

ITSM Self Service Incident Management (SSIM) - Quick Reference Guide



SSIM INTRODUCTION

SSIM or Computacenter Self Service Incident Management is a Web Interface Tool. It enables its users raising Incident tickets on their own, updating and monitoring tickets without having the need to phone the Service Desk.

SSIM LOGIN

1. Access to SSIM can be requested from your responsible CC Service Manager which will provide you with URL and account credentials.
2. After keying in the SSIM URL, the following login window is displayed:

Customer Web Logging

Enter your username and password and click the Login button. If you don't know your username or password click the Password Reset link below.

Username:

Password:

3. Please enter your user name in upper case letters.
4. Please enter your password.
5. Click on (or press <ENTER>).
6. SSIM's **Incident Console** is displayed:

Flag	Details	Incident Number	Customer	Contact	Priority	Settlement	Equipment	Status	Date Reported	Resolved Date	Product
	Home Office	AKRZ00019968	Guys Landings	Guys Landings	Low	Contract	COM976	Assigned	15/10/2021 14:10	15/10/2021 14:10	HP Pavilion 15-0107EA - 75G1 2TB
	Home Office	AKRZ00019967	Guys Landings	Guys Landings	Low	Contract	COM976	Assigned	15/10/2021 14:08	15/10/2021 14:08	HP Pavilion 15-0107EA - 75G1 2TB
	Home Office	AKRZ00019966	Guys Landings	Guys Landings	Low	Contract	COM976	Assigned	15/10/2021 14:06	15/10/2021 14:06	HP Pavilion 15-0107EA - 75G1 2TB
	Home Office	AKRZ00019965	N.V. Business	Guys Landings	Low	Contract	COM976	Assigned	15/10/2021 14:04	15/10/2021 14:04	HP Pavilion 15-0107EA - 75G1 2TB
	Home Office	AKRZ00019964	Guys Landings	Guys Landings	Low	Contract	COM976	Assigned	15/10/2021 14:02	15/10/2021 14:02	HP Pavilion 15-0107EA - 75G1 2TB
	Home Office	AKRZ00019963	Guys Landings	Guys Landings	Low	Contract	COM976	Assigned	15/10/2021 14:00	15/10/2021 14:00	HP Pavilion 15-0107EA - 75G1 2TB
	Home Office	AKRZ00019962	N.V. Business	Guys Landings	Low	Contract	COM976	Assigned	15/10/2021 13:58	15/10/2021 13:58	HP Pavilion 15-0107EA - 75G1 2TB
	Home Office	AKRZ00019961	Guys Landings	Guys Landings	Low	Contract	COM976	Assigned	15/10/2021 13:56	15/10/2021 13:56	HP Pavilion 15-0107EA - 75G1 2TB
	Home Office	AKRZ00019960	Guys Landings	Guys Landings	Low	Contract	COM976	Assigned	15/10/2021 13:54	15/10/2021 13:54	HP Pavilion 15-0107EA - 75G1 2TB
	Home Office	AKRZ00019959	Guys Landings	Guys Landings	Low	Contract	COM976	Assigned	15/10/2021 13:52	15/10/2021 13:52	HP Pavilion 15-0107EA - 75G1 2TB
	Home Office	AKRZ00019958	Guys Landings	Guys Landings	Low	Contract	COM976	Assigned	15/10/2021 13:50	15/10/2021 13:50	HP Pavilion 15-0107EA - 75G1 2TB
	Home Office	AKRZ00019957	Guys Landings	Guys Landings	Low	Contract	COM976	Assigned	15/10/2021 13:48	15/10/2021 13:48	HP Pavilion 15-0107EA - 75G1 2TB
