CompuCom Business User Portal

End-Users Reference Guide

Contents

Purpose

This User Guide is for CompuCom internal users to assist you in navigating the Business User Portal to access available areas.

Description

The Business User Portal provides a single landing page for accessing multiple areas such as end user support and shopping for technology and access to analytics and reports.

User Access

http://portal.compucom.com/home

- Via The Wire https://thewire.compucom.com/default.aspx
  - Associates Services – CSD – Help Desk
  - Access the CompuCom Service Desk (CSD) and Knowledgebase
- Via MyWIRE https://mywire.compucom.com/Pages/MyWIre.aspx
  - My Resources – Service Desk

Landing Page

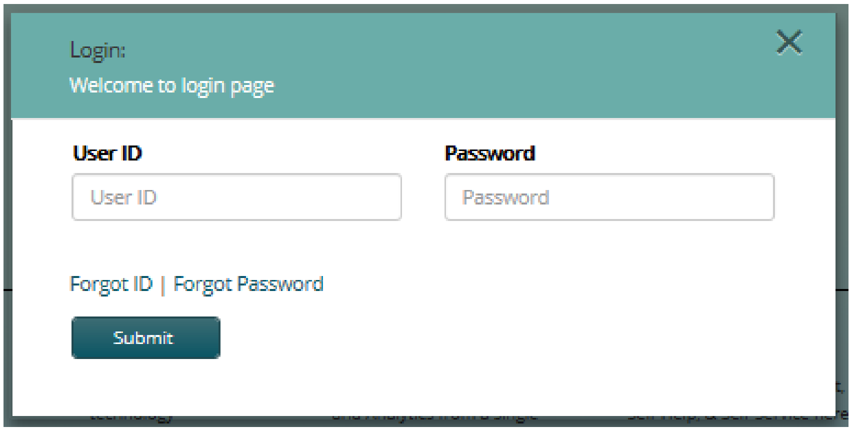
The Landing Page is the access point for all services offered through the Business User Portal.

Landing Page Header

Located in the top section of the landing page are the Login button, the section buttons and the left navigation bar.

Login

The Login option on the upper right corner allows login access to the portions of the site that have access limited to the individual user.



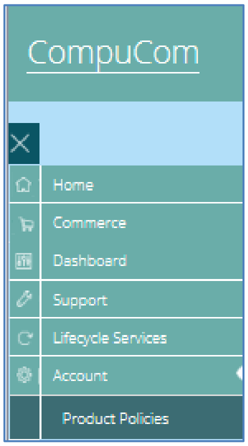
Use your network User ID and password to log into the site.

Top Section Buttons

Clicking on the button takes you to the other pages; clicking on the section title (Support) jumps to the description of that area.

Side Ribbon

The left navigation bar, along the left side, is available from the landing page and all internal pages. It offers quick links to the other pages within the Business User Portal.



Landing Page Body

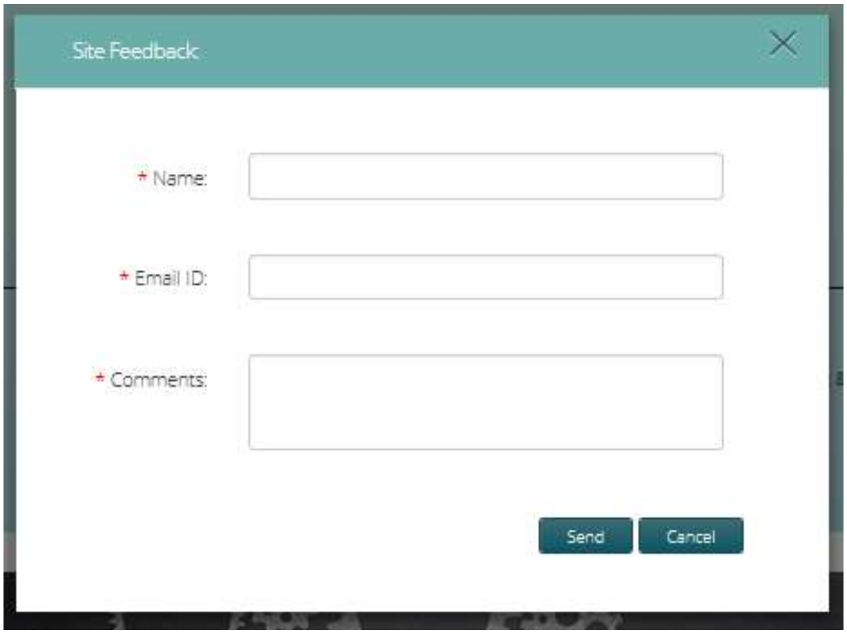
A description for each of the sections of the Business User Portal is provided in the remainder of the Landing Page

Landing Page Footer

A Help section is located in the bottom right of the landing page, which consist of a site feedback button and a site tour button

Site Feedback

The site feedback button opens a window to provide comments and suggestions regarding the Business Users Portal.



Site Tour

The site tour button moves to a section of the landing page and provides a brief description

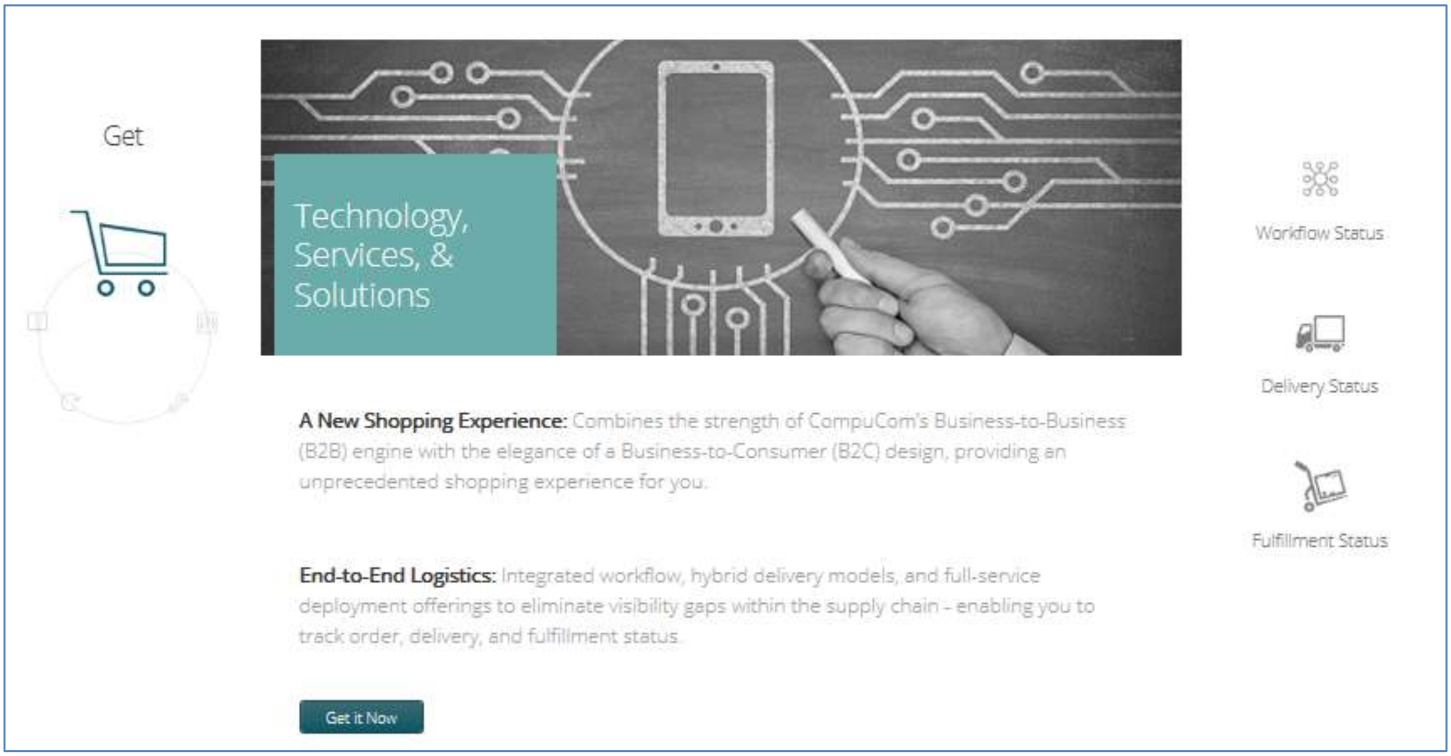
Manage

This area allows you to access your configured policies and entitlements.

These features will be available in a later release.

