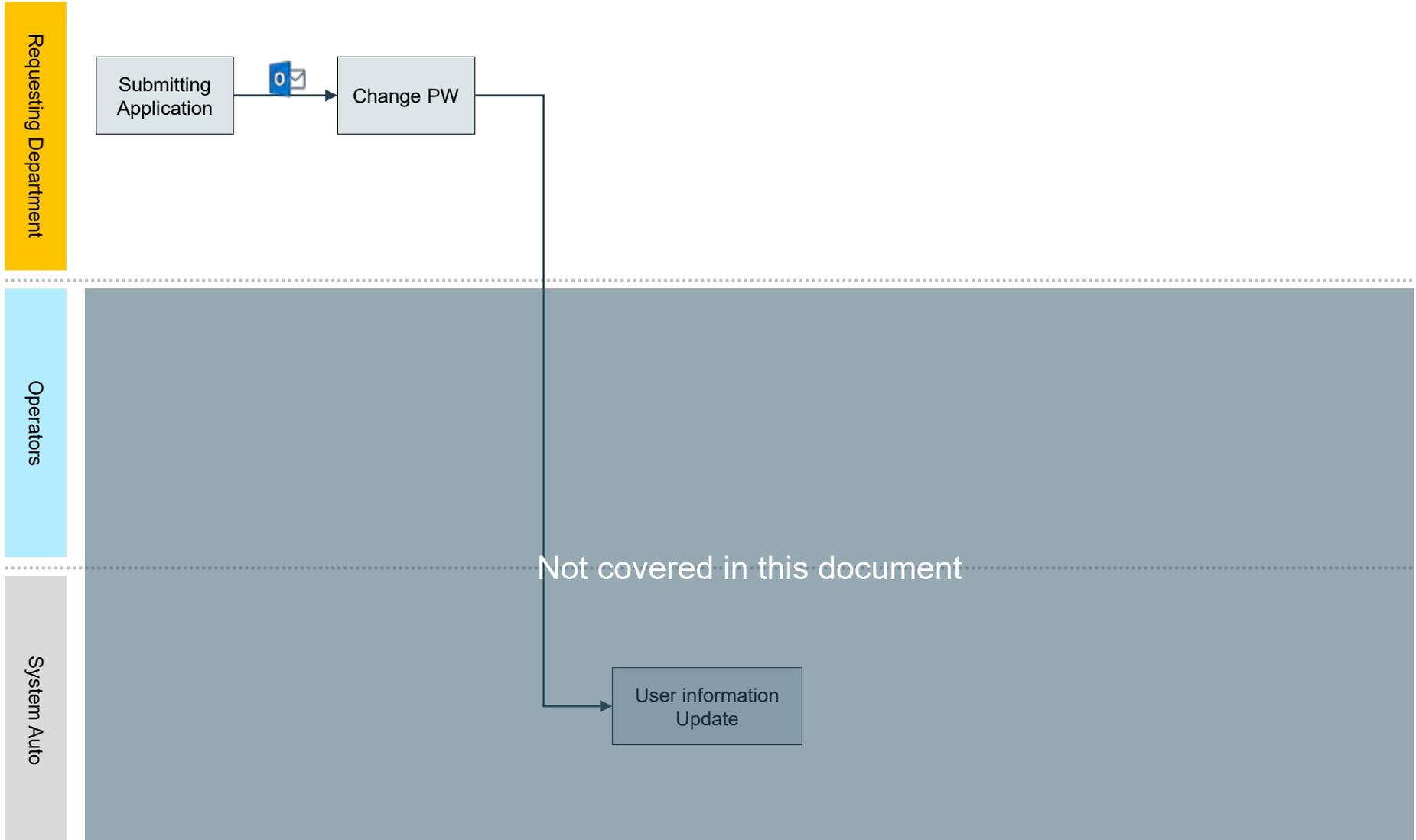
First_Name
Kanoko

Phone number
0809999999

2.4 Change User Information (PW)

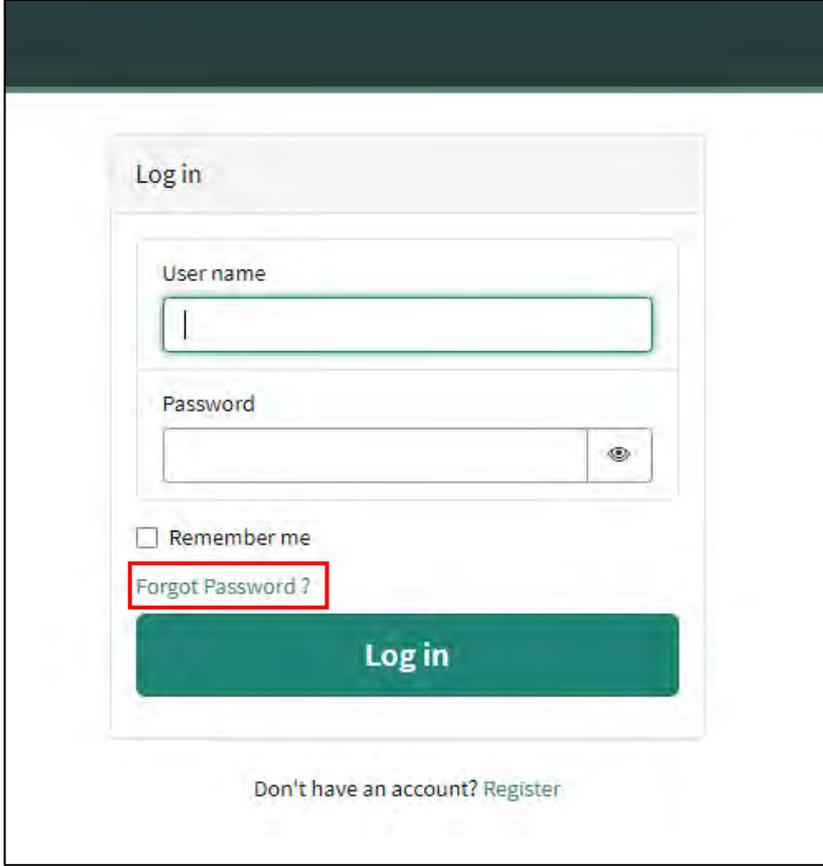
2.4 Change User Information (PW)

The PW change flow is shown as below.



2.4 Change User Information (PW)

Click "Forgot Password?" link on the login screen.

