



Federal Authority for Human Resources

User Guide – Self Service System (BMC Remedy)

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1 Introduction:

Self Service System provides a consistent user interface where you can request a service or report an issue to FAHR related to the services utilized by their entities/themselves.

The system is aligned with the latest ITIL v3 standards, which are associated with FAHR environment in order to manage the submitted requests efficiently with respect to the request lifecycle

The main goals of implementing and launching the Self Service System are:

- a) To improve the efficiency of FAHR support operations by:
 - Signing SLA's with the entities whom utilizing FAHR services.
 - Reducing the response and resolution times of the received Requests.
 - Increasing the FRR (First Request Resolution) rate of the received Requests.
 - Eliminating number of received repetitive Requests.
- b) Thus, to increase customers' experience and satisfaction.

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2 Request Entry Console:

The Request Entry console provides an easy-to-use interface in which you can:

- Search the service catalog.
- Create, view, update, or cancel your service requests
- View the status of your submitted service requests.
- Enter requests on behalf of other users.

Additionally, the Request Entry console shows the most popular service requests to reduce the time that you spend browsing the service catalog.

2.1 Login Page:

You can access the system through your internet browser:

To Login to Self Service System:

- 1. Enter the link in your internet browser.
- 2. Enter your Email Address in the User Name field.
- 3. Tentatively, enter "123" as a default password.
- 4. Click Login Button.

BMC Remedy Action Request System

Cbmcsoftware







2.2 Home Page:

This section describes the areas of the Home Page of self-service portal and the features and functions that you can access from them.

The following figure illustrates the functional areas of the Home Page of the Self Service System:

Request Service					My Requests		
	۹ 😒	Favorites 👻	Popula	Browse		draft requests	- Q≥
DID YOU KN equests Searct Approval Central	Setting user p csoftware There are severar gear icon in the screen and select your initial com- alerts. In addittia submitted reque- shown.	al areas you can quick action ba cting Preference sole view and th on you can set tl	personalize by r on the top rig s from the mer e behavior of F ne default filter	ht of your iu. You can set roadcast for your ata will be	Request Va Request ID: Submitted: For: Status:	 ۱ - 4 of cation REQ00000000 دارگار 2013 10: (پمیر العمر) In Progress 	506 12:07 AM Cancel Detail: sue 503
Popular Articles	Popula	r Requests		••••	Personal C Request ID:	mputer (PC) iss REQ000000000	
		, quest Vacation			Submitted: For: Status:	12/31/2013 9:05 سمير العمري Submitted	
		quest a New Con sonal Computer			Personal C Request ID: Submitted: For:	omputer (PC) iss REQ000000000 12/30/2013 3:36 سمير العمري	501

The following table describes what you can do in each of the functional areas:

Functional Area	Purpose
Menu Bar	
Home Button	Takes you to home page
Question mark (Help)	 Help — Click this link to view online help. Give Feedback — Click this option to submit your comments and suggestions. Complete Survey — Click this option to respond to surveys. For more information about surveys.
Gear (Settings)	 Preferences — Click this option to modify your console settings Approvals — Click this link to view a list of individuals who must approve your requests On Behalf of — Click this option to search for users on whose behalf you can allowed to submit requests.
Down Arrow (Logout)	Click this icon to log out of the Request Entry console
Refresh	Updates the console with the latest information.





My Requests			
Functional Area	Purpose		
Show	 This area contains the "Show" field , which enables you to filter the service requests records in the requests table: All Open Requests- All open requests submitted by you. Draft Requests – All draft requests. Requests Needing Attention - all requests needs input from your side. Recently closed Requests – All recently closed requests. Requests Closed since Last Login – All closed requests since last time you logged in to system. Closed Requests – All Closed Requests 		
Requests List	This is a list of requests that you submitted and, if any, requests that were submitted on your behalf by another user. By default, the system shows requests that are in the Open or Draft status, along with their request ID, submitted date, and status		
Activity Log	when you are viewing your service requests in the Request Entry console, you can add summary information or an attachment to the activity log to provide more information about the service request		
Request Service Sect Functional Area	Purpose		
Search	The Search field enables users to find matching requests and Knowledge Base articles using the type ahead functionality		
Popular Services	This selection lists popular requests in your organization. These requests are added automatically, based on how many times users submits a request during a specified period of time.		
Browse Catalog	show all services categories		
Popular Articles	This is a list of the eight most popular Knowledge Base articles that are used to troubleshoot problems. This list appears only if the administrator has installed BMC Knowledge Management.		
Popular Requests	This selection lists popular requests in your organization. These requests are added automatically, based on how many times user submits a request during a specified period of time.		





