

Alice Self-Services

Flyer & Quick Start Guide for End Users



Version 1 – April 2022

Alice Self-Service Key Features

Profile, Requests, Tasks & Role Request



Alice Access
<https://alice.daimler.com>



Profile

Information regarding your personal details, home organisation, administrators, roles, applications and accounts



Requests

Search field based on task id, requester or beneficiary for requests, that you have created



Tasks

Search field based on task id, requester or beneficiary for tasks, that must be approved/declined by you



Role/Access Request

Possibility to apply for a role for yourself or for someone else

Key Features

Profile View



Alice Access
<https://alice.daimler.com>



- 01 My Details (Edit Data)** 

You can monitor and edit your data, such as email, language, working org
- 03 My Administrators** 

You can see the market admins, responsible for you and your market
- 05 My Roles** 

You can look at, search and filter your active and expired roles
- 07 My Accounts (Mainframe)** 

You can map your Corporate UserID to a Mainframe account in the Daimler Password Management Tool

- 02 My Organizations** 

You can see all organizations, which have been assigned to your account
- 04 My Colleagues** 

You can find your colleagues, who work at your organization
- 06 My Applications** 

You can see the applications, assigned to your account

Profile View 01

How to edit data, change email, language & working org



Alice Profile View
My Details

My Details (Edit Data)

Destination

Home

Profile

My Details

Edit

Save

- Click on **Edit Data** () , and change your local name, surname, telephone number, email and/or language
- Click on **Save Edits**, in order to save your changes
- Please notice, that once you have changed your e-mail, you must undergo the verification process once again
- Click on **Change Password**, if you need to perform a password reset

Important: Please be aware, that internal users cannot change their email or contact data, as this must be done by their HR team

Profile

View and edit the Information about you



D0X13971, Testuser
MBAG DT...

Silver Star Retail EAD 

gems-testuser-int@mercedes-benz.com
D0X13971

Change Password

My Details My Organizations My Administrators My Colleagues My Roles My Applications My Accounts

Profile

View and edit the Information about you

D0X13971, Testuser
MBAG DT...

Current Workplace
Silver Star Retail EAD

Cancel **Save Edits**

gems-testuser-int@mercedes-benz.com
D0X13971

Change Password

My Details My Organizations My Administrators My Colleagues My Roles My Applications My Accounts

Personal Information

Name	D0X13971, Testuser
User ID	D0X13971
Local First Name	-
Local Last Name	-
Current Workplace	Silver Star Retail EAD
Phone	-
Mobile	-
Fax	-
Email	gems-testuser-int@mercedes-benz.com
Preferred Language	English (EN)

Name: D0X13971, Testuser

User ID: D0X13971

Local First Name:

Local Last Name:

Current Workplace: Silver Star Retail EAD

Phone:

Mobile:

Fax:

Email:

Preferred Language: English (EN) ▼

Cancel **Save Edits**

Profile View

02

How to see your organizations' information



Alice Profile View
My Organizations



My Organizations

Destination

Home

Profile

My Org

- Click on **My Organizations**, in order to see your **Home Organization**, as well as your **Work Organization**
- Please be aware, that you cannot change your organization, but only to monitor it

Profile
View and edit the information about you

D0X13971, Testuser
MBAG / DT...

Current Workplace
Silver Star Retail EAD

Cancel Save Edits

gems-testuser-int@mercedes-benz.com
D0X13971

Change Password

My Details **My Organizations** My Administrators My Colleagues My Roles My Applications My Accounts

Home Organization **Work Organization**

Silver Star Retail EAD ▾

Address
1510, Sofia, BG

Community Type
Dealer Legal Entity

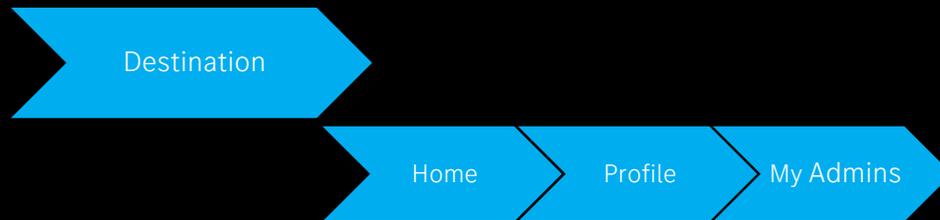
Profile View 03

How to see your administrators' contact data



Alice Profile View
My Administrators

My Administrators



- Click on [My Administrators](#), in order to see your **Organization's Admin**, as well as your **Market Admin**
- This option enables you to monitor the contact data of administrators, who are responsible for your account