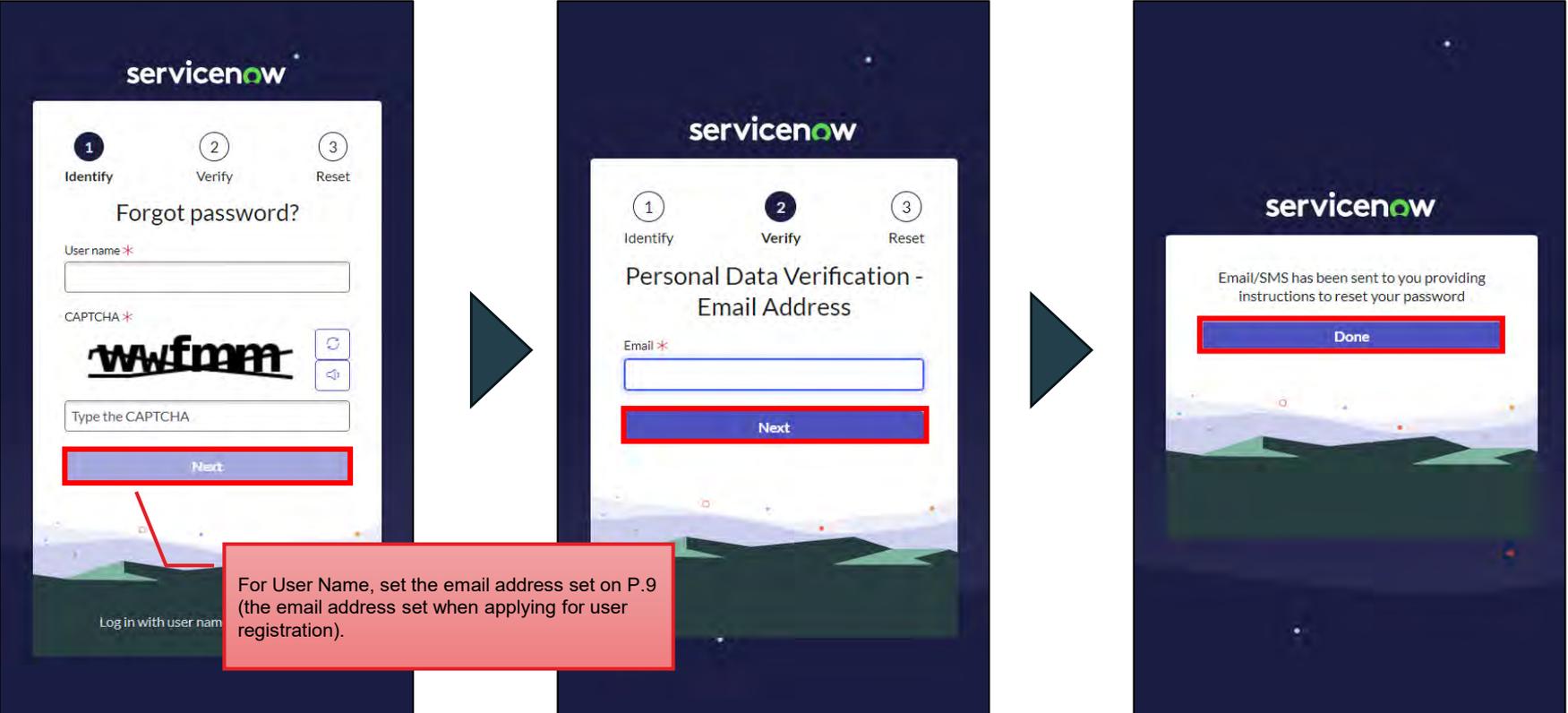


The image shows a login form titled "Log in". It contains the following elements:

- A "User name" input field.
- A "Password" input field with a visibility toggle icon (an eye) on the right.
- A checkbox labeled "Remember me".
- A link labeled "Forgot Password?" which is highlighted with a red rectangular box.
- A large green button labeled "Log in".
- A link at the bottom that says "Don't have an account? Register".

2.4 Change User Information (PW)

Enter all user information and click “Done.”



1 Identify 2 Verify 3 Reset

Forgot password?

User name *

CAPTCHA *

wwfmm

Type the CAPTCHA.

Next

1 Identify 2 Verify 3 Reset

Personal Data Verification - Email Address

Email *

Next

servicenow

Email/SMS has been sent to you providing instructions to reset your password

Done

Log in with user name

For User Name, set the email address set on P.9 (the email address set when applying for user registration).

2.4 Change User Information (PW)

Click "Click here to reset your Password" in the email you receive after authentication.

Hello Kanoko,



A password reset was requested for your user account.

[Click here to reset your password.](#)

If you do not want to reset your password, please disregard this email.

The link will expire in 12 hours.

If you did not request this password reset, please notify your company's Supplier FAQ Portal administrator.

こんにちは、Kanokoさん

パスワードのリセットが要求されました。

[パスワードの再設定はこちら.](#)