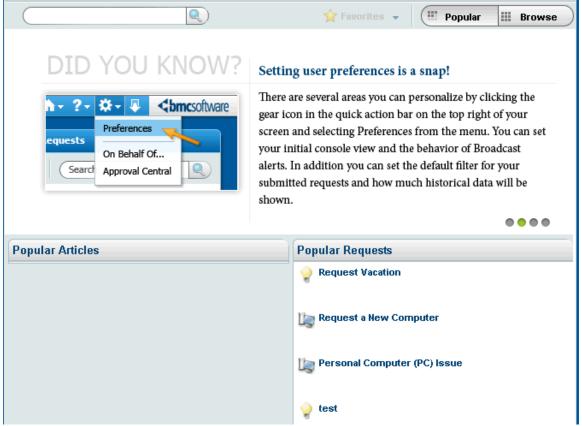
3. Managing Service Requests:

3.1 Selecting a Service Request through Self-Service (Request Entry):

You may use one of the following methods to find the service to request from the Request Entry console, and then "**Click**" the "**Next**" and "**Previous**" buttons (if shown) to view all the available requests.

a) Review the popular service that is listed on the initial page.

Request Service



For each service that appears you can also click:

- Add to Favorites or Remove Favorite: To add or remove the service from your favorite list. Your favorites appear first in the Popular Services view of the Service Request Console.
- **Request Now:** To Submit new request on this service





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	ority For Government Human Resource			سين العنوي Welcome
Request S	Service			My Requests
	٩	🐈 Favorites 👻 🛄 Pop	ılar 🗰 Browse	Open and draft requests
	egories Personal Computing Dracle Dmnix		Sub-Categories >	I-4 I-4 of 6 Request Vacation Request ID: REQ000000000506 Submitted: 12/31/2013 10:02:07 AM For: دیمیر العمر Status: In Progress
Available R				Cancel Details
Personal Cor	mputer (PC) Issue	Personal Computer (PC) Issue Description: Report Issue with Personal Computer		Personal Computer (PC) Issue Request ID: REQ00000000503 Submitted: 12/31/2013 9:42:57 AM For: پممیز In Progress Status: In Progress Cancel Details
		🔓 Add to Favorite	s 🔒 Request Now	Personal Computer (PC) Issue Request ID: REQ00000000502 Submitted: 12/31/2013 9:05:40 AM For: المعرد العمري Status: Submitted Cancel Details
				Personal Computer (PC) Issue Request ID: REQ00000000501

b) Enter a search term, and click the magnifying glass:

For example, if you have an "issue in printer", you shall type in the search field "Issue with Personal Computer" and click search button:



لموارد البشرية الحكومية	الهيئة الاتحادية ل			
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Request Service				
Personal Computer		 🚖 Favorites 👻	Popular	Browse
Knowledge Articles	Personal Computer			
Requests 🔍				
Personal Computer (PC Report Issue with Personal				
Report Issue with Persona	Computer			

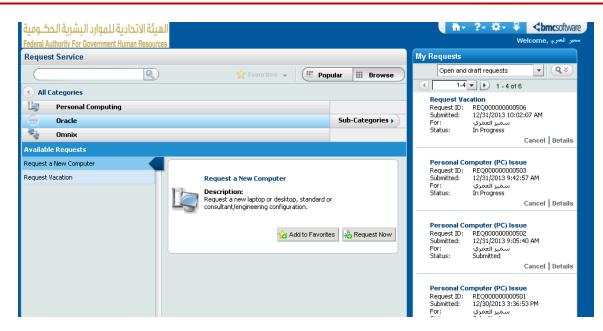
c) Browse Catalog :

