

## TOC

<b>Disclaimer</b>	<b>4</b>
<b>About the Customer Portal</b>	<b>5</b>
<b>What's New?</b>	<b>6</b>
<b>Getting Started</b>	<b>7</b>
Logging in to the Customer Portal	7
Saving Your Login Information	8
Creating a New Account	9
Retrieving Your Password	9
Logging Out	10
<b>Creating Requests</b>	<b>11</b>
Using Proposed Solutions for Requests	12
<b>Creating a New Item</b>	<b>13</b>
<b>Subscribing to RSS Feeds</b>	<b>14</b>
<b>Accessing the Service Catalog</b>	<b>15</b>
Viewing Details of a Service	15
Creating a Request	15
<b>Completing Customer Surveys</b>	<b>16</b>
<b>Using the Chat Feature</b>	<b>18</b>
Initiating a Chat	18
Accessing Chat Transcripts	19
<b>Viewing and Editing Profile Details</b>	<b>20</b>
<b>Changing Your Role</b>	<b>22</b>
<b>Home Tab</b>	<b>23</b>
Alerts	23
Statistics	24
<b>Self Help Tab</b>	<b>25</b>
<b>Searching the Knowledge Base</b>	<b>26</b>
<b>Full Text Search</b>	<b>27</b>
Field Searches	27
<b>Using Forums</b>	<b>29</b>
Searching a Forum	29
Posting in Forums	30

Replying to Forum Topics .....	31
<b>About Contracts .....</b>	<b>33</b>
Maintenance Contracts .....	33
<b>Requests Tab .....</b>	<b>34</b>
Viewing Request Details .....	34
Editing Requests .....	34
Viewing and Replying to Notes .....	35
Searching Requests .....	35
Closing a Request .....	36
Re-opening a Closed Request .....	37
<b>Creating Requests .....</b>	<b>38</b>
Using Proposed Solutions for Requests .....	39
<b>Services Tab .....</b>	<b>40</b>
Creating a Request .....	40
Searching for Services .....	40
<b>Accessing the Service Catalog .....</b>	<b>41</b>
Viewing Details of a Service .....	41
Creating a Request .....	41
<b>Items Tab .....</b>	<b>42</b>
Viewing Details of an Item .....	42
Adding a New Item .....	43
Searching for Items .....	44
Viewing Outage Information .....	44
<b>Outages .....</b>	<b>45</b>
Viewing Outages .....	45
<b>Planned Outages .....</b>	<b>47</b>
<b>Public Knowledge Base .....</b>	<b>49</b>
Searching for an Article .....	49
Services .....	50
<b>Public Forums .....</b>	<b>51</b>
Viewing a Forum .....	51
Services .....	51
<b>Public Surveys .....</b>	<b>52</b>
Services .....	52

<b>Public Alerts</b> .....	<b>54</b>
Services .....	54
<b>Public Outages</b> .....	<b>55</b>
Viewing Outages .....	55
Services .....	56
<b>Planned Outages</b> .....	<b>57</b>
Viewing Planned Outages .....	57
Services .....	58
<b>Outage RSS Feeds</b> .....	<b>59</b>

## Disclaimer

This documentation, as well as the software described in it, is confidential and contains proprietary information protected by non-disclosure agreements. No part of this documentation may be reproduced in any form or disclosed to any party not bound by a non-disclosure agreement without the express written consent of Ivanti.

Ivanti reserves the right to revise this documentation and to periodically make changes in the content hereof without obligation of such revisions or changes unless required to do so by prior agreement.

Information contained herein is believed to be correct, but is provided solely for guidance in product application and not as a warranty of any kind. Ivanti assumes no responsibility for use of this information, nor for any infringements of patents or other rights of third parties resulting from the use of this information.

Ivanti  
698 10000 S  
South Jordan, UT 84095.  
United States of America

©2017 Ivanti. All rights reserved. LiveTime & LANrev are registered trademarks of Ivanti. All other trademarks are property of their respective owners.

*Application version: 8.9*

*Last updated (day/month/year): 20/09/2017*

## About the Customer Portal

Welcome to your support organization's Customer Portal.

This all-in-one support solution enables you to easily monitor and resolve service and support issues, allowing you to better focus on your core business activities. The interface offers an easy-to-use knowledge base and request tracking system.

The Customer Portal provides you with access to the following features:

- Request logging and management capabilities
- Self-help tools including knowledge base articles, FAQs, hot topics, and if enabled, forums and surveys
- Lists of services that your support organization provides
- Lists and details of items that you own

When using the Customer Portal, keep in mind that the information you see is tailored to the specific services and items that you have access to.

## What's New?

LiveTime 8.9 focuses on enhancing system usability by allowing users to navigate directly to the sections of the application they desire in addition to numerous performance enhancements to attempt to further reduce loading times on large data sets. Many commonly requested features by customers have also been incorporated into this release. Highlights include the following:

- AMIE synchronization tasks are now capable of performing delta scans rather than full scans on the synchronization interval
- CMDB data imports from CSV content has many additional fields that can be specified
- Depreciation calculations have been moved into a background task so a stored depreciated value can be reported on
- Added highlights to several key fields in request management to help users identify time sensitive tasks
- My Tasks list now supports custom fields irrespective of request type
- Request and Item lists in the customer portal can now be customized by the administrator
- Implemented rolling surveys so performance can be monitored and compared to past intervals
- Improved survey results display to aid visibility of performance

For a complete list of new features, fixes, and enhancements in LiveTime 8.9, refer to the *Release Notes*.

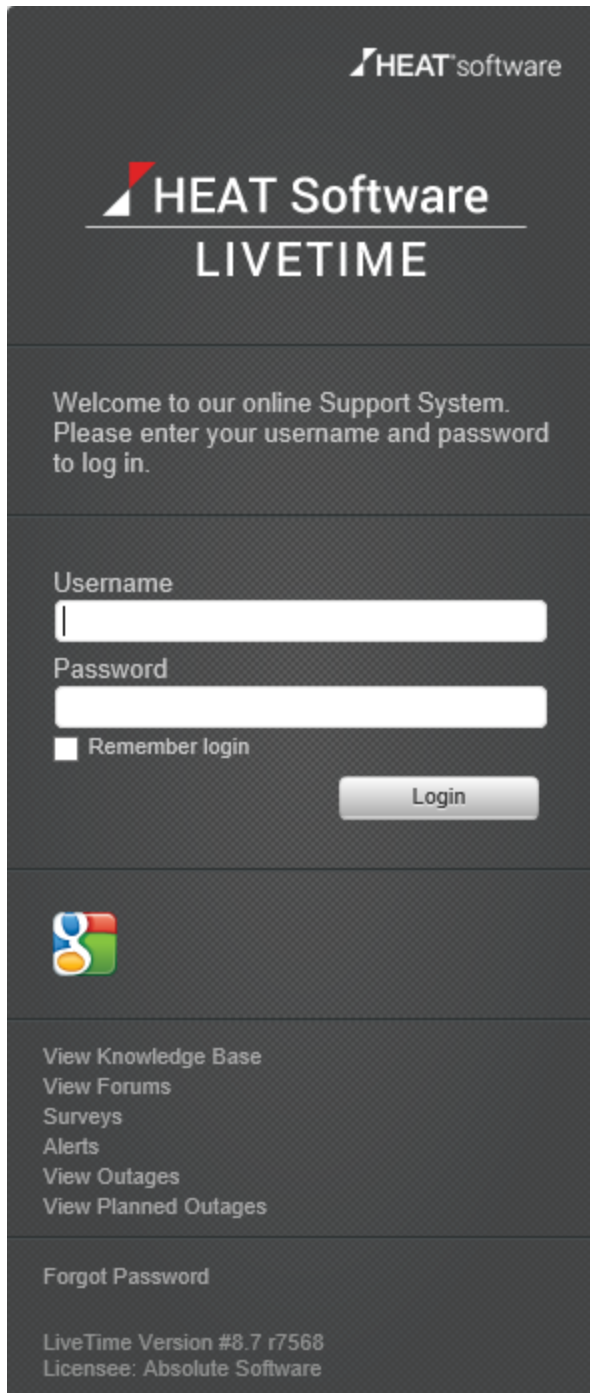
## Getting Started

The Customer Portal allows you to log and manage your requests, search the knowledge base for solutions, find out about outages that might impact you, and view the services your support organization provides. Depending on what functionality your organization has enabled, you may also have access to forums, surveys, and chat.

### Logging in to the Customer Portal

➔ To log in to the Customer Portal:

1. On the login page, enter your **Username**.
2. Enter your **Password**.



The image shows the login page for HEAT Software LIVETIME. At the top, there is a logo for HEAT software and a larger logo for HEAT Software LIVETIME. Below the logos, a welcome message reads: "Welcome to our online Support System. Please enter your username and password to log in." The login form includes a "Username" field, a "Password" field, and a "Remember login" checkbox. A "Login" button is positioned to the right of the password field. Below the login form, there is a Google logo. Further down, a list of links is provided: "View Knowledge Base", "View Forums", "Surveys", "Alerts", "View Outages", and "View Planned Outages". At the bottom, there is a "Forgot Password" link and version information: "LiveTime Version #8.7 r7568" and "Licensee: Absolute Software".

HEAT software

**HEAT Software**  
LIVETIME


Welcome to our online Support System.  
Please enter your username and password  
to log in.

Username

Password

☐ Remember login

Login



[View Knowledge Base](#)  
[View Forums](#)  
[Surveys](#)  
[Alerts](#)  
[View Outages](#)  
[View Planned Outages](#)

[Forgot Password](#)

LiveTime Version #8.7 r7568  
Licensee: Absolute Software

3. Click **Login**.

## Saving Your Login Information

The **Remember login** option on the login page allows you to save your login details for when you access the system in the future. With this option enabled, if you exit the system without logging off, you can quickly access your home page without repeating the login process each time you revisit the site.



---

**NOTE** The system prompts you to re-enter your login credentials every 30 days.

---

➔ To save your login information:

1. On the login page, enter your **Username** and **Password**.
2. Select the **Remember login** checkbox.
3. Click **Login**.
  - If you end your session without using the **Logout** button, you can immediately access the application when you return to the URL. To prevent an immediate login, end your session using the **Logout** button.