	Home Office	AKRZ00019956	Guys Landings	Guys Landings	Low	Contract	COM976	Assigned	15/10/2021 13:46	15/10/2021 13:46	HP Pavilion 15-0107EA - 75G1 2TB
	Home Office	AKRZ00019955	Guys Landings	Guys Landings	Low	Contract	COM976	Assigned	15/10/2021 13:44	15/10/2021 13:44	HP Pavilion 15-0107EA - 75G1 2TB
	Home Office	AKRZ00019954	Guys Landings	Guys Landings	Low	Contract	COM976	Assigned	15/10/2021 13:42	15/10/2021 13:42	HP Pavilion 15-0107EA - 75G1 2TB
	Home Office	AKRZ00019953	Guys Landings	Guys Landings	Low	Contract	COM976	Assigned	15/10/2021 13:40	15/10/2021 13:40	HP Pavilion 15-0107EA - 75G1 2TB
	Home Office	AKRZ00019952	N.V. Business	Guys Landings	Low	Contract	COM976	Assigned	15/10/2021 13:38	15/10/2021 13:38	HP Pavilion 15-0107EA - 75G1 2TB
	Home Office	AKRZ00019951	N.V. Business	Guys Landings	Low	Contract	COM976	Assigned	15/10/2021 13:36	15/10/2021 13:36	HP Pavilion 15-0107EA - 75G1 2TB
	Home Office	AKRZ00019950	N.V. Business	Guys Landings	Low	Contract	COM976	Assigned	15/10/2021 13:34	15/10/2021 13:34	HP Pavilion 15-0107EA - 75G1 2TB
	Home Office	AKRZ00019949	N.V. Business	Guys Landings	Low	Contract	COM976	Assigned	15/10/2021 13:32	15/10/2021 13:32	HP Pavilion 15-0107EA - 75G1 2TB
	Home Office	AKRZ00019948	N.V. Business	Guys Landings	Low	Contract	COM976	Assigned	15/10/2021 13:30	15/10/2021 13:30	HP Pavilion 15-0107EA - 75G1 2TB
	Home Office	AKRZ00019947	N.V. Business	Guys Landings	Low	Contract	COM976	Assigned	15/10/2021 13:28	15/10/2021 13:28	HP Pavilion 15-0107EA - 75G1 2TB
	Home Office	AKRZ00019946	N.V. Business	Guys Landings	Low	Contract	COM976	Assigned	15/10/2021 13:26	15/10/2021 13:26	HP Pavilion 15-0107EA - 75G1 2TB
	Home Office	AKRZ00019945	N.V. Business	Guys Landings	Low	Contract	COM976	Assigned	15/10/2021 13:24	15/10/2021 13:24	HP Pavilion 15-0107EA - 75G1 2TB
	Home Office	AKRZ00019944	N.V. Business	Guys Landings	Low	Contract	COM976	Assigned	15/10/2021 13:22	15/10/2021 13:22	HP Pavilion 15-0107EA - 75G1 2TB
	Home Office	AKRZ00019943	N.V. Business	Guys Landings	Low	Contract	COM976	Assigned	15/10/2021 13:20	15/10/2021 13:20	HP Pavilion 15-0107EA - 75G1 2TB
	Home Office	AKRZ00019942	N.V. Business	Guys Landings	Low	Contract	COM976	Assigned	15/10/2021 13:18	15/10/2021 13:18	HP Pavilion 15-0107EA - 75G1 2TB
	Home Office	AKRZ00019941	N.V. Business	Guys Landings	Low	Contract	COM976	Assigned	15/10/2021 13:16	15/10/2021 13:16	HP Pavilion 15-0107EA - 75G1 2TB
	Home Office	AKRZ00019940	N.V. Business	Guys Landings	Low	Contract	COM976	Assigned	15/10/2021 13:14	15/10/2021 13:14	HP Pavilion 15-0107EA - 75G1 2TB
	Home Office	AKRZ00019939	N.V. Business	Guys Landings	Low	Contract	COM976	Assigned	15/10/2021 13:12	15/10/2021 13:12	HP Pavilion 15-0107EA - 75G1 2TB
	Home Office	AKRZ00019938	N.V. Business	Guys Landings	Low	Contract	COM976	Assigned	15/10/2021 13:10	15/10/2021 13:10	HP Pavilion 15-0107EA - 75G1 2TB
