

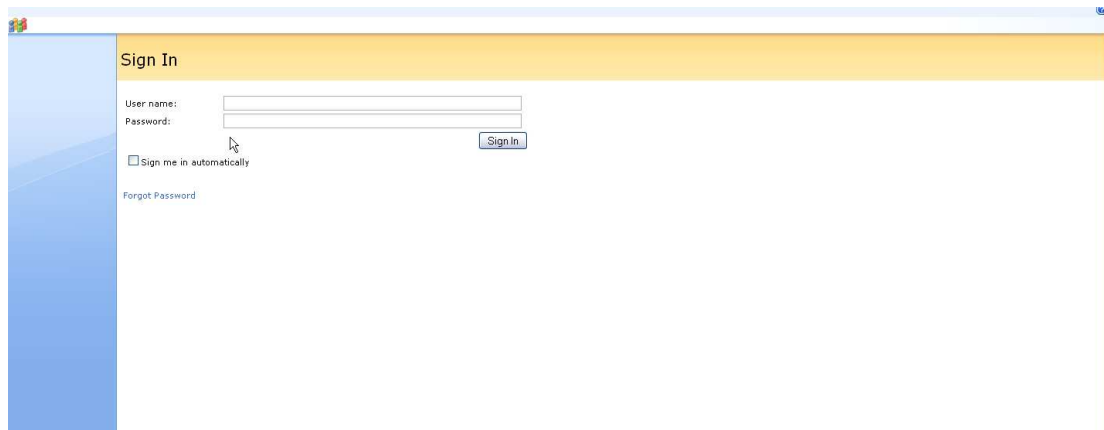


ITSM Client Portal

How to create and view incidents using the Datapoint Portal.

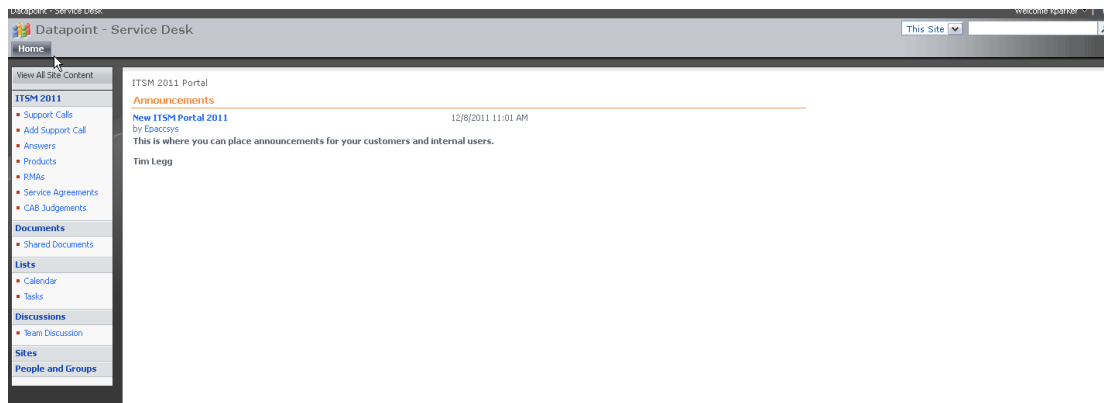
Logging an incident

To access the client portal please can you go to <http://info.datapoint.com/> and type in your login credentials.



The screenshot shows a web browser window displaying the 'Sign In' page. The page has a yellow header with the text 'Sign In'. Below the header, there are two input fields: 'User name:' and 'Password:'. A 'Sign In' button is located to the right of the password field. Below the password field, there is a checkbox labeled 'Sign me in automatically'. At the bottom of the form area, there is a link that says 'Forgot Password?'. The browser's address bar is not visible, but the page content is clearly shown.

You should be able to see the main page if your credentials are accurate. This page provides you with options to create incidents and view the progress on existing incidents.



The screenshot shows the main page of the Datapoint Service Desk. The browser window title is 'Datapoint - Service Desk'. The page has a dark grey header with a 'Home' button and a search bar. On the left side, there is a navigation menu with the following categories: 'View All Site Content', 'ITSM 2011' (with sub-items: Support Calls, Add Support Call, Answers, Products, RMA's, Service Agreements, CAB Judgements), 'Documents' (with sub-item: Shared Documents), 'Lists' (with sub-items: Calendar, Tasks), 'Discussions' (with sub-item: Team Discussion), and 'Sites' (with sub-item: People and Groups). The main content area displays an announcement titled 'ITSM 2011 Portal Announcements' dated 12/8/2011 11:01 AM, by Esaccays. The announcement text reads: 'This is where you can place announcements for your customers and internal users.' The author is listed as 'Tim Legg'.

To create an incident please select the “Add Support Call” option it should take you to the screen displayed below. To create an incident for a specific site please enter your name and select the magnifying glass icon located next to the “Person” drop-down menu.

The page below shows what should occur; your name will be highlighted with a site. You can click on the selected site and proceed with creating your incident. The search fields can also be used to find the relevant site. You can complete the fields provided and select the “Search” button. When these actions have been completed the site which was required should be displayed in the search results.

Person	Group	Organization	Phone	City	Region	Postal Code	Country	Location	E-mail	Relation No.	Active
26001 London Office	London Office	Last Choice - Travel Agents	0208 444 7777	London		W1 5RW	United Kingdom			26001	<input checked="" type="checkbox"/>
26002 Birmingham Office	Birmingham Office	Last Choice - Travel Agents	0121 444 9999	Birmingham		B32 1AY	United Kingdom			26002	<input checked="" type="checkbox"/>
26003 Manchester Office	Manchester Office	Last Choice - Travel Agents	0161 444 8888	Manchester		MA3 4SV	United Kingdom			26003	<input checked="" type="checkbox"/>
Ackroyd, Graham		Last Choice - Travel Agents	07722 567890						graham.ackroyd@lastchoice.com		<input checked="" type="checkbox"/>
Fellows, Simon		Last Choice - Travel Agents	07788 556677						simon.fellows@lastchoice.com		<input checked="" type="checkbox"/>
Shaw, Jane		Last Choice - Travel Agents	01245 442266						jane.shaw@lastchoice.com		<input checked="" type="checkbox"/>

Once you have selected the site you need to create an incident for please complete the details that are listed on the “Support Call” page and select the “OK” button.

To view an incident that has been created please can you select the “Support Calls” option on the left side of the screen. Once you have selected this option you should be able to see the image that is displayed below. Please can you fill out the information that is requested and click the “Search” button. Once the search is complete all incidents that match your search criteria will be displayed and if you would like to view the previous incidents please double-click on the incident that you require.

If there are any problems you encounter whilst following the procedure please contact the IOC helpdesk on 0845 070 7000.