Click on "Browse" button on the home page and then all the services that you are authorized to view will be populated:





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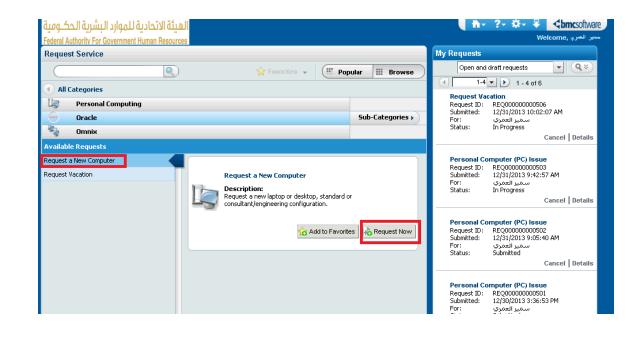
Or you may click on "Browse Subcategories" to view all services categorization.

After having the list of service requests under your selected category you shall "Click" on the icon or the name of the desired a request to request it:





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a) Browse Catalog for Legal Services :

Click on "Browse" button on the home page and then all the services that you are authorized to view will be populated:





	طلب خدمة	الطلبات المرسلة
Q	تصفع 🏢 الأمر شد 🏢 🖕 الداهدة ★	عرض ◄ المسودات و الطلبات المقتوحة
کل التصنيفات 🕥		I −4 ▼ 1 − 4 of 47
بياناتي بيانار	 التصنيفات الفرعية 	استقسان أن طلب مساعدة عامة لتخدمات 1.وقم الطلب REQ00000045263
الخدمات القانونيه 🛃	♦ التصنيفات الفرعية	۰۶:۱۹:۳۵ ۰۶/۱۰/۲۰۱۲ م :تاريخ الارسال Bop Admin : العميل
الطلبات المتاحة		الحالة: Initiated
طلب ورش ندريبيه لجنه النظر في الاعترامات	الرد على الاستغسارات الغانونية الوصف تم انشاء عدد من قنوات النواصل وتم ادراجها على موفع الهيئة لتكوت خلق وصل بين موظفين الحكومة والهيئة يبتم من خلالها حل الاشكاليات القانونية التي تمادف موطفين الورابات الاتحادية الحكومية المستقلة طيئا الاتحة المهارد الشنرية العجاف الاتحادية الحكومية المستقلة طيئا الاتحة المهارد الشنرية العجاف الاتحادية الحكومية المستقلة طيئا الاتحة المهارد الشنرية العجاف الاتحادية المحكومية المستقلة طيئا الاتحة المهارد الشنرية العجاف الاتحادية المحكومية المستقلة طيئا الاتحة المهارد الشنرية العجاف الاتحادية المحكومية المستقلة طيئا الاتحة	Committee to consider objections الطلب غن: Re200000037421 بالاسلام بنایج الارسال العمل دالمال: Initiated العناء
	الموارد البسرية للجنهات الاتحادية المستعلمة بين الفيقة من دور دي مساعدة نلك الجنهات على الننفذ السليم للتشريعات والوالزام والانظمة المتعلقة بالموارد البشرية، والمطبقة بالحكومة اطلب لغمة 14	ترفر الطلب : زفر الطلب ECQ0000032964 الجور الطلب تركيب الارسال المربع الارسال العميل المربع الارسال العميل العمال : Draft
		Complete

Or you may click on "Browse Subcategories" to view all services categorization.

