Web Portal Customer Guide

Intro

SCM - Smart City Monitor
Pharos Navigator = PharosN the AI, Bigdata and IoT platform supported the development and running SCM
Home page link in the examples is https://smartcity.pharosnavigator.com

Note: The examples are related to existing version of the SCM @ pharosbanvigator.com and are subject to change during the service integration at DOME marketplace.

How to: view product details

To view details about a product and get its description, you need to go to a Products & Services page on the website. The page

provides detailed information about available Products & Services, its characteristics, features, prices, availability, and other

important details.

SCM example: Go to the home page of https://smartcity.pharosnavigator.com , select the HOME menu, item INTRODUCTION for complete product information.

How to: contact the product provider

Find the link to the contact form or email address or chatbot icon on the website.

Use it to reach out the provider.

Clearly describe your issue or inquiry in simple words, if possible provide samples to clarify the issue.

Provide additional relevant details related to the product/service name, and any relevant problems.

Request assistance or information but do not forget to provide your contact .

Keep a record of your communication for reference.

SCM example: At the bottom of the main page of https://smartcity.pharosnavigator.com, you will find the Get connected column. In this column, select the Contact menu item. In the form that opens, add your name, e-mail address and the subject of the message. Write the text of the message. As optional information, you can add the location of the organization, name and type of organization, professional interests and Area of prospective software applications.

Registration as a Customer

Register as Customer for selected services, enter all data required for you and your organisation registration and service provision.

Familiarize yourself with the content and tools of your account.

Review information related to the section "How to" and download the available additional reference materials and guides.

Receive confirmation of the registration to the contact you provided during the registration.

How to: submit an order

Select desired products and add them to your online cart.

Proceed to checkout.

Enter information related to specific conditions of the products and services implementation.

Provide payment details securely.

Review order details.

Confirm and place the order.

Receive an order confirmation.

NB: In case of special requirements e.g. the need to the service provider participation in the public tender, please send detailed request and description of the necessary steps, documents, conditions and deadlines and provide the contact persons.

SCM example: On the main page of https://smartcity.pharosnavigator.com, select the menu item MEMBERSHIP and then Requesting services and click on it.

The following note will appear in the window:

Smart City Monitor services and project implementation support are available to municipalities and local utility service providers under the relevant contractual agreements.

Send us the request by using the contact form and the official representative of the Smart City Monitor provider will contact you promptly to discuss relevant details and make an offer.

You need to click on the contact form, fill it out and submit it.

How to: view active subscriptions

1. Log in to your account.
2. Look for "Account" or "Settings."
3. Find "Subscriptions" or "Billing."
4. Click "Manage Subscriptions."
5. Review your active subscriptions there.

SCM example: At the top of the home page https://smartcity.pharosnavigator.com find the line:

LANGUAGES | QUESTIONS & ANSWERS | Welcome GUEST | 0 |EXIT

In case you were already registered and cookie is stored at your browser, your name, as registered user, will be appear instead of "Guest".

Click on your name and this opens your user profile.

Find the Profile menu item, click on it, select the item: "My organizations".

The window that opens will show information about the organizations available to you as administrator or user.

To view information about your specific organization, make sure that the required organization is selected as active - next to its name in brackets will be written (current organization), then select the menu item MY ORGANIZATION and use the menu items that appear.

To get general information about the organization, select the MAIN menu item.

To get information about engines that are used in the current organization, click on the ENGINES menu item.

To get information about users and their rights, click on the MEMBERS menu item.

How to: view billing information

To view billing information:

1. Log in to your account on the respective platform or service.

2. Look for an option like "Billing," "Payments," or "Account Settings."

3. Navigate to the billing or payment section.

4. You'll typically find details such as payment history, invoices, or payment methods there.

5. Review and manage your billing details as needed, including payment methods, transaction history, and invoices.

SCM example: Login by a click on your username or menu item LOGIN.

This opens the user's profile.

Select the menu item MY ORGANIZATION and use the menu items that appear.

To get billing information, select the FINANCE menu item to get information financial issues, payments, transactions and invoices.

How to: modify an active subscription

To modify an active subscription:

1. Log in to your account on the platform or service.

2. Find the "Subscription" or "Billing" section in your account settings.

3. Locate the active subscription you want to modify.

4. Look for options like "Edit", "Modify", or "Manage Subscription".

5. Select the subscription and follow prompts to make changes.

6. You might be able to upgrade/downgrade plans, change billing details, or adjust subscription settings.

7. Confirm changes and ensure you receive a confirmation for modifications made.

SCM example: Login to your account, open the user's profile.

Select the menu item MY ORGANIZATION and use the menu items that appear.

select the MAIN menu item and select "Edit" tab to change information about the organization.

To change engines that are used in the current organization, click on the ENGINES menu item. Select "Add new Engine" button for adding new Engine. For changing Engine name, press on the Engine name and use button "Rename Engine".

To change information about users and their rights, click on the MEMBERS menu item.

How to: interrupt an active subscription

To interrupt an active subscription:

1. Log in to your account on the platform or service.

2. Navigate to the "Subscription" or "Billing" section in your account settings.

3. Find the active subscription you want to interrupt.

4. Look for options like "Cancel," "Pause," or "Suspend Subscription."

5. Select the subscription and follow prompts to interrupt it.

6. Confirm the interruption and review any information about possible reactivation or consequences.

7. Ensure you receive confirmation of the interruption for your records.

NB: Termination of an active subscription is subject to the user's terms of service.

How to: activate notifications

1. Access the settings or preferences section of the app, platform, or service you're using.

2. Look for an option related to "Notifications" or "Alerts."

3. Choose the type of notifications you want to receive (e.g., emails, push notifications, SMS).

4. Select specific events or actions that trigger notifications (e.g., new messages, updates, alerts).

5. Customize notification settings, such as frequency or delivery method (if available).

6. Save your preferences to activate notifications.

7. Ensure permissions for notifications are enabled on your device if required by the app or service.

SCM example: All notifications are sent automatically, according to the user's role.