eService Portal Overview

About this Guide

Purpose

The eService Portal Overview Guide provides a differences overview of Support Online to eService Portal migration. The new eService portal provides the same capabilities as the legacy Support Online.

Scope

This guide contains the information and instructions needed to access and understand the basic differences of the eService Portal application.

Audience

This guide was prepared for any User previously using the legacy Support Online application.

F.A.Q.s

Why a new eService Portal?

The legacy Support Online is an application build upon a legacy UnixWare environment. The HW and OS are past the end of lifecycle and needed to be replaced.

What is the eService portal?

The new Unisys eService portal environment is build upon the Oracle Portal infrastructure. This infrastructure has been in place since summer of 2004 and is currently supporting all of the Managed Services Helpdesk implementations. The portal allows us to build client relevant content in a consistent and flexible manner. By building the Support Online functions into the portal, we can seamlessly integrate it into various client sites.
How do I get to the eService Portal?

Initially, eService will be accessible at:
http://www.serviceonline.unisys.com

Why do I see different Login pages?

The eService portal has a dedicated login page:

The portal can also present you with the generic Sign-on page for several reasons including:
1. If your login fails due to an invalid usercode / password entry
2. If you access content in the portal directly via a deep link
3. If the Portal determines that you need to re-authenticate
**Must I be Registered to Use eService Portal?**

If you are currently a user of Service Console, or any of the Managed Services Helpdesk sites, you can use that usercode / password for access.

All Unisys employees are automatically registered via their Unisys Active Directory account.

Migrating Support Online users should reference the question “How does the migration process from Support Online to eService Portal work?”

Non-Unisys employees who are not an existing Support Online user should reference the question “I am a new non-Unisys user that never used Support Online. How do I register to use the eService Portal?”

The Unisys employees usercode is their Active Directory Usercode. This is in the form of gggg.ssss@unisys.com where:

gggg = The user’s given name  
ssss = The user’s surname

I.E: john.doe@unisys.com

The user’s password will be their Active Directory domain password.

The first time that a user accesses eService Portal, a profile request form will be displayed:

<table>
<thead>
<tr>
<th>User Information</th>
<th>Sub Account ID:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Account ID:</td>
<td>unisys</td>
</tr>
<tr>
<td>User ID:</td>
<td><a href="mailto:JOHNDOE@UNISYS.COM">JOHNDOE@UNISYS.COM</a></td>
</tr>
<tr>
<td>First Name:</td>
<td>John</td>
</tr>
<tr>
<td>Last:</td>
<td>Doe</td>
</tr>
<tr>
<td>Company:</td>
<td></td>
</tr>
<tr>
<td>Address:</td>
<td></td>
</tr>
<tr>
<td>Building:</td>
<td></td>
</tr>
<tr>
<td>Suite:</td>
<td></td>
</tr>
<tr>
<td>City:</td>
<td></td>
</tr>
<tr>
<td>Postal Code:</td>
<td></td>
</tr>
<tr>
<td>Work Phone:</td>
<td>612-111-1111</td>
</tr>
<tr>
<td>Email Address:</td>
<td><a href="mailto:JOHNDOE@UNISYS.COM">JOHNDOE@UNISYS.COM</a></td>
</tr>
</tbody>
</table>

Review / complete the form and click Submit on the bottom.
**What’s happened to my old configuration settings?**

During the user creation and migrate process, all of your configuration settings were transferred from the legacy Support Online.

**How does the migration process from Support Online to eService Portal work?**

Client accounts will be migrated from Support Online to the eService Portal on an individual basis. This transfer is initiated by the Support Online administrator.

1. Once the account is migrated, the users within the account will be queued for Migration. This means that when the user next access Support Online, and logs in, they will automatically be redirected to the eService Portal:
2. After the re-direction, the user will be presented with a Migration screen to allow them to create a new User-ID:

3. After selecting a new User-ID, the user will have an opportunity to complete their profile:
4. Make sure that the email address is correct as it will be used for password reset activity and call status correspondence. A new system generated password will be emailed to you.

5. Once the Migrating User Registration is complete, the user can switch to the Login tab, enter their new credentials, and access the eService Portal:

![eService Portal Image]

I am a new non-Unisys user that never used Support Online. How do I register to use the eService Portal?

You must be registered in the portal to gain access. To register, perform the following:

1. Navigate to the eService Login page at: [http://www.serviceonline.unisys.com](http://www.serviceonline.unisys.com) and switch to the “New User Registration” tab. Enter your email address as the Portal User ID:

![Registration Page Image]
2. Click Register, the usercode will be validated to ensure that it is not already in use, and the profile page will be displayed:

![New User Registration](image)

3. Complete the Profile Page. Pay special attention to the Email Address field, because it is used for the Password Reset functions. When complete, Click Submit.