	Home Office	AKRZ00019937	N.V. Business	Guys Landings	Low	Contract	COM976	Assigned	15/10/2021 13:08	15/10/2021 13:08	HP Pavilion 15-0107EA - 75G1 2TB
	Home Office	AKRZ00019936	N.V. Business	Guys Landings	Low	Contract	COM976	Assigned	15/10/2021 13:06	15/10/2021 13:06	HP Pavilion 15-0107EA - 75G1 2TB
	Home Office	AKRZ00019935	N.V. Business	Guys Landings	Low	Contract	COM976	Assigned	15/10/2021 13:04	15/10/2021 13:04	HP Pavilion 15-0107EA - 75G1 2TB
	Home Office	AKRZ00019934	N.V. Business	Guys Landings	Low	Contract	COM976	Assigned	15/10/2021 13:02	15/10/2021 13:02	HP Pavilion 15-0107EA - 75G1 2TB
	Home Office	AKRZ00019933	N.V. Business	Guys Landings	Low	Contract	COM976	Assigned	15/10/2021 13:00	15/10/2021 13:00	HP Pavilion 15-0107EA - 75G1 2TB
	Home Office	AKRZ00019932	N.V. Business	Guys Landings	Low	Contract	COM976	Assigned	14/10/2021 12:58	14/10/2021 12:58	HP Pavilion 15-0107EA - 75G1 2TB
	Home Office	AKRZ00019931	N.V. Business	Guys Landings	Low	Contract	COM976	Assigned	14/10/2021 12:56	14/10/2021 12:56	HP Pavilion 15-0107EA - 75G1 2TB
	Home Office	AKRZ00019930	N.V. Business	Guys Landings	Low	Contract	COM976	Assigned	14/10/2021 12:54	14/10/2021 12:54	HP Pavilion 15-0107EA - 75G1 2TB
	Home Office	AKRZ00019929	N.V. Business	Guys Landings	Low	Contract	COM976	Assigned	14/10/2021 12:52	14/10/2021 12:52	HP Pavilion 15-0107EA - 75G1 2TB
	Home Office	AKRZ00019928	N.V. Business	Guys Landings	Low	Contract	COM976	Assigned	14/10/2021 12:50	14/10/2021 12:50	HP Pavilion 15-0107EA - 75G1 2TB
	Home Office	AKRZ00019927	N.V. Business	Guys Landings	Low	Contract	COM976	Assigned	14/10/2021 12:48	14/10/2021 12:48	HP Pavilion 15-0107EA - 75G1 2TB
	Home Office	AKRZ00019926	N.V. Business	Guys Landings	Low	Contract	COM976	Assigned	14/10/2021 12:46	14/10/2021 12:46	HP Pavilion 15-0107EA - 75G1 2TB
	Home Office	AKRZ00019925	N.V. Business	Guys Landings	Low	Contract	COM976	Assigned	14/10/2021 12:44	14/10/2021 12:44	HP Pavilion 15-0107EA - 75G1 2TB
	Home Office	AKRZ00019924	N.V. Business	Guys Landings	Low	Contract	COM976	Assigned	14/10/2021 12:42	14/10/2021 12:42	HP Pavilion 15-0107EA - 75G1 2TB
	Home Office	AKRZ00019923	N.V. Business	Guys Landings	Low	Contract	COM976	Assigned	14/10/2021 12:40	14/10/2021 12:40	HP Pavilion 15-0107EA - 75G1 2TB
	Home Office	AKRZ00019922	N.V. Business	Guys Landings	Low	Contract	COM976	Assigned	14/10/2021 12:38	14/10/2021 12:38	HP Pavilion 15-0107EA - 75G1 2TB
	Home Office	AKRZ00019921	N.V. Business	Guys Landings	Low	Contract	COM976	Assigned	14/10/2021 12:36	14/10/2021 12:36	HP Pavilion 15-0107EA - 75G1 2TB
	Home Office	AKRZ00019920	N.V. Business	Guys Landings	Low	Contract	COM976	Assigned	14/10/2021 12:34	14/10/2021 12:34	HP Pavilion 15-0107EA - 75G1 2TB