After having the list of service requests under your selected category you shall "Click" on the icon or the name of the desired a request to request it:

ادية للموارد البشرية الحكومية Federal Authority For Government Hun		اعده مبين كلمة السر
	طلب خدمة	الطلبات المرسلة
Q	عملج 🏢 الأكثر عليه 🏢 🚽 الملحلة 🌟 (عرض ب المسردات و الطلبات المنترحة
كل النصيفات () بياناني المي الخدمات القانونية 2 الطلبات المتاحة	< التصنيفات الفرعية < التصنيفات الفرعية	ا د من الحالي المالي المالي مالي مالي مالي المالي
الرد على الاستعسارات القاويية طلب ورش تدريبيه لجنه النظر في الاعترامات	الرد على الاستغسارات الغانونية الرد على الاستغسارات الغانونية تم انشاء عدد من قنوات التوامل وتم ادراجها على موقع البهنة لتكون حلفة وصل بين موظفين الحكومة والهيئة يتم من حلالها حل الاشكاليات القانونية التغيير موطفي الوران، طبقا لغانون الموارد البشرية ولائحته التغيير موطفي الحوات الاحادية المحكمية المستقلة طبقاً للائحة	Committee to consider objections برقم الملكي: REQ00000037421 بريخ الارسال ۲۲:۲۲:۲۲ ۲۱ مريخ الارسال بالعمل: App Admin الحال: Initiated
	الموارد البشرية لحجات الاتحادية المعلوية المشتلفة بينا مولوية من دور في مساعدة تلك الجهات على التنفيذ السليم للتشريعات واللوائج والانظمة المتعلقة بالموارد البشرية، والمطبقة بالحكومة الشب الحمة في المائة التسلة ٢٢	Technical issue in OLM (وهر الطلب: REQ0000032964 ۲۰۰۶ - من تازيخ الارسال الارسال: ۹۲:-۲۰:۲۰-۲۰ العميل: App Admin العا: Draft (ماناء Complete)
		Technical issue in OLM دوم الطلب





After selecting the type of request to be submitted, you shall fill-in all the needed information (including attachments), and then "Click" "Submit". For example:

נוע or G	الميته الاتحادية للموارد الرد على الاستفسارات القانونية				N 2 12	×
	App Admin	المرسل	###	تحديل الهاتف	1	
_	App Admin	العميل		اليريد الألكتروتي	-	(9
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	*الاسم الاول					
	*اسم العائلة					
خد م	*المسمى الوظيفي					
	*الجنسية					2 a
د عا	*البريد الإلكتروني					
	*رقم الهاتف	0()				
	*رقم الهاتف المتحرك	0()				
	*نوع الجهة					s. L
	*جهة العمل		- w			2 a
	أخرى					
	*نوع الاستغسار					
	*نص الاستغسار					
	المرفقات	الرجاء اضافة √ رفقات أعلاه				
		رفقات اعلاه	0			اسأل
					au au	الخبير القانون
	التفاصيل				حفظ في المسودات	ارسال
					روابط	
					اسأل الخبير القانوتي المحادثة المياشرة	
					- and a state of the state of t	





3.2 Submitting a Service Request

After selecting the type of request to be submitted, you shall fill-in all the needed information (including attachments), and then "Click" "Submit". For example:

Requested By سمير الدمري	Email	###	Edit	
سمير الدمري Requested For	Email			
Required Completion				
Attachments: 💽 💿 💿				
Computer Type*		v.		
Who is computer for?*	O Myself O G	Dther employee		
Please enter the details of your request.*				
Priority*	-	v		
New Question				
Summary			Save As Draft	Submit

Note: If you are not sure you have all the needed information, click "Save as Draft". The request appears in the list of service requests in Draft mode.

3.3 Viewing your submitted Service Requests:

You can review a list of your service requests; a summary of their details; the activity log and their status levels. You can view requests by selecting the status from the "**Show**" field (for example, All Open Requests). In addition, each entry shown in the table of requests shows its relative status in the status bar.





To View Your Service Requests:

- **1.** From the *My Request Section* of the Request Entry console, click a link in the Submitted Requests area:
 - Needs Attention.
 - Drafts.
 - Since Last Visit.
 - Open Requests.