パスワードをリセットしたくない場合は、このメールを無視してください。

リンクの有効期限は12時間後です。

このパスワードのリセットをリクエストしていない場合は、会社のサプライヤーポータル管理者にお知らせください。

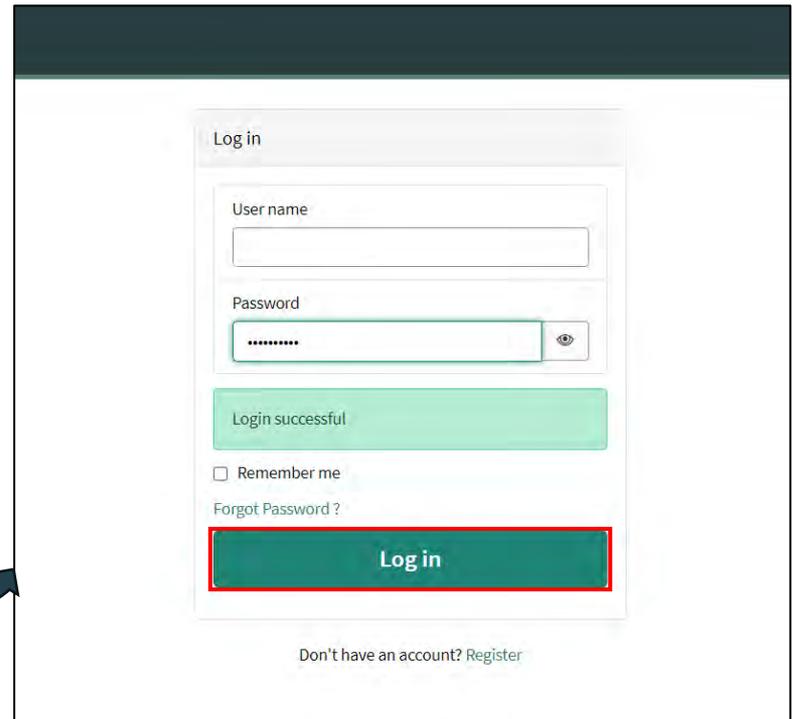
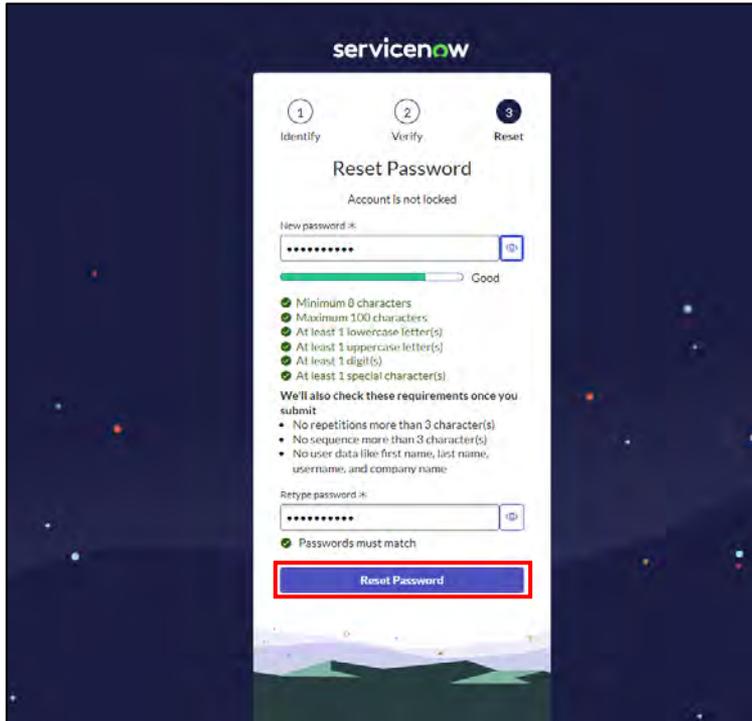
[Unsubscribe](#) | [Notification Preferences](#)