	Home Office	AKRZ00019919	N.V. Business	Guys Landings	Low	Contract	COM976	Assigned	14/10/2021 12:32	14/10/2021 12:32	HP Pavilion 15-0107EA - 75G1 2TB
	Home Office	AKRZ00019918	N.V. Business	Guys Landings	Low	Contract	COM976	Assigned	14/10/2021 12:30	14/10/2021 12:30	HP Pavilion 15-0107EA - 75G1 2TB
	Home Office	AKRZ00019917	N.V. Business	Guys Landings	Low	Contract	COM976	Assigned	14/10/2021 12:28	14/10/2021 12:28	HP Pavilion 15-0107EA - 75G1 2TB
	Home Office	AKRZ00019916	N.V. Business	Guys Landings	Low	Contract	COM976	Assigned	14/10/2021 12:26	14/10/2021 12:26	HP Pavilion 15-0107EA - 75G1 2TB
	Home Office	AKRZ00019915	N.V. Business	Guys Landings	Low	Contract	COM976	Assigned	14/10/2021 12:24	14/10/2021 12:24	HP Pavilion 15-0107EA - 75G1 2TB
	Home Office	AKRZ00019914	N.V. Business	Guys Landings	Low	Contract	COM976	Assigned	14/10/2021 12:22	14/10/2021 12:22	HP Pavilion 15-0107EA - 75G1 2TB
	Home Office	AKRZ00019913	N.V. Business	Guys Landings	Low	Contract	COM976	Assigned	14/10/2021 12:20	14/10/2021 12:20	HP Pavilion 15-0107EA - 75G1 2TB
	Home Office	AKRZ00019912	N.V. Business	Guys Landings	Low	Contract	COM976	Assigned	14/10/2021 12:18	14/10/2021 12:18	HP Pavilion 15-0107EA - 75G1 2TB
	Home Office	AKRZ00019911	N.V. Business	Guys Landings	Low	Contract	COM976	Assigned	14/10/2021 12:16	14/10/2021 12:16	HP Pavilion 15-0107EA - 75G1 2TB
	Home Office	AKRZ00019910	N.V. Business	Guys Landings	Low	Contract	COM976	Assigned	14/10/2021 12:14	14/10/2021 12:14	HP Pavilion 15-0107EA - 75G1 2TB
	Home Office	AKRZ00019909	N.V. Business	Guys Landings	Low	Contract	COM976	Assigned	14/10/2021 12:12	14/10/2021 12:12	HP Pavilion 15-0107EA - 75G1 2TB
	Home Office	AKRZ00019908	N.V. Business	Guys Landings	Low	Contract	COM976	Assigned	14/10/2021 12:10	14/10/2021 12:10	HP Pavilion 15-0107EA - 75G1 2TB
	Home Office	AKRZ00019907	N.V. Business	Guys Landings	Low	Contract	COM976	Assigned	14/10/2021 12:08	14/10/2021 12:08	HP Pavilion 15-0107EA - 75G1 2TB
	Home Office	AKRZ00019906	N.V. Business	Guys Landings	Low	Contract	COM976	Assigned	14/10/2021 12:06	14/10/2021 12:06	HP Pavilion 15-0107EA - 75G1 2TB
	Home Office	AKRZ00019905	N.V. Business	Guys Landings	Low	Contract	COM976	Assigned	14/10/2021 12:04	14/10/2021 12:04	HP Pavilion 15-0107EA - 75G1 2TB
	Home Office	AKRZ00019904	N.V. Business	Guys Landings	Low	Contract	COM976	Assigned	14/10/2021 12:02	14/10/2021 12:02	HP Pavilion 15-0107EA - 75G1 2TB
	Home Office	AKRZ00019903	N.V. Business	Guys Landings	Low	Contract	COM976	Assigned	14/10/2021 12:00	14/10/2021 12:00	HP Pavilion 15-0107EA - 75G1 2TB
	Home Office	AKRZ00019902	N.V. Business	Guys Landings	Low	Contract	COM976	Assigned	13/10/2021 23:58	13/10/2021 23:58	HP Pavilion 15-0107EA - 75G1 2TB
	Home Office	AKRZ00019901	N.V. Business	Guys Landings	Low	Contract	COM976	Assigned	13/10/2021 23:56	13/10/2021 23:56	HP Pavilion 15-0107EA - 75G1 2TB

