Thales Enhanced Customer Portal

For End Users

Thales ECP user guide Document Overview 3
User Access: 3
Key Features of the Enhanced Customer Portal 5
Product Tab 6
Activation Tab 7
Device Tab 8
Search Box field 8
Search option with Product Tab 8
Search option with Order Tab 9
Export Data 9
License Activation Made Easy - 9
Customizable Options 10

Thales ECP user guide Document Overview

Introducing the Sentinel EMS enhanced customer portal, a powerful tool designed specifically for customers to view important software entitlement information. It's a comprehensive solution for detailing entitlement information by orders, activations, and devices. In addition to providing separate detailed views, customers have the ability to search and filter information by accounts they are affiliated to. End customers can export these details to a csv file when required, from each of these views. In rare cases, customers can activate offline devices via activate buttons.

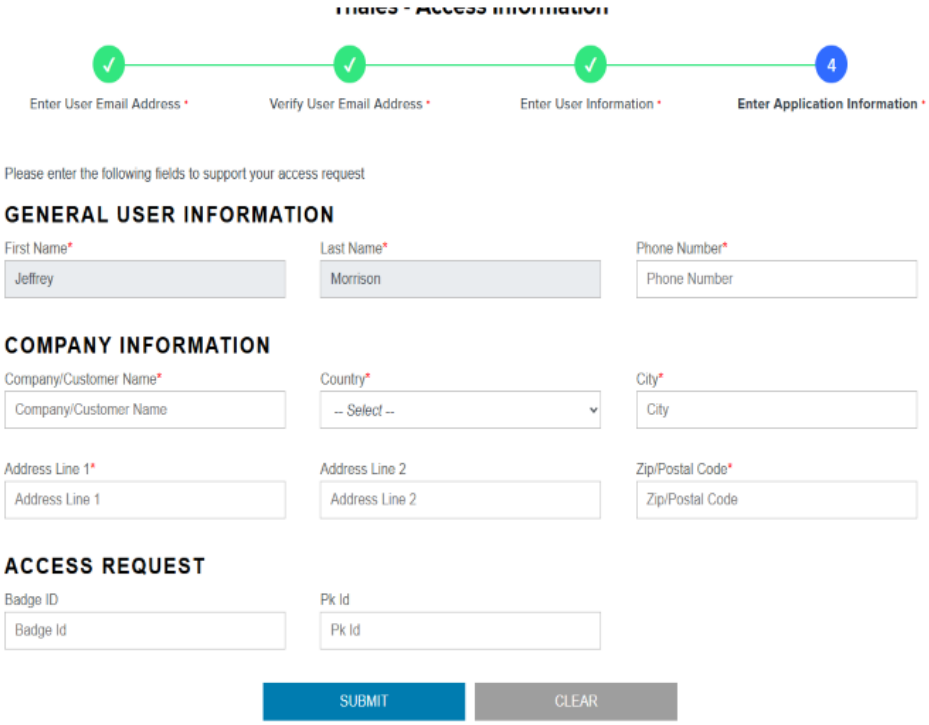
User Access:

Users who place software orders through Zebra Technologies will be provisioned within Zebra's Software Licensing platform at the time of entitlement creation based on the email provided in the order.

NOTE: Users must be registered with Zebra Technologies to access the Enhanced Customer Portal

Link for user registration to Thales:

