

UNIRITA INC.

LMIS on cloud V2.3.1

Self Service Portal User Guide



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1. Self Service Portal

This document explains for portal users the Self Service Portal site functions and how to use them.

1.1 Self Service Portal Overview

The following functions can be used in the Self Service Portal site.

- Incident Functions
Incidents can be registered and browsed from the Self Service Portal. The incident content is registered in the LMIS on cloud Incident Management.
- Access FAQ Information
Published FAQ information can be accessed in LMIS on cloud.
- Access Information
Published information can be accessed in LMIS on cloud.

This allows you to check the FAQ information when there is an incident for a resolution to a similar problem.

Incidents can also be registered for problems that do not have any recorded FAQ Information.

Caution

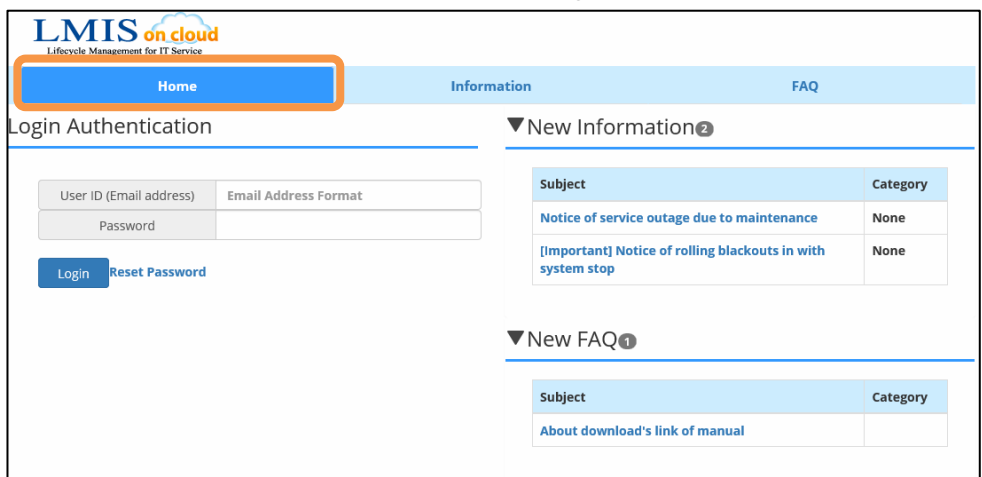
The functions which can be used differ depending on the setup method.

1.2 Login and Logout

This section describes the procedures to access, log into, and log out of the Self Service Portal site.

1.2.1 Access Procedure

Access the Self Service Portal site with the URL sent from the site Administrator. Access the URL to display the Home tab on the Home page of the Self Service Portal site.



The Home page includes the Home tab, Information tab, and FAQ tab. The Home tab display includes a Login Authentication section, New Information section, and a New FAQ section.

A login is not required if only accessing information and FAQ information.

New information and FAQ information published within the last week appear here.

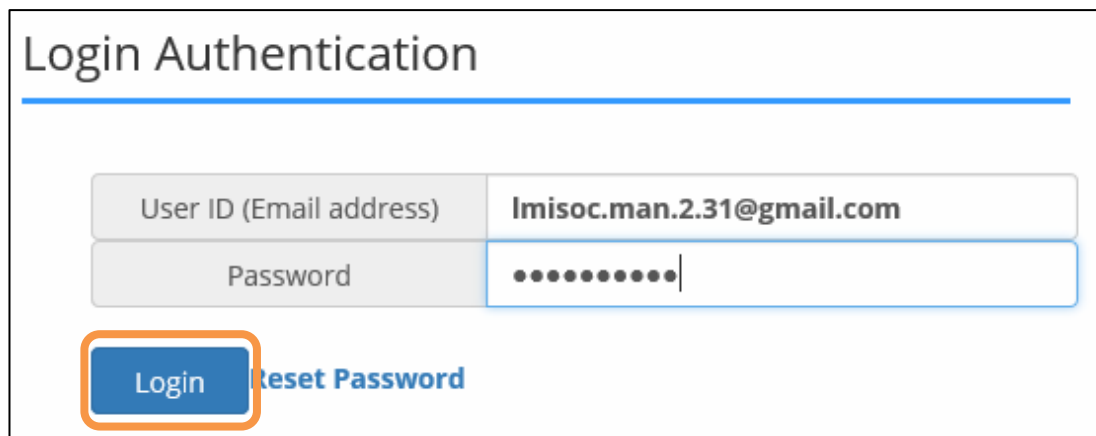
Caution

FAQ information appears after a user logs in regarding organizations that enforce logins to view FAQ information.

1.2.2 Login and Logout

◆ Login Method

1. To make an incident or access the current list of incidents, enter your user ID and password at the Home screen on the Self Service Portal site and then click the [Login] button.



Login Authentication

User ID (Email address)	lmsoc.man.2.31@gmail.com
Password

[Login](#) [Reset Password](#)

Note

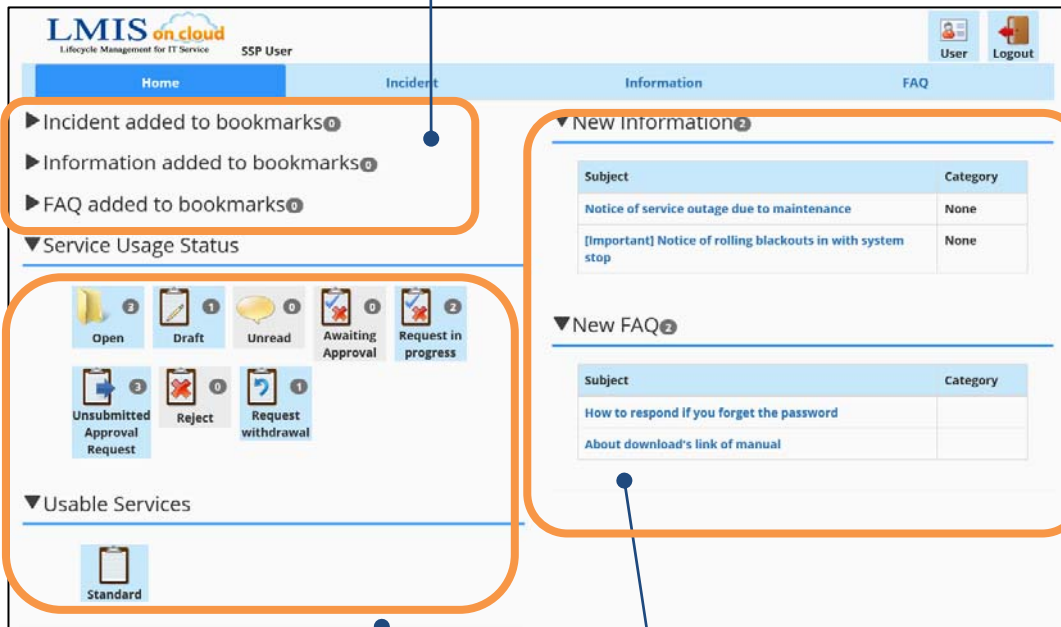
For users that log in using Single Sign-on (SSO) authentication, this screen is skipped and the post-login home screen (next page) appears.

If logins to the Self Service Portal are restricted to SSO authentication, users will not be able to log in from the Self Service Portal.

In this case, log in from the SSO authentication screen.

- Once logged in, the post-login home screen appears, and the [Incident] tab also appears at the top of the screen.

Bookmark Functions
 Various bookmark functions are available on the Home screen.

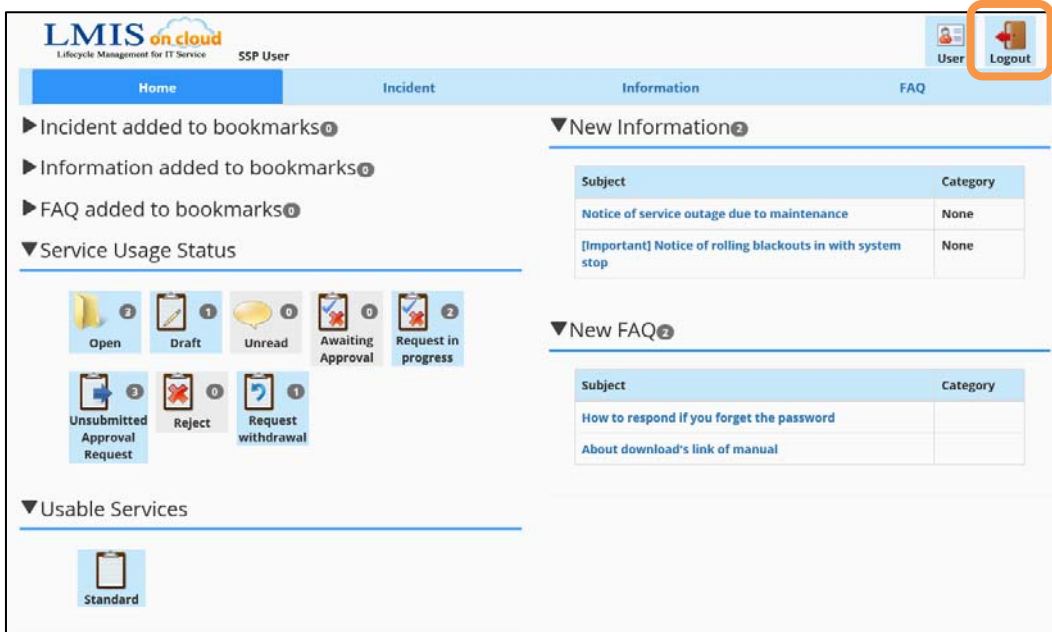


Incident Functions
 Various incident functions are available on the Home screen.