RAISE A NEW INCIDENT

1. Click on at the top of the Incident Console.
2. A new window is displayed to log the incident:

Log New Incident

Customer Details Description Additional Information

Customer Web Site: KRZN [CNE] (0001015719)

Logging For: Myself Someone else

Title:

Address:

Additional Location Details:

Business Phone Number:

Mobile Phone Number:

Email Address:

Log By: Log By C Log By Category

Equipment Reference:

Product:

Contact:

Contact Line:

Printer Page Count:

Purchased From Computeriser: No Yes Unknown

RAISE AN INCIDENT ON YOUR BEHALF

3. The right Company will be displayed automatically depending upon your access credentials.
4. Please select the person on behalf of who you are going to raise the incident: Myself Someone else
- If you select **Myself**, your own data will be displayed.
5. If you are not located at your default site, click on to amend your address.
6. If you are raising an incident located at a big site, please specify additional location details to enable our engineers to find you quicker.

Please note: All address amendments are only recorded temporarily for this incident. Your master data are not being amended permanently.

RAISE AN INCIDENT ON BEHALF OF SOMEONE ELSE

7. Please specify **First Name** and **Last Name** (or if you are unsure specify only a part of first and/or last name) of the person you are raising the incident for:

ITSM Self Service Incident Management (SSIM) - Quick Reference Guide



CREATE A NEW USER

If you are not able to lookup a user you are going to raise an incident for, you will be displayed a message that no matching user records can be found:

1. Please select a **Title** from the drop-down menu.
2. Specify the user's **First Name**.
3. Specify the user's **Last Name**.
4. Please specify the user's **Business Phone Number**.
5. Optionally, please specify the user's:
 - **Mobile Phone Number**.
 - **E-mail Address** – if not specified during record creation, SSIM will generate a temporary e-mail address.
6. Please select the user's **Location** by clicking on **Sites...**
7. Please specify the exact **Post Code** or parts of it.
8. Please specify any prefix of City and/or Street.
9. Click on **Search...**

Please note: If you do not specify the exact post code, SSIM will display any site matching your provided data as part of the post code, city and streets field.

	Site Name	Post Code
Select	50170 Kerpen Test.Computacenter Park 2-4 1015719	50170
Select	50170 Kerpen.Computacenter Park 1 1015719	50170
Select	50170 Kerpen.Computacenter Park 2-4 1015719	50170
Select	501701 St Peter Por.Computacenter Park 1 1015719	501701

10. Please navigate through the list of search results by using **Navigation** to find the correct **Site**.
11. Click on **Select**, if you have found the correct site.
12. If you are not able to find the correct address, please specify all address details and click on **Create** to add a new site.
13. Click on **Close** to continue with the user creation step.
14. Click on **Create** to add the new user record and to return to the Logging form.

UPDATE USER DATA

15. Click on **Update Person** if you need to amend the user data permanently.
16. A dialog box containing the current user data pops up. You are now able to make your amendments.

17. Please click on **Update** to save your amendments.

LOGGING ABOUT

18. Please select how you are going to raise the incident:
 - Log By CI
 - Log By Category
 - CI – e.g. serial number as printed on the asset tag of your laptop
 - Category – e.g. Software with issues in data or functionality

LOGGING BY CI

19. Please specify the **Serial Number** or **Equipment Reference (CI)** of your device (at minimum the first five characters).
20. Click on **Search**.

	Sernr	Description	Matr	Mgmt	Sold To Customer	Sold To Company	Guarantee Date (Gwtd)
Select	CZ/J5500JX	KRZN/HPCTO DL380 G9 BFF	3400073	0484848	KRZN	0001015719	2015-12-21
Select	CZ/J5500JY	KRZN/HPCTO DL380 G9 BFF	3400073	0484848	KRZN	0001015719	2015-12-21
Select	CZ/J5500J9	HP DL380 G9 E5-2620V3 BASE	3224206	0727272	KRZN	0001015719	2015-12-30
Select	CZ/J5500JH	HP DL380 G9 E5-2620V3 BASE	3224206	0727272	KRZN	0001015719	2015-12-30

21. If you have found your Serial Number or Equipment Reference, click on **Select**. The device will be selected and populated into the Logging form.
22. If you have contracted support, **Product, Contract** and **Contract Line** will be displayed in the Logging form.
23. Please specify if the device have been sold by Computacenter: Yes No Unknown

	Product	Contract	Contract Line	Printer Page Count	Purchased From Computacenter
Select	HP DL380 G9 E5-2620V3 BASE WW SVR	11119585 - 3502 - KRZN Kommunales ...	3400 - CC ServicePack B5 2ND 9x5 72...		<input type="radio"/> Yes <input type="radio"/> No <input checked="" type="radio"/> Unknown

ITSM Self Service Incident Management (SSIM) - Quick Reference Guide



LOGGING BY CATEGORY

Please select this option if you are not able to log the incident via serial number (CI):

