



# CGM PORTAL – SKAPA KONTO

Svenska

# Registrera personligt konto. Detta kan göras av användaren själv eller av administratör (ej beskrivet)

CGM EN

## Welcome to our CGM PORTAL

As a CGM Customer, you will find all your product-related information here.

E-mail \*

Password \*

Keep me logged in [Forgot your Password?](#)

Fields marked with \* are required.

Login

Login with CGM-ID

[Not a CGM PORTAL user yet? Click here to register.](#)

imprint

# Information om kundnummer samt postnummer finns under fliken ”Min org” – krävs för nästa steg

Karolinska Institutet

[REQUEST DATA CHANGE](#)

PHONE  
+46101010101

ADDRESS

CUSTOMER NUMBER

TIME ZONE  
Central Europe

DASHBOARD

MY ORG

# För att registrera dig krävs en personlig e-mail, kundnummer och postnummer.

CGM Help

## Welcome to the CGM PORTAL

We are delighted to invite you to join the CGM PORTAL, an all-in-one hub for accessing our knowledge base, cases, invoices, manage your organization and much more.

### Registration Process

Please provide the following information to create your personal account:

E-Mail \*

Customer Number \*

Postal Code \*

Fields marked with \* are required.

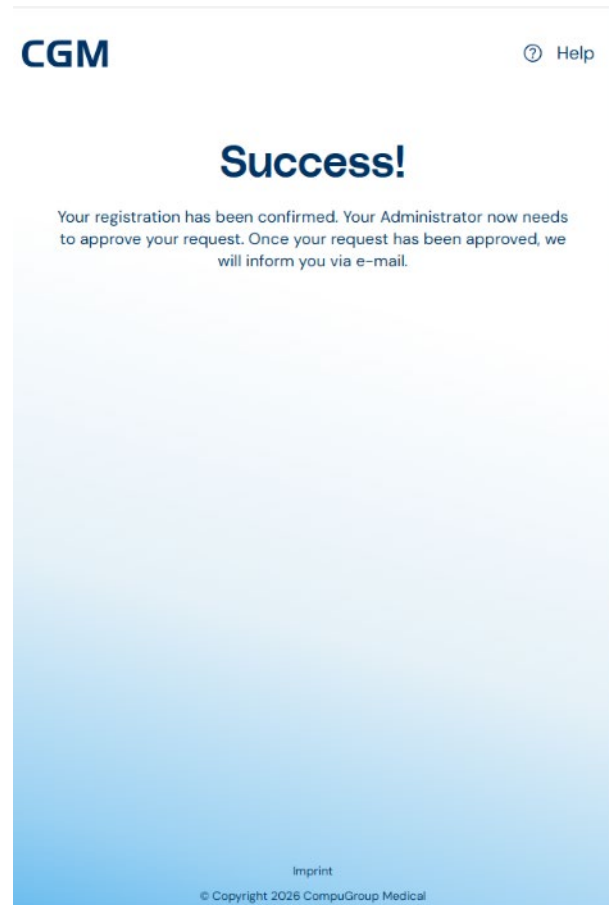
next

By registering in our CGM PORTAL, you will have access to all your product-related information. To do this, please enter your email address, name, customer number, and postal code. You can find your customer number, for example, on our offers or invoices.

If you have any questions or problems during the registration process, our CGM support team will be happy to assist you.

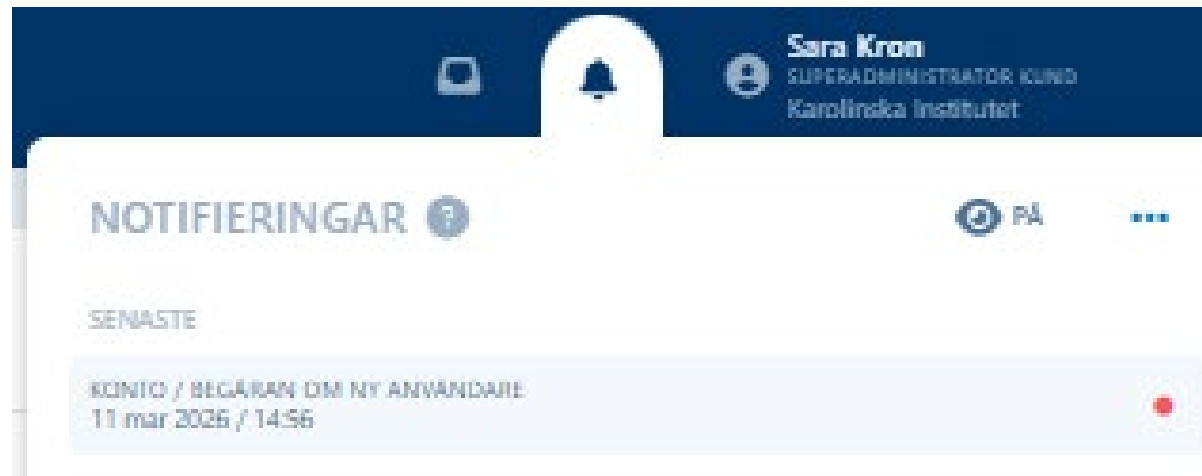
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# Följ instruktionen steg för steg. De sista stegen måste er administratör utföra



