



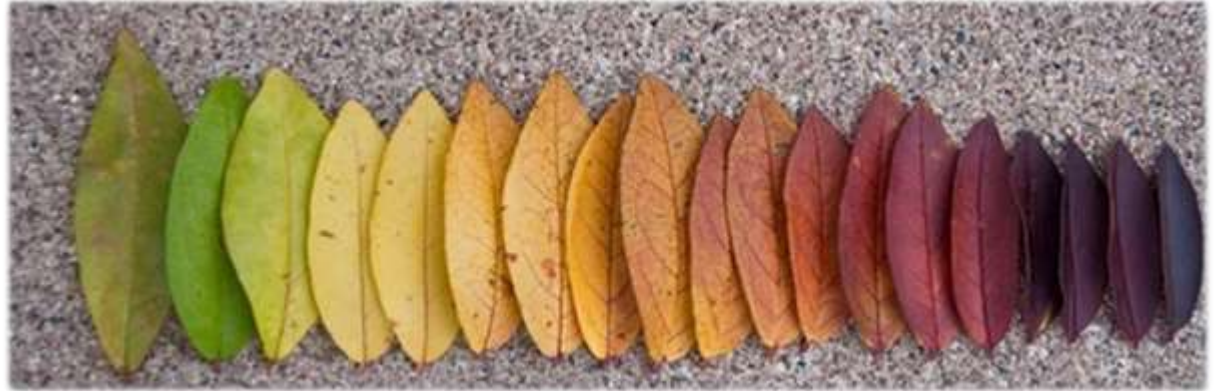
Self-registration and user account management

Updated manual for registering and managing accounts in the Hera_Pro portal

Bologna, March 2026

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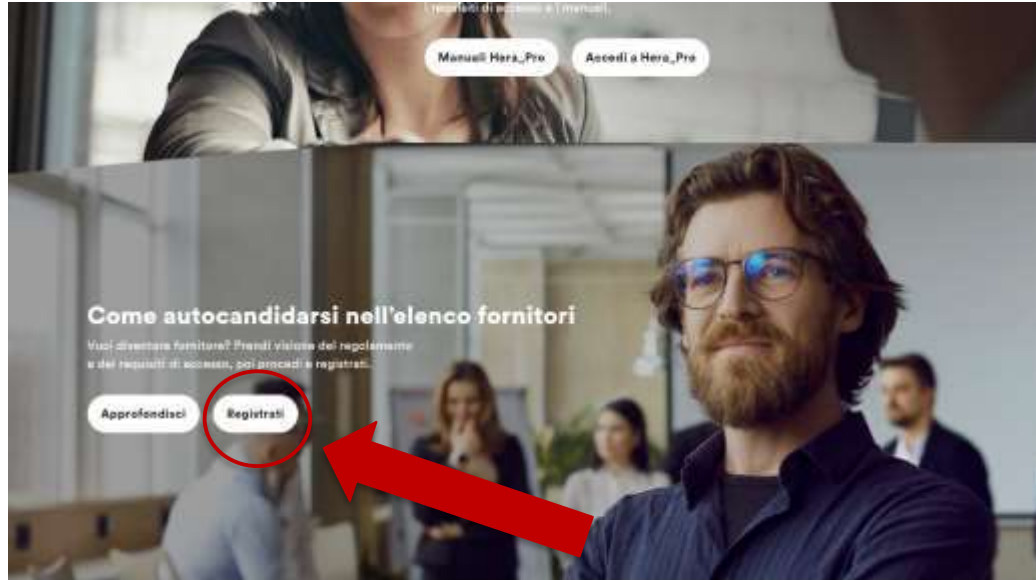
CHAPTER 1

Supplier self-registration procedure

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Step 1

To start the registration process for your Company, you must click on "Register" on the login screen on the Hera Group's official website under [Suppliers - Hera Group](#)



Step 2

To continue, you need to accept the proposed documents

HERA | 14:44 Central European Time DST 👤

Contratti Chiedi

Informativa Fornitori

Interessati	Ricevono questa informativa i Fornitori del Gruppo Hera.
Titolare del trattamento	HERA S.p.A. con sede legale in Bologna, Viale Berti Pichat 2/4, Tel. 051.287111
Data Protection Officer	Il DPO è il Responsabile della funzione Privacy, Information Security Compliance e Normativa OSA di Hera S.p.A. che potrà essere contattato presso Hera S.p.A., Viale Carlo Berti Pichat n. 2/4, 40127 Bologna o con mail a: dataprotectionofficer@gruppohera.it
Dati personali trattati	Oggetto della presente informativa è il trattamento dei seguenti dati personali, in via indicativa ma non esaustiva Dati personali comuni:

[Informativa Fornitori](#)

Ho letto e accettato l'Informativa Fornitori

Accetto

Non accetto

Step 3

After accepting the documents, you must fill in the fields concerning Company information

HERA 11:38 Central European Time DST

Dati di registrazione

Regressa Chiedi Salva

Navigation Veloce

- Informazioni sull'Azienda
- Informazioni Utente

Informazioni Sull'Azienda

- * Nazione
ITALIA
- * Forma giuridica
—
- * Partita IVA (In caso Gruppo IVA: Partita IVA originale singola Azienda)
- Identificativo societario per nazioni extra UE
- * Numero civico (Sede Amministrativa)
- * Comune (Sede Amministrativa)
- * Indirizzo e-mail aziendale
- * Ragione sociale (compresa forma giuridica)
- * Codice Fiscale
- Partita Iva europea
- * Indirizzo (Sede Amministrativa)
- * CAP (Sede Amministrativa)
- * Provincia (Sede Amministrativa)
—
- * E-mail PEC

Fields marked with an asterisk are required

Step 3

Then fill in the "User Information" section indicating the details of the person who will receive all notifications and information from Hera_Pro.

N.B. Under "Name" enter "User", while in the "Surname" field enter the name of your company. This way, if the person associated with the Super User changes, the user will remain the same. The username will be nome.cognome@fornitorigruppohera.onmicrosoft.com. You can always change your name and surname afterwards (without changing your username)

The screenshot shows a web interface for user registration. The main heading is "Dati di registrazione". On the right, there are buttons for "Ripristina", "Chiudi", and "Salva" (the latter is circled in blue). The "Informazioni Utente" section is expanded, showing the following fields:

- Nome:** Utente
- Cognome:** SellerTest Spa
- Indirizzo e-mail principale (IMPORTANTE):** Questo indirizzo email verrà utilizzato per l'accesso al sito e per tutte le comunicazioni. Assicurarsi di inserire l'indirizzo corretto. Si prega di utilizzare "" (spazio a virgola) per separare più indirizzi.
- Telefono:**
- Fuso Orario:** CEST/CET - Central European Time (Europe/lin)

There is also a "Cellulare" field with a note: "Cellulare (a prima di inserire "" (codice paese) e "numero di cellulare" senza spazi)".

Step 4

At this point you will be asked additional questions. You will have to answer them in the appropriate field; then click on "Save and continue" to proceed

HERA 17:13 Central European Time Benvenuto **Mario Rossi** 

Inizio Registrazione eVendor

Sede Legale

▼ SEDE LEGALE

▼ SEDE LEGALE

	DOMANDA	DESCRIZIONE	RISPOSTA	MODIFICABILE DA:
1	Sede Legale	* La sede legale è diversa dalla sede amministrativa?	<input type="text"/>	Fornitore

Step 4

Inizio Registrazione eVendor

Annulla

Salva E Continua

Gruppo IVA

GRUPPO IVA

GRUPPO IVA

	DOMANDA	DESCRIZIONE	RISPOSTA	MODIFICABILE DA:
1	Gruppo IVA	* Il fornitore fa parte di un Gruppo IVA?	<input type="text"/>	Fornitore

Selecting "Yes" opens an additional section to be filled in



Step 4

Inizio Registrazione eVendor

Annulla

Salva E Continua

Tipologia Fornitore

Indicate the type of supplier (based in Italy or abroad) and the relevant type of invoicing

▼ TIPOLOGIA FORNITORE



▼ TRADUZIONE

	DOMANDA	DESCRIZIONE	RISPOSTA	MODIFICABILE DA:
1	Tipologia fornitore (Italia/Estero)	* Scegliere l'opzione corrispondente alla provenienza	Italia	Fornitore

▼ TIPOLOGIA FORNITORE-ITALIANO

Step 4

Finally, indicate the name of the reference Sales Manager and click on “Save and Continue” to complete the process

 17:15 Central European Time Benvenuto **Mario Rossi** 

Inizio Registrazione eVendor

Responsabile Vendite

▼ RESPONSABILE VENDITE

▼ RESPONSABILE VENDITE				
	DOMANDA	DESCRIZIONE	RISPOSTA	MODIFICABILE DA:
1	Responsabile vendite	* Inserire nominativo del responsabile vendite	<input type="text" value="Mario Rossi"/> <small>Caratteri disponibili 1489</small>	Fornitore
2	Telefono responsabile vendite	+ Inserire numero di telefono del responsabile vendite	<input type="text" value="1234567890"/> <small>Caratteri disponibili 7990</small>	Fornitore

Step 5

Once the user has been created, you will receive an e-mail from portalefornitori@gruppohera.it with the subject line «*Hera_Pro user creation successful!*» as reported below.



 GRUPPO
HERA

benvenuto nel portale Hera_Pro!

La tua utenza [\[redacted\]@onmicrosoft.com](#) è stata creata con successo.
Per accedere al portale clicca sul link sottostante.

IMPORTANTE: Prima di cliccare sul link assicurati di leggere il manuale di registrazione per sapere come ottenere la password.

[Cliccare qui per accedere](#)

Per avere maggiori informazioni sull'utilizzo di Hera_Pro (ad esempio come ottenere la password; come intraprendere/completare l'iter di qualifica; partecipare ad una gara oppure come creare l'anagrafica di personale/mezzi/attrezzature per la documentazione necessaria nella gestione dei contratti) puoi invece visionare il link <https://www.gruppohera.it/gruppo/fornitori/manuali-hera-pro> dove sono presenti tutti i manuali del portale.

Buon Lavoro!

Se il link sopra indicato per l'accesso al portale non dovesse essere visualizzato o non funzionasse, puoi copiare e incollare il link <https://www.gruppohera.it/gruppo/fornitori/manuali-hera-pro> nella barra degli indirizzi del browser.
In caso di problemi è possibile scrivere all'indirizzo assistenza.portalefornitori@gruppohera.it

Per favore non rispondere alla mail - Questa è una mail generata in automatico

Step 6

When you click the link provided in the e-mail, you will be directed to the following screen. Here, you will need to enter your **whole** user ID nome.cognome@fornitorigruppohera.onmicrosoft.com:



Eseguire logon

E-mail

Continuare

Step 7

For security reasons, the system does not send a first login password. It must be set by the user the first time.

The first time you log in, or if you do not remember your password, you must click on 'I forgot my password':



The screenshot displays the HERA login interface. At the top left is the HERA logo. Below it is a grey horizontal bar. The main heading is "Immettere la password". Underneath is a password input field with the placeholder text "Password". A red rectangular box highlights the link "Ho dimenticato la password" located below the input field. A red circle containing the number "1" is positioned to the right of the link. Below the link is the text "Accedi con un altro account". To the right of the input field is a blue "Accedi" button. At the bottom of the page is a grey footer bar with the text "Accesso fornitori Gruppo Hera".

Access to Hera_Pro

You can log on to the portal with your definitive credentials by clicking on “Hera_Pro Access the portal” in the section dedicated to suppliers of the the Hera Group’s official website [Suppliers - Hera Group](#)



Edit User Details

After the first login, you can change the information related to your profile (Super User) by clicking on the human figure icon at the top right and then on "User Profile".

The screenshot displays the Hera Pro user interface. At the top left, there is a logo and the text "17:51 Central European Time DST". At the top right, it says "Benvenuto: Utente Seller Test Spa" next to a user icon. Below the header, there is a search bar with the placeholder text "Digita per cercare nel menu". The main content area is divided into several sections:

- Cruscotto** (Dashboard) with a "Configurazione" link.
- Sourcing** with links for "Tender", "Rifi", "RifiD", "Aste", and "Opportunità Pubbliche".
- Mia Azienda** (My Company) with links for "Profilo Azienda", "Mie Categorie", "Valutazioni", "Scorecard", and "Azioni di Sviluppo".
- Gestione Documentale** (Document Management) with a link for "Aree di Collaborazione".
- Gestione Utenti** (User Management) with a link for "Gestisci Utenti".

A dropdown menu is open from the user icon at the top right, showing the following options:

- Utente Seller Test Spa
- Italiano
- Profilo Utente
- Accessibilità
- Disconnetti

The "Profilo Utente" option is circled in red, indicating the next step in the process.

Edit User Details

HERA | 17:54 Central European Time DET

Benvenuto Utente SellerTest Spa

Utente: Utente SellerTest Spa

Modifica Password

▼ Navigazione Veloce

- Dettagli Super Utente
- Preferenze Utente
- Attività utente

▼ Dettagli Super Utente

Nome
Utente

Cognome
SellerTest Spa

Indirizzo e-mail principale (IMPORTANTE: Questo indirizzo email verrà utilizzato per l'accesso al sito e per tutte le comunicazioni. Assicurati di inserire l'indirizzo completo. Si prega di utilizzare " " (punto e virgola) per separare più indirizzi.)
[REDACTED]

Username (memorizzato: ti servirà per accedere ai servizi riservati) (si prega di inserire le user name)
mario.rossi@heradts.onmicrosoft.com

Cellulare (si prega di inserire " + " codice paese" e "numero di cellulare" senza spazi)
439123456789

Telefono
123456789

Lingua preferita
Italiano

Fuso Orario
CEST/CET - Central European Time (Europe/Brussels)

▼ Preferenze Utente

Formato Numeri
123.456.789

Formato Data
31/01/2023 (dd/MM/yyyy)

Formato Ora
13:45 (HH:mm)

Primo Giorno della Settimana
Lun


Giorni Fine Settimana
Sabato;Domenica

▼ Attività Utente

pen icon

Edit User Details

Click “Save” when you have completed the process

NEW 18:02 Central European Time DST Benvenuto Utente SellerTest Spa 

Utente: Utente SellerTest Spa

Navigation: Navigazione Veloce

Details: **Dettagli Super Utente**

<p>* Nome:</p> <input type="text" value="Utente"/>	<p>* Cognome:</p> <input type="text" value="SellerTest Spa"/>
<p>* Indirizzo e-mail principale <i>IMPORTANTE</i>: Questo indirizzo email verrà utilizzato per l'accesso al sito e per tutte le comunicazioni. Assicurati di inserire l'indirizzo corretto. Si prega di utilizzare ";" (punto e virgola) per separare più indirizzi.</p> <input type="text" value="REDACTED"/>	<p>* Username (memorizzato; ti servirà per accedere ai servizi riservati) (si prega di inserire la username)</p> <input type="text" value="mario.rossi@heraidts.onmicrosoft.com"/>
<p>Cellulare (si prega di inserire "+" "codice paese" e "numero di cellulare" senza spazi)</p> <input type="text" value="+39123456789"/>	<p>* Telefono:</p> <input type="text" value="123456789"/>
<p>Lingua preferita: Italiano</p>	<p>Fuso Orario:</p>



CHAPTER 2

User account management

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User management

To manage users, you need to click on "Manage Users" in the "User Management" section on the log in page to Hera_Pro > Procurement > "Tenders" or "Qualification"

The screenshot displays the HERA user management interface. At the top left, the HERA logo is visible next to the text "11:01 Central European Time". At the top right, the user is greeted as "Benvenuto Mario Rossi" with a profile icon. Below the header, there is a search bar with the placeholder text "Digita per cercare nel menu". The main content area is divided into several sections:

- Cruscotto**: Configuration (Configurazione)
- Sourcing**: Bando di Gara, Rdi, RdG, Aste, Contratti, Opportunità Pubblicate
- Mia Azienda**: Profilo Azienda, Mie Categorie, Valutazioni, Scorecard, Azioni di Sviluppo
- Gestione Documentale**: Aree di Collaborazione
- Gestione Utenti**: Gestisci Utenti (highlighted with a red circle)

User management

The page shows four areas for user configuration

The screenshot shows a user management dashboard with the following elements:

- 1** Gestisci Utenti (User Management)
- 2** Gestione Utenti (User Management)
- 3** Profili (Profiles)
- 4** Divisioni Aziendali (Business Divisions)
- 4** Utenti Di Default (Default Users)

Key actions and features highlighted:

- Exports to Excel**: Indicated by an arrow pointing to the menu icon (three dots) next to the 'Importa/Aggiorna Ruoli Utente' button.
- Bulk user import through Excel**: Indicated by an arrow pointing to the 'Importa/Aggiorna Ruoli Utente' button.
- Create a new sub-user directly from the platform**: Indicated by an arrow pointing to the 'Crea' button.

	INF. UTENTE	COGNOME ↑	NOME	DIVISIONE	EMAIL	TELEFONO	RUOLO
1	Manager della Divisione	Bianchi	Luca	Divisione Test	[REDACTED]	1010101010	Seller1
2	Superutente	Rossi	Mario	Divisione	[REDACTED]	123456789	
3	Utente	Verdi	Aldo	Divisione	[REDACTED]	0101010101	Capo seller

1) User management
2) Profiles
3) Business divisions
4) Default users

User Management – Creating a Sub-User

By clicking on "Create", you can enter all the information necessary for creating a company sub-user; once done, click on "Save"

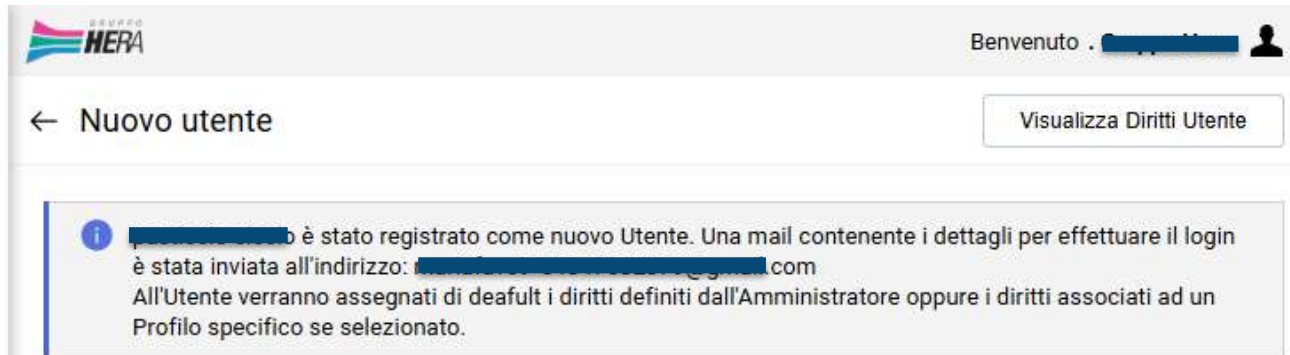


The screenshot shows the HERA user management interface. At the top left, there is a logo and the text "HERA 12:07 Central European Time". At the top right, it says "Benvenuto Mario Rossi" with a user icon. Below this, the page title is "Nuovo utente". There are two buttons: "Annulla" (Cancel) and "Salva" (Save). A dropdown menu is open, showing "Informazioni Utente". The form contains several fields: "Cognome" (Last Name), "Nome" (First Name), "E-mail", "Telefono" (Phone), and "Divisione" (Division). The "E-mail" field is highlighted with a red box. Below the "Telefono" field, there is a note: "Il numero di telefono cellulare deve iniziare con '+' e contiene caratteri da 0 a 9 (min 8 max 15) con nessuno spazio. Il primo numero non può essere 0." The "Divisione" field is a dropdown menu with "Division" selected.

All login information will be sent to the email address you have provided

User Management – Creating a Sub-User

Once you have clicked on "Save", the system displays the user and a message confirming data have been saved. You must click on "View User Rights" to manage visibility and use of the portal's features for the user. By default, the user does not have any basic visibility.



The screenshot shows the HERA user management interface. At the top left is the HERA logo. At the top right, it says "Benvenuto" followed by a redacted name and a user icon. Below the header, there is a navigation bar with a back arrow and the text "Nuovo utente". To the right of this is a button labeled "Visualizza Diritti Utente". The main content area contains a message box with an information icon (i) and the following text: " [redacted] è stato registrato come nuovo Utente. Una mail contenente i dettagli per effettuare il login è stata inviata all'indirizzo: [redacted].com All'Utente verranno assegnati di default i diritti definiti dall'Amministratore oppure i diritti associati ad un Profilo specifico se selezionato."

User Management – Creating a Sub-User

Clicking on the pencil icon at the top right will change all the rights, while clicking on the pencil icons in each section will change only the rights within the section.

The screenshot displays the HERA user management interface. At the top, the HERA logo is on the left, and the user is logged in as 'Benvenuto . [redacted]'. Below the header, there is a breadcrumb trail '← Utente: [redacted]' and an 'Attivo' status button. The main content area has two tabs: 'Informazioni utente' and 'Diritti utente'. The 'Diritti utente' tab is active, showing a list of permissions for the selected user. A 'Navigazione veloce' (Quick Navigation) menu is open on the left, listing various system functions. The main content area shows a list of permissions for the selected user, with a pencil icon for editing each item.

Diritti utente
Richiesta di offerta/Richiesta di informazioni
Visibilità Lista RdO
No
Accedi dettagli RdX
No
Crea Risposta
No
Modifica prima della pubblicazione
No
Modifica e Pubblica
No
Contatto visibile al Buyer
No
Gestione messaggi

User Management – Creating a Sub-User

To understand the rights you need to configure, it is important that you understand the following situations (you can still create Profiles as per the following slides).

1. If you need to operate within the Tenders function, you must click on "Configure Full Rights" in the following sections:
 - Request for quotation /Request for information,
 - Procurement auctions
 - Collaboration area
2. For the Qualification, the sections:
 - Supplier management
 - Supplier performance
 - Collaboration area
3. If you want it to be the same as the Super User, click "Configure Full Rights" at the top
4. If you have created the user profile only to manage the contracts' execution phase, just click on:
 - Collaboration area

The screenshot displays the HERA user management interface. At the top left is the HERA logo. The top right shows a welcome message "Benvenuto" followed by a user name and a profile icon. Below this, the user's name is displayed as "Utente: [redacted]". To the right of the name are two buttons: "Attivo" (Active) and "Salva" (Save). Further right are "Annulla" (Cancel) and "Salva" (Save) buttons. A sidebar on the left contains a "Navigazione veloce" (Quick navigation) menu with items like "Richiesta di offerta/Richie..." and "Aste di acquisto". The main content area is titled "Diritti utente" (User rights) and contains two buttons: "Configura Diritti Minimi" (Configure Minimum Rights) and "Configura Diritti Completi" (Configure Full Rights). Below this, a dropdown menu is open, showing "Richiesta di offerta/Richiesta di informazioni" with two sub-buttons: "Configura Diritti Minimi" and "Configura Diritti Completi".

Profiles

On the second page you can view and create the Authorisation profiles to be associated with individual users (optional - only if deemed necessary – for complex organisations)

The screenshot displays the 'Gestisci Utenti' (Manage Users) interface. At the top, there are navigation tabs: 'Gestione Utenti', 'Profilo', 'Divisioni Aziendali', and 'Utenti Di Default'. Below these are search and filter fields. A table lists two profiles with columns for 'RUOLO', 'DIVISIONE', 'PROFILO IMPOSTATO DA', 'DATA CREAZIONE', and 'PROFILO CONDIVISO'. Action buttons 'Importa/Aggiorna Ruoli' and 'Crea' are visible, along with a three-dot menu icon. Annotations with arrows point to these elements: 'Exports to Excel' points to the three-dot menu; 'Bulk profile import through Excel' points to the 'Importa/Aggiorna Ruoli' button; and 'Create a new profile directly from the platform' points to the 'Crea' button.

RUOLO ↑	DIVISIONE	PROFILO IMPOSTATO DA	DATA CREAZIONE	PROFILO CONDIVISO	
1	Capo seller	Division	Rossi Mario	02/03/2023 14:32:11	No
2	Seller1	Division	Rossi Mario	02/03/2023 12:42:26	Si

In any case, both the User's Information and their Rights can be modified at any time by navigating within the “Details” section (it opens by clicking directly on the name from the “User Management” page) and clicking on the symbol



When creating new users or modifying existing ones, you can associate the specific Authorisation Profile through the “Role” function [User Information]

The settings of an already created Profile can also be edited from this button



A User may also not have any associated Profile; in this case, they can work directly within “Details” → “User Rights”

Business divisions

On this page, you can view and create Business divisions to associate specific users with (optional - only if deemed necessary – for complex organisations)

The screenshot shows the 'Gestisci Utenti' (Manage Users) interface. At the top right, it says 'Benvenuto Mario Rossi'. Below the header, there are tabs for 'Gestione Utenti', 'Profili', 'Divisioni Aziendali', and 'Utenti Di Default'. A search bar is present with the text 'Inserisci almeno 3 caratteri' and a filter dropdown 'Inserisci filtro (clicca per iniziare la ricerca)'. Below the search bar, it shows 'Visualizzazione risultati 1 - 2 di 2' and 'Visualizza: 50'. The main content is a table with the following data:

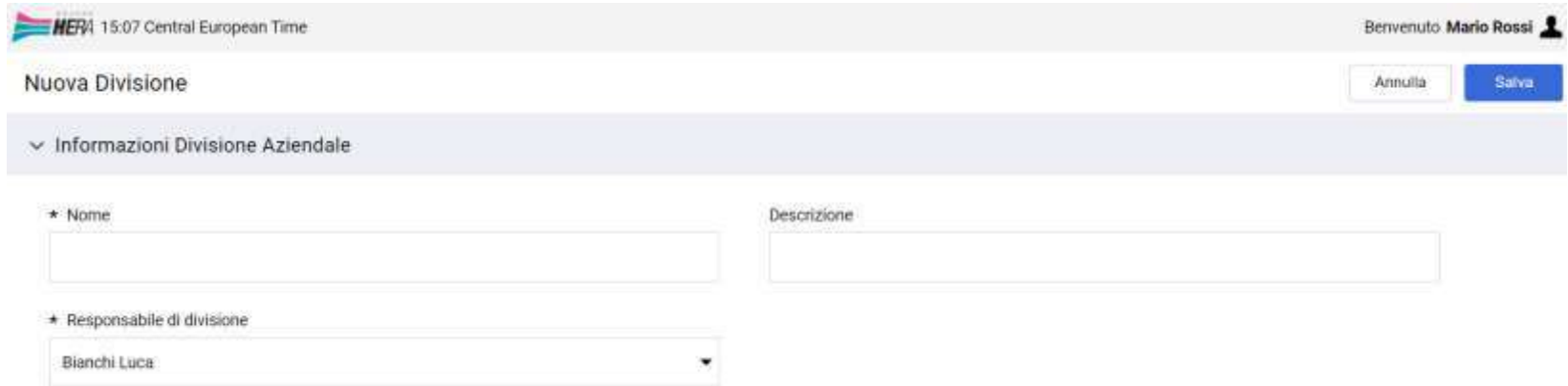
DIVISIONE	RESPONSABILE DI DIVISIONE	DATA CREAZIONE	
1	Divisione	Rossi Mario	01/03/2023 17:13:26

Annotations on the screenshot:

- A box at the top right says 'Create a new division directly from the platform' with an arrow pointing to the 'Crea' button.
- A box on the left says 'Export list to Excel' with an arrow pointing to the 'Gestisci Visibilità Data Divisione' button.
- A box at the bottom left says 'The first division is created automatically during the initial onboarding phase' with an arrow pointing to the first row of the table.
- A large box on the right says 'Manage visibility between divisions; download the current configuration, edit the Excel file, then import it' with an arrow pointing to the 'Gestisci Visibilità Data Divisione' button.

Business divisions – Creating a new division

By clicking on “Create”, you can enter a name, a description (optional - only if deemed necessary – for complex organisations) and choose the division manager; click on “Save” to complete the procedure



The screenshot shows a web interface for creating a new division. At the top left, there is a logo for HERA and the text '15:07 Central European Time'. At the top right, it says 'Benvenuto Mario Rossi' with a user icon. Below this, the title 'Nuova Divisione' is displayed. To the right of the title are two buttons: 'Annulla' (grey) and 'Salva' (blue). A section titled 'Informazioni Divisione Aziendale' is expanded, showing three fields: 'Nome' (required, marked with a star), 'Descrizione', and 'Responsabile di divisione'. The 'Nome' field is empty. The 'Descrizione' field is empty. The 'Responsabile di divisione' field is a dropdown menu with 'Bianchi Luca' selected.

A user can also be assigned to a specific division directly from the “User Information” section (when creating or editing the user).

N.B. Always check that with each change in a user's division their preset role does not change!

Default users

On the last page, you can select a default user for specific areas of activity; the users displayed depend on the profiles assigned to them.

The screenshot shows the 'Gestisci Utenti' (Manage Users) interface. At the top right, there is a 'Salva' (Save) button. A blue arrow points to this button. A text box on the right side of the screen contains the instruction: 'Click "Save" to complete and record the operation'. The interface is divided into three sections, each with a table of users to select from:

- Selezione un Utente di Default per le Aste**: A table with columns 'Cognome', 'Nome', and 'E-mail'. Row 1 is selected (radio button checked).
- Selezionare un Utente di Default per le Rdl/RdO**: A table with columns 'Cognome', 'Nome', and 'E-mail'. Row 1 is selected (radio button checked).
- Selezionare un Utente di Default per ricevere le Email per le Opportunità**: A table with columns 'Cognome', 'Nome', and 'E-mail'. Row 2 is selected (radio button checked).

	Cognome	Nome	E-mail
1	—	—	—
2	Rossi	Mario	[REDACTED]
3	Verdi	Aldo	[REDACTED]

	Cognome	Nome	E-mail
1	—	—	—
2	Rossi	Mario	[REDACTED]
3	Verdi	Aldo	[REDACTED]

	Cognome	Nome	E-mail
1	—	—	—
2	Rossi	Mario	[REDACTED]



CHAPTER 3

Access management

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Access management

When you click the link provided in the email, you will be directed to the following screen. Here, you will need to enter your **whole** user ID nome.cognome@fornitorigruppohera.onmicrosoft.com:



Eseguire logon

E-mail

Continuare

Access management

For security reasons, the system does not send a first login password. It must be set by the user the first time.

The first time you log in, or if you do not remember your password, you must click on 'I forgot my password':

HERA

Immettere la password

Password

Ho dimenticato la password

Accedi con un altro account

Accedi

Accesso fornitori Gruppo Hera

Access management

The system requires your identification and sends a One Time Password to the e-mail address found in the user's profile.

Please do not modify when indicated in point 2 by the system itself or anyway enter your whole user ID.

GRUPPO HERA

Tornare all'account

Identificarsi

Per recuperare l'account, immettere l'indirizzo di posta elettronica o il nome utente e i caratteri dell'immagine o dell'audio seguente.

Indirizzo di posta elettronica o nome utente: *

Esempio: utente@contato.onmicrosoft.com o utente@contato.com

Immettere i caratteri dell'immagine o le parole dell'audio: *

Avanti **Annulla**

2

GRUPPO HERA

Tornare all'account

passaggio di verifica 1 > scegliere una nuova password

Scegliere il metodo di contatto da utilizzare per la verifica:

Invia messaggi di posta elettronica all'indirizzo di posta elettronica alternativo dell'utente

Verrà inviato un messaggio di posta elettronica contenente un codice di verifica all'indirizzo di posta elettronica alternativo (na*****@*****.com)

Posta elettronica

3

Access management

Once you have entered the code you received by e-mail, you can set your password following the rules indicated by Microsoft.

GRUPPO HERA

Tornare all'account

passaggio di verifica 1 > scegliere una nuova password

Scegliere il metodo di contatto da utilizzare per la verifica:

Invia messaggi di posta elettronica all'indirizzo di posta elettronica alternativo dell'utente

È stato inviato un messaggio di posta elettronica contenente un codice di verifica all'indirizzo di posta elettronica dell'utente.

4

GRUPPO HERA

Tornare all'account

passaggio di verifica 1 ✓ > scegliere una nuova password

* Immissione nuova password:

Complessità password

* Conferma nuova password:

5

Access management

If you make an error while creating your user account, you will receive an email message. In this case, the creation logs will be broken and the technical team will try to create the account again.

If you do not receive any emails or have problems logging in, please write to accesso.portalefornitori@gruppohera.it.



Anomalia nella creazione o modifica o disattivazione utenza



Sono state riscontrate anomalie nella creazione o modifica o disattivazione dell'utenza Hera_Pro, si prega di contattare l'indirizzo accesso.portalefornitori@gruppohera.it per la risoluzione del problema.

Per favore non rispondere alla mail - Questa è una mail generata in automatico.

Access management

Once your password has been set, access to Hera_Pro is always possible at the link

<https://portalefornitorigruppohera-hcrofvux.launchpad.cfapps.eu10.hana.ondemand.com/site/herapro#Shell-home>.

You can access it with your whole user ID, e.g. nome.utente@fornitorigruppohera.onmicrosoft.com



Eeguire logon

E-mail

Continuare


Access management

A password and identity verification is requested. Users must comply by entering an OTP sent by text message. You can choose to have your credentials remembered for 14 days.

The image displays four sequential screenshots of the HERA login interface:

- Screenshot 1: Immettere la password**
HERA logo at the top. A text input field labeled "Password" is present. Below it are links for "Ho dimenticato la password" and "Accedi con un altro account". A blue "Accedi" button is at the bottom right.
- Screenshot 2: Verificare l'identità**
HERA logo. A message box says "Invia un SMS al numero +XX XXXXXXXX023". Below is a link "Altre informazioni" and a note "I metodi di verifica sono aggiornati! Per verificare, vedere <https://aka.ms/infotip>". A grey "Annulla" button is at the bottom right.
- Screenshot 3: Immettere il codice**
HERA logo. A message box says "È stato inviato un SMS al telefono con numero +XX XXXXXXXX037. Immettere il codice per accedere". Below is a "Codice" input field, a link "Altre informazioni", and "Annulla" and "Verifica" buttons.
- Screenshot 4: Rimanere connessi?**
HERA logo. Text: "Esegui questa operazione per ridurre il numero di volte in cui viene richiesto l'accesso." Below is a checkbox "Non visualizzare più questo messaggio" and "No" and "Sì" buttons.

Each screenshot is overlaid on a grey footer bar that reads "Accesso fornitori Gruppo Hera".

 L'utente è ora autenticato. La richiesta è stata inoltrata al sistema destinatario per l'elaborazione.



CHAPTER 4

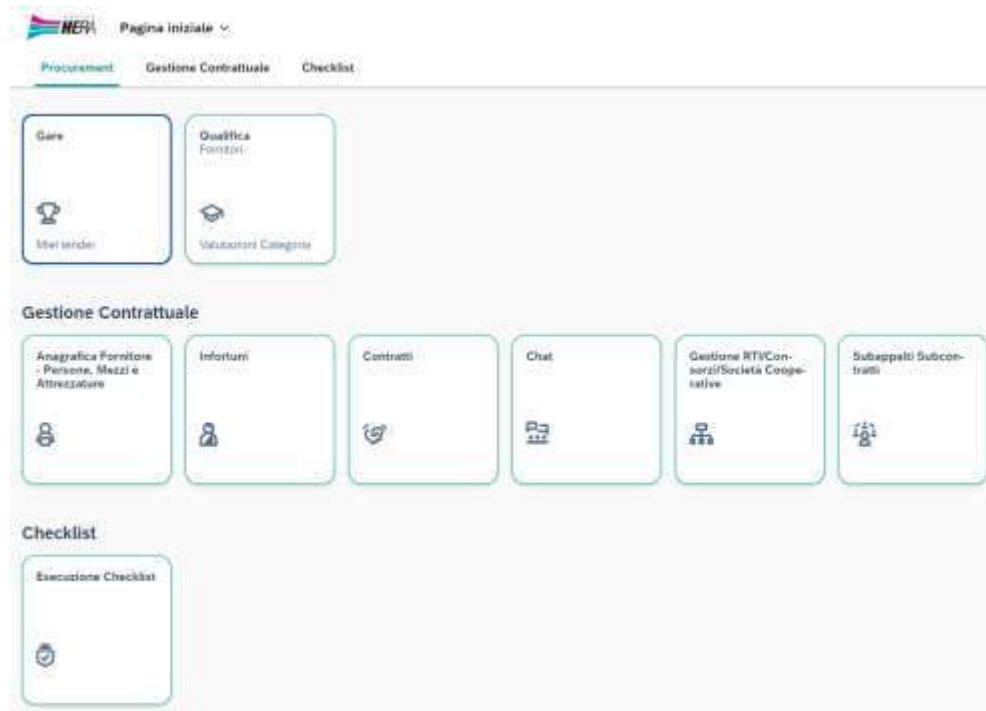
Home page and points

[Back to
index](#)

Home page and points

After logging in, the Hera_Pro Home page appears with links to all the main features:

- Procurement:
 - Tenders
 - Qualification
- Contract management:
 - Supplier master data
 - Work injuries
 - Contracts
 - Chat
 - RTIs/Consortia/Cooperative Companies
 - Subcontracts
- Checklist:
 - Checklist execution