## Creating a New Account

If your administrator has enabled this functionality, you can create a new account from the login page if you do not already have a username and password.

➔ To create a new account:

1. On the login page, click **New Account**.
2. Enter the details for your account, ensuring you complete all required fields.
3. Click **Create**.
  - You should receive an email containing your login details.
4. Click **Login** to return to the login page.

## Retrieving Your Password

If you forget your password, you can use the **Forgot Password** link to have the system send your lost password details to you by email.

➔ If you forget your password:

1. On the login page, click **Forgot Password**.

The screenshot shows a dark gray login interface for HEAT Software LIVETIME. At the top right is the 'HEAT software' logo. Below it, the 'HEAT Software LIVETIME' logo is centered, with 'HEAT Software' in white and 'LIVETIME' in a larger, bold white font. Underneath the logo is the text 'Forgot Password'. A light gray instruction 'Please provide your Email address below.' is followed by a white text input field labeled 'Email'. At the bottom are two buttons: 'Login' and 'Reset'.

2. Enter your email address.
3. Click **Send**.
  - The system sends your password to the email address associated with your account.
4. Click **Login** to return to the login page.

## Logging Out

To log out of the Customer Portal, click the **Logout** button at the top right of the screen. Click the **Login** button to return to the main login page.

## Creating Requests

If your administrator has enabled this functionality, you have the option of creating your own requests using the **Menu** sidebar in both the **Home** and **Requests** tabs.

When creating a request, keep in mind that you can only access items over which you have ownership or shared ownership, or items that are globally available to all customers in the system. If you only own one item and there are no global items in the system, when you initiate the request creation process, the details of that one item are automatically applied to the request type that you select.

However, depending on your service organization's settings, you may be able to view all services that the Service Desk offers, regardless of the ownership status. In this case, you can log a request against any service listed within the **Services** tab of the Customer Portal.


➔ To create a request:

1. Click **New Request** from the **Menu** sidebar.
2. Select the **Request Type**.
  - Options available to you are based on your organization's configuration. If only one option is available, it is pre-selected for you.

---

**NOTE** If your service organization uses quick call templates, you can select them from the **Request Type** list below the segmented line (for example, a **Password Reset** template may be available). When you select a quick call template, the system automatically completes the remaining details of the request for you based on the template.

---

3. If this option is enabled by your administrator, enter an item ID to search for the specific item you want to log your request against.
4. Next to **What does your request relate to?**, select details of the item that your request relates to (the item category, item type, and specific item ID).
  - The options available in these list are based on the items that you and your organizational unit own, plus any globally assigned items.
  - Alternatively, you can click  to create a new item, if this option is enabled by your administrator (see [Creating a New Item](#) for more information).

---

**NOTE** If a service contract is required to complete your request, a message is shown. See [Contracts](#) for more information.

---

5. Next to **How would you categorize your request?**, select a classification for your request.
  6. Complete any other fields that your organization requires.
  7. Under **What are the details of your request?**, enter a description to define your issue.
    - This information is required to save the request.
  8. Complete the **Enter the email addresses of other users that need to know about your request** field, if required.
    - You can separate multiple addresses with a comma.
  9. Use the **Add any attachments that may help the technician** field to upload files with your request. You can also drag and drop files into this field.
  10. Click **Save** to submit your request.
    - When you save your request, the system sends an email confirmation to you.
-

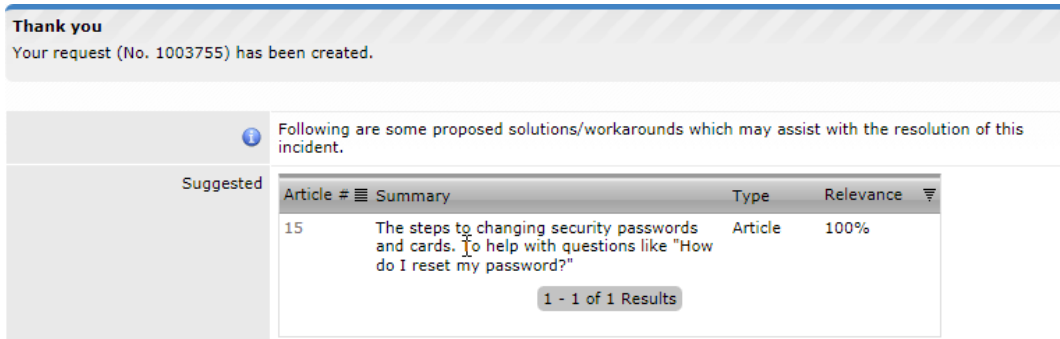
## Using Proposed Solutions for Requests

After you create a request, the system presents a list of possible helpful knowledge base articles to you. This list is based on the request's description, classification, and assigned item.

The list of articles includes **Article #**, **Item Type**, **Classification**, and **Summary** columns. If relevant, use the arrows at the base of the list to scroll through to the next page of articles.

➔ To view a proposed solution:

1. Click the **Article #** hyperlink.
  - A summary of the article opens.



**Thank you**  
Your request (No. 1003755) has been created.

Following are some proposed solutions/workarounds which may assist with the resolution of this incident.

Suggested

Article #	Summary	Type	Relevance
15	The steps to changing security passwords and cards. To help with questions like "How do I reset my password?"	Article	100%



1 - 1 of 1 Results

2. Rate the article, if desired.
3. If the article was not helpful, click **Done** to return to the article list. If the article resolves the issue, click **Resolved** to close the request.

## Creating a New Item

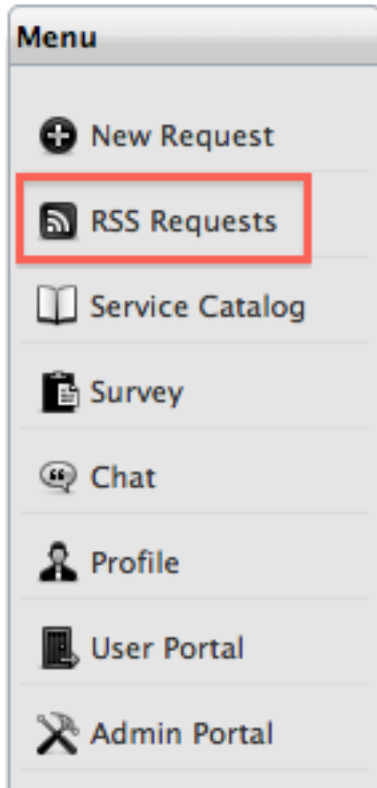
During the creation of a request, you can create a new item and assign it to your request if your administrator has enabled this functionality.

➔ To create a new item when logging a request:

1. Select the **Request Type**.
2. Next to **What does your request relate to?**, select details of the item that your request relates to (the item category, item type, and specific item ID).
  - If you are allowed to create a new item for the selected item type, the  icon becomes available after you select the item type.
3. Click  to create the item.
  - The fields defined for the item category are shown.
4. Enter any known information for the item.
5. Continue to complete the request details.
6. Click **Save**.
  - Both the new item and request are created and saved.

## Subscribing to RSS Feeds

To receive real-time updates regarding your active requests, you can subscribe to RSS feeds within the **Menu** sidebar. RSS feeds allow you to receive information as it becomes available through RSS readers, which are freely available for download on desktops and mobile devices.



➔ To subscribe to RSS feeds:

1. Select **RSS Requests** from the **Menu** sidebar.
  - If your browser has a built-in RSS reader, the feed is saved automatically.
  - If your browser does not have a built-in RSS reader, a window opens with an RSS URL. Copy this URL.
2. Open your RSS reader and add a copy of the URL as a news feed.
  - The feed provides you with updates about request creation, new note creation, and status changes. The feed updates according to your reader's automatic reload setting.

## Accessing the Service Catalog

Depending on your service organization's settings, the **Service Catalog** option may be available in the **Menu** sidebar. This option opens the service catalog list, where you can view all services offered by the Service Desk, regardless of their ownership status. It also provides you with the ability to request access to services you may not already own.


Service Catalog <span>Complete Service Catalog</span>				
Service #	Type	Identifier	Service Level	Status
100003	Help Desk		Standard	Available
100015	Recruitment		Gold	Available
100016	Security	Type: HR Access	Standard	Available
100030	Email	Environment: Network 2	Standard	Available

If the Service Desk has included a description of the service, you can view it by scrolling over the **Service #** link. Click the link to access further information, like attribute fields marked as Customer Visible and Service Targets.

Service Catalog <span>Complete Service Catalog</span>				
Service #	Type	Identifier	Service Level	Status
100003	Help Desk		AS Demo	Available
100015	Recruitment		Gold	Available
100016	Security	Type: HR Access	Standard	Available
100018			Premium	Available
100028		Environment: Network 1	Standard	Available
100030		Environment: Network 2	Standard	Available
100031	Phone		Standard	Available
100033	Email	Environment:	Standard	Available

## Viewing Details of a Service

➔ To view details of a service:

1. Select **Service Catalog** from the **Menu** sidebar.
2. Select the **Service #** hyperlink.
3. To view specific details of the service, click .
4. Click **Done** to return to the complete service catalog list.

## Creating a Request

Within the **Home** or **Services** tabs, you can log a request against any service listed in the service catalog.

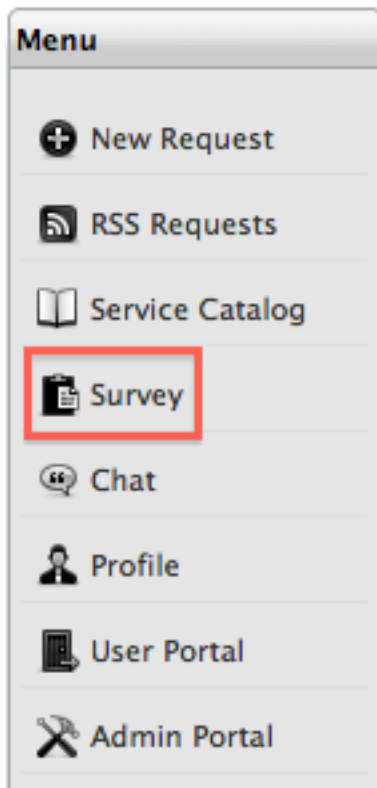
You can quickly generate a new request by selecting a service within the service catalog list and clicking **New Request** from the **Menu** sidebar. This action pre-populates the request fields; however, you must complete the **Classification** and **Description** fields before saving the request.