New Functions
 Various new functions are available on the Home screen.

◆ Logout Method

1. To log out, click the [Logout] icon at the top of the screen.



Note

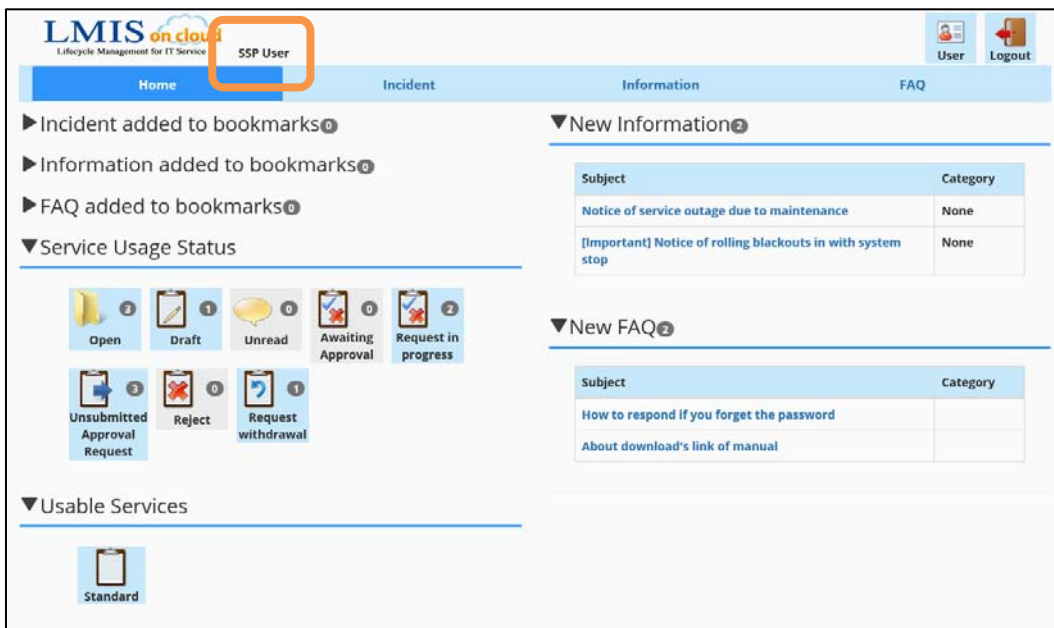
Logouts are performed in the same manner on the Incident screen, Information screen, and FAQ screen.

1.2.3 User Information Management

This section explains how to manage user information necessary for the use of the Self Service Portal site.

◆ Confirming the User Information

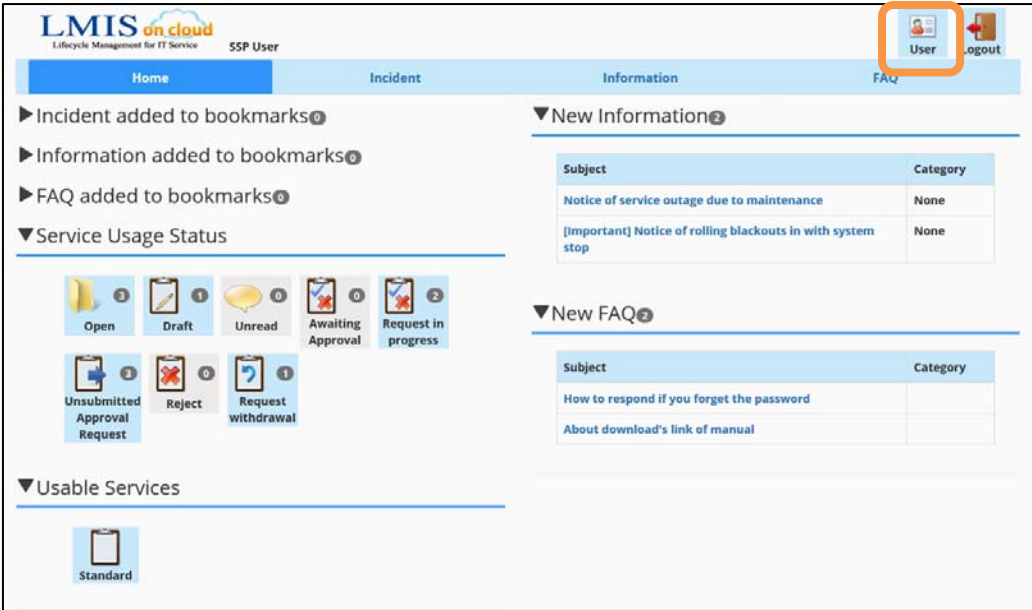
After logging in, the username appears at the top of the Self Service Portal site.



User information for the current user can also be edited by clicking the [User] icon.

◆ Editing User Information

- 1. Click [User] at the top of the screen.



- 2. The user information edit screen appears. Refer to the table on the following page while editing user information.

User setting

When you change password, please input password and verify password.

Fullname	Last Name	SSP	First Name	User
Furigana	Last Name	SSP	First Name	
Email	lmisoc.man.2.31@gmail.com			
Keyword	SSP			
ReportTo	SSP Boss			
Delegated Approver	SSP Delegated Approver			
Delegated Approval Period	1/1/2016 12:0 PM	from	12/31/2017 12:0 PM	
New Password				
Verify password				

Screen item	Description
Full name	Used to enter the user's full name. Only the last name is required.
Furigana	Enter the furigana corresponding to the full name.
Email	Enter the Self Service Portal login ID.
Keyword	Enter the keyword used to reset passwords.
ReportTo	Specify the user that will function as the approver if using the pre-approval function.
Delegated Approver	Specify the user that will function as the delegated approver if using the pre-approval function.
Delegated Approval Period	Specify the delegated approval period applicable to delegated approver if using the pre-approval function.
New Password	Enter a new password when changing passwords.
Verify Password	Enter the new password again for verification when changing passwords.

Note

Delegated approvers are given permissions to perform the same operations as approvers.

Users belong to an LMIS on cloud account, which represents an organization such as a company or department. Accounts can also be linked with parent accounts. The level of record access for a user is determined by the account to which the user belongs.

3. Click the [Save] button to save the user information. After saving, click the [Close] button to close the screen.

◆ **Resetting Passwords**

You can request a password reset from the Login screen if you forget your password.

1. **Click [Reset Password] on the home page of the Self Service Portal site.**

Login Authentication

User ID (Email address)	Email Address Format
Password	

Login Reset Password

2. **The password reset screen appears.**

Enter the [Email] and [Keyword] and then click the [Send] button.

Reset Password

Please input Email and Keyword, and click Send.

Email*	Imisoc.man.2.31@gmail.com
Keyword*	SSP

Send

3. **The reset results are displayed.**

Reset Password

Success:
Password reset request was transmitted. Please wait the reply on automation email.

Please input Email and Keyword, and click Send.

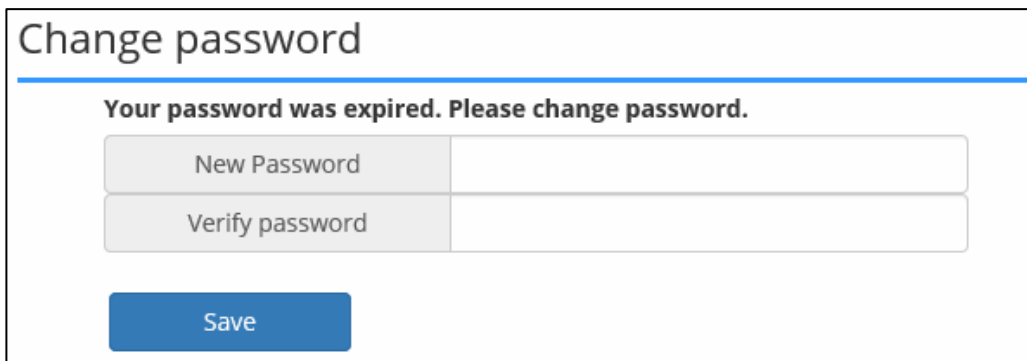
Email*	Email Address Format
Keyword*	

Send

A password reset notification Email is sent to the specified Email Address.

