# FAQ For Portal

We compiled solutions to some common issues that Portal users have encountered recently and listed here for your reference.

## 1. Why I cannot log in Disti. Portal?

1) If you log in, please ensure that your account is already created in the current PROD environment.
2) The Portal Account was created based on the user list provided by Ian. Please make sure that the email you used for logging in is the same one as you provided in user List.

## 2. When I received the email invitation for the portal, what should I use to log in?

The Portal account was created by the email address which you've provided.

1) If your account is already a Microsoft account: After entering your account, the page will directly turn to the corresponding organization for authentication. There is no separated password, it is the same as the one of your Microsoft account.
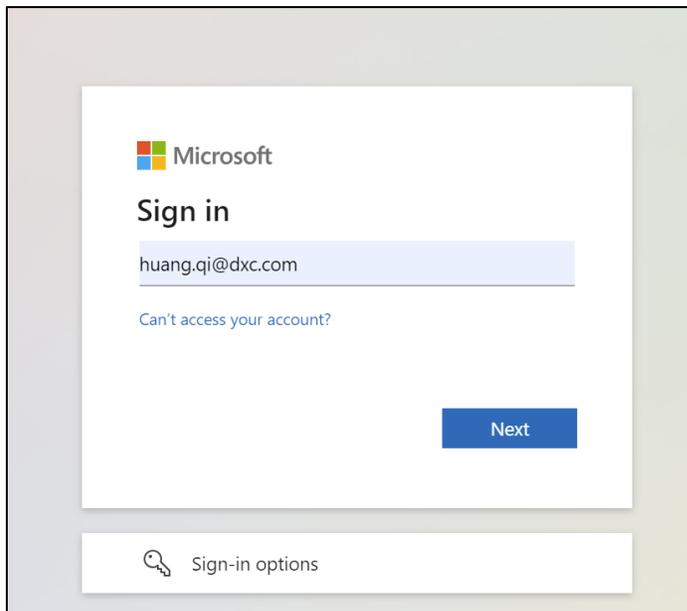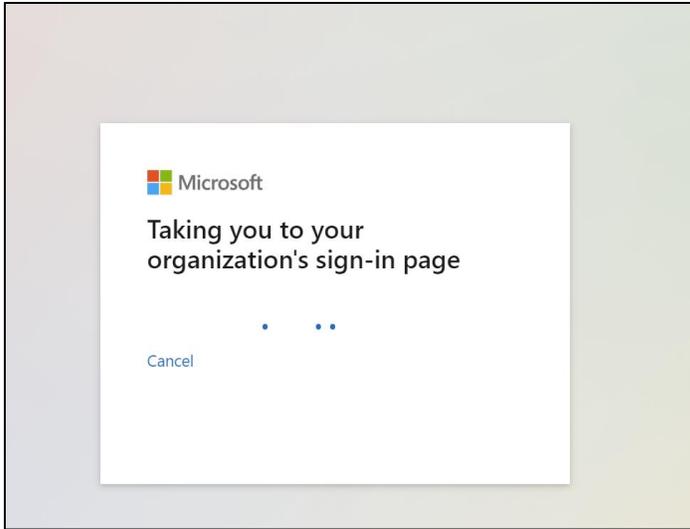
2) If your account is not a Microsoft account, then after entering your account ( ① ) , it will automatically redirect to ( ② ) , and the system will send a verification code to the email associated with that account ( ③ ) . You can log in with that verification code.
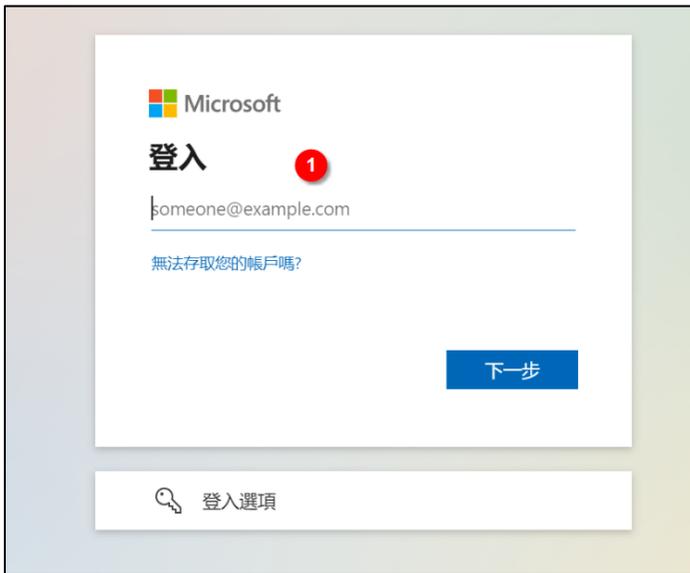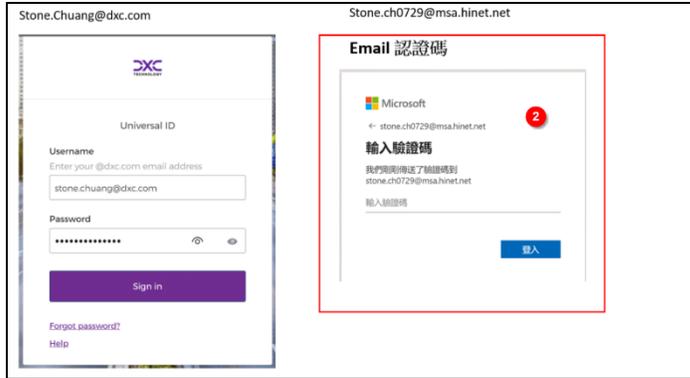
3) Complementary: please use one-time password from the Microsoft Authentication app or receive a one-time password on your phone for the second authentication.