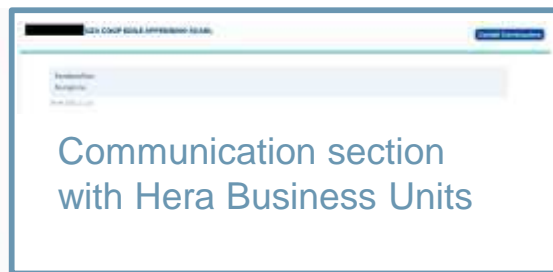


Home page and points

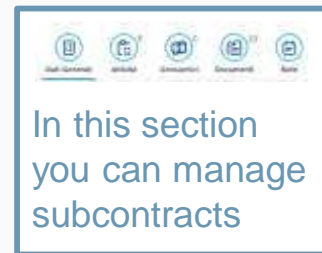
In these sections you can access Tenders and Qualification and manage your data



Communication section with Hera Business Units

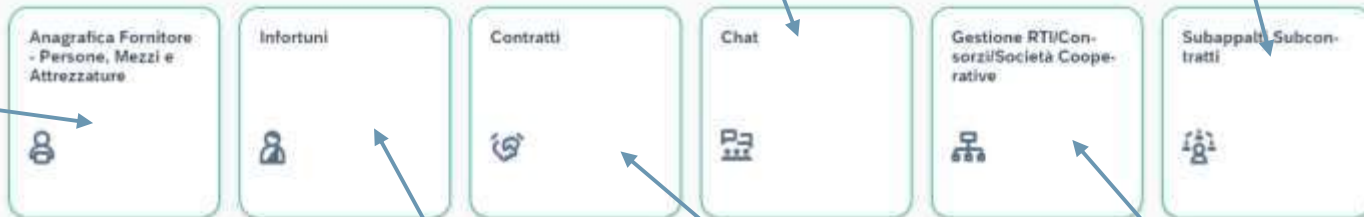


In this section you can manage subcontracts



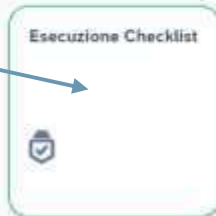
In this section you can load personnel, vehicles, equipment and corporate documents

Gestione Contrattuale



In this section you can view and manage control checklists

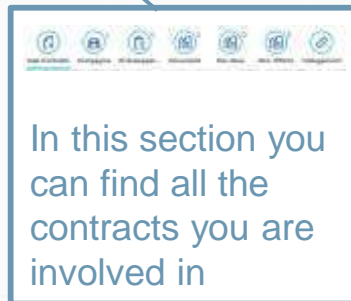
Checklist



Work Injury reporting section



In this section you can find all the contracts you are involved in



In this section you can manage the RTI structure





CHAPTER 5

Browsing

[Back to
index](#)

Browsing - Tenders

Clicking the links on the Home page displays the following:

Tenders>>the following users can browse the 'Tenders' page:

- participants in calls for tenders;
- those who express interest (in public tenders);
- those who have been invited (for 'By invitation only' proceedings).

HERA 09:31 Central European Time DST Benvenuto

Tender

Elenco Tender

Inserisci Filtro (digita per iniziare la ricerca)

Visualizzazione risultati 1 - 2 di 2 Visualizza 50

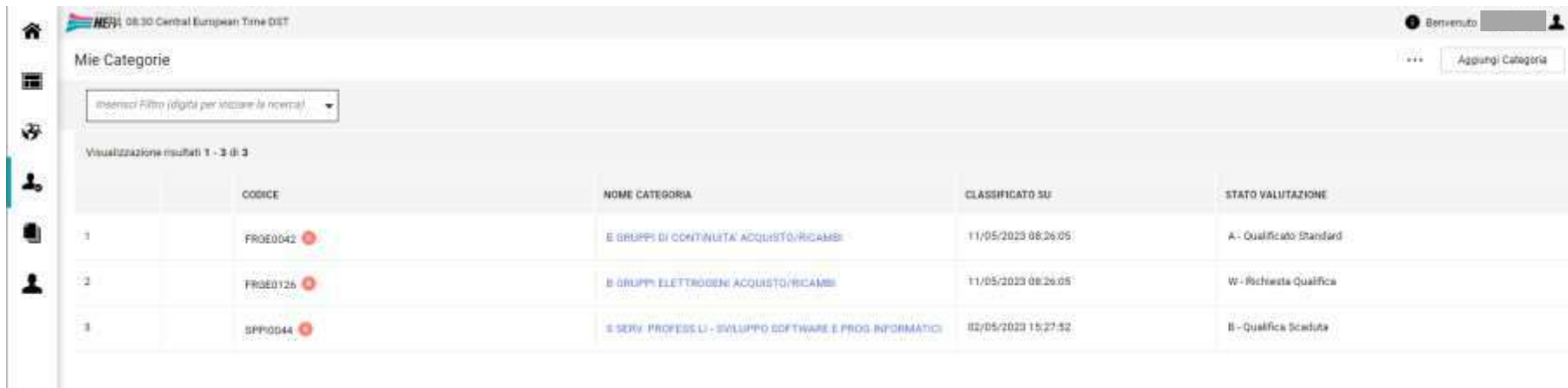
	CODICE	TITOLO	PROTOCOLLO TENDER	RESPONSABILE	STATO	DATA DI CREAZIONE ↓
1	T23_217	Test regolamentati		Micaela Ligatti		05/05/2023 10:51:56
2	T23_120	Tender Astra 19/04		Micaela Ligatti		19/04/2023 10:26:37

Browsing - Qualification

Clicking the links on the Home page displays the following:

Qualifications >> users browse through the 'My Categories' product list that displays:

- The categories for which they are qualified
- Those for which they are currently qualifying for
- Others for which they may attempt qualification.



The screenshot shows a web application interface for 'Mie Categorie'. At the top, there is a navigation bar with the HERA logo, the time '08:30 Central European Time DST', and a user profile icon labeled 'Benvenuto'. Below the navigation bar, the page title 'Mie Categorie' is displayed. A search filter input field contains the text 'Inserisci filtro (digita per iniziare la ricerca)'. Below the search field, it indicates 'Visualizzazione risultati 1 - 3 di 3'. The main content is a table with the following columns: 'CODICE', 'NOME CATEGORIA', 'CLASSIFICATO SU', and 'STATO VALUTAZIONE'. The table contains three rows of data:

	CODICE	NOME CATEGORIA	CLASSIFICATO SU	STATO VALUTAZIONE
1	FROE0042	E GRUPPI DI CONTINUITA' ACQUISTO/RICAMBI	11/05/2023 08:26:05	A - Qualificato Standard
2	FROE0126	E GRUPPI ELETTRICI ACQUISTO/RICAMBI	11/05/2023 08:26:05	W - Richiesta Qualifica
3	SPP0044	E SERV. PROFESSIONALI - SVILUPPO SOFTWARE E PROG. INFORMATICI	02/05/2023 15:27:52	B - Qualifica Scaduta

Browsing – Tenders and Qualification

There is an additional 'Home page' (🏠) regarding the features of the world of Tenders and company/qualification management.

The screenshot displays the HERA Pro dashboard interface. At the top, there is a header bar with the HERA logo, the time '07:40 Central European Time DST', and a 'Benvenuto' (Welcome) message next to a user profile icon. Below the header, the main content area is titled 'Benvenuto in Hera_Pro' and features a search bar with the placeholder text 'Digita per cercare nel menu'. The dashboard is organized into five main menu cards, each with a title, a list of sub-items, and a small icon in the top right corner:

- Cruscotto** (Dashboard icon):
 - [Configurazione](#)
- Sourcing** (Shopping cart icon):
 - [Tender](#)
 - [Rifi](#)
 - [RfO](#)
 - [Asse](#)
 - [Opportunità Pubbliche](#)
- Mia Azienda** (User profile icon):
 - [Profilo Azienda](#)
 - [Mia Catalogo](#)
 - [Valutazioni](#)
 - [Scorciato](#)
 - [Azioni di Sviluppo](#)
- Gestione Documentale** (Document icon):
 - [Area di Collaborazione](#)
- Gestione Utenti** (User profile icon):
 - [Gestisci utenti](#)

Browsing – Tenders and Qualification

The Dashboard, in particular, places some of the most interesting information under control. The sorting of information sheets can be changed using the icon at the top right of the settings ().