2. Then, Select a service request:

The table and status bar summarize details about the service request , for example all Open And Draft Requests as shown below

الهيئة الاتحادية للموارد البشرية الحكومية		h · ? · ☆ · ↓
Federal Authority For Government Human Resources		سمين العمري (Welcome
Request Service		My Requests
	ravorites ↓ III Popular III Browse	Open and draft requests ▼ Q ≥ < 1-4 ▼ 1 - 4 of 6
DID YOU KNOW?	The star icon marks your favorite requests!	Request Vacation Request ID: REQ000000000506 Submitted: 12/31/2013 10:02:07 AM
A	Do you play favorites? Marking a request as a favorite makes it easy to locate quickly.	سمير العمري Status: In Progress Cancel Details
Request Now to to	After opening a request, click on the Add To Favorites icon at the bottom of the panel and that request will be marked for future use. The Favorites dropdown at the top of the main panel expands to show all of your favorite requests, which can be opened, added to your cart or removed directly from the list.	Personal Computer (PC) Issue Request ID: RE00000000503 Submitted: 12/31/2013 9:42:57 AM For: المعيد العمري Status: In Progress Cancel Details
	• • • •	

3. Then, click "Request Details":

The form appears in Details mode. You can view information about the service request (for example, its request ID, its status, submits and required dates, and so on).

3.4 Service Request Life Cycle

Once you submit your service request an incident will be created and assigned to the appropriate group based on the request classifications. You may otice the following statuses through the service request lifecycle:

- a) **Submitted:** The Incident has been submitted but not logged yet in the System.
- b) Logged: The Incident has been logged (created) in the System.
- c) In Progress: The Incident has been picked-up by a support staff to work on.
- d) **Completed:** The Incident has been resolved.

3.5 Adding an Entry to the Activity Log:

When you are viewing your service requests in the Request Entry console, you can add a summary information or an attachment to the activity log to provide more information about the service request.

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To add an entry to Activity Log:

- 1. In the *My Requests Section* of the Request Entry console, click the Open Requests link.
- 2. Select a service request from the list.
- **3.** Enter text in the "Notes" field.
- **4.** To add an attachment, perform the following steps:
 - Click the folder next to the Attachment field.
 - From the Add Attachment dialog box, browse for an attachment.
 - Click OK.
 - You can add only one attachment for each activity record, but the service request can include multiple activity records.
 - To clear an attachment that you just added, click the Remove File icon.
- 5. Click Add. The activity log entry is added to the service request.

Additional Details P	rocess View				
Draft	Waiting Approval	Initiated	In Progress	Completed	Closed
eneral Information					
			Activity Log		1
Request Status: ID:	In Progress				
IV: Title:	REQ00000000503 Personal Computer (PC) Issue		1/7/2014 12:27:55 PM ; .	(appadmin) سلمتر العمرك	
Request Coordinator:	Mary Mann		abc		
Submit Date:	12/31/2013 9:42:57 AM		g popular.png		
Required Completion:					
Requested By:	سمير العمري		1/7/0014 10:07:01 PM -	• II (
Requested For:	سمير العمري		<u>1/7/2014 12:27:31 PM ; c</u>	(appaumin) سمير العمرك	
Company:	Calbro Services		sameer		
Phone:	###				
Email:					
			<type activity="" log<="" td="" your=""><td>text here></td><td>•</td></type>	text here>	•
			<pre><file name=""></file></pre>		

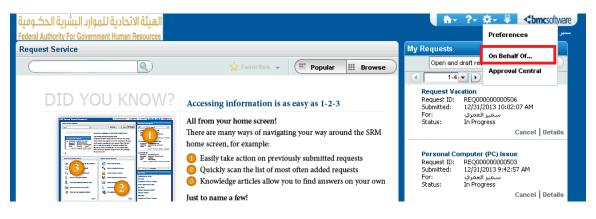
3.6 Creating a Request On Behalf of other Users:

You might create requests on behalf of other users as the following:





- 1. Open the Request Entry console (Home Page).
- 2. From Menu Bar select setting button then click "on Behalf of".