# 3. If you would like to choose another method for the second authentication instead of using the Microsoft Authenticator app.

1) Before you click "Next" to install Microsoft App, click on "I want to set up a different method" in the bottom left corner.
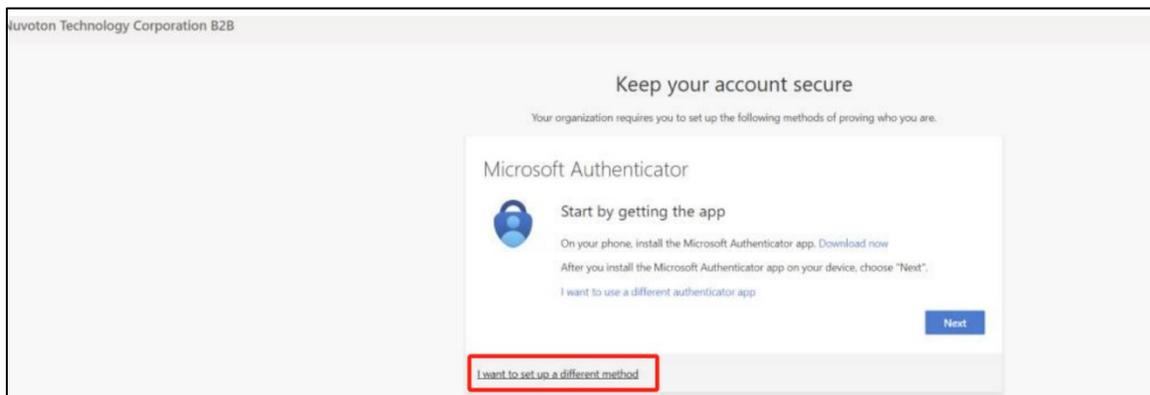
2) Choose a different method: "Phone."
3) Input your phone number.
4) Select "Text me a code."
5) Click "Next."
6) The system will then send a one-time password to your phone.
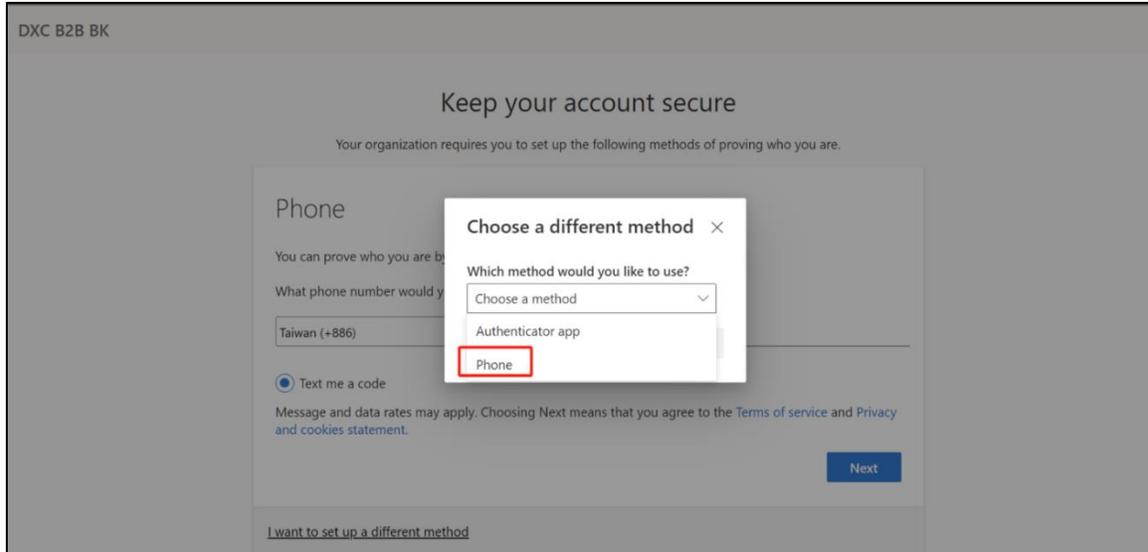


