

CompuCom Business User Portal

End-Users Reference Guide

Contents

Purpose	3
<i>Description</i>	3
<i>User Access</i>	3
Landing Page	3
<i>Landing Page Header</i>	3
Login.....	4
Top Section Buttons.....	4
<i>Side Ribbon</i>	5
<i>Landing Page Body</i>	5
<i>Landing Page Footer</i>	5
Site Feedback.....	6
Site Tour.....	6
Manage	7
Get	8
<i>Commerce Landing Page</i>	9
Left Navigation Menu.....	9
Search Bar.....	10
Featured Products.....	11
Categories.....	12
Product Comparisons.....	12
<i>Cart</i> 14	
Proceed to Checkout.....	14
Complete Transaction.....	15
<i>Orders</i>	16
Use	17
<i>Dashboard Landing Page</i>	18
<i>Create a new Dashboard</i>	18
Copy an existing global dashboard.....	19
Create a new dashboard.....	21
<i>Opening Your Dashboards</i>	22
Support	23
<i>Support Landing Page</i>	24
<i>Profile</i>	24
<i>Methods to Receive Help</i>	25
Self-Service.....	25

Self-Ticketing	26
Call.....	26
<i>Self-Help</i>	27
Email the Service Desk	27
Chat	27
<i>Global Alerts, Notifications, and Bulletins</i>	28
Replace	28
<i>Lifecycle Homepage</i>	29

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



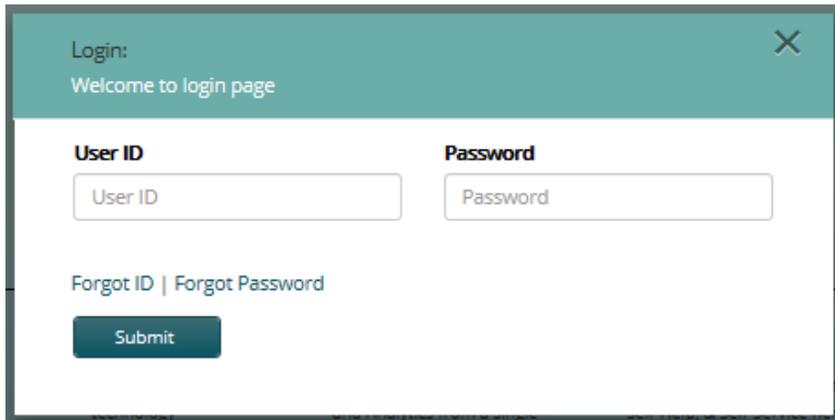
The Landing Page is the access point for all services offered through the Business User Portal.

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.



The screenshot shows a login window titled "Login: Welcome to login page" with a close button (X) in the top right corner. Below the title bar, there are two input fields: "User ID" and "Password". Underneath these fields, there are links for "Forgot ID" and "Forgot Password". At the bottom of the form is a "Submit" button.

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

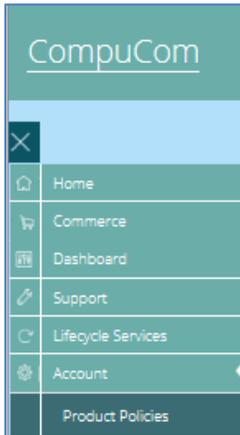
Top Section Buttons



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

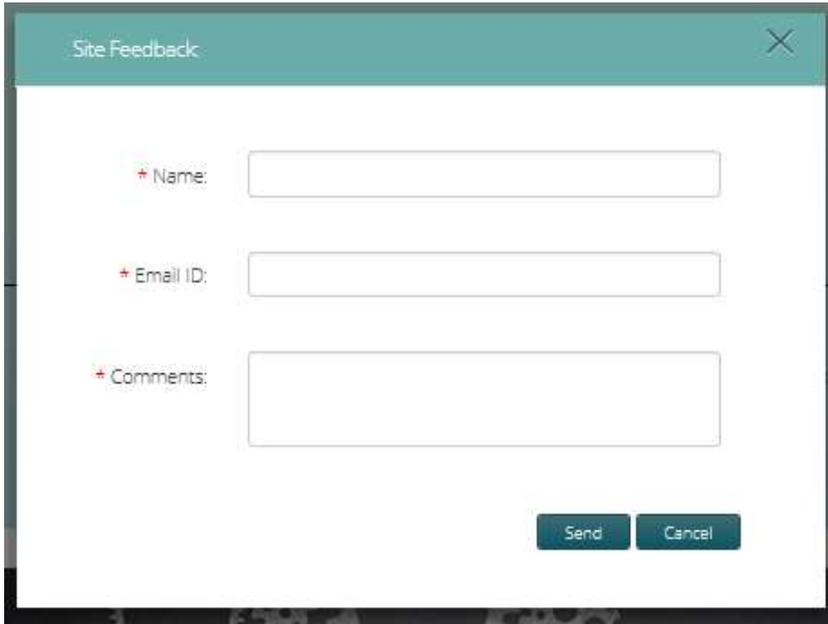
Landing Page Footer

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.



A screenshot of a 'Site Feedback' dialog box. The dialog has a teal header with the title 'Site Feedback' and a close button (X). The main area is white and contains three input fields: 'Name:', 'Email ID:', and 'Comments:'. Each field has a small red asterisk icon to its left. Below the input fields are two buttons: 'Send' and 'Cancel'.

Site Tour

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



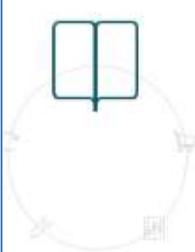
Manage



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

These features will be available in a later release.

Manage



Enterprise Policy & Entitlements

End-User Experience: The configurable User Interface (UI) allows the enterprise to brand the Look & Feel of the portal. The entitlement driven, fully integrated technology lifecycle, and configurable workflows enable a secure and frictionless End-User Experience (EUX).

Equilibrium: Policy-to-Product alignment allows for the enforcement of corporate standards while providing guided selection to end-user communities. The Policy-to-Product filter toggle enables you to open up the entire Marketplace to unlock one-stop shopping for technology.

