

GUEST SPONSOR PORTAL ADMIN GUIDE

Type of document		Page
Classification: Internal		2 (25)
Name of document	Issue	Date
Guest Sponsor Portal Admin Guide		2026-09-23
Issuer (dep no, name, phone, location)	Version no	Status
HCL Network Security Connect Team (gss.cs@hcl.com)	V1.1	V1.1
SUBJECT		
Admin Guide on how to use Guest Sponsor Portal		

Table of Contents

1.	Introduction	5
1.1.	About this document	5
1.2.	Overview of Sponsor Tasks using the Sponsor Portal	5
2.	Administration application	6
2.1.	Application access	7
3.	Administrator user accounts.....	8
3.1.	Employees of the Volvo Group.....	8
3.2.	Basic user account	8
3.3.	Guest user account	8
3.4.	Consultant user account	8
4.	Create Guest Accounts.....	8
4.1.	Sponsor Portal Create Accounts Page.....	8
4.2.	Create a Known Guest Account.....	8
4.3.	Create Random Guest Accounts	10
4.4.	Import Guest Accounts	12
4.5.	Privacy of Guest Passwords	14
4.6.	Create Account Settings	14
5.	Manage Guest Accounts	15
5.1.	Sponsor Portal Manage Accounts Page.....	15
5.2.	Edit Guest Accounts	15
5.3.	Resend Guest Passwords.....	16
5.4.	Extend Guest Account Durations.....	16
5.5.	Suspended and Expired Guest Accounts	17
5.6.	Suspend Guest Accounts.....	17
5.7.	Delete Guest Accounts	17
5.8.	Reset Guest Passwords	18
5.9.	Reinstate Guest Accounts.....	18
5.10.	Manage Accounts Page Details	18

TYPE OF DOCUMENT		PAGE
Instruction		3 (25)
NAME OF DOCUMENT	ISSUE	DATE
Guest Sponsor Portal Admin Guide	2026	2026-09-23

5.11.

Manage Account States

19

6.

Notices and Notifications

20

6.1.

Notices When Creating Random and Imported Guest Accounts

20

6.2.

Provide Account Details to Known Guests

21

6.3.

View and Provide Random Guest Account Details

23

6.4.

View and Provide Imported Guest Account Details

24

7.

Help

25

TYPE OF DOCUMENT		PAGE
Instruction		4 (25)
NAME OF DOCUMENT	ISSUE	DATE
Guest Sponsor Portal Admin Guide	2026	2026-09-23

Version Change Log

Version	Description	Date	Author	Reviewer/Approver
1.0	Initial version	2026-05-22	Alin Baby	Kishan Munegowda
1.1	Content updates	2026-09-23	Alin Baby	Kishan Munegowda

TYPE OF DOCUMENT		PAGE
Instruction		5 (25)
NAME OF DOCUMENT	ISSUE	DATE
Guest Sponsor Portal Admin Guide	2026	2026-09-23

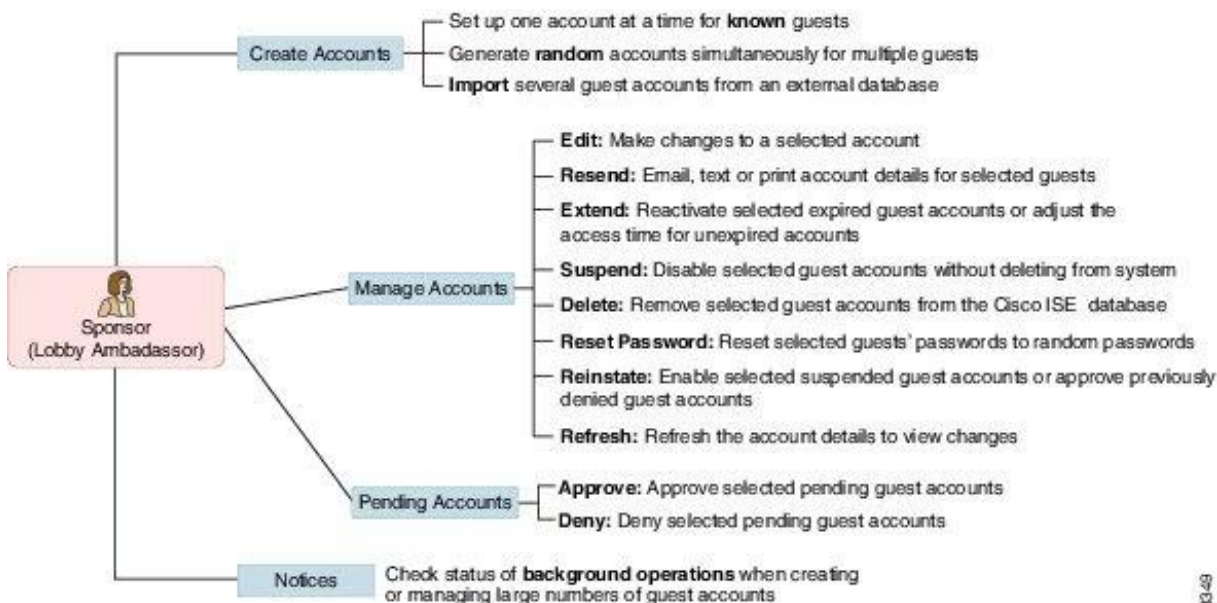
1. Introduction

1.1. About this document

This document describes the administrative process for managing user authorization for the Internet Guest Access service provided by Volvo IT.