7) You can use the one-time password to proceed with the authentication.
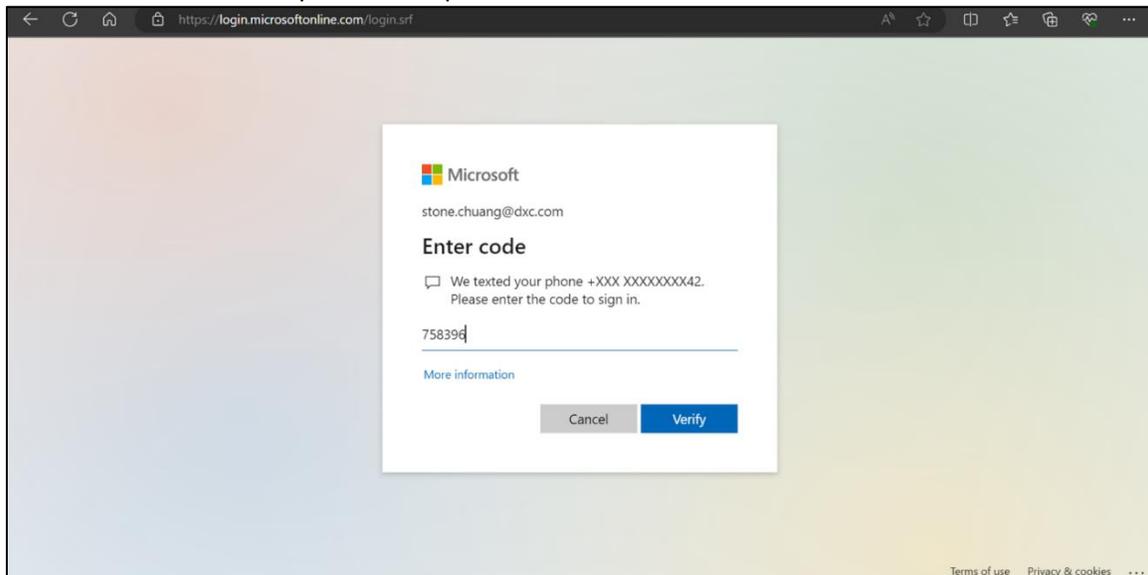


# 4. If you are unable to log in to Disti. Portal and met time out issue.

For Edge Browser:
1) Firstly, close all the open Edge browser.