- Manage Your policy
- Manage Your brand
- Manage Your personas



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

Get

Technology, Services, & Solutions

A New Shopping Experience: Combines the strength of CompuCom's Business-to-Business (B2B) engine with the elegance of a Business-to-Consumer (B2C) design, providing an unprecedented shopping experience for you.

End-to-End Logistics: Integrated workflow, hybrid delivery models, and full-service deployment offerings to eliminate visibility gaps within the supply chain - enabling you to track order, delivery, and fulfillment status.

Get It Now

Workflow Status

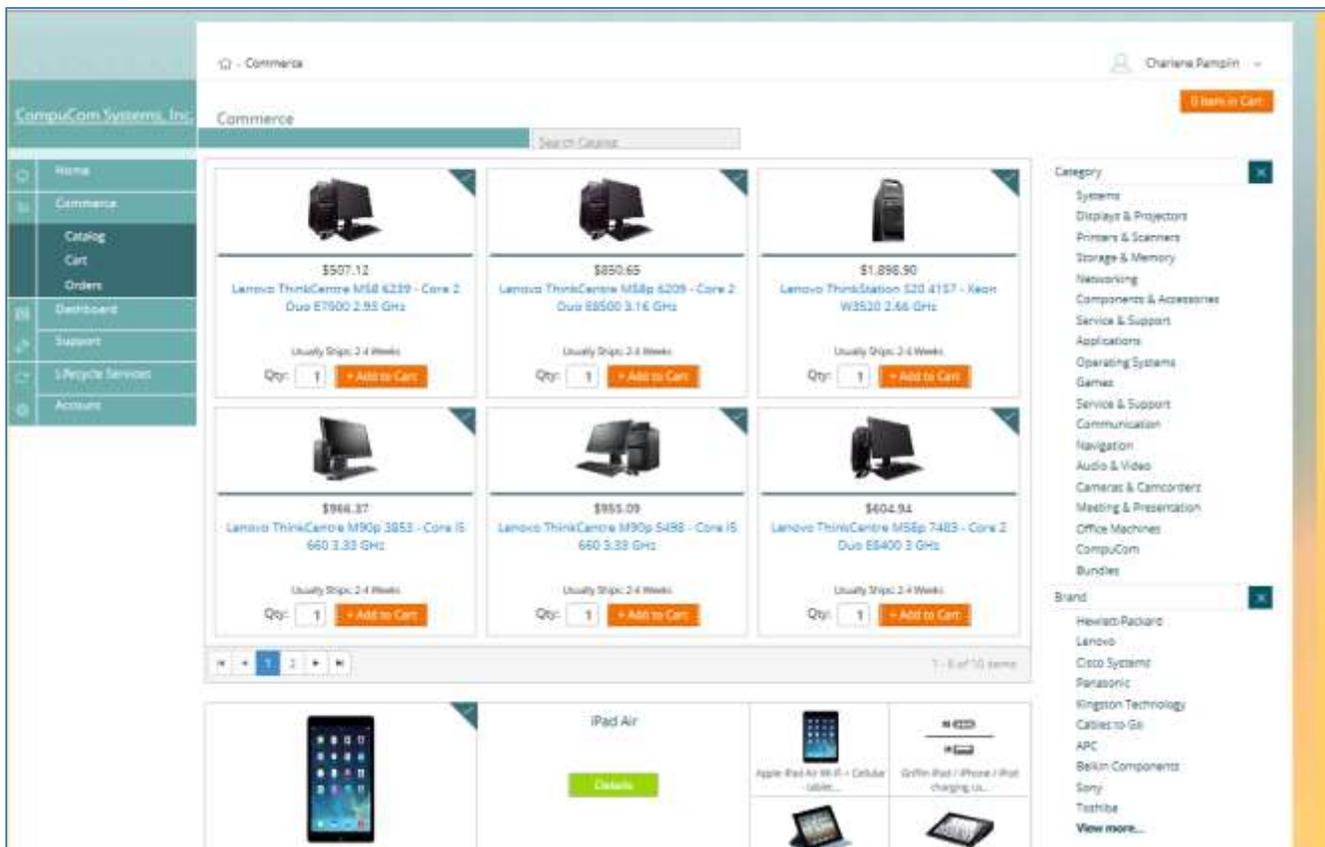
Delivery Status

Fulfillment Status

Commerce Landing Page



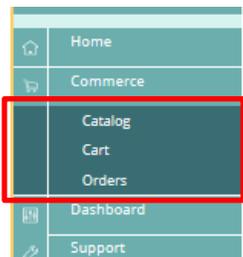
Clicking on the Shopping Cart will open the Commerce site. Here you can shop for the desired technology, view and edit your cart of chosen items or review orders.



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.

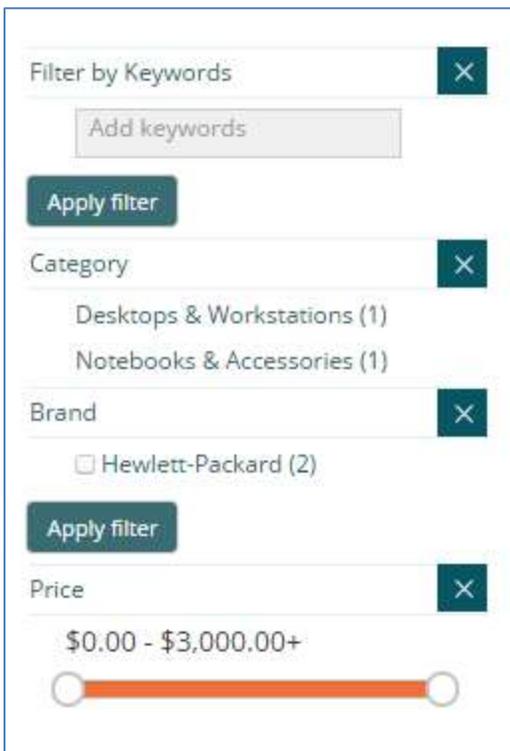


Search Bar

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.

 <p>\$507.12 Lenovo ThinkCentre M58 6239 - Core 2 Duo E7500 2.93 GHz</p> <p>Usually Ships: 2-4 Weeks</p> <p>Qty: <input type="text" value="1"/> + Add to Cart</p>	 <p>\$850.65 Lenovo ThinkCentre M58p 6209 - Core 2 Duo E8500 3.16 GHz</p> <p>Usually Ships: 2-4 Weeks</p> <p>Qty: <input type="text" value="1"/> + Add to Cart</p>	 <p>\$1,898.90 Lenovo ThinkStation S20 4157 - Xeon W3520 2.66 GHz</p> <p>Usually Ships: 2-4 Weeks</p> <p>Qty: <input type="text" value="1"/> + Add to Cart</p>
 <p>\$966.37 Lenovo ThinkCentre M90p 3853 - Core i5 660 3.33 GHz</p> <p>Usually Ships: 2-4 Weeks</p> <p>Qty: <input type="text" value="1"/> + Add to Cart</p>	 <p>\$955.09 Lenovo ThinkCentre M90p 5498 - Core i5 660 3.33 GHz</p> <p>Usually Ships: 2-4 Weeks</p> <p>Qty: <input type="text" value="1"/> + Add to Cart</p>	 <p>\$604.94 Lenovo ThinkCentre M58p 7483 - Core 2 Duo E8400 3 GHz</p> <p>Usually Ships: 2-4 Weeks</p> <p>Qty: <input type="text" value="1"/> + Add to Cart</p>

1 - 6 of 10 items

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

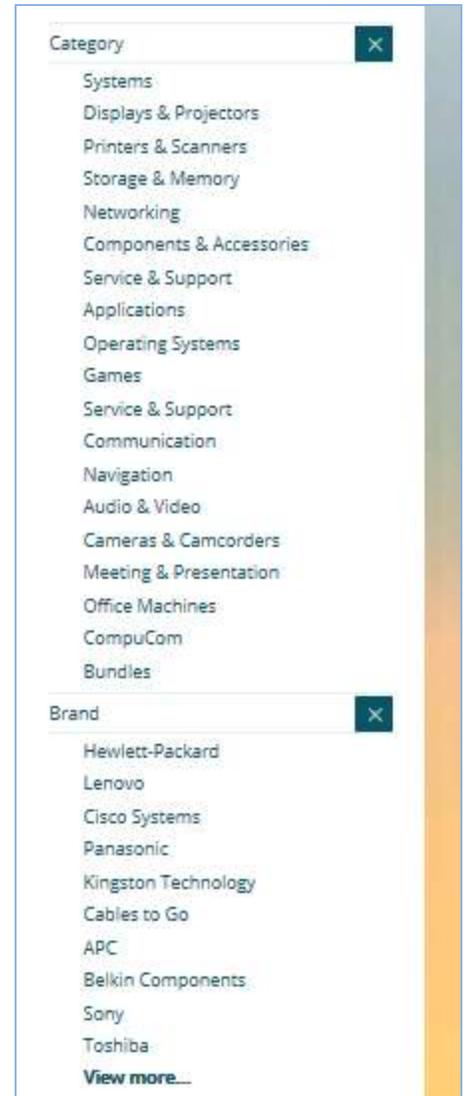
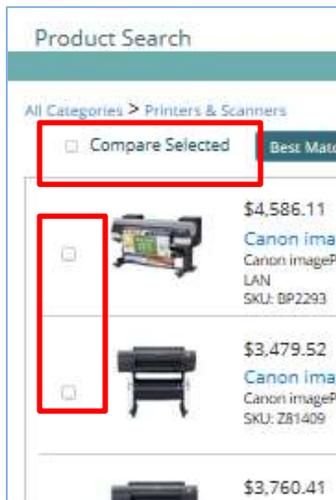
By clicking on a product category, that section of the catalog opens. The catalog lists the products, a general description and the price

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.

				
	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	\$2,801.39	\$2,401.74	\$49.66
	+ Add to Cart	+ Add to Cart	+ Add to Cart	+ 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.

Item Added to Cart



Canon
Canon PIXMA iX7000 - Printer - color - duplex - ink-jet - Super B - 600 dpi x 600 dpi - up to 10.2 ipm (mono) / up to 8.1 ipm (color) - capacity: 260 sheets - USB, 10/100Base-TX with Canon InstantExchange

CompuCom recommends the following accessories:



Printek - Printer stand - for FormsPro 4300, 4500, 4503
Mfg: Printek Mfg #: [90494](#)
SKU: R72122

\$295.00 [+ Add to Cart](#)

[Continue](#) [View Cart](#)

Cart

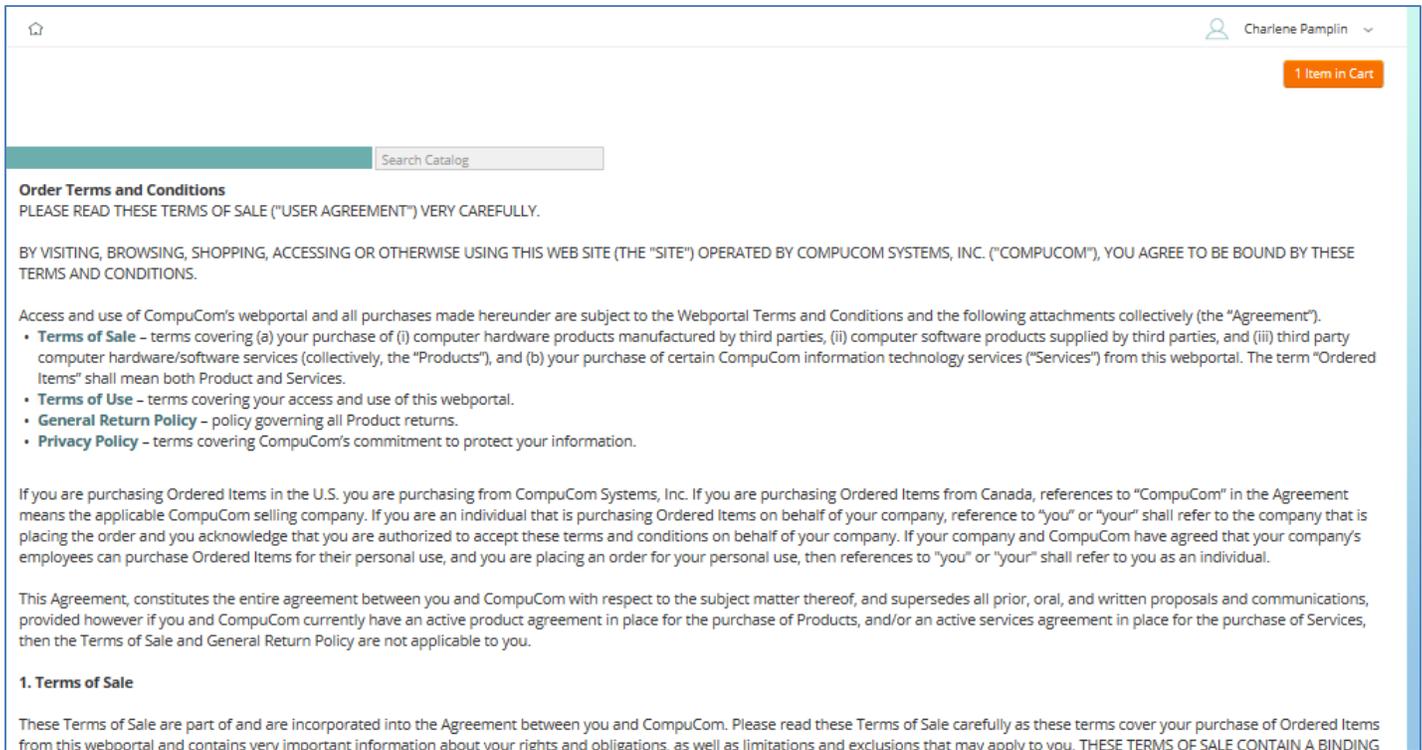
Your Cart is opened by clicking on the Cart button in the Left Navigation Bar or clicking on the Item in Cart button in the top right-hand corner.



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

limitation, warranties for merchantability, fitness for a particular purpose, and non-infringement.

Acceptance of Agreement

By placing an order, you acknowledge that you have read, understood, and agree to be bound by this Agreement and all of its terms and conditions herein and such acceptance constitutes a legal contract between you and CompuCom for all purchases you make under the portal.

Complete Transaction

Click the I Accept button to proceed to the payment window

Payment Method

1. Payment Method 2. Shipping Address 3. Shipping method 4. Review

Account Specific Information

Employee Number: *
(Employee Number)

User ID: *
(user ID)

E-mail Address:
(E-mail Address)

* Required for Checkout

Select Payment Method:

Credit Card

Credit Card Type*

Name (as appears on card)*

Card Number*

Card Expires*

Credit Card Holder Address*

Create a New Address

Address Line 1*

Address Line 2

City*

State*

Canadian Province*

Country*

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
No items to display							

Order Tracking

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

[0 Item in Cart](#)

Order Tracking

Search Catalog

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

1 of 1 items

Order Detail

[0 Item in Cart](#)

Order Detail

Search Catalog

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 B G	87H4655	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.

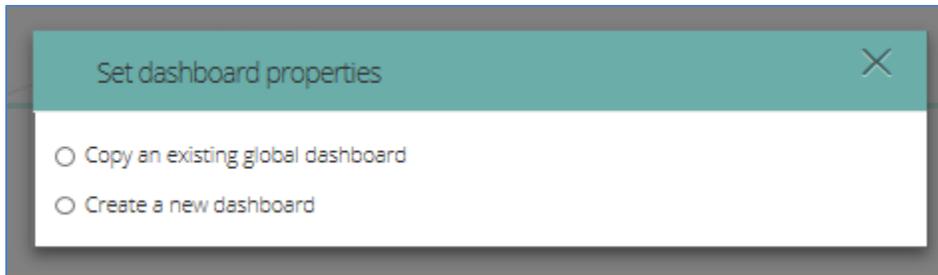
Dashboard Landing Page



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.

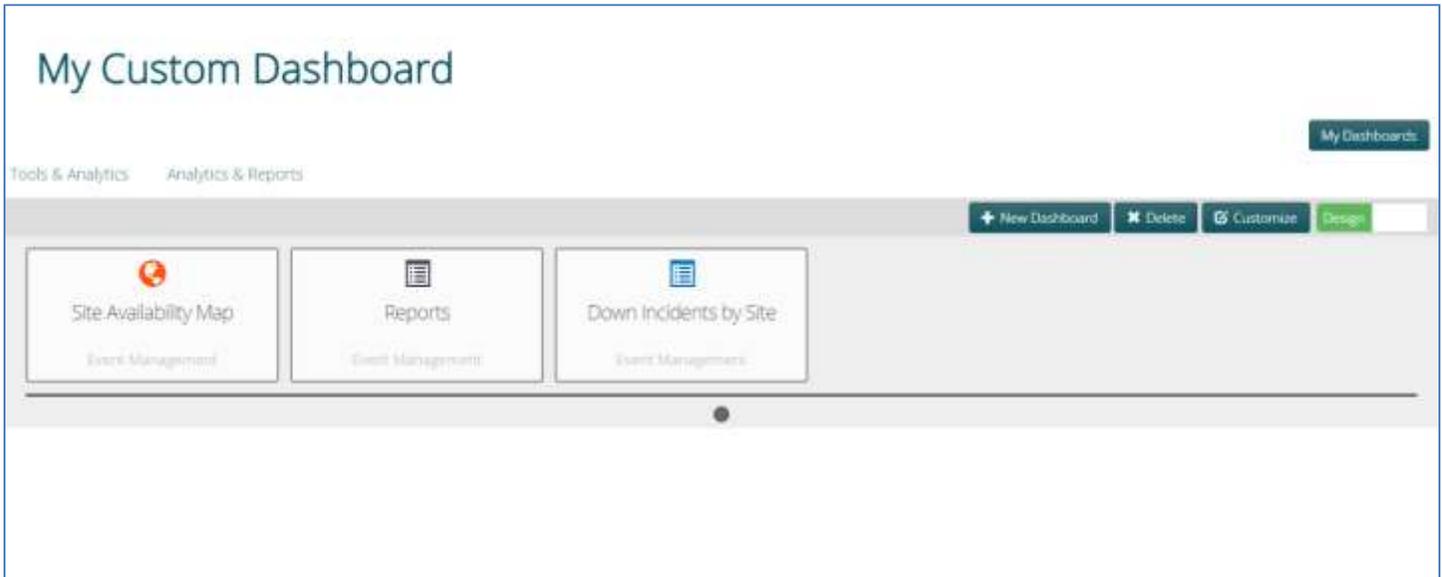


Copy an existing global dashboard

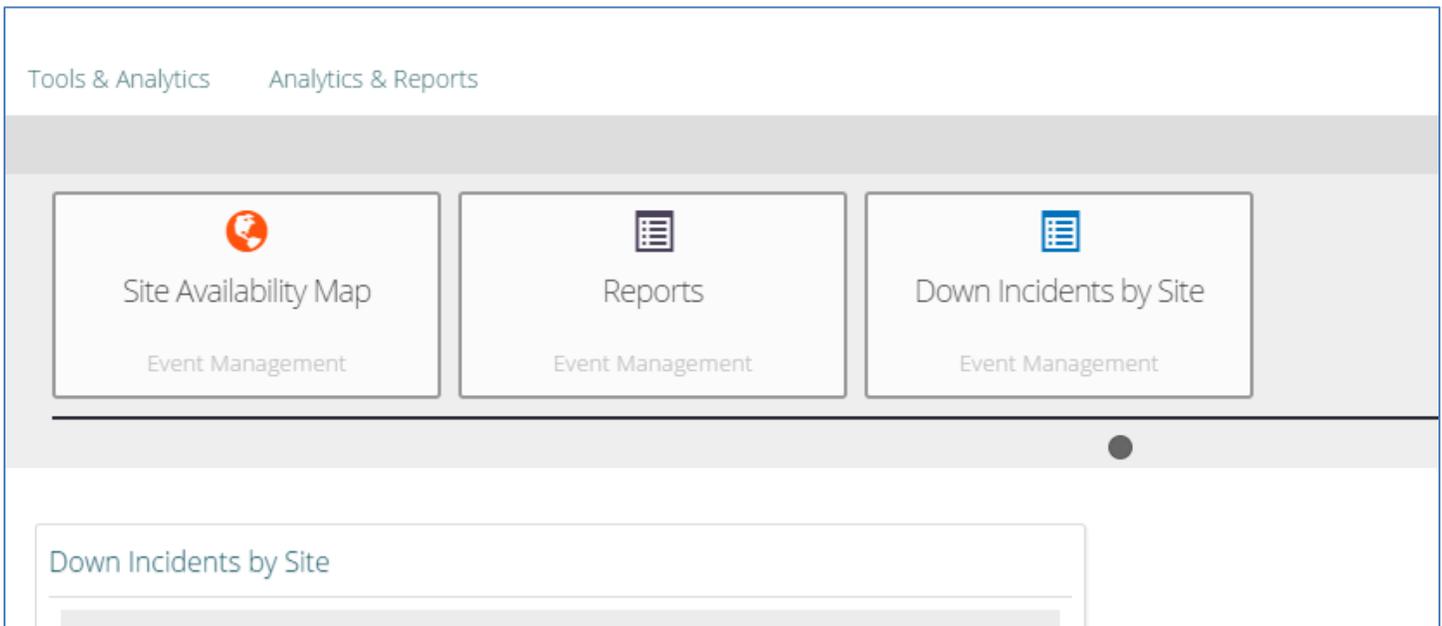
1. Select the radio button for the option.
2. The following window opens.

The screenshot shows a dialog box titled "Set dashboard properties" with a close button in the top right corner. It contains two radio buttons: "Copy an existing global dashboard" (which is selected) and "Create a new dashboard". Below the radio buttons are several input fields: a "Title*" field with the placeholder text "Set a title for your dashboard"; a "Select the global dashboard" dropdown menu currently showing "Tools & Analytics"; a "Description" text area with the placeholder text "Tools and analytics dashboard which should give me"; and a "Color" section with an input field containing "#DC143C" and a color picker icon. At the bottom right of the dialog are two buttons: "Save Changes" and "Close".

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.

The screenshot shows a 'Set dashboard properties' dialog box with a teal header and a close button (X) in the top right corner. It contains two radio button options: 'Copy an existing global dashboard' (unselected) and 'Create a new dashboard' (selected). Below these is a 'Title*' text input field with the placeholder text 'Set a title for your dashboard'. A 'Select a layout' section displays a grid of 28 different dashboard layout templates. Underneath is a 'Description' text area containing the text 'Tools and analytics dashboard which should give me'. A 'Color' section features a color picker with a red color selected. At the bottom right, there are two buttons: 'Save Changes' (highlighted in blue) and 'Close'.