◆ Changing the Password

A compulsory password change screen is displayed after logging in if you reset your password or if password expiration is set by the organization and your password has expired.



Change password

Your password was expired. Please change password.

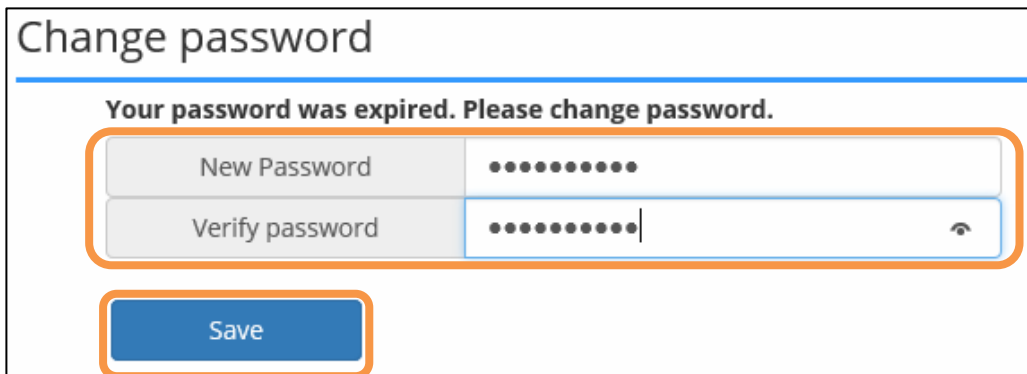
New Password

Verify password

Save

Use the following operations to change the password and display the normal screen after logging in.

1. Enter [New Password] and [Verify password], and click the [Save] button.



Change password

Your password was expired. Please change password.

New Password

Verify password

Save

The password is changed and the home screen is displayed after logging in.

Caution

Specify a password that conforms to your organization's password policy if applicable.

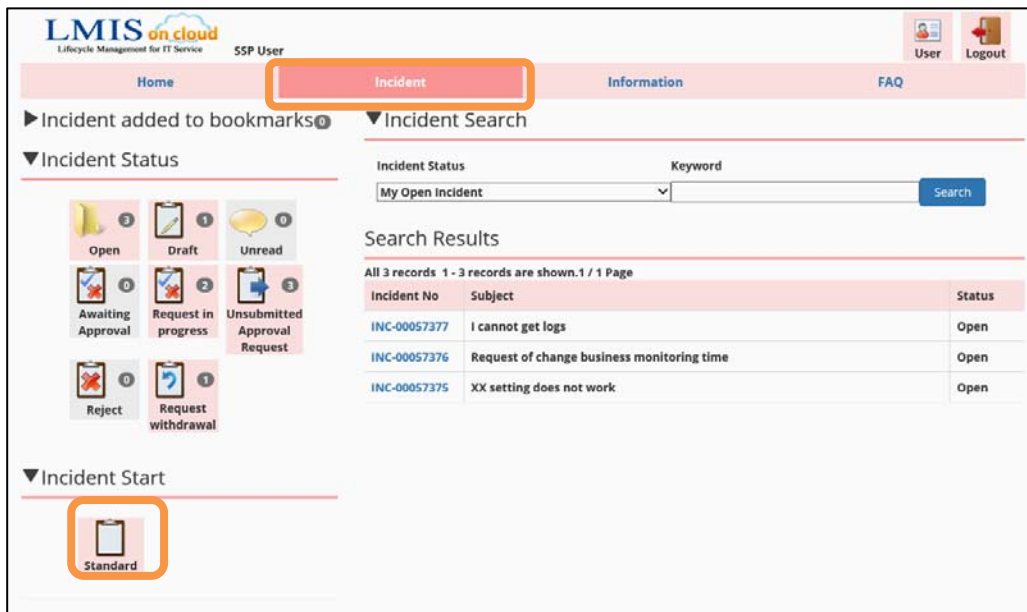
1.3 Using the Incident Function

This section explains how to use the Incident function.

1.3.1 Entering an Incident

◆ Registering a New Incident

1. From the [Incident Start] menu at the bottom of the incident screen, click the icon for the desired incident form.



2. The New Incident screen appears. Enter the required information.

New Incident

Register
Draft
Close Window

Classification: Standard

Incident No:

Subject **Required**:

Status:

Accept email address: lmisoc.man.2.31@gmail.com

Urgency **Required**: middle

Influence **Required**: middle

Details **Required**:

Contents for Customer:

Received Date and Time: 10/31/2016 1:17 PM

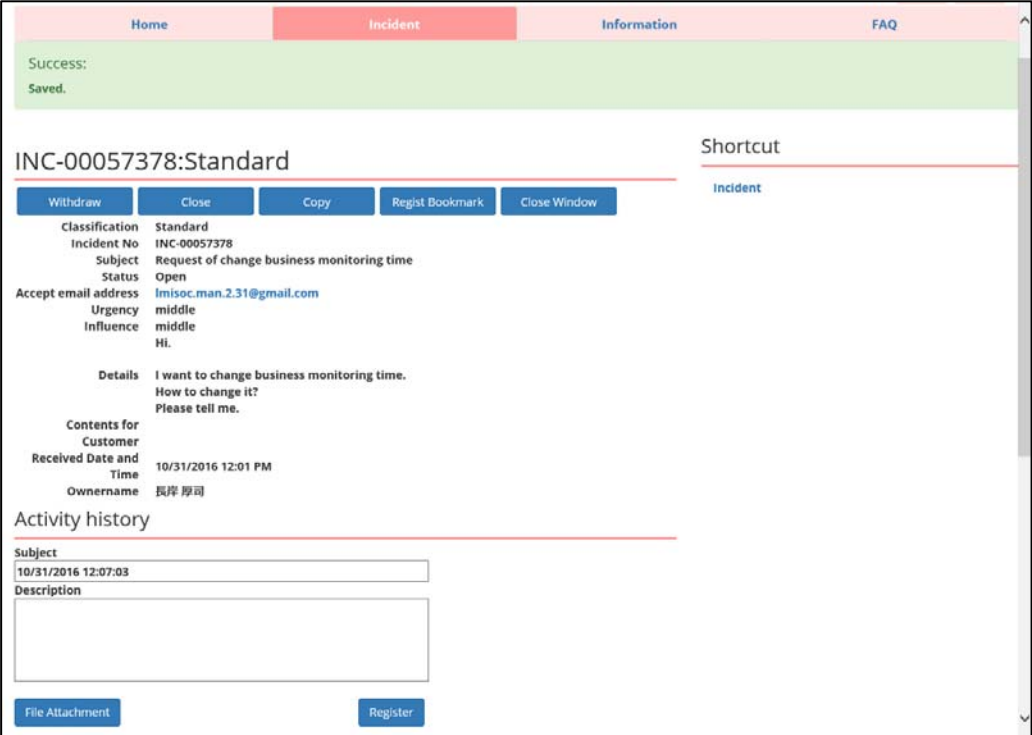
Ownername:

Share:

Caution

Image files cannot be pasted into rich text fields.

- 3. Click the [Register] button to register the incident.
- 4. The Incident reference screen is displayed if the registration succeeded. This screen allows you to confirm the registered content.



The main screen items that are displayed after registration are described below.

Screen item	Description
Incident No	The uniquely assigned number for each incident
Status	Indicates the Incident progress
Received Date and Time	The date that the incident was registered
Ownername	The person responsible for implementing the corresponding record

- 5. Click the [Close Window] button to close the screen.

◆ **Sharing Incidents**

1. **Select the [Share] check box for the incident to share the incident with other users of the Self Service Portal.**

New Incident

Register Draft Close Window

Classification Standard

Incident No

Subject **Required** Trace log can not be acquired

Status

Accept email address Imisoc.man.2.31@gmail.com

Urgency **Required** middle

Influence **Required** middle

Details **Required** Trace log can not be acquired during the audit

Contents for Customer

Received Date and Time 10/31/2016 1:21 PM

Ownername Share

File Attachment

When the [Share] check box is selected, users that belong to the following groups can access the incident.

- Users in the same account
- Parent accounts
- Parent accounts of parent accounts
- Approver in the final hierarchical layer of the pre-approval hierarchy (delegated approver)

◆ **Restarting Incidents**

The creation of a new incident can be aborted and reopened later.

1. **Enter the required information into the New Incident screen and then click the [Draft] button.**

New Incident

Register
Draft
Close Window

Classification **Standard**

Incident No

Subject Required

Status

Accept email address **Imisoc.man.2.31@gmail.com**

Urgency Required ▾

Influence Required ▾

Details Required

Contents for Customer

Received Date and Time **10/31/2016 1:21 PM**

Ownername

Share

File Attachment

2. **Once the draft is successfully registered, the draft reference screen appears. This screen allows you to confirm the registered content.**

Success:
Saved.