- 3. From the On Behalf of Selection form, enter search criteria, and click "Search".
- 4. From the list of available users, choose a name, and click Select.





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earch Cri	teria										
Organizati	on Informatior	I				Location	Informatio	n			
Company				-	-	Region					-
Organizatio	n				-	Site Group					-
_ Department				•	-	Site					•
Person Inf	ormation										
First Name						Employee	D]	
Last Name											
Last Name Full Name Search	Clear										
Full Name Search Select a u	iser to act "C		ſ								
Full Name Search Select a u 13 entries re	ser to act "C	ies matched		Organizat	Reg	ian	Sife Group	Site	Corporat	Comp	
Full Name Search Select a u 13 entries re Remedy	iser to act "C sturned - 13 entr Full Name	ies matched Company	Department	Organizat	_	-	Site Group		Corporat.	Comp	
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Full Name Search Select a u 13 entries re Remedy Allen Bob	sturned - 13 entr Full Name Allen Allbrook Bob Baxter Francie Staffo	ies matched <mark>Company</mark> Calbro Service Calbro Service	Department Customer Ser Customer Ser Customer Ser	r Information Te r Information Te	Ame Ame Ame	ericas ericas ericas	United State United State United State	Headquarters Headquarters	s 123 s s 444	Comp.	•••
Full Name Search Select a u 13 entries re Remedy Allen Bob Francie	sturned - 13 entr Full Name Allen Allbrook Bob Baxter Francie Staffo	ies matched Company Calbro Servica Calbro Servica Calbro Servica Calbro Servica	Department Customer Ser Customer Ser Customer Ser	r Information Te r Information Te r Information Te	Ame Ame Ame Euro	ericas ericas ericas ope	United State United State United State Amsterdam	Headquarters Headquarters Headquarters	s 123 s s 444 ù	Comp.	•••
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Full Name Search Select a u 13 entries re Remedy Allen Bob Francie Hans an	seer to act "C turned - 13 entr Full Name Allen Allbrook Bob Baxter Francie Staffo Hans Mueller Ian Plyment	ies matched Company Calbro Servica Calbro Servica Calbro Servica Calbro Servica Calbro Servica	Department Customer Ser Customer Ser Customer Ser Customer Ser Benefits	r Information Te r Information Te r Information Te Human Resou r Information Te	Ame Ame Ame Euro Ame Ame	ericas ericas ericas ope ericas ericas	United State United State United State Amsterdam United State United State	 Headquarters Headquarters Headquarters Headquarters Amsterdam S Headquarters 	s 123 s s 444 ù s D	Comp.	
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- Create a service request. When you act on behalf of another user, your view of the Request Entry console is as if that user is logged in to the system. You see their open requests, their most popular services, and so on.
- 6. When you finish, click On Behalf Of Self. The Welcome message in the Request Entry console returns to its default mode

3.7 Closing a Submitted Request:

When a request status is changed from **In Progress** to **Completed**, and in order to close it please provide in activity log information to the concerned user to close the request.

NOTE: after specific time period the request will be closed automatically.

3.8 Filling out the Service Survey:





You are notified through an email to respond to a survey after your service request is marked "Completed". Each service request generates a separate survey. **To respond to a survey:**

- 1. From Menu Bar of the Request Entry console, click "Help Menu" then complete survey.
- 2. Select a survey, and click "Respond".
- **3.** Enter your responses to the statements:

Select a Surve	y fr <u>om the list, then comp</u>	lete and submit it.	
Survey For	Add user access to net	work (REQ00000007694)	•
Question 1	Was the service provided t	imely?	
	Lowest	Highest	
Rating:	◎ 1 ◎ 2 ◎ 3 ◎ 4 ◎	5 © 6 © 7 © 8 © 9 © 10	
Comment:			=
Question 2	Was the problem solved to	your satisfaction?	
	Lowest	Highest	
Rating:	◎ 1 ◎ 2 ◎ 3 ◎ 4 ◎	5 🖱 6 🖱 7 🖱 8 🖱 9 🖱 10	
Comment:			=
Question 3	Was the technician knowle	dgeable?	
	Lowest	Highest	
Rating:	◎ 1 ◎ 2 ◎ 3 ◎ 4 ◎	5 ◎ 6 ◎ 7 ◎ 8 ◎ 9 ◎ 10	
Comment:			≡
Question 4	Was the technician courted	nus?	
	Lowest	Highest	
Rating:	◎ 1 ◎ 2 ◎ 3 ◎ 4 ◎	〕5 ◎ 6 ◎ 7 ◎ 8 ◎ 9 ◎ 10	
Comment:			=
Submit and Close th	is request Submit and Reo	pen this request	Close

- 4. Perform one of the following actions:
 - **a.** Click Close the service request to save your answers and complete your service requests.
 - **b.** If you are no satisfied with the actions performed on your service request you can reopen the service request again.





c. Click Submit.

4. Providing Suggestions to FAHR:

As your opinion is highly appreciated to FAHR, you are encouraged to provide your feedback and suggestions by:

1. From the menu bar of the Request Entry console, click Help menu Button then *GIVE FEEDBACK*.

Feedback		×
Feedback		
Submit Feedback	Previously Submitted Feedback	
questions in the Pr service for the Ho	ggestions to the SRM administrators about the Request Entry console. For example, you might think the rovide Information stage were too vague. You might suggest that your administrator create a brand-new t List, for example, Reset password. Finally, you can offer general suggestions about the overall usefulness quest Management application.	
Feedback		
Category *		
Title *		=
Suggestion *		=
	Save	
Close		

- **2.** From the Suggestions form, select a category for your suggestion (e.g. Common Requests or Metrics).
- **3.** Enter the Title and the Suggestion to create your suggestion.
- 4. Click Save.





5. To view your suggestion, click the Previously Submitted Suggestions tab.

5. Setting Request Entry (Self Service) Preferences

When the Request Entry console opens, you can determine the following:

- Default console settings, which you can use to determine the console view that appears initially (for example, submitted Requests).
- Display of service requests (for example, All Open).
- Requests closed since the last time you logged in to the Request Entry console.
- Reset password.
- View your profile in self-service portal system.

To set your preferences:

• From the Request Entry console, click Preferences.

User Preferences						×
Service Request Managem	ent User Prefere	ences				· · · · · · · · · · · · · · · · · · ·
سەير المري User Name			User ID	appadmin		
Last Login 1/7/2014 12:59:36 PM			Email			
General Settings						
Submit Confirmation		•	Time 2	Zone		•
Initial Console View *	Popular Services	-	Acce	ssible Message	No Action	-
User Locale	en_US	-	Acces	sible Mode	Default	•
Broadcasts						
Broadcast Auto Popup *	Never	•				
My Requests						
Show *	Open and Draft Reque	sts	•			
Recently Closed Requests *	7 🗘 Days	•	(Show Req	uests Closed in th	ne last)	
Save Close						

- From the "Submit Confirmation" list, select the option you prefer:
 - Yes \rightarrow A confirmation dialog box will appear when you submit a request.
 - No \rightarrow A confirmation dialog box will not appear when you submit a request.
- From the "Initial Console View" field in the "General setting" area, select whether you want the Popular Services, Service Categories, or Submitted Requests view to appear





when the Request Entry console opens. The default setting is Submitted Requests. When you click the Home button in the Request Entry console, you return to the view that you specify here. If there is no setting, the Home link returns you to the Submitted Requests view.

• Modify The Preferred Language and select console Language (Arabic, English). Please note that you **n**eed to re-login to change the language.

6. Search Knowledge Base

This section describes a new feature which is the knowledge base functionality.

- The knowledge base contains useful solutions for various types of issues and other information that might help you to complete your work.
- The powerful of the knowledge base that you can find the resolution or the required information by yourself without calling/submitting the request for IT support and wait their action which will reduce the time to resolve your issues.
- The knowledge base allow you to search for the useful information that is required for you before submitting your request to the IT support, its available on the Self Service console.