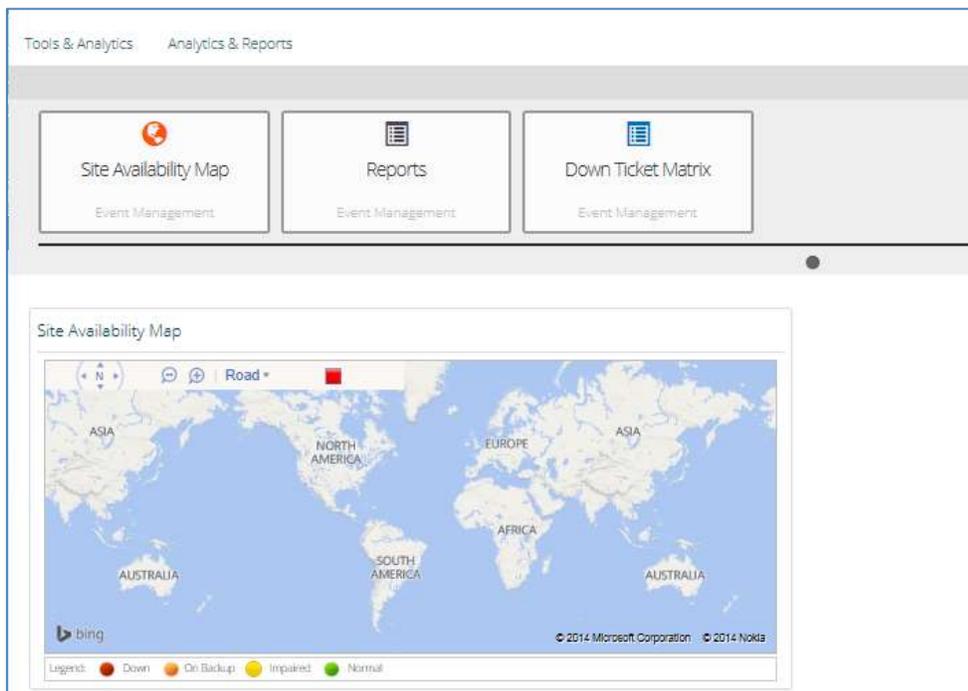
3. Enter a title for the dashboard.
4. Select the desired layout.
5. Give an optional description if desired.
6. Choose a color.
7. Click **Save Changes**.

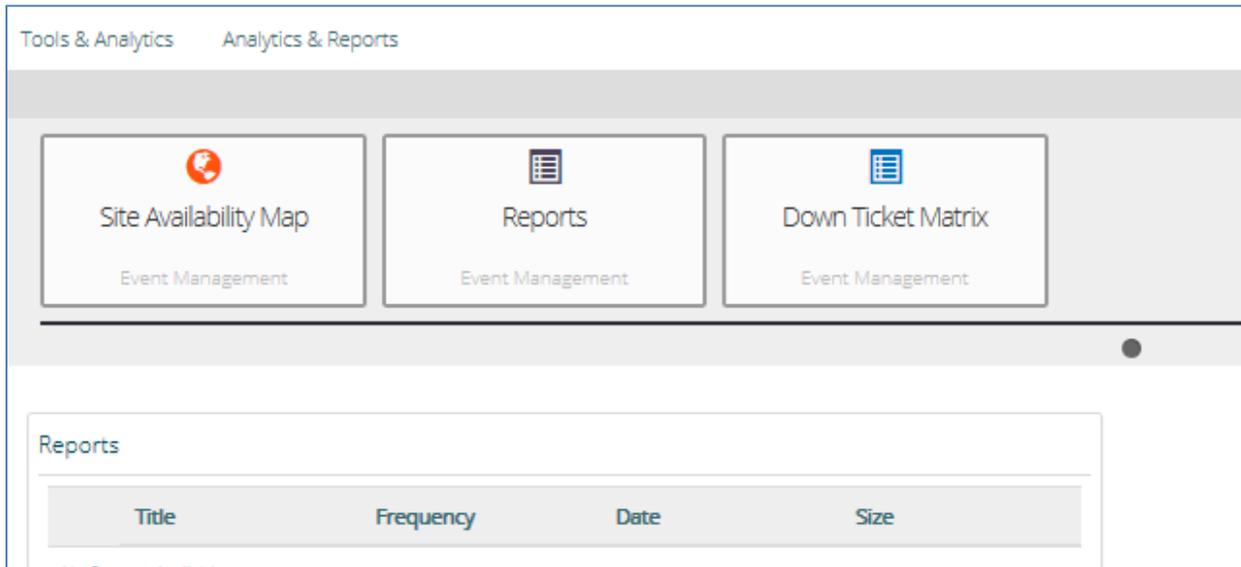
Opening Your Dashboards

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.