This document is intended for user administrators and approvers within the customer organization, as well as Volvo IT personnel who need to understand this process, for example in Service Delivery, Service Production, and Business Development.

1.2. Overview of Sponsor Tasks using the Sponsor Portal



The Internet Guest Access Service can provide people visiting Volvo Group premises with access to the Internet by connecting to GuestWNET_ID SSID.

To use the service, each guest must register their identity and who acts as the host for the visit. For practical reasons, registration should take place where visitors normally register their visit to Volvo Group, or at another suitable location close to where the visit takes place.

An approver must be appointed within the customer organization as part of service delivery. This approver is responsible for appointing user administrators within the customer organization.

Registration of users is made using a portal provided by Volvo IT. Volvo IT provides full support for this application and for the availability of the service.

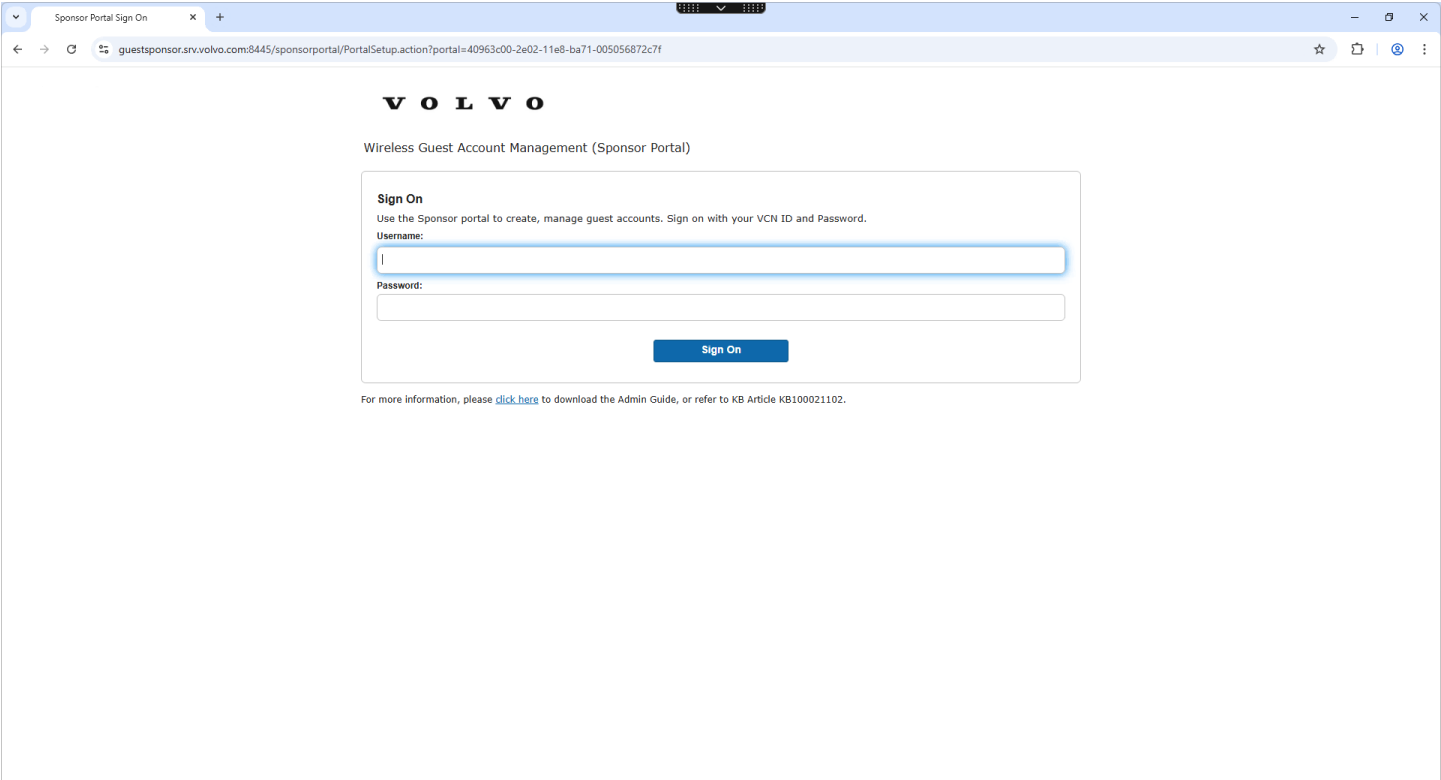
Important notice!

This service is not permitted for use by employees within the Volvo Group, as it does not provide the same level of security as accessing the Internet from the Volvo Group intranet.

