

CSA – Customer Self Administration

How to use the training material?

Dear Customer,

We are pleased to provide you with the CSA – Customer Self Administration training package. We herewith would like to give you some suggestions how to best proceed with the material.

- n First: watch the movie clips
 - o These clips will provide you with an overview of all the CSA functions and allow you to quickly make yourselves acquainted with the main functions.

- n If you want a better understanding of what user rights exist in db-direct internet, then
 - o Look at the presentation: “CSA – Understanding User Permissions in db-direct internet”

- n If you want a comprehensive overview of CSA, then
 - o Look at each of the guides “0. ...” to “11. ...”
 - § Guide “0. CSA Front Cover” provides guidance on when to use which presentation
 - § Guides “1. ...” to “11. ...” each provide comprehensive information about one specific function of CSA, e.g. “4. User Roles” provides specific information on how to create roles for users.
 - o Read the User Guide: “User Guide – db-direct internet CSA”