P-00022851:Standard

Edit
Copy
Close Window

Classification **Standard**

Incident No

Subject **Trace log can not be acquired**

Status

Accept email address **Imisoc.man.2.31@gmail.com**

Urgency **middle**

Influence **middle**

Details **Trace log can not be acquired during the audit**

Contents for Customer

Received Date and Time **10/31/2016 1:21 PM**

Ownername

Comment History

- From the [Incident Status] menu on the incident screen, click the [Draft] icon to display the draft incidents in the search results area. Click the [Incident No] for the ticket you want to restart.

Home Incident Information FAQ

▶ Incident added to bookmarks

▼ Incident Search

Incident Status

Draft Incident Search

Search Results

All 1 records 1 - 1 records are shown. 1 / 1 Page

Incident No	Subject	Status	Requester	Approver (Delegated Approver)
P-00022851	Trace log can not be acquired	Draft	SSP User	

- The incident reference screen appears. Click the [Edit] button to restart the ticket.

P-00022851:Standard

Edit Copy Close Window

Classification Standard

Incident No

Subject Trace log can not be acquired

Status

Accept email address lmisoc.man.2.31@gmail.com

Urgency middle

Influence middle

Details Trace log can not be acquired during the audit

Contents for Customer

Received Date and Time 10/31/2016 1:21 PM

Ownername

Comment History

◆ **Saving Attachment Files**

Files can be attached to the incident.

1. Click the [File Attachment] button at the bottom of the new incident registration screen. Once the upload file selection screen appears, select the file(s) to upload.

The screenshot shows the 'New Incident' registration form. At the top, there are three buttons: 'Register', 'Draft', and 'Close Window'. The form fields include: 'Classification' set to 'Standard'; 'Incident No' (empty); 'Subject' with a 'Required' tag and the text 'I cannot get logs.'; 'Status' (empty); 'Accept email address' set to 'Imisoc.man.2.31@gmail.com'; 'Urgency' with a 'Required' tag and a dropdown menu set to 'middle'; 'Influence' with a 'Required' tag and a dropdown menu set to 'middle'; 'Details' with a 'Required' tag and a text area containing 'I cannot get logs of XX.'; 'Contents for Customer' (empty); 'Received Date and Time' set to '10/31/2016 1:47 PM'; 'Ownername' (empty); and 'Share' with an unchecked checkbox. The 'File Attachment' button at the bottom left is highlighted with an orange box.

2. Once the file(s) have been attached, a list of the attached file(s) appears at the bottom of the screen.

The screenshot shows the file attachment list. At the top, there is a 'File Attachment' button. Below it, a file named 'test.txt' is listed with a 'Delete' link next to it. Both the file name and the 'Delete' link are highlighted with an orange box.

Click the [Delete] link to remove a file that was incorrectly attached.

- 3. When the incident is saved, the attached files are associated with the incident and displayed.

Success:
Saved.

P-00022857:Standard

Edit Approval Request Copy Close Window

[test.txt](#)

Classification	Standard
Incident No	
Subject	I cannot get logs.
Status	
Accept email address	lmisoc.man.2.31@gmail.com
Urgency	middle
Influence	middle
Details	I cannot get logs of XX.
Contents for Customer	
Received Date and Time	10/31/2016 1:47 PM
Ownername	
Comment History	

Click the attached file link to open a separate window and download the file.

Caution

Files attached by the incident work staff also appear in the list.

◆ **Request Procedure for Pre-approval Incidents**

Incident forms for which an approver has been configured are registered into LMIS on cloud incident management after this approver makes an approval.

This section describes the operation of registered incident forms for which an approver has been configured.

1. **After the incident is registered by the requester, an application number is assigned and the following screen then appears. Click the [Approval Request] button to request approval.**

The screenshot shows a success message at the top: "Success: Saved." Below this, the incident ID "P-00022860" is displayed in a box, followed by the classification "Standard". A horizontal bar contains four buttons: "Edit", "Approval Request" (highlighted with an orange box), "Copy", and "Close Window". Below the bar, the incident details are listed:

Classification	Standard
Incident No	
Subject	For issues that the printer can not be printed
Status	
Accept email address	lmisoc.man.2.31@gmail.com
Urgency	middle
Influence	middle
Details	XX
Contents for Customer	
Received Date and Time	10/31/2016 2:02 PM
Ownername	
Comment History	

2. Confirm that the approval request has completed.

Success:
The approval request for the Incident has been sent.

P-00022860:Standard

Withdraw
Copy
Close Window

Classification	Standard
Incident No	
Subject	For issues that the printer can not be printed
Status	
Accept email address	lmisoc.man.2.31@gmail.com
Urgency	middle
Influence	middle
Details	XX
Contents for Customer	
Received Date and Time	10/31/2016 2:02 PM
Ownername	
Comment History	

After you request approval, an approval request email message is sent to the approver.

The details of the incident can be edited by clicking the [Edit] button if approval has not yet been requested.

The request can be canceled by clicking the [Withdraw] button if the incident has not yet been approved or rejected. Then, you can edit the details of the incident and request approval again.

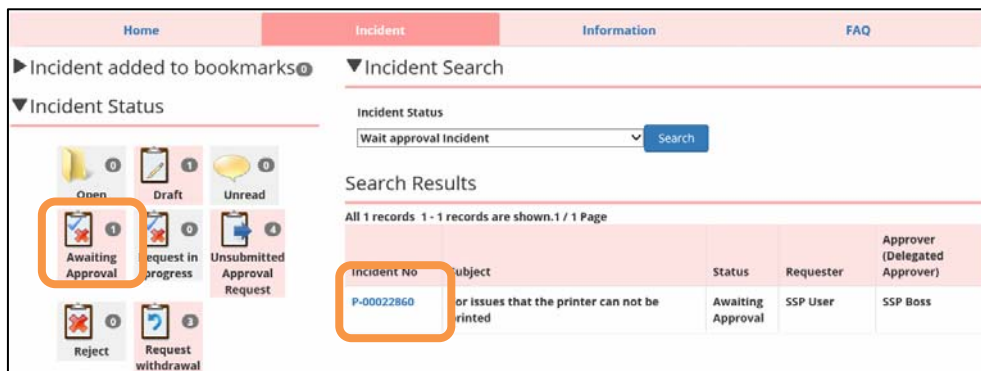
A withdrawal notification email message is sent to the approver when the request is withdrawn.

Use the icons in the [Incident Status] menu on the Incident screen to search for requests. Use the [Unsubmitted Requests] icon to search requests for which an approval request has not yet been made. Use the [Request withdrawal] icon to search withdrawn requests. Use the [Request in progress] icon to search requests for which approval requests have been submitted.

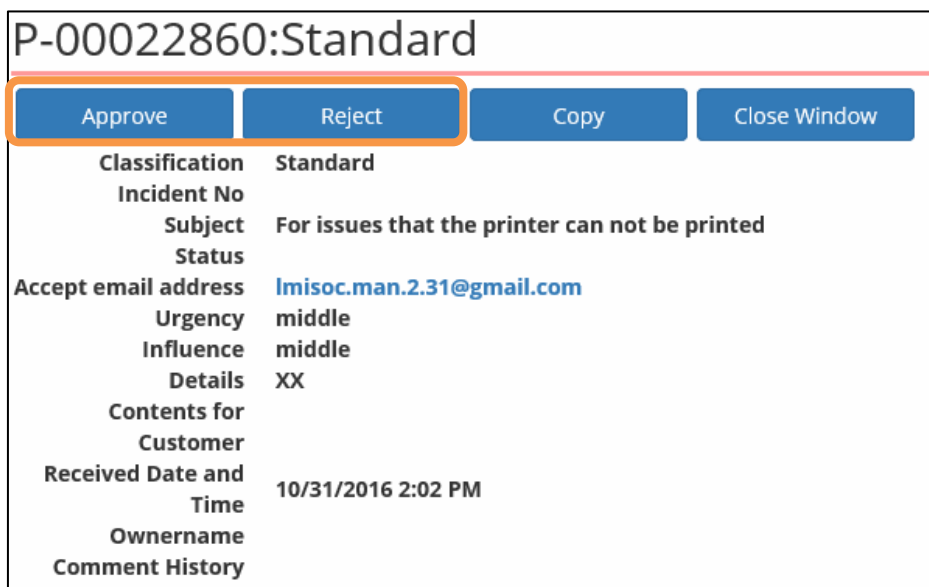
◆ **Pre-approving Incidents**

This section describes the procedure performed by the approver after the requester has submitted an approval request.

1. **The approver must log into the Self Service Portal. From the [Incident Status] menu on the incident screen, click the [Awaiting Approval] icon to display the incidents awaiting approval in the search results area. Click the [Incident No] for the record you want to approve.**



2. **The content of the incident appears. Use the [Approve] or [Deny] buttons to process the request.**



A comment is requested when approving or denying the request. The comment may be omitted. To omit the comment, leave the comment blank.

After the incident is processed, an approval (denial) notification Email is sent to the user who filed it.

