

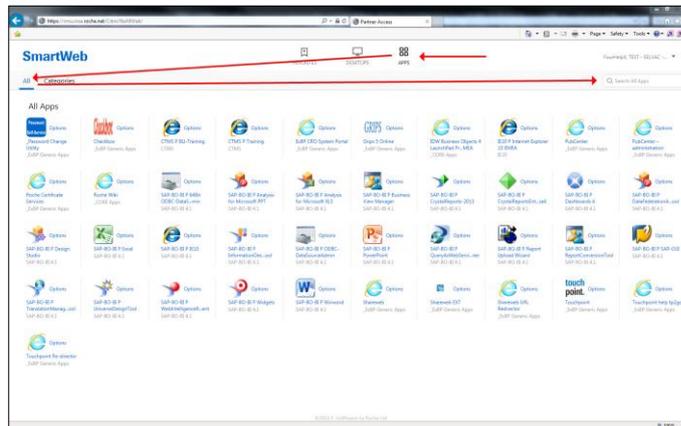
Hints for the Partner Access Portal

1. [Managing and running applications](#)
2. [Download-PopUp when starting an application in Chrome](#)
3. [Copy files in TouchPoint from/to local machine](#)
4. [Stop prompting for your certificate when running an application in Internet Explorer](#)
5. [Log off](#)

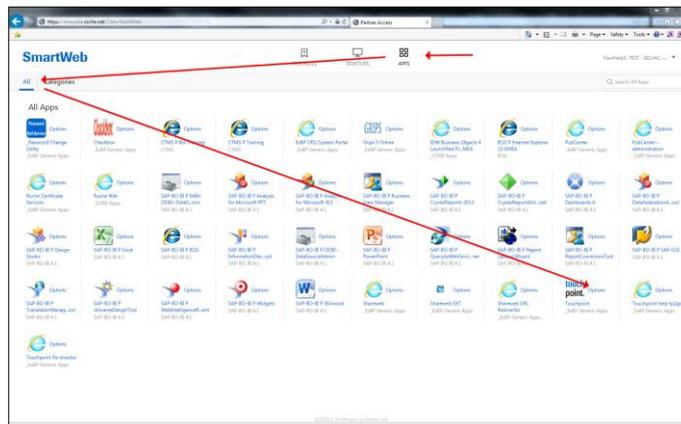
1. Managing and running applications

After logging into the Partner Access Portal, the first screen will show all available applications. They can be displayed and managed in different ways.

- a. By using the Search-Field you will find applications shown in the current screen (e.g. by entering "Touchpoint")



- b. Via "Options" you can add/remove your main applications into/from FAVORITES

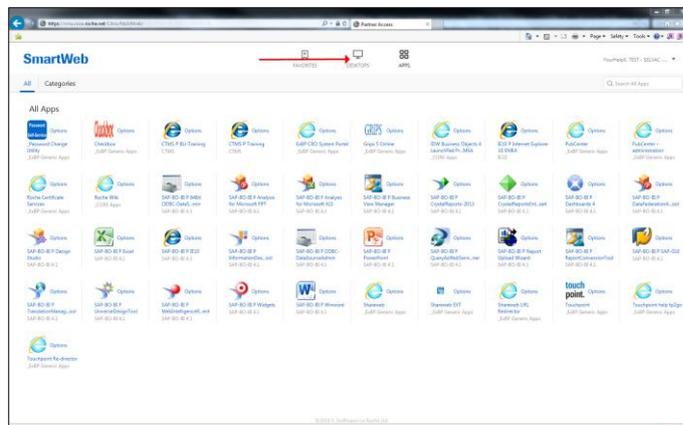




c. The Categories-View will show your applications consolidated in folders

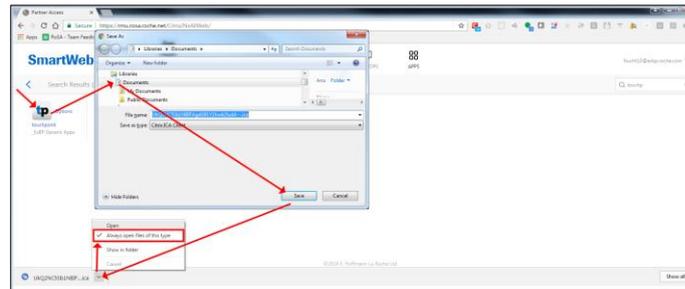


d. If “Virtual Desktop” has been requested for you , it can be run via the DESKTOPS-Icon