![New User Registration](image)

4. Close the verification window. You now have Portal Usercode and a system generated password has been mailed to you.
How do I request entitled access to eService Portal?

1. To gain full access to the eService Portal, you will need to place a request with the Portal Administrators. Navigate to the eService login page: http://www.serviceonline.unisys.com and enter the userid that you created and the password that was mailed to you:

2. Click “Log In”. Once logged in there is a “Request Entitled Access” link on the home tab:
**Note:** If you access the Create / View Incidents tabs you may also be required to request access. If so, you will see a request button as shown below:

![Request Access Button](image)

3. Click on the “Register Now” link or the “Request Access” button and a request form will be presented:

![Request Form](image)

**Request For Access To Entitled Services or Upgrade of Existing Entitlements**

To initiate your request for access to entitled services or upgrade of existing entitlements, please complete as many items as possible in the form below. The entitlement process usually takes from 3 to 5 business days.

Please ensure the Email address in your User Profile is correct, as we will use that address to notify you that you have been given access to certain restricted areas, based upon your Unisys service agreement(s).

*Thank you for your patience and welcome to Unisys Support Online!*

**Contract Type:**  

**Service/Reseller Agreement:**

*Number (if known)*

Which of the following Unisys systems and/or applications do you have that are covered by a Unisys service or support agreement?

**System Family:**

- [ ] ES2000/ES3000/ES5000
- [ ] ES7000
- [ ] ClearPath Plus MCP (CS7x01, Libra, and FS Series)
- [ ] ClearPath Plus OS 2200 (CS7x02 and Dorado Series)

**Solutions:**

- [ ] AIRCARE (Air-Net/USAS)
- [ ] AIRCORE
4. Fill in all the fields and click “Send request”. The request will be sent to the portal administrators and a confirmation message will be shown and emailed to you.

![Your request was successfully submitted.][1]

5. Click “Close Window”. Please allow up to a week for the request to be reviewed and processed.

What’s different about the eService portal?

The primary difference is that eService Portal now uses Tabbed navigation. As you can see from the following image, you can quickly switch form one area of functionality to another area of functionality by clicking on the respect tab.

![e-Service Portal Image][2]

Additional enhancements include:
- Two call entry processes have been merged into a single process
- Two call statusing processes have been merged into a single process
- The Product Support Knowledgebase has been more completely integrated
Why am I always sent to the eService page when I logout and log back in?

The eService portal has a default home page defined for each client. For Unisys employees the default home page is the eService site.

If you want to want to return to one of the dedicated sites, you can just navigate that site’s unique url. Login information will be retained.

In Support Online there where two call entry options, Onsite and Electronic Service. Where are they now?

In Support Online there were two entry processes that were distinct from each other. In the new eService Portal, these two processes have been integrated into a single call entry process that is accessible from the “Create Service Incident” tab

The selection of what type of service is being requested is now performed on the main call entry form:

Note: The Service options that are available are based upon the selected Product / Host Processor.
How do I create a Service Incident?

Creating a Service Incident is a simple three step process:

1. Select the Customer ID that identifies your location:

2. Select the Product that you want to request service on:
3. Complete the main call entry form and submit it:
How do I view the status of my calls now?

In Support Online there were two entry call status access points that were distinct from each other. In the new eService Portal, these two processes have been integrated into a single call status process that is accessible from the “View Incident” tab

To View your calls:

1. Decide what Service Incidents you want to see. You can search by:
   • Search Filters - Several standard filters are provided for selecting Service Incidents.
   • SI Number - Allows the entry of a Numbers. If numbers are provided, the Search Filter will be ignored.
2. Select how you want to view them:
   • Output - The output can take the form of a Table, a downloaded CSV file, or a Graphed on a series of Bar charts.
   • Summary views - Several standard views are provided which define what fields are displayed on the summary.
   • Maximum lines - The maximum number of Service Incidents returned by the search.
   • Detail view - Selects which detail is displayed when a Service Incident is selected from the Summary view.
3. Click on the View button
How do I access the Product Support Knowledgebase now?

The Product Support knowledgebase is accessible from the “Product Support Link in the upper Left hand corner, or by selecting the “Knowledge Base” tab. There is no longer a need to login to both systems as your authentication information is now shared.

On the very first access, you may need to select the correct legacy usercode. This will allow Product Support to migrate your previous configurations correctly:
Why am I getting a “Page has Expired” error message during navigation?

This is probably tied to a setting in Internet Explorer. To check / correct:
1. In IE, go to Tools, Internet Options, Advanced tab.
2. In the Security area, there is a checkbox for “Do not save encrypted pages to disk”. If it is checked, the warning messages appear. If it is not checked, the messages are not displayed.