Ref:MSG0002655_bT5uegczNgKpjfTzmMFU

Email Subject:
Reset password to access your account of FAQ Portal

2.4 Change User Information (PW)

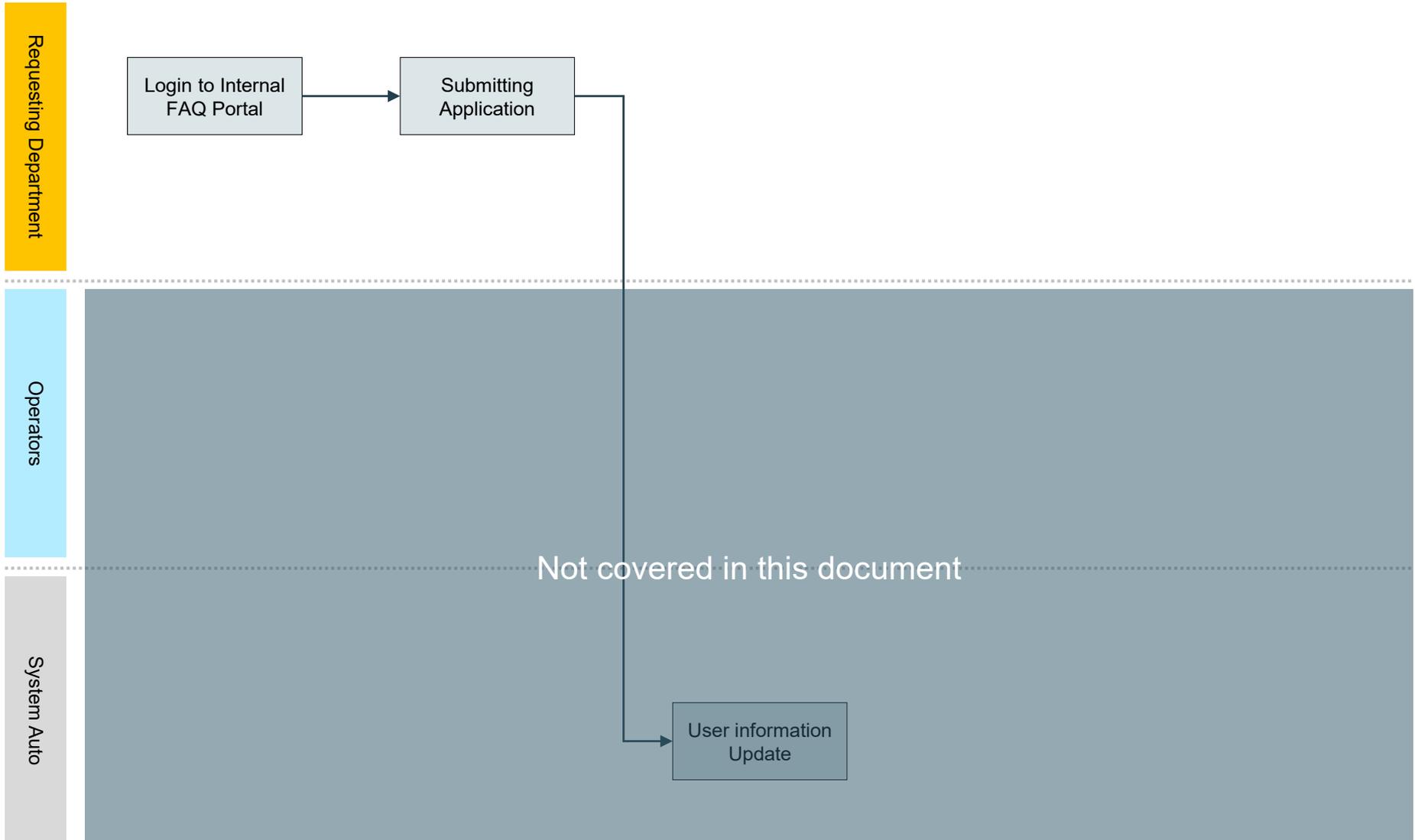
Set a new PW and press "Reset Password."
Login with the new PW on the login screen.