Profile
View and edit the information about you

D0X13971, Testuser
MSAC DT

Current Workplace
Silver Star Retail EAD

Cancel Save Edits

gems-testuser-int@mercedes-benz.com
D0X13971

Change Password

My Details My Organizations **My Administrators** My Colleagues My Roles My Applications My Accounts

Markets

	<input type="text"/>		<input type="text"/>		<input type="text"/>
	<input type="text"/>		<input type="text"/>		<input type="text"/>

Central

	<input type="text"/>
--	----------------------

Profile View 04

How to see your colleagues' contact data



Alice Profile View
My Colleagues

My Colleagues

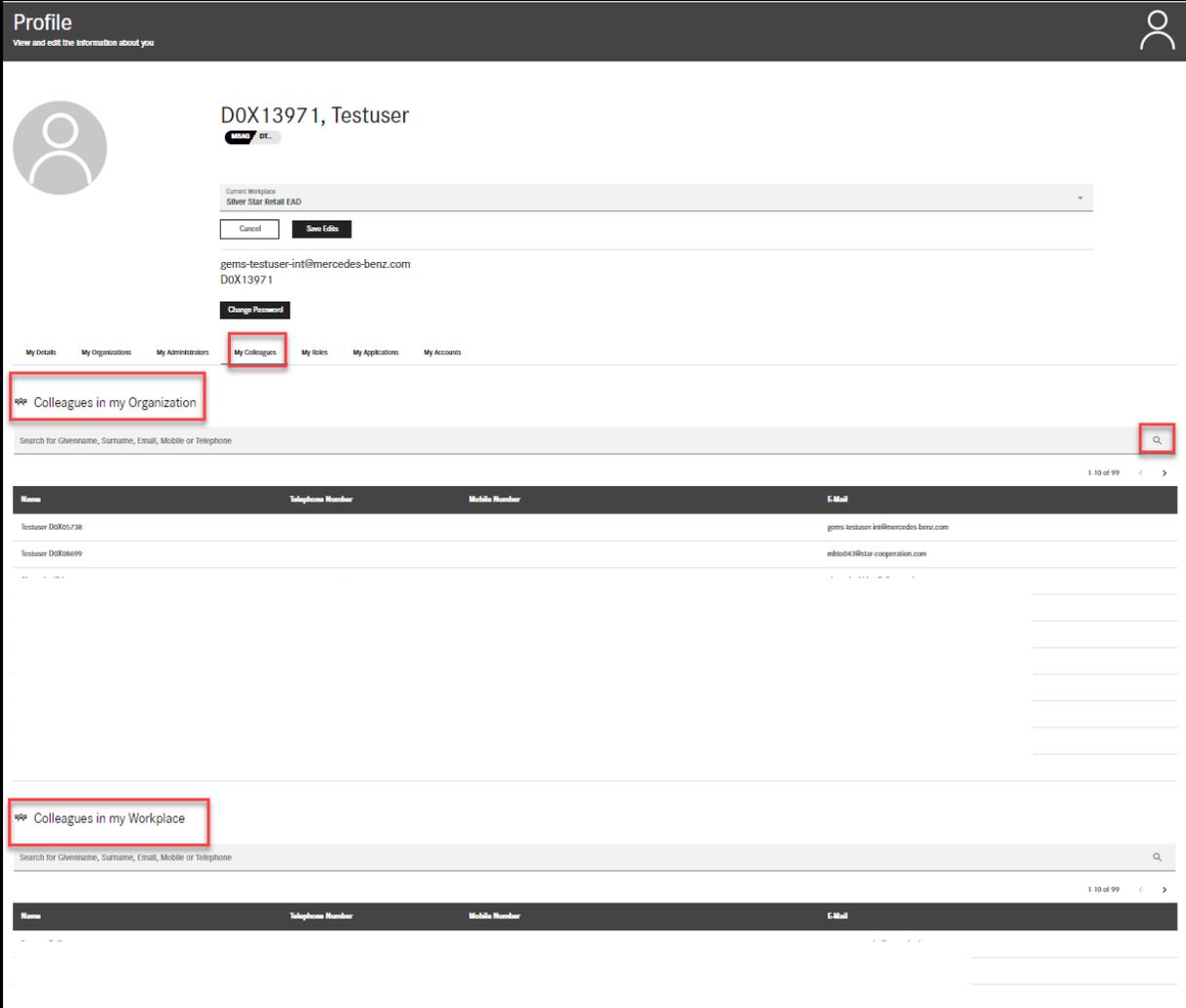
Destination

Home

Profile

My
Colleagues

- Click on [My Colleagues](#), in order to see all **Colleagues** in your **Organization** and **Workplace**
- This option enables you to search for and see the contact data of people, who belong to your company and workplace



Profile
View and edit the information about you

D0X13971, Testuser
[message icon] [OT...]

Current Workplace
Silver Star Retail EAD
[Cancel] [Save Edits]

gems-testuser-int@mercedes-benz.com
D0X13971
[Change Password]

My Details | My Organizations | My Administrators | **My Colleagues** | My Roles | My Applications | My Accounts

Colleagues in my Organization

Search for Givenname, Surname, Email, Mobile or Telephone

Name	Telephone Number	Mobile Number	E-Mail
Testuser D0X00738			gems-testuser-int@mercedes-benz.com
Testuser D0X08699			mbu043@star-cooperation.com

1 - 10 of 99

Colleagues in my Workplace

Search for Givenname, Surname, Email, Mobile or Telephone

Name	Telephone Number	Mobile Number	E-Mail

1 - 10 of 99

Profile View

05

How to see your roles



Alice Profile View
My Roles

My Roles