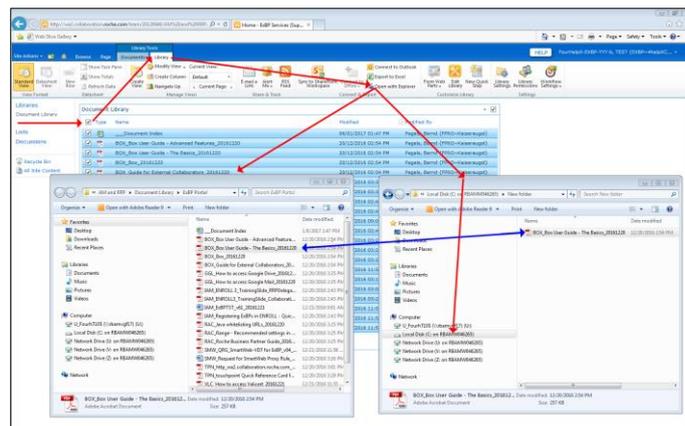
2. Download-PopUp when running an application in Chrome

- In Chrome, when running an app, you might be asked to download an .ica-File
- Select a temporary folder on your computer
- Select "Save"
- On the bottom left, the downloaded file will be displayed
- Click on the v-Symbol and select "Always open files of this type"
- Click again on the v-Symbol and this time select "Open"
- In the future .ica-Files will be downloaded and opened automatically. You will not be asked anymore



3. Copy files in TouchPoint from/to local machine

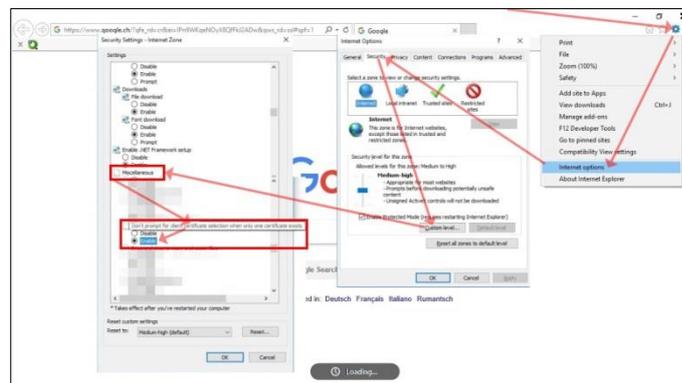
- Navigate to your TouchPoint file/folder
- Select at least one file/folder
- Click on Library
- By clicking twice on "Open with Explorer" run two Windows-Explorer-Instances
- Place the two Windows-Explorer-Instances side by side
- In one window navigate to the path on your local computer
- Now you can drag and drop files/folders from one Windows-Explorer-Instance to the other (from your local computer to TouchPoint and vice versa)



4. Stop prompting for your certificate when running an application in Internet Explorer

When running an app (e.g. Touchpoint) in Internet Explorer, you might be asked to confirm your certificate every time. To avoid this, proceed as follows:

- a. In Internet Explorer click the Tools-Gear-Icon
- b. Select Internet Option
- c. Select the Security-Tab
- d. Click on "Custom level..."
- e. Scroll down to the "Miscellaneous section"
- f. Scroll further down until you find "Don't prompt for client certificate selection when only one certificate exists"
- g. Select "Enable"
- h. Click on OK



5. Log off

- a. After you have finished your work, please log off using the dropdown on the top right