24. Click on the drop-down menu next to **Tier 1** and select from the list.
25. Click on the drop-down menu next to **Tier 2** and select from the list.
26. Click on the drop-down menu next to **Tier 3**. Select a **Product** from the list. **Contract** und **Contract Line** will be displayed. (Optionally, you need to select a further value for **Tier 4**.)
27. Please specify the **Product** (e.g. MS Word).
28. Please specify **Model / Version** (z.B. 7).
29. Please select if the product has been purchased from **Computacenter**: Yes No Unknown

Logging About	
Log By:	<input type="radio"/> Log By CI <input checked="" type="radio"/> Log By Category
Tier 1:	Hardware
Tier 2:	Workstation
Tier 3:	Desktop
Tier 4:	HP
Product:	HP Pavilion HPE h8-1075uk i7 8gb 2TB
Model / Version:	V 7
Equipment Reference:	123456789
Contract:	11068563 - 3502 - KRZN SLA
Contract Line:	3900 - HP_ETS8x5xNBD HP CP 5
Printer Page Count:	150
Purchased From Computacenter:	<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Unknown

DESCRIPTION OF INCIDENT / REQUIREMENT

30. Please provide us with a summary and describe as detailed as possible of your issue or requirement. This will allow us to increase accuracy and speed of fulfilment of your contracted Service Levels:

Summary

<Describe Summary of the Incident>

198 character(s) left

Description

<Describe the Symptoms>
<Error Codes and Messages Displayed on Screen, Any Power Indications>
<Additional Information Regarding Fault>
<How long resource is required for, what skills are needed>

2000 character(s) left

USER AVAILABILITY IN CASE OF ENGINEER VISIT

31. Please tell us your working hours or unavailability times. This enables us to fit your needs with regards to scheduling of an onsite visit if required:

User availability if engineer visit required

<Please specify your work availability period>

2000 character(s) left

ADDITIONAL INFORMATION

Additional information are non-mandatory data, but allows you to add a file – or more than one file in a ZIP archive – to your incident data.

Additional Information

My Reference:

My PO Number:

Select files... Drop files here to upload

(Only .txt, .doc, .docx, .xls, .xlsx, .jpg, .gif, .png, .pdf, .zip extensions allowed)

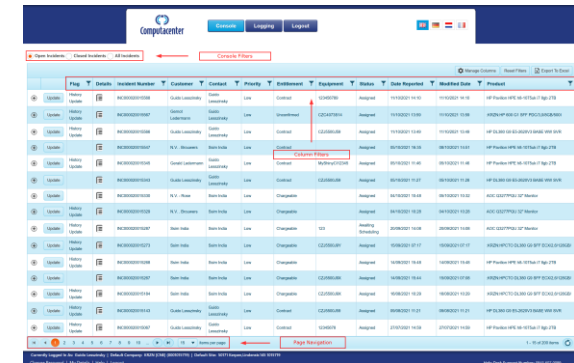
32. Specify your own reference number in **My Reference**.
33. Specify your own **PO Number** if required.
34. Depending upon your requirements, you can provide us with a file attachment of one of the file types specified by clicking on **Select files...**
35. Click on **Submit**. After the incident has been successfully submitted, you will be displayed the following message:

✔ Successfully created Incident: INC000019711115

An Incident Number has been assigned to your incident or requirement (see above) and thus confirms, that the incident has been submitted for further processing. You can find the new incident in the SSIM Console as well.

INCIDENT CONSOLE

The Incident Console allows you to access incidents or requirements already raised. You can sort and apply filters fitting your needs:



The set of incidents accessible to you is displayed dependent upon selection in Console Filter:

- Open Incidents
 Closed Incidents
 All Incidents

The progress of incident processing is described in the Status column of the Incident Console, please see below the most important status values:

- **New** – Incident recorded in system.
- **Assigned** – Incident under evaluation of the Service Desk to derive the most appropriate solution approach.
- **In Progress** – Incident under investigation.
- **Awaiting Scheduling** – Scheduling in preparation.
- **Scheduled** – Onsite visit scheduled.
- **With Engineer** – Onsite visit in processing.
- **Resolved** – Incident has been resolved.
- **Closed** – Incident has been closed in system.
- **Cancelled** – Incident has been cancelled in system.

ITSM Self Service Incident Management (SSIM) - Quick Reference Guide



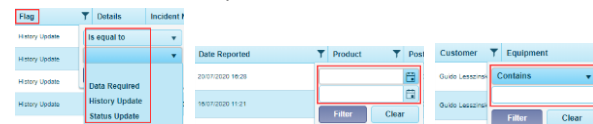
SORTING INCIDENTS

Please click on the column headings to sort incidents in the Console:

- Flag
- Incident
- Company
- Customer
- Equipment
- Status
- Hold
- Date reported
- Product
- Post Code

FILTERING INCIDENTS

Please click on the drop-down menu of a column filter:

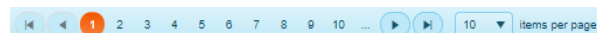


1. Select the filter values as appropriate by selecting a dropdown option, specifying some input data like dates (from, to, both) or substrings.
2. Click on **Filter** to apply a column filter. You can apply multiple filters one after another. Depending upon your selections the console view refreshes automatically.
3. Click on **Clear** to reset a filter.

Please note: Filters are independent upon others, you need to set / reset them individually. Clicking the button **Reset Filters** resets them all.

PAGE NAVIGATION

The SSIM Console can have multiple pages of incidents. Please use the navigation pane to flip between pages:



EXPORTING TO EXCEL

1. Click on **Export To Excel** in the upper right corner of the SSIM Console.
2. Click on Save in the dialog box displayed. This stores the filtered list of Console incidents into a spreadsheet file:

ID	Service	Form	Assigned	Sername / CI Start	Resolution	Product	Post Code
1	History Update	INC000019718758	KRZN [CNE] (0001015719)	Susanne Dykardt	Awaiting Scheduling	No	29.05.2020
2	History Update	INC000019718756	KRZN [CNE] (0001015719)	Dennis Porschen	Awaiting Scheduling	No	29.05.2020
3	History Update	INC000019718677	KRZN [CNE] (0001015719)	Ssm India	52345	Awaiting Scheduling	No
4	History Update	INC000019718620	KRZN [CNE] (0001015719)	Dennis Porschen	Awaiting Scheduling	No	14.05.2020
5	History Update	INC000019718602	KRZN [CNE] (0001015719)	Dennis Porschen	Awaiting Scheduling	No	13.05.2020
6	History Update	INC000019718602	KRZN [CNE] (0001015719)	Dennis Porschen	Awaiting Scheduling	No	13.05.2020

3. Please use Microsoft Excel's capabilities to process the incident data fitting to your needs.

VIEW INCIDENT DETAILS

You can see all the incident details as described as follows:

1. Click on **Details** in column Details for the incident you would like to see the details.
2. The detailed incident information will be displayed in a new browser tab or window:

Company with Issue: KRZN [CNE] (0001015719) Our reference: INC000019711115
 Status: Assigned Your reference No:
 On Hold: No PO Number: No Reported Date: 20/07/2020 14:28

Customer Details			Contact Details		
Hr.	First name	Last name	Title	First name	Last name
	Guido	Lesszinsky		Guido	Lesszinsky
Address: Computacenter Park 2-4 Kerpen Germany 50170			Address: Computacenter Park 2-4 Kerpen Germany 50170		
Customer Tel Number Alt Customer Tel Number +49 2273 597 7177 +49 172 825			Contact Tel Number Alt Contact Tel Number +49 2273 597 7177 +49 172 825		
Email Address guido.lesszinsky@computacenter.com			Email Address guido.lesszinsky@computacenter.com		
Summary Customer Notes ****Customer Entered Issue**** ****Availability in Engineer Visit**** Availability ****Purchased from Computacenter**** 2 ****Customer PO Number**** ****Category Selection**** Tier1 = Hardware Tier2 = Workstation Tier3 = Desktop Tier4 = HP Logging By Categories Product Text = HP Pavilion HPE h8-1075uk i7 8gb 2TB Model/Version Text = V 7 CI Number = 123456789 PO Number = Incident Detail Description = Description			Equipment Reference: 123456789 Contract Header: 3502 - KRZN SLA Contract Line: HP_ET58x5NBD HP CP 5 Product: HP Pavilion HPE h8-1075uk i7 8gb 2TB Manufacturer: HP Service Type: User Service Request Print Count: N/A		
Current Diagnosis			Current Solution		
Engineer Repair Information There is no engineer repair information					
Resolution Information Resolution: N/A Completion date: N/A Actual resolution date: N/A					

3. Please scroll down if required to see the details of your own updates or work log information of analysts.
4. Close the browser tab / window by simply clicking on **X**.