- Click on [My Roles](#), in order to see your Active Roles, where you can filter by **Non-Dynamic**, **Dynamic**, **No Validity** and **Expiring Soon** roles
- Click on [Expiring Soon](#) () , so that you can prolong the validity of your role by choosing [Extend](#)
- Click on [Expired Roles](#) and see your recently expired roles, for which you can either reapply or delete it

The screenshot displays the 'My Roles' section of the Alice IAM user interface. At the top, navigation tabs include 'My Details', 'My Organizations', 'My Administrators', 'My Colleagues', 'My Roles' (highlighted), 'My Applications', and 'My Accounts'. Below the navigation is a search bar for 'Assigned Roles' with the placeholder text 'Search for Role-ID, Name or Description'. Two tabs are visible: 'Active Roles (1)' and 'Expired Roles (1)'. A 'Filter By' section contains four buttons: 'Non-Dynamic Assignments', 'Dynamic Assignments', 'No Validity', and 'Expiring Soon (< 1 month)' (highlighted). The main content area shows role cards. One card is titled 'Testest' and shows 'No validity restriction' and 'Silver Star Company JSC Silver Star'. Another card shows 'Active Roles (2)' and 'Expired Roles (1)'. A 'Recently expired:' section shows a role 'Testest' with validity dates '16.03.2022 - 16.03.2022' and 'Karat-S AD'. Action buttons like 'Role Details', 'Reapply', 'Delete', 'Extend', and 'Delete' are visible on the role cards.

Profile View

06

How to see your applications' data



Alice Profile View
My Applications

My Applications

Destination

Home

Profile

My Apps

- Click on [My Applications](#), in order to see all Applications, to which you have access by means of different roles
- This option enables you to search for and see the application data, to which you have the corresponding rights

Profile
View and edit the Information about you

D0X13971, Testuser
MIRAC / OT...