If the incident is rejected, the user who requested approval must read the notification email message, edit the details, and then request approval again.

3. Once approved, the incident assigned with an incident management number appears.

Success:
Incident has been approved.

INC-00057379 Standard

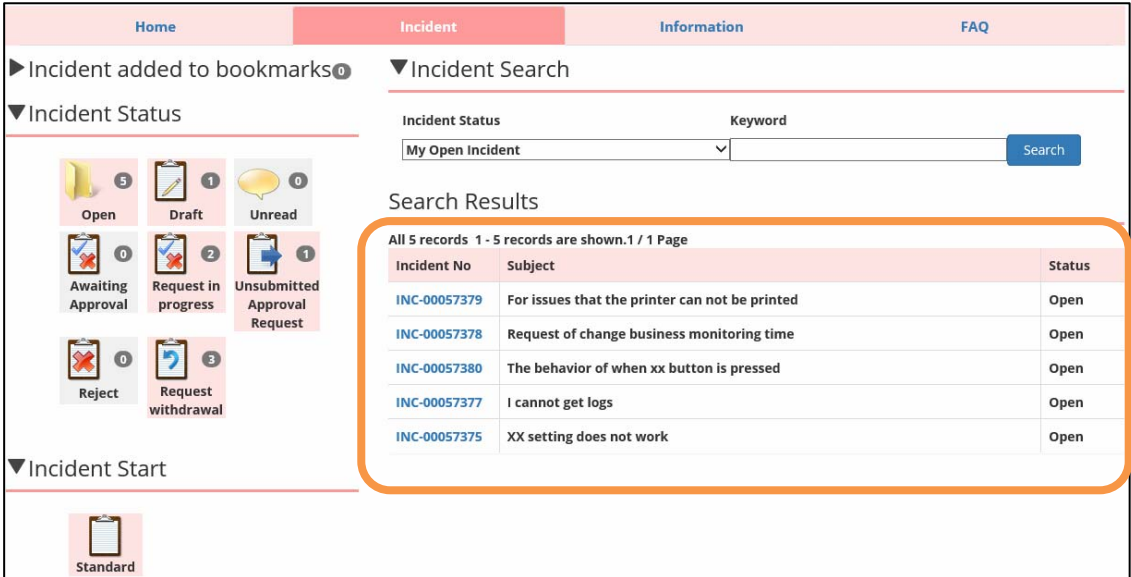
Copy Regist Bookmark Close Window

Classification	Standard
Incident No	INC-00057379
Subject	For issues that the printer can not be printed
Status	Open
Accept email address	Imisoc.man.2.31@gmail.com
Urgency	middle
Influence	middle
Details	XX
Contents for Customer	
Received Date and Time	10/31/2016 2:02 PM
Ownername	長岸 厚司

1.3.2 Accessing Incidents

◆ Confirming Incident Status

Click the [Incident] tab to open the Incident screen. A list of open incidents registered by the current user appears.



The incident content is registered in Incident Management on LMIS on cloud. When the status of the corresponding incident changes, the incident status also changes so that the response status can be confirmed.

◆ Searching for an Incident

Click an icon in the [Incident Status] menu to automatically set the search criteria satisfying the [Incident Status] list in the [Incident Search] menu and search incidents.

My Open Incidents are displayed by default.

Click on the appropriate icon or select the appropriate option from the [Incident Status] list to search incidents in accordance with the desired application as listed in the following table.

Icon	Incident Status *Search Criteria	Search Content	Keyword
Open	My Open Incidents	Incidents registered but not complete	Yes
Draft	Draft Incident	Incidents saved as drafts	
Unread	Unread Incidents	Incidents unread per the activity history registered by the incident work staff	Yes
Awaiting Approval	Wait approval Incident	Incidents awaiting approval by the user	
Request in progress	Incidents During the Approval Request Process	Incidents During the Approval Request Process	
Unsubmitted Approval Request	Incidents with Unsubmitted Approval Requests	Incidents for which approval requests have not been submitted	
Reject	Rejected Incidnet	Rejected incidents	
Request Withdrawal	Withdrawing Incident	Incidents for which approval requests were withdrawn after submission	
*No icon	My Incident	All incidents registered by the user	Yes
*No icon	Open Incidents	Incomplete incidents registered by users belonging to the same account	Yes
*No icon	All Incidents	Incidents registered by users belonging to the same account	Yes

If a category in the table above has "Yes" in the Keyword column, you can also enter a keyword in the [Search] field and click the [Search] button to search for incidents with the corresponding keyword.

Search results are filtered in accordance with the Search Results Settings criteria.

Caution

- ① The following characters cannot be specified in the search keyword.
? & | ! { } [] () ^ ~ * : \ " ' + -

- ② The following characters can be used in search keywords to enable multiple keyword searches.
AND, OR, NOT
*Separating words with spaces is the same as using the AND condition.

- ③ To search for a phrase, enclose the search keywords in double quotation marks.
Ex.: To search for the phrase "LMIS on cloud", enter "LMIS on cloud" in the field and execute the search.

◆ **Accessing Incidents**

Click the [Incident No] in the search results to display the incident reference screen and confirm the incident details.

Once the incident work staff enters a response to the incident, the [Contents for Customer] field will be updated with this information.

INC-00057375:Standard

Withdraw Close Copy Regist Bookmark Close Window

Classification	Standard
Incident No	INC-00057375
Subject	XX setting does not work
Status	Open
Accept email address	lmisoc.man.2.31@gmail.com
Urgency	middle
Influence	middle
Details	XX setting does not work
Contents for Customer	Fixed it.
Received Date and Time	10/31/2016 10:03 AM
Ownername	長岸 厚司

1.3.3 Post-Incident Operations

This section explains the functions to support the incident progress after it has been entered.

◆ Activity History Record and Confirmation

After registering an incident, the following content can be associated with the incident in the Self Service Portal as the "Activity History" for display and confirmation.

- ① Confirmation, addition of supplemental content from the inquirer
- ② Confirmation, addition of supplemental content from the work staff
- ③ Addition of Email content sent from the work staff to the inquirer
- ④ Addition of Email content sent from the inquirer to the work staff

The following explains how to register and confirm ① above in the Self Service Portal.

1. Click the [Incident No] to display the Incident reference screen.

INC-00057375:Standard

Withdraw
Close
Copy
Regist Bookmark
Close Window

Classification	Standard
Incident No	INC-00057375
Subject	XX setting does not work
Status	Open
Accept email address	lmisoc.man.2.31@gmail.com
Urgency	middle
Influence	middle
Details	XX setting does not work
Contents for Customer	Fixed it.
Received Date and Time	10/31/2016 10:03 AM
Ownername	長岸 厚司

Activity history

Subject

10/31/2016 14:44:08

Description

2. Enter the required information into the [Activity history] section and then click the [Register] button.

Activity history

Subject
10/31/2016 14:44:08

Description
Attach the reference materials.

[File Attachment](#) [Register](#)

Referenced Material.jpg [Delete](#)

Note

If automatic formatting of subjects is disabled for Activity History, the [Subject] entry field appears for manual entry.

Refer to "LMIS on cloud コンフィグレーションガイド 1.7.5

活動履歴更新設定ファイルの登録・更新" for more information on configuring the automatic formatting of subjects for Activity History.

3. The Activity History is saved.

Success:
Activity saved.

INC-00057375:Standard Shortcut

[Withdraw](#) [Close](#) [Copy](#) [Regist Bookmark](#) [Close Window](#)

Classification Standard
Incident No INC-00057375
Subject XX setting does not work
Status Open
Accept email address lmisoc.man.2.31@gmail.com
Urgency middle
Influence middle
Details XX setting does not work
Contents for Customer Fixed it.
Received Date and Time 10/31/2016 10:03 AM
Ownername 長岸 厚司

Incident
10/31/2016 14:44:08

Short Cuts
Click these links to scroll to corresponding sections of accumulated Activity history.

Activity history

10/31/2016 14:44:08 Attach the reference materials.

10/31/2016 2:54 PM

[Referenced Material.jpg](#)

The Activity History appears in order of the latest registration date.

◆ Withdrawing an Incident

If a registered incident is incorrect or if you resolved the issue yourself, the incident can be withdrawn by notifying the staff.

1. Click the [Incident No] to display the Incident reference screen. Click the [Withdraw] button.

INC-00057379:Standard

Withdraw
Close
Copy
Regist Bookmark
Close Window

Classification	Standard
Incident No	INC-00057379
Subject	For issues that the printer can not be printed
Status	Open
Accept email address	lmisoc.man.2.31@gmail.com
Urgency	middle
Influence	middle
Details	XX
Contents for Customer	
Received Date and Time	10/31/2016 2:02 PM
Ownername	長岸 厚司

2. Confirm that the withdrawal is complete.

Success:
Incident has been canceled.