2) Open the edge browser.
3) Click on "…" at the top right corner.
4) Select "New InPrivate window".
5) Enter the URL https://disti.nuvoton.com in the "New InPrivate window".
6) Proceed with the login steps.
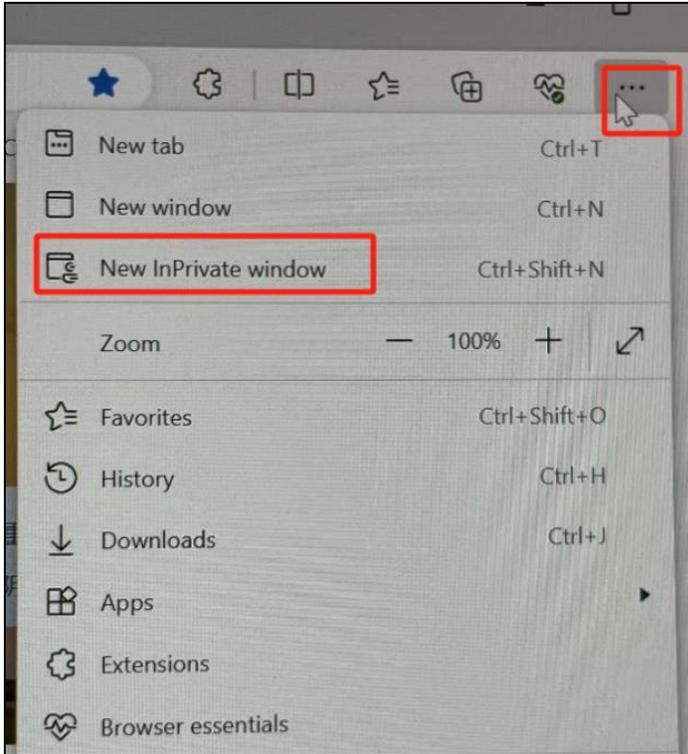


For Chrome Browser:
1) Firstly, close all the open Chrome browser.
2) Open the Chrome browser.
3) Click on "…" at the top right corner.
4) Select New Incognito window.
5) Input https://disti.nuvoton.com  in "New Incognito window".
6) Proceed with the login steps.
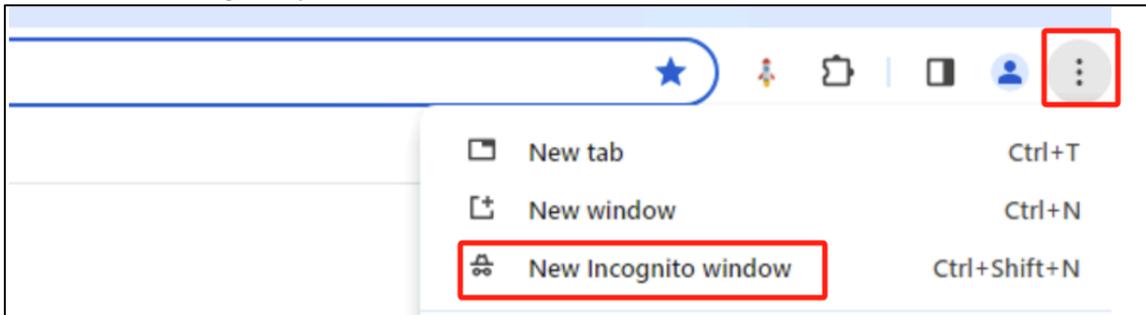
# 5. If you used your phone to scan QR code and it indicated "not usable data found."