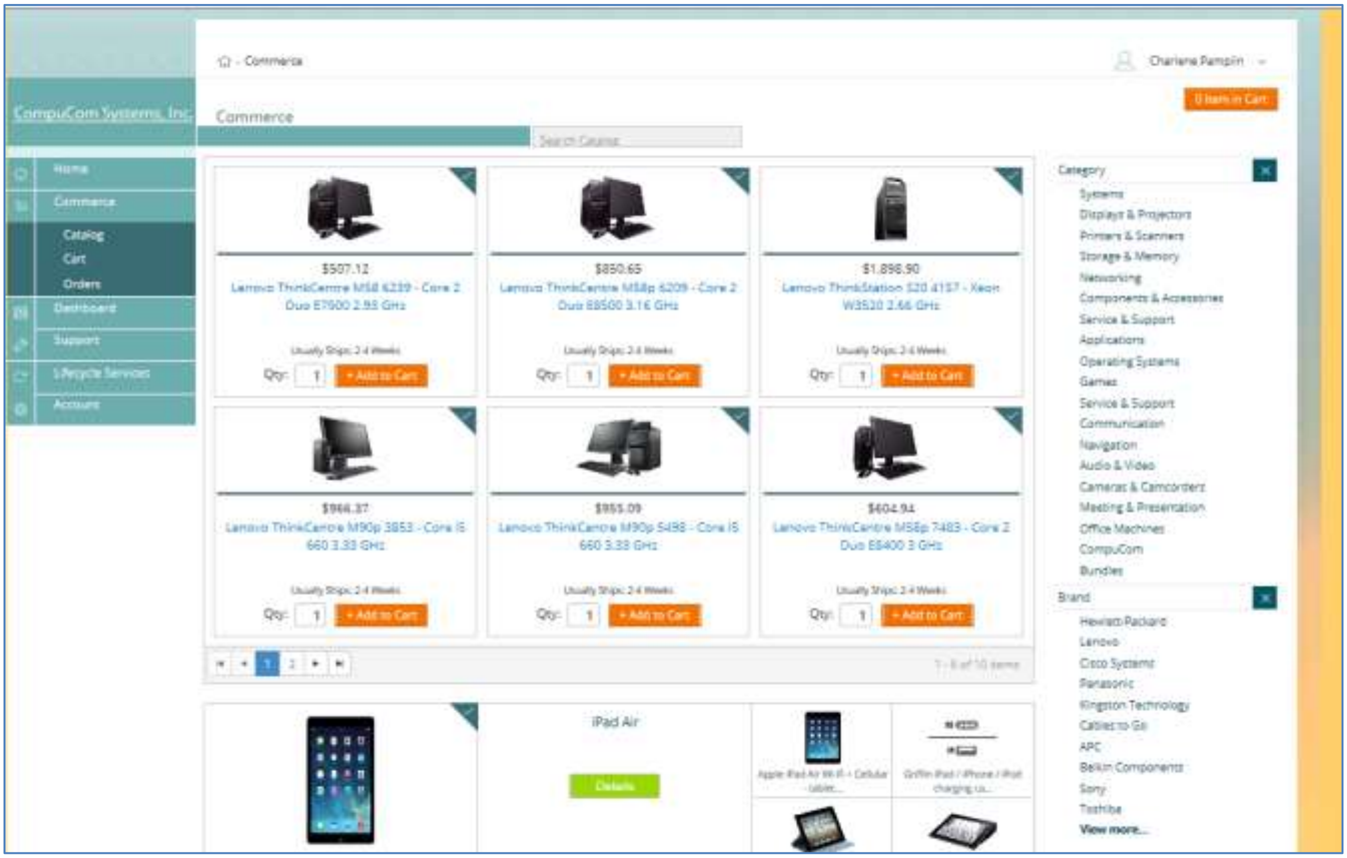
Get

Shopping Cart button takes the user to the Commerce Landing page, for shopping and managing orders.



Commerce Landing Page

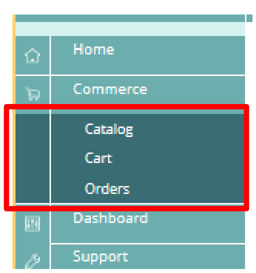
Clicking on the Shopping Cart  will open the Commerce site. Here you can shop for the desired technology, view and edit your cart of chosen items or review orders.



Left Navigation Menu

The Left Navigation menu expands to include options available within the Commerce site.

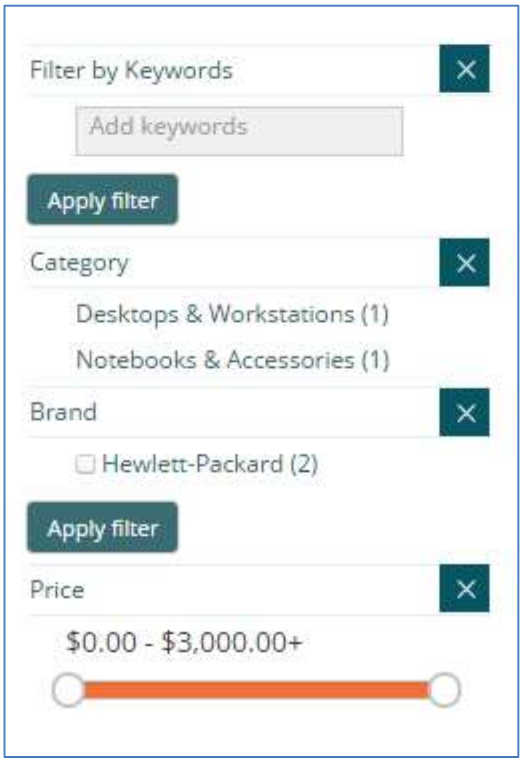
Catalog, Cart, and Orders navigation buttons become available. Details of using these selections are included below.



Search Bar

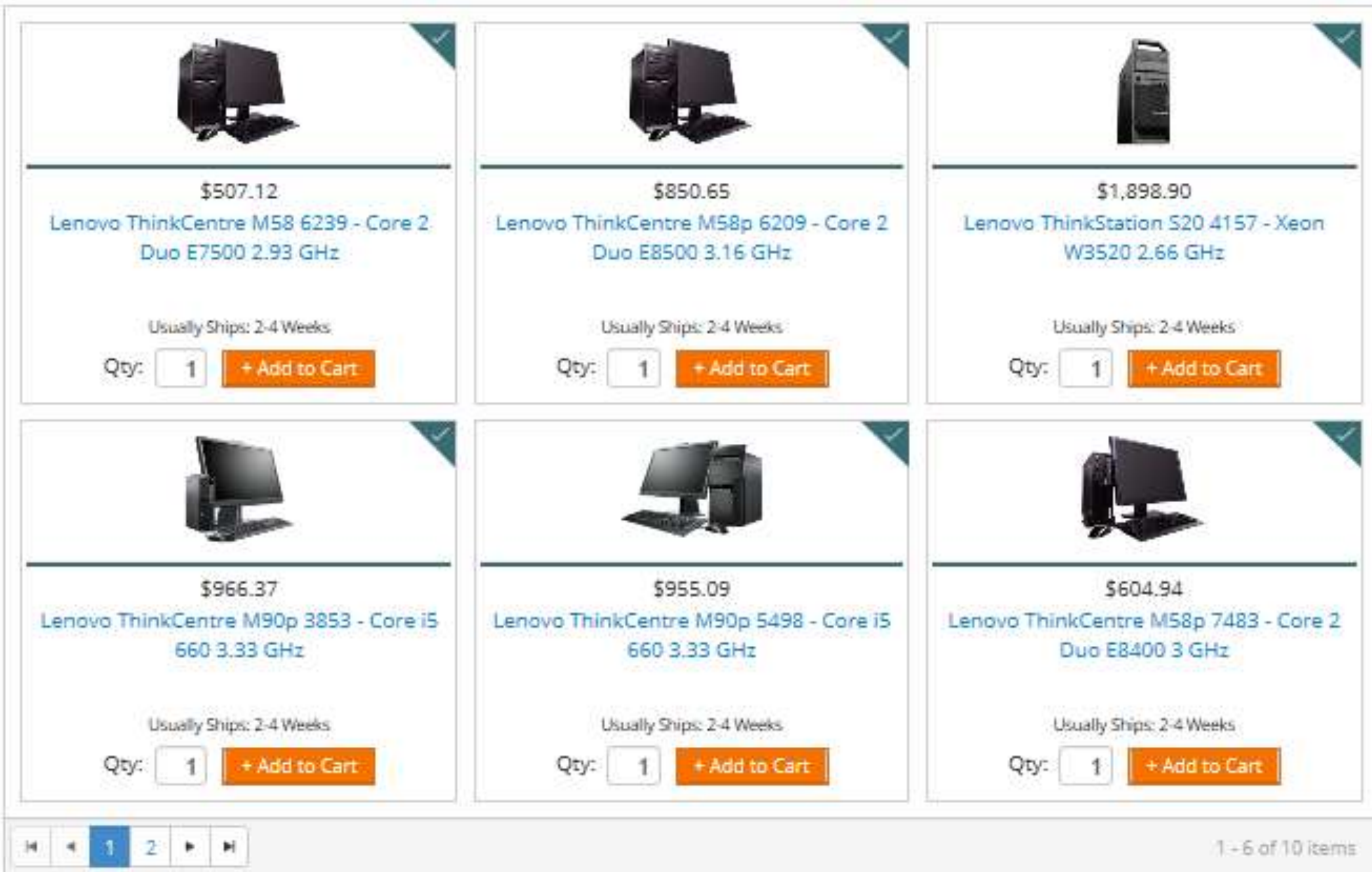
At the top of the Commerce Landing Page is a search bar. Enter the product you wish to search for the search results will appear with best match for the search.

From the results page products can be sorted by price or best match. Search results can be filtered by selecting a category, keyword or brand from the right hand side of the page.



Featured Products

Featured Products are prominently displayed near the top of the Commerce landing page. Use the page or arrow buttons to see all featured products.



To see details of a product click on the image or product description; a detailed description and specifications for that product will be displayed. The product can be added to the cart from either the landing page or the product detail page.

