GREAT External Access
Download of reconciliation files

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1. Introduction

1.1 Intention

To ensure the utmost security of online communication, GREAT has been upgraded by implementing an external access.

This improvement has especially been made in order to avoid encrypted e-mails on the one hand and to meet the requirements of data security as well as of auditing on the other hand.

Information about guarantees and for reconciliation purposes will be sent as a message to a message box in the external access. The respective user will receive a separate notice by e-mail to his conventional e-mail mailbox (e.g. Outlook) informing him, without containing details, that a new message is available for him in the external access.

1.2 Target group

Users who are registered as contacts of banks and insurance companies respectively all users who can not actively apply for or edit guarantees in GREAT (e.g. former Siemens companies).

1.3 Structure of the manual

This documentation describes the use of the external access and the handling of reconciliation files.

2. General information

2.1 Address

The external access can be entered in a save way via internet using the following link:

https://www.siemens.com/great

2.2 Structure

After entering this link the “Home” page will be displayed.

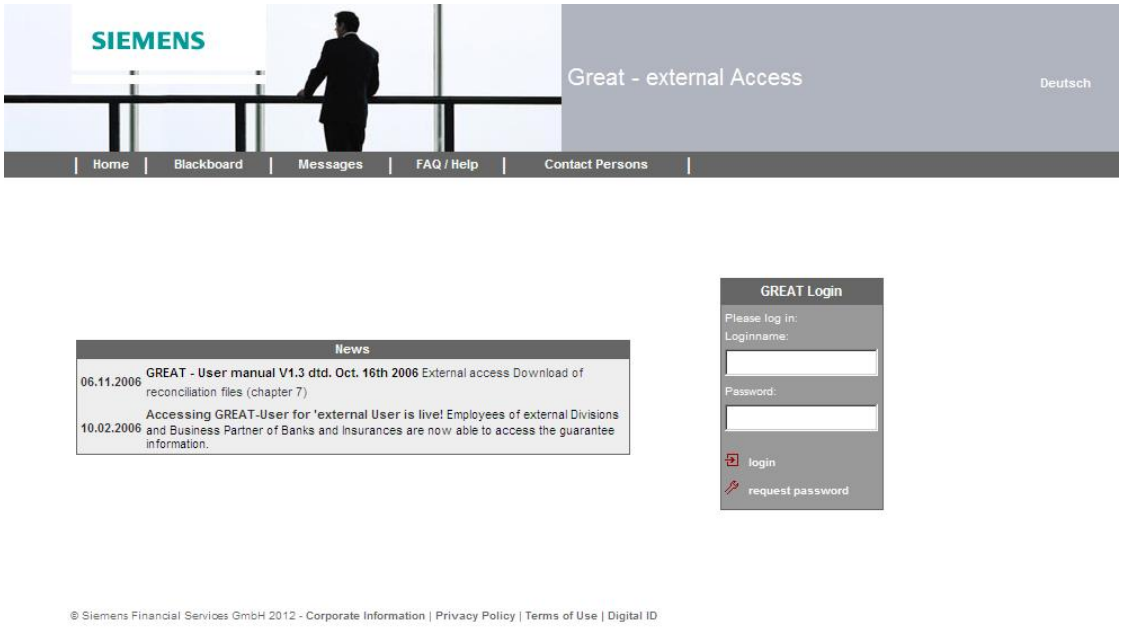


Image 1: GREAT Web

The contents of the menu items “Blackboard” and “Messages” are only visible after having logged in successfully.

In the menu item “FAQ / Help” you will get assistance in respect of frequently asked questions. If you do not find an answer to your question, the contacts mentioned in the menu item “Contact Persons” will be at your disposal.

2.3 Information eMail

In case a new message, reconciliation file or notification on the blackboard has been generated for a user, he receives an information mail, which is sent to his conventional e-mail-address.

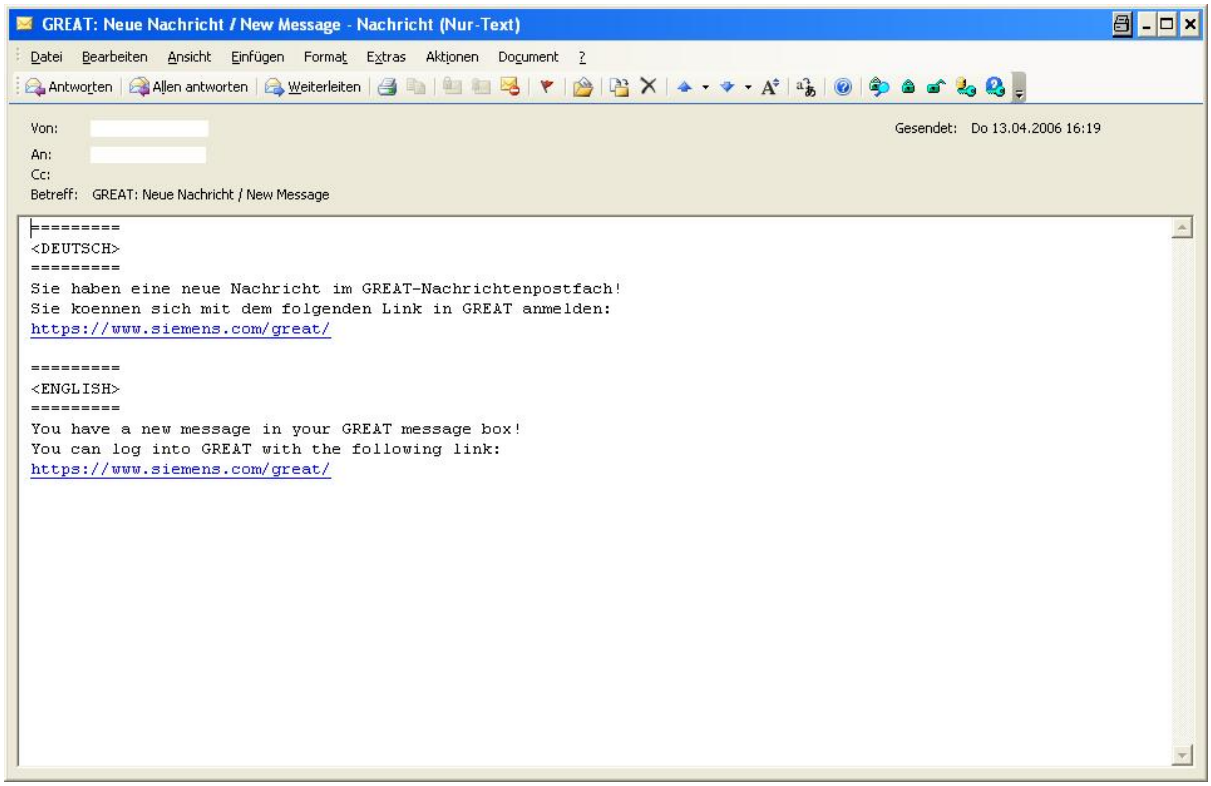


Image 2: Information eMail

The subject and the content of the information mail may vary depending on the underlying activity (message, reconciliation, notification on blackboard).

3. Creation of a password

Please keep your password strictly confidential!

3.1 Request for a new password

In the event the password has been forgotten, the provisional password has expired or the Loginname has been locked after several failed logins, a new password can be requested by the user. For this the Loginname has to be entered into the respective field. In case the Loginname is unknown, please contact the responsible hotline as mentioned in menu “Contact Persons“.