1) Please check if you have installed "Microsoft Authenticator app" and you are scan the QR code with it.
2) Open your Microsoft Authenticator app on your phone.
3) Click "+" On top right corner.
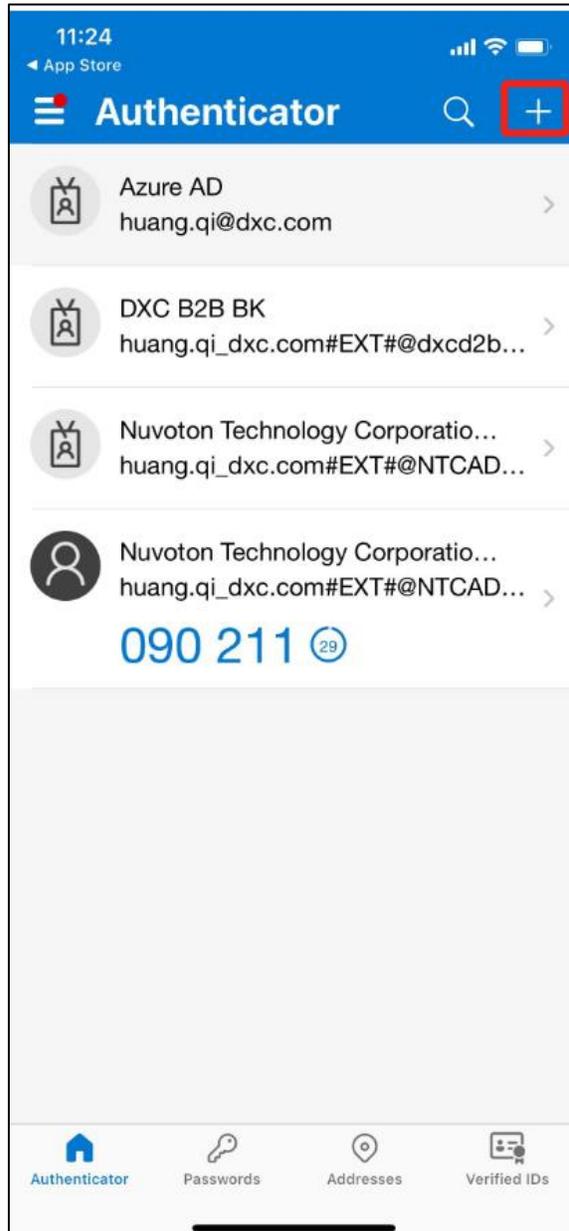
4) Select the account type you would like to add.
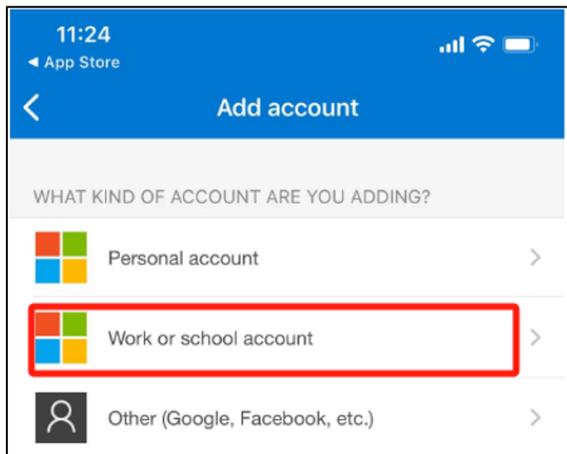


