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1 Connection

The login page can be directly reached at the following address:

https://lchclearnet-prod.tessiinvoice.fr/login?1

The portal login page displays as follows:

![Login Page Screenshot]

Enter your User Id and your password and click “Login”. In the case this is not your initial login you will enter the system and arrive at the “General Dashboard” page. If this is your first login, the system will successively require you to:

- Choose and set the answer to your secret question; you will have to answer this secret question to reset your password in case of lost password (see section 2 below)
- Change your password

1.1 Choose and set secret question

After clicking the “Login” button, you are taken to the following page:
Choose your secret question from the picklist:

Then, enter your answer to the selected question as shown below:

When clicking “Confirm” you will be prompted by the system to change your password as explained in the next session.

1.2 Change password

Upon first connection, immediately after choosing and setting the secret question, the user is prompted to change the password. Thereafter, the user will be prompted to change the password on a periodic basis.
Enter the old password, the new password and confirm the new password.
A strong password is required: 8 digits minimum containing at least:

- One upper case letter(s);
- One lower case letter(s);
- One numeric figure(s);
- One special character(s).

Click on “Save” button and the confirmation of the modification will appear on screen.

**Notes about password:**

- A password is valid for 90 days
- 15 days before expiration, a notification is displayed to inform the user that the password must be changed
- Three different passwords must be used before an old password can be re-used
- A user account is blocked after 6 unsuccessful login attempts

## 2 Lost Password

In the event you have lost your password, a new password must be obtained as described in the following procedure.

In the login page, click “Lost Password / Mot de Passe Perdu ». The page below will be displayed:
Enter your login and click “Reset password”. The screen below will show up asking you to answer the secret question you have formerly chosen as described in section 1.1:

Type the answer and click “Reset Password”. The following message will be displayed:

**Password Reset**

A new password has been sent to your e-mail account with instructions to activate it.

The system generates a new password and sends an e-mail the e-mail address linked to your User Id:

Dear PONCH,

Here is the new password you requested: 2e-W1alr

To activate it please follow the link below:

http://prodaction.sakarab.net/oxoso/selfservices/lostpassword/confirmPassword.do?oxoso.cmd=confirmPwd&oxoso.pldId=66373630624465&oxoso_pwdId=76420548388455

You then need to activate the new password. To do so, you must first click the link contained in the e-mail and the page below will be displayed in your browser:
Enter your User Id and the new password contained in the e-mail, then click the “Login” button. You new password is then activated and you enter the system (“General Dashboard” main page).

3 User Management

The functions described in this “User Management” section are available only to the client account administrator appointed by your organisation.

At anytime you can come back to the general portal screen by clicking on the Sakarah logo.
3.1 User Creation

To create a user, select “Parameters” then “Users” and click on the green icon. On the column action

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A new window appear, click on create user

3.1.1 User’s Information

Key in the various fields and click “Validate” to confirm the creation.

3.1.2 Profile and authorisations
After clicking "Validate" to create the user, the User Authorisation is screen is available. The various user rights are grouped by category. To select an authorisation, click the corresponding checkbox.

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For a normal use of the portal, the rights must be ticked as follows:

- **Gestion des utilisateurs**
  - Création
  - Mise à jour
  - Consultation

- **Gérer les factures client**
  - Dossier facture

- **Dossier adhérent**
  - Documents reçus

Click "Validate" to save the user profile.

4 Invoice and Documents Management

4.1 View/Download Original Invoice and evidence file

Method 1: From the portal

Logging on the platform:

After logging in the portal, you need to go through the following steps:
Click on search

And then Click on the Pdf icon to retrieve the invoice

The evidence is available on the same screen. Download the ZIP file and follow the point 5 of this procedure

Method 2: Clicking the link in the notification email

Each day one or several invoices have been generated, the client receives a notification e-mail. New original invoices can be downloaded by clicking the link contained in the e-mail as follows:

Invoice notification

Dear Client,

New invoice(s) has(have) been generated today.
Client Code: 1054550

You can access your original invoices in electronic format at https://prod0.tessiinvoice.fr/web-service/rest/expedition/7578036/-437644de-d4ab-4a57-acb5-eb76d9d2ccf6

Alternatively, you can directly log on your account via our web portal in the “Fees” section: www.lch.com/membership/ma-membership/ma-fees

For any assistance regarding the access to your account, please contact our Help Desk, telephone: +33 1 70 37 6600, Email: CTH.SA@lch.com

For any assistance regarding your invoices, please contact our Client Invoicing Department, telephone: +33 1 70 37 6679, Email: billing_services@lch.com

Kind Regards,

LCH SA - Client Invoicing Department
After clicking the link, a dialog box will open asking what you want to do with the file. Click the “Save” button.

Then another window will open. In this window, select the location on your system or the network where you want to save the file and then click “Save”.

A ZIP file containing all of the original invoices that have not been downloaded yet will be saved at the selected location where you want to save the invoice on your system or network.
**Important Note:**

- It should be noted that no matter the selected method, original invoices can be downloaded only **once**. When the original invoice(s) has/have been downloaded by the client, they are no longer available and only invoice duplicates are available on the portal.

- Original invoices should be stored in a **secure location** for future use as they cannot be downloaded again.

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### 4.2 View/Download Invoice Duplicates

**Important Note:**

An invoice duplicate is not available as long as the original invoice has not been downloaded. It is only when the original invoice has been downloaded that the invoice duplicate becomes available on the portal.

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**Critères**

Enter the criteria and click on apply criteria to retrieve the invoice.
Click on the pdf icon to retrieve the duplicate invoice

4.3 Retention period for invoices and evidences

Invoice duplicates and evidences remain available on the portal for 18 months from the date they are issued.

5 Open/View an XML document with MS Excel

XML documents downloaded from the portal can be opened, viewed and printed using MS-Excel. To do so, please follow the following steps. It is assumed that the ZIP files containing the XML documents has been downloaded and extracted.

5.1 Open with Excel

In the appropriate folder, right-click the icon of the XML file. A dialog box opens as follows:

Click “Open with”
Click Microsoft Office Excel. MS Excel will start and the dialog box below will appear:

Select “As an XML worksheet” and click OK. The dialog box will then appear:

Click OK. The document will open in Excel as follows:
6 Contacts

Any technical query (e.g. login problem, lost password,...) must be addressed to our Customer Technical Helpdesk (CTH):

Telephone: +33 1 70 37 66 00

Email: CTH.SA@lch.com

Any query in relation with the contents of the invoices or justificatory reports must be addressed to our finance department:

Telephone: +33 1 70 37 66 79

Email: Billing_Services@lch.com