The screenshot displays a dashboard with the following sections:

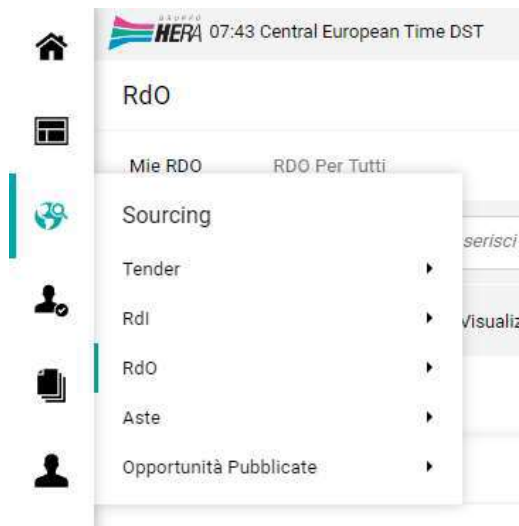
- ME AZIONI**: A widget with a button labeled "Nessuna Azione da mostrare".
- ME VALUTAZIONI MODIFICABILI**: A widget with a button labeled "Nessuna Valutazione da mostrare".
- RDO IN ATTESA DI RISPOSTA**: A table with columns: TITOLO, RAGIONE SOCIALE, E ORA DI CONCLASERE, DATA CHIESURA, and STATO DELLA RISPOSTA. It shows one entry for "Gruppo Hera" with a status of "Da pubblicare".
- COLLABORAZIONI AZIONE RICEVUTE**: A widget with a button labeled "Nessuna Azione da mostrare".
- RDI E RDO PER TUTTI**: A summary table with columns "IN CORSO" and "PROSSIMA DATA DI CHIUSURA". It lists "RD" with a count of 2 and "RDO" with a count of 4.
- ASTE APERTE E IN CORSO**: A widget with a button labeled "Nessuna Asta da mostrare".
- ME AZIONI**: A second widget with a button labeled "Nessuna azione trovata".
- MESSAGGI NUOVI (ULTIMI 30 GIORNI)**: A section with a "NOTI" badge and a table of messages. The table has columns: TIPO EVENTO, MESSAGGI NON LETTI, and AZIONE AZIENDA. It lists "RD" with 1 unread message and "Gruppo Hera" as the action.
- ACCESSO RAPIDO**: A section titled "LINKS STANDARD" with a list of quick links: "Mi Azio", "Tenda", "Elenco RDI", "Mi PDC", "Lista delle aree di Collaborazione", "Profilo Azienda", "Mi Categoria", and "Visualizza la dashboard".
- ACCESSO RAPIDO GESTIONE E PERFORMANCE FORNITORI**: A section with a "LINK STANDARD" label.
- RDI IN ATTESA DI RISPOSTA**: A widget with a button labeled "Nessuna Azione da mostrare".

Browsing – Tenders and Qualification

Located at the left, the system menu can be browsed on two levels.

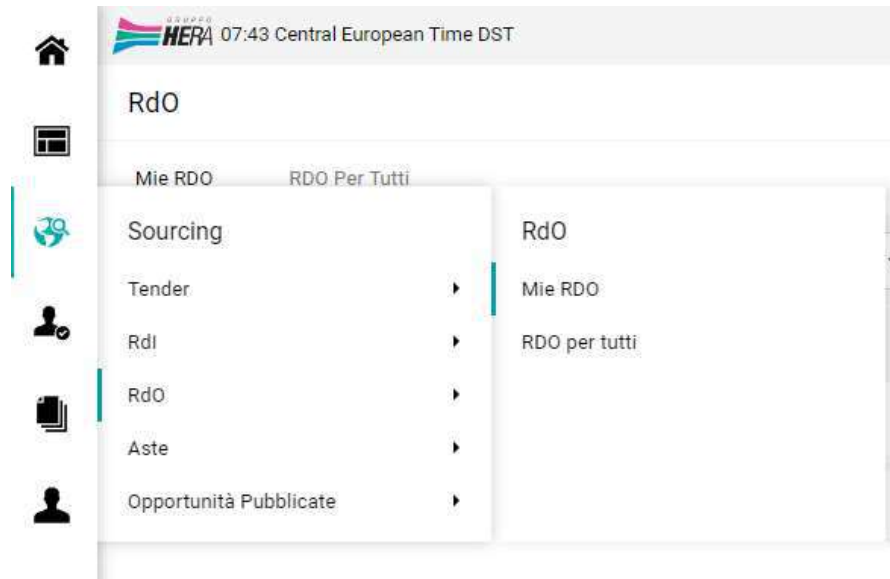
The colour **green** or the left sidebar of the same colour indicate the users current position.

The first level is the grouping of objects. An example of 'Requests for bids' browsing is provided below:



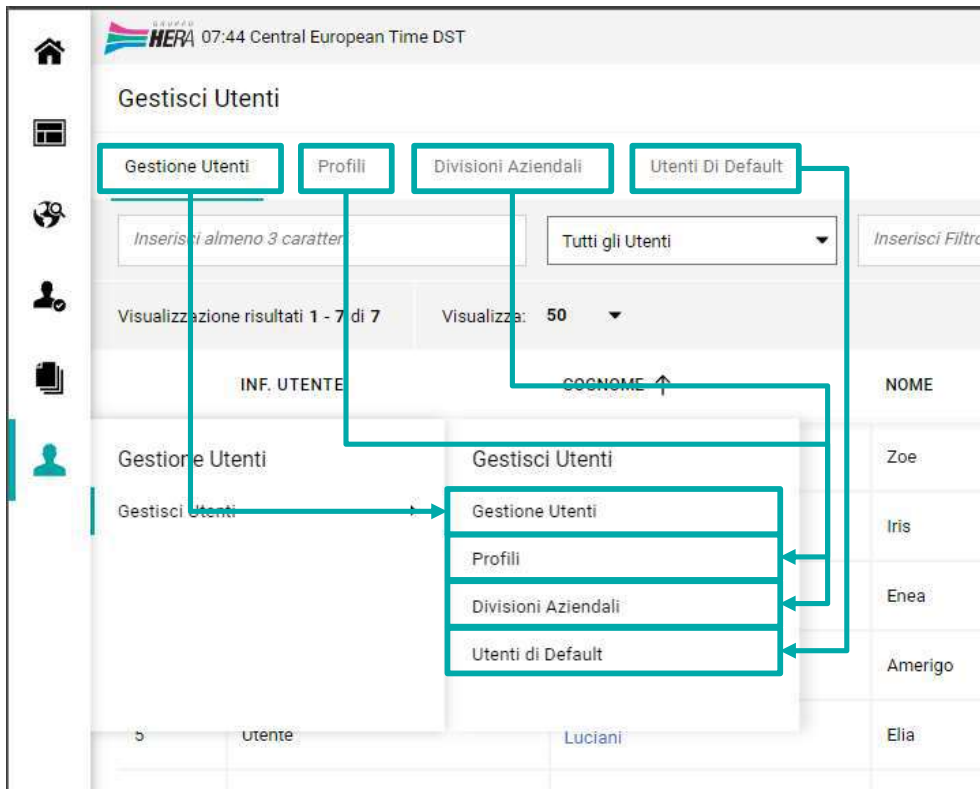
Browsing – Tenders and Qualification

The second level is for the individual features of the subject selected. An example of 'My Requests for bids' browsing is provided below:



Browsing – Tenders and Qualification

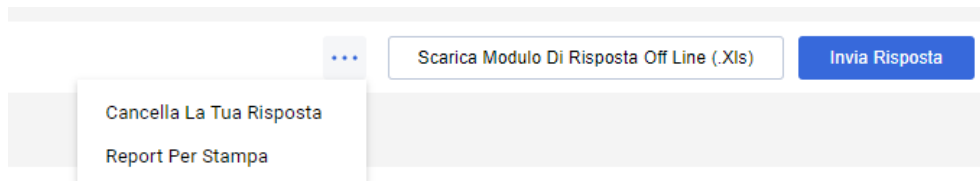
The individual features of the object selected are exactly the same as the tabs of the page being browsed:



Browsing – Tenders and Qualification

The three dots usually found in the top right-hand corner or at the left of specific buttons such as 'Save' or 'Send' or 'Cancel' can be used for other features regarding data/objects that are open and visible at that moment.

Just one example is provided below:



Browsing – Tenders and Qualification

When searching for a feature, only part of the name can be written in the top right-hand corner of the Home page () or in the menu bar at the bottom left. Users need not necessarily browse the entire menu.

The image shows a user interface with a search bar at the bottom left and a dropdown menu of search results. The search bar contains the text 'Cerca' and a magnifying glass icon. Below it, a search input field contains the text 'Cerca' and a placeholder 'Digita per cercare nel menu'. A magnifying glass icon is also present at the end of the input field. The dropdown menu is open, showing a list of search results for the query 'Rd'. The results are as follows:

- Rd
- Sourcing >> **RdI** >> Elenco RDI
- Sourcing >> **RdI** >> RDI per tutti
- Sourcing >> **RdO** >> Mie RDO
- Sourcing >> **RdO** >> RDO per tutti
- Mia Azienda >> Scorecard >> Survey In Corso
- Mia Azienda >> Scorecard >> Scorecard Azienda
- Mia Azienda >> Scorecard >> Scorecard Valutazioni di Categoria

A text box on the left side of the image contains the following text:

Typing 'Rd' in the search field displays all the features present with that string

An arrow points from this text box to the search input field. Another arrow points from the search input field to the dropdown menu.