5) Click "Scan QR Code"
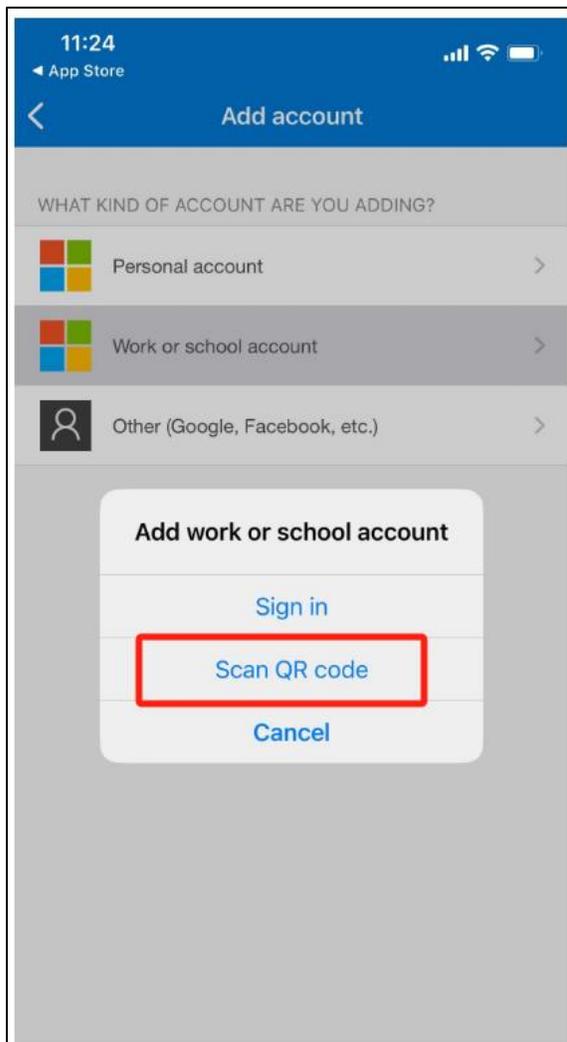
6) Added successfully and you can use the one-time password codes generated by this app to verify your sign-ins.
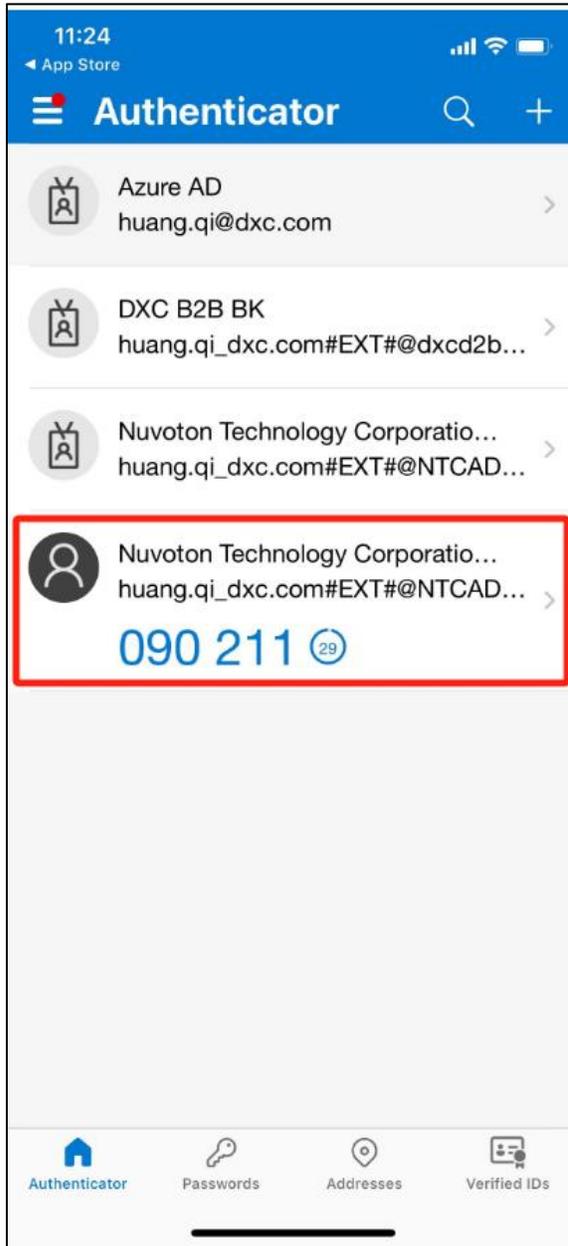
6. If you are a major account but cannot find the opportunity in your Disti. Portal menu after logging in, please add the Opportunity Admin web role to your Portal Account, follow these steps:

1) Click "Portal Account"



