FAQ For Portal

We compiled solutions to some common issues that Portal users have encountered recently and listed here for your reference.

1. Why I cannot log in Disti. Portal?

- 1) If you log in, please ensure that your account is already created in the current PROD environment.
- 2) The Portal Account was created based on the user list provided by Ian. Please make sure that the email you used for logging in is the same one as you provided in user List.
- 2. When I received the email invitation for the portal, what should I use to log in?

The Portal account was created by the email address which you've provided.

1) If your account is already a Microsoft account: After entering your account, the page will directly turn to the corresponding organization for authentication. There is no separated password, it is the same as the one of your Microsoft account.

Microsoft	
Sign in	
huang.qi@dxc.com	
Can't access your account?	
	Next
ିର୍ଦ୍ଧ Sign-in options	



- 2) If your account is not a Microsoft account, then after entering your account ((1)), it will automatically redirect to ((2)), and the system will send a verification code to the email associated with that account
 - (3) . You can log in with that verification code.

	Microsoft
	登入 🚺
	someone@example.com
	無法存取您的帳戶嗎?
	下一步
	〇、 登入選項
-	

Stone.Chuang@dxc.com	Stone.ch0729@msa.hinet.net
<u> </u>	Email 認證碼
Universal ID Universal ID Username Enter your @duc.com email address stone chuang@duc.com Password Sign in Erryst. password!	₩ Microsoft 4: stone.ch0729@msa.hinet.net たんな意味 BryBRINING 27 Mattern 851 stone.ch07239@msa.hinet.net No.hattern
^{Killp} 您的 DXC Production 帳戶驗證碼	9
DXCProduction(經由"Microsoft)" <accord 吸件者 stone.ch0729@msa.hinet.net</accord 	unt-security-noreply@accountprotection.microsoft.com>
DXC Production	
帳戶驗證碼	
若要存取 DXC Production 的應用程式與資源,請使用	下方代碼進行帳戶驗證。代碼僅在 30 分鐘內有效。
帳戶驗證碼:	
14128826	
若您並未要求驗證碼,請忽略這封電子郵件。	

- 3) Complementary: please use one-time password from the Microsoft Authentication app or receive a one-time password on your phone for the second authentication.
- 3. If you would like to choose another method for the second authentication instead of using the Microsoft Authenticator app.
- 1) Before you click "Next" to install Microsoft App, click on "I want to set up a different method" in the bottom left corner.

luvoton Technology Corporation B2B	
	Keep your account secure Your organization requires you to set up the following methods of proving who you are.
	Microsoft Authenticator Start by getting the app On your phone, install the Microsoft Authenticator app. Download now After you install the Microsoft Authenticator app on your device, choose "Next". I want to use a different authenticator app Next
	Lwant to set up a different method

- 2) Choose a different method: "Phone."
- 3) Input your phone number.
- 4) Select "Text me a code."
- 5) Click "Next."
- 6) The system will then send a one-time password to your phone.

DXC B2B BK	
	Keep your account secure Your organization requires you to set up the following methods of proving who you are.
	Phone Choose a different method × You can prove who you are by Which method would you like to use? What phone number would y Choose a method × Taiwan (+886) Authenticator app Phone Phone Text me a code Message and data rates may apply. Choosing Next means that you agree to the Terms of service and Privacy and cookies statement.
	I want to set up a different method

7) You can use the one-time password to proceed with the authentication.

← C A b https://login.microsoftonline.com//	ogin.srf	A	合 印	₹_=	Ð	8	
	Microsoft stone.chuang@dxc.com Enter code We texted your phone +XXX XXXXXXXXXX42. Please enter the code to sign in. 758396 More information Cancel Verify		Υ U				
			Terms o	ofuse	Privacy &	cookies	

4. If you are unable to log in to Disti. Portal and met time out issue.

For Edge Browser:

1) Firstly, close all the open Edge browser.

- 2) Open the edge browser.
- 3) Click on "..." at the top right corner.
- 4) Select "New InPrivate window".
- 5) Enter the URL <u>https://disti.nuvoton.com</u> in the "New InPrivate window".
- 6) Proceed with the login steps.



For Chrome Browser:

- 1) Firstly, close all the open Chrome browser.
- 2) Open the Chrome browser.
- 3) Click on "..." at the top right corner.
- 4) Select New Incognito window.
- 5) Input https://disti.nuvoton.com in "New Incognito window".
- 6) Proceed with the login steps.

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	New tab	Ctrl+T
Ľ	New window	Ctrl+N
\$	New Incognito window	Ctrl+Shift+N
		-

5. If you used your phone to scan QR code and it indicated "not usable data found."

- 1) Please check if you have installed "Microsoft Authenticator app" and you are scan the QR code with it.
- 2) Open your Microsoft Authenticator app on your phone.
- 3) Click "+" On top right corner.



4) Select the account type you would like to add.



5) Click "Scan QR Code"



6) Added successfully and you can use the one-time password codes generated by this app to verify your sign-ins.



- 6. If you are a major account but cannot find the opportunity in your Disti. Portal menu after logging in, please add the Opportunity Admin web role to your Portal Account, follow these steps:
- 1) Click "Portal Account"

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	Home Opportunities - Download	Knowledge Article Portal Accounts	English + Huang Qi -
住民 立力素毛 憲告・ 役攻 持定 街山 岩路	BLE 5.0		C Moste

2) Find your own account record and click "Edit."

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	Home Opportunities - (Cases Training	Knowledge Article	Portal Accounts	Download	English -
	Vivian Huang +					
	Portal Account					
	Account Info					
	Account Name *	Disti Sub Account Apply				
	Disti. Major Account	If you have created or up	dated sub-accounts, please re	member to dick the "Subr	nit" button.	
	Vivian Huang				C Create	Submit
	First Name *	Web Role	Job Run	Result Creab	ed On	
	Major Account Email * huang.qi@dxc.com	Case Admin; Case Pers Opportunity Admin; O Personnel; Training Co	sonnel: Major A Ipportunity Success urse Only	ccount Update 2/21/	2024 6:35 PM	Y Edit
	Disti Email Domain *	Case Admin; Case Pers	sonnel; User log	in successful! 2/21/	2024 6:39 PM	O View details

3) Find the filed "Web Role "and select "Opportunity Admin." Click "Save".

Case Personnel \times	*
Opportunity Admin \times	
Opportunity Personnel \times	
Training Course Only \times	- less
Select or search options	~
uccess	
ob Run Res <mark>u</mark> lt	

4) Click "Submit "(Don't forgot to click "Submit," otherwise the system will not detect this update.)

Portal Account						
Account Info						
Account Name * DXC Review 002	Disti Sub Accou	nt Apply				
Disti. Major Account	If you have cre	ated or updated su	ıb-accounts, please r	emember to click	the "Submit" button.	
Review Huang Qi					Create	Submit
First Name * Review	Disti. Type 🕇	Apply Status	First Name 🕇	Last Name	Email	Login E
Major Account Email *	Major Account	Success	Qi	Huang	huang.qi@dxc.com	Yes
huang.qi@dxc.com			6	6		
Disti Email Domain *	Sub Account	InProcess	George	Green	greengroge@dxc.com	Yes
@dxc.com						

5) Once the apply status has been changed to Success, refresh the page, to check the menu again. (It may take 5 mins because of that the scheduled task runs every five minutes.)

isti Sub Accour	nt Apply				
If you have crea	ated or updated sul	b-accounts, please i	emember to click t	he "Submit" button.	
				• Create	Submit
Disti. Type 🕇	Apply Status	First Name 🕇	Last Name	Email	Login E
Maina Anna	Success	Qi	Huang	huang.gi@dxc.com	Yes

- 7. If you are logged in to the Disti. Portal but find that the Opportunity data in your account is incorrect.
- 1) Please confirm if you logged into the correct environment of Disti. Portal.
 - Disti. Portal PROD URL: <u>https://disti.nuvoton.com</u>
 - Disti. Portal QAS2 URL: <u>https://ntcdistigas2.powerappsportals.com</u>
- 2) For the Disti. Portal PROD URL
 - Please double-check if you are using the correct URL: <u>https://disti.nuvoton.com</u>
 - Please refrain from using this URL anymore: <u>https://disti.powerappsportals.com</u>

8. If you are logged in to the Disti. Portal but find that the content displayed on the current page is incomplete.

- 1) Please confirm whether you are using the Edge or Chrome browser.
- 2) Microsoft Edge and Google Chrome browsers typically offer the best compatibility and performance for Disti. Portal. It is recommended that users use these two browsers to ensure they can get the best experience of Disti. Portal.