TYPE OF DOCUMENT		PAGE
Instruction		6 (25)
NAME OF DOCUMENT	ISSUE	DATE
Guest Sponsor Portal Admin Guide	2026	2026-09-23

2. Administration application

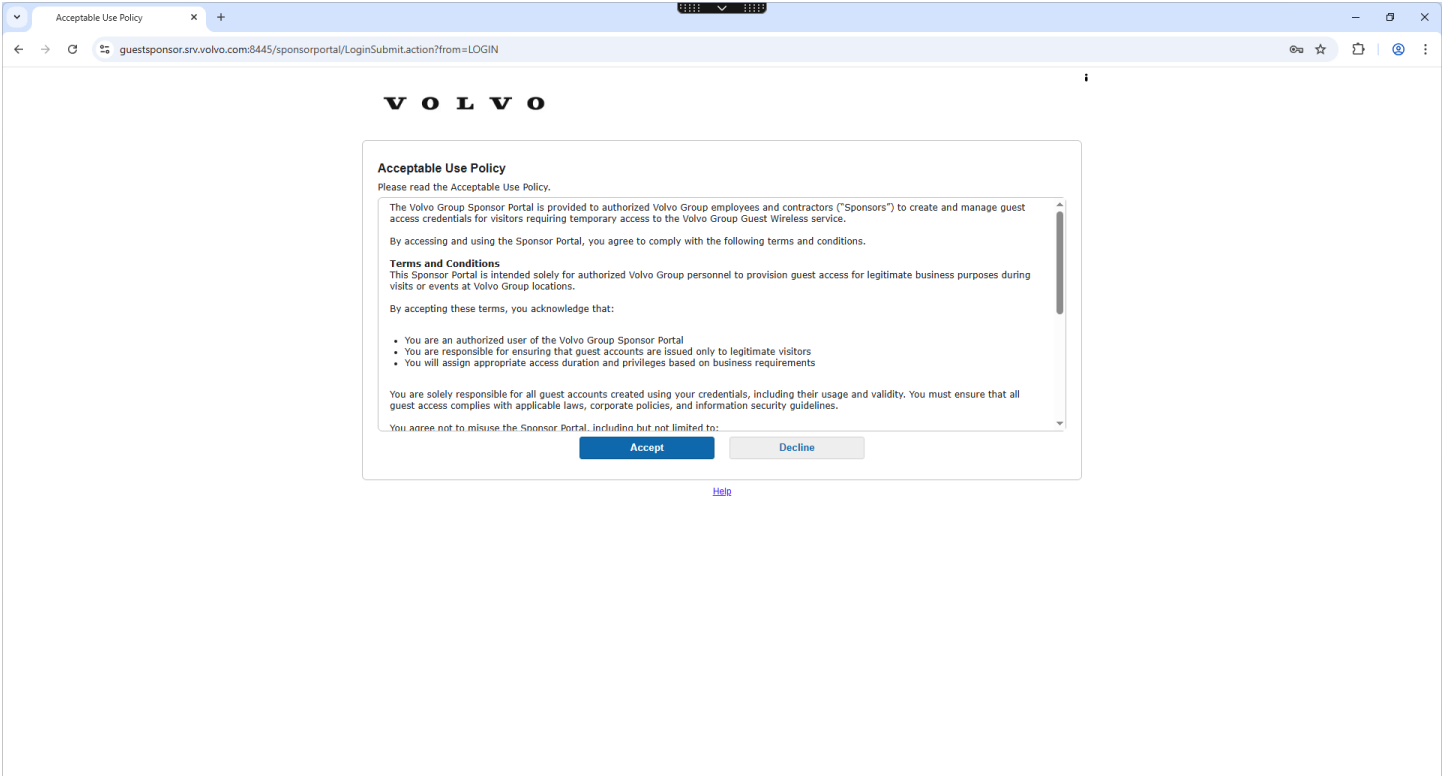
The administration application is available through the URL: <https://guestsponsor.srv.volvo.com/>



IMPORTANT NOTE: The URL will be migrated to <https://guest.volvo.com/> after October 12, 2026

After logging in successfully, accept the Acceptable Use Policy to continue to account management.

TYPE OF DOCUMENT		PAGE
Instruction		7 (25)
NAME OF DOCUMENT		ISSUE
Guest Sponsor Portal Admin Guide		2026
		2026-09-23



2.1. Application access

To access the application, a valid administrative user account is required. All users with a Volvo Group Active Directory account are automatically provided with a Basic administrator role.

Administrative accounts with higher privileges can be requested by submitting an incident in ServiceNow to the AD team (GLB WINDOWS AD INFRA MGMT 2ND).

Attach email approval from your Reporting Manager and HCL NAC Service Owner Kishan Munegowda (kishan.m@hcltech.com), and copy the Network Security Connect team (gss.cs@hcl.com). Include the required administrative role and the business justification in the request.

There are three application administrator roles:

Role name	Privileges
Basic	Add and modify guest accounts valid for 1 day (maximum) AD Group: cs-ws-apps-ise-sponsor-basic
Guest	Add and modify guest accounts valid for 7 days (maximum) AD Group: cs-ws-apps-ise-sponsor-guest
Consultant	Add and modify guest accounts valid for 90 days (maximum) AD Group: cs-ws-apps-ise-sponsor-consultant

TYPE OF DOCUMENT		PAGE
Instruction		8 (25)
NAME OF DOCUMENT	ISSUE	DATE
Guest Sponsor Portal Admin Guide	2026	2026-09-23

Previously, there were multiple roles with different privilege levels, but in the current portal, roles are limited to three.

Problems with the administration application should be reported to the Volvo IT Helpdesk to ensure they are properly documented in the support management tool and escalated to the appropriate support organization.

3. Administrator user accounts

3.1. Employees of the Volvo Group

This service must not be used by employees within the Volvo Group.

3.2. Basic user account

A basic user account is normally valid for 1 day and is intended for short visits.

3.3. Guest user account

A guest user account is valid for up to 7 days and is intended for longer visits.

