



Managed Hosting User Portal Guide

ETISALAT DATA CENTER V3.0

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1.0 GETTING STARTED

This section provides a general walkthrough of the system from initiation through exit. Explaining to the user some of the key concepts and functionality, which they can use to fully utilize the system

2.0 Logging In

Entering the link of the application in any supported browser windows will show the log-in page of the application.

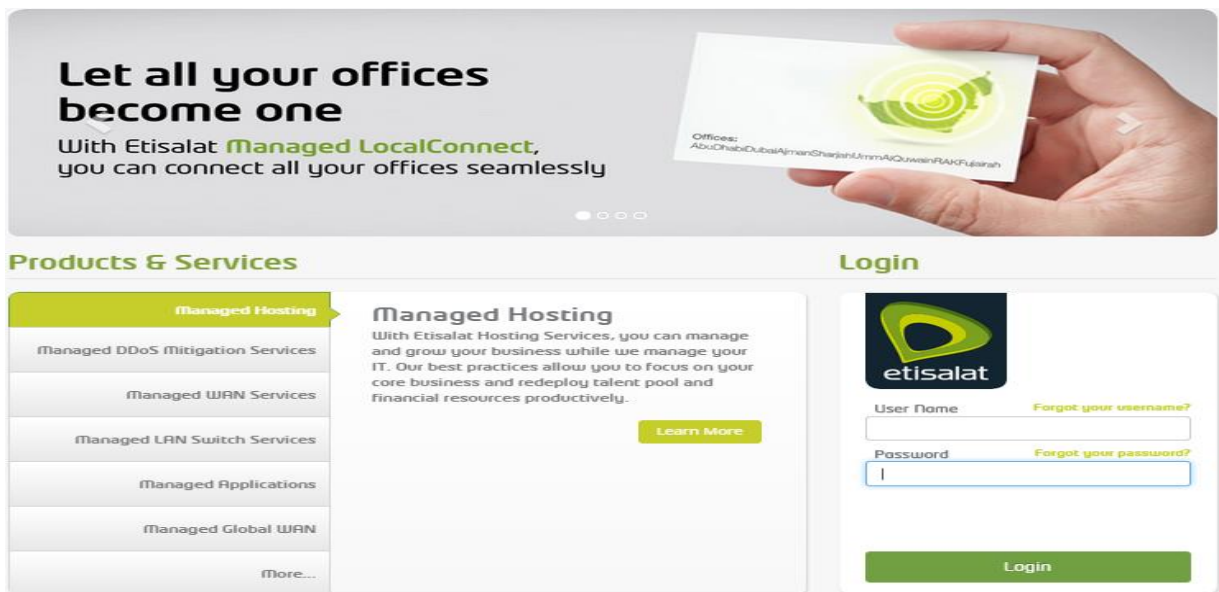


Figure 1 Application Login Page

**Note:**

Username and password are case sensitive. The user can enter the provided username/password in the designated fields and click on the “Login” button. The system then, validates the provided credentials and if valid, the user is logged into the system, and navigated to the home page which displays information specific the customer.

3.0 Information in Login page

In addition to login information the login page contains the following information:

- 1. Advertisement Banner**
Displays the latest advertisements and offerings from Etisalat.
- 2. Products & Services information**
Contains more details about the different managed services offerings of Etisalat
- 3. Forgot username**
Provides the user with the capability to send their username to their registered email address.
- 4. Forgot password**
Provides user with the capability to reset their password by sending a temporary password (which must be changed at first login) to their registered email or registered mobile phone number.

4.0 System Menu

After logging into the system, the main navigation method between the different screens is via the system menu

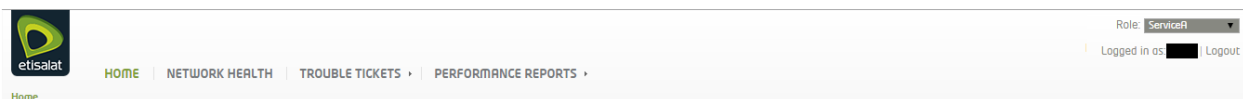


Figure 2 System Menu

The system menu contains the following main functionalities:

- 1. Channels**
The different channels (systems) available to the user. This depends on the user role, as well as the type of managed services the customer’s organization has subscribed to.
- 2. Role selector**
This dropdown menu allows the user to switch between different roles assigned to him.

3. Logout button

Logs the user out of the portal as well as all the backend system

4. Breadcrumbs

Displays the full path to the page currently selected by the user.


4.1 Channels available for Managed Hosting subscribers:

- Home (Home page of the application)
- Network Health (Displays information regarding the status of the customer network)
- Trouble Tickets
 - Incident (Allows user to create/view/update tickets with Etisalat)
 - Incident Reports (reports specific to the tickets raised with Etisalat)
 - Ticket Feedback (Allows user to provide feedback regarding closed tickets)
- Performance Reports
 - Managed Services

More information regarding using the system shall be provided in [section 4: Using the System](#)

4.2 Changing Password

Once the user is logged into the system, and clicking on the customer name in the upper right corner of the screen, will present the user with a screen to enter the old and new passwords



Note: Passwords must follow the below conditions:

1. Must be 8-20 characters
2. Must contain both upper and lower case characters
3. Must contain numbers.
4. Must contain special characters.

