
Quick Reference Guide

Enablon Community Portal

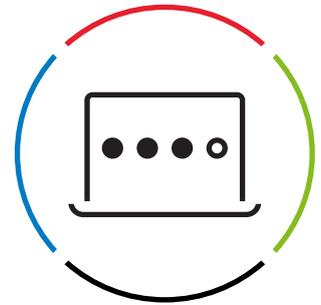


Enablon



Accessing the portal

Navigate to <https://cpesg.my.site.com/EnablonCommunity/s/login/> to access the Enablon Community portal.



First login

You will receive an email from Enablon Community enablonsupport@wolterskluwer.com with your personal username and password setup link. **Check your spam folder** if it is not in your Inbox. When logging in, you will be prompted to create your password.

Enter a new password for [username]
Make sure to include at least:

- 8 characters
- 1 letter
- 1 number

* New Password

* Confirm New Password

Change Password

Unable to log in

If you are not prompted to create your password, or if you cannot login to the system, try to reset your password yourself from the login page of the Enablon Community portal. After clicking on the “Forgot your password?” link, you will be asked to enter your username.

PASSWORD RESET

To reset your password, we'll need your username.
We'll send password reset instructions to the email address associated with your account.

Username

Reset Password

After clicking “Reset Password”, you will receive an email from enablonsupport@wolterskluwer.com with password reset instructions. Check your spam folder if it is not in your Inbox. In case you are not able to reset the password, please reach out to support mailbox: support.bowtie@wolterskluwer.com.



Main Page

Once logged in, the site allows you to:

- Create a case: an Incident (to report an issue), or a Request (to ask questions or make a service request).
- View and update open cases and consult closed cases.
- View Service Assets for your organization.
- View Dashboards providing an overview of key metrics.



Create a case

Step 1/4

- The Contact field will be automatically populated based on your user. Please type the Account name corresponding to the organization which you are creating the case for.
- The Type field will be set to Incident by default; if you are not reporting an issue, please change this to Request.
- Select the Environment that is affected by the issue being raised.

STEP 1/4

* Contact
Search Contacts...

Complete this field.

* Account

* Type
Incident

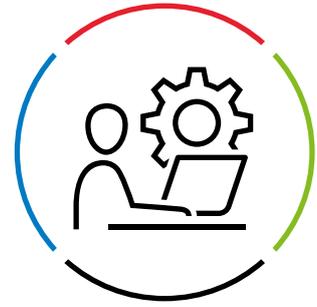
* Affected Environments

- Production
- Development
- UAT
- Other
- Training
- Test / FAT
- Staging
- Demonstration
- Sandbox
- Partner

Step 2/4

For both Incident and Request:

- The Service Contract field will be automatically populated. If it is not, select the relevant Service Contract from the available choices.
- Enter a Subject and Description of the issue or request.
- Tick the box "Attachments?" to upload files, for example, screenshots and videos, to provide additional information, in Step 3/4.



STEP 2/4

* Service Contract

* Subject

* Description

* Severity ⓘ
--None--

Attachments?

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Step 3/4

- Explain the steps to reproduce the issue with as much detail as possible.
- Provide the actual and expected results.
- Select the severity of the issue depending on the impact.

STEP 3/4

* Steps to Reproduce

Complete this field.

* Expected Results

* Actual Results

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Step 4/4

Select all relevant Release, Deployment, or Module Service Assets available from the list. You will then receive confirmation with the case number.

STEP 4/4

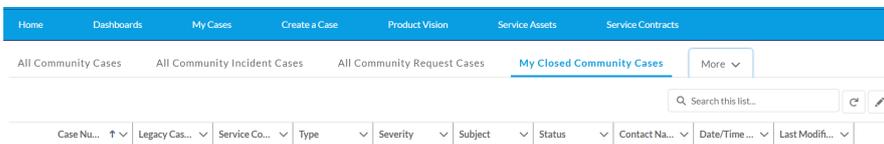
* Service Assets
 [ORM] OQ 1.2.3

[Next](#)



Case Overview

As an authorized user, you can view the cases registered at Enablon for your organization. After clicking the Cases link in the menu, you can choose one of several predefined list views to show a filtered list of Cases.



From the list view, you can view details of the case by clicking on the link in the Case Number or Subject column. Alternatively, if you already know the Case Number or Subject, you can use the search box in the top right to search for the case. By selecting a case, you can view details of the case.



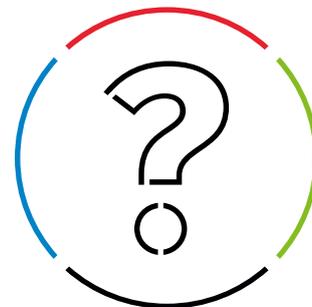
Case Updates

Updates can be made to the case in two ways:

- Option 1 – Update the case using the option “Share an update”.

- Option 2 – Update the case by commenting on a existing feed.

Frequently asked questions - FAQ



1. Why do we move to ECP?

ECP (Enablon Community Portal) provides a centralized, structured way to report issues and make service requests. It allows users to:

- Create and track Incidents and Requests.
- View updates, closed cases, and historical records.

This allows you to manage all your support requests in one place, with clear visibility on progress, responses, and updates.

2. How to login to ECP?

1. Go to <https://cpesg.my.site.com/EnablonCommunity/s/login/>.
2. You will receive an email from enablonsupport@wolterskluwer.com with your username and a password setup link.
3. Click the link and create your password.
4. Log in using your username + the password you created.

Tip: If you can't find the email, check your spam folder.

3. Login in not working, what now?

If you cannot log in or are not prompted to set a password:

1. Go to the login page: <https://cpesg.my.site.com/EnablonCommunity/s/login/>.
2. Click "Forgot your password?".
3. Enter your username.
4. Click "Reset Password".
5. Check your inbox (or spam) for an email from enablonsupport@wolterskluwer.com with reset instructions.

4. How to raise a ticket in ECP?

Please read the reference guide from step 1 to 4.

5. When do I use ECP?

Submit a case in ECP for:

- Bug reports.
- Technical questions.
- Product questions.
- Upgrade questions.
- Activation codes.
- Software feature and enhancement requests.

Do NOT use ECP for:

- Renewal discussions.
 - Contract or commercial topics.
- These should go to your **Customer Success Manager**.

6. Who should get access to ECP?

You were selected as one of the authorized users for your organization. If additional colleagues require access to ECP, please set-up your own ECP account first. Once your account is set-up, you can submit a ticket in ECP for additional ECP licenses for your colleagues.

Please note each signed contract allows access for up to 8 users.

