MyLawson.com Frequently Asked Questions – M3 System Customers
Updated: August 25, 2009

1. What is MyLawson.com?

The new, secure Lawson web site for customers, which gathers elements from other sites you use. This site will serve all customers, regardless of product base, and includes features such as:

- the list of products you've purchased from Lawson
- searchable Knowledge Bases
- product documentation
- product downloads
- maintenance renewal dates
- discussion forum with topics relevant to M3 products and industries
- access to Lawson training system
- your contacts at Lawson
- your account balance and billing information from Lawson
- links to user group information
- support dashboards, including drill downs to more detail
- customer-only announcements.

Eventually, this site will replace the M3 Customer Community, and will link to (but not replace) TellUs.

2. Why should I care about MyLawson.com?
Because information is power, and Mylawson.com gives you the tools to use your Lawson information to its fullest advantage:

- You decide who has access to what kind of information – such as billing, training class listings, support information, and any other data contained in MyLawson.com.
- You use dashboards to review how Lawson is meeting your support needs.
- You use at-a-glance information on account balance, maintenance renewals, and lists of purchases to help you answer the question "Am I really making the best use of all of my Lawson stuff?"

As an active Lawson customer on maintenance, you get MyLawson.com without additional charge. You don't have to set anything up or configure anything. Your Lawson information is automatically loaded and kept up to date.

3. How do I get access to this site?
Your company will start by assigning one or more individuals to act as a Customer Administrator (formerly Security Administrator) for MyLawson.com. This assignment is communicated to Lawson by use of the form found here: http://www.lawson.com/wcw.nsf/pub/Sup_892479. These Customer Administrators will set up logins for employees at your company.

4. Will everyone see the same thing on MyLawson.com?
No. MyLawson.com presents information relevant to your company – your list of products, your account team, your billing status, your maintenance renewal status, etc. The categories of information are the same, but the actual content will be different for each company.

In addition, the site is designed to support role-based security, so you will see content and applications appropriate for your designated role(s) on the site.

You may have only basic access (which includes access to the Knowledge Base, Lawson discussion forum, and user group information), or you may have one or more assigned roles which provide additional access and functionality. For example:

- **Support Access** allows you to report problems to Lawson support and view other support cases for your company.
- **IT Access** allows you to download products and product patches.
- **Financials Access** allows you to see your company's billing status with Lawson.

It is possible to assign more than one role to an individual; for instance, allowing a person to report support cases and download products.

5. How frequently is information updated on the site?
New content is added daily, including announcement postings, Knowledge Base articles, and posts in the discussion forums. Your information and information about your organization is pulled from our corporate databases, and updates as soon as changes are made in the back-end system.

6. If information on the site is incorrect, how can I get it changed?
Some information can be changed by your Lawson Customer Administrator, while some information must be changed by a Lawson employee – a member of your account team. Check the "help" text on the relevant portlet to find out how to change that information. (As part of your MyLawson.com activation, your customer account executive will play this role.)

7. Who assigns access rights (roles) on MyLawson?
The Customer Administrator at your company can change your assigned roles. Once assigned, you can find the name of your Lawson Customer Administrator on the "My Company" page of MyLawson.com. If you do not currently have access, and want to know who your Lawson Customer Administrator is, please send an email to community.manager@lawson.com.

If you are the Lawson Customer Administrator and you want to change your role, you must fill out the form to change your role and submit it to Lawson: www.lawson.com/wcw.nsf/pub/Sup_892479

8. Why doesn't Lawson set up every account on MyLawson.com in the same way?
Each company has its own policies about what kind of information and systems an employee should have access to.

Lawson supports these policies by giving your company the power to manage which employees can take certain action (submit a support ticket) or see certain information (the billing status with Lawson). That's the benefit of the Customer Administrator – you have control to enforce your own security policies.

9. How does MyLawson.com work with TellUs?
There is no shared information between the systems. The logins are completely different, and you will not see TellUs cases listed on MyLawson.com. However, the Knowledge Base that is available on TellUs will also be available on MyLawson.com, and any product information will also be posted on MyLawson.com.

MyLawson.com is the central location for customer information, so any future development with TellUs will take that into account.

10. Will TellUs be closed?
No. TellUs is a support case management tool for M3 products, and will not be integrated into MyLawson.com. The two systems will run in tandem, with separate logins. The KnowledgeBase that is available on TellUs will also be available on MyLawson.com, and any product information will also be posted on MyLawson.com. TellUs will eventually be replaced by the Case Management Application in the spring of 2010. More detail will follow.

11. Will the M3 Customer Community be closed?
Ultimately, yes. Once all M3 System customers have been invited to join MyLawson.com, we will determine a reasonable period of time to keep both sites live so that customers can move over to MyLawson.com at their convenience.

12. How can I learn more about this site?
Stay tuned to Lawson standard communication channels: Newsletters, MyLawson.com, and your current customer sites (the M3 Customer Community, and MyLawson.com). You can also contact your customer account executive to find out more.

13. How can I make suggestions about the site?
Send emails to community.manager@lawson.com or make suggestions on the site via the discussion forum.