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SECURITY ADMINISTRATOR ROLE: CREATE A NEW CONTACT OR/AND APPLY A SUPPORT ROLE WITH DSX.CLIENT CARE & ORDER

Question

Security Administrator Role: How to create a new contact or/and apply a support role with DSx.Client Care & Order?

Portfolio/Domain: *Process Tools / n/a*

Product: *n/a*

Platform: *Cloud & On Premise*

Answer

If you have the Security Administrator role, you can create new profiles or/and apply a support role into DSx.Client Care & Order so that they can access the support tools. There can be several security administrators in a site.

Through DSX.Client > Contact Administration menu, the Security Administrator can create a new contact with one of the five following possible roles: 3ds.com Support, Support Restricted, Support Advanced, Support Administrator or Security Administrator.
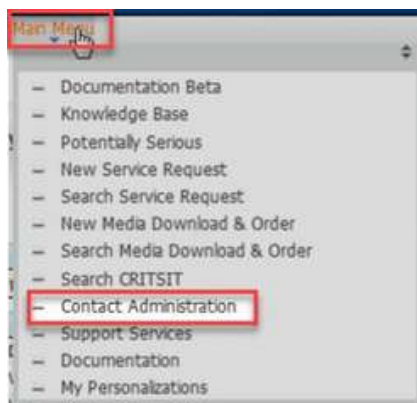
A | *How to create a contact and manage roles*

01 | Login to https://dsxclient.com/

02 | Make sure you have a Security Administrator role.

03 | Make sure you have a Security Administrator role.

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04 | At the bottom of the contact list, you can see an option New Contact

05 | Fill in mandatory fields (with *):
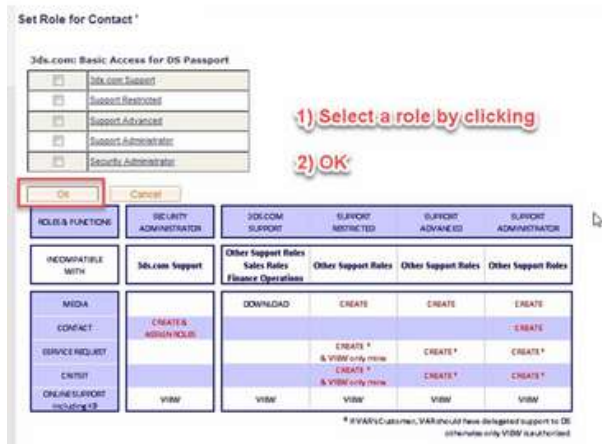
> *First Name*
> *Last Name*
> *Email Address*

06 | Select *Save* and *Return* to the site.

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07 | Click *Change* next to the contact name to modify roles or grant a role.

08 | Click on *Apply Role Changes* and then click *OK*.

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B | *For better understanding*

Find below video tutorials adapted to your situation (direct client, partner, client of the partner) and learn how to use DSx.Client Care:

- *Direct customer: https://media.3ds.com/support/3ds/support/new-customer/support-tool-tutorials/support-tool- tutorials-for-direct-customer/*
- *Partner: https://media.3ds.com/support/3ds/support/new-customer/support-tool-tutorials/support-tool-tutorials- for-partner/*
- *Partner's customer: https://media.3ds.com/support/3ds/support/new-customer/support-tool-tutorials/support-tool- tutorials-for-partners-customer/*

For more precision, you could also visit the FAQs for customers: https://www.3ds.com/support/discover-3dsupport- app/discover-3dsupport-app-for-customers/3dsupport-app-faq-for-customers/

For more information about "", see in Knowledge Base at: https://support.3ds.com/knowledge-base/?q=docid:QA00000102725