UPDATE INCIDENT

You can add additional information to any incident after it has been raised via the console:

1. Lookup the incident you want to update in the SSIM Console.
2. Click on **Update**.

3. Please select an update reason from the drop-down menu first:

4. After that please specify your additional information in the text field.
5. Click on **Update**. Your additional information will be recorded as work logs inside the Incident Management tool.

ITSM Self Service Incident Management (SSIM) - Quick Reference Guide



INCIDENT SUMMARY

After the incident has been updated, you can make visible the new work log using the console. You can also see, when and by whom your update message has been confirmed:

1. Click on to the left of the incident record to expand a **short summary** of the incident. The **most recent details** about work logs and engineer activities or visits are being displayed:

Detail info for Customer:

Summary		Work Log		Engineer Task	
Summary					
Type	Submit date	Acknowledged on	Acknowledged by	Scheduled start date	Notes
Details		Status reason	Signed off by		

Please note: If you need to see **all** incident details, please click on instead (as already been described under **View Incident Details**).

2. Click on to collapse the Incident Summary.

INCIDENT FLAG

Please have a look into the **Flag** column in SSIM's Console. Incidents may have one of the following flags (or an empty value):

- Data Required
- History Update
- Status Update

If an incident has one of the flag values as described above, you should click on and update the incident if required (as already been described under **Update Incident**).

INCIDENT ON HOLD

If the incident processing has been interrupted for any specific reason, the analyst sets the incident on **'Hold'**. You can identify this by looking into the **Hold** column in the console. Valid reasons for incident suspension may be your own non-availability or the lack of further information required for incident processing.

CHANGE PASSWORD

If you are logged in into SSIM, you are able to change your password at any time by clicking the link **'Change Password'** in the console.

1. Click on **Change Password** to the lower left of the incident console.
2. Specify your current password in the dialog box:

Change Your Password

Current Password:

New Password:

Confirm New Password:

Change Password **Cancel**

3. Type in your **new password**.
4. Confirm your **new password**.
5. Click on **Change Password**.
6. Please use your new password from now on to log into SSIM.

YOU HAVE FORGOTTEN YOUR PASSWORD

If you feel you have forgotten your password and may not be able to log into SSIM, you can request a new password.

1. Click on **Password Reset** link to the lower left of SSIM's login page. A new dialog box displays:

Change Your Password

! If you would like to reset your password please enter your username in the box below and click the Request Password Reset button. An email will be sent to the address registered against the username containing instructions on how to proceed.
Hint: If you can't remember your username please contact the Help Desk.

Username:

Request Password Reset **Cancel**

2. Please specify your **Username**.
3. Click on **Request Password Reset**.
4. An e-mail containing a URL link for password reset will be sent to the e-mail address as hold in your person details:

Dear Guido Lesszinsky (test),

A password reset for SSIM was requested for your account. Please click on the following link to continue with the process to set a new password.

<https://ccssim.computacenter.com/PasswordReset.aspx?875d38d2-2caf-43a1-a873-d4466e1a21f>

PLEASE NOTE: This link is only active for a maximum of 15 minutes after the reset was requested. If you click the link after this time you will be prompted to request a password reset again.

If you did not request this password reset please contact your Help Desk.

5. You will be required to specify and confirm a new password when you try to log into SSIM the next time:

Change Your Password

i Enter a new password into the boxes below to complete your password reset. Once your password is reset successfully you will be redirected to the login page.

New Password:

Confirm New Password:

Change Password **Cancel**

6. Specify a new password and confirm it.
7. Click on **Change Password**.

Please note: The link to reset your password is only **valid for 10 minutes**. If you haven't used the link in this interval, you need to request a new link to reset your password as you did it previously.

YOU HAVE FORGOTTEN YOUR USERNAME

If you have forgotten your username, you are required to phone the Service Desk. The phone number is displayed to the lower right on both the SSIM Login Page and Console.

Please note: Your individual Service Desk phone number may differ from the phone number as it is displayed in SSIM.

LOGOUT

If you would like to logout from SSIM, please click on **Logout**.

Please note: After any inactivity in SSIM for **more than 20 minutes** you will be **logged out automatically** from SSIM for security reasons.