See [New Request](#) for more information.

## Completing Customer Surveys

From time to time, your service organization may want to gather customer thoughts, comments, and feedback about the service provided by publishing customer surveys. Your service organization may make these surveys available after you have had a request resolved, or on an ad hoc basis, depending on the information gathering requirements.

You can access a list of available surveys to complete within the **Survey** option of the **Menu** sidebar. The **Survey** option is only visible in the **Menu** sidebar when a survey is available for you to complete.



➔ To complete a survey:

1. In the **Menu** sidebar, click **Survey**.
2. Select the **Take Survey** hyperlink next to the survey's description.
3. Complete the survey questions.



Service Desk Feedback

Please take a few moments to assess your recent experience with the Service Desk. Your comments are anonymous and will help us improve our overall service. Thank you!

Response Details

1- When was the last time you contacted the Service Desk for assistance?

Within the last 7 days

2- How would you rate the overall experience you had with the Service Desk?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☒ 7 ☐ 8 ☐ 9 ☐ 10

3- Would you recommend the Service Desk to your friends or colleagues?

☐ Yes ☐ No

4- If no, why not?

☒ Anonymous Reply

4. Click **Done** when complete.
  - The completed survey is removed from your survey list.

## Using the Chat Feature

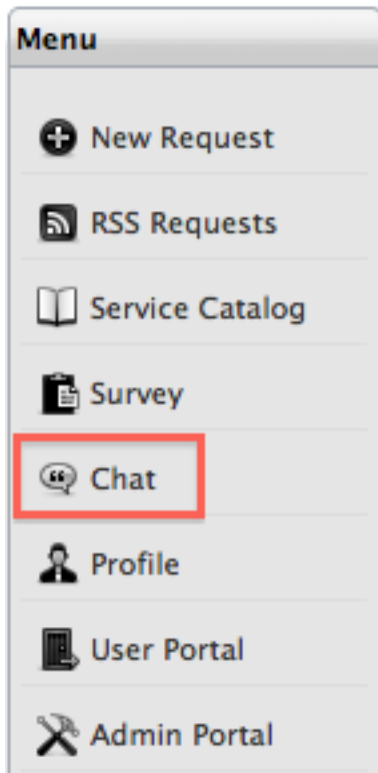
The system's embedded chat functionality allows you to interact with technicians in real-time to discuss your requests. If your service organization has enabled the chat functionality, and if the technician assigned to your active request has enabled his or her availability for chat sessions, you can initiate a chat with the technician. Or, if enabled by your administrator, you can chat with any technician within the team assigned to your request.

### Initiating a Chat

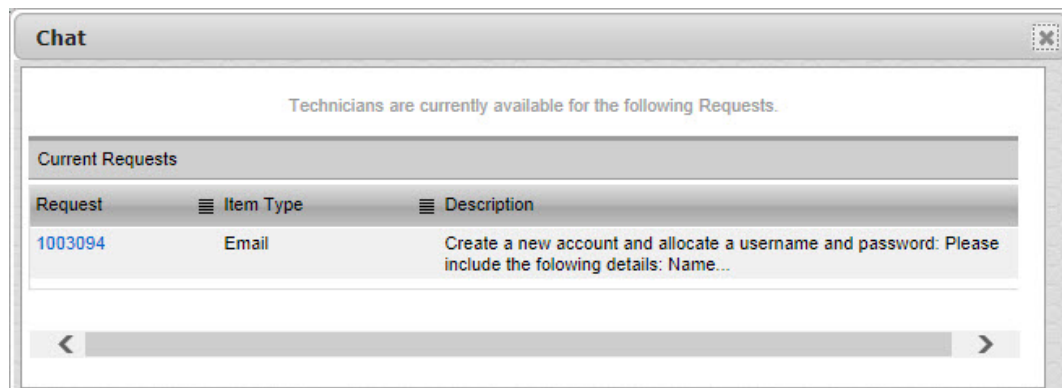
When a technician or members of a service team are online and available, you can receive a real-time update on your request by initiating a chat session through the Customer Portal.


➔ To initiate a chat:

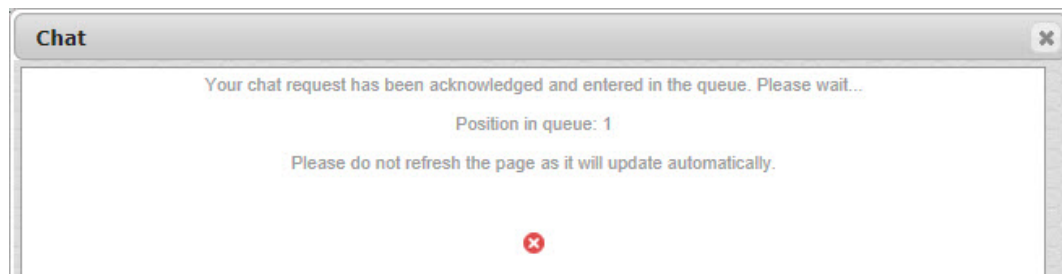
1. Select the **Chat** option from the **Menu** sidebar.



- The technicians' availability window opens.



2. Select a Request ID to join the technician chat queue.
  - A chat browser window opens, with a message acknowledging the chat request and your place within the chat queue. Click  to exit the chat queue.
  - When a technician accepts the chat invitation, the browser window become a chat room.



3. To exit the chat, close the browser window.
  - The chat transcript is automatically stored within the **Notes** tab of the request.

## Accessing Chat Transcripts

The system creates a chat session request note when a chat commences, which is continually updated as chat members post their messages. When the chat ends, you can access the full chat transcript within the **Notes** tab of the request.

If your technician selects the email option when your chat ends, you also receive an email containing the transcript.

---

**NOTE** Do not refresh your chat session using your browser as this action closes the chat.

---

## Viewing and Editing Profile Details

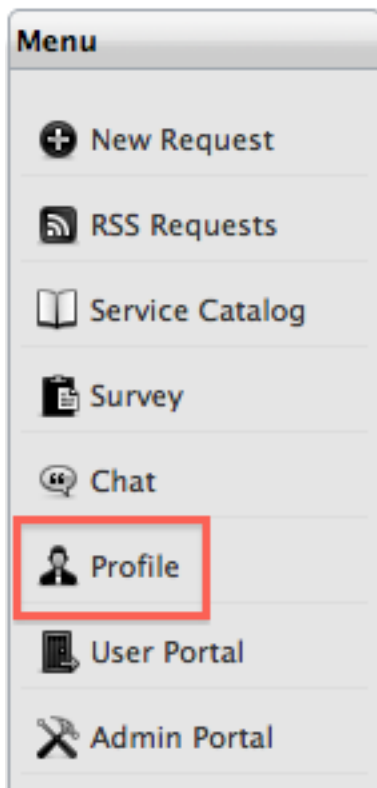
You can view and update your account information by selecting **Profile** in the **Menu** sidebar. Within this screen, you can update your personal details, define your preferred method for receiving correspondence, and set the date format and time zone for your account.

---

**NOTE** You cannot edit your username.

---

Depending on your service organization's settings, you may also be able to define two password challenge questions with answers within your profile settings. These are the challenge questions that you must answer to verify your identity before the system sends you a password if you select the **Lost Password** link on the login page.



---

**NOTE** You should set your time zone when you first log in to the Customer Portal.

---

➔ To access your account details:

1. Select **Profile** from the **Menu** sidebar.
  - Your account information is shown.
2. Update your account details as desired.
  - These details include setting the date format, choosing your preferred method to manage correspondence, and customizing the questions and answers for security challenge questions, if enabled for the system.
3. Click **Save**.

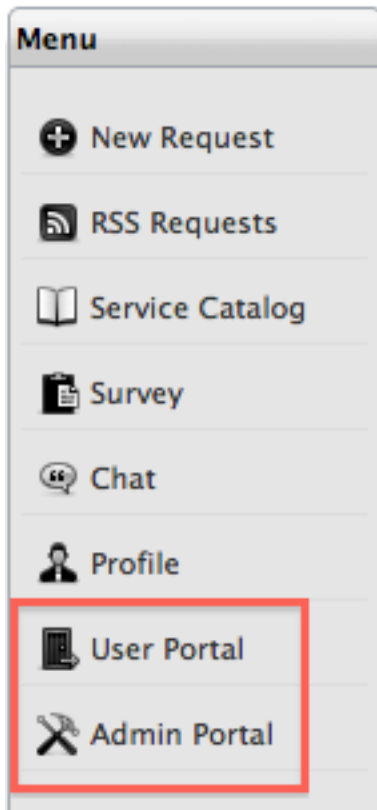
---

**NOTE** If your service organization synchronizes user data with a directory server, you cannot change your account details or password within this screen.

---

## Changing Your Role

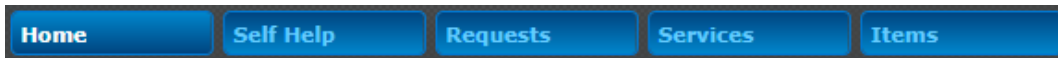
If you are assigned more than one user role in the system, you can switch between roles by using the portal links within the **Menu** sidebar.



If you are also assigned the Supervisor, Technician, Partner, Manager, or Finance role, you can access the privileges of these roles by selecting the **User Portal** link. If you are also assigned the Administrator role, you can access this view by selecting the **Admin Portal** link.

To access privileges for other roles that you are assigned, select **User Portal** or **Admin Portal** from the **Menu** sidebar.

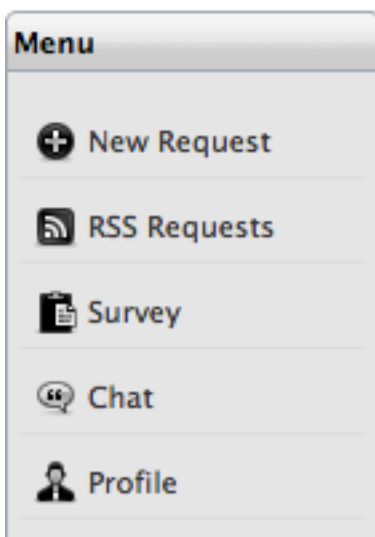
## Home Tab



You can use the **Home** tab to carry out the following tasks:

- Creating a new request
- Subscribing to RSS feeds for updated request and outage information
- Accessing the list of services offered by the Service Desk
- Accessing surveys
- Initiating chats with support technicians

You can perform these tasks by selecting links on the **Menu** sidebar.