INC-00057379:Standard

Copy
Regist Bookmark
Close Window

Classification	Standard
Incident No	INC-00057379
Subject	For issues that the printer can not be printed
Status	Open
Accept email address	lmisoc.man.2.31@gmail.com
Urgency	middle
Influence	middle
Details	XX
Contents for Customer	
Received Date and Time	10/31/2016 2:02 PM
Ownername	長岸 厚司

After the operation is performed, the withdrawal can be confirmed by the incident work staff.

Caution

This operation can only be performed by the user registered with the appropriate privileges.

After performing this operation, the incident cannot be withdrawn or closed.

The incident can be referenced and duplicated, and the Activity History can be registered and confirmed even after this operation is performed.

◆ Closing an Incident

If the problem is resolved as a result of the incident response, then the incident can be closed by notifying the manager.

1. Click the [Incident No] to display the Incident reference screen. Click the [Close] button.

INC-00057378:Standard

Buttons	
Withdraw	Close
Copy	Regist Bookmark
	Close Window

Classification	Standard
Incident No	INC-00057378
Subject	Request of change business monitoring time
Status	Open
Accept email address	lmisoc.man.2.31@gmail.com
Urgency	middle
Influence	middle
	Hi.
Details	I want to change business monitoring time. How to change it? Please tell me.
Contents for Customer	
Received Date and Time	10/31/2016 12:01 PM
Ownername	長岸 厚司

2. Confirm that the closure is complete.

Success:
Incident has been closed.

INC-00057378:Standard

Buttons	
Copy	Regist Bookmark
	Close Window

Classification	Standard
Incident No	INC-00057378
Subject	Request of change business monitoring time
Status	Open
Accept email address	lmisoc.man.2.31@gmail.com
Urgency	middle
Influence	middle
	Hi.
Details	I want to change business monitoring time. How to change it? Please tell me.
Contents for Customer	
Received Date and Time	10/31/2016 12:01 PM
Ownername	長岸 厚司

After the operation is performed, the closure can be confirmed by the incident work staff.

Caution

This operation can only be performed by the user registered with the appropriate privileges.

After performing this operation, the incident cannot be withdrawn or closed.

The incident can be referenced and duplicated, and the Activity History can be registered and confirmed even after this operation is performed.

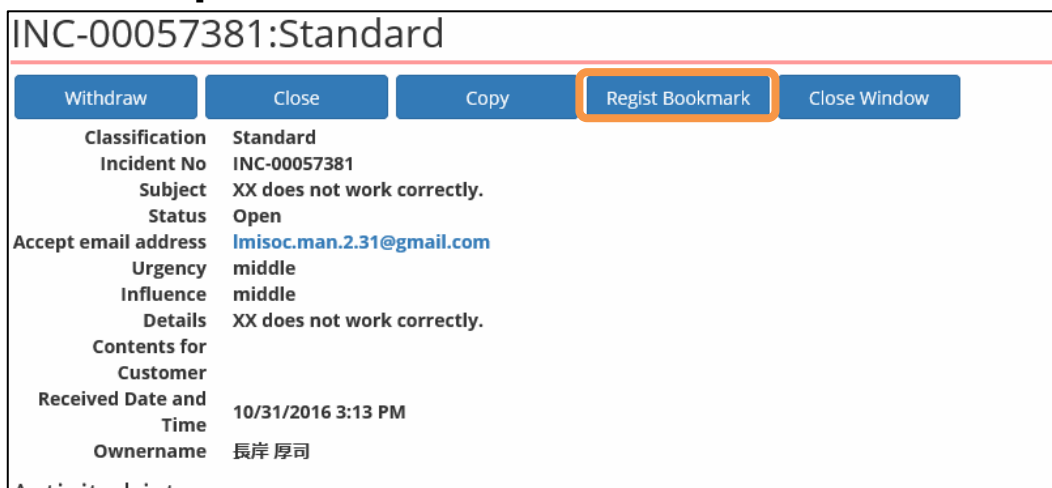
1.3.4 Incident Bookmarking Procedures

This section describes the incident bookmark functions.

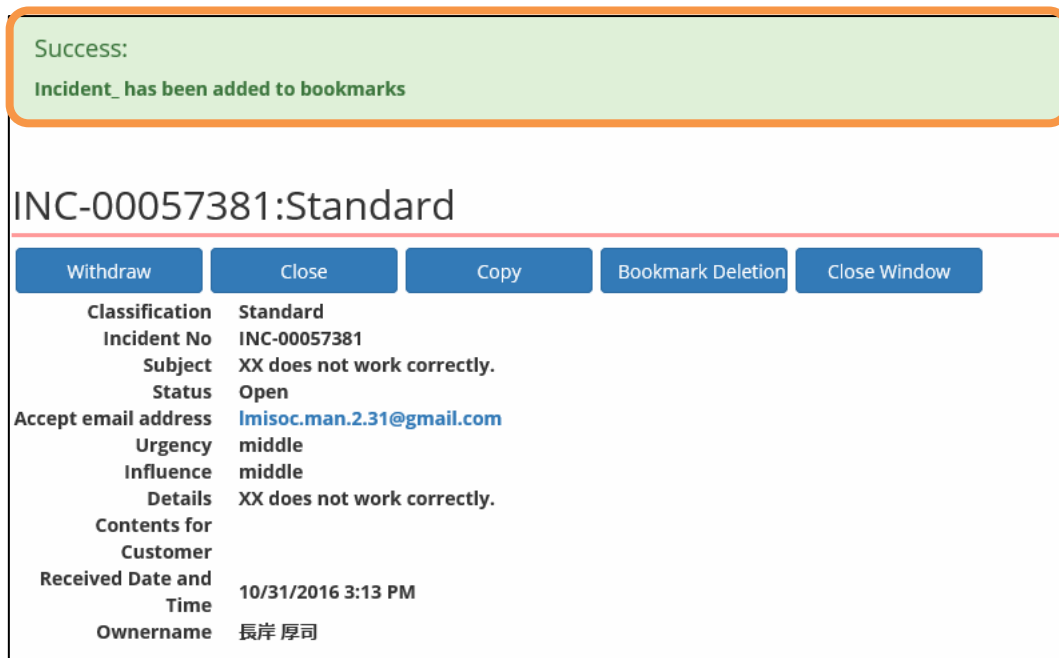
◆ **Registering and Confirming Bookmarks**

Registering incidents as bookmarks enables quick and easy access to that incident.

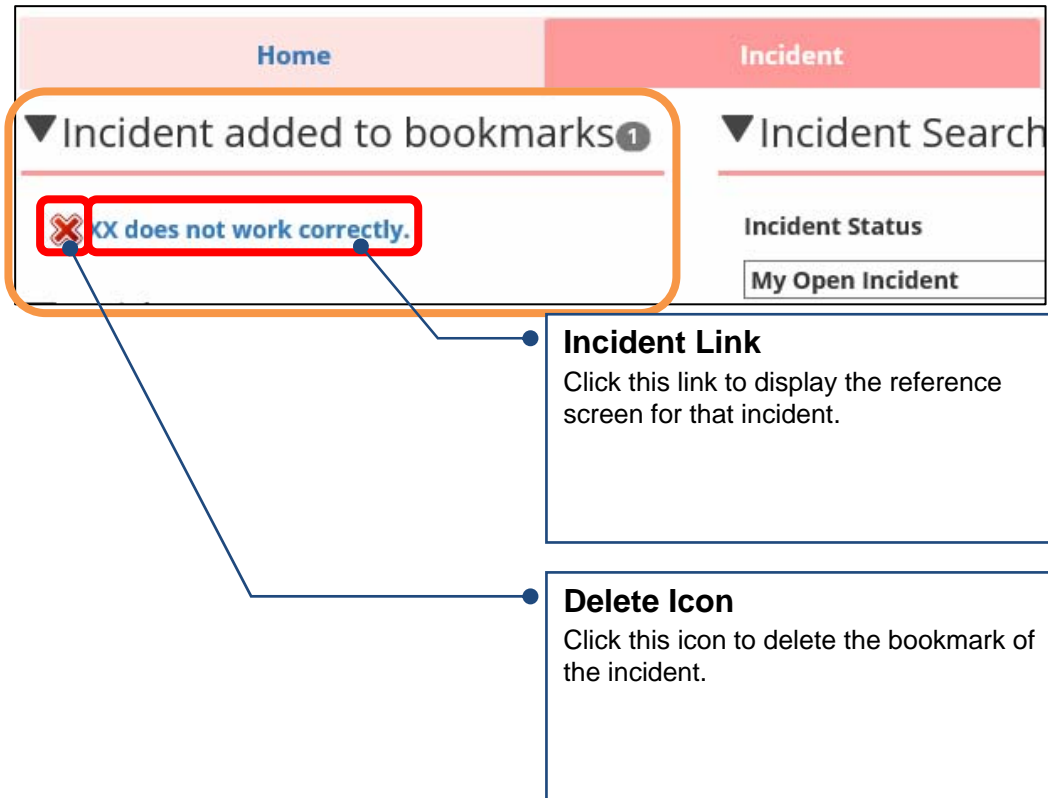
1. Click the [Incident No] to display the incident reference screen. Click the [Regist Bookmark] button.