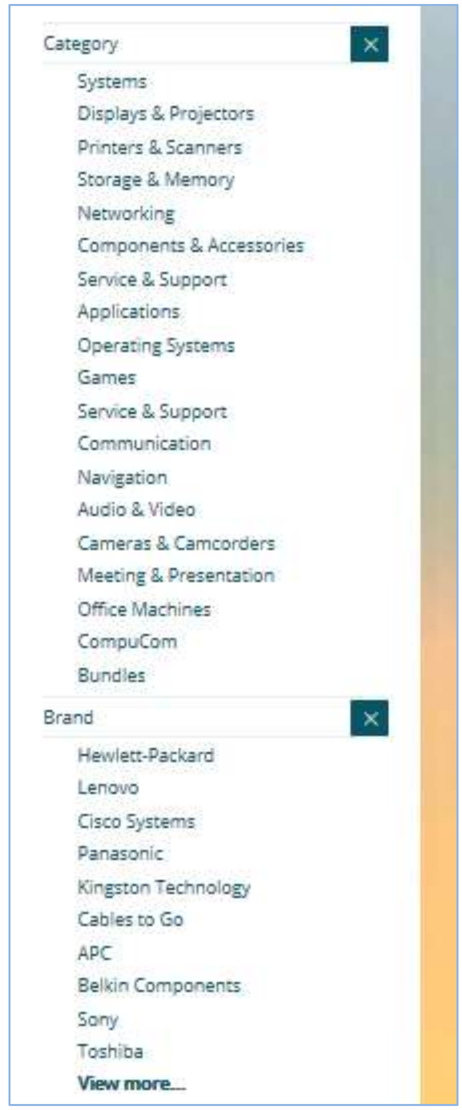
Categories

A Product Category and Brand list is displayed on the far right side of the window

By clicking on a product category, that section of the catalog opens. The catalog lists the products, a general description and the price

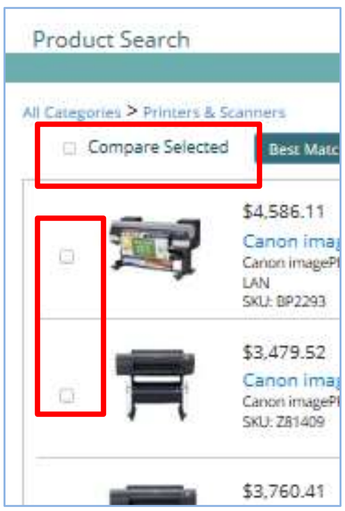
Clicking on the name of the product opens a detailed description and other information regarding the product

Within the Product Category window searches may be further refined by using a key word search or choosing a brand.

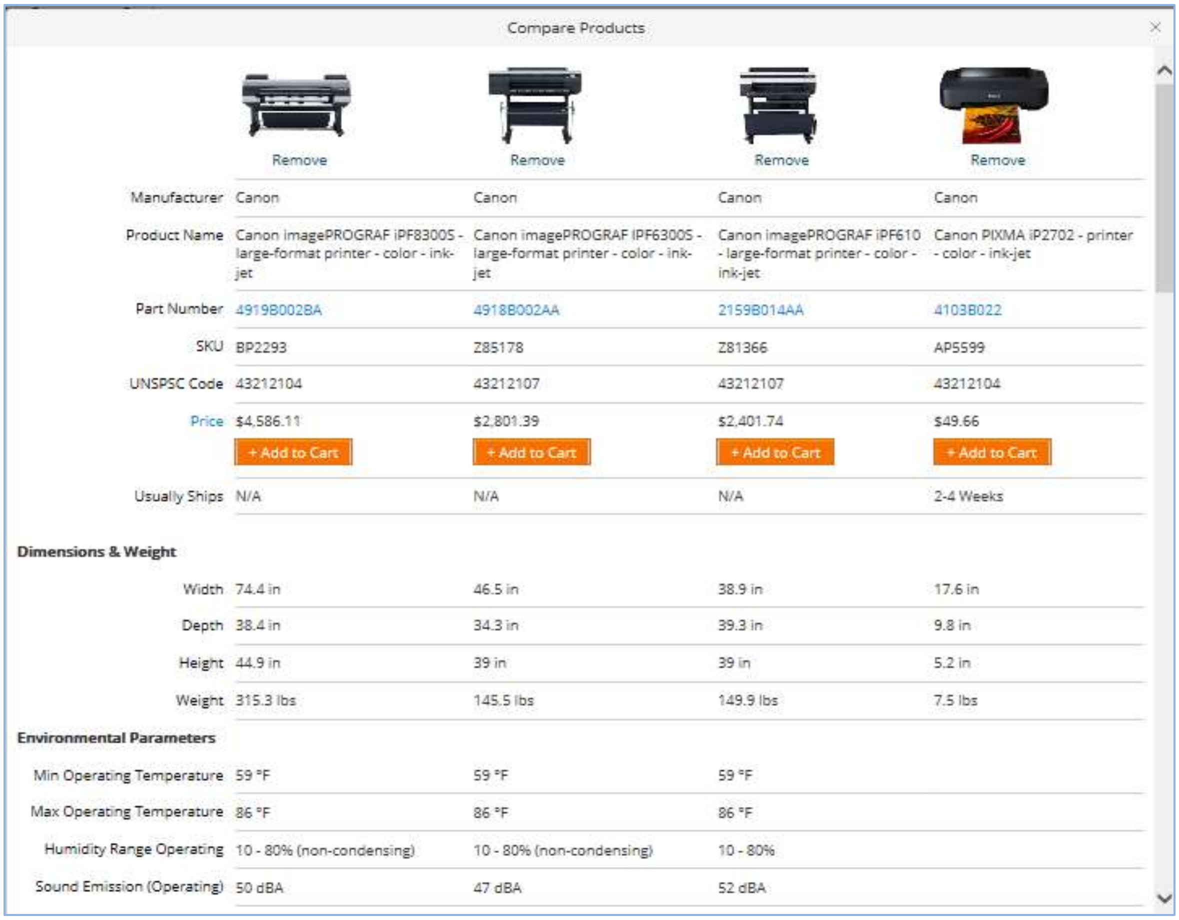


Product Comparisons

Products may be compared by checking boxes in front of the product and checking the Compare Product box at the top of the window.



A detailed side by side comparison of the products opens in a separate window.



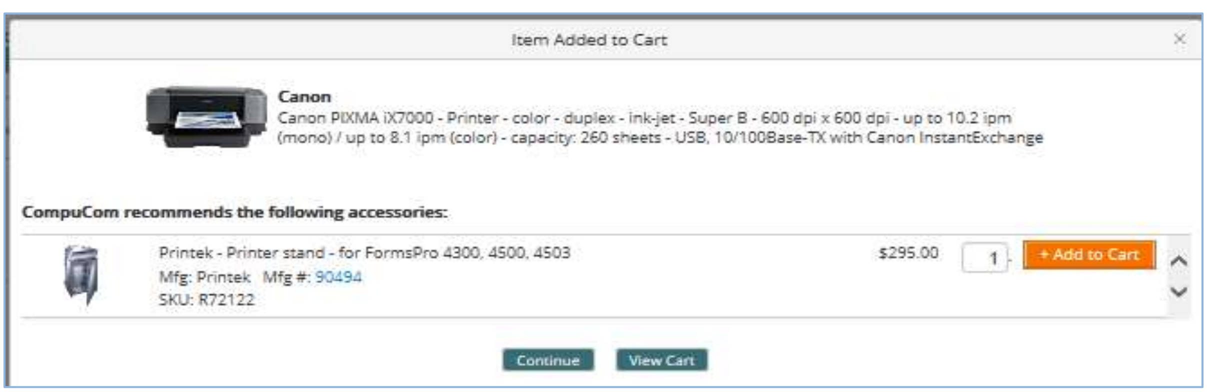
Compare Products

	Remove	Remove	Remove	Remove
Manufacturer	Canon	Canon	Canon	Canon
Product Name	Canon imagePROGRAF iPF8300S - large-format printer - color - ink-jet	Canon imagePROGRAF iPF6300S - large-format printer - color - ink-jet	Canon imagePROGRAF iPF610 - large-format printer - color - ink-jet	Canon PIXMA iP2702 - printer - color - ink-jet
Part Number	4919B002BA	4918B002AA	2159B014AA	4103B022
SKU	BP2293	Z85178	Z81366	AP5599
UNSPSC Code	43212104	43212107	43212107	43212104
Price	$4,586.11 + Add to Cart	$2,801.39 + Add to Cart	$2,401.74 + Add to Cart	$49.66 + Add to Cart
Usually Ships	N/A	N/A	N/A	2-4 Weeks
Dimensions & Weight				
Width	74.4 in	46.5 in	38.9 in	17.6 in
Depth	38.4 in	34.3 in	39.3 in	9.8 in
Height	44.9 in	39 in	39 in	5.2 in
Weight	315.3 lbs	145.5 lbs	149.9 lbs	7.5 lbs
Environmental Parameters				
Min Operating Temperature	59 °F	59 °F	59 °F	
Max Operating Temperature	86 °F	86 °F	86 °F	
Humidity Range Operating	10 - 80% (non-condensing)	10 - 80% (non-condensing)	10 - 80%	
Sound Emission (Operating)	50 dBA	47 dBA	52 dBA	

Catalog

From the Left Navigation bar, clicking on Catalog button opens the catalog in the Categories view

When an item is added to the cart, from any of the windows showing the product, a popup window opens with a confirmation that the product was added to your cart and a recommendation of accessories, if any, that you may want to add.