Accessing the knowledge base search form:

To search the knowledge base follow the following steps:

- 1- Login to the Self Service system normally using the URL
- 2- In the **search box** type your keywords for the search and check the **search knowledge base** checkbox and click on the **search** icon.





100	quest Service		
K	issue		🐈 Favorites 👻 🧰 Popular 🗰 Browse
٢n	nowledge Articles		
	Network printer issue Network printer issue		Printer Issue Printer Issue
	Printer is not printing Instructions for resolving Printing problem Please follow these steps to resolve this issue		Order processing screens not display issues with some systems. If you feel that you are experiencing problems with Concur, please follow
Re	equests		more.
	*Report issue with printer Use this service request definition to report an issue you have with a locally attached printer or network printer	C,	Report an Issue Use this to report any type of IT issue, unless there is a more specific catalog entry available (e.g. for printer,

3- The knowledge base search form will display and will list all records that matched your search keywords.





K	issue		🕎 Favorites 👻 💷 Popular 🔛 Browse
in	owledge Articles		
	Network printer issue Network printe issue		Printer Issue Printe Issue
	Printer is not printing Instructions for resolving Printing problem Please follow these steps to resolve this issue	٥	Order processing screens not display issues with some systems. If you feel that you are experiencing problems with Concur, please follow
le	quests		more
	*Report issue with printer Use this service request definition to report an issue you have with a locally attached printer or network printer	C,	Report an Issue Use this to report any type of IT issue, unless there is a mor specific catalog entry available (e.g. for printer,
	Telecommunications Issue Report a Telecommunications Issue with your desk phone, voice mail, or mobile divice.		Email Service is Down Report an issue that the email service is down.

- 4- Select the article from the list of the articles in the search results form to view the full details of the article.
- 5- The article form will display and show the article details.





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3					
Hiw to create HQ report			2		
1- from the left navigatio pane click on reports 2- Select HQ link and click Ok 3- Run the report and export it to your PC			2		
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Working with knowledge base articles:

When you find the article which contains the useful information that you are looking for you can do the following actions:

- → Use the article: find the resolution or the required information and click Use.
- → Provide feedback: send your feedback on the article to indicate whether it's useful or not.
- → Send the article by email: you can share the resolution or the information provided in the article by sending it by email to your colleagues in order to be used by them.

To Use the article follow the following steps:

- Open the article as mentioned before.
- Find your required information and click Use to indicate that you used the article.





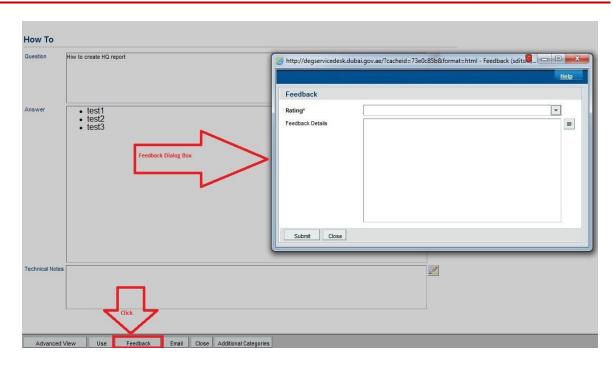
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	3- Run the report and export it to your PC	1	_	
		The resolution or the provided information		
Technical No	otes		2	
	2			
Click to in you used	ndicate that			
	Use Feedback Email Close			

To provide your feedback on the article follow the following steps:

- Open the article using the mentioned procedure before.
- To the bottom of the screen click **Feedback** button, the feedback dialog box is display.







From the Rating dropdown list select value for your feedback.

Rating*		*
Feedback Details	1 - Not Usable	
	2 - Poor: Inaccurate	
	3 - Fair: Insufficient 4 - Good: Usable but needs improvement	
	5 - Excellent: Effective and accurate	

- Type any additional details in the Feedback Details text box.
- Click on submit to send your feedback.





Rating*	3 - Fