# CompuCom Business User Portal
## End-User Portal Guide

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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.

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

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.
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.

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

Order Detail
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.

   ![Set dashboard properties](image)
Copy an existing global dashboard

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

![Set dashboard properties](image)

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.

Service Catalog

- CompuCom - How may I help you?
  Self Service Catalog items that allow users to submit requests for IT Services or Report issues for IT to act upon

- CompuCom - Employee Management
  Catalog items which are used by CompuCom Managers to On Board or Off Board Employees from CompuCom Internal Service Desk

- CompuCom - Portfolio - How May I Help You?

- CompuCom - Cloud Services
**Self-Ticketing**

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

![Self-Ticketing Form](image)

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.

![Current Incidents](image)

**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.