Current Workspace
Silver Star Retail EAD

Cancel Save Edits

gems-testuser-int@mercedes-benz.com
D0X13971

Change Password

My Details My Organizations My Administrators My Colleagues My Roles **My Applications** My Accounts

Assigned Applications

Search for Name, App-ID or URL

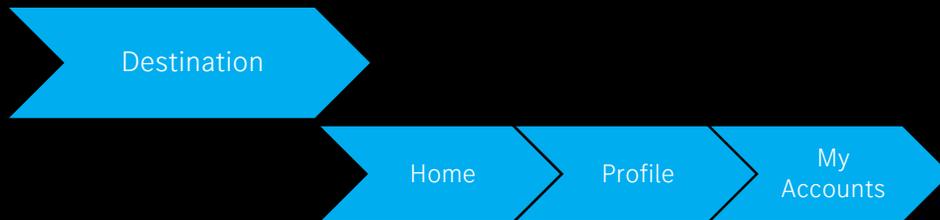
All Applications (1)

No image available	ASSET Truck	
	ASSETTRU	Details

Profile View 07

How to see your accounts (mainframe)

My Accounts



- Click on [My Accounts](#), in order to map your Corporate UserID to a Mainframe account
- This option enables you to assign an existing mainframe account to your Corporate user ID, and/or to reset the password for a mainframe account via the Mercedes-Benz Password Management Tool



Alice Profile View
My Accounts

The screenshot shows the 'Profile' page for user 'D0X1397 1, Testuser'. The 'My Accounts' tab is selected. In the 'Mainframe Account Mapping' section, a 'Mainframe Account' is listed. A dropdown menu is open, showing options: 'Mainframe', 'Assign account', and 'Reset password'. The 'Mainframe' option is highlighted. The 'Mainframe' section contains a 'Welcome...' message and instructions: 'Under Account > Assign, you can assign an existing mainframe account to your Corporate user ID...' and 'Under Password > Reset, you can reset the password for a mainframe account...'.

Requests



Alice Access 
<https://alice.daimler.com>

01 My Requests

You can see your recent requests and their status

Requests

01

How to see your requested new roles and their status



Alice Requests
Requests

My Requests

Destination

Home

Requests

- Click on [Requests](#), in order to see the status of the roles, that you have requested for yourself
- This option enables you to monitor the requested role and its status, the task number and its recipients, who should approve or decline demand

Requests
See your recent requests and their status

Requests

Search for Task-ID, Requester or Beneficiary

Request Status
Show all

1-1 of 1

Type	Date	Task Number	Requester	Beneficiary	Requested	Status	Details
Role	16.03.2022	V220316679	D0X13971, Iestuser	D0X13971, Iestuser	VerSO_MC_OrderManager_read	Pending	Details

Request Details

VerSO_MC_OrderManager_read

- Validity: 10 March 2022 - 12 September 2022
- Organisation Scope: 4Rings Motors
- Custom Scope: fleet
- Request Reason: For test purposes only
- Recipients: ACAI, ... iIO

Close Details

Tasks



Alice Access 
<https://alice.daimler.com>

01 My Tasks

You can see your recent requests waiting for approval

Tasks

01

How to see the requests waiting for your approval



Alice Requests
Tasks

My Tasks

Destination

Home

Tasks

- Click on **Tasks**, in order to see and search for **tasks waiting for your approval**
- This option enables you to monitor the requested roles, which stay in your responsibility, so that you or your colleagues can approve or decline the respective task
- Here you have the possibility to select the roles for a quick approval

Tasks

See your recent requests waiting for approval

Tasks

1-2 of 2

<input type="checkbox"/>	Type	↑ Date	Task Number	Requester	Beneficiary	Requested	Details
<input type="checkbox"/>	Role	07.04.2022	V2204074			Test_selfreq.	
<input type="checkbox"/>	Role	17.03.2022	V2203179	D0X13971, Testuser	D0X13971, Testuser	Test_selfreq.	

2/2 Tasks Shown

Select the roles for Quick-Approval

Quick-Approve

Tasks

01

How to see the requests waiting for your approval



Alice Requests
Tasks

My Tasks

Destination

Home

Tasks

- Once you have chosen the **quick approval**, you will be led to the request details
- There you have the possibility to accept or reject the request
- Just pick on the needed option and finish the process by clicking on **Submit**

Request Approval

as Role Owner 🔑

Request Details

Date	2022-03-17	Request ID	V2203179
Reason	Test Alice Only vvv		

Requester

D0X13971, Testuser MBAG / DT...