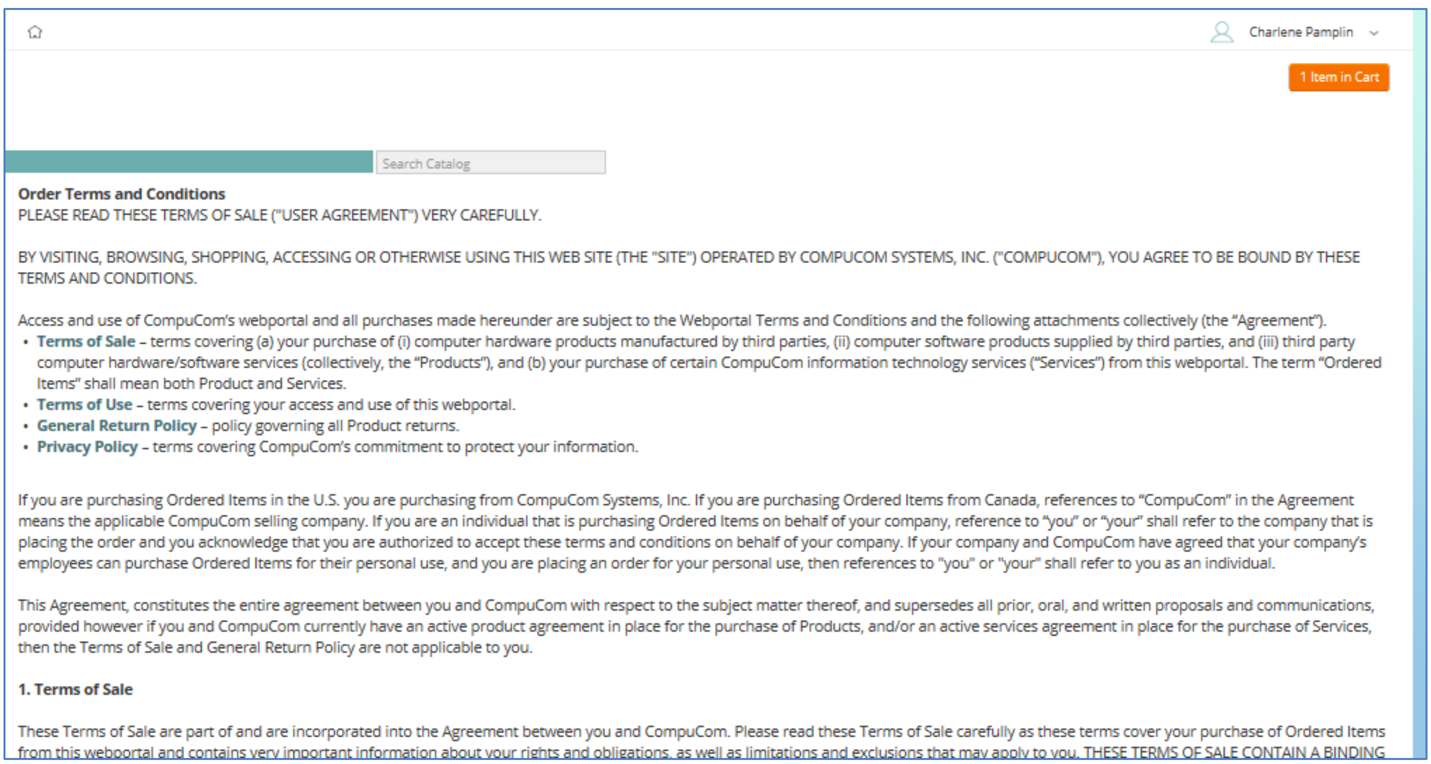
Cart

Your Cart is opened by clicking on the Cart button in the Left Navigation Bar or clicking on the Item in Cart button in the top right-hand corner.

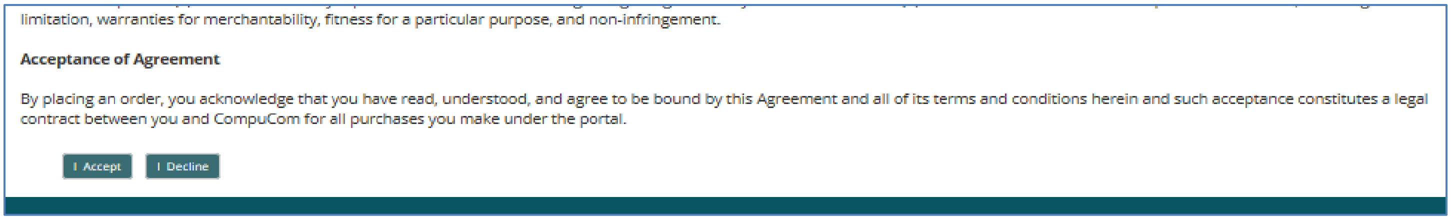
From here you can delete your selection, continue shopping, or proceed to checkout.

Proceed to Checkout

The Proceed to Checkout button opens a terms and conditions page

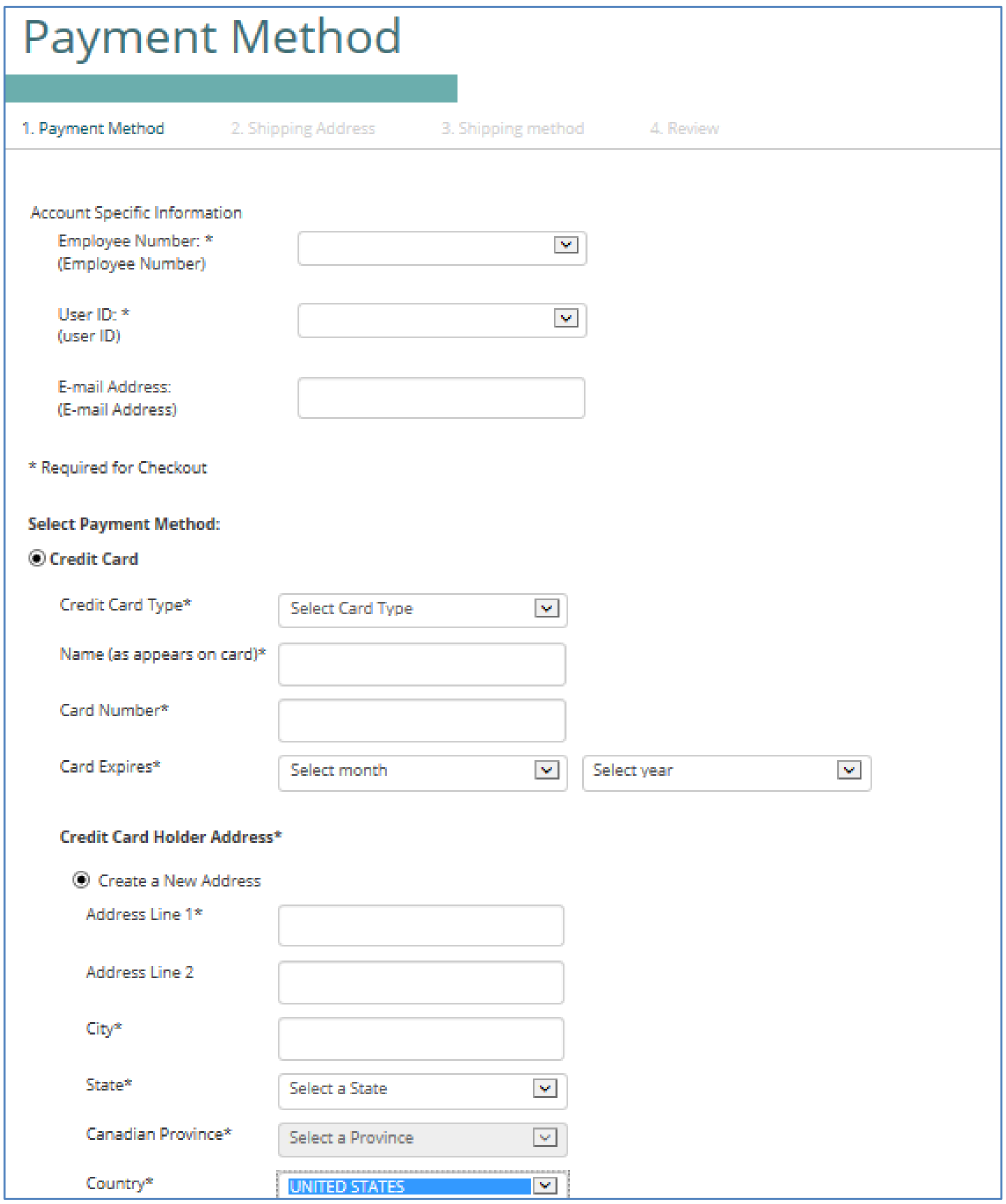


At the bottom of the Terms and Conditions page is the option to accept or reject the terms



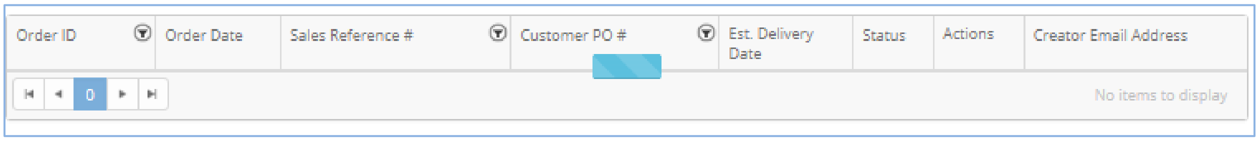
Complete Transaction

Click the I Accept button to proceed to the payment window



Orders

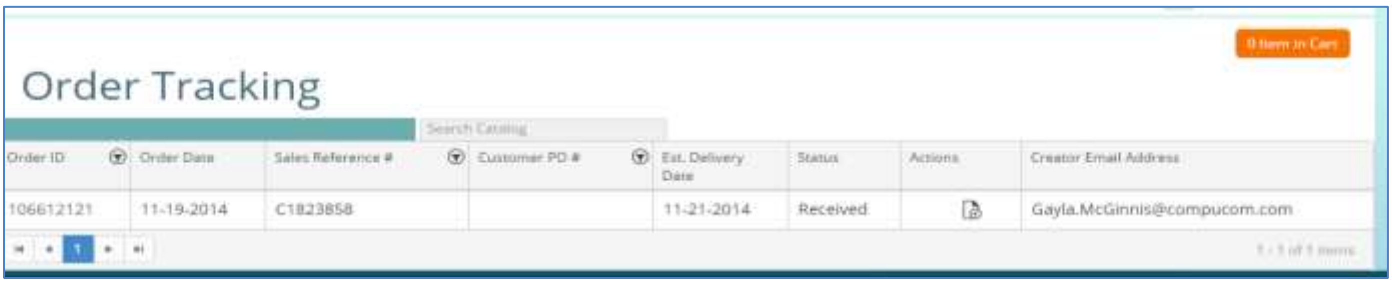
The orders selection from the Left Navigation bar shows the orders placed, date of order, shipping address, and estimated date of delivery.