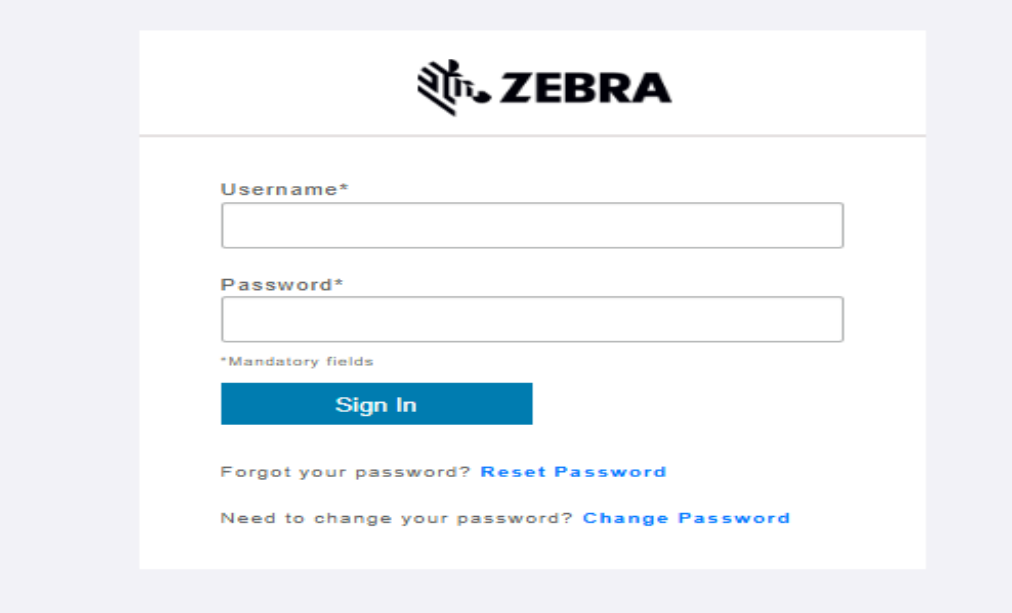
https://devc-signup.zebra.com/content/userreg/us/en/register.html?appId=THLS:



Accessing the ECP portal:

The user must login to the secure Single Sign-On (SSO) url below

URL - https://zebratechnologies.dev.sentinelcloud.com/ecp/



Once user updates SSO credentials and click on Sign In button, will be routing to landing page

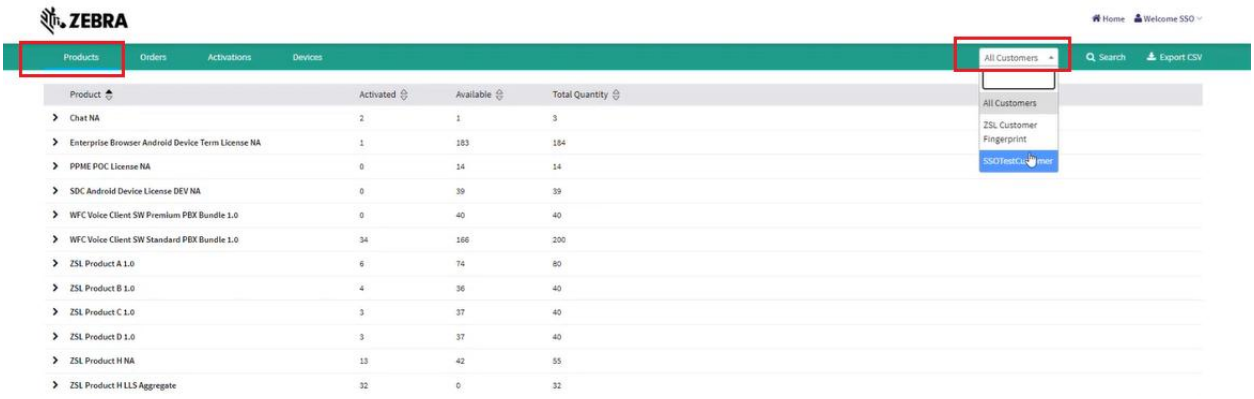
Key Features of the Enhanced Customer Portal:

Main Four Tabs—

- Products,
- Orders,
- Activations, and
- Devices

It allows the user to quickly find what user need to perform actions and to find all the details user need in one place, apart from these four menu tabs it has

- Home button option
- Login User functionality
- Customer Details (with Dropdown list to filter data) where user can find his centralized account details managed by him/her
- Search Option to view the product details and
- Export to CSV option



The home page will have all the list of products, these are assigned to each user

