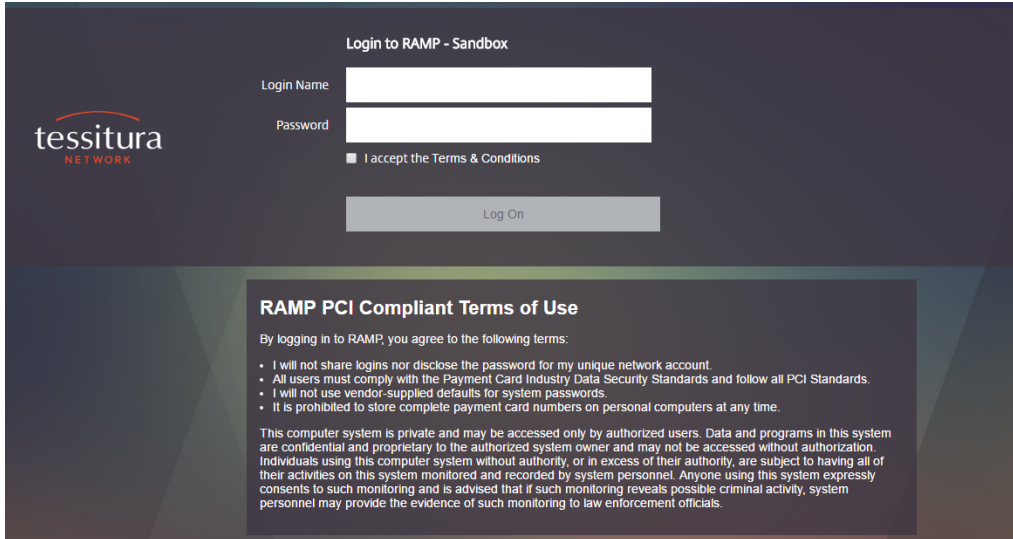


LOGGING IN TO RAMP

To log in to RAMP:

1. Open a browser window or tab and navigate to naramp.tessituranetwork.com for Licensees housed in the North American Region



The screenshot shows the login interface for RAMP. At the top left is the Tessitura Network logo. The main heading is "Login to RAMP - Sandbox". Below this are two input fields: "Login Name" and "Password". A checkbox labeled "I accept the Terms & Conditions" is positioned below the password field. A "Log On" button is located at the bottom of the login form. Below the login form is a section titled "RAMP PCI Compliant Terms of Use". This section states that by logging in, users agree to the following terms:

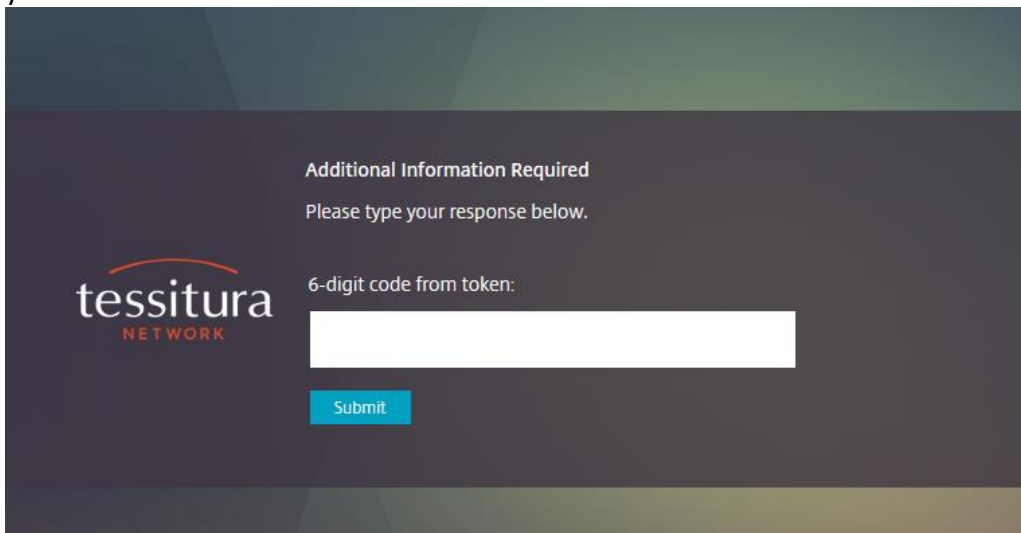
- I will not share logins nor disclose the password for my unique network account.
- All users must comply with the Payment Card Industry Data Security Standards and follow all PCI Standards.
- I will not use vendor-supplied defaults for system passwords.
- It is prohibited to store complete payment card numbers on personal computers at any time.

Below the terms, a disclaimer states: "This computer system is private and may be accessed only by authorized users. Data and programs in this system are confidential and proprietary to the authorized system owner and may not be accessed without authorization. Individuals using this computer system without authority, or in excess of their authority, are subject to having all of their activities on this system monitored and recorded by system personnel. Anyone using this system expressly consents to such monitoring and is advised that if such monitoring reveals possible criminal activity, system personnel may provide the evidence of such monitoring to law enforcement officials."

2. Enter your RAMP login name and password, check the box to accept the terms and conditions and click **Log On**. (TATLUSER#)

NOTE: If your password has expired, you will be prompted to enter a new password after successfully entering your current password.

3. If your login name and password were correct, you will be asked to enter the code from your RAMP token



The screenshot shows the "Additional Information Required" screen. It features the Tessitura Network logo on the left. The heading is "Additional Information Required" with the instruction "Please type your response below." Below this is a text prompt "6-digit code from token:" followed by a large white input field. A blue "Submit" button is located at the bottom of the input field.

BASICS to Help & Support

Some basic help information is available at <http://www.tessatl.com> click on ?



The Atlanta Tessitura Consortium website

Advisory committee members can [log in here](#) to review files.

Each organization has Tessitura users that can assist with questions and concerns.

For your organization your first line of support contact is: _____

Some other useful ways to get help for fellow TessATL folks are:

support@tessatl.com Clarke, Mary, Rachel

New user setup, change users, password resets, open RAMP tickets on your behalf

powerusers@tessatl.com

Just like before to help with questions general Tessitura assistance

merge@tessatl.com

For the complex merges that need several set of eyes

testteam@tessatl.com

Version Upgrade Testing Group

alltessatl@tessatl.com

All organization users – specified by your Advisory Committee Member

tessituraadvisorycommittee@tessatl.com

Advisory Committee Members - Clark Weigle, D.H. Malcolm, Rachael Walters Brightwell,
Rachel Jorgensen, Thomas Fowlkes, Mary French