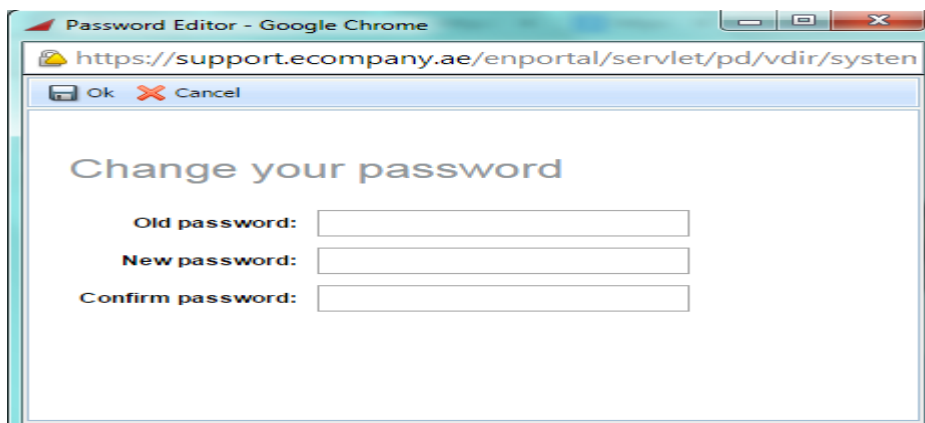


Figure 3 Password Editor

4.3 Exit System

In order to exist the system, the user can perform one of the two following actions:

1. Click on the Logout button in the upper right corner of the screen
2. Close the browser window

5.0 USING the SYSTEM

This section provides a detailed description of the different channels available to the MANAGED SERVICES customer and explaining the different actions that can be performed in these channels

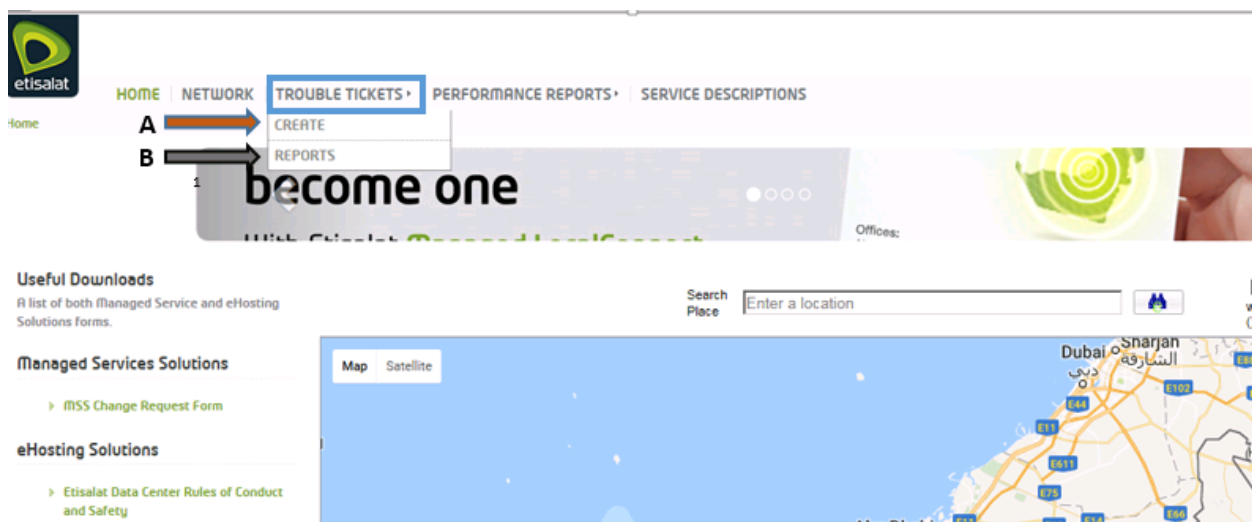
5.1 Home Page

The home page provides the user with the following three main functionalities:

- Advertisement area: Displaying new offers and Services form Etisalat
- Contact us: showing contact information and forms required for communicating with Etisalat
- Device GIS Information

5.2 Trouble Tickets - Incident Creation

Navigating to the Incident creation screen is achieved by clicking the “Incidents” child menu under “Trouble Tickets” in the systems Menu



Option A: **Create:** Please select to create trouble ticket for support team

Option B: **Reports:** Please select to review & export Assets report per services & ticketing reports per request and incident.

6.0 Trouble Ticket Work Instructions

6.1 Logging into My-IT

Access Trouble Ticketing through Customer Portal.

6.2 Main Page – Trouble Tickets/ Service Catalog

Users will see the **Trouble Tickets System** Main Page where the Service Request Catalogue is displayed. This will differ from User to User as configured and managed by the Application Administrators, based on requirements and associated Service Request entitlements.