2. Confirm that the bookmark has been registered.



3. Once the registration is successful, the bookmarked incident appears in the [Incident added to bookmarks] menu on the Incident screen. To access the incident, click the link to the incident.



1.4 Using FAQ Functions

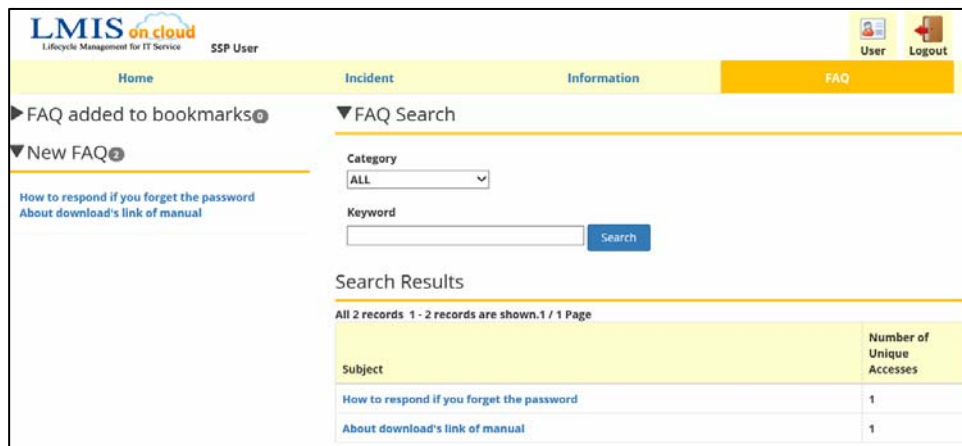
This section describes the procedures to use FAQ functions.

1.4.1 Accessing FAQs

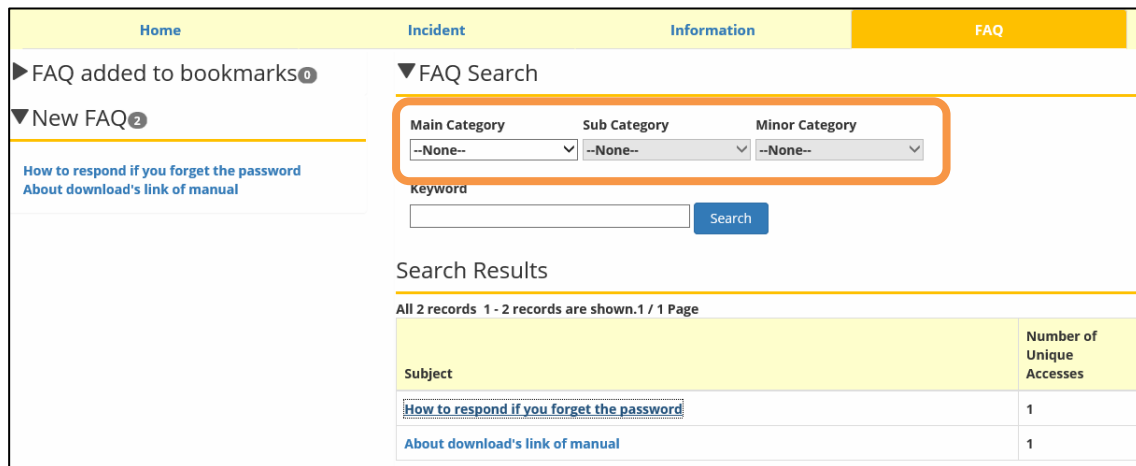
◆ Searching the FAQ

Click the FAQ tab to display a list of the published FAQs in the [Search Results] area.

In the [FAQ Search] menu, select a category or enter a search keyword and then click the [Search] button to filter the search results.



Searches using multiple categories can be performed when the extended FAQ search function is enabled.



Caution

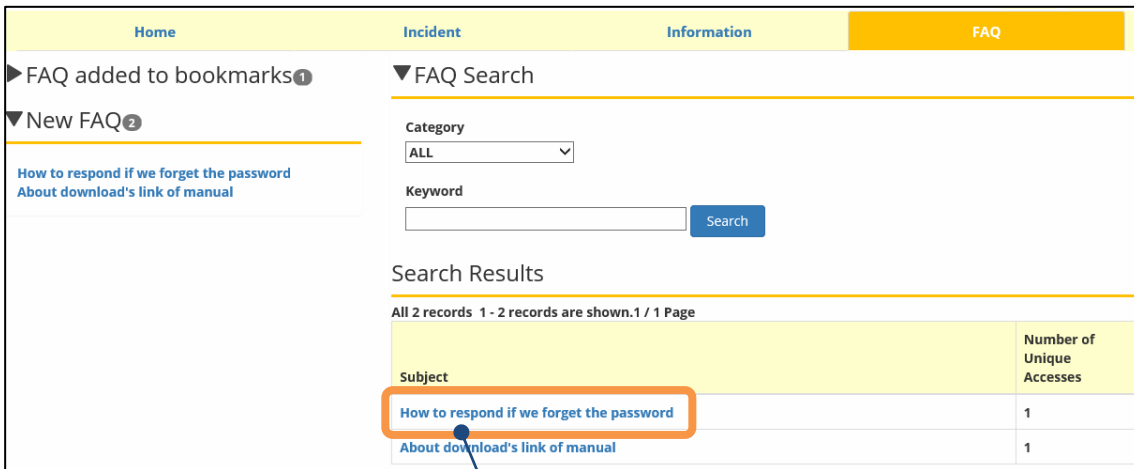
- ① The following characters cannot be specified in the search keyword.
? & | ! { } [] () ^ ~ * : \ " ' + -

- ② The following characters can be used in search keywords to enable multiple keyword searches.
AND, OR, NOT
*Separating words with spaces is the same as using the AND condition.

- ③ To search for a phrase, enclose the search keywords in double quotation marks.
Ex.: To search for the phrase "LMIS on cloud", enter "LMIS on cloud" in the field and execute the search.

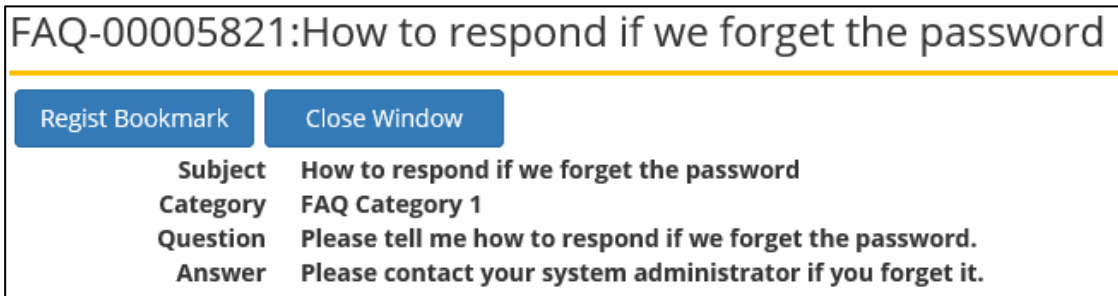
◆ **Accessing the FAQ**

1. Click the link to the desired FAQ information from the search results.



FAQ Information Link
Click this link to display the FAQ.

2. The FAQ reference screen appears with the question and answer content of the FAQ.



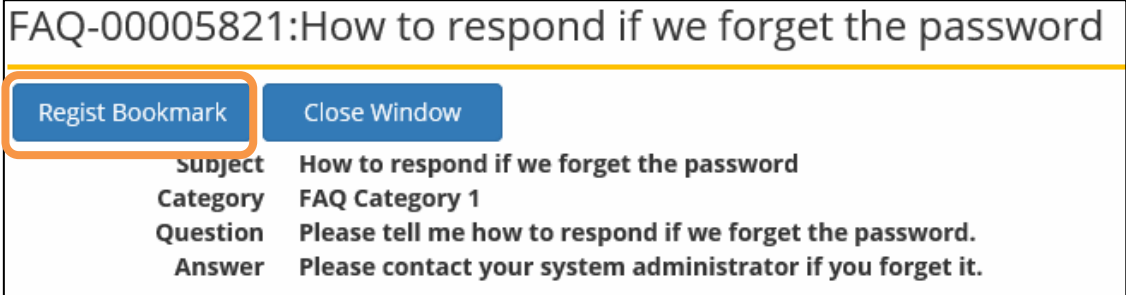
1.4.2 FAQ Bookmarking Procedures

This section describes the FAQ bookmark functions.

◆ Registering and Confirming Bookmarks

Registering FAQs as bookmarks enables quick and easy access to that FAQ.