3.4. Consultant user account

A consultant user account is valid for up to 90 days and is intended for longer visits.

4. Create Guest Accounts

4.1. Sponsor Portal Create Accounts Page

You can use the Create Accounts page to create accounts for the following authorized visitors:

- Guests whose personal information, such as **first name**, **last name**, and **email address**, is available to you.
- Guests whose personal information is not available or when you need to create multiple accounts quickly.
- Guests whose information is available in an external database in the form of a file that you can import.

4.2. Create a Known Guest Account

You can create individual accounts for guests whose personal information is available, one account at a time.

TYPE OF DOCUMENT		PAGE
Instruction		9 (25)
NAME OF DOCUMENT	ISSUE	DATE
Guest Sponsor Portal Admin Guide	2026	2026-09-23

Welcome a510025 

V O L V O

Create Accounts

Manage Accounts (10)

Pending Accounts (0)

Notices (6)

Create, manage, and approve guest accounts.

Guest type:

Basic

Maximum devices that can be connected: 1 | Maximum access duration: 1 days

Guest Information

Known

Random

Import

First name:*

Last name:*

Email address:*

Phone number:(#####)

 +1

Company:*

Person being visited (email):*

Reason for visit:*

Group tag:

Language:

English - English

Access Information

☐ End of business day

23:59

Duration:*

1

Days (Maximum:1)

From Date (yyyy-mm-dd) *

2026-09-23

From Time *

20:05

To Date (yyyy-mm-dd) *

2026-09-24

To Time *

20:05

Location:

Gothenburg

Create

Step 1: Click **Known** on the Create Accounts page.

Some fields are mandatory (marked with *) and display default information that you can change.

Step 2: Retain or update the **Guest Type** you want to assign to the guest.

The maximum number of devices that guests can simultaneously connect to the network and the maximum duration time for network access are displayed for the guest type you select.

TYPE OF DOCUMENT		PAGE
Instruction		10 (25)
NAME OF DOCUMENT	ISSUE	DATE
Guest Sponsor Portal Admin Guide	2026	2026-09-23

- Step 3:** Enter the guest’s personal information, such as **First Name, Last Name, Email Address, Company, Person Being Visited (Email),** and **Reason for Visit.**
- Step 4:** Retain or update the defaults for the mandatory settings and enter information in the other fields, as desired.
- Step 5:** Click **Create** to create the guest account. An Account Information dialog box displays with the account details, including the guest username and password.

Welcome a510025 

V O L V O

Create Accounts

Manage Accounts (9)

Pending Accounts (0)

Notices (0)

Account Information

(Guest notifications are sent automatically)

Username:

ababy004

Password:

2NCyOnf401

First name:

Alin

Last name:

Baby

Email address:

alin.baby@hcltech.com

Company:

HCLTech

Phone number:

+919876543210

Person being visited (email):

alin.baby@supplier.volvo.com

Reason for visit:

Sponsor Portal Test

Guest type:

Basic

From date (yyyy-mm-dd):

To date (yyyy-mm-dd):

From

First Login

Location:

Hoskote

SSID:

Language:

English

Group tag:

HCL-Test

Time left:

1 days

State:

Created

Notify

Done

4.3. Create Random Guest Accounts

You can create a set of multiple random guest accounts in advance, record the details separately, and store them in the system for future use. For example, if you are a lobby ambassador who needs to distribute guest accounts on a regular basis, you can save time by using these generic, randomly created accounts.

TYPE OF DOCUMENT		PAGE
Instruction		11 (25)
NAME OF DOCUMENT	ISSUE	DATE
Guest Sponsor Portal Admin Guide	2026	2026-09-23

Welcome a510025 ▾



VOLVO

Create Accounts

Manage Accounts (0)

Pending Accounts (0)

Notices (0)

Create, manage, and approve guest accounts.

Guest type:

Basic ▾

Maximum devices that can be connected: 1 | Maximum access duration: 1 days

Guest Information

Known Random Import

Number of accounts:*
 Maximum: 50

Username prefix:

Group tag:
 Test

Language:
English - English ▾

Access Information

Duration:*
 1 Days (Maximum:1)

FromFirst Login

Location:
Hoskote ▾

Create

Step 1: Click **Random** on the Create Accounts page.

Some fields are mandatory (marked with *) and display default information that you can change.

Step 2: Retain or update the **Guest Type** you want to assign to the guest.

The maximum number of devices that guests can simultaneously connect to the network and the maximum duration time for network access are displayed for the guest type you select.

Step 3: Enter the **Number of Accounts** to create.

You can create a maximum of 50 random guest accounts at a time.

Step 4: Either enter, edit or use the predefined **Username Prefix** to add to each account name.

The remainder of the username is generated randomly in accordance with the username policy.

Step 5: Retain or update the defaults for the mandatory settings and enter information in the other fields, as desired.

Step 6: Click **Create** to create the specified number of random guest accounts. An Account Information dialog box displays with the account details, including the guest username and password.