TROUBLE TICKETS | Catalog My Activity

PLEASE SELECT THIS OPTION ONLY

Service Request



Submit a Request

Change Request

PLEASE DO NOT SELECT USE THESE OPTIONS AS ITS NOT RELATED TO MANGED HOSTING DC SERVICES



Submit a Change Request



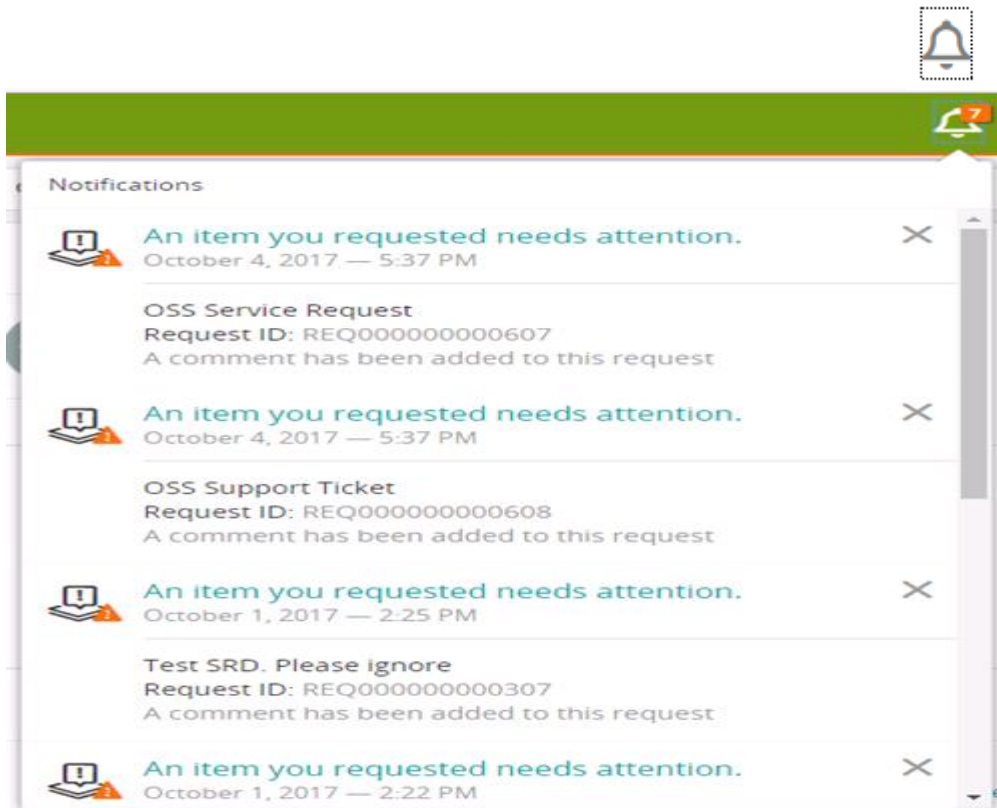
Submit a Technician Visit Request



Managed Firewall Change Request Balance Enquiry

6.3 Notifications

Any Notifications (Bell Notification) related to current logged in User can be found by clicking on the Bell Icon.



6.4 Submitting a Service Request


This Work Instruction Covers the Steps Towards Submitting A Service Request

6.5 Selecting a Service Request from the Catalogue

End Users can click on a required Catalogue Item

This will display the related Service Request Form (Example Below: **Submit a Service Request**)

Request Share | X

 **Submit a Request**

Request for: |

Email: | [Edit](#)

Phone: |

Request Details

Company

Notify By *

Urgency *

Service *

Affected CI *

Summary of the Request *

Description of the Request *

6.6 Request Details

The Request Details consists of Free Text Fields / Menu Selections and Questions

NOTE: These will be different for each Service Request selected from the Catalog User completes the fields with relevant/applicable information

* Indicates a Required Field

Request Details

Company

Change Type *

Service *

Affected CI *

Summary of Change *

Description of Change *

Large attachments (2 MB and more) can take more time to upload

We have in the Request details Dependant Menus which means when you select value in the first menu ; the second menu values list will be changed accordingly. (Example: Service:"Managed Services" the list of CI appered in the Affected CI.

Request Details

Company

Change Type *

Service *

Affected CI *

Q Search

- [Selected Item]
- Item 1
- Item 2
- Item 3
- Item 4
- Item 5
- Item 6
- Item 7
- Item 8
- Item 9
- Item 10

 List of CIs

6.7 Attachments can be added

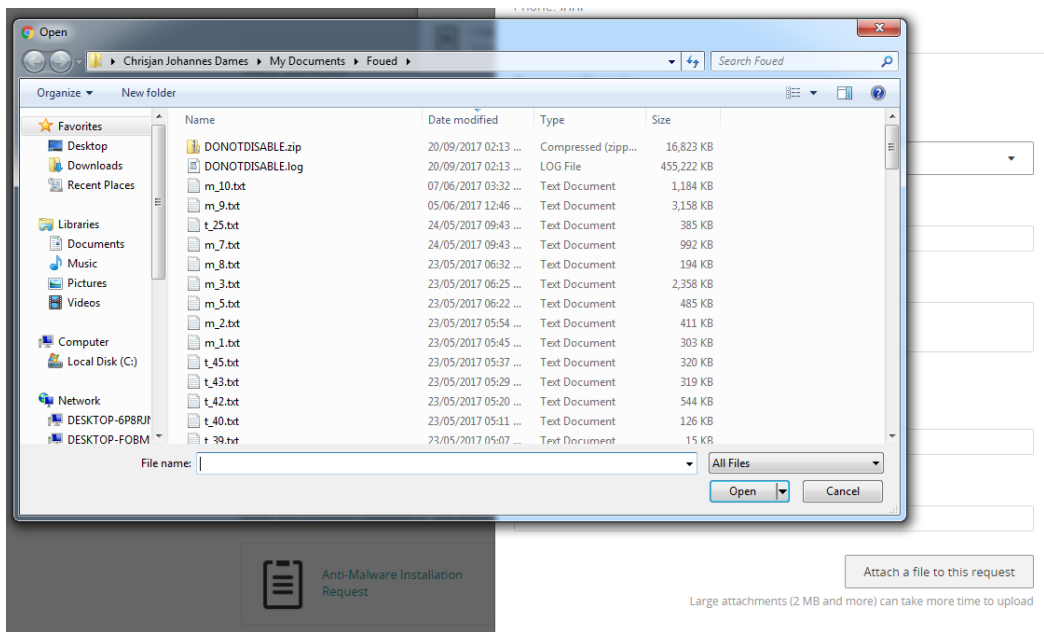
Users can add Attachments to Service Request

Attach a file to this request

Large attachments (2 MB and more) can take more time to upload

Select “Attach a file to this request”

Navigate to and select the required file




Upload the attachment.

NOTE: Upload up to 3 attachments.