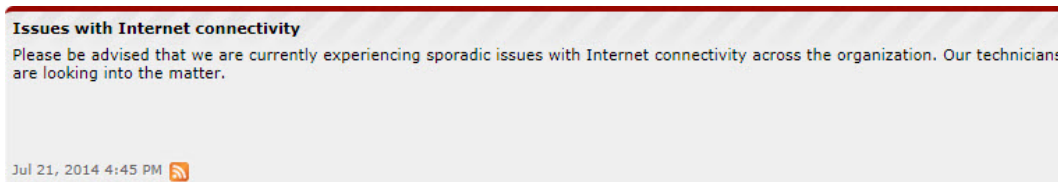
Other information you can find on the **Home** tab includes the following:

- Alerts that your service organization has published
- Open and pending requests

## Alerts

If your service organization publishes an alert to the Customer Portal, you can view it on the **Home**

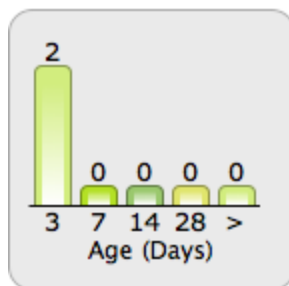
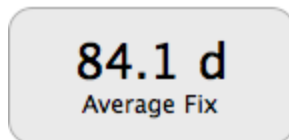
tab. If more than one alert is available, you can click  to scroll through the alerts. Alerts are no longer visible when they reach their expiration date.



## Statistics

The **Home** tab includes statistics that indicate the following:

- Number of open/active requests
- The average time taken to resolve an issue (if enabled by your administrator)
- The age of open requests, grouped by intervals in days

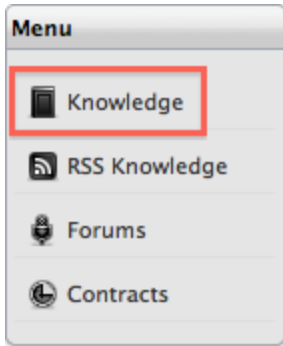




## Self Help Tab



The **Self Help** tab provides you with a single-point access to the knowledge base and, if enabled, to forums. To automatically receive updates to knowledge base articles associated with types of items you own, you can subscribe to RSS feeds.



By default, the **Self Help** tab opens the knowledge base, which includes the following areas:

- **Hot Topics** - the most frequently accessed articles in the knowledge base
- **Recent Topics** - the latest articles uploaded to the knowledge base
- **Hot FAQ's** - the most frequently accessed FAQs in the knowledge base
- **Recent FAQ's** - the latest FAQs uploaded to the knowledge base

To access the information related to the articles and FAQs listed in these areas, select the appropriate hyperlink.

The information available to you in the knowledge base is specific to the items (along with their categories and types) that you own directly, or by shared ownership through an organizational unit or global assignment.

## Searching the Knowledge Base

You can use a variety of search options to find information in the knowledge base. Search options include the following:

- A single character wildcard search using the "?" symbol
- A multiple character wildcard search using the "\*" symbol
- A fuzzy search using the "~" symbol at the end of a single word. For example, to find words similar to "roam", enter "roam~" and the system returns terms like "foam" and "roams".

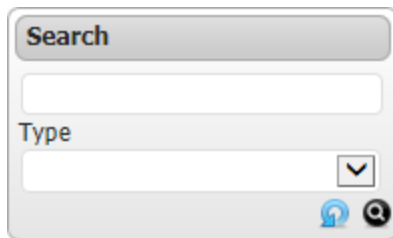
---




**NOTE** You can only view articles related to the types of items that you are assigned within the system.

---

➔ To search the knowledge base:

1. Go to the **Self Help** tab.
2. In the **Search** window, enter any relevant terminology in the text box if you want to perform a text-based search.



- (See [Full Text Search](#) for more information.)
3. You can also select an item **Type** to limit your search to topics related to that item.
    - Click  to display all articles for this item type.
  4. To refine your search even further, you can select a relevant **Classification**.
  5. Click  to search the knowledge base.
    - The search results are shown. To clear the search fields, click .
  6. Select the title of the article you want to view.

## Full Text Search

You can use a variety of search options, including the ability to search using terms or phrases, to find information in the system (such as in the knowledge base). Search options include the following:

- A single character wildcard search using the "?" symbol
- A multiple character wildcard search using the "\*" symbol
- A fuzzy search using the "~" symbol at the end of a single word. For example, to find words similar to roam, enter `roam~`, and the system returns terms like "foam" and "roams".

When searching using a phrase, the group of words needs to be contained within double quotation marks; for example, "user account access". You can conduct complex searches using a combination of phrases or terms with boolean operators.

Boolean operators (such as AND, NOT, OR, +) must be entered as uppercase letters. For example:

- `user OR account` returns results related to either word
- `user AND account` returns results with both words
- `user NOT account` returns results including "user" but not "account"
- `+user account` returns results that must contain "user" and may contain "account"
- `user -account` returns results that contain "user" but not "account". (Same results as using NOT.)

To further control the boolean logic, you can conduct more complex searches. For example, to search for either "user" or "account" and "access", you would enter the following expression: `(user OR account) AND access`. This search returns results that include "access" and either "user" or "account".

You can perform fuzzy logic searches using the '~' (tilde) symbol on a single word term with the '~' at the end of the word. You can also apply a value between 0 to 1 to the search, where the value closer to 1 ensures terms with higher similarity are matched. If a value is not defined, the default of 0.5 is applied to the search. For example, `roam~` should return results with similar spelling, like "foam" and "roams". The search term of `roam~0.8` might return words like "roams" and "roamed".

You can use wildcards to replace a single character (using '?') and multiple characters (using '\*') in search terms; for example, `te?t`, `test*`, or `te*t`. You cannot use wildcards as the first character of a search.

You can use proximity searches to find words in a phrase within a specific distance away from the entered search term. To conduct a proximity search, use "~" at the end of the phrase. For example, `"user account"~10` searches for results where the words "user" and "account" are within 10 words of each other.

The system also supports escape character searches, which include the following symbols: + - & || ! ( ) { } [ ] ^ " ~ \* ? : \

An example of using escape characters when searching for "(1+1):2" requires the search syntax of `\(1\+1\)\:2`. Note that you must enter the '\' symbol before the escape characters.

## Field Searches

Within the system, you can conduct full text searches on specific fields, including the following:

Search Screen	Fields
Request	Subject, Description, Notes, Attachments, and Solution

Search Screen	Fields
Item	Number, Itemtype, Category, Attachments, and Notes
Knowledge Base	Title, Summary, Body, Attachments, Itemtype, Classification, and Custom1-5
Forum	Title, Content, and Author (Last Name)

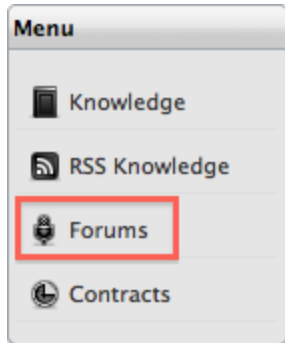
To search on a specific field, within the **Term** or **All Text** field, enter the name of the field to be searched on followed by a colon and the term or text. For example, if searching for a specific title, complete the **Term** or **All Text** search field as follows for the various search types:

- Single word search - `title: canceled`
- Phrase search - `title: "canceled ticket"`
- Multiple word search - `title: canceled OR title: ticket`

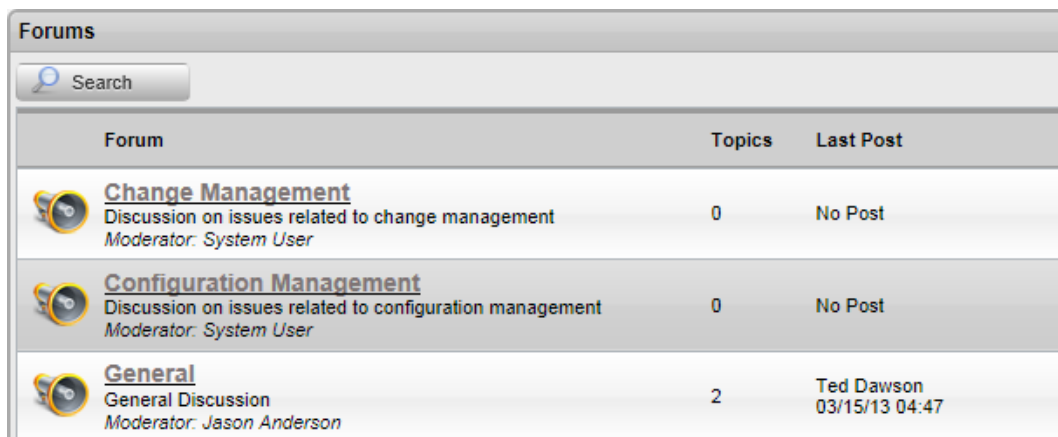
The results shown are limited to your visibility privileges.

## Using Forums

The **Forums** option allows all users of the support system to participate in an informal online discussion. As a forum participant, you can benefit from the broad knowledge of the user community when you are researching issues and trying to resolve support problems.



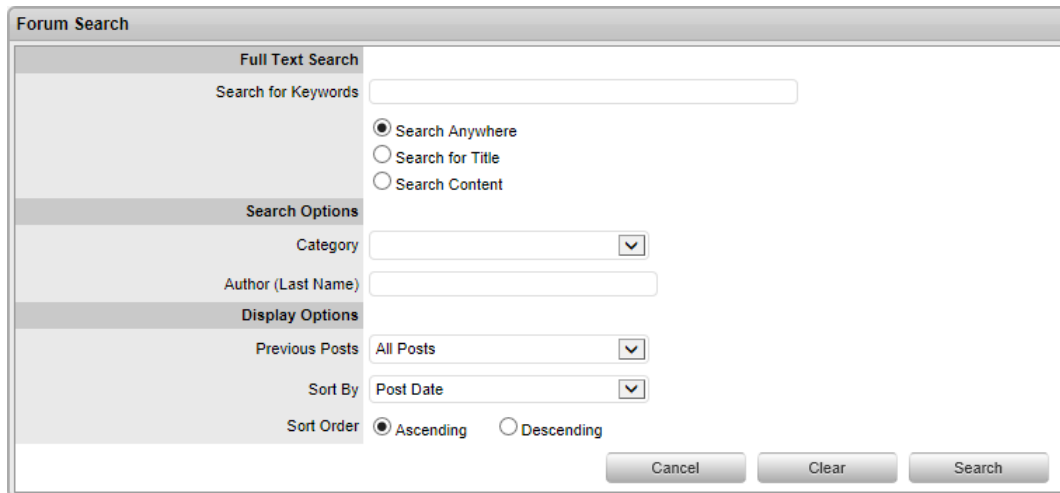
Within the **Forums** window, a list of forum topics is shown. Select a forum or use the **Search** button to find a specific topic.