TYPE OF DOCUMENT		PAGE
Instruction		12 (25)
NAME OF DOCUMENT	ISSUE	DATE
Guest Sponsor Portal Admin Guide	2026	2026-09-23

Welcome a510025



V O L V O

Create Accounts

Manage Accounts (6)

Pending Accounts (0)

Notices (0)

Account Information

#	Username:	Password:
1.	hc1-testgxa227v9	433AiEdiZ'
2.	hc1-test8zty58)i	0vTxnE366t
3.	hc1-testwpx528xr	m3IJE0h7bq
4.	hc1-test822xkhz@	PBt56nrD6x
5.	hc1-test469ljs7}	IP1e5E3d5a

Print

Done

4.4. Import Guest Accounts

You can create guest accounts for the users by importing their information into the Sponsor Portal. The file containing the account information must be a .csv file. The Sponsor Portal reads the file and creates a new guest user account for each entry.

Before You Begin

- You should have the necessary permissions to import guest account information.
- You cannot import guest account information from a mobile device (running Apple iOS, Android, and so on), so ensure that you import account information using a desktop or laptop computer (running Apple OSX, Windows, and so on).

TYPE OF DOCUMENT		PAGE
Instruction		13 (25)
NAME OF DOCUMENT	ISSUE	DATE
Guest Sponsor Portal Admin Guide	2026	2026-09-23

Welcome a510025 ▾



VOLVO

Create Accounts

Manage Accounts (0)

Pending Accounts (0)

Notices (0)

Create, manage, and approve guest accounts.

Guest type:

Basic ▾

Maximum devices that can be connected: 1 | Maximum access duration: 1 days

Guest Information

Known

Random

Import

Click to download the import template file.

[Download Template](#)

Select file:

Choose File

No file chosen

Maximum:50

Group tag:

Test

Language:

English - English ▾

Access Information

Duration:*

1

Days (Maximum:1)

FromFirst Login

Location:

Hoskote ▾

Import

Step 1: Click **Import** on the Create Accounts page.

Some fields are mandatory (marked with *) and display default information that you can change.

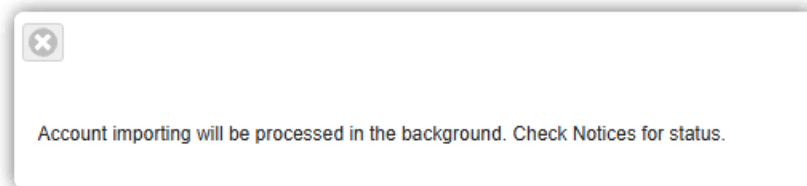
Step 2: Retain or update the **Guest Type** you want to assign to the guest.

The various types of guests and their access privileges are defined by your system administrator.

A maximum of 50 imported guest accounts can be displayed at one time.

Step 3: Click **Download Template** to get a template to use for the import file. Ensure that the file you are importing conforms to the required structure before importing it. Additionally, if the file includes multibyte characters, you must save the file in UTF-8 format.**Step 4:** Click **Browse** to locate and select the .csv file that contains the guest information needed to create the guest accounts.**Step 5:** Retain or update the defaults for the mandatory settings and enter information in the other fields, as desired.**Step 6:** Click **Import** to import the account information from the external database or file. A message informs you that the accounts are being created in the background and to check the Notices page for a status on the operation.

TYPE OF DOCUMENT		PAGE
Instruction		14 (25)
NAME OF DOCUMENT	ISSUE	DATE
Guest Sponsor Portal Admin Guide	2026	2026-09-23



4.5. Privacy of Guest Passwords

You can create guest accounts for authorized visitors requiring access to your company's network and internal resources. When you create accounts for known guests, random guests, or imported guest lists, the system generates passwords for those accounts.

If guests lose or forget their passwords after they change them, you cannot simply resend their passwords to them. You have to reset their passwords to random passwords and notify them of the new passwords.

4.6. Create Account Settings

You can retain the defaults or change these settings when creating guest accounts. Your system administrator may enable additional settings for which you may need to enter information.

Field	Usage Guidelines
Guest Type	Select the type of guests whose accounts you are creating. The system includes the following default guest types to define guest account duration and access privileges: Basic – valid for 1 day (maximum) Guest – valid for 7 days (maximum) Consultant – valid for 90 days (maximum)
Group Tag	Groups certain guest accounts for tracking and searching purposes. For instance, you can assign a tag to all the guests attending training at a certain location. You can then search for these guests to either extend their account duration if the training is not completed in time or delete their accounts after the training is finished.
Location	Select the location to be used for the guest accounts. This determines the time zone that applies to the guests and other time parameters that apply to their accounts. The time left for a guest account is related to the specific location assigned to it.
Language	Choose the language used when sending account notifications (email, text, and print) to the guests.
Days	Define the account duration in terms of the maximum number of days when the guests can access the network. Make sure that the amount of time does not exceed the maximum defined by the system administrator.

TYPE OF DOCUMENT		PAGE
Instruction		15 (25)
NAME OF DOCUMENT	ISSUE	DATE
Guest Sponsor Portal Admin Guide	2026	2026-09-23

5. Manage Guest Accounts

5.1. Sponsor Portal Manage Accounts Page

You can use the Manage Accounts page to manage the guest accounts you created or have the authority to manage. You can perform the following actions:

- Edit and delete accounts
- Extend account durations
- Suspend accounts
- Reinstate accounts
- Resend and reset passwords for accounts

Welcome a510025 ⓘ

V O L V O

Create AccountsManage Accounts (9)Pending Accounts (0)Notices (0)

Create, manage, and approve guest accounts.

EditResendExtendSuspendDeleteReset PasswordReinstateRefresh

☐	Username	State	First Name	Last Name	Email Address	Phone Num...	Expiration ...	Time Left
☐	ababy001	Created	Alin	Baby	alin.baby@hclte	+91940071253		1 days
☐	ababy002	Created	Alin	Baby	alin.baby@hclte	+91987654321		1 days
☐	ababy003	Created	Alin	Baby	alin.baby@hclte	+91940071253		1 days
☐	ababy004	Created	Alin	Baby	alin.baby@hclte	+91987654321		1 days
☐	hcl-test469@js7	Created						1 days
☐	hcl-test822xkhz@	Created						1 days
☐	hcl-test8zty58 i	Created						1 days
☐	hcl-testqxa227v9	Created						1 days
☐	hcl-testwpk528xr	Created						1 days

5.2. Edit Guest Accounts

You can edit guest accounts in all states except Suspended and Denied.

Step 1: On the Manage Accounts page, select the guest account that you want to edit.

Step 2: Click **Edit**.

TYPE OF DOCUMENT		PAGE
Instruction		16 (25)
NAME OF DOCUMENT	ISSUE	DATE
Guest Sponsor Portal Admin Guide	2026	2026-09-23

Step 3: Edit any of the fields that display. For instance, you may want to change the defaults for **Language** and **Location** that you retained when you first created the guest accounts. You may want to add information such as names, email addresses, and phone numbers that was not available when you first created random guest accounts. If you change (reduce or extend) the duration of an account, verify that the new expiration details are correct before saving.

Step 4: Click **Save**.

Step 5: View the changes you made to the account information.

5.3. Resend Guest Passwords

Guests may sometimes be unable to log into the network because they have lost or forgotten their passwords. You can help guests regain access by resending their original passwords, provided the passwords have not been changed.

Before You Begin

- You cannot resend passwords to guests who have changed them. If these guests have lost or forgotten their new passwords, you must reset them and notify the guests.
- You can resend passwords for accounts that are either Created or Active.
- You cannot resend passwords for accounts that are either Suspended, Expired, or Denied.

Step 1: On the Manage Accounts page, select the guest accounts whose passwords you want to resend.

Step 2: Click **Resend** to send the guests their account details again. You are asked to select how you want to notify the guests of their new account details, either by email, text, or print.

Step 3: In the Resend pop-up window, select the various notification options (for both guests and sponsors) and click **OK**.

5.4. Extend Guest Account Durations

You can extend the account durations for guests before or after their accounts expire, so that they can access the network for longer than originally permitted. You can also extend the account durations when editing guest accounts.

If guest accounts have expired, they are no longer able to connect to the network. An automated process runs that removes (purges) all expired accounts from the system. If that happens before you can extend the account duration for an expired account, you will need to create new accounts for these guests.

Before You Begin

- You can extend accounts that are either Created, Active, or Expired.
- You cannot extend accounts that are either Suspended or Denied. You can reinstate them.

Step 1: On the Manage Accounts page, select the guest account that you want to extend.

Step 2: Click **Extend**.

TYPE OF DOCUMENT		PAGE
Instruction		17 (25)
NAME OF DOCUMENT	ISSUE	DATE
Guest Sponsor Portal Admin Guide	2026	2026-09-23

Step 3: Enter the extension information and click **OK**. The **Expiration Date** is automatically updated with the new time duration.

Step 4: Verify that the duration of the expired account has been extended.

5.5. Suspended and Expired Guest Accounts

When guest accounts are suspended manually by you or expire, the affected guests are disconnected from the network and can no longer access it.

Regardless of their state, active, pending and so on, guest accounts expire when they reach the end of their account duration, which you defined when you created the accounts.

Suspended and expired accounts are automatically purged based on a schedule. After an account is purged, you must create a new account for that guest. However, you can reinstate suspended accounts and extend expired accounts before they are purged.

5.6. Suspend Guest Accounts

You can suspend the accounts of guests, which disconnects them from the network and prevents them from accessing it. However, their accounts are retained in the system.

Before You Begin

- You can suspend accounts that are either Created or Active.
- You cannot suspend accounts that are either Pending Approval, Expired, or Denied.

Step 1: On the Manage Accounts page, select the guest accounts that you want to suspend.

Step 2: Click **Suspend**. If configured by your system administrator, you may be asked to provide a reason for the suspension.

Step 3: Click **OK** to confirm.

Step 4: Verify that the accounts are now listed as Suspended.

5.7. Delete Guest Accounts

You can delete any guest account, regardless of the state it is in.

Step 1: On the Manage Accounts page, select the guest accounts that you want to delete.

Step 2: Click **Delete**.

Step 3: Click **OK** to confirm.

Step 4: Ensure that the accounts no longer appear in the account list.

TYPE OF DOCUMENT		PAGE
Instruction		18 (25)
NAME OF DOCUMENT	ISSUE	DATE
Guest Sponsor Portal Admin Guide	2026	2026-09-23

5.8. Reset Guest Passwords

Guests may sometimes be unable to log into the network because they have lost or forgotten their passwords. You can help these guests regain access to the network by resetting their passwords.

Before You Begin

- You can reset passwords regardless of whether guests have changed their passwords or not.
- You can reset passwords for accounts that are either Created or Active.
- You cannot reset passwords for accounts that are either Suspended, Expired, or Denied.

Step 1: On the Manage Accounts page, select the guest accounts whose passwords you want to reset.

Step 2: Click **Reset Password** to generate random system passwords. You are asked to confirm the reset and select how you want to notify the guests of their new account details, either by email, text, or print.