6.8 Submit Request

Once all Required Fields have been completed the User can Submit the Request by applying the **Submit Request** Button

 DCMW10X64CPX10.txt

 Remove

Large attachments (2 MB and more) can take more time to upload

Submit Request

Cancel

Confirmation Popup

User will see a successful submit dialog



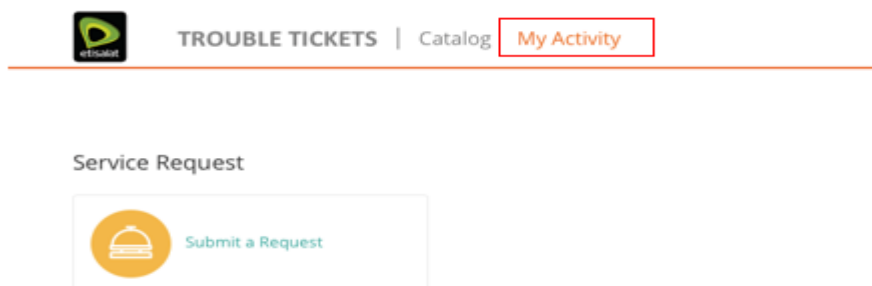
Your request has been submitted. Please click on My Activity >> Requests to view more details

- Service Request has been Successfully Submitted and a related Trouble Ticket is created by the System.

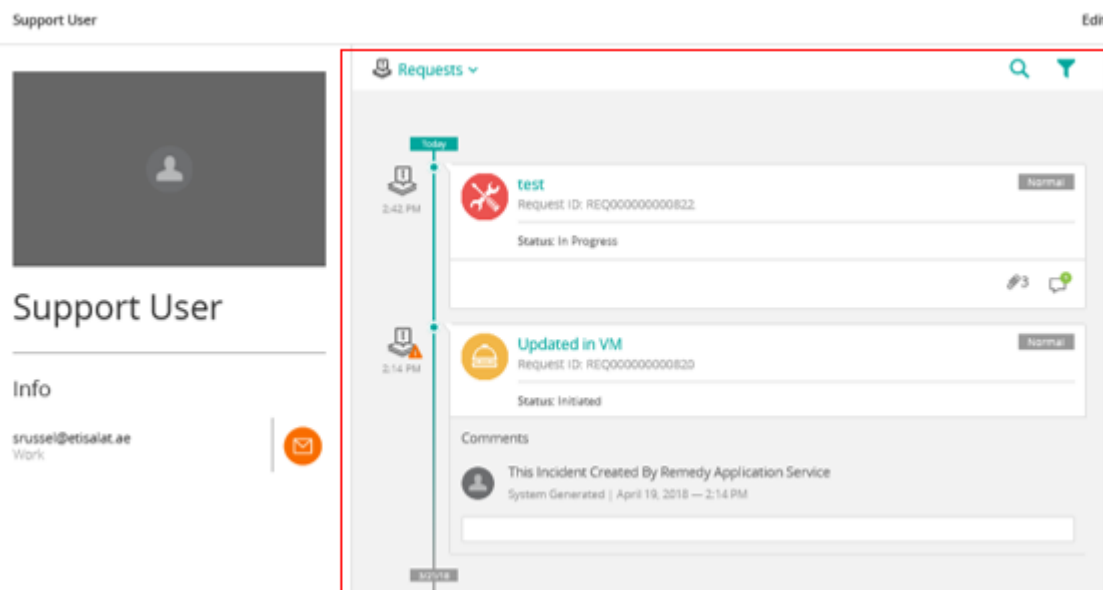
6.9 Preview Submitted Service Request

This Work Instruction Covers the Steps Towards Previewing A Submitted Service Request

My Activity MENU

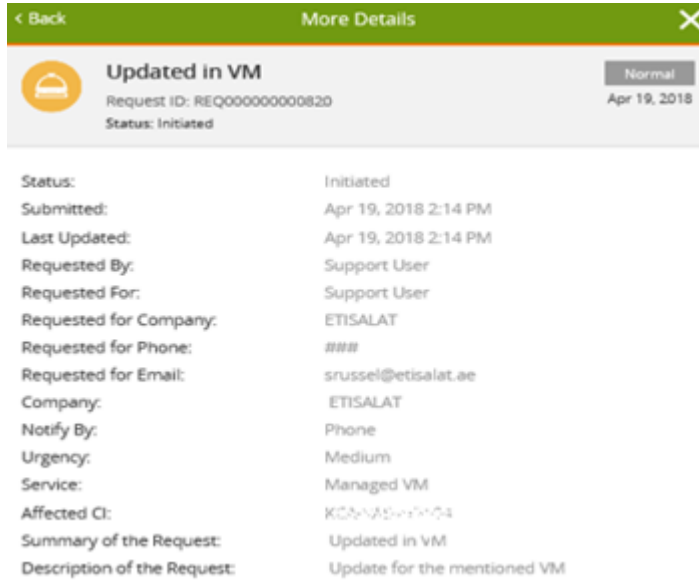


To preview the submitted request go to My Activity and select "Requests" According to selection related Service Requests will be displayed According to selection related Service Requests will be displayed.