Order ID	Order Date	Sales Reference #	Customer PO #	Est. Delivery Date	Status	Actions	Creator Email Address

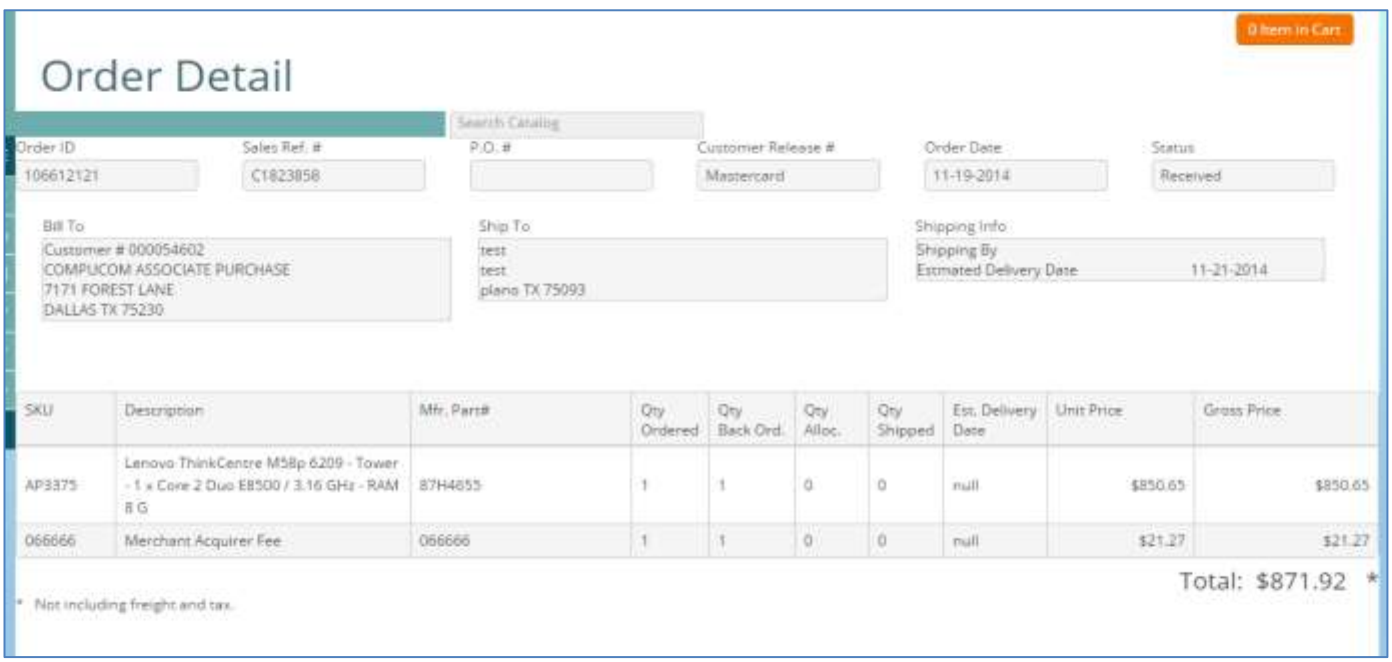
Order Tracking

- Click on the order ID number to view details,
- Click on a column header to sort the orders



Order ID	Order Date	Sales Reference #	Customer PO #	Est. Delivery Date	Status	Actions	Creator Email Address
106612121	11-19-2014	C1823858		11-21-2014	Received		Gayla.McGinnis@compucom.com

Order Detail



Order ID	Sales Ref. #	P.O. #	Customer Release #	Order Date	Status
106612121	C1823858		Mastercard	11-19-2014	Received

Bill To	Ship To	Shipping Info
Customer # 000054602 COMPUCOM ASSOCIATE PURCHASE 7171 FOREST LANE DALLAS TX 75230	test test plano TX 75093	Shipping By Estimated Delivery Date 11-21-2014

SKU	Description	Mfr. Part#	Qty Ordered	Qty Back Ord.	Qty Alloc.	Qty Shipped	Est. Delivery Date	Unit Price	Gross Price
AP3375	Lenovo ThinkCentre M58p 6209 - Tower - 1 x Core 2 Duo E8500 / 3.16 GHz - RAM 8 G	87H4855	1	1	0	0	null	$850.65	$850.65
066666	Merchant Acquirer Fee	066666	1	1	0	0	null	$21.27	$21.27

Total: $871.92 *

* Not including freight and tax.

Use

The Use button provides access to the Dashboards.

A **dashboard** is an easy to read, real-time user interface, showing a graphical presentation of the current status and historical trends of an organization's key performance indicators. These reports enable informed decisions to be made regarding the status of the business.

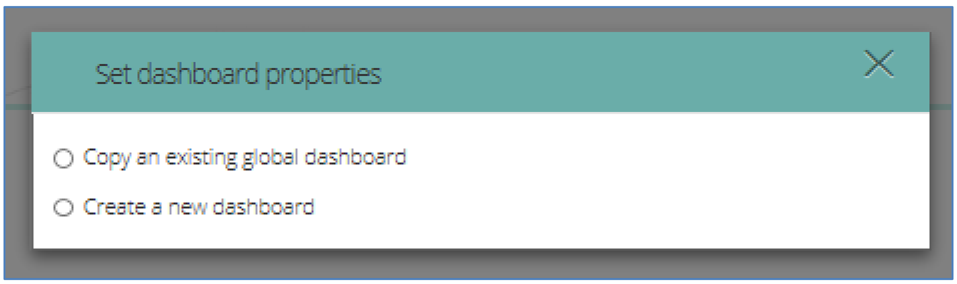
Using various elements, building blocks, the dashboard can be configured to show the information relevant to the client or situation.

Dashboard Landing Page

Click on the Use button  to access Dashboard site.

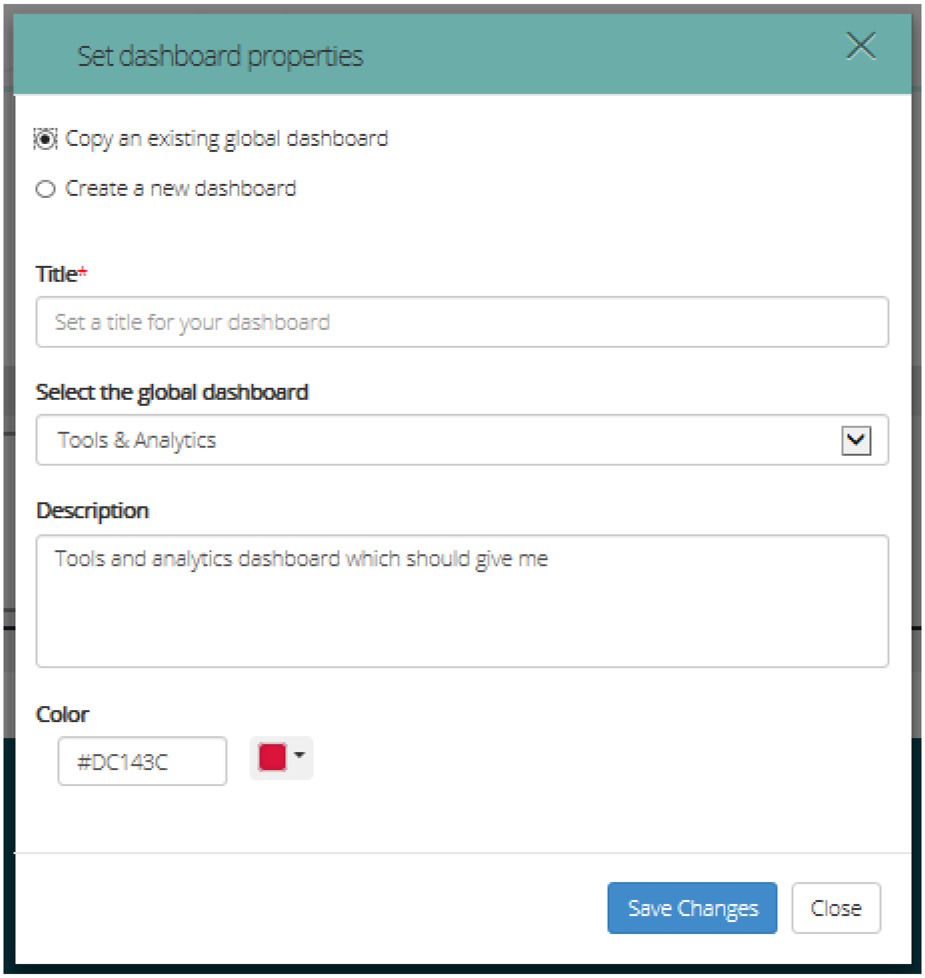
Create a new Dashboard

1. Click on the New Dashboard button.
2. A pop-up window opens with the options to Copy an existing global dashboard or to create a new dashboard.