## Searching a Forum

➔ To search the forums:

1. On the **Self Help** tab, select **Forums** from the **Menu** sidebar.
2. Click **Search**.
  - The **Forum Search** window opens.



**Forum Search**

**Full Text Search**

Search for Keywords

☒ Search Anywhere  
☐ Search for Title  
☐ Search Content

**Search Options**

Category

Author (Last Name)

**Display Options**

Previous Posts

Sort By

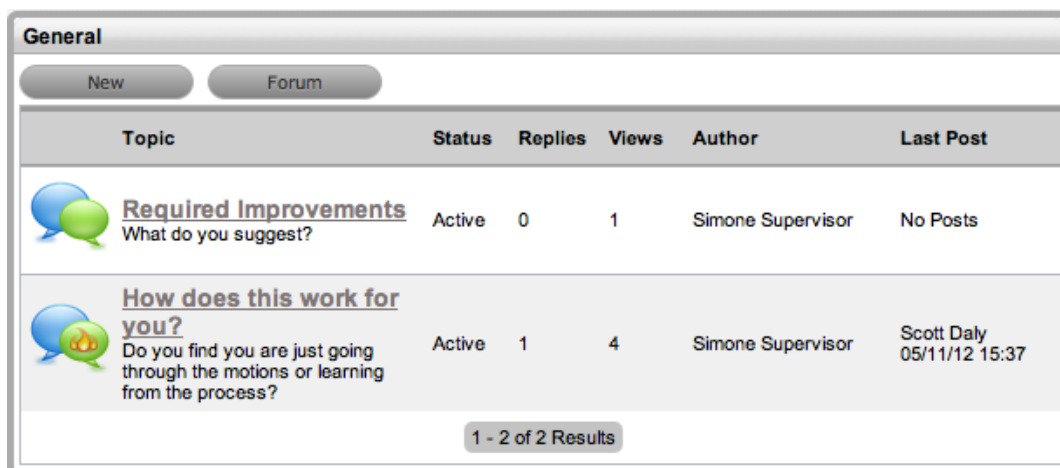
Sort Order ☒ Ascending ☐ Descending

3. Enter any term or phrase relevant to your query, and select your desired search options.
  - (See [Full Text Search](#) for more information.)
4. Click **Search**.
  - The table of results opens listing the forum topic, date posted, and content.
5. Select the name of the forum topic you want to view.



## Posting in Forums

➔ To post in a forum:

1. Select **Forums** from the **Menu** sidebar.
2. Select the name of the forum you want to participate in.
  - A list of topic titles is shown.



**General**

Topic	Status	Replies	Views	Author	Last Post
 <b>Required Improvements</b> What do you suggest?	Active	0	1	Simone Supervisor	No Posts
 <b>How does this work for you?</b> Do you find you are just going through the motions or learning from the process?	Active	1	4	Simone Supervisor	Scott Daly 05/11/12 15:37

1 - 2 of 2 Results

3. Select a topic title to view the thread.

**General > Required Improvements**

New Topics

**Simone Supervisor**  
**05/11/12 15:39**  
 What do you suggest?

**Scott Daly**  
**05/11/12 15:44**  
 More communication is required between Technicians and Supervisors regarding updating procedures.

1 - 1 of 1 Results

4. Click **New**.
  - A comments window opens.
5. Add your comment and click **Save**.
6. Click **Topics** to return to the forum topics list.

## Replying to Forum Topics

➔ To reply to a forum topic:

1. Select **Forums** from the **Menu** sidebar.
2. Select the name of the forum you want to participate in.
3. Select the name of the topic you want to reply to.
4. Click **New** inside the forum topic.

**General > How does this work for you?**

New Topics

**Simone Supervisor**  
**05/11/12 15:34**  
 Do you find you are just going through the motions or learning from the process?

Enter your comments

Format Font Family Font Size | | | HTML ABC

**A** **B** *I* U ABC | | | | | | | | | |

What do you really want to know?

Path: Words:6

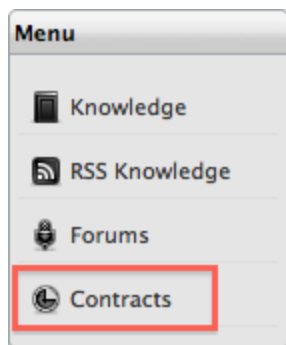
Cancel Save

5. Enter a comment.
6. Click **Save**.
7. Click **Topics** to return to the forum topics list.



## About Contracts

If your support organization uses contracts, the **Contracts** option is available to you in the **Menu** sidebar within the **Self Help** tab.



Within the contracts screen, you can view details of the service contracts you have with your support organization. This information includes a list of all service contracts and an audit trail of requests that are associated with each service contract.

Contract	Type	Start Date	End Date	Remaining	Total Hours
3	Item	07/08/10 07:00	07/09/11 06:59	1 Year	

1 – 1 of 1 Results

## Maintenance Contracts


If your support organization manages its services using service contracts, a valid maintenance contract may need to be in place before Service Desk staff can commence work on your request. Requests associated with an out-of-contract item, customer, or organizational unit cannot be addressed until a valid support contract is in place.

If you do not have a valid contract with your support organization when you log a request, the system notifies you during the request creation process with the following message:

**The maintenance contract or warranty has expired.**

Requests that trigger this message are saved with a Pending-No Contract status and locked until a valid contract is in place.

Create a new request by selecting an appropriate item and category.

 The maintenance contract or warranty has expired.

Request Type

In these cases, contact your support organization to create or renew a contract. As soon as a maintenance contract is approved and processed, the status of any outstanding Pending-No Contract requests changes to an open state, which allows technicians to commence work on the requests.

## Requests Tab



Within the **Requests** tab, you can view all requests that you, your organizational unit, or technicians (on your behalf) have submitted.

While the **Home** tab lists all Open and Pending requests, the **Requests** tab lists all requests regardless of their status, including requests that are closed. Requests within the **Requests** tab are sorted by date, with the most recent request at the top of the list.

### Viewing Request Details


➔ To view the details of a request:

1. Go to the **Requests** tab.
2. Select the ID of the request whose details you want to view.
3. Click **Done** to return to the list of requests.

### Editing Requests

You can add notes or attachments to requests with a status of Open or Pending if your administrator has enabled this functionality.

➔ To add notes or attachments to a request:

1. Go to the **Requests** tab.
2. Select the ID of the request that you want to edit.
3. To add a note, click  in the **Notes** field and enter the note text.

 A screenshot of a 'Notes' editor window. The window has a title bar with the word 'Notes'. Below the title bar is a rich text editor toolbar with various icons for text formatting (bold, italic, underline, strikethrough, bulleted list, numbered list, indent, outdent, link, unlink, undo, redo, source code, spell check, and a table icon). Below the toolbar is a large text area for entering notes. At the bottom right of the text area, it says 'Words: 0'. At the bottom of the window are two buttons: 'Cancel' and 'Save'.

4. To add an attachment, browse and select a file in the **Attachments** field. You can also drag and drop a file into this field.
5. Edit the notes and attachments as required.
6. Update the **Notify Others** field with email addresses, if relevant.
7. Click **Done**.



## Viewing and Replying to Notes

You can view and reply to notes that are included in a request.

➔ To view or reply to notes within a request:

1. Go to the **Requests** tab.
2. Select the ID of the request whose notes you want to view.

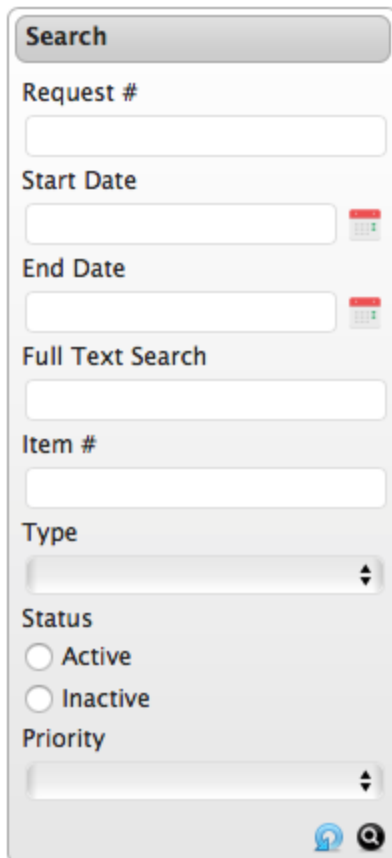
Notes   		
Date	Note	By
05/11/12 15:51	Can I please have an update as soon as possible? Thanks.	Simone Supervisor
1 - 1 of 1 Results		

3. Click  to display the contents of all notes in a pop-up window.
  - Click  to close the pop-up window.
4. To respond to a note, select its **Date** stamp.
5. Click **Reply** to reply to the note.
6. Enter your reply and click **Reply** to send the updated note to the technician.
7. Click **Cancel** to close the note.
8. Click **Done** to return to the list of requests.

## Searching Requests

To search for a request, you can use the search window to the right of the **Requests** list. You have the option of performing a full text search if required (see [Full Text Search](#) for more information).

To search for a specific request type, select the **Incidents**, **Changes**, or **Service Requests** option. Selecting an option also shows any custom fields search options that are active for the selected request type. You can narrow the search parameters by completing the date fields, entering a request or item number, defining the item type, defining if the request is active or inactive in the system, or selecting a request priority.



A search form titled "Search" with the following fields and controls:

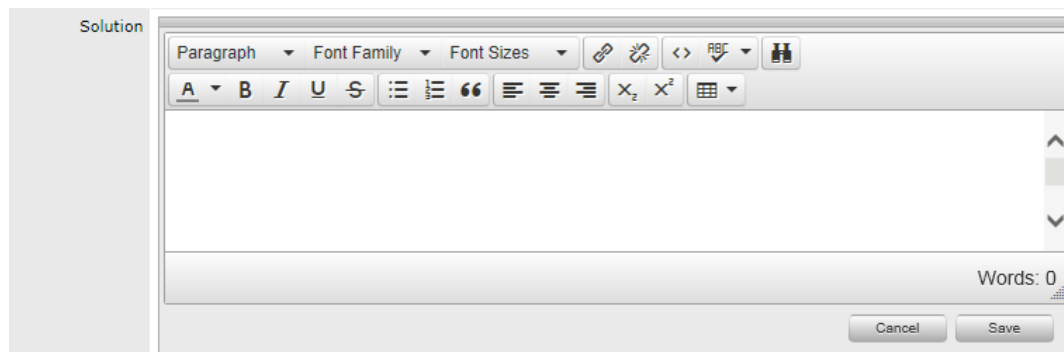
- Request #**: A text input field.
- Start Date**: A date input field with a calendar icon.
- End Date**: A date input field with a calendar icon.
- Full Text Search**: A text input field.
- Item #**: A text input field.
- Type**: A dropdown menu.
- Status**: Two radio buttons labeled "Active" and "Inactive".
- Priority**: A dropdown menu.

At the bottom right of the form are two circular icons: a blue one with a person and a black one with a magnifying glass.

## Closing a Request

➔ To close an Open or Pending request:

1. Go to the **Requests** tab.
2. Select the ID of the request you want to close.
  - The request details are shown.
3. Click **Resolved**.
  - The request is closed and the **Solution** field is shown.



A "Solution" field editor window. It features a rich text editor toolbar with options for Paragraph, Font Family, Font Sizes, and various text formatting tools (bold, italic, underline, strikethrough, bulleted list, numbered list, quote, indent, outdent, subscript, superscript, table). Below the toolbar is a large text area for entering the solution. At the bottom right, it shows "Words: 0" and "Cancel" and "Save" buttons.

4. Enter details as to why you are closing the request.

- If you click **Cancel** within the **Solution** field, the request moves to the default Closed state for the assigned workflow, with no solution recorded for the request.
5. Click **Save**.
    - The details are saved as a note that users working on the request can view. The request's status changes to the default Closed state for the assigned workflow.
  6. Click **Done** to return to the list of requests.

## Re-opening a Closed Request

You can reactivate requests after they have been closed, if your administrator has enabled this option.

---

**NOTE** This option applies to Help Desk customers only.

---

➔ To re-open a closed request:

1. Go to the **Requests** tab.
2. Select the ID of the closed request you want to re-open.
3. Click the **Reopen** button at the bottom of the request details screen.
4. Enter information as to why you are re-opening the request.
5. Click **Save**.
  - The information you provided is saved as a note. The technician assigned to the request is notified that you have re-opened it.

## Creating Requests

If your administrator has enabled this functionality, you have the option of creating your own requests using the **Menu** sidebar in both the **Home** and **Requests** tabs.

When creating a request, keep in mind that you can only access items over which you have ownership or shared ownership, or items that are globally available to all customers in the system. If you only own one item and there are no global items in the system, when you initiate the request creation process, the details of that one item are automatically applied to the request type that you select.

However, depending on your service organization's settings, you may be able to view all services that the Service Desk offers, regardless of the ownership status. In this case, you can log a request against any service listed within the **Services** tab of the Customer Portal.


➔ To create a request:

1. Click **New Request** from the **Menu** sidebar.
2. Select the **Request Type**.
  - Options available to you are based on your organization's configuration. If only one option is available, it is pre-selected for you.

---

**NOTE** If your service organization uses quick call templates, you can select them from the **Request Type** list below the segmented line (for example, a **Password Reset** template may be available). When you select a quick call template, the system automatically completes the remaining details of the request for you based on the template.

---

3. If this option is enabled by your administrator, enter an item ID to search for the specific item you want to log your request against.
4. Next to **What does your request relate to?**, select details of the item that your request relates to (the item category, item type, and specific item ID).
  - The options available in these list are based on the items that you and your organizational unit own, plus any globally assigned items.
  - Alternatively, you can click  to create a new item, if this option is enabled by your administrator (see [Creating a New Item](#) for more information).

---

**NOTE** If a service contract is required to complete your request, a message is shown. See [Contracts](#) for more information.

---

5. Next to **How would you categorize your request?**, select a classification for your request.
6. Complete any other fields that your organization requires.
7. Under **What are the details of your request?**, enter a description to define your issue.
  - This information is required to save the request.
8. Complete the **Enter the email addresses of other users that need to know about your request** field, if required.
  - You can separate multiple addresses with a comma.
9. Use the **Add any attachments that may help the technician** field to upload files with your request. You can also drag and drop files into this field.
10. Click **Save** to submit your request.
  - When you save your request, the system sends an email confirmation to you.

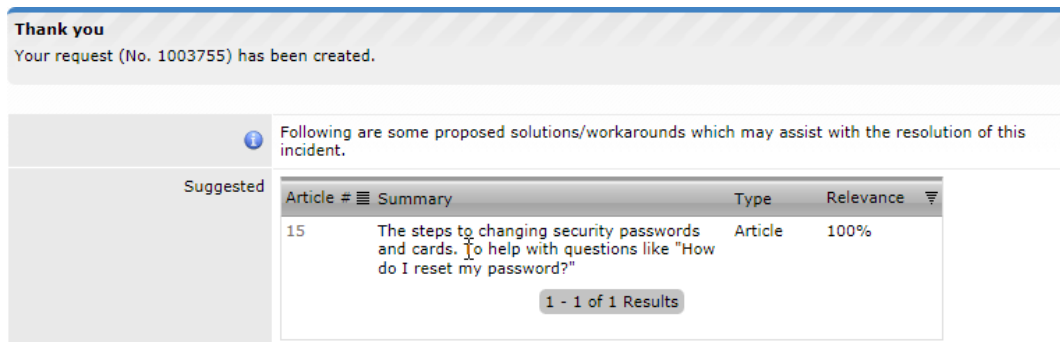
## Using Proposed Solutions for Requests

After you create a request, the system presents a list of possible helpful knowledge base articles to you. This list is based on the request's description, classification, and assigned item.

The list of articles includes **Article #**, **Item Type**, **Classification**, and **Summary** columns. If relevant, use the arrows at the base of the list to scroll through to the next page of articles.

➔ To view a proposed solution:

1. Click the **Article #** hyperlink.
  - A summary of the article opens.



**Thank you**  
Your request (No. 1003755) has been created.

Following are some proposed solutions/workarounds which may assist with the resolution of this incident.

Suggested

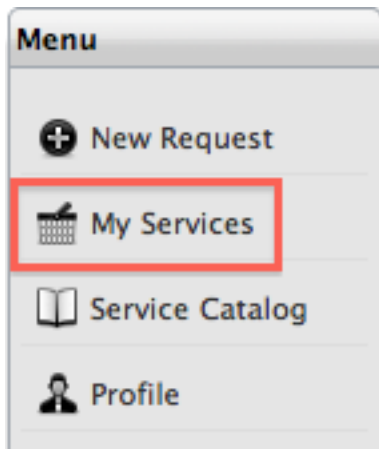
Article #	Summary	Type	Relevance
15	The steps to changing security passwords and cards. To help with questions like "How do I reset my password?"	Article	100%

1 - 1 of 1 Results

2. Rate the article, if desired.
3. If the article was not helpful, click **Done** to return to the article list. If the article resolves the issue, click **Resolved** to close the request.

## Services Tab

The **My Services** view within the **Services** tab lists the services that are assigned to you or your organizational unit.



If enabled by your administrator, the **Service Catalog** option in the **Menu** sidebar allows you to view all the services your service organization offers regardless of ownership status, and provides you with the ability to request access to services you may not already own.

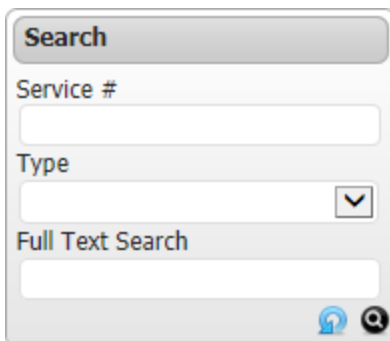
### Creating a Request



Within the **Services** tab, you can log a request against any service included in the list. See [New Request](#) for more information.

If you have access to multiple services, you can easily generate a new request by selecting a service within the **My Services** or **Service Catalog** view, then clicking **New Request** from the **Menu** sidebar. This action pre-populates the request fields for you, leaving only the **Classification** and **Description** fields for you to complete before saving the request.

### Searching for Services

To search for services, you can use the **Search** sidebar. You can refine your search by service number, type, or category. By selecting a category, any additional fields defined for that category are also shown.

A screenshot of a 'Search' sidebar. It has a title bar 'Search'. Below it are three input fields: 'Service #' (a text box), 'Type' (a dropdown menu with a downward arrow), and 'Full Text Search' (a text box). At the bottom right are two circular icons: a magnifying glass and a reset icon.

Click  to execute the search or  to reset the search fields.



## Accessing the Service Catalog

Depending on your service organization's settings, the **Service Catalog** option may be available in the **Menu** sidebar. This option opens the service catalog list, where you can view all services offered by the Service Desk, regardless of their ownership status. It also provides you with the ability to request access to services you may not already own.


Service Catalog					Complete Service Catalog
Service #	Type	Identifier	Service Level	Status	
100003	Help Desk		Standard	Available	
100015	Recruitment		Gold	Available	
100016	Security	Type: HR Access	Standard	Available	
100030	Email	Environment: Network 2	Standard	Available	

If the Service Desk has included a description of the service, you can view it by scrolling over the **Service #** link. Click the link to access further information, like attribute fields marked as Customer Visible and Service Targets.