6.10 Viewing Service Request Details

For Viewing the Details of The Submitted Request, Click on The Request Title Selected Request Details will display Click on the “Request Details”, the More details will display



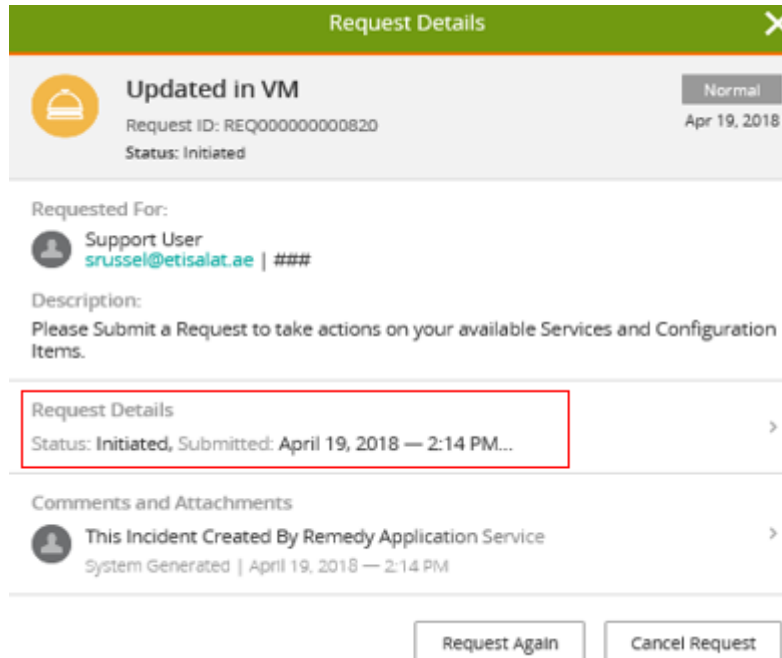
Updated in VM Normal
Apr 19, 2018

Request ID: REQ00000000820
Status: Initiated

Status:	Initiated
Submitted:	Apr 19, 2018 2:14 PM
Last Updated:	Apr 19, 2018 2:14 PM
Requested By:	Support User
Requested For:	Support User
Requested for Company:	ETISALAT
Requested for Phone:	###
Requested for Email:	srussel@etisalat.ae
Company:	ETISALAT
Notify By:	Phone
Urgency:	Medium
Service:	Managed VM
Affected CI:	KC&N&AS&H&M&O4
Summary of the Request:	Updated in VM
Description of the Request:	Update for the mentioned VM


6.11 Adding Comments to Existing Service Request

User Clicks on “Add Comments and Attachments”




Updated in VM Normal
Apr 19, 2018

Request ID: REQ00000000820
Status: Initiated

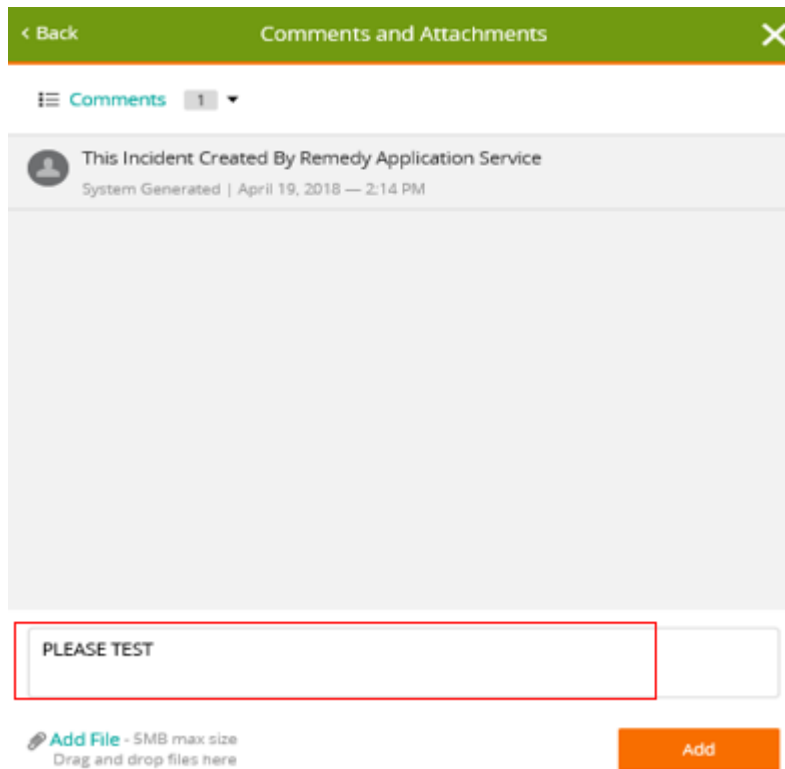
Requested For:
 Support User
 srussel@etisalat.ae | ###

Description:
 Please Submit a Request to take actions on your available Services and Configuration Items.

Request Details
 Status: Initiated, Submitted: April 19, 2018 — 2:14 PM... >

Comments and Attachments
 This Incident Created By Remedy Application Service >
 System Generated | April 19, 2018 — 2:14 PM

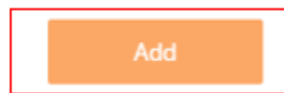
User can add comments, which will be shown on the related Trouble Ticket’s Timeline.