# Detta måste du som administratör göra för att godkänna en ny användare

När en ny användare har registrerat sig kommer det en notifiering



# Godkänn ny användare genom att klicka på godkänna

The screenshot displays the CGM Portal interface for Karolinska Institutet. The header includes the CGM logo and 'CGM PORTAL' with 'Min organisation' below it. A left sidebar contains navigation icons for Dashboard, Min Org., Support, Media Center, Kundskap, ID-utrymme, and MyMeter. The main content area shows the organization's name, contact information (phone: +46101010101, address: Nobels väg 12A 171 77 Stockholm, Sweden), and navigation links for Kontakter (9), Offerter (0), Bokade möten (0), and Möten (0). A search bar is present with the text 'Sök på namn eller ID'. Below the search bar, it indicates 'Visar 3 av 3 resultat'. Two user profiles are listed:

- Johnny Blaze**: Email: sorar25234@gamepec.com, Personligt ID: 13588356. Access buttons: NEKA (red) and GODKÄNNA (blue).
- Siddharta Guatama**: Email: soxap69064@evoxury.com, Personligt ID: 13588355. Access buttons: NEKA (red) and GODKÄNNA (blue, circled in red).

# Ange en roll och godkänn

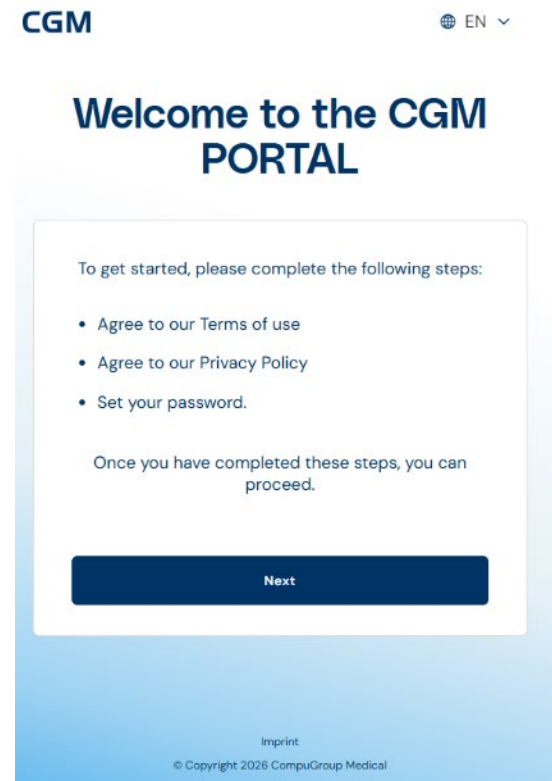
**OBS: rollen "Kundanvändare" kan bara se sina egna ärenden. Välj "Kundsupport Manager" för att användaren ska kunna se alla ärenden i organisationen.**

The image displays two side-by-side screenshots of a web form titled "Godkänn ny användarbegäran?". Both screenshots show a user named "Kalle Kula" with the email address "caxasab245@flosek.com".

**Left Screenshot:** The role selection dropdown is empty and highlighted with a red border. A red callout box with a white exclamation mark and the text "Välj en roll." points to the dropdown. The "JA, GODKÄNN" button is disabled (greyed out).

**Right Screenshot:** The role selection dropdown is populated with "Customer User". The "JA, GODKÄNN" button is now active (blue).

# När detta är gjort skickas ett bekräftelse e-mail till användaren. Följ instruktionerna i mailet (detta måste göras inom 3 dagar)



# Det finns två olika sätt att utföra autentisering, via app eller via e-mail

CGM

EN

## Choose your multi-factor authentication method

We recommend using an Authenticator app for stronger protection. You can also receive codes by email.



### Set up an Authenticator app (TOTP)

Use your preferred Authenticator app (e.g. Google Authenticator, Microsoft Authenticator) to generate time-based one-time codes. This is the most secure method.



### Use email verification

Receive verification codes via email. Easier setup but less secure than an app.