Browsing – Tenders and Qualification

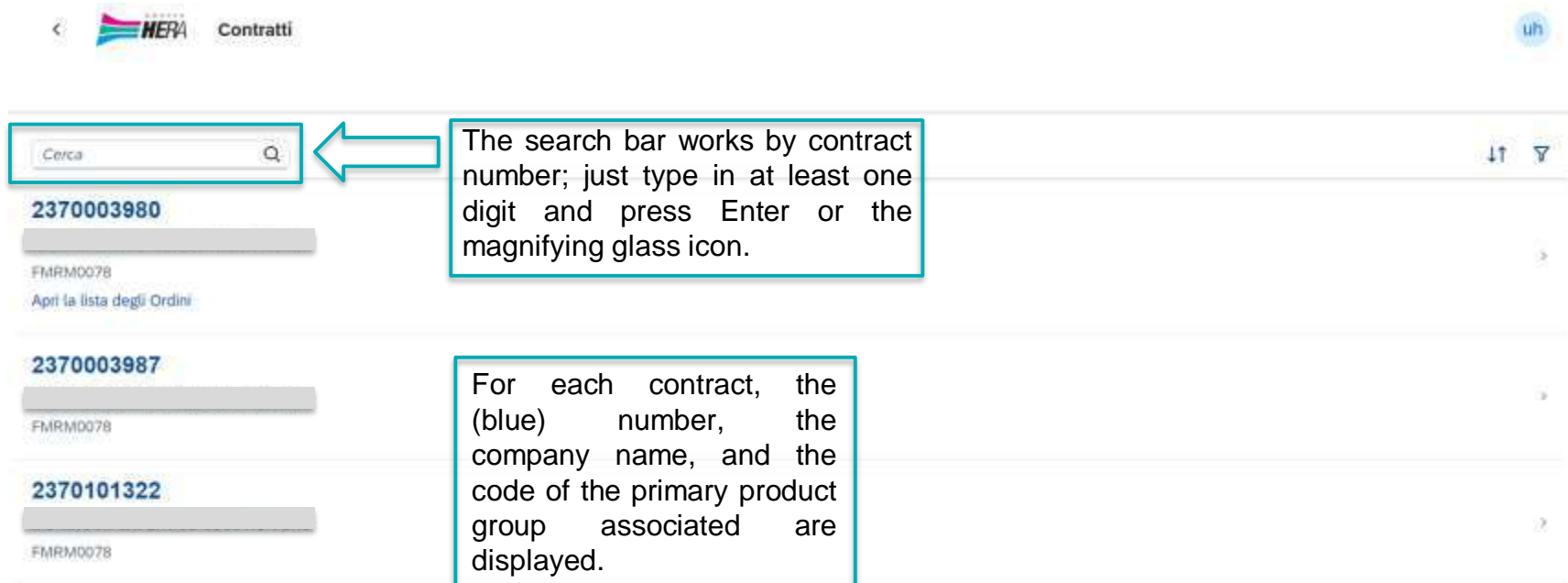
Depending on the objects you are searching for within specific features, you can search by free text (1) or by using pre-configured filters (2) or by individual fields (3):



The screenshot displays a user management interface with the following elements:


- Navigation tabs: **Gestione Utenti**, **Profili**, **Divisioni Aziendali**, **Utenti Di Default**.
- Search Method 1 (Free Text): A search box with the placeholder text "Inserisci almeno 3 caratteri" and a circled number 1.
- Search Method 2 (Pre-configured Filters): A dropdown menu with the selected option "Tutti gli Utenti" and a circled number 2. Other options include "Tutti gli Utenti" and "Tutti i Responsabili di divisione".
- Search Method 3 (Individual Fields): A search box with the placeholder text "Inserisci Filtro (digita per iniziare la ricerca)" and a circled number 3. Below it is a list of search criteria under the heading "Cerca":
 - Nome
 - Cognome
 - Ruolo
 - Email
 - Divisione
 - User Id
 - Stato Utente
 - Data Ultima Login
 - Data Creazione
 - Data Ultima Modifica

Navigability – functionality of the execution phase

By accessing the applications, the list of contracts with the Hera Group is displayed and you can also search for specific contracts.



<  Contratti 

Cerca 

2370003980
FMRM0078
Apri la lista degli Ordini

2370003987
FMRM0078

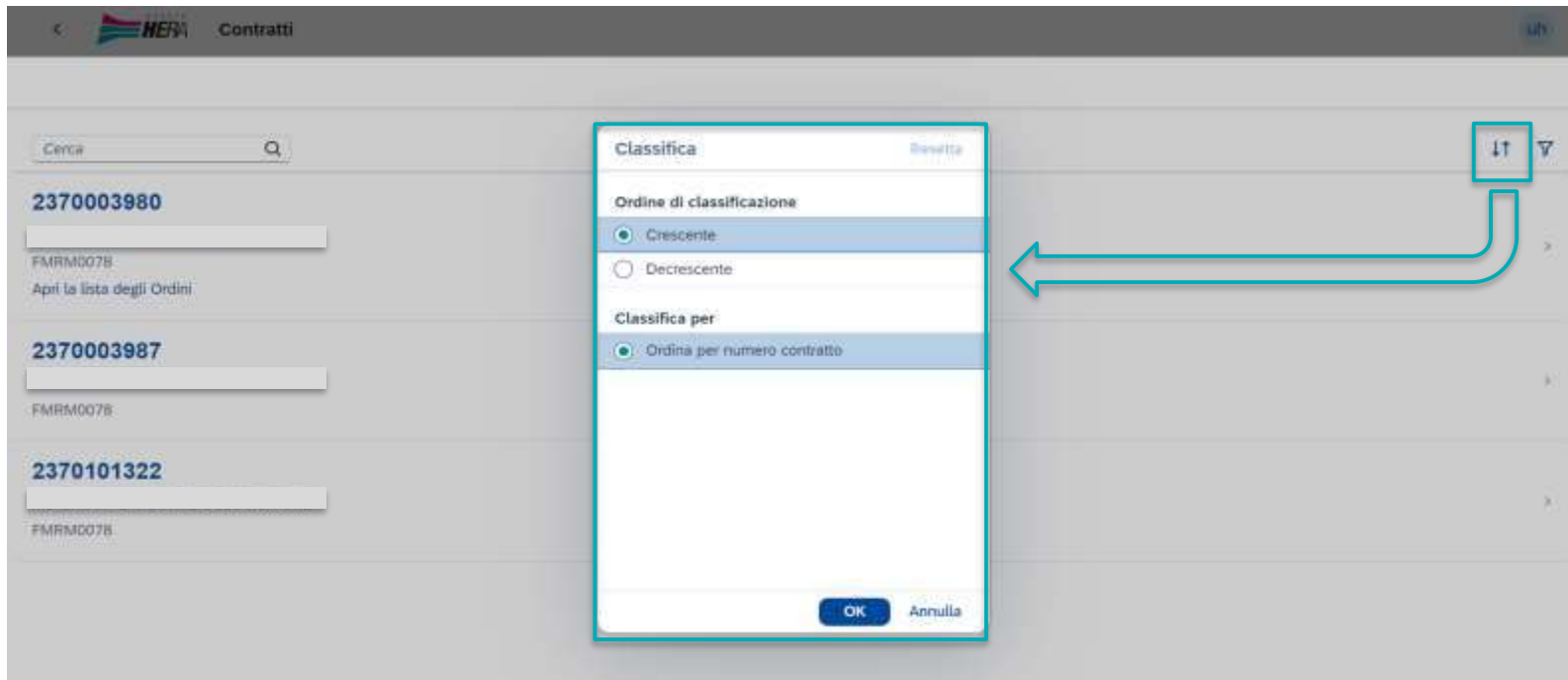
2370101322
FMRM0078

The search bar works by contract number; just type in at least one digit and press Enter or the magnifying glass icon.

For each contract, the (blue) number, the company name, and the code of the primary product group associated are displayed.

Navigability – functionality of the execution phase

Clicking the two arrows opens the possibility of sorting the contracts in ascending or descending order by number. Select your choice and click 'OK'.



Navigability – functionality of the execution phase

Clicking the icon at the far right instead opens the possibility of applying different types of filters to the contracts lists

The screenshot displays a web application interface for managing contracts. At the top, there is a navigation bar with the HERA logo and the title "Contratti". Below the navigation bar, there is a search bar labeled "Cerca" with a magnifying glass icon. The main content area shows a list of contracts, each with a unique ID (e.g., 2370003980, 2370003987, 2370101322) and a reference code (FMRM0078). A filter modal is open in the center, titled "Filtra", and contains several input fields: "Ragione sociale fornitore:", "Data del documento:" (with a calendar icon), "Stato:" (with a dropdown menu), and "Codice gruppo merci:" (with a dropdown menu). A "Reset" button is located at the bottom of the modal. A blue arrow points from the filter icon in the top right corner of the list to the filter modal. The filter icon is a small square with a downward-pointing triangle and a vertical double-headed arrow.

Navigability – functionality of the execution phase

Where documents are present, they are displayed with the specific status

The screenshot displays the HERA Contratti interface. At the top, the HERA logo and 'Contratti' are visible. Below the logo, the contract number '2370101322' is shown. A navigation bar contains icons for 'Dati Contratto', 'Compagine', 'Documenti' (with a count of 10), 'Doc. Hera' (with a count of 9), 'Doc. Offerte' (with a count of 0), and 'Collagamenti'. A search bar is present with the placeholder text 'Inserisci Nome Documento o parte di esso...'. A legend box titled 'Legenda Icone' is open, showing color-coded status indicators: black for 'Nuovo', grey for 'In Bozza', red for 'Rifiutato', yellow for 'Scaduto', orange for 'In Approvazione', and green for 'Approvato'. Below the legend, a table lists documents with columns for 'Nome', 'Allegato', 'Data emissione', 'Data Scadenza', and 'Stato'. Three rows are highlighted with callouts: 'Approvato' (green dot), 'In Approvazione' (orange dot), and 'In Bozza' (grey dot).

Nome	Allegato	Data emissione	Data Scadenza	Stato
Approvato Designazione Preposti Impresa (art. 2 c.1e D.lgs. 81)	PROVA.zip	11 ott 2023		●
In Approvazione Deroga a denuncia inizio attività (DNL) x tutte le imprese	PROVA.docx	5 ott 2023		●
In Bozza Fatture, CRE e CEL	EXCEL.EXE	31 ott 2023		●
Certificazione contratto subappalto in ambienti confinati	TEST.docx	30 ott 2023		●

Navigability – functionality of the execution phase

Clicking the funnel icon enables:

- Sort lines in ascending or descending order based on the parameters shown
- Filter items by issue date, validity end, or status
- The grouping by name or status in ascending or descending order by clicking the respective icon

Search by document name or part name

The screenshot displays a software interface with a search bar and three configuration modal windows. The search bar contains the placeholder text "Inserisci nome documento o parte di esso...". The modal windows are titled "Impostazioni view" and "Resetta".