gems-testuser-int@mercedes-benz.com
D0X13971

Beneficiary

D0X13971, Testuser MBAG / DT...

gems-testuser-int@mercedes-benz.com
D0X13971

Test_selfreq. ✔ Accept ✘ Reject

📅 **Validity** 17 March 2022 - 13 September 2022

ℹ **Role Details**

Go Back
Request 2 / 2
Next

Test_selfreq. ✔ Accept ✘ Reject

📅 **Validity** 17 March 2022 - 13 September 2022

ℹ **Role Details**

Go Back
Request 2 / 2
Next
Submit

Role/Access Request



Alice Access
<https://alice.daimler.com>



01

Self-Service

You can apply for a role for yourself and assign it to you by means of the self-request

02

Delegated Request / Administration

You can assign a role to someone else by means of choosing the user and the needed role, which should be assigned

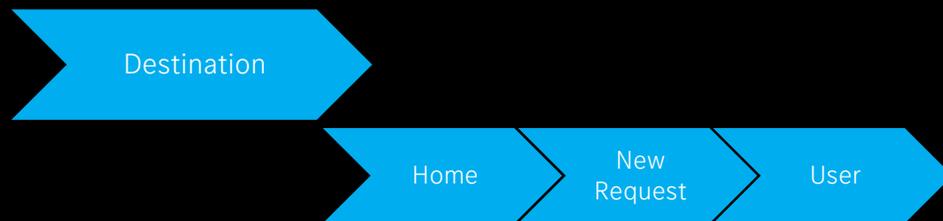
Role/Access Request 01

How to request a new role for yourself

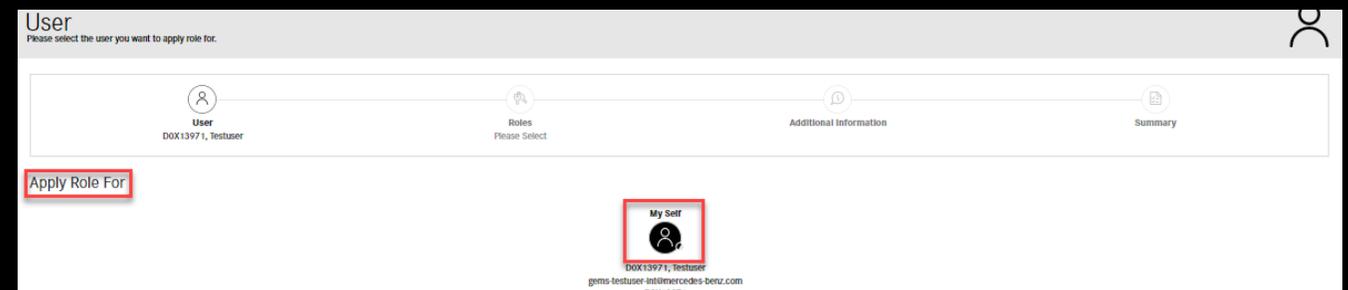


Alice New Request
New Role - Myself

 **User (Self-Service)**



- The first step is to click on Apply Role For, in order to **assign the needed role to yourself**
- This option enables you to request different roles, which you can find on Alice as self-requestable
- Once you have chosen you as the needed user, you can go ahead with the assignment process

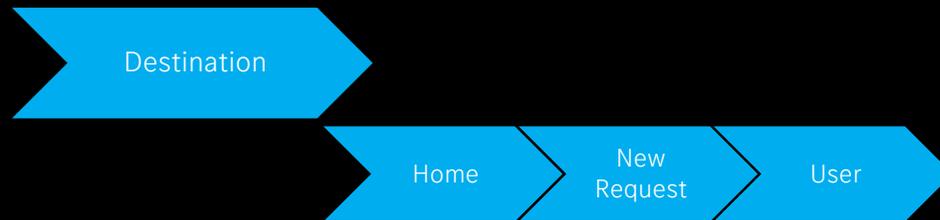


Role/Access Request 02

How to request a new role for someone else



 User (Delegated Administration)



- In order to **assign the needed role to someone else**, please click on Apply Role For **Someone else**
- This option enables you to search for an user id, name or email, so once found it you can proceed further with the role assignment

Apply Role For



My Self



Someone else

Please Select

User State Only active ▼	User Community All Communities ▼	Country All Countries ▼
--	--	---



Your search results appear here.