Service Catalog					Complete Service Catalog
Service #	Type	Identifier	Service Level	Status	
100003	Help Desk		AS Demo	Available	
100015	Recruitment		Gold	Available	
100016	Security	Type: HR Access	Standard	Available	
100018			Premium	Available	
100028		Environment: Network 1	Standard	Available	
100030		Environment: Network 2	Standard	Available	
100031	Phone		Standard	Available	
100033	Email	Environment:	Standard	Available	

## Viewing Details of a Service

➔ To view details of a service:

1. Select **Service Catalog** from the **Menu** sidebar.
2. Select the **Service #** hyperlink.
3. To view specific details of the service, click .
4. Click **Done** to return to the complete service catalog list.

## Creating a Request

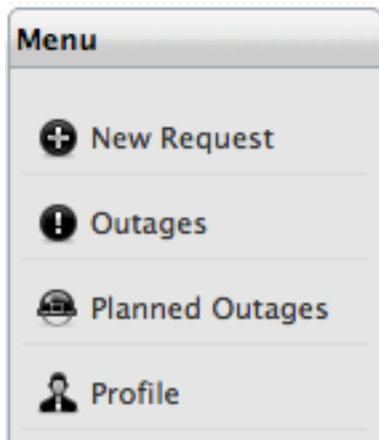
Within the **Home** or **Services** tabs, you can log a request against any service listed in the service catalog.

You can quickly generate a new request by selecting a service within the service catalog list and clicking **New Request** from the **Menu** sidebar. This action pre-populates the request fields; however, you must complete the **Classification** and **Description** fields before saving the request.

See [New Request](#) for more information.

## Items Tab

The **Items** tab allows you to view all items that you own, whether it be through direct, shared, or organizational unit ownership. The tab also provides you with access to item outage information.



You can view all of the items you have registered with your support organization by selecting the **Items** tab, which shows the list of items assigned to you and your organizational unit. Global items are not included within the **Items** tab, but if any exist in the system, you are still able to log a request against them as they are available in the **Item** list during the request creation process.


Items				
Item #	Type	Identifier	Service Level	Status
100011	iMac G5 20"		Warranty	Deployed
1 - 1 of 1 Results				

## Viewing Details of an Item

➔ To view details of an item:

1. Go to the **Items** tab.
2. Select the **Item #** of the item whose details you want to view.

Item # 100064



**Properties**


Category Mobile

Type iPad

Status Deployed


Service Level Standard

**Requests**

Request	Date	Status	Technician	Description
 1004553	06/03/14 10:55	<b>Open</b>	Jason Anderson	I need VPN access on my iPad please

1 - 1 of 1 Results


Done

- To view specific item details, click .
- Click **Done** to return to the complete list of items.

## Adding a New Item

If your administrator has enabled this option, you can create a new item within the **Items** tab.

➔ To add a new item:

- Go to the **Items** tab.
- Select  at the top of the **Items** list.

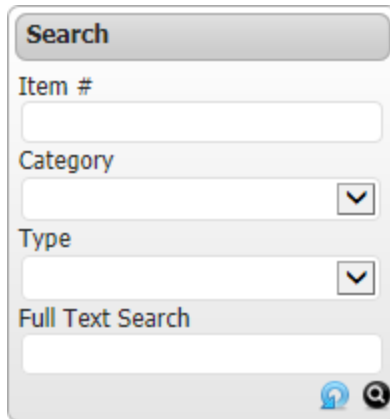
Items				
Item #	Type	Identifier	Service Level	Status
100011	iMac G5 20"		Warranty	<b>Deployed</b>
1 - 1 of 1 Results				



- Select a category and define an item type.
- Complete any known item details.
- Click **Save**.

**NOTE** Depending on your service organization's settings, the item you created may not be visible in the Customer Portal when saved. The Service Desk staff may need to move your newly created item to a state that allows visibility in the Customer Portal.

## Searching for Items

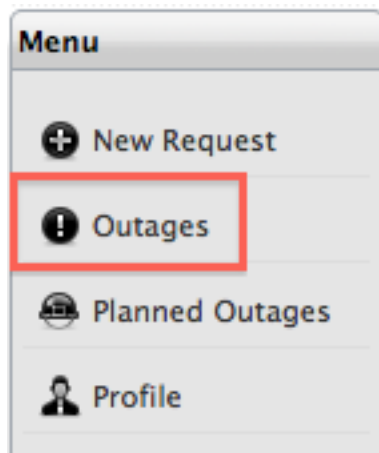
To search for items, you can use the **Search** sidebar. You can refine your search by item number, item type, or item category. By selecting an item category, any additional fields defined for that category are also shown.

A vertical sidebar titled "Search" with a grey header. It contains four input fields: "Item #" (text), "Category" (dropdown), "Type" (dropdown), and "Full Text Search" (text). At the bottom right, there are two circular icons: a blue magnifying glass and a grey circular arrow.

Click  to execute the search or  to reset the search fields.

## Viewing Outage Information

If your administrator has enabled this option, you can access item outage information on the **Items** tab by selecting **Outages** from the **Menu** sidebar. (See [Outages](#) for more information.)



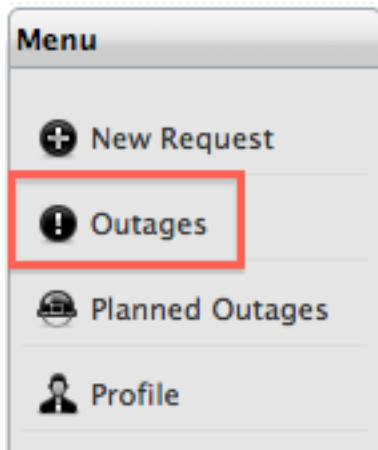
# Outages

An outage occurs when an item moves into an unavailable state due to expected or unexpected events; for example, an item is out for repair or faulty.

## Viewing Outages

➔ To view a list of current item outages:

1. Go to the **Items** tab.



2. Select **Outages** from the **Menu** sidebar.

- A list of outage items is shown.

Outages				
Item #	Category	Type	Status	Inactive Time
100306	Hardware	Macbook Pro	Out for repair	00:04
1 – 1 of 1 Results				

3. Select the **Item #** of an item affected by the outage.

- The details of the unavailable item are shown.

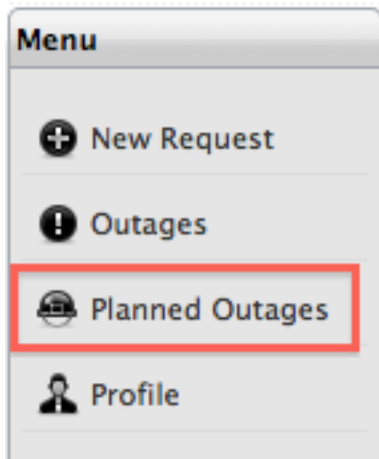
Item #100008	
<b>Properties</b>	
Category	Printers & Scanners
Type	HP 3200
Status	Out for repair
Service Level	Bronze
<b>Attributes</b>	
Cartridges	C4092
Connection	
Consumable	
Network Address	111.111.1.1
Resolution	
Serial Number	xj974974yyy7

Done

- Click **Done**.

## Planned Outages

A planned outage occurs when an item is assigned an outage period that defines when the item will go offline or become unavailable. For example, a planned outage could occur when an item (such as a server) is scheduled for maintenance.




➔ To view a list of planned outages for items:

1. Go to the **Items** tab.
2. Select **Planned Outages** from the **Menu** sidebar.
  - A list of planned outages is shown.

Planned Outages				
No.	Start Date	End Date	Items	Reason
50	07/21/14 23:18	07/22/14 00:18	100036 (Outlook Email)	Routine server maintenance
1 - 1 of 1 Results				

3. Select the **No.** link for more detailed information about an affected item.

Outage Details				
No.	50	Reason	Routine server maintenance	
Start Date	07/21/14 23:18			
End Date	07/22/14 00:18			
Items				
Item Number	Type	Category	Customers	Org. Units
100036	Outlook Email	Service	Jason Ridge	

4. Click the **Item Number** link to view the relationship map.
  - The pop-up window shows information on how the outage affects related items, if this option is enabled for the system.
5. Scroll over the map icon labels to view item details.
6. Click  to close the relationship map window.

7. Click **Done**.

---

**NOTE** If your administrator has enabled this option, you can search for planned outages by specific item type. Enter an item type into the search window to generate a list of unavailable items based on the item type.

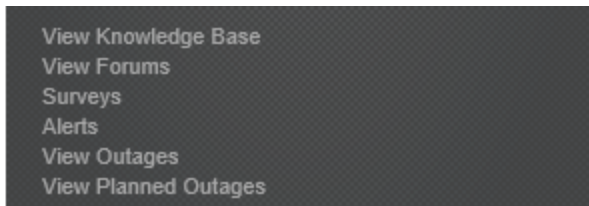
---



## Public Knowledge Base


From the login page, you can access the public knowledge base without logging in to the support system, if the administrator has enabled this functionality. Articles available within this screen are visible to everyone.

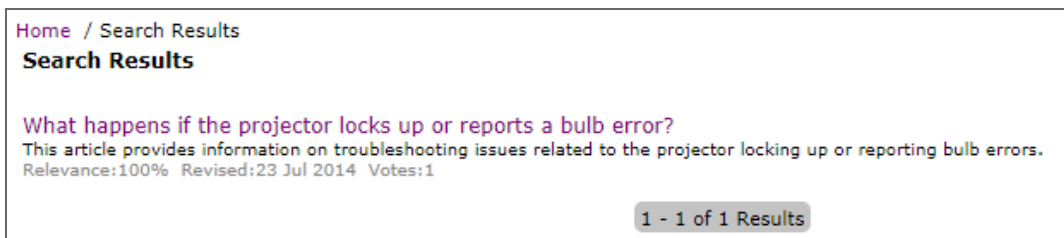
The **View Knowledge Base** hyperlink is available on the login page of the support system.



## Searching for an Article

➔ To search for an article:

1. On the login page, select the **View Knowledge Base** link.
2. Enter a term into the **Search** window.
  - (See [Full Text Search](#) for more information.)
3. Click .
- A list of search results is shown.



4. Select the article title to view the article content.

[Home](#) / Knowledge Article

## What happens if the projector locks up or reports a bulb error?

### Summary

This article provides information on troubleshooting issues related to the projector locking up or reporting bulb errors.