- Product
- Activated
- Available
- Total Quantity

Product Tab

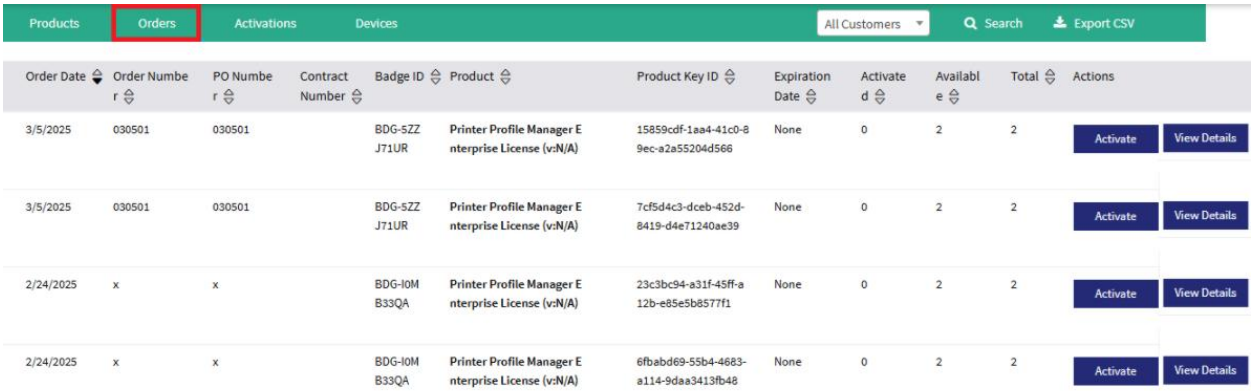
- Each product has multiple fields which contain product details
  - Product Key ID
  - Order Date
  - Order Number
  - PO Number
  - Contract Number
  - Badge ID
  - Activated
  - Available
  - Total Quantity
  - Actions

License Activation Made Easy – Please refer to Offline Order Activations later in the document.

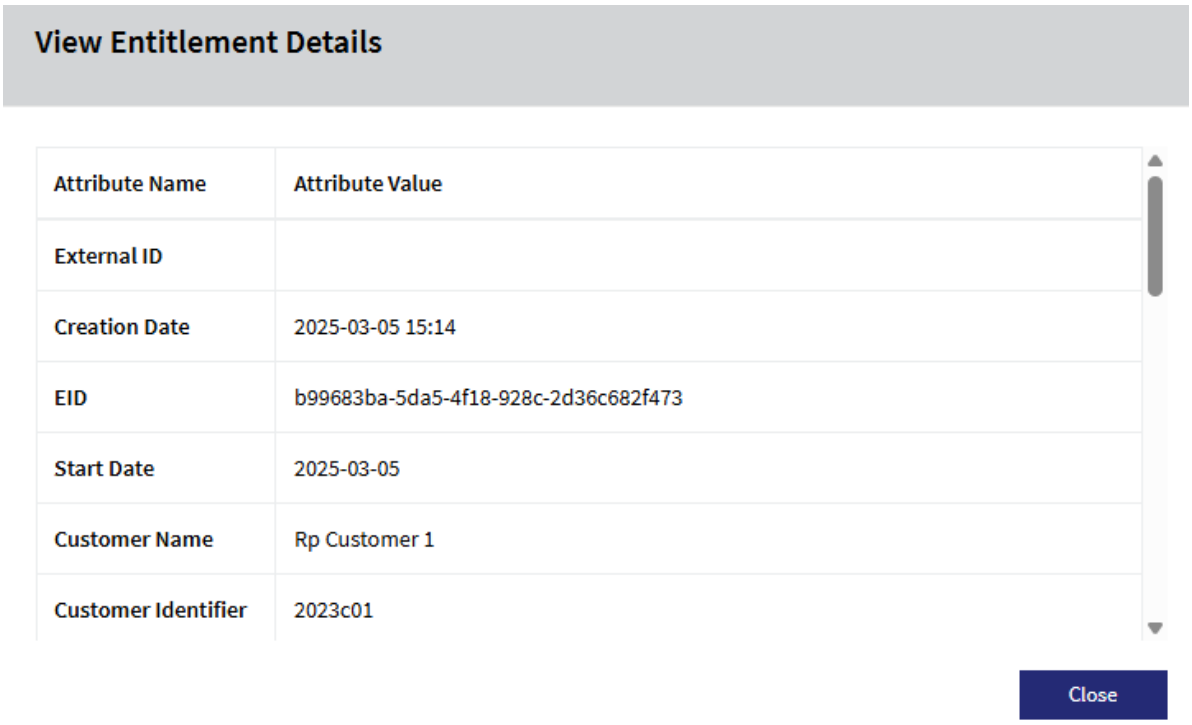
Order Field Tab

Order field tab also provides similar functionality as product tab, user can able to activates licenses but mainly this tab provides an additional functionality of view details.

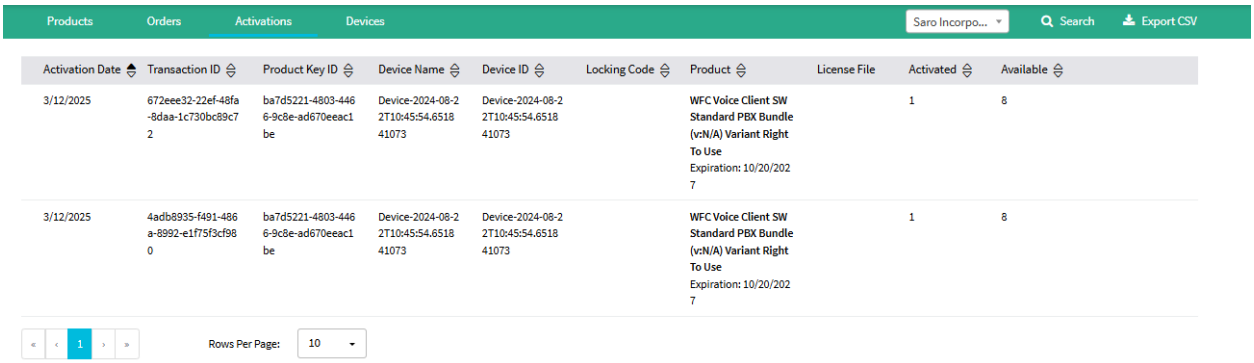
Order field tab contains: Order date, Order Number, PO Number, Contract Number, Badge ID, Product, Product Key ID, Expiration Date, Activated, Available, Total and Actions



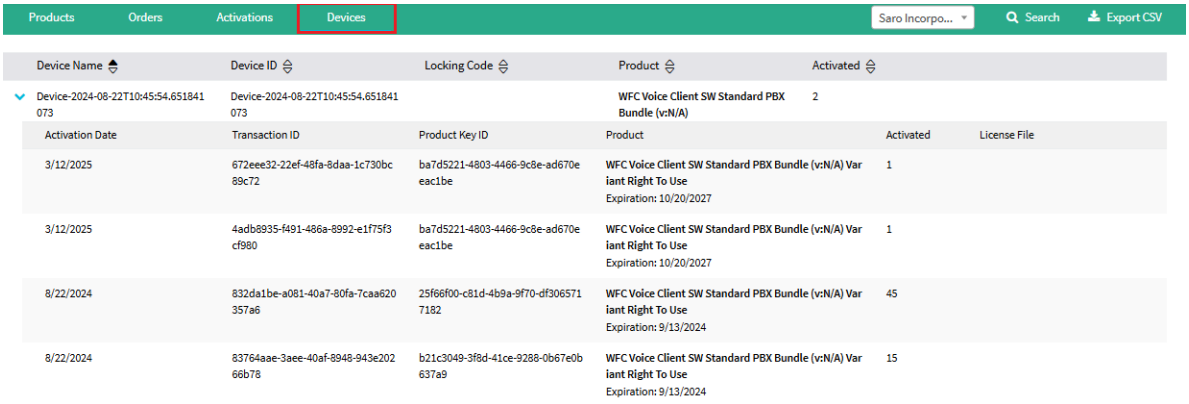
Once user click on view details button – it will be routing to new window and provide details for that entitlement.



Activation Tab will be displaying all activated license details with date & quantity.



Device Tab User can be able to find all the activated licenses for the product. Below image refers that customers have these many licenses for activated particular device/devices.

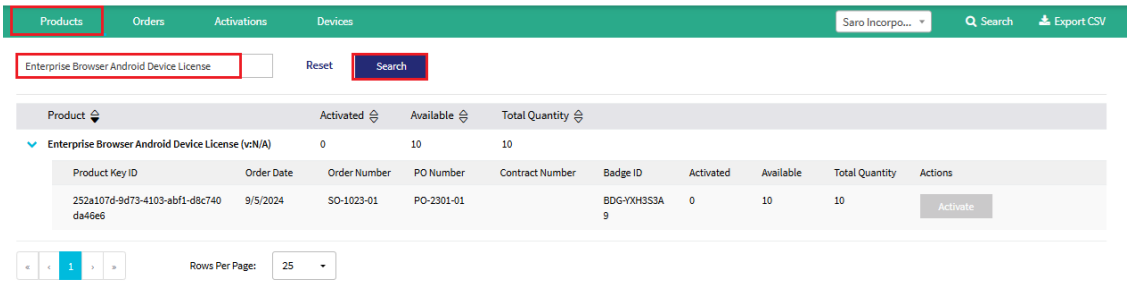


Search Box field

Search box field enables search criteria for Products, Orders, activations & Devices Tabs.

Search option with Product Tab

Ex - Selecting Product Tab and click on search box will be providing new search box field with reset & search options, when user provided required data and click on search, will display requested data with the details.

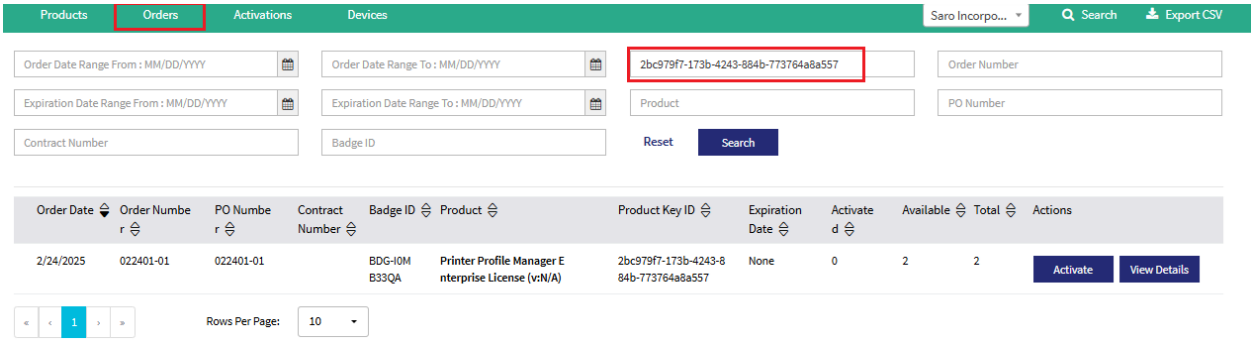


Search option with Order Tab

User can select product key and provided product key and searched for details. Requested details will be displayed on the screen.

Similar way user may select any of the following fields and can search for the desired data

- Order Date Range From and To
- Expiration Date Range From and To
- Product Key
- Order Number
- Product
- PO Number
- Contract Number
- Badge ID



Export Data

By clicking on Export CSV for desired tab, those data will be generated and downloaded as CSV file.

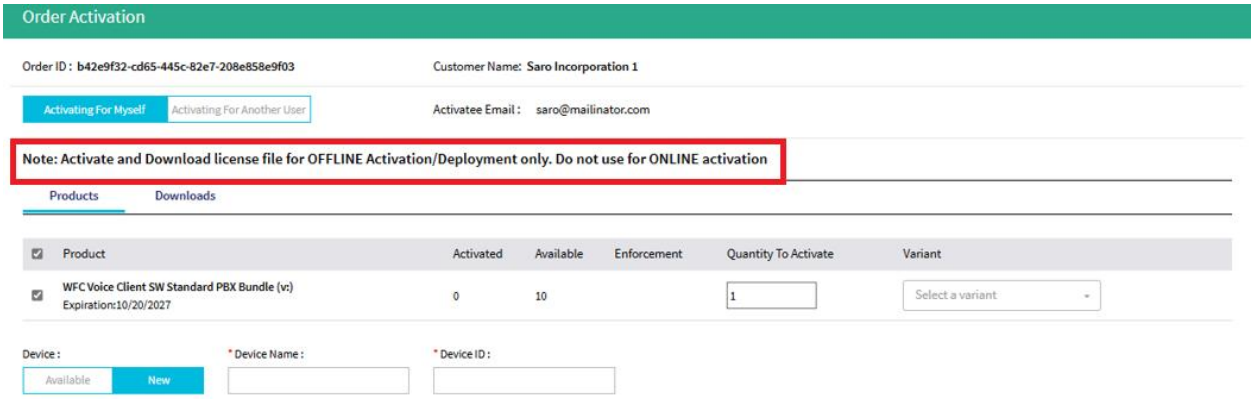
Offline Order Activations:

License Activation Made Easy -

Activate licenses with just a click! Click on Activate button as shown in below image it will navigate seamlessly to the order activation page where user can choose to activate for himself or someone else in Order Activation page

Note – This is a rarely used process to activate licenses only for OFFLINE Activation. This page should NOT be used for ONLINE activations.

Note - As shown in the above image product's available quantity & total quantity is 10 as no license has been activated.

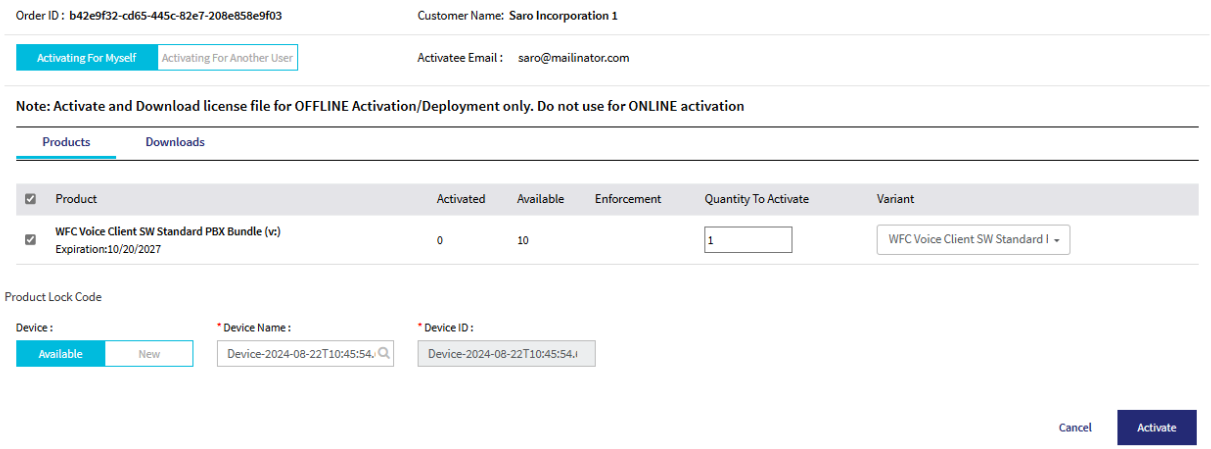


Customizable Options: Easily update the required quantity and variant, ensuring you get exactly what you need (Choose to activate for yourself or another user with clear options for each action). The user can activate licenses based on available quantities

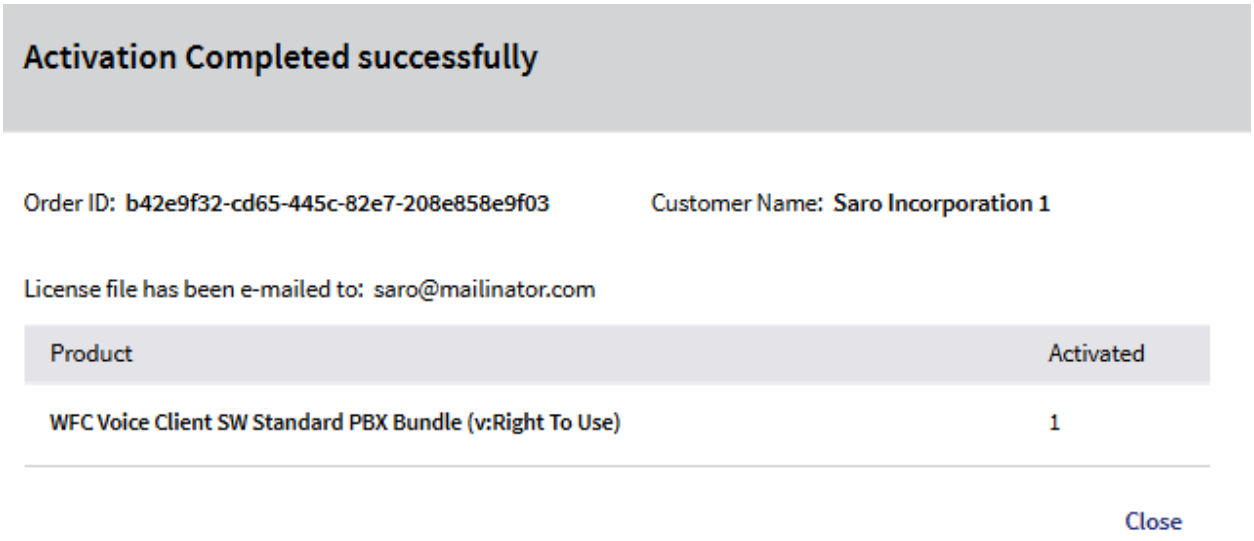
Product Lock code has three fields

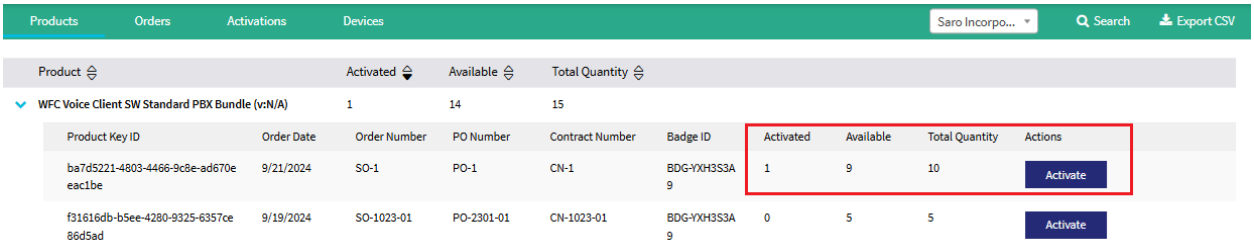
- Device
  - Available
  - New
- Device Name
- Device ID

If the User selects the available device and finds the device name in Device name field it will be displaying/auto populating device name in search box, once selected the device name device id will be auto displayed and Activate button will be enabled as shown in below image.



Click on the activate button and a new window will display the confirmation message as Activation is completed successfully.





The above image shows this product license has Available license & Total Quantity is 10, after activated available quantity reduced to 9 and Activated field updated to 1 and total quantity remains the same.