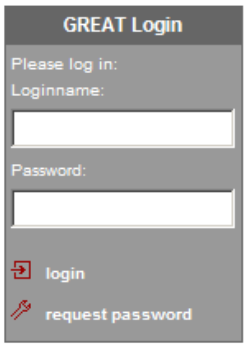


Image 3: Entry of the Loginname

After entering the Loginname and choosing the function “request password”, a new password will be created and sent automatically to the user by e-mail. This provisional password will be valid for 30 minutes.

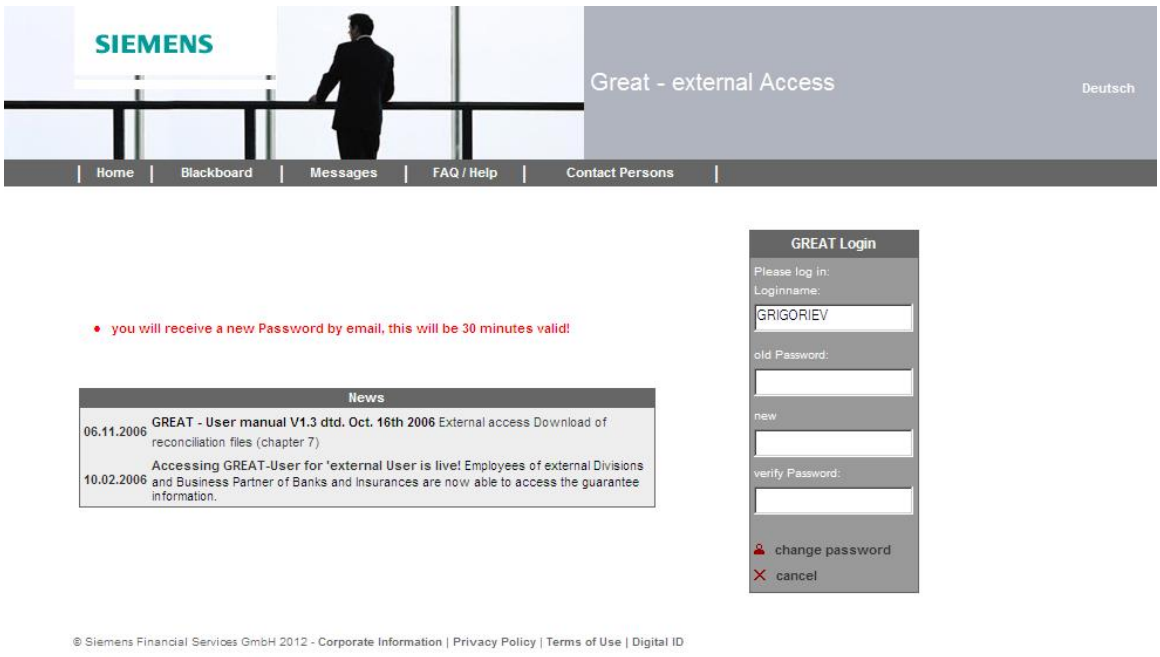


Image 4: Password eMail has been sent

The login dialogue will change for the award of a new password.

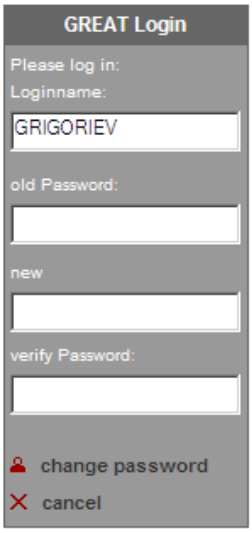


Image 5: Enter new personalized password

Meanwhile the e-mail with the new password should have arrived in the e-mail mailbox of the user.

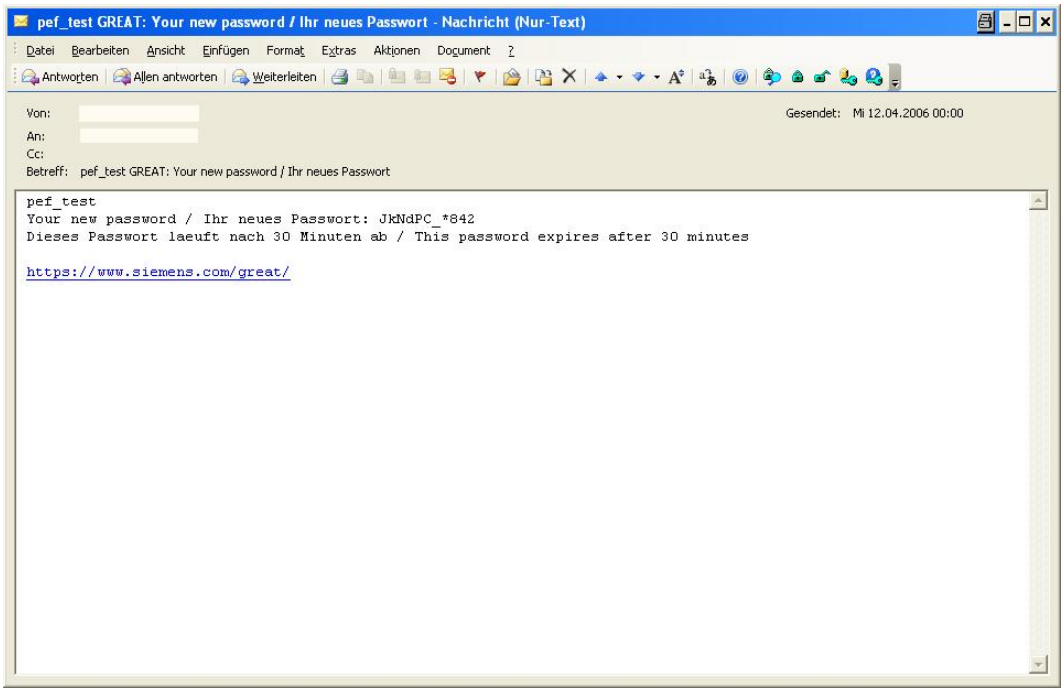


Image 6: Password eMail

3.2 Awarding of a new password

At first the provisional password has to be entered into the field “old password”. Then the new password has to be entered into the fields “new password” and “verify password”. For the creation of a new password the following rules apply.

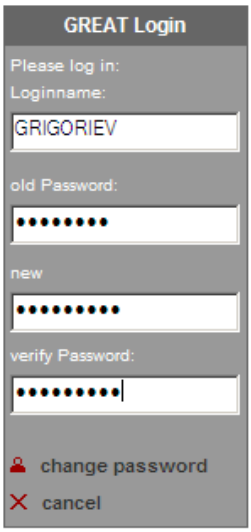


Image 7: Entry of new password

3.3 Password rules

A new password must contain at least 8 digits but not more than 16 digits

A password must contain at least 8 digits, but not more than 16 digits.

A mix of upper and lower cases, numerical and special characters must be used to create a password. At least three of these four types of characteristics have to be used.

A new password cannot correspondent to one of the 15 previously used passwords.

A password, newly assigned by an administrator or requested by the user himself, is always only preliminary and can only be used to create a personalized password.

A password will always expire after 90 days.