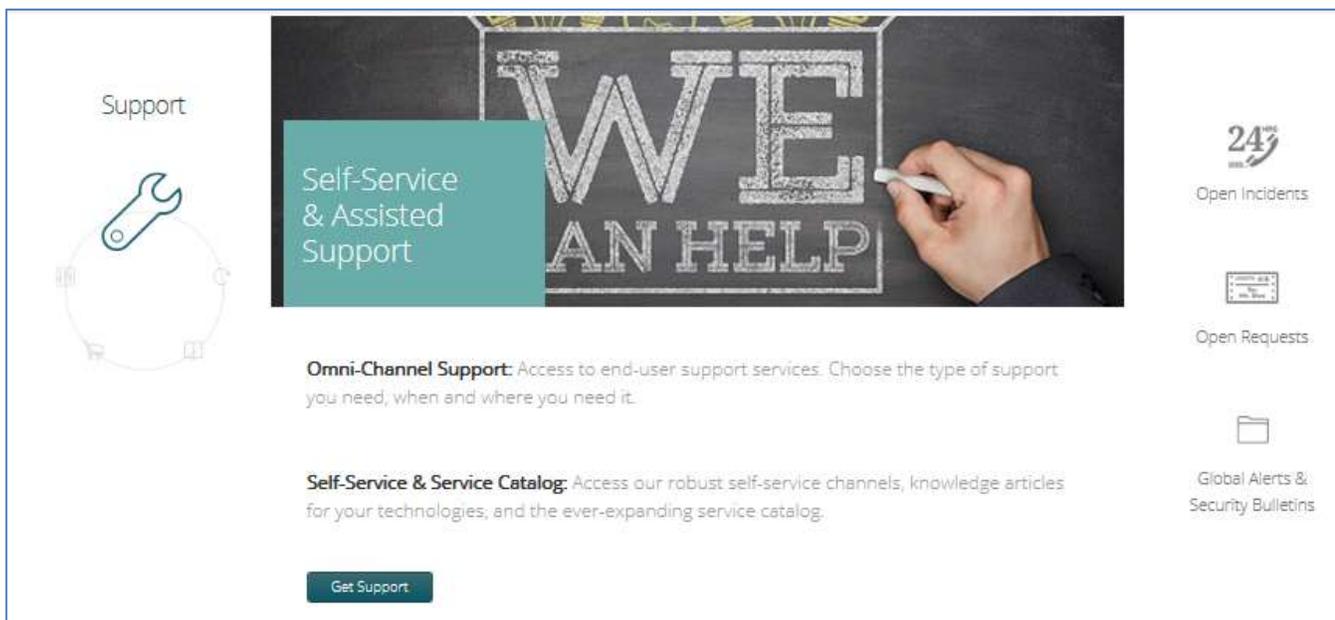




Support



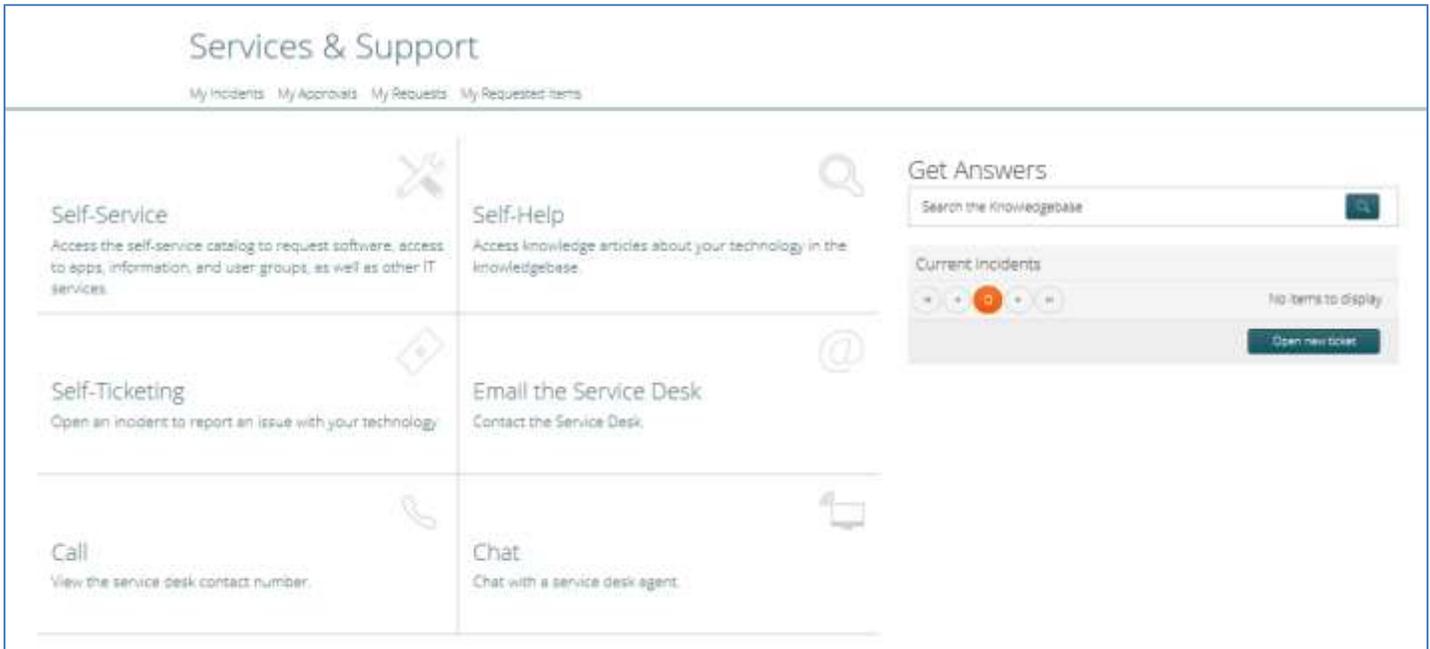
Selecting Support provides access to end-user support services.



Support Landing Page

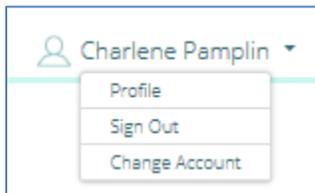


Click on the Wrench  to access Support.



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.



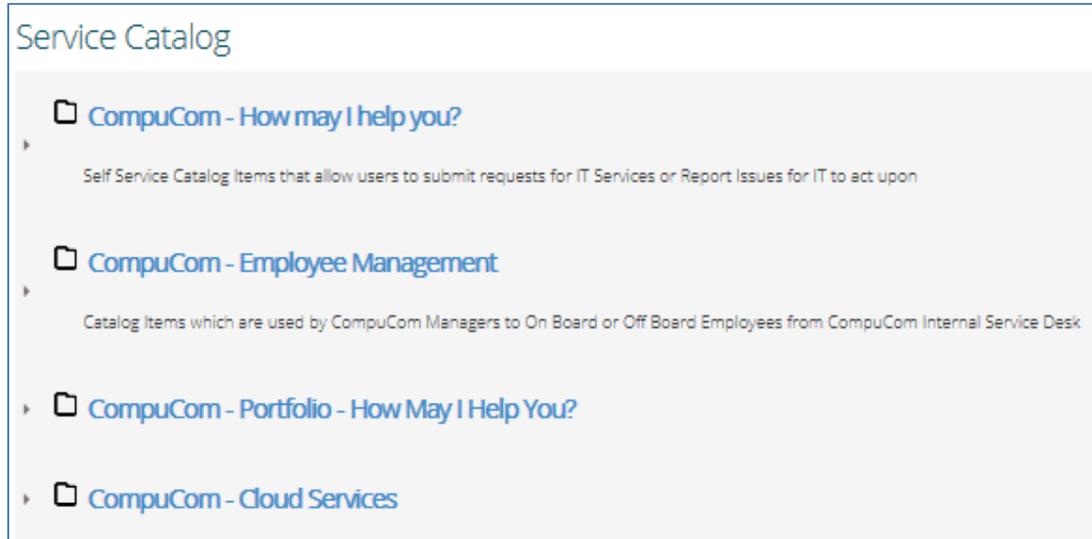
Note

The profile information cannot be edited from this application.