### Having authentication issues? Contact your CGM

Support if you need help logging in.

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# CGM PORTAL-CREATE ACCOUNT

English

# Register personal account. This can be done by the new user or by the administrator (not described)

CGM EN

## Welcome to our CGM PORTAL

As a CGM Customer, you will find all your product-related information here.

E-mail \*

Password \*

Keep me logged in [Forgot your Password?](#)

Fields marked with \* are required.

Login

Login with CGM-ID

[Not a CGM PORTAL user yet? Click here to register.](#)

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Information about customer number and postal code can be found under the "My org" tab – needed for next step

The screenshot shows a user profile page for 'Karolinska Institutet'. On the left is a vertical navigation menu with three items: a blue circle with a white plus sign, a house icon labeled 'DASHBOARD', and a grid icon labeled 'MY ORG'. The main content area has the title 'Karolinska Institutet' and a 'REQUEST DATA CHANGE' button. Below the title are four fields: 'PHONE' with the value '+46101010101', 'ADDRESS' with an empty input box, 'CUSTOMER NUMBER' with an empty input box, and 'TIME ZONE' with the value 'Central Europe'. The 'ADDRESS' and 'CUSTOMER NUMBER' fields are circled in red.

# To register, you will need a personal email address, customer number and postal code

CGM ? Help

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Customer Number \*

Postal Code \*

Fields marked with \* are required.

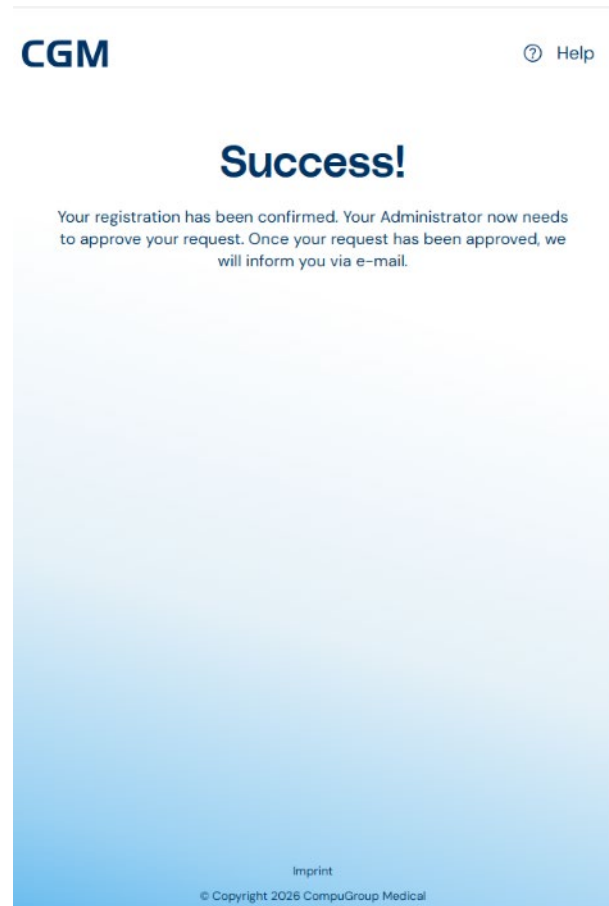
next

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By registering in our CGM PORTAL, you will have access to all your product-related information. To do this, please enter your email address, name, customer number, and postal code. You can find your customer number, for example, on our offers or invoices.

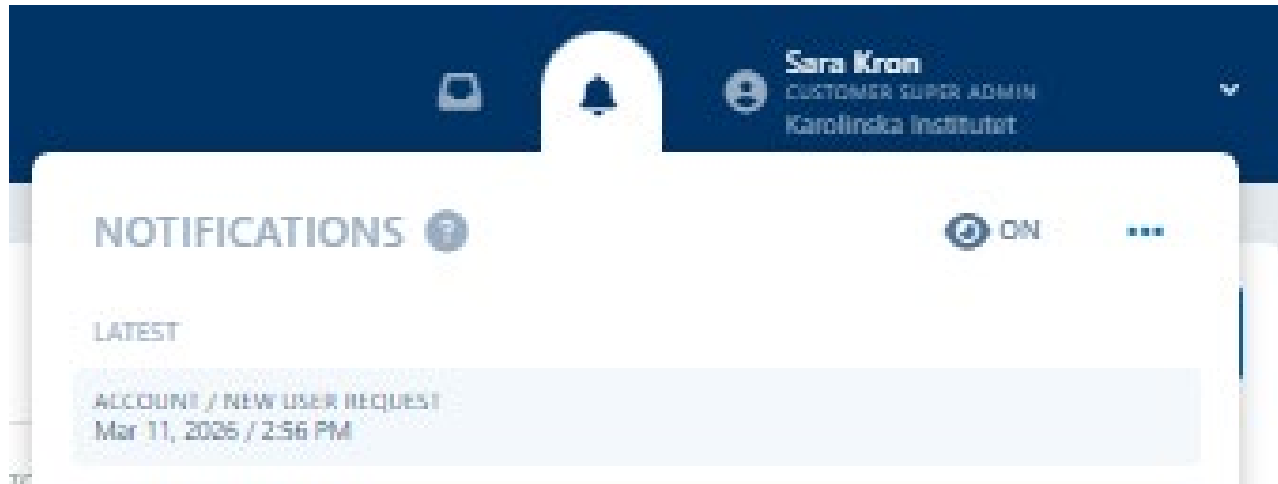
If you have any questions or problems during the registration process, our CGM support team will be happy to assist you.