2.5 Deactivate User Information

2.5 Deactivate User Information

User information Deactivation flow is shown as below.



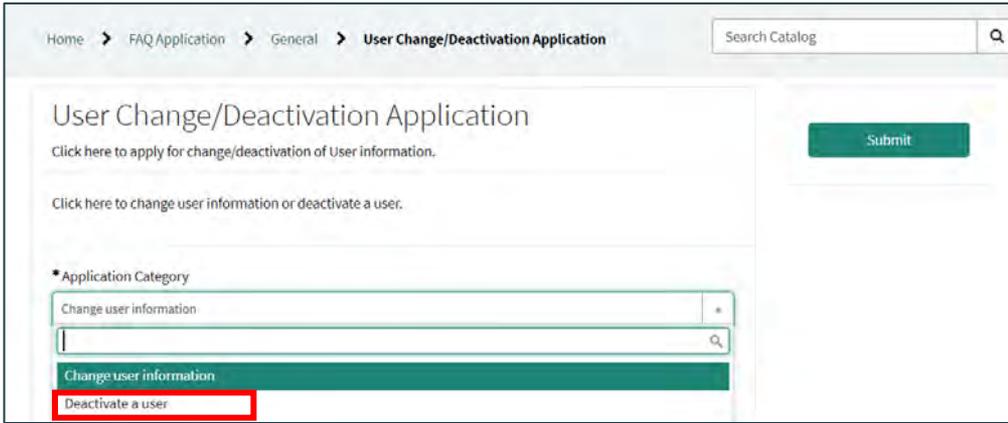
2.5 Deactivate User Information

Select “User Information Change/Deactivation Application” from “Various Requests.”

The screenshot shows a web application interface for 'Employee_FAQ'. At the top, there is a navigation bar with 'Coupa Training Manual', 'List of FAQ', and 'Various Application Forms'. Below this, a sidebar contains 'Announcements' and 'Frequently Asked Questions'. A red box highlights the 'Various Requests' button in the sidebar. A large blue arrow points from this button to a detailed view of the 'Various Requests' page. This page has a breadcrumb trail: 'Home > FAQ Application > General'. A search bar is located at the top right. On the left, there is a 'Categories' section with 'General' selected. The main content area is titled 'General' and contains three cards: 'Employee FAQ User Re...', 'Internal QA Application', and 'User Change/Deactivat...'. The 'User Change/Deactivat...' card is highlighted with a red box and contains the text 'Click here to apply for change/deactivation of User information.' and a 'View Details' button. Below it is another card for 'Various Application For...' with a 'View Details' button.