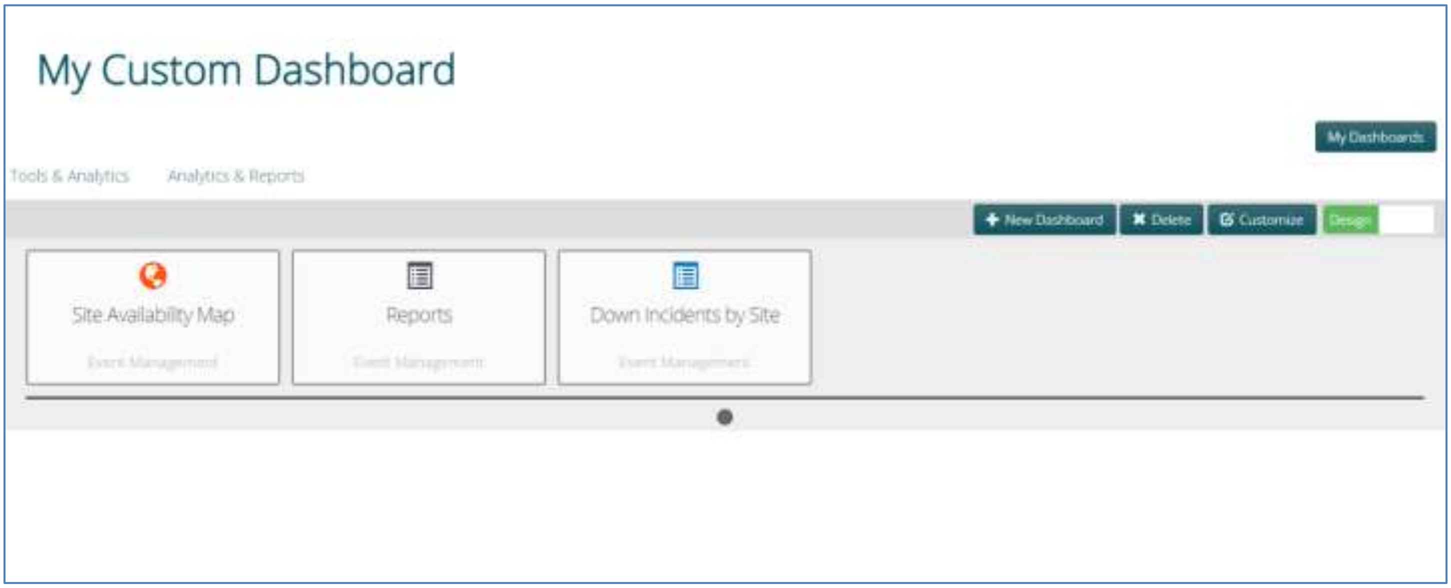


Copy an existing global dashboard

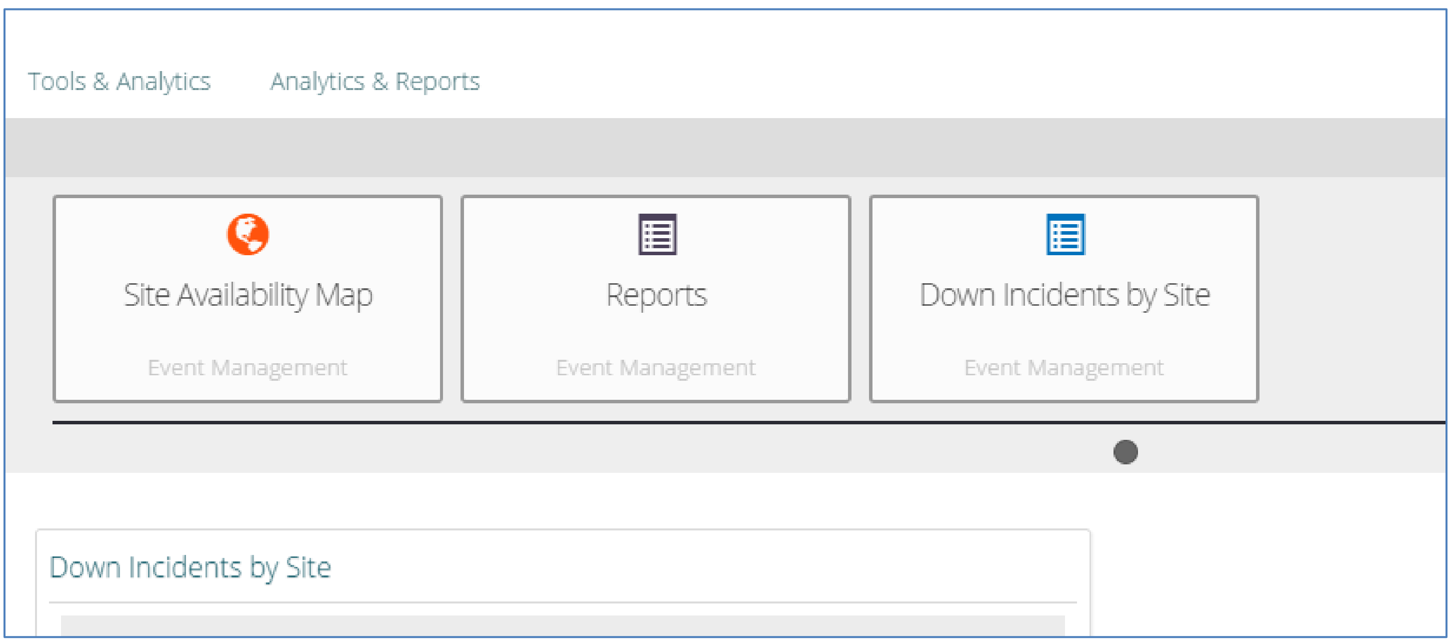
1. Select the radio button for the option.
2. The following window opens.



3. Enter a title for your dashboard.
4. Choose a Global dashboard from the drop-down.
5. Enter an optional description for the new dashboard if desired.
6. Click Save Changes.
7. The newly created dashboard window opens.



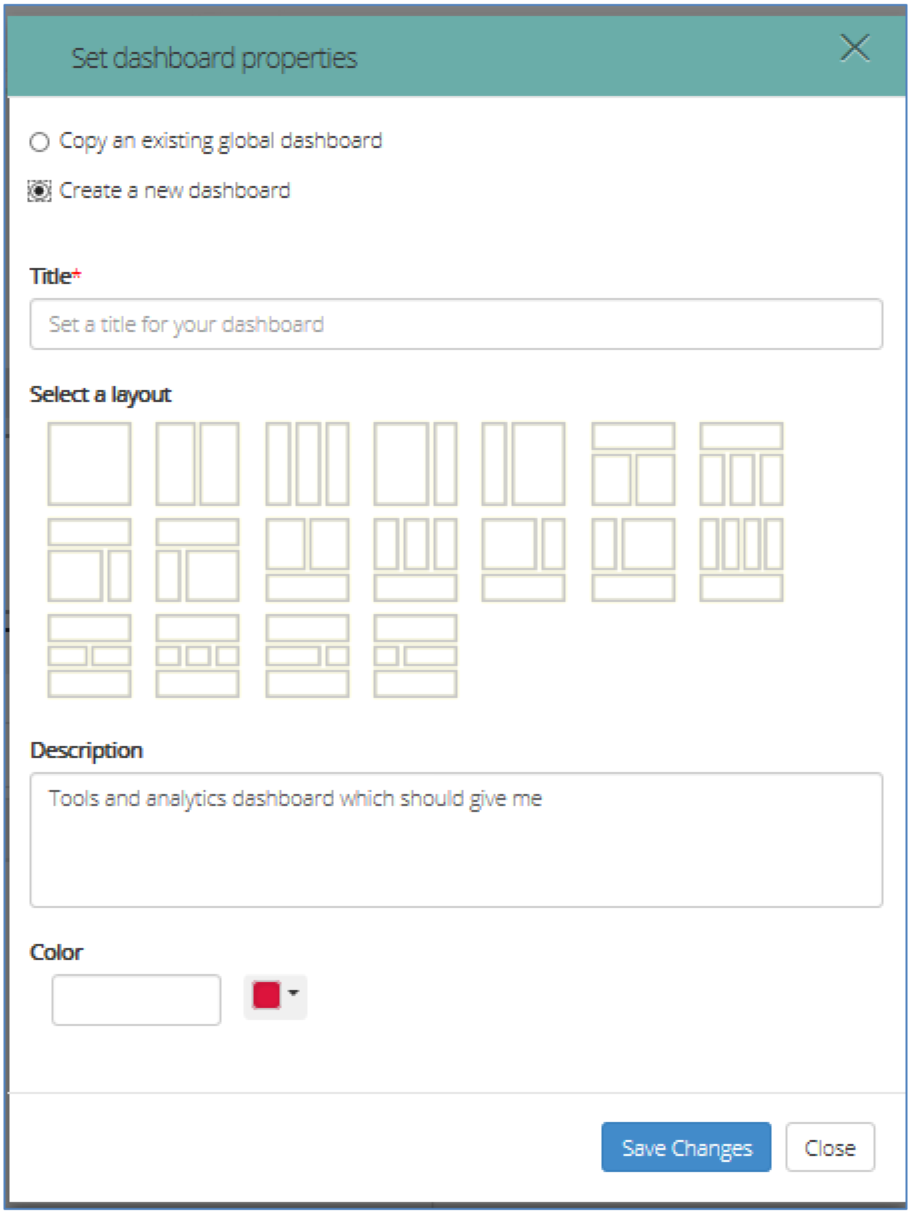
You can now drag and drop available widgets (dashlets) onto your dashboard.



Click on the Customize button to change the lay-out of your custom dashboard.