Step 3: In the Reset Password pop-up window, select the various notification options (for both guests and sponsors) and click **OK**.

5.9. Reinstate Guest Accounts

You can reinstate guest accounts that you suspended previously.

Before You Begin

- You can reinstate accounts that are either Suspended or Denied.
- You cannot reinstate accounts that are either Created, Active, Pending Approval, or Expired.

Step 1: On the Manage Accounts page, select the guest accounts that you want to reinstate.

Step 2: Click **Reinstate**.

Step 3: Click **OK** to confirm.

Step 4: Verify that the accounts are reinstated and their states are reset.

5.10. Manage Accounts Page Details

The Manage Accounts page allows you to manage the guest accounts you have created.

Use these settings to manage guest accounts.

Action	Usage Guidelines	Eligible Account States
Edit	Make changes to a selected account.	All except Suspended and Denied.
Resend	Email, text, or print account details for the selected guests.	Active, Created
Extend	Adjust the access time period or reactivate the selected expired guest accounts.	Active, Created, Expired

TYPE OF DOCUMENT		PAGE
Instruction		19 (25)
NAME OF DOCUMENT	ISSUE	DATE
Guest Sponsor Portal Admin Guide	2026	2026-09-23

Suspend	Disable the selected guest accounts without deleting them from the system. You may be prompted to provide reasons for suspending an account.	Active, Created
Delete	Remove the selected guest accounts from the system.	All
Reset Password	Reset the selected guest passwords to random passwords and notify the guests of the account details.	Active, Created
Reinstate	Enable the selected suspended guest accounts and approve previously denied accounts.	Suspended, Denied
Refresh	View any changes to the displayed accounts.	Not applicable

5.11. Manage Account States

The account state indicates the current status of each guest account.

When you delete an account, it no longer displays on this page and it is removed from the system.

Current State	Description	New State
Active	Guests with these accounts have successfully signed in through a Guest Portal.	Account states change based on the action taken on them.
Created	The accounts have been created, but the guests have not yet logged into a Guest Portal. Guests must first sign in through the Guest Portal before they are able to access other parts of the network.	Account states change based on the action taken on them.

TYPE OF DOCUMENT		PAGE
Instruction		20 (25)
NAME OF DOCUMENT	ISSUE	DATE
Guest Sponsor Portal Admin Guide	2026	2026-09-23

Denied Accounts that expired while in a denied state remain as Denied.	The accounts are denied access to the network.	If you reinstate denied accounts, their states change to: 1. Active or Created based on the assigned guest type configuration. 2. Expired, if they expired while denied, and are purged in the next purge cycle. All denied accounts that are not reinstated are purged in the next purge cycle. Denied accounts that expired cannot be extended (reactivated); you must create new accounts.
Expired	The time period for the account has ended.	If you extend unexpired accounts, their states remain unchanged. If you extend (reactivate) expired accounts, their states change to: 1. Active, if the guests are configured to bypass the Guest Portal. 2. Previous states, if the guests are not configured to bypass the Guest Portal.
Suspended Accounts that expired while suspended remain as Suspended.	The accounts have been suspended by you or another sponsor, who has the privilege to do so.	If you reinstate suspended accounts, their states change to: 1. Previous states, if the accounts have not expired in the meantime. 2. Expired, if they expired while suspended, and are purged in the next purge cycle. However, you can extend these accounts before the next purge cycle.

6. Notices and Notifications

6.1. Notices When Creating Random and Imported Guest Accounts

The Sponsor Portal does not immediately display account details when you create:

- More than 50 random guest accounts simultaneously.
- One or more guest accounts by importing their information.

TYPE OF DOCUMENT		PAGE
Instruction		21 (25)
NAME OF DOCUMENT	ISSUE	DATE
Guest Sponsor Portal Admin Guide	2026	2026-09-23

Instead, the system allows you to continue other operations on the Sponsor Portal, while it creates these guest accounts in the background. You should periodically check the Notices page for a notice that contains the account details.

On the Notices page, select the notice and view a summary of the newly created accounts, which are also listed on the Manage Accounts page. You can use various methods, such as email or print, to provide account details and login credentials to guests and to yourself.

Welcome a510025 

V O L V O

Create AccountsManage Accounts (29)Pending Accounts (0)Notices (1)

Create, manage, and approve guest accounts.

Delete NoticeRefresh



☐	Action Name	Number of Accounts	Status	Start	End
☐	Create Import Accounts	20	Success	2026-05-21T08:23:58.905Z	2026-05-21T08:24:01.985Z

6.2. Provide Account Details to Known Guests

You can email or print the guest account details.

Before You Begin

- You should have created accounts for guests whose personal information is available.
- To provide email or printed notifications to guests, you should have these facilities available to you.
- For guests to receive email notifications, their accounts must have email addresses associated with them.

Step 1: On the Account Information dialog box that lists the account created for the known guest, you can:

- Click **Notify** to send the account details to the guest. The Notify dialog box displays with additional options.
- Click **Done** if you do not want to send notifications to the guest.