2.5 Deactivate User Information

Select “Deactivate a user” in “Application Category” and then press “Submit.”



Home > FAQ Application > General > User Change/Deactivation Application

Search Catalog

User Change/Deactivation Application

Click here to apply for change/deactivation of User information.

Click here to change user information or deactivate a user.

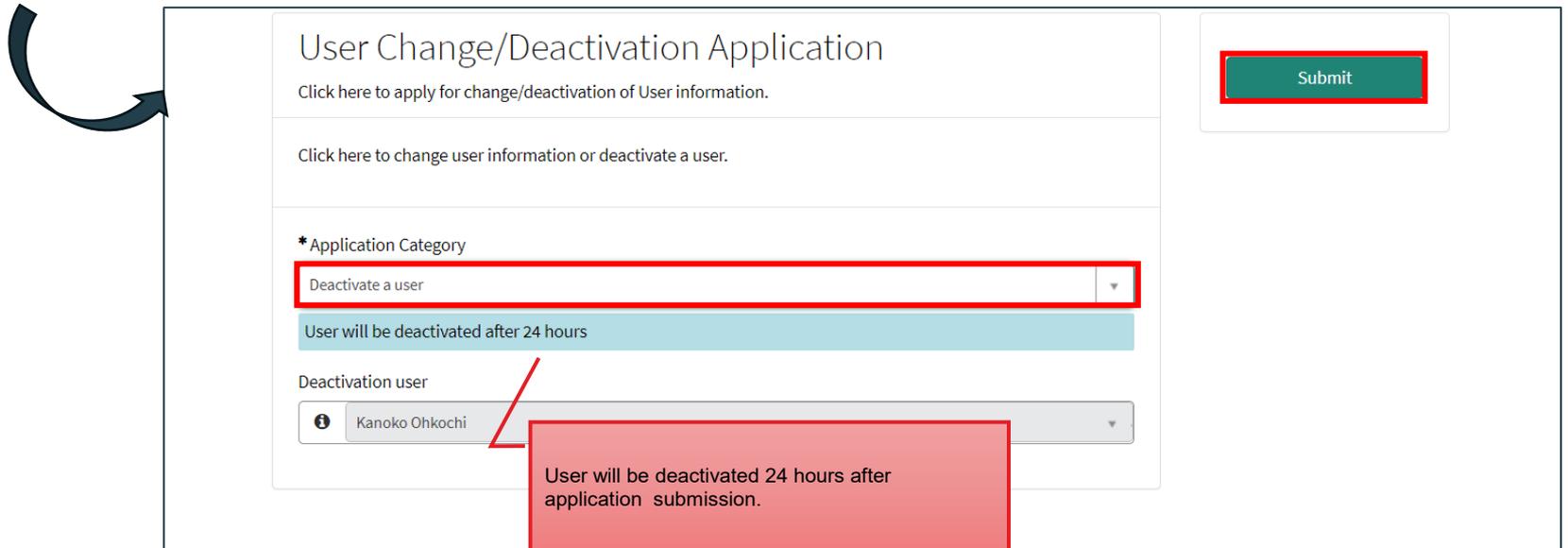
*Application Category

Change user information

Change user information

Deactivate a user

Submit



User Change/Deactivation Application

Click here to apply for change/deactivation of User information.

Click here to change user information or deactivate a user.