Create a new dashboard

1. Select the radio button for the option.
2. The following popup window opens.

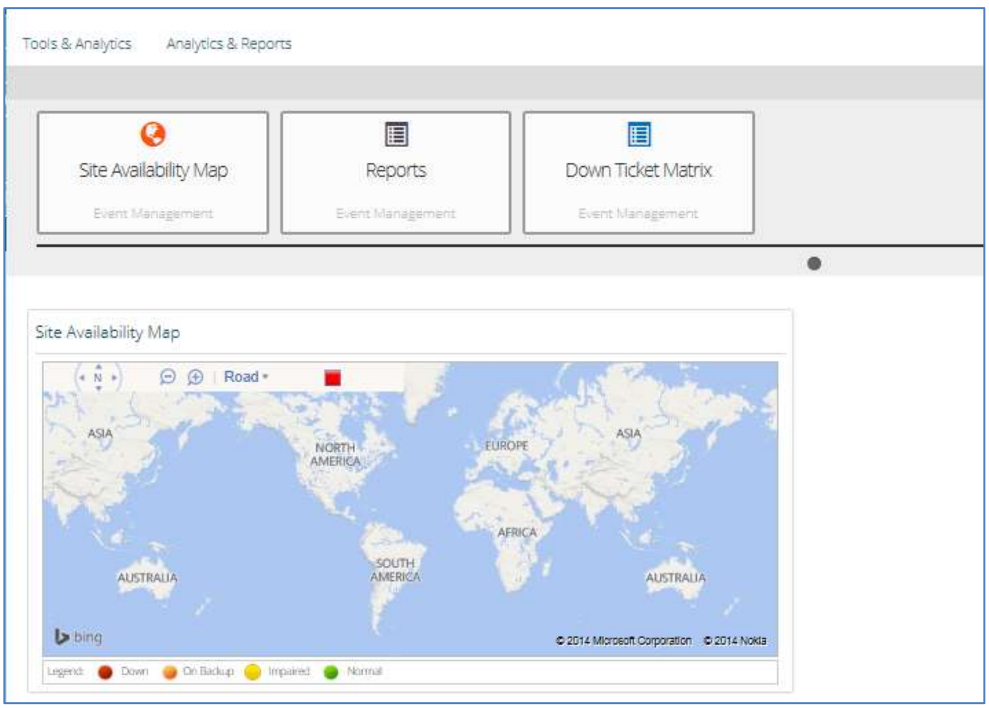


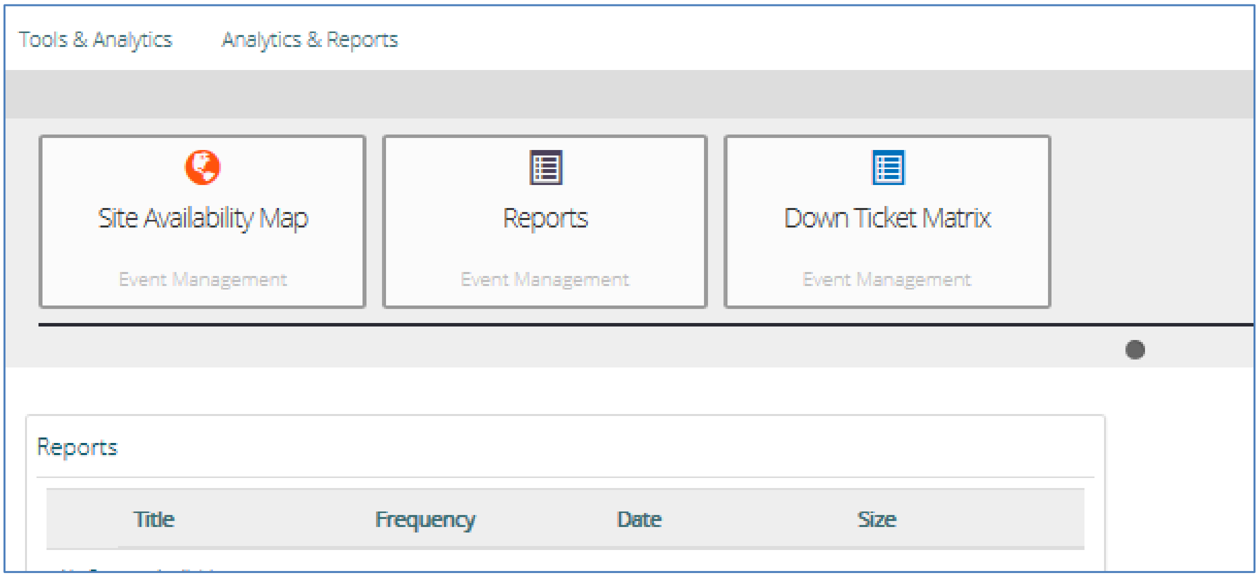
3. Enter a title for the dashboard.
4. Select the desired layout.
5. Give an optional description if desired.
6. Choose a color.
7. Click **Save Changes**.

Opening Your Dashboards

1. Click on My Dashboards.
2. Choose one of the Dashboards from the popup window.
3. Click the Open Me button.

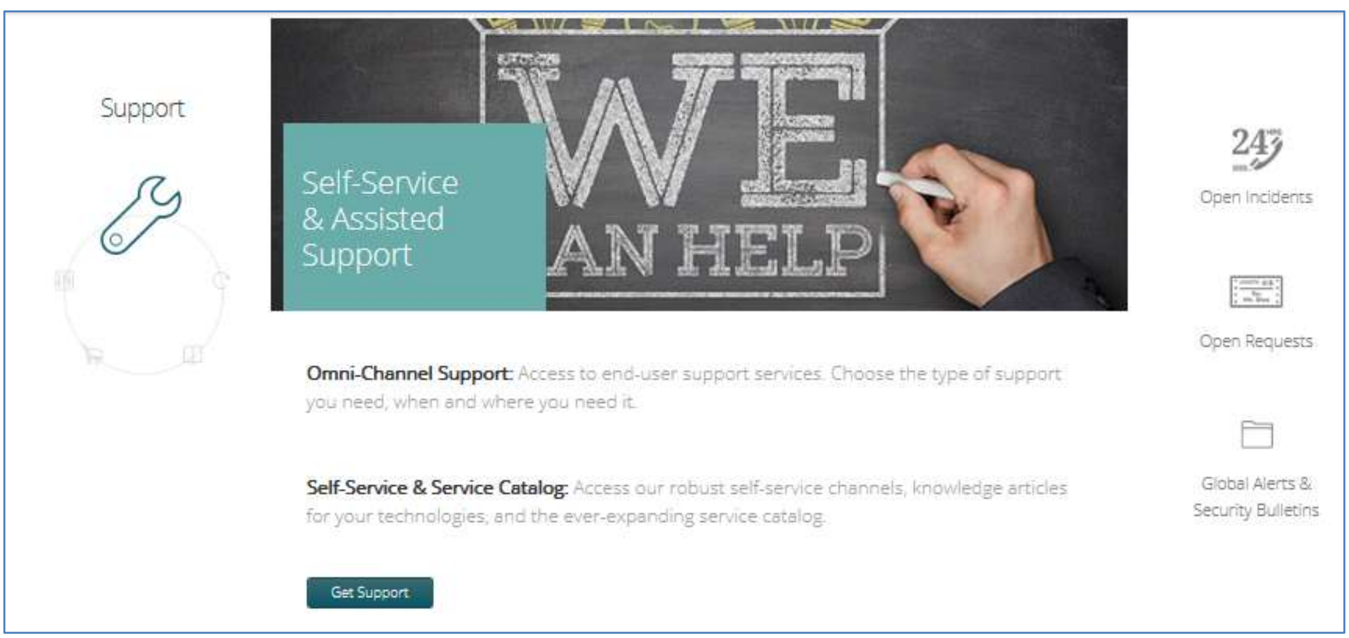
Global dashboards that are available to your account are listed across the top. In this example, there are 2 global dashboards available to view: Tools & Analytics and Analytics & Reports. Click on the name of the global dashboard to open.





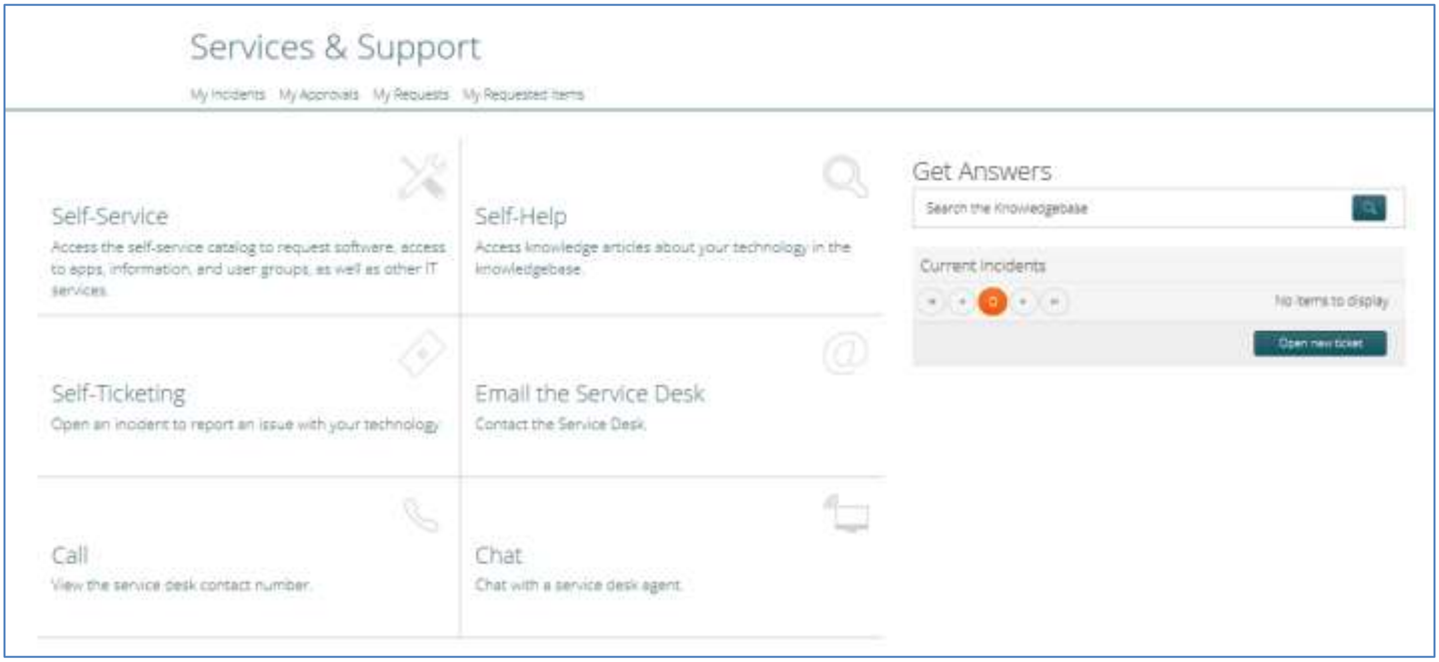
Support

Selecting Support provides access to end-user support services.