# Follow the instructions step by step. The last steps must be completed by your administrator



# This is what you, as an administrator, must do to approve a new user

When a new user has registered, a notification will be sent.



# Approve new user by clicking approve

The screenshot displays the CGM Portal interface for Karolinska Institutet. The header includes the CGM logo and 'CGM PORTAL My Organization'. A sidebar on the left contains navigation icons for Dashboard, MyOrg, Support, Media Center, Knowledge, Idea Space, and News. The main content area shows the organization's name, phone number (+46101010101), and address (Nobels väg 12A 171 77 Stockholm, Sweden). Below this, there are statistics for Contacts (10), Quotes (0), Appointment Bookings (0), and Appointments (0). A search bar is present with the text 'Search by name or ID'. The results section shows 'Viewing 2 of 2 Results'. Two user cards are displayed: Johnny Blaze (email: sorar25234@gamepec.com, personal ID: 13588356) and Siddharta Guatama (email: soxap69064@evoxury.com, personal ID: 13588355). Each card has 'Access to Portal:' buttons for 'DECLINE' and 'APPROVE'. The 'APPROVE' button for Siddharta Guatama is circled in red.

# Enter a role and approve

**NOTE: The role Customer user can only see their own tickets, Choose Customer Support Manager to make sure the user can see all the tickets in the organisation.**

✓ CANCEL

**Approve new user request?**

Siddharta Guatama

soxap69064@evoxury.com

Please, assign a Role in the Portal:\*

Please pick a role.

← GO BACK X CANCEL ✓ YES, APPROVE

✓ CANCEL

**Approve new user request?**

Siddharta Guatama

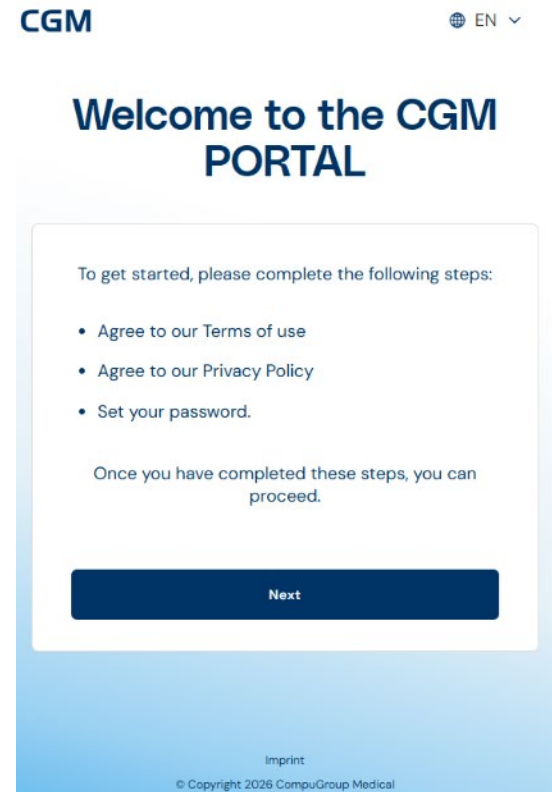
soxap69064@evoxury.com

Please, assign a Role in the Portal:\*

Customer User

← GO BACK X CANCEL ✓ YES, APPROVE

Once this is done, a confirmation email will be sent to the user. Follow the instructions in the email (this must be done within 3 days)








# There are two different ways to perform authentication, via app or via e-mail

CGM EN

## Choose your multi-factor authentication method

We recommend using an Authenticator app for stronger protection. You can also receive codes by email.

-  **Set up an Authenticator app (TOTP)**  
Use your preferred Authenticator app (e.g. Google Authenticator, Microsoft Authenticator) to generate time-based one-time codes. This is the most secure method. 
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