Role/Access Request

01
02

How to request a new role for yourself or for someone else



Alice New Request
New Role Request

Roles (Self-Service & Delegated)

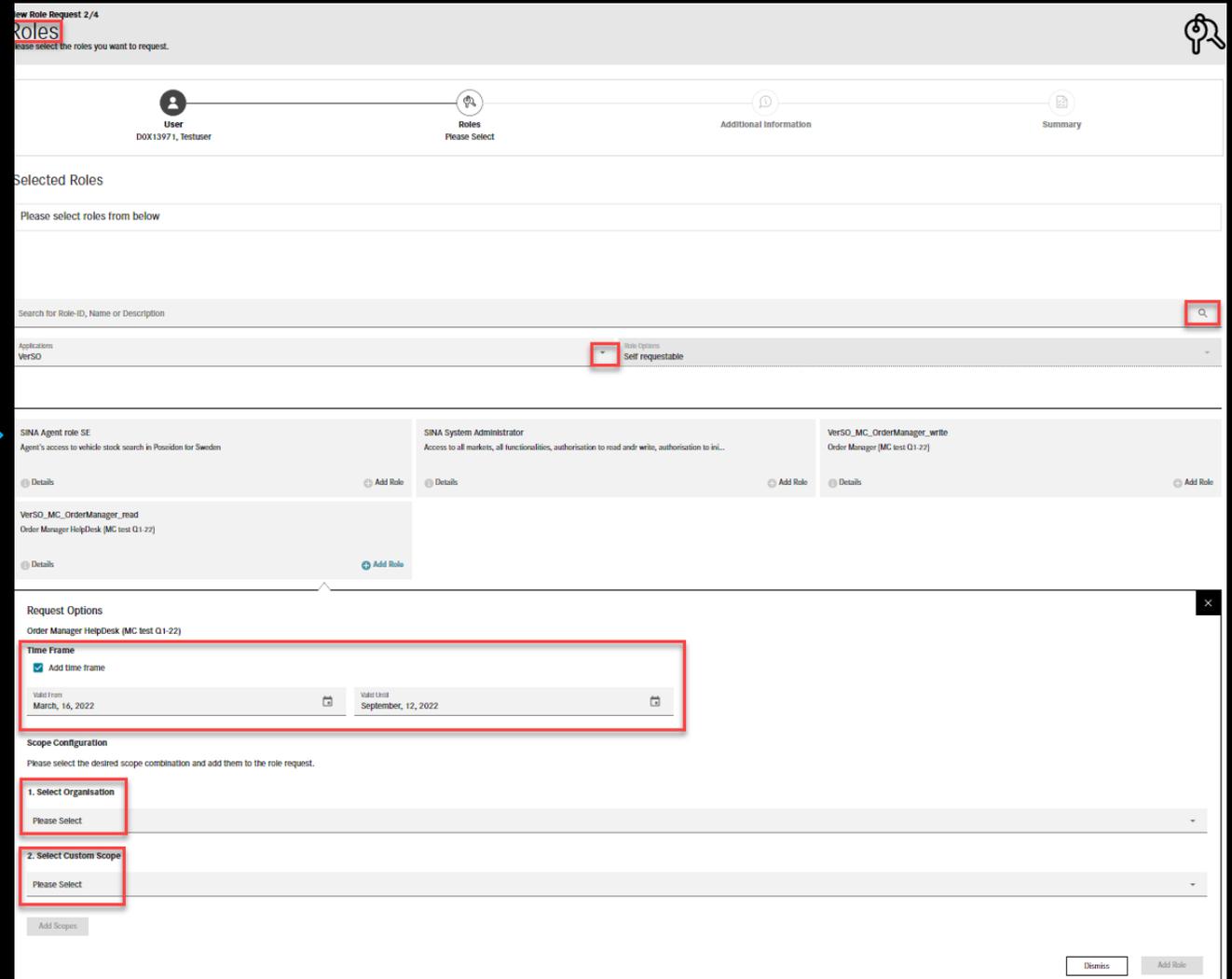
Destination

Home

New
Request

Roles

- The second step is to find the necessary role
- Please be aware that different roles might have **time frame**, **org. scope** and/or **custom scope**, which must be chosen by you as well, in order to finalize your request



New Role Request 2/4

Roles

Please select the roles you want to request.