6.12 Adding Attachments to Existing Service Request

User can add Attachments which will be shown on the related Trouble Ticket

 Add File - 5MB max size
Drag and drop files here

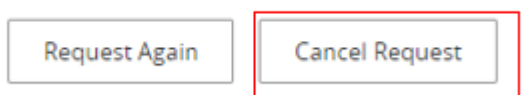


6.13 Request Again / Cancel Request

User can Request same Catalogue Item again by Applying the Request Again Button



User can Cancel the viewed Service Request by applying the Cancel Request Button



7.0 Trouble Tickets Reporting – Work Instructions

7.1 TROUBLE TICKETING REPORTING

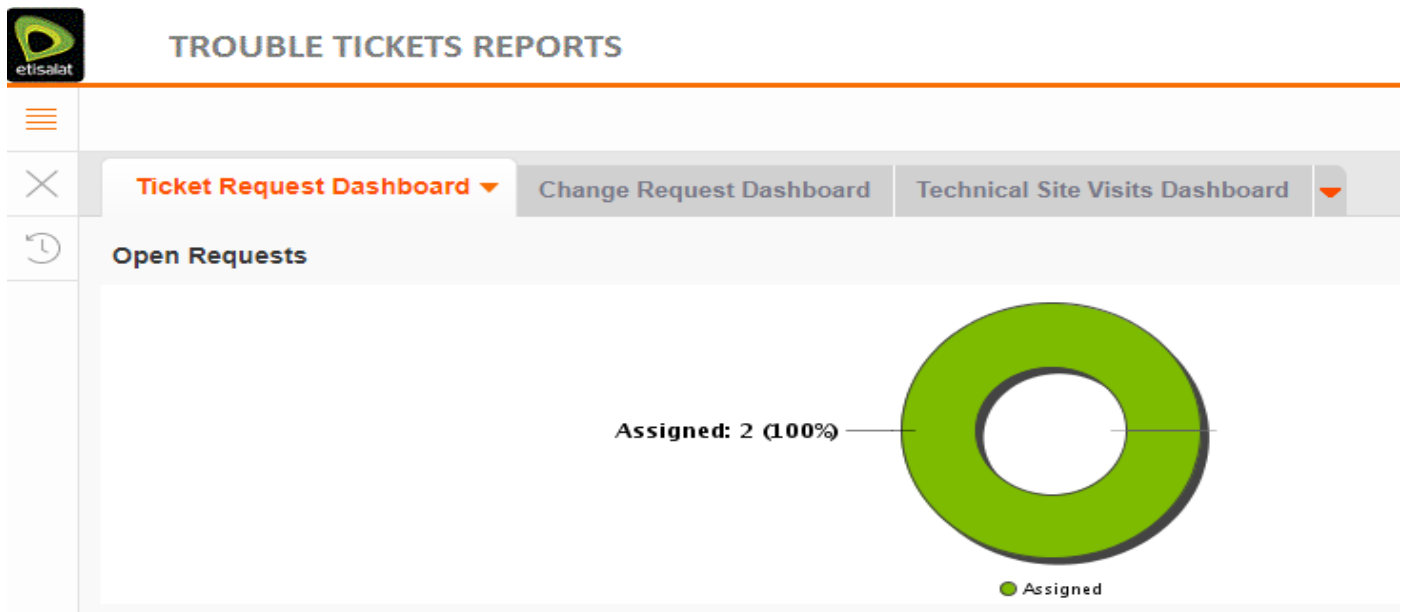
This Work Instruction Covers The Main Page Of The Application.

7.2 LOGGING INTO TROUBLE TICKETS REPORTING

To Login, Click on Trouble Tickets Reporting Link from the Portal.

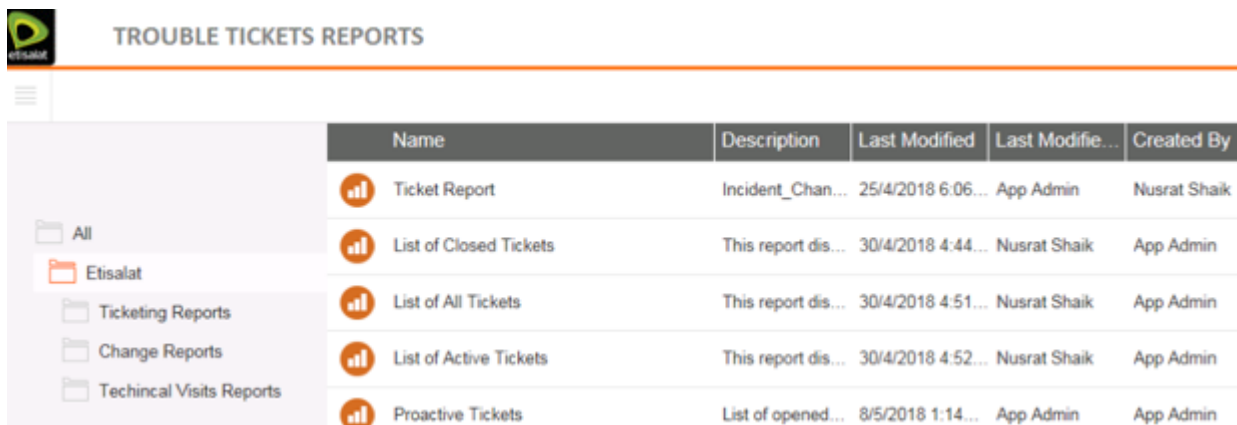
7.3 MAIN PAGE – DASHBOARDS

Below dashboards on reporting home page.



7.4 BROWSE FOR REPORTS

By default, the all option is selected but you can navigate the folders under “Etisalat” folder to be short listed reports.



The screenshot shows the 'TROUBLE TICKETS REPORTS' dashboard with a sidebar navigation menu. The 'Etisalat' folder is selected, showing a list of reports. The table below lists these reports with their names, descriptions, last modified dates, and creators.