1. Display the FAQ reference screen and click the [Regist Bookmark] button.

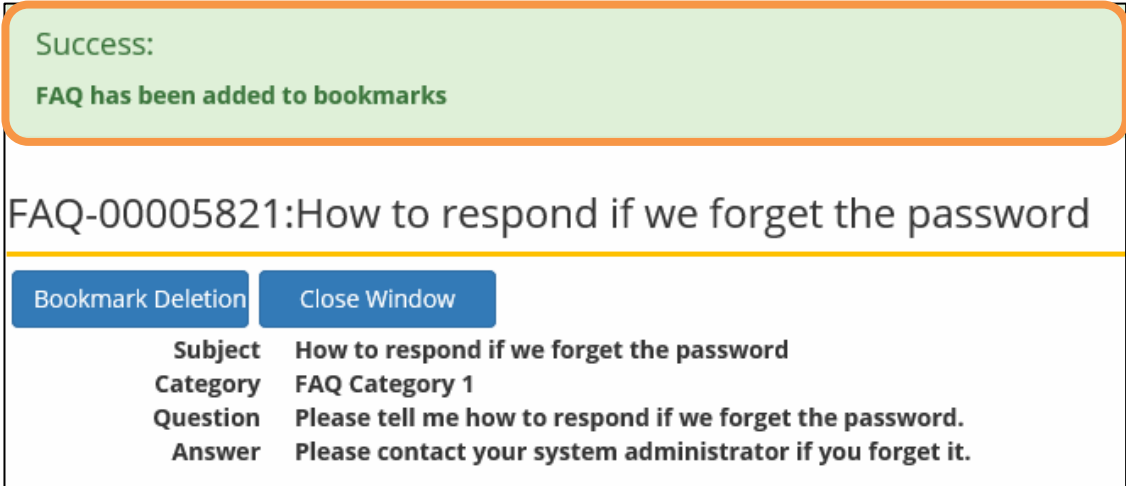


FAQ-00005821:How to respond if we forget the password

Regist Bookmark Close Window

Subject How to respond if we forget the password
Category FAQ Category 1
Question Please tell me how to respond if we forget the password.
Answer Please contact your system administrator if you forget it.

2. Confirm that the bookmark has been registered.



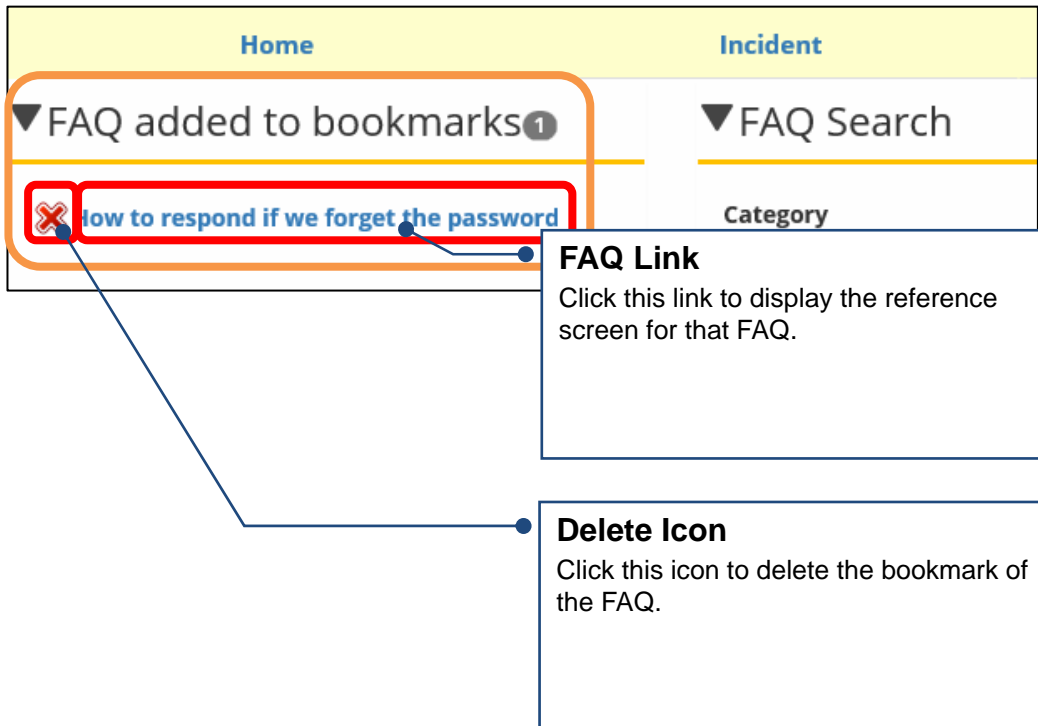
Success:
FAQ has been added to bookmarks

FAQ-00005821:How to respond if we forget the password

Bookmark Deletion Close Window

Subject How to respond if we forget the password
Category FAQ Category 1
Question Please tell me how to respond if we forget the password.
Answer Please contact your system administrator if you forget it.

3. Once the registration is successful, the bookmarked FAQ appears in the [FAQ added to bookmarks] menu on the FAQ screen. To access the FAQ, click the link to the FAQ.



1.5 Using Information

This section describes the procedures to use information.

1.5.1 Accessing Information

◆ Searching Information

Click the Information tab to display a list of published information in the [Search Results] area. In the [Information Search] menu, select categories or enter a search keyword and then click the [Search] button to filter the search results.

Caution

- ① The following characters cannot be specified in the search keyword.
? & | ! { } [] () ^ ~ * : \ " ' + -
- ② The following characters can be used in search keywords to enable multiple keyword searches.
AND, OR, NOT
*Separating words with spaces is the same as using the AND condition.
- ③ To search for a phrase, enclose the search keywords in double quotation marks.
Ex.: To search for the phrase "LMIS on cloud", enter "LMIS on cloud" in the field and execute the search.

◆ **Accessing Information**

1. Click the link to the desired information from the search results.

The screenshot shows the 'Information' section of the Self Service Portal. On the left, there are links for 'Information added to bookmarks' and 'New Information'. The main area is titled 'Information Search' and contains filters for 'Main Category', 'Sub Category', and 'Minor Category', all set to '--None--'. A 'Keyword' search box is also present. Below the search filters, the 'Search Results' section shows 'All 2 records 1 - 2 records are shown. 1 / 1 Page'. The first result, 'Notice of service outage due to maintenance', is highlighted with an orange box. A blue arrow points from this box to a callout box.

Information Link
Click this link to display the information.

2. The information reference screen appears.

The screenshot shows the 'Information Reference' screen for the record 'BRD-00000206:Notice of service outage due to maintenance'. At the top, there are two buttons: 'Regist Bookmark' and 'Close Window'. Below these, the details are listed in a table-like format:

Subject	Notice of service outage due to maintenance
Main Category	None
Sub Category	
Minor Category	
Date	2016/11/27 22:00 - 23:00
Details	<p><u>Use of the service will be temporarily limited for maintenance.</u></p> <p>Limitation we cannot regist new data. * we can refer to an existing data.</p> <p>Thank you for your understanding and cooperation.</p>

1.5.2 Information Bookmarking Procedures

This section describes the information bookmark functions.

◆ Registering and Confirming Bookmarks

Registering information as bookmarks enables quick and easy access to that information.

1. Display the information reference screen and click the [Regist Bookmark] button.

BRD-00000206:Notice of service outage due to maintenance

Regist BookmarkClose Window

Subject	Notice of service outage due to maintenance
Main Category	None
Sub Category	
Minor Category	

Use of the service will be temporarily limited for maintenance.

Date
2016/11/27 22:00 - 23:00

Details

Limitation
we cannot regist new data.
* we can refer to an existing data.

Thank you for your understanding and cooperation.

2. Confirm that the bookmark has been registered.

Success:
Information has been added to bookmarks

BRD-00000206:Notice of service outage due to maintenance

Bookmark DeletionClose Window

Subject	Notice of service outage due to maintenance
Main Category	None
Sub Category	
Minor Category	

Use of the service will be temporarily limited for maintenance.

Date
2016/11/27 22:00 - 23:00

Details

Limitation
we cannot regist new data.
* we can refer to an existing data.

Thank you for your understanding and cooperation.

3. Once the registration is successful, the bookmarked information appears in the [Information added to bookmarks] menu on the Information screen. To access the information, click the link to the information.

The screenshot shows a web interface with a top navigation bar containing 'Home' and 'Incident' tabs. Below the navigation, there are two main sections: 'Information added to bookmarks' and 'Information Search'. The 'Information added to bookmarks' section contains a list item: 'Notice of service outage due to maintenance'. This item has a red 'X' icon to its left and a blue text link. Two callout boxes are present: one pointing to the red 'X' icon with the title 'Delete Icon' and the text 'Click this icon to delete the bookmark of the information.'; another pointing to the blue text link with the title 'Information Link' and the text 'Click this link to display the reference screen for that information.'

LMIS on cloud V2.3.1

Self Service Portal User Guide

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