Follow these instructions if you are experiencing issues related to the projector locking up or bulb errors:

1. Disconnect the projector's power cable.
2. Check and reset the bulb. For more information, consult the [User's Guide](#).  
Note: You might be asked to provide the serial number of your computer. For more information on how to locate your computer's serial number, refer to the following knowledge base article: [How to find the serial number on a computer, peripheral, accessory, or handheld device](#).
3. Reconnect the projector power cable.
4. Press the power button.

If the projector still locks up:

- When the projector is less than 90 days old, contact the Service Desk.
- When the projector or bulb is more than 90 days old, browse to [Projector Lamp and Accessories](#) to purchase another bulb.

<b>Article ID:</b> 410	<b>Item Types:</b> Projector
<b>Type:</b> Article	
<b>Classification:</b> General	
<b>Created:</b> 23 Jul 2014 22:04:01	
<b>Modified:</b> 23 Jul 2014 22:06:55	



5. Rate the article if desired.
6. Click **Done** to return to the search results list.

## Services

Within the Public Knowledge Base screen, you can navigate to the following areas:

- [Login / Register](#)
- [Knowledge](#)
- [Forums](#)
- [Surveys](#)
- [Alerts](#)
- [Outages](#)
- [Planned Outages](#)

## Public Forums

Public forums allow you to read informal online discussions between customers and support staff without logging in to the system. Forum visitors can benefit from the broad knowledge of the user community when they are researching issues and trying to resolve support issues.

### Viewing a Forum

➔ To view forum posts:

1. On the login page, select the **View Forums** link.
  - A list of active forums is shown.

Forum	Topics	Last Post
 <b>General</b> General Discussion Moderator: Jason Anderson	2	Ted Dawson 15 Mar 2013 11:47

2. Select a forum topic link.
3. Drill into post details by selecting a topic title link.
  - Click **Topics** to return to the topics list. Within the topics list, click **Forum** to return to the forum list.

---

**NOTE** To view **Most Active** or **Recently Updated** forums, select a topic link in either list located under the **Services** menu.

---

### Services

Within the Forums screen, you can navigate to the following areas:

- [Login / Register](#)
- [Knowledge](#)
- [Forums](#)
- [Surveys](#)
- [Alerts](#)
- [Outages](#)
- [Planned Outages](#)

## Public Surveys

Public surveys are available for everyone to complete and allow you to provide anonymous feedback to the support organization without logging in to the Customer Portal.

View Knowledge Base  
View Forums  
Surveys  
Alerts  
View Outages  
View Planned Outages

➔ To complete a survey:

1. On the login page, select the **Surveys** link.
2. Select the **Take Survey** link beside the description of the survey you want to complete.
3. Complete the survey questions.

The screenshot shows a survey titled "Service Desk Feedback" with the following content:

**Service Desk Feedback**  
Please take a few moments to assess your recent experience with the Service Desk. Your comments are anonymous and will help us improve our overall service. Thank you!

**Response Details**

1- When was the last time you contacted the Service Desk for assistance?  
Within the last 7 days ▼

2- How would you rate the overall experience you had with the Service Desk?  
A horizontal scale from 1 to 10 with radio buttons. The radio button for "8" is selected.

3- Would you recommend the Service Desk to your friends or colleagues?  
Yes ☐ No ☐

4- If no, why not?  
A text input field.

☒ Anonymous Reply

Buttons: Clear, Cancel, Done

4. Select **Done** when complete.

## Services

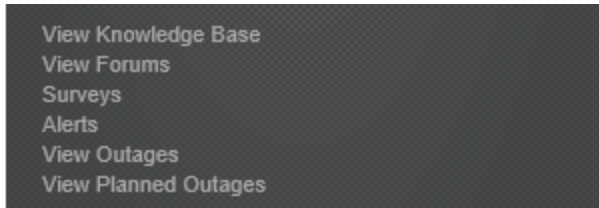
Within the Public Surveys screen, you can navigate to the following areas:

- [Login / Register](#)
- [Knowledge](#)
- [Forums](#)
- [Surveys](#)
- [Alerts](#)
- [Outages](#)

- [Planned Outages](#)

## Public Alerts

Public alerts allow you to access system-generated alerts defined as publicly visible without logging into the Customer Portal.



Alerts may contain general information, or they may be classified as a warning or as urgent. When an alert reaches its dismiss date, it is no longer visible in the Customer Portal.

## Services

Within the Public Surveys screen, you can navigate to the following areas:

- [Login / Register](#)
- [Knowledge](#)
- [Forums](#)
- [Surveys](#)
- [Alerts](#)
- [Outages](#)
- [Planned Outages](#)

## Public Outages

An outage occurs when an item's status moves to unavailable due to expected or unexpected events. For example, an outage could occur when an item (such as a server) is out for repair or is faulty.


View Knowledge Base  
View Forums  
Surveys  
Alerts  
View Outages  
View Planned Outages


You can also subscribe to RSS feeds for updates regarding item outages, which you can bookmark for easy access through your browser.

**NOTE** Outages only apply to Service Manager customers.

## Viewing Outages

➔ To view a list of outages:


- On the login page, select the **View Outages** link.
  - A list of outages is shown. If the outage is a planned outage,  is visible in the **Planned** column.

Outages 					
Item Category	Item Type	Criticality	Status	Inactive Time	Planned
Service	Email	Moderate	Offline	00:47	
1 - 1 of 1 Results					

- Select the **Item Type** link for more detailed information about the affected item.

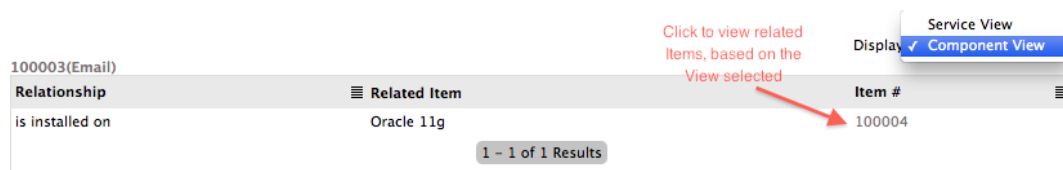
Outage Item Detail			
Item Number	100003	Identifier	
Item Type	Email	Criticality	Moderate
Item Category	Service	Status	Offline (Time: 00:48)
Customers Impacted		Org. Units Impacted	MyCompany

Outages 					
Item Category	Item Type	Criticality	Status	Inactive Time	Planned
Service	Email	Moderate	Offline	00:48	
1 - 1 of 1 Results					

*Select to view affected Items*

- Select the **Item Category** link to access the Service and Component filter view of items related to the current offline item.
- Within the Relationship table, select the **Item #** link to view other items that may be affected by the offline item. Toggle the **Display** view, as required.



5. Click **Done** to return to the list of outages.

**NOTE** If your administrator has enabled this functionality, you can search outages by customer. Enter a customer's email address in the **Search** window to generate a list of unavailable items that belong to the customer.

## Services

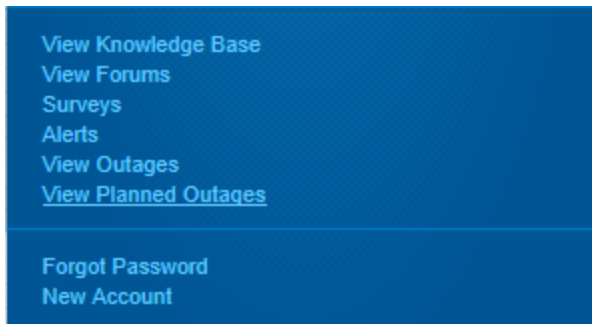
Within the Outages screen, you can navigate to the following areas:

- [Login / Register](#)
- [Knowledge](#)
- [Forums](#)
- [Surveys](#)
- [Alerts](#)
- [Outages](#)
- [Planned Outages](#)



## Planned Outages

A planned outage occurs when an item is assigned an outage period that defines when the item goes offline or becomes unavailable. For example, a planned outage may occur if an item (such as a server) is scheduled for maintenance.



**NOTE** Outages only apply to Service Manager customers.

## Viewing Planned Outages

➔ To view a list of planned outages:

1. On the login page, select the **View Planned Outages** link.
  - A list of planned outages is shown.


Planned Outages				
No.	Start Date	End Date	Items	Reason
20	05/19/12 14:00	05/19/12 18:00	100004 (Oracle 11g)	Updating software and memory
1 - 1 of 1 Results				

2. Select the planned outage **No.** link for more detailed information about an affected item.

Outage Details			
No.	20	Reason	Updating software and memory
Start Date	05/19/12 14:00		
End Date	05/19/12 18:00		

Items				
Item Number	Type	Category	Customers	Org. Units
100004	Oracle 11g	Hardware		MyCompany
1 - 1 of 1 Results				

3. Click the **Item Number** link to view the relationship map.
  - The pop-up window shows you a visual representation of how the outage affects related items, if this functionality is enabled for your system.
4. Scroll over the map icons to view item details.
5. Click  to close the relationship map window.
6. Click **Done**.

**NOTE** If your administrator has enabled this functionality, you can search planned outages by a specific item type. Enter an item type into the **Search Planned** window provided to generate a list of unavailable items based on the item type.

---

## Services

Within the Planned Outages screen, you can navigate to the following areas:


- [Login / Register](#)
- [Knowledge](#)
- [Forums](#)
- [Surveys](#)
- [Alerts](#)
- [Outages](#)
- [Planned Outages](#)

## Outage RSS Feeds

To receive real-time updates regarding item outages, you can subscribe to RSS feeds. RSS feeds allow you to receive information as it becomes available through RSS readers, which are freely available for download on desktops and mobile devices.

➔ To receive RSS feeds for item outages:

1. On the login page, select the **View Outages** link.

Outages						 RSS Feed
Item Category	Item Type	Criticality	Status	Inactive Time	Planned	
Service	Email	Moderate	Offline	00:47		
1 - 1 of 1 Results						

2. Select the **RSS Feed** link at the top of the **Outages** list.
  - If your web browser comes with a built-in RSS reader, it saves the feed automatically.
  - If your web browser does not have a built-in RSS reader, a window opens with an RSS URL. Copy this URL.
3. Open an RSS reader, and add a copy of the URL as a news feed.
4. The selected feed provides updates on items that are unavailable. The feeds update according to your reader's automatic reload setting.