*Application Category

Deactivate a user

User will be deactivated after 24 hours

Deactivation user

Kanoko Ohkochi

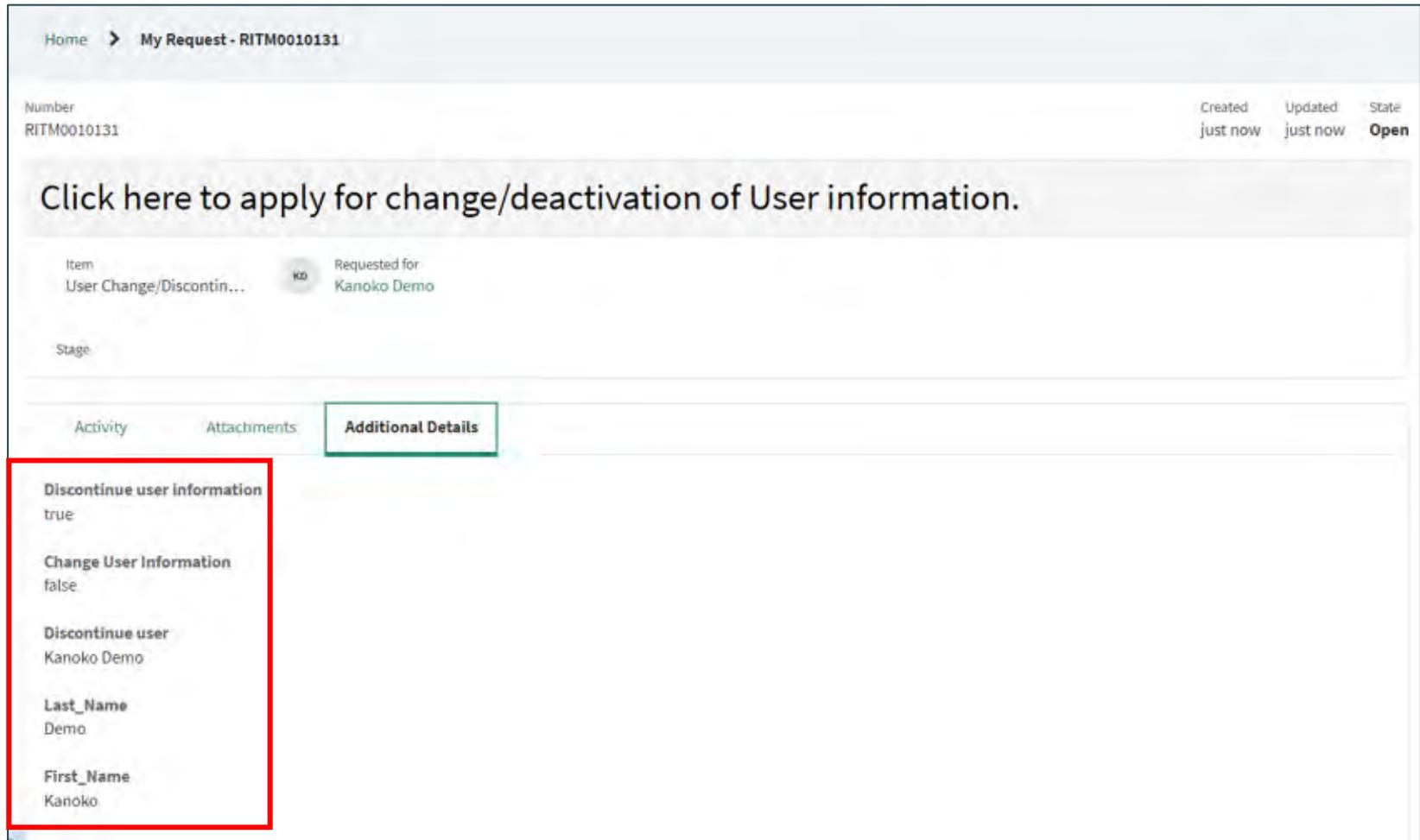
User will be deactivated 24 hours after application submission.

Submit

2.5 Deactivate User Information

Confirm that the deactivation has been applied.

*Deactivation of user information will be reflected 24 hours after application submission.



The screenshot displays a web interface for a request. At the top, it shows 'Home > My Request - RITM0010131'. Below this, a table header includes 'Number', 'Created', 'Updated', and 'State'. The 'Number' is 'RITM0010131', 'Created' and 'Updated' are 'just now', and 'State' is 'Open'. A prominent message says 'Click here to apply for change/deactivation of User information.' Below this, the 'Item' is 'User Change/Discontin...' and 'Requested for' is 'Kanoko Demo'. The 'Stage' is empty. At the bottom, there are tabs for 'Activity', 'Attachments', and 'Additional Details'. The 'Additional Details' tab is active and shows a list of key-value pairs: 'Discontinue user information' (true), 'Change User Information' (false), 'Discontinue user' (Kanoko Demo), 'Last_Name' (Demo), and 'First_Name' (Kanoko). A red box highlights this list.

Number	Created	Updated	State
RITM0010131	just now	just now	Open

Click here to apply for change/deactivation of User information.

Item: User Change/Discontin... Requested for: Kanoko Demo

Stage:

Activity Attachments **Additional Details**

- Discontinue user information: true
- Change User Information: false
- Discontinue user: Kanoko Demo
- Last_Name: Demo
- First_Name: Kanoko