2) Find your own account record and click "Edit."
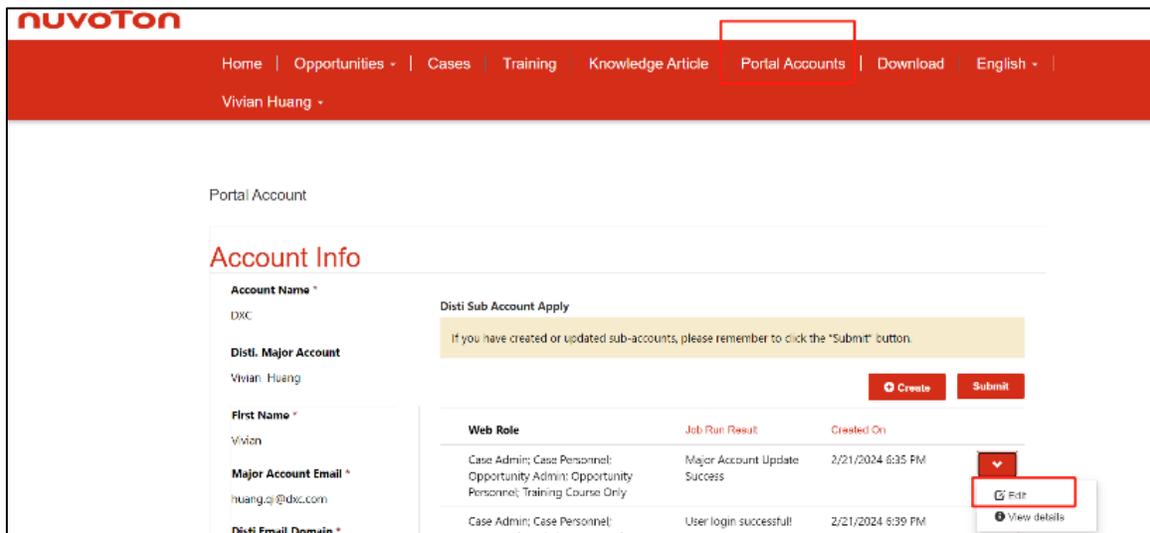
3) Find the filed "Web Role "and select "Opportunity Admin." Click "Save".

Permissions

**Web Role**

Case Personnel ✕

Opportunity Admin ✕

Opportunity Personnel ✕

Training Course Only ✕    ▾ less

Select or search options ⌄

**Apply Status** *

Success

**Job Run Result**

Major Account Update Success

Save

4) Click "Submit "(**Don't forgot to click "Submit," otherwise the system will not detect this update.**)

Portal Account

## Account Info

**Account Name** *

DXC Review 002

**Disti. Major Account**

Review Huang Qi

**First Name** *

Review

**Major Account Email** *

huang.qi@dxc.com

**Disti Email Domain** *

@dxc.com

**Disti Sub Account Apply**

If you have created or updated sub-accounts, please remember to click the "Submit" button.

⊕ Create    Submit

| Disti. Type ↑ | Apply Status | First Name ↑ | Last Name | Email | Login E |
|---|---|---|---|---|---|
| Major Account | Success | Qi | Huang | huang.qi@dxc.com | Yes |
| Sub Account | InProcess | George | Green | greengroge@dxc.com | Yes |

5) Once the apply status has been changed to Success, refresh the page, to check the menu again. (It may take 5 mins because of that the scheduled task runs every five minutes.)

**Disti Sub Account Apply**

If you have created or updated sub-accounts, please remember to click the "Submit" button.

⊕ Create    **Submit**

| Disti. Type ↑ | Apply Status | First Name ↑ | Last Name | Email | Login E |
|---|---|---|---|---|---|
| Major Account | Success | Qi | Huang | huang.qi@dxc.com | Yes |

# 7. If you are logged in to the Disti. Portal but find that the Opportunity data in your account is incorrect.

1) Please confirm if you logged into the correct environment of Disti. Portal.
   - Disti. Portal PROD URL: https://disti.nuvoton.com
   - Disti. Portal QAS2 URL: https://ntcdistiqas2.powerappsportals.com

2) For the Disti. Portal PROD URL
   - Please double-check if you are using the correct URL: https://disti.nuvoton.com
   - Please refrain from using this URL anymore: https://disti.powerappsportals.com

# 8. If you are logged in to the Disti. Portal but find that the content displayed on the current page is incomplete.

1) Please confirm whether you are using the Edge or Chrome browser.
2) Microsoft Edge and Google Chrome browsers typically offer the best compatibility and performance for Disti. Portal. It is recommended that users use these two browsers to ensure they can get the best experience of Disti. Portal.