User: DOX13971, Testuser

Roles: Please Select

Additional Information

Summary

Selected Roles

Please select roles from below

Search for Role-ID, Name or Description

Applications: VerSO

Role Options: Self requestable

SINA Agent role SE
Agent's access to vehicle stock search in Poseidon for Sweden

SINA System Administrator
Access to all markets, all functionalities, authorisation to read and write, authorisation to in...

VerSO_MC_OrderManager_write
Order Manager (MC test Q1 22)

VerSO_MC_OrderManager_read
Order Manager HelpDesk (MC test Q1 22)

Request Options

Order Manager HelpDesk (MC test Q1 22)

Time Frame

Add time frame

Valid From: March, 16, 2022

Valid Until: September, 12, 2022

Scope Configuration

Please select the desired scope combination and add them to the role request.

1. Select Organisation

Please Select

2. Select Custom Scope

Please Select

Add Scopes

Dismiss Add Role

Role/Access Request 01 02

How to request a new role for yourself or for someone else



Alice New Request
New Role Request

Roles (Self-Service & Delegated)

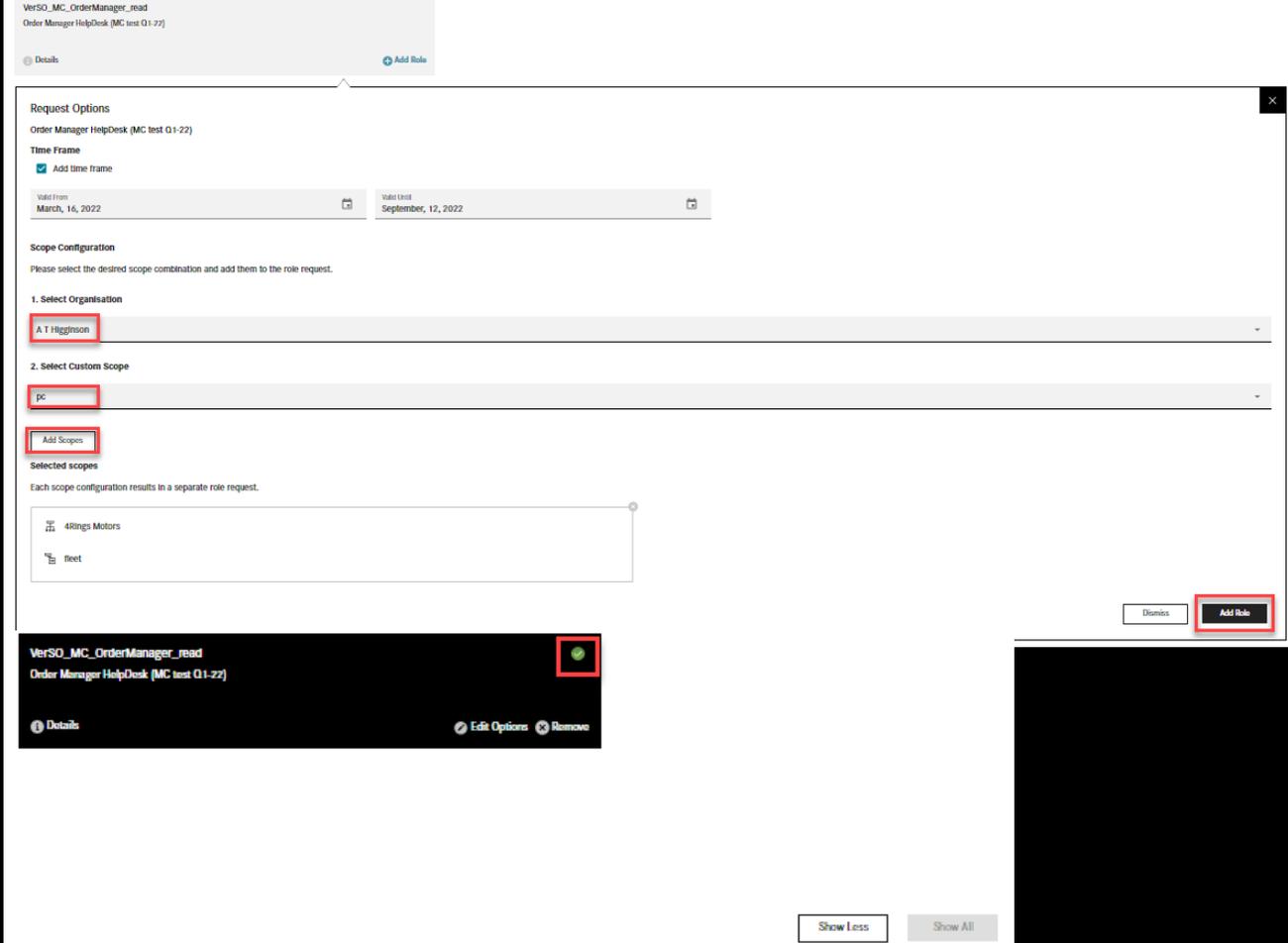
Destination

Home

New Request

Roles

- The third step is to choose the necessary **organization and/or custom scopes**
- Please be aware, that the roles might have more than one scope, so you can choose more scopes



The screenshot shows the 'Add Role' interface for the role 'VerSO_MC_OrderManager_read' (Order Manager HelpDesk (MC test Q1-22)). The interface includes the following sections:

- Request Options:** Shows the role name and a checked 'Add time frame' option. The 'Valid From' date is March 16, 2022, and the 'Valid Until' date is September 12, 2022.
- Scope Configuration:** Instructs the user to select a scope combination. It includes two dropdown menus: '1. Select Organisation' (set to 'A T Higginson') and '2. Select Custom Scope' (set to 'pc').