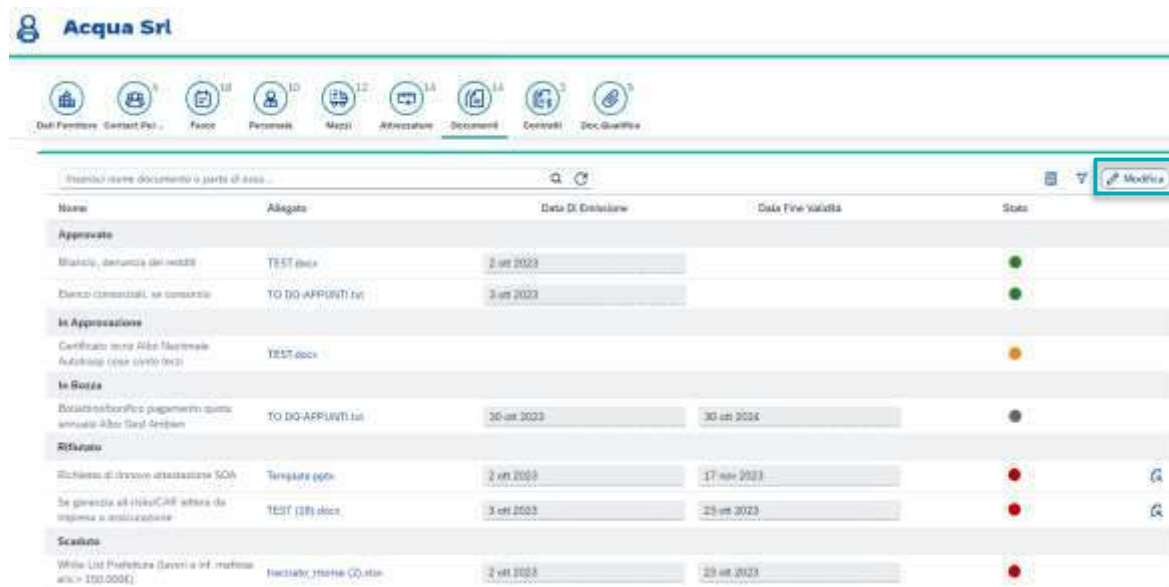
- The first modal window shows "Ordine di classificazione" with "Crescente" selected and "Classifica per" with "Ordina per Nome Documento" selected.
- The second modal window shows "Ordine gruppo" with "Crescente" selected and "Raggruppa per" with "Raggruppa per Stato" selected.
- The third modal window shows "Ordine di classificazione" with "Crescente" selected and "Classifica per" with "Ordina per Nome Documento" selected.

Arrows indicate the flow from the search bar to the modal windows and from the funnel icon to the modal windows.

Navigability – functionality of the execution phase

The 'Edit' mode must be entered to upload/send/edit documents. Using this mode guarantees (Lock) that the current user is the only user operating within the specific tab.

In general, the lock is 'released' (so users can enter 'Edit' mode in this Tab) only after the editing has been saved and 'View-only' mode has returned or after the work session has expired due to inactivity.



The screenshot shows the Acqua Srl web application interface. At the top, there is a navigation bar with icons for various functions: Dashboard, Contatti, Fatture, Personale, Mappe, Attrezzature, Documenti, Centrali, and Doc. Qualifica. Below the navigation bar is a search bar with the placeholder text "Inserisci nome documento o parte di esso...". To the right of the search bar is a "Modifica" button. Below the search bar is a table with the following columns: Nome, Allegato, Data Di Esclusione, Data Fine Validità, and Stato. The table is divided into several sections: Approvato, In Approvazione, In Bozza, Rifiutato, and Scaduto. Each row in the table represents a document with its name, attached file, exclusion date, validity end date, and status.

Nome	Allegato	Data Di Esclusione	Data Fine Validità	Stato
Approvato				
Statuto, delibera del 08/03/2023	TEST.docx	2 ott 2023		●
Decreto consuntivo, ex consuntivo	TO DO APPROVATI.txt	3 ott 2023		●
In Approvazione				
Certificato unico Atto Normativo Autonomia (con allegati doc)	TEST.docx			●
In Bozza				
Bozza modificata pagamento quote annuale Atto Stat. Ordian	TO DO APPROVATI.txt	30 ott 2023	30 ott 2024	●
Rifiutato				
Richiesta di rinnovo assicurazione SOA	Terrapire.pdf	2 ott 2023	17 nov 2023	● G
Se garanzia di rischio CAI lettera da impresa a assicurazione	TEST (18).docx	3 ott 2023	29 ott 2023	● G
Scaduto				
White List Prefettura (servizi a inf. marittime alla > 100.000€)	Incidenti_Hotels CO.docx	2 ott 2023	29 ott 2023	●

Navigability – functionality of the execution phase



Editing (if the status is 'In draft') of the issue and expiry date (if any) and of the attachment; after editing, the status of the document, green if already approved or red if rejected, automatically reverts to draft version (grey);



The document can revert to draft version only possible if it is a document currently sent and awaiting approval (yellow);



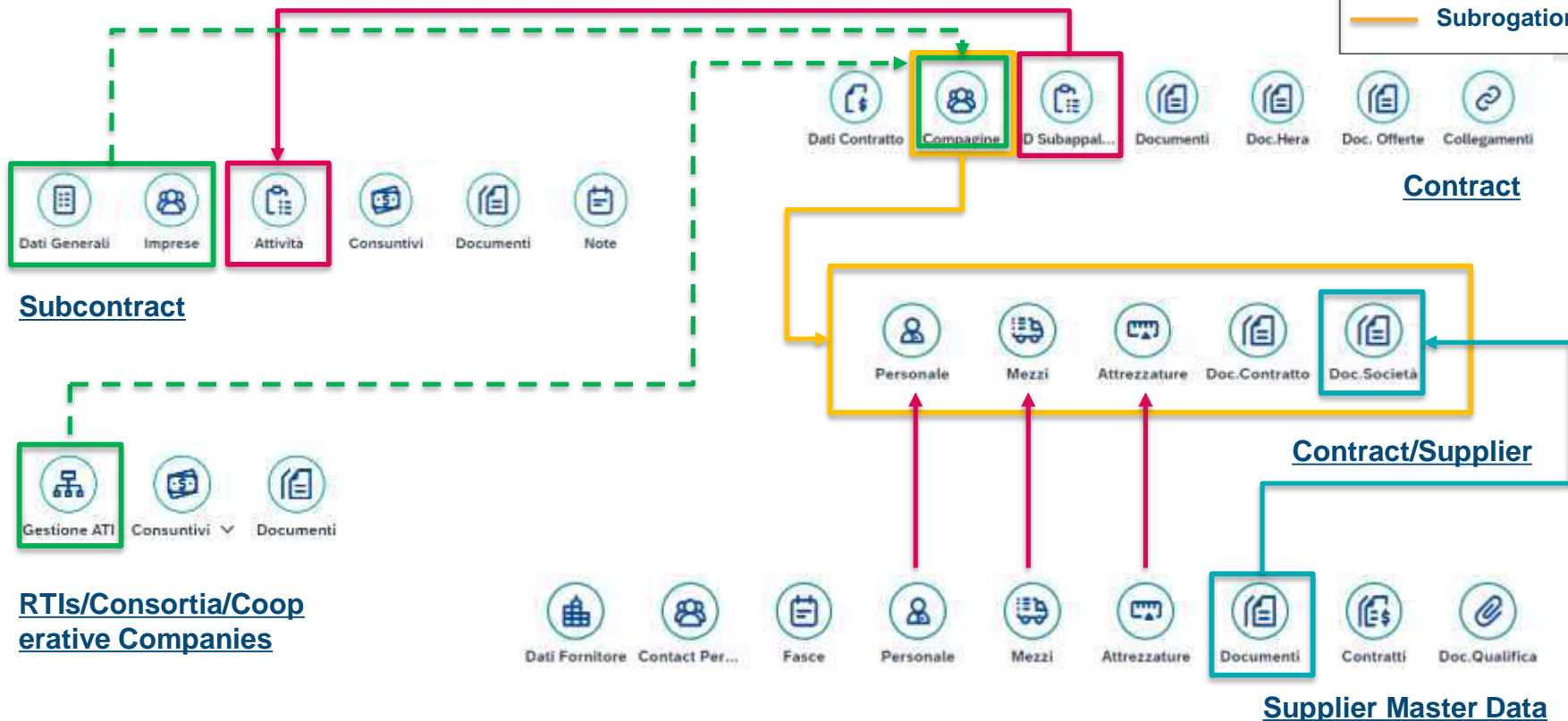
Sending the document to the Hera user for approval; after sending, the status changes from grey to yellow. The flags on the left must be used together with the 'Send' button above to send more than one document at a time;



Delete the uploaded document; this action is only possible if the status is 'In draft';

Overview of Hera_PRO applications

- Same documents
- Adds Op Eco
- Elements inherited
- Subrogation, if any



Supplier Master Data

Thank you for reading



www.gruppohera.it