Methods to Receive Help

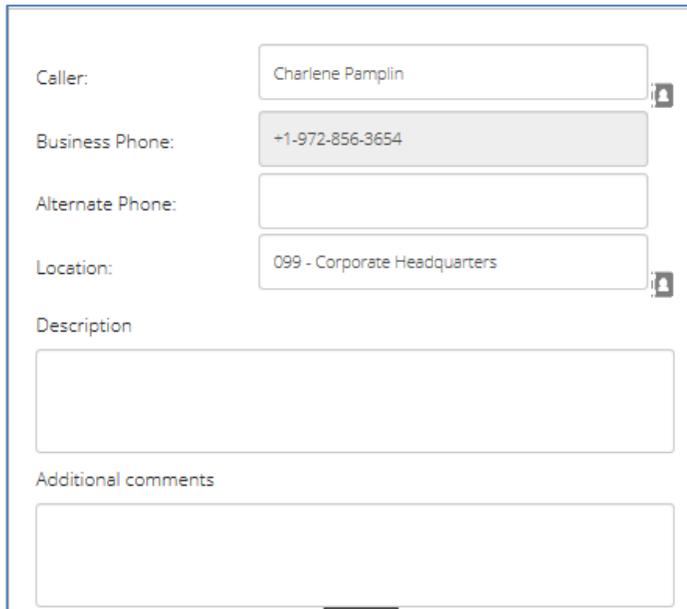
Self-Service

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



Self-Ticketing

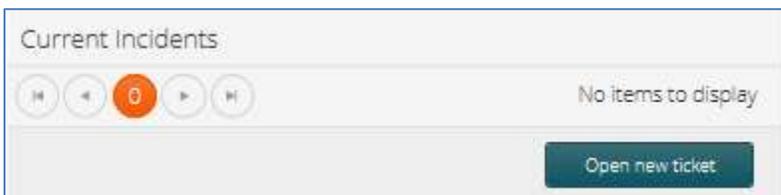
This opens a window to create a case in ServiceNow for CSD.



The screenshot shows a form for creating a case. It includes the following fields:

- Caller: Charlene Pamplin
- Business Phone: +1-972-856-3654
- Alternate Phone: (empty)
- Location: 099 - Corporate Headquarters
- Description: (empty text area)
- Additional comments: (empty text area)

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.



The screenshot shows the 'Current Incidents' panel. It features a navigation bar with five buttons: a double left arrow, a single left arrow, a red circle with a white '0', a single right arrow, and a double right arrow. To the right of the buttons, it says 'No items to display'. At the bottom right of the panel, there is a green button labeled 'Open new ticket'.

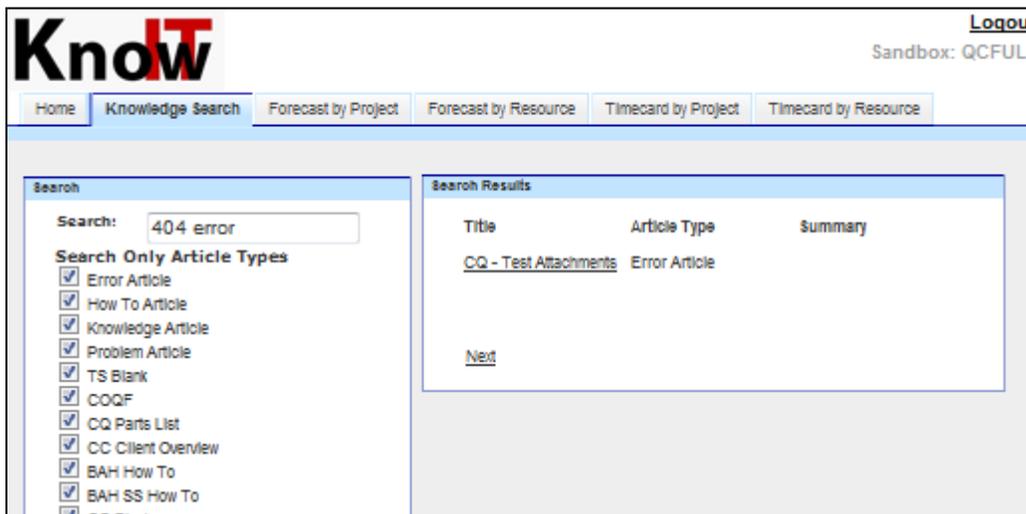
Call

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.

A screenshot of the "Technology Lifecycle Services" page. On the left, there is a circular diagram with a refresh icon and the word "Replace". The main content area features a green background with a globe and the text "Technology Lifecycle Services". Below this, there are two sections: "IT Asset Disposition Services" and "Asset Management", each with a brief description of the services. On the right side, there are three icons with corresponding labels: "Manage Assets" (a monitor icon), "Lease Notification" (a trash can icon), and "Contracts and Agreements" (a folder icon).

Lifecycle Homepage

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

CompuCom's services for disposition of used assets are described



LifeCycle Services Charlene Pamplin

IT Asset Disposition

CompuCom dynamically manages the disposition of your assets using the right tools, partners and locations for each job.

Marketing

Secure, one-stop management of your assets.

PLANT

Our Experience

- Receive 1,000,000+ assets annually
- Manage donations and disaster relief support of 200,000+ assets per year on behalf of our clients
- Sell more than \$2 million of scrap equipment per year
- Returned more than \$1.4 million back to our clients with an average 70% of proceeds going directly to our clients and partners.

Every day, your IT assets grow older. As they near their end of life, your challenge becomes how to dispose of or redeploy these aging assets. And, every day, you contemplate the regulations and restrictions for disposal, the cost involved, the vast number of providers that provide some, but not all, services.

The risks and consequent costs of improper IT asset disposition fall into two main categories: Security (e.g. exposure of sensitive corporate data) and environment such as former corporate IT assets ending up as hazardous material in a landfill.

The U.S. Environmental Protection Agency (EPA) estimates that less than a third of U.S. IT electronic products ready for end-of-life management are properly disposed of.

While there are numerous providers offering disposal and recycling services, many of them have little or no integration for systems and enterprise asset management processes.

20% of waste generated at our facility that is recycled

10% reduction in natural resource usage

25% reduction in landfill waste