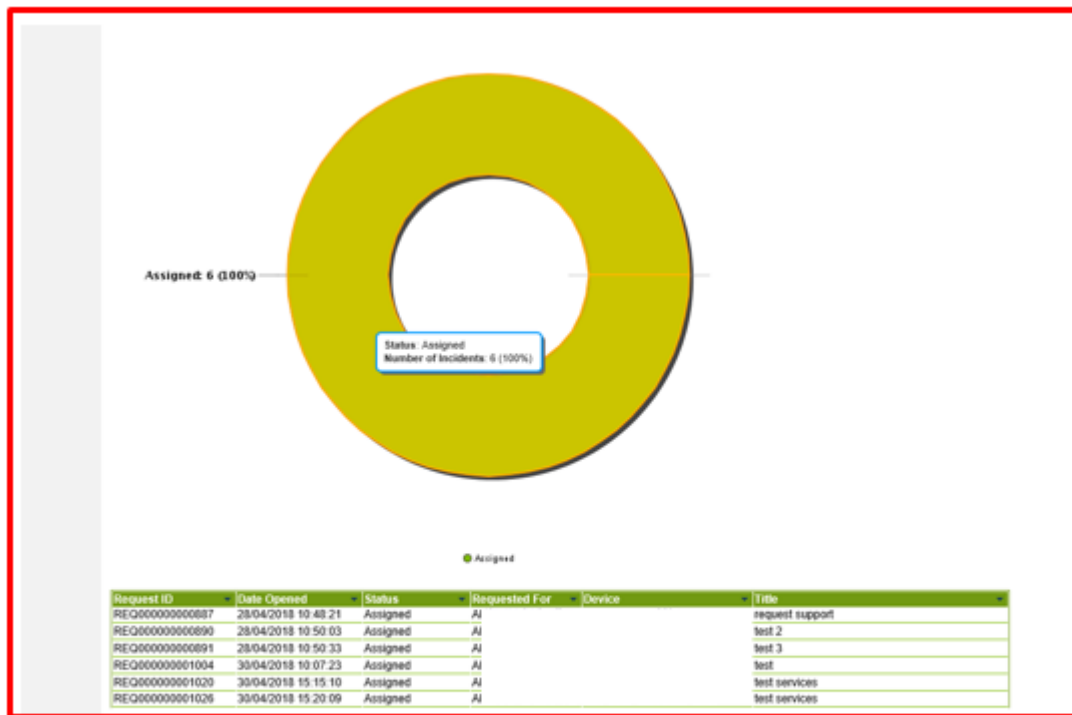
Name	Description	Last Modified	Last Modifie...	Created By
Ticket Report	Incident_Chan...	25/4/2018 6:06...	App Admin	Nusrat Shaik
List of Closed Tickets	This report dis...	30/4/2018 4:44...	Nusrat Shaik	App Admin
List of All Tickets	This report dis...	30/4/2018 4:51...	Nusrat Shaik	App Admin
List of Active Tickets	This report dis...	30/4/2018 4:52...	Nusrat Shaik	App Admin
Proactive Tickets	List of opened...	8/5/2018 1:14...	App Admin	App Admin

TROUBLE TICKETS REPORTS

Name	Description	Last Modified	Last Modifie...	Created
Ticket Report	Incident_Chan...	25/4/2018 6:06...	App Admin	Nusrat Sh
List of Closed Tickets	This report dis...	30/4/2018 4:44...	Nusrat Shaik	App Admin
List of All Tickets	This report dis...	30/4/2018 4:51...	Nusrat Shaik	App Admin
List of Active Tickets	This report dis...	30/4/2018 4:52...	Nusrat Shaik	App Admin
Proactive Tickets	List of opened...	8/5/2018 1:14...	App Admin	App Admin
Ticket Request Dashboard	Ticket Request...	30/5/2018 1:36...	App Admin	App Admin
Incidents (Proactive alarm)	This report dis...	8/5/2018 1:39	App Admin	App Admin

7.5 RUN REPORTS

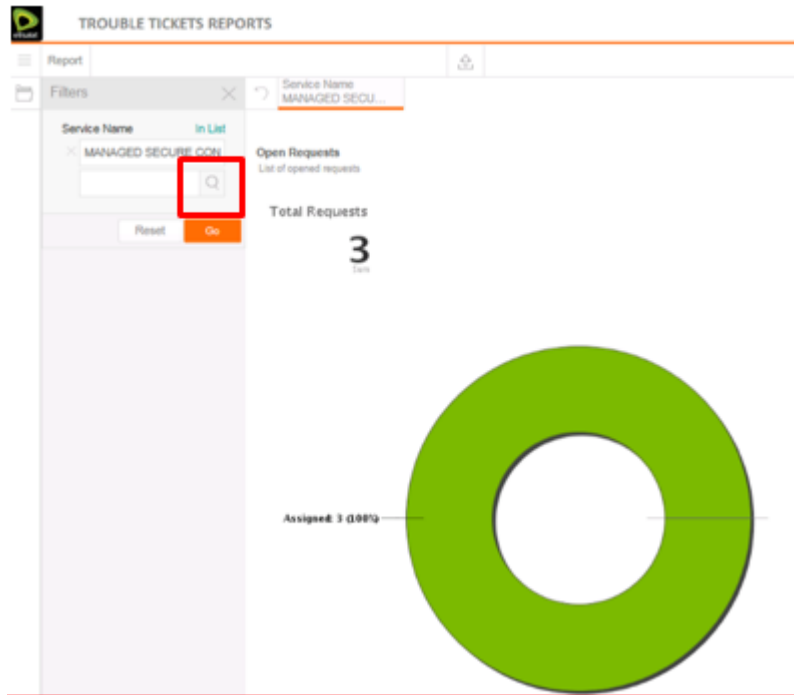
Double click on the needed report, a new window opened with a refreshed updated data.