TYPE OF DOCUMENT		PAGE
Instruction		22 (25)
NAME OF DOCUMENT	ISSUE	DATE
Guest Sponsor Portal Admin Guide	2026	2026-09-23

Welcome a510025 ⓘ

V O L V O

Create Accounts

Manage Accounts (30)

Pending Accounts (0)

Notices (1)

Account Information (Guest notifications are sent automatically)

Username:	ababy005
Password:	669SgLUuqy
First name:	Alin
Last name:	Baby
Email address:	alin.baby@hcltech.com
Company:	HCLTech
Phone number:	
Person being visited (email):	alin.baby@supplier.volvo.com
Reason for visit:	Sponsor Portal Test
Guest type:	Basic
From date (yyyy-mm-dd):	
To date (yyyy-mm-dd):	
From	First Login
Location:	Hoskote
SSID:	
Language:	English
Group tag:	HCL-Test
Time left:	1 days
State:	Created

Notify

Done

Step 2: On the Notify dialog box, depending on the notification options configured by your system administrator, you can:

- Check **Print** to make a printed version of the account information available to the guest. This option is not available if you access the Sponsor Portal on your mobile device.
- Check **Email** to send an email notification with the account information to the guest.
- If you enable **Email**, check **Copy me** and enter your **Email address** to receive an email with the account details for the guest account you created.

Step 3: Click **OK** to send the notifications or **Cancel** if you do not want to send the notifications.

TYPE OF DOCUMENT		PAGE
Instruction		23 (25)
NAME OF DOCUMENT	ISSUE	DATE
Guest Sponsor Portal Admin Guide	2026	2026-09-23

Deliver notification using:

☒ Print

☒ Email

☒ Copy me

Sponsor's Email address

alin.baby@supplier.volvo.com

Cancel Ok

6.3. View and Provide Random Guest Account Details

You cannot email or text details for randomly created guest accounts, but you can provide these guests with a printed version of their account information. However, once these accounts are created, you can edit the accounts and add email addresses and phone numbers. You can then use this information to send future email notifications to these guests.

Before You Begin

- To provide email or printed notifications to guests, you should have these facilities available to you.
- For guests to receive email notifications, their accounts must have email addresses associated with them.

Step 1: On the Notices page, open the notice to view a summary of the account details of the newly created random guest accounts. An Account Information dialog box displays up to 50 of the accounts that were created and the usernames and passwords associated with these accounts. If you created more than 50 random accounts, go to the Manage Accounts page to view all the accounts created.

Step 2: On the Account Information dialog box, you can:

- Click **Print** to make a printed version of the account details available to the guests. A message indicates that the print job will be executed in the background and you will receive another notice about the print job.

Note: All of the newly created accounts are printed, regardless of which accounts are displayed in the account creation notice.

- Click **Done** if you do not want to provide the login credentials to the guests at this time. The notice is retained in the Notices page.
- Click **Delete Notice** if you do not require the information.

TYPE OF DOCUMENT		PAGE
Instruction		24 (25)
NAME OF DOCUMENT	ISSUE	DATE
Guest Sponsor Portal Admin Guide	2026	2026-09-23

6.4. View and Provide Imported Guest Account Details

You can email or print the guest account details.

Before You Begin

- You should have imported guest information from a .csv file to create one or more guest accounts.
- To provide email or printed notifications to guests, you should have these facilities available to you.
- For guests to receive email notifications, their accounts must have email addresses associated with them.

Welcome a510025 ▾ ⓘ

V O L V O

Create Accounts

Manage Accounts (30)

Pending Accounts (0)

Notices (1)

Done

Delete Notice

Notify

Account Information ⓘ

Guest notifications are sent automatically

Accounts imported successfully.

Accounts created: 20

Showing: 20

1. Username:a1000001
Password:1fKf1u7NY!

Alin 1
alin.baby@hcltech.com
HCLTech

2. Username:a2000001
Password:w1uC054SSA

Step 1: On the **Notices** page, open the notice to view a summary of the account details of the newly created imported guest accounts. An Account Information dialog box displays up to 50 of the accounts that were created, the usernames and passwords associated with the accounts, and other guest information that was available when importing. If you imported more than 50 accounts, go to the Manage Accounts page to view all the accounts created.

Step 2: On the Account Information dialog box, you can:

- Click **Done** if you do not want to provide the login credentials to the guests at this time. The notice is retained in the Notices page.
- Click **Delete Notice** if you do not require the information.
- Click **Notify** to provide account details to guests. A Notify dialog box displays with the notification options configured by your system administrator.

TYPE OF DOCUMENT		PAGE
Instruction		25 (25)
NAME OF DOCUMENT	ISSUE	DATE
Guest Sponsor Portal Admin Guide	2026	2026-09-23

Deliver notification using:

☒ Print

☒ Email

☒ Copy me

Sponsor's Email address

alin.baby@supplier.volvo.com

Cancel Ok

Note: All of the newly created accounts are notified, regardless of which accounts are displayed in the account creation notice.

Step 3: On the Notify dialog box that lists the accounts created for the imported guests, you can:

- Check **Print** to make a printed version of the account information available to the guests. This option is not available if you access the Sponsor Portal on your mobile device.
- Check **Email** to send email notifications. You must enable this option to send emails to the guests and yourself.
- Check **Accounts Created** to send email notifications with the account information directly to the guests.
- Check **Copy me** and enter your **Email address** to receive an email with the guest account information. You can select this option even if you do not choose to notify the guests directly.

Step 4: Click **Notify** to send the notifications or click **Done** if you do not want to send them.

7. Help

For any assistance, please log a case with Volvo IT Support and contact Network Security Connect Team (gss.cs@hcl.com).