- Add Scopes:** A button to add additional scopes.
- Selected scopes:** A list of selected scopes, including '4Rings Motors' and 'fleet'.
- Buttons:** 'Dismiss' and 'Add Role' buttons are located at the bottom right of the configuration panel.
- Footer:** A dark bar at the bottom of the panel contains the role name, a green status indicator, and 'Details', 'Edit Options', and 'Remove' buttons.

Role/Access Request 01

How to request a new role for yourself or for someone else



Alice New Request
New Role Request

! Additional Information

Destination

Home

New Request

Additional Info

- The fourth step brings you to the **Additional Information**, where you can write the reason for which you need the respective role
- Please be aware, that the minimum of needed characters is 20

New Role Request 3/4
Additional Information
Please add the additional information.

User — Roles — Additional Information — Summary

Additional Information

Reason

For test purposes only

Minimum of 20 characters needed.

Previous Next

New Role Request 4/4
Summary
Please review your request.

User — Roles — Additional Information — Summary

Summary

Apply Role for

DoX13971, Testuser msaa pr...
gens-testuser-ml@mercedes-benz.com
DoX13971

Selected Roles

VerSO_MC_OrderManager_read	
Validity	16 Mar 2022 - 12 Sep 2022
Organisation Scope	4Rings Motors
Custom Scope	fleet

Previous Submit

Additional Information

Reason

For test purposes only

Go to Additional Information

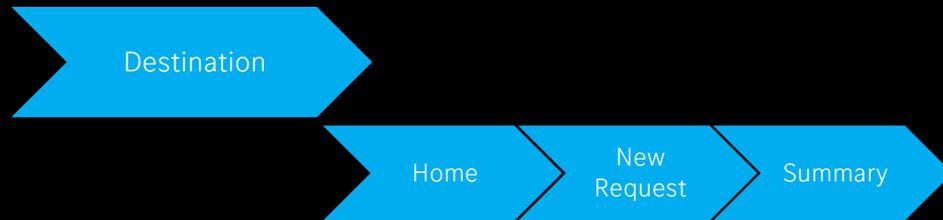
Role/Access Request 01 02

How to request a new role for yourself or for someone else



Alice New Request
New Role Request

Summary



- The last step provides you with the **Summary of your role request**
- This option enables you to see the task number, and its recipients, who are responsible for the approval/rejection of your request