↑
List of CIs

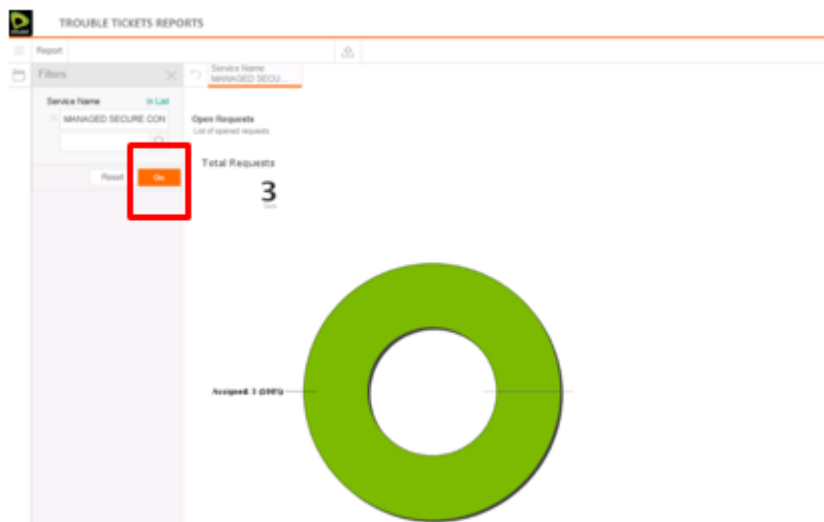
7.6 REPORT FILTERING

From Filters in the Right-Hand Side, the user can choose the Service Name by which he needs to filter this report. By pressing on “Search icon”, the window with available services will be appeared.



Just check on the needed Service then press “Submit”

Once the Service selected, it will appear in the filters search field. So, the user should press “Go” to reflect the search then the report will be updated according to the chosen service.

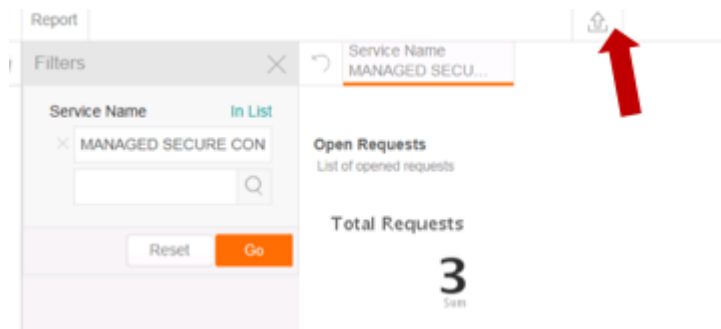


7.7 REPORTS EXPORTING

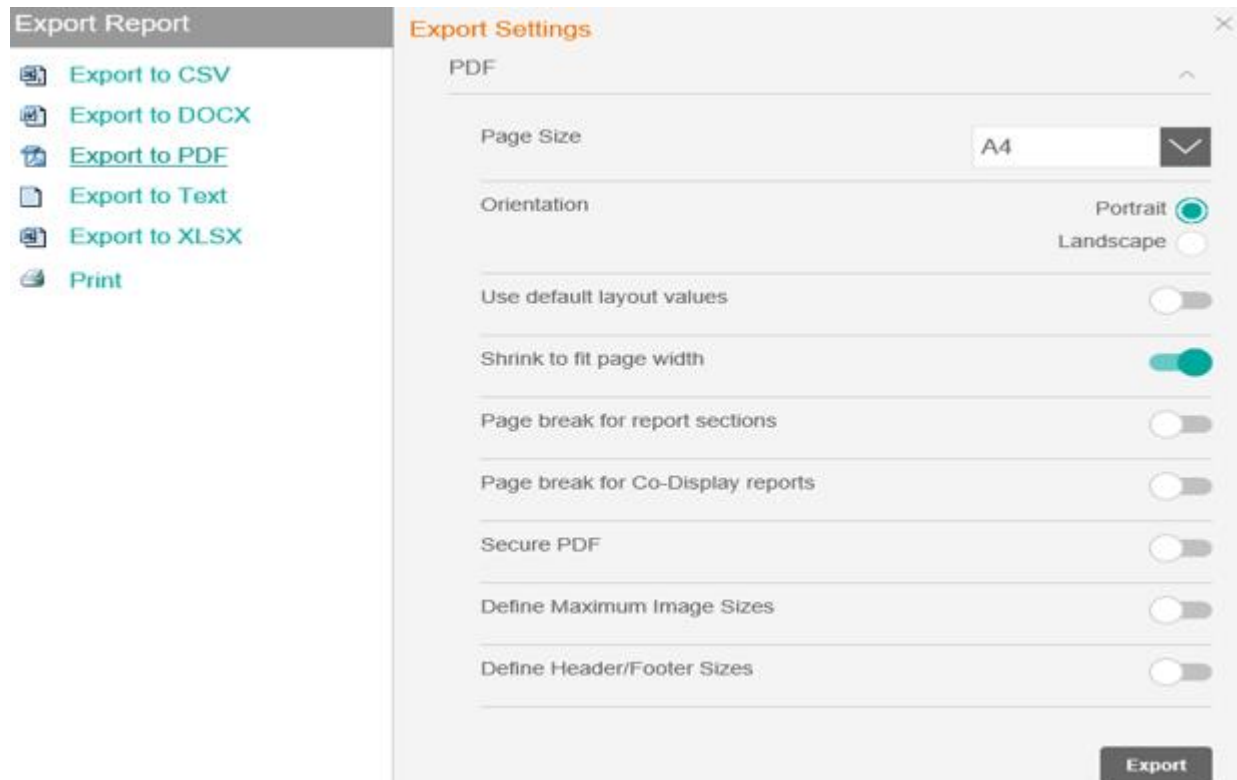
This Work Instruction Covers How to export the report in different formats the Report.

7.8 User can export the report in one of the below formats:

The user should select the below icon in order to export the report. A window will be opened in order to let the user select the format he wants.



Select the Format and then Export



END OF DOCUMENT