After 5 consecutive incorrect login attempts, the access will be locked and can only be unlocked by an administrator or the responsible hotline.

By pressing “change password” the old password will be replaced by the new one. In case all password rules have been obeyed the following notification will be displayed.

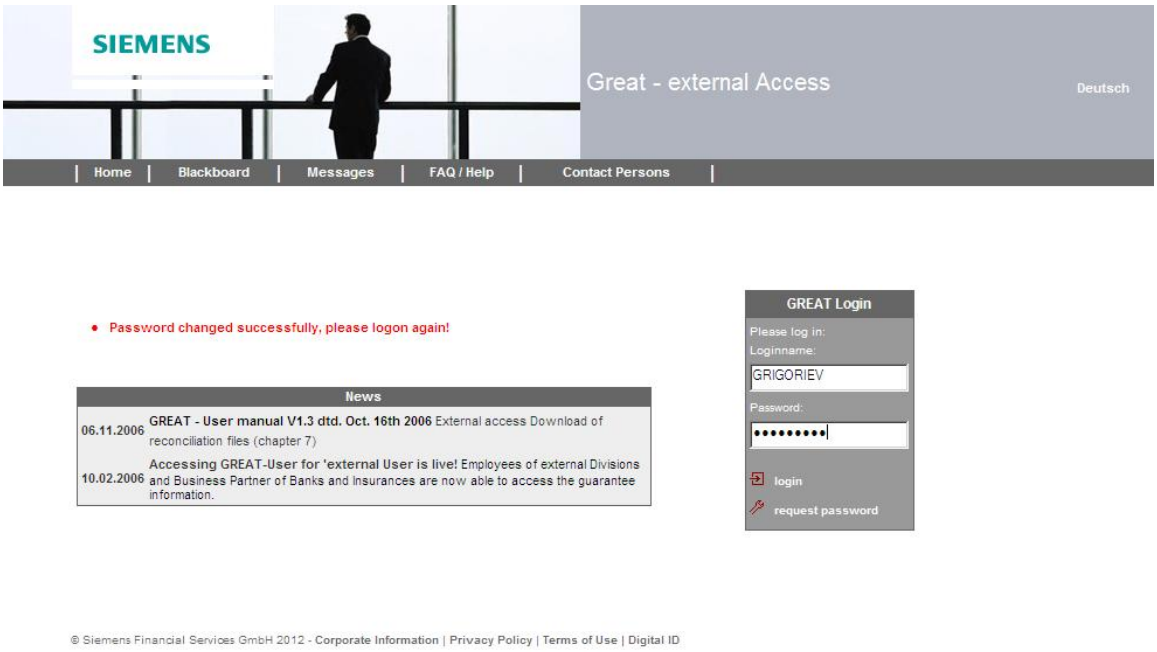


Image 8: New password has been successfully allocated

4. Login process

The login process requires a Loginname as well as a password. The user will receive an e-mail containing his Loginname and a preliminary password as soon as an administrator has set up the user in GREAT.

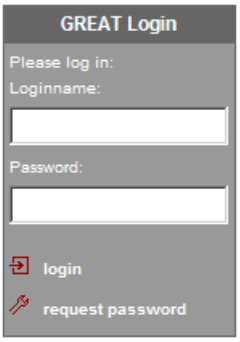


Image 9: Login

4.1 Possible Actions

Process login

Request a new password (after entering the Loginname)

4.2 Login

For the login the user has to enter his login name and his password into the respective input fields “Loginname” and “Password”. The password will be displayed in a hidden form as a number of dots “●●●●●●●●”.

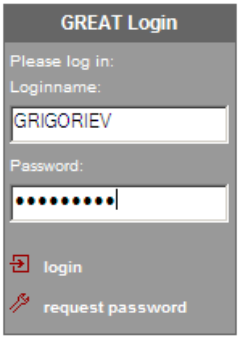


Image 10: Login – with respective inputs

4.2.1 Successful login

By pressing “login“, GREAT will start to check the user data, which has been entered. In case of a successful login, a welcome message will appear:

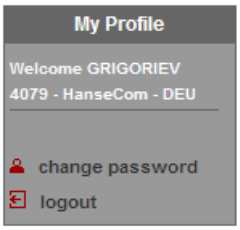


Image 11: Successful login

4.2.2 Wrong username

If a wrong login name has been entered, an error message will appear:

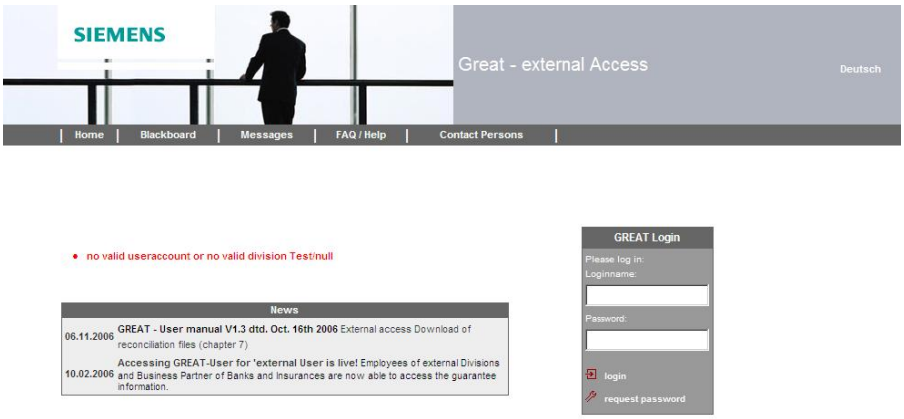


Image 12: Wrong Loginname

4.2.3 Wrong password

In case a wrong password has been entered, the following message will appear:

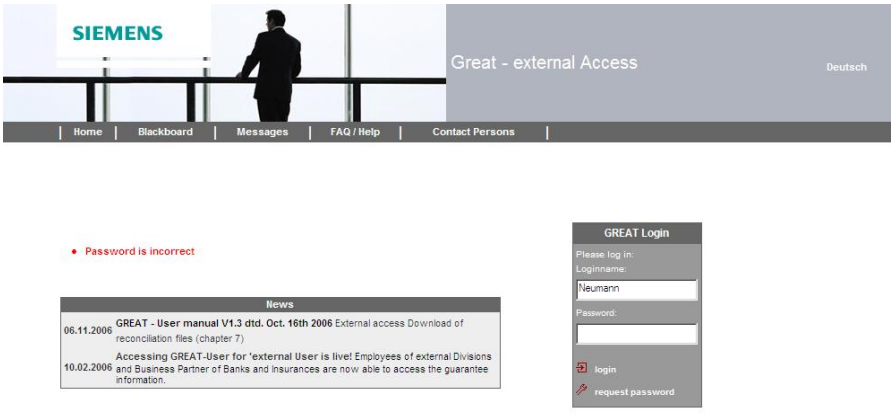


Image 13: Incorrect password

Advice: **The diction of upper and lower case characters has to be observed when entering the login name and password.**

5. Blackboard

After having logged in to the external access of GREAT the user has access to the blackboard. Here notifications for a specific group of users are available (e.g. contact persons of banks or insurance companies). These users will receive a notice by e-mail, which is sent to their conventional e-mail mailbox in case a new notification has been placed onto the blackboard.

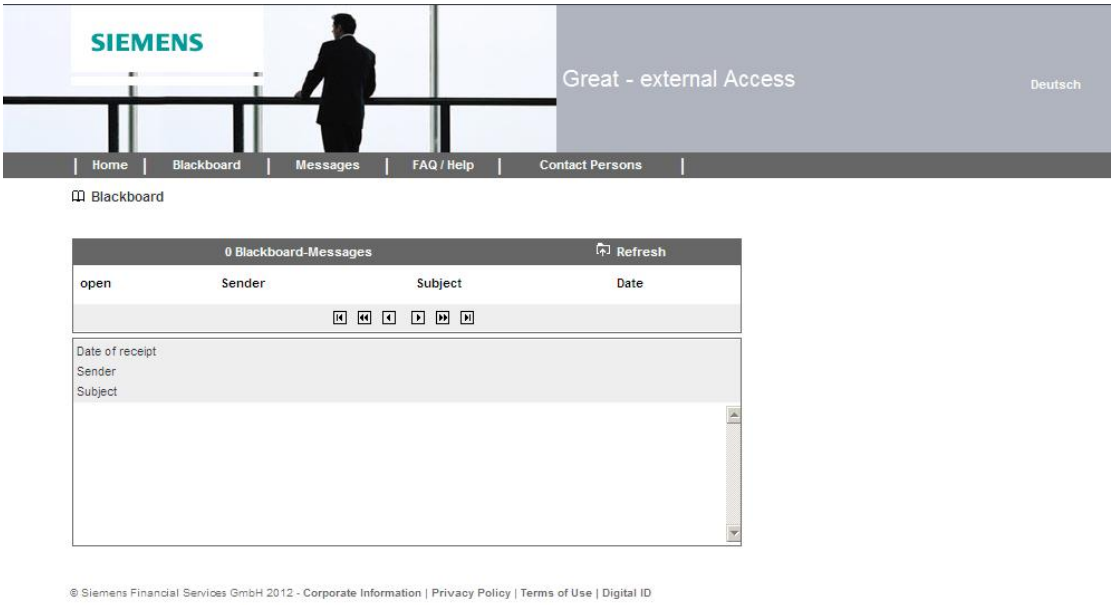


Image 14: Blackboard

6. Message box

The message box is the personal mailbox of the user. Here all messages concerning an amendment, the expiration or the reconciliation of guarantees will be displayed. The user will receive a separate information about such a new message by e-mail, which will be sent to his conventional mailbox (please also refer to page 6). By default the messages of the last 7 days will be shown. In case no messages are displayed, this period can be extended with the drop down button to the last 30 resp. 90 days.

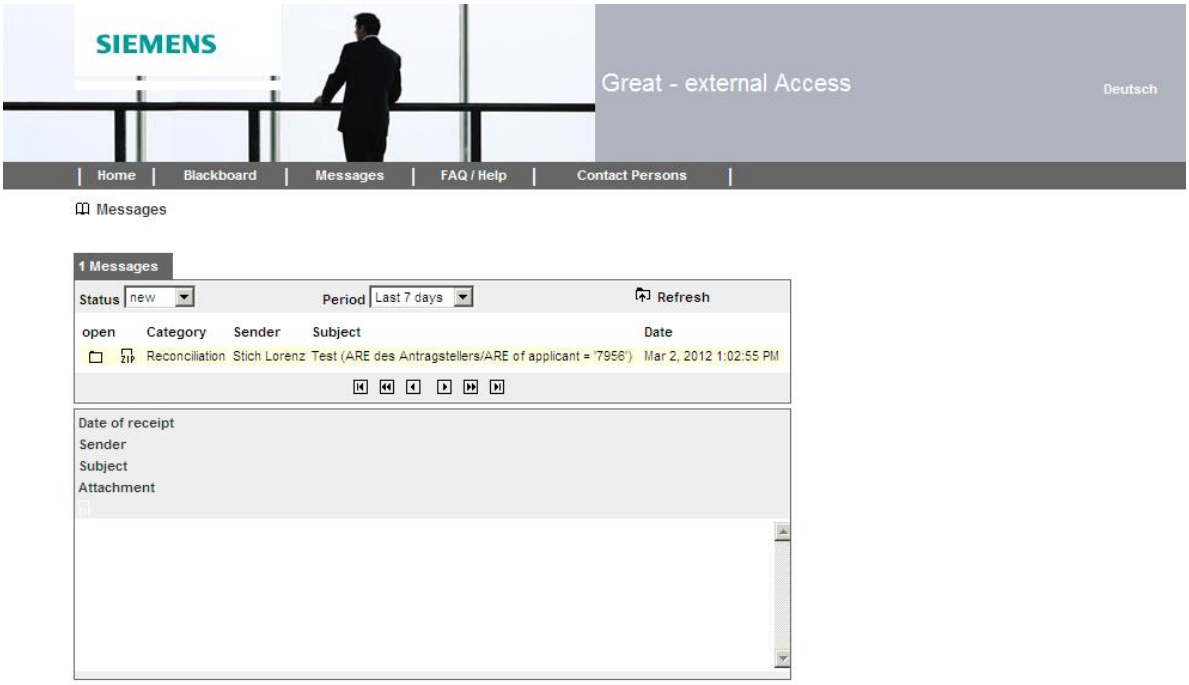
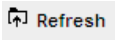


Image 15: Message box

6.1 Possible Actions

By choosing the required status the corresponding message box will be displayed (new, saved, done, deleted, sent)

Filter for fixed dates of receipt (today, last 7 days (default), last 30 days, last 90 days)



Refresh message list

The message box contains an extract of all messages available for the selected criteria.

6.2 Create a new message

This function is not available for the external access. It is only possible to reply to a received message within 90 days after its receipt.

6.3 Open and read a message

In order to read a message, it has to be opened by pressing the file icon .

Then the icon for an opened message appears and its content will be displayed below the overview.

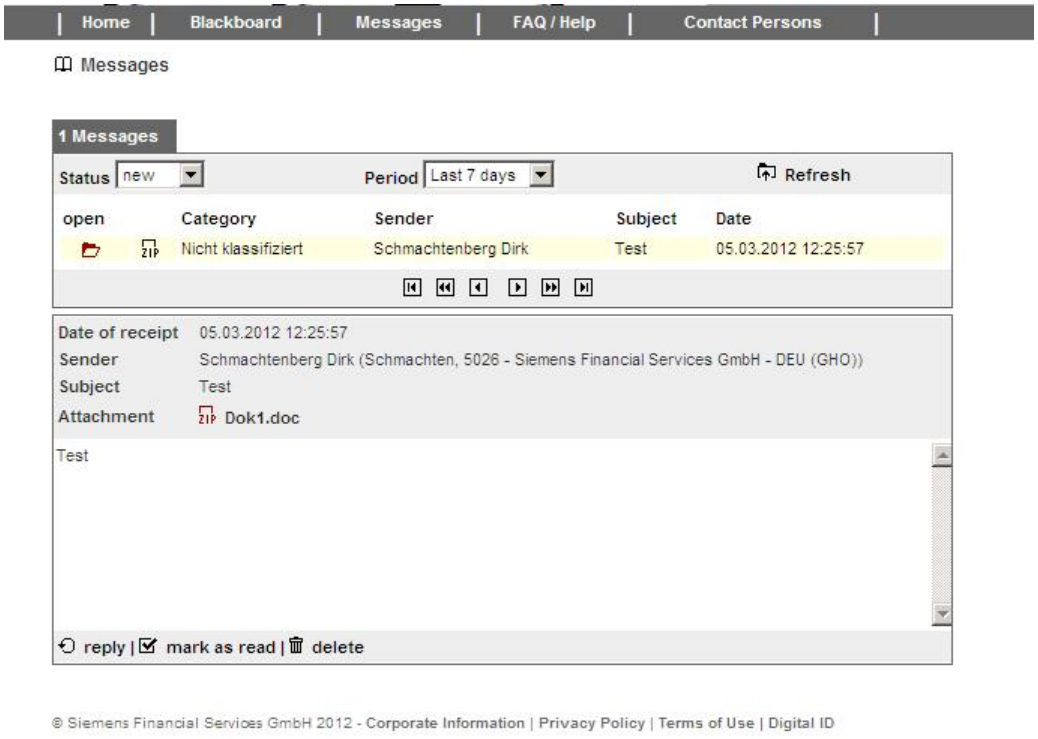


Image 16: Open a message

Several functions are available beneath the message. These functions allow to reply to the message which is opened, to mark it as read or to delete it.

6.4 Message with attachments

Messages with an attachment, e.g. reconciliation files, are marked with the ZIP symbol .

The attachment can be directly opened or downloaded from the open message. For the handling of reconciliation files, please take notice of the hints in chapter 7 of this manual.

Advice: An instruction regarding the reconciliation process is part of the ZIP file, sent along in case of reconciliation messages.

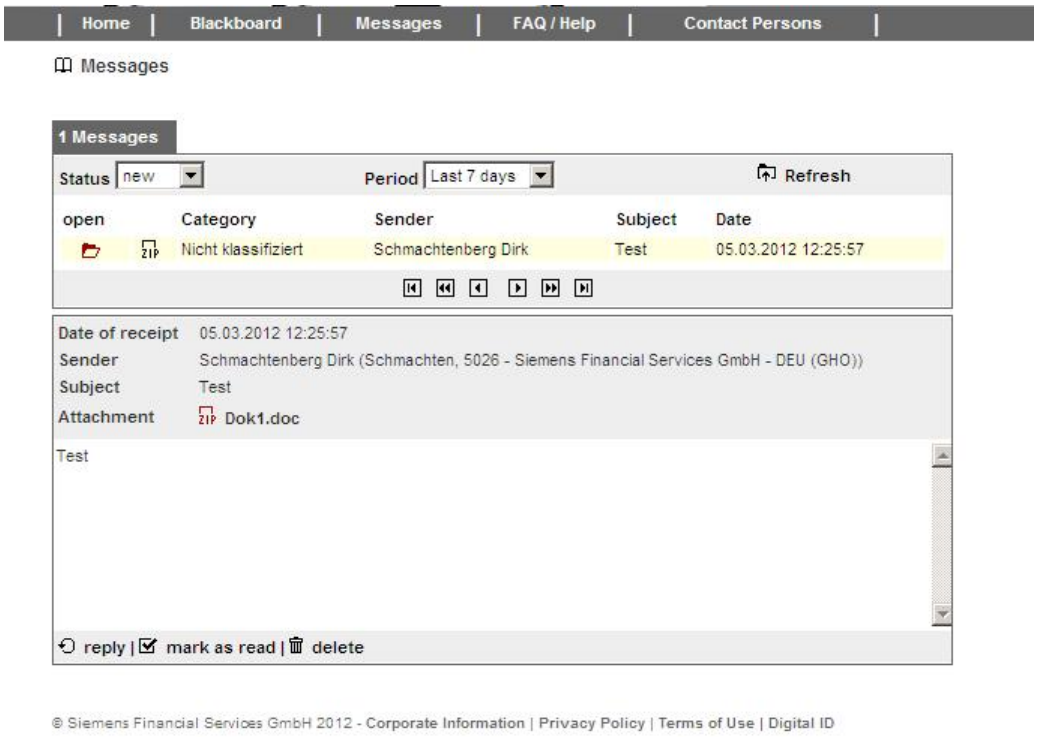


Image 17: Message with attachment

6.5 Reply to a message

It is possible to reply to a received message by pressing the button reply.

Advice: Recipient, Subject and original wording cannot be amended.

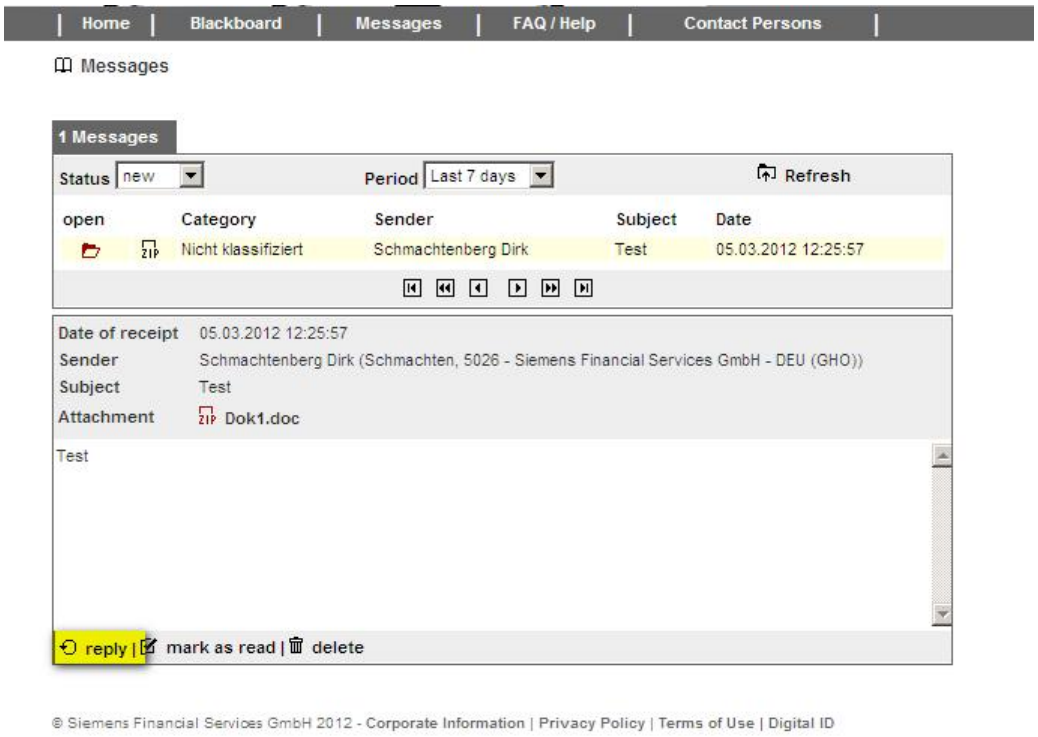


Image 18: Reply to a message

The dialogue “reply Message” will open and the answer can be entered into the field “Text”.

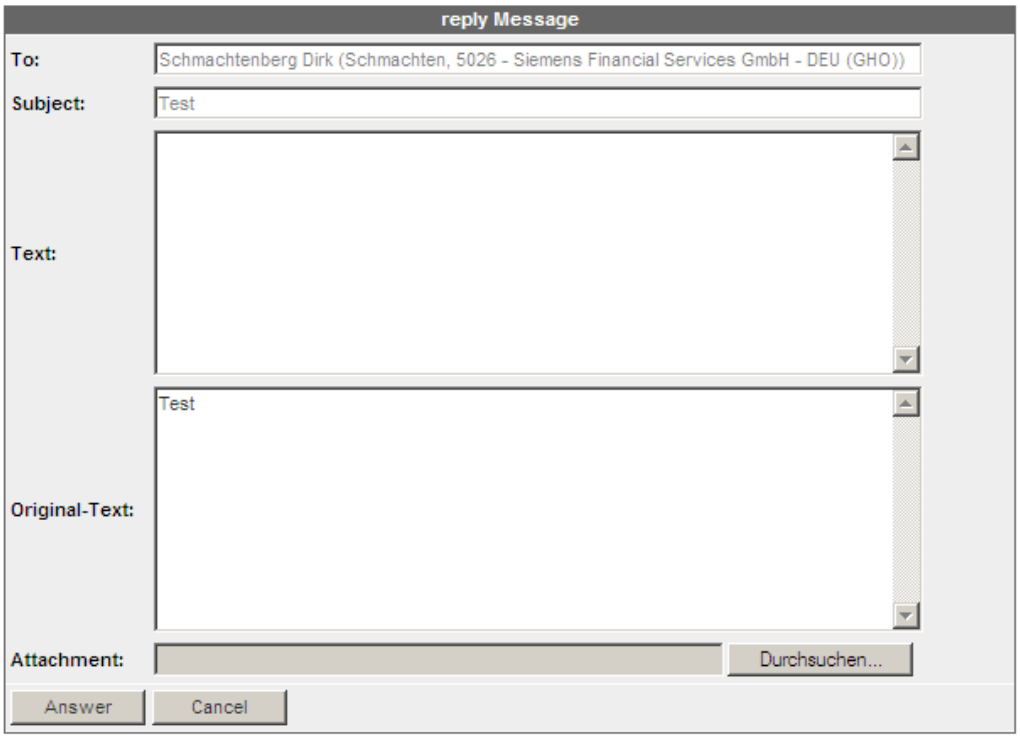
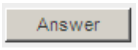
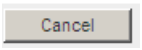


Image 19: Reply message

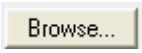
6.5.1 Components



Send the answer



Cancellation, answer will neither be sent nor saved

With the button 

it is possible to select and add a file, e.g. a revised reconciliation file, which should be attached to a reply. A sub-dialogue will open where the respective file can be selected. It can be added by pressing the function “Open”.

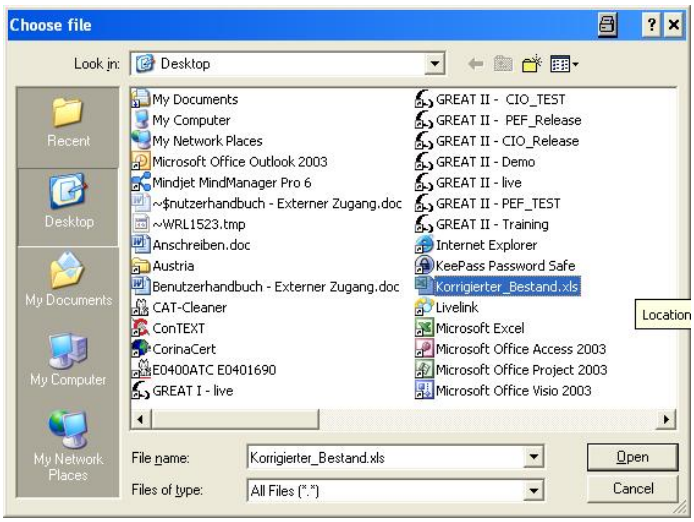


Image 20: Select attachment (the language of this window varies depending on the system message)

Now the dialogue closes and the path to the attached file appears in the reply message.

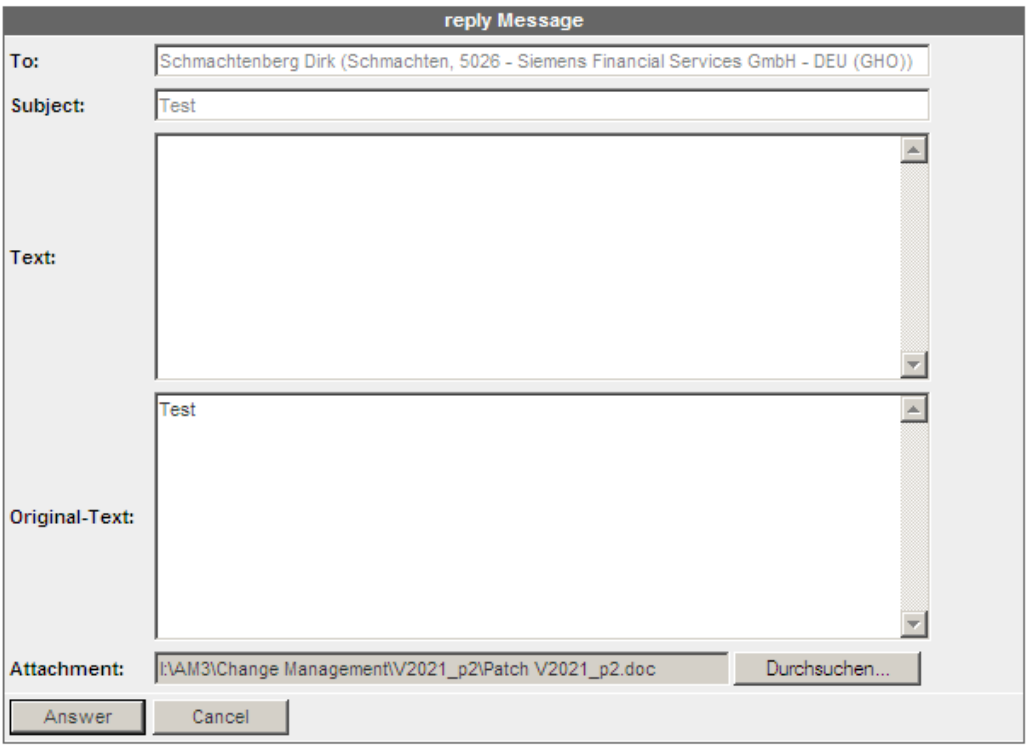


Image 21: Answer with attachment

By pressing the button Answer the respective message can be reverted to its sender. Afterwards you will return to the main window of the message box.

6.6 Sent messages

Sent messages can be traced back up to 90 days by choosing the attribute “sent” within the filter “Status”. Here you can see your reply messages and - if applicable -the respective attachments.

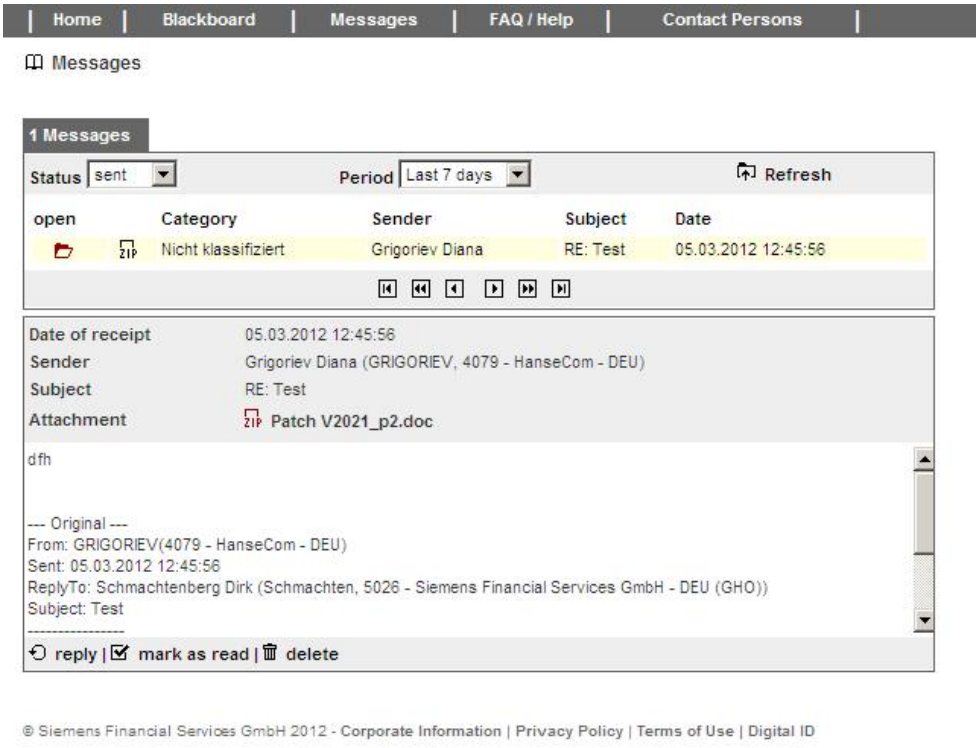


Image 22: Sent items

7. Handling of a reconciliation file

7.1 Saving an attached file

Before you are able to work on the reconciliation file it has to be saved locally on your computer.

For that purpose, please click on the symbol in the respective message.

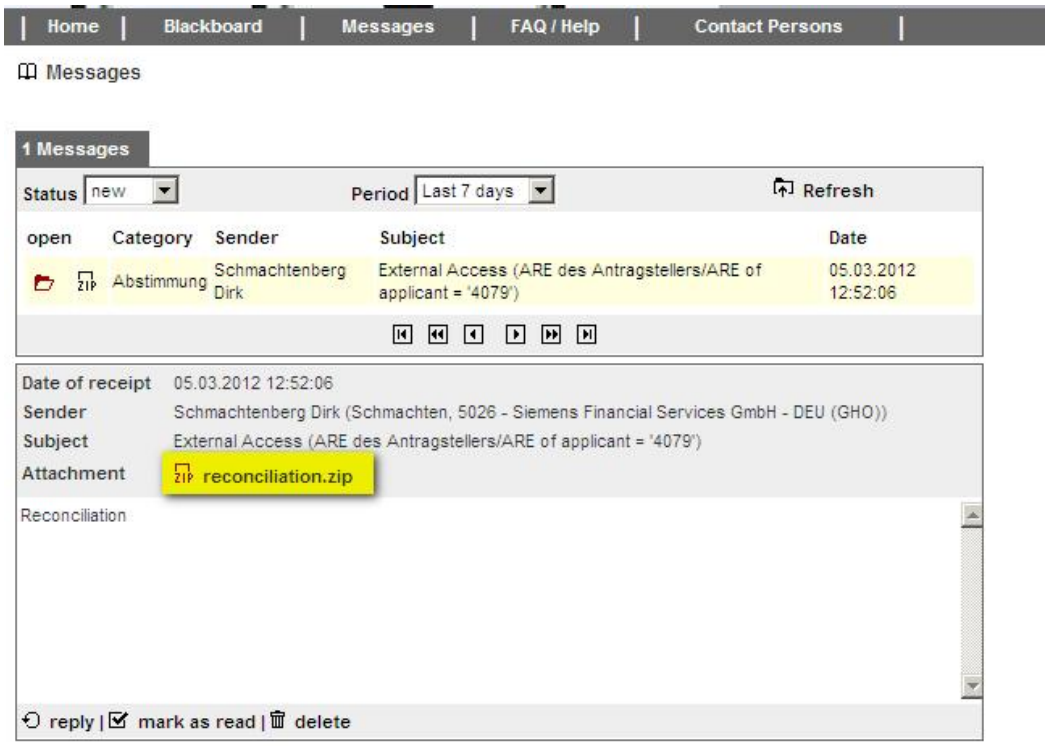


Image 23: Download of the reconciliation file

Thereupon the download dialogue for opening or saving of an attachment will open.

Hint: The language of this dialogue depends on the language settings of the operating system.

Image 24: Dialogue to open resp. to save a file

Please press the “Save” button. Thereafter the dialogue “Save As” appears. Choose the directory were the attachment shall be stored. We recommend you to select the desktop.

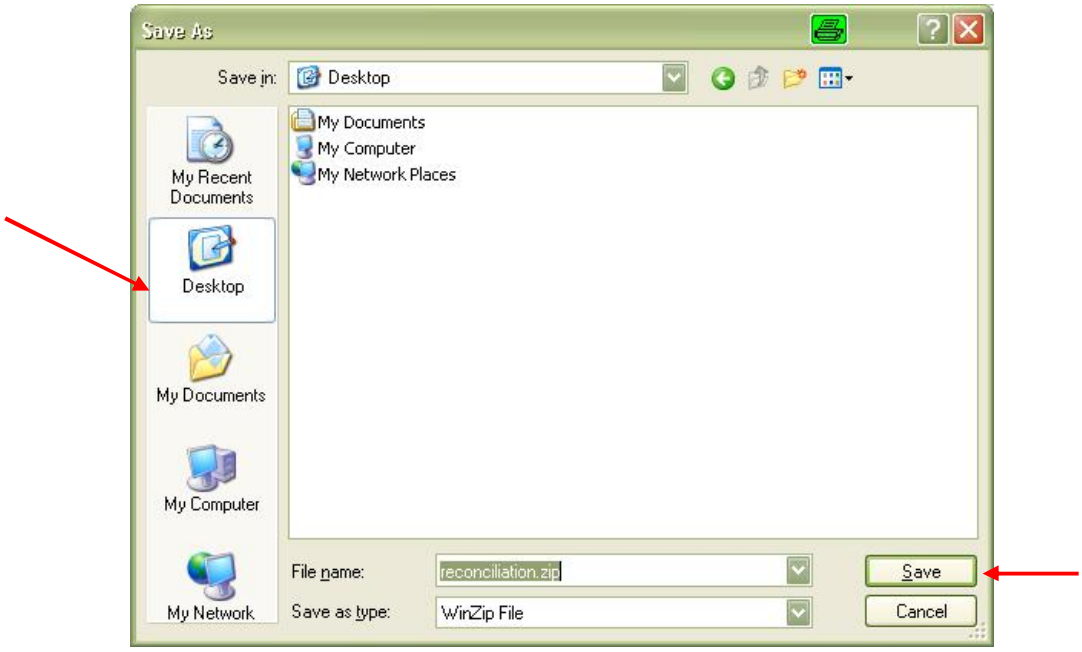


Image 25: Dialogue to save a file

Afterwards, please press the button “Save” in order to download the attachment into the selected directory. When the download has been completed the following dialogue opens:

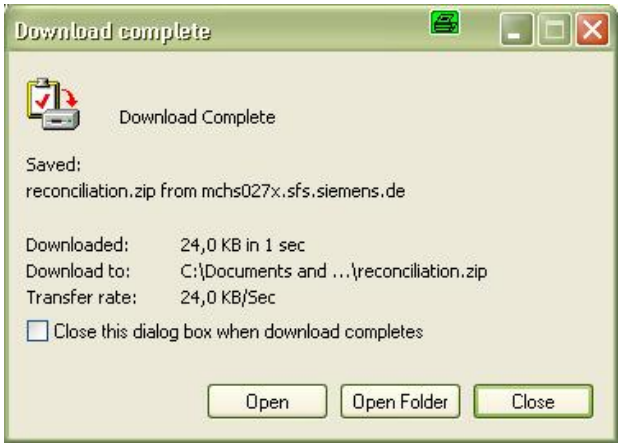


Image 26: Completion of download

This dialogue will be closed by by clicking on the button “Close”.

7.2 Unpacking the reconciliation file

In order to work on the the reconciliation file after its download you have to unpack it together with the respective handling description. The following process specification is based on the program WINZIP.

To open the ZIP-file, please douple-click on it. Thereby the following dialogue turns up:

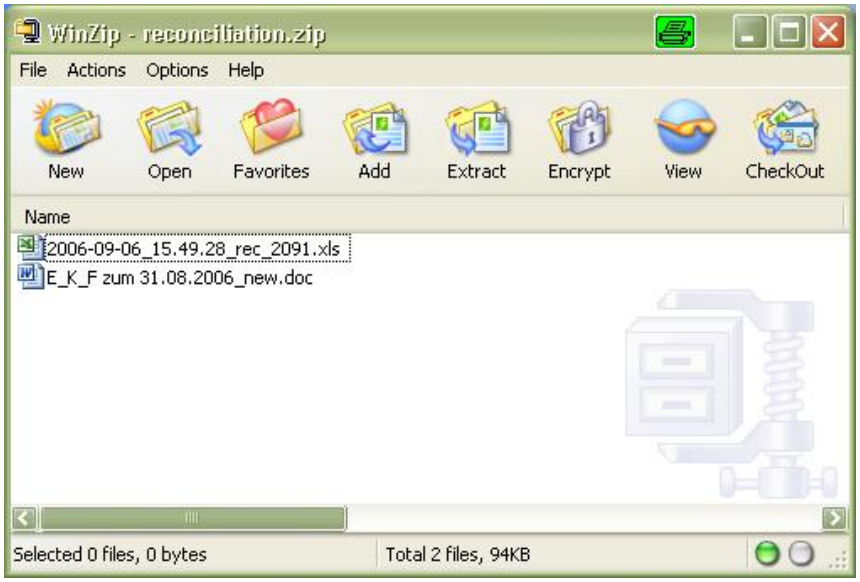


Image 27: Selection of the files to be unpacked

To mark both files press down the left mouse button and draw a box (while continuing to hold the button) around the files.

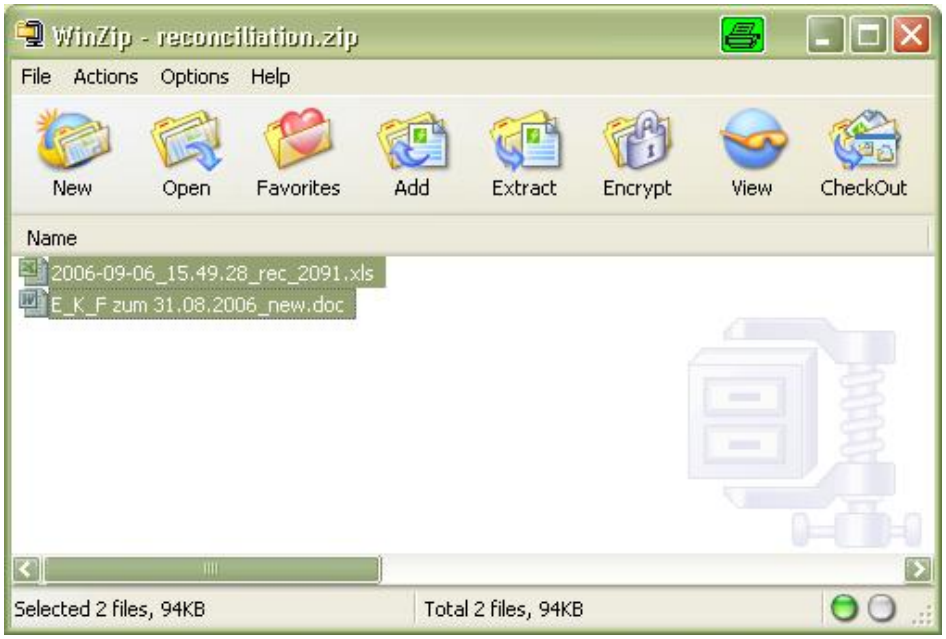


Image 28: Marking of the files to be unpacked

Now, please press and hold the left mouse button while moving both files to your desktop.

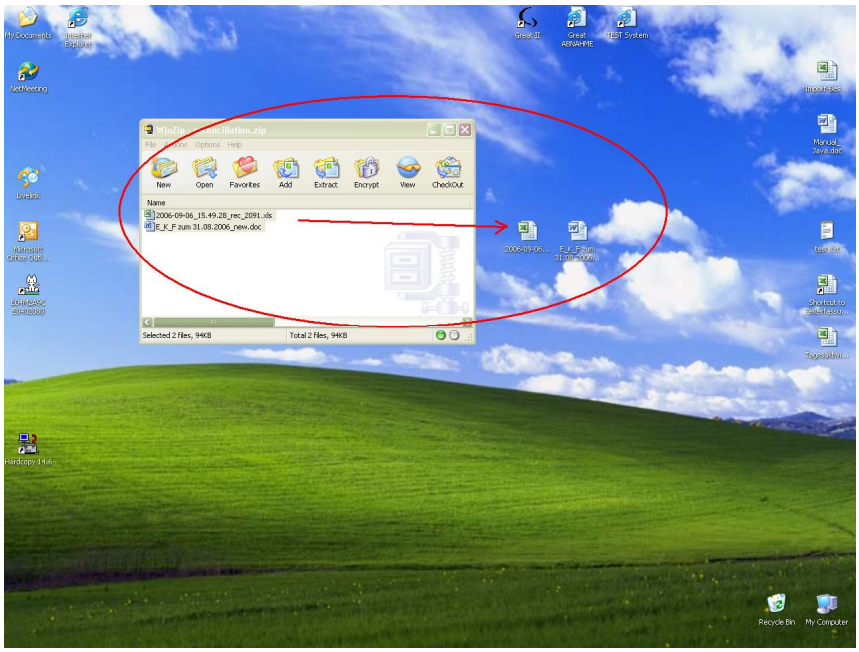


Image 29: Filing on the desktop

7.3 Updating the reconciliation file

After you have unpacked the desription and the reconciliation file successfully on your desktop you can revise the data according to the instructions given in the respective desription.

7.4 Return of the reconciliation file

To return the reconciliation file, please follow the proceeding described in 6.5.

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