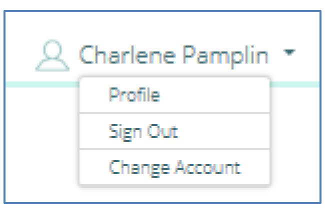
Support Landing Page

Click on the Wrench  to access Support.



Profile

Your name appears at the far right of the top banner. Click on the drop-down arrow to View your profile, or to sign out.

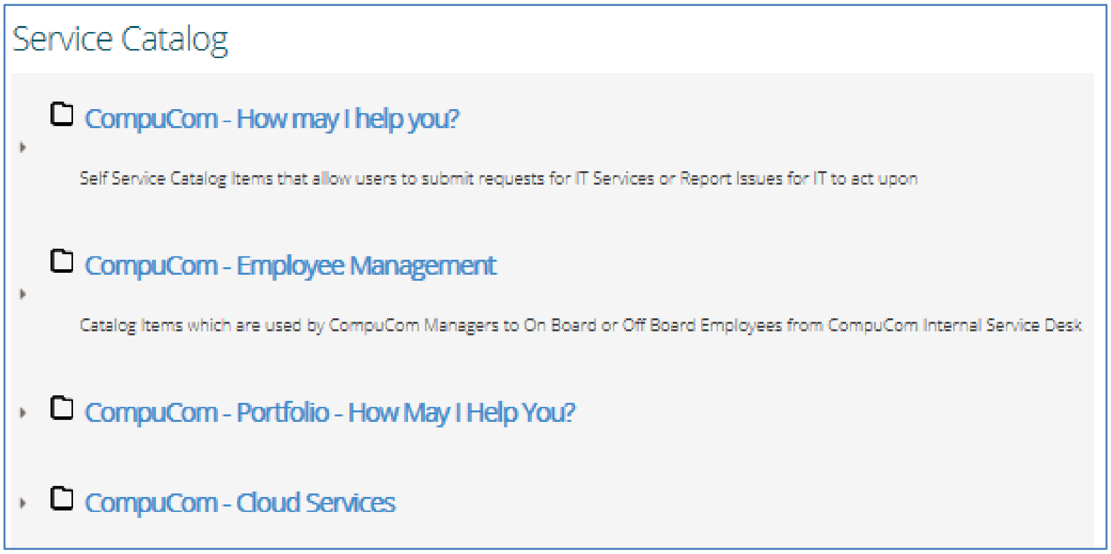


Note	The profile information cannot be edited from this application.

Methods to Receive Help

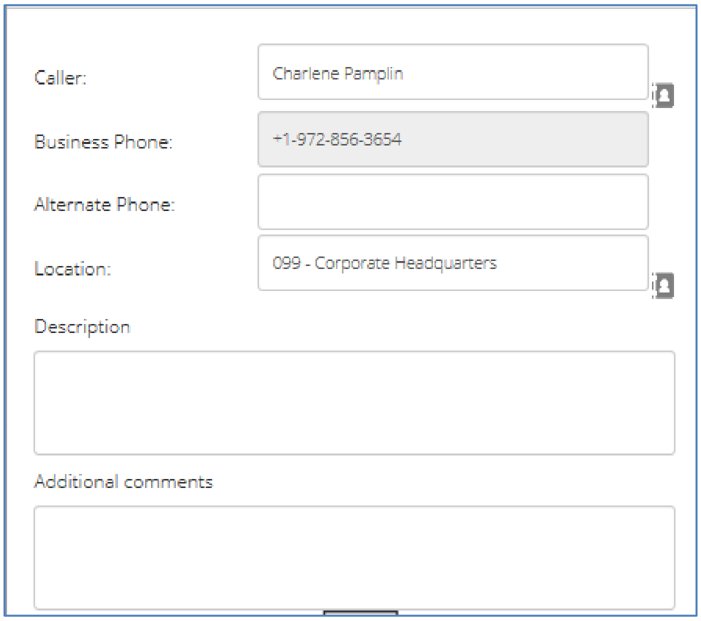
Self-Service

Access the self-service catalog to request software, access to apps, information, and user groups, as well as other IT services.

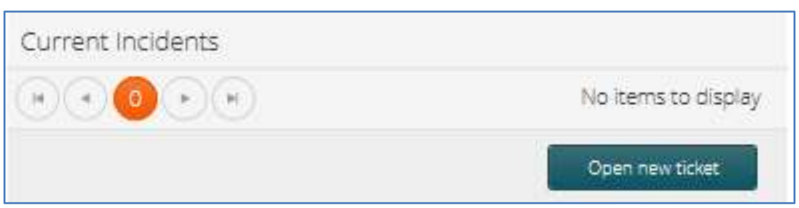


Self-Ticketing

This opens a window to create a case in ServiceNow for CSD.



Current open incidents may be viewed in the Current Incidents. The number of Incidents that are open in your name are listed and may be scrolled through using the arrow buttons, or the Open New ticket will take you to the above window to open a ticket.

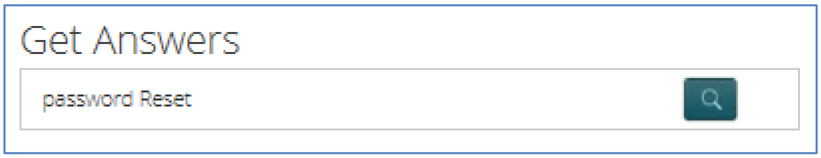


Call

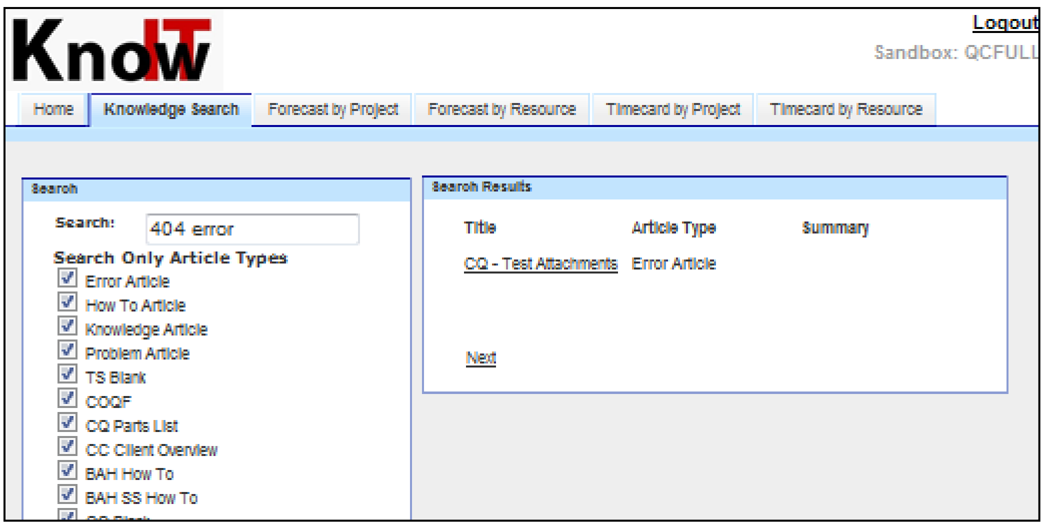
Agent Numbers are provided to enable you to contact the CSD by phone.

Self-Help

To find possible steps to resolve your issue without contacting the CSD, use the knowledgebase search. In the Get Answers box of the Services and Support window, enter the keywords or a phrase that you wish to research.



The CompuCom knowledgebase application, KnowIT, will open in a separate window with preliminary results from your search. The search may be further refined as necessary.



Email the Service Desk

The email button opens an email addressed to the service desk.

Chat

Chat with the Service Desk opens a window to initiate the chat session with a CSD agent.

Press Connect to begin the session.

NOTE:	The current CompuCom Chat solution is only compatible with the IE browser. If a user selects the Chat link while using a non IE browser, --- Chrome, Firefox, etc., a warning message appears and you can answer either “cancel” to exit, or “OK” to attempt the Chat application anyway. If you select OK, the chat will still fail and you will have to close the window.

Global Alerts, Notifications, and Bulletins

Alerts and notifications appear below the Support options.

Replace

The Replace button opens the Lifecycle Services page which provides information on the services offered by CompuCom to handle disposition or repurposing of assets.

Lifecycle services include secure, ecologically-friendly disposition, asset management, trade-up, trade-in, and buy-back programs.

Lifecycle Homepage

Click on the Replace button to go to the Lifecycle homepage.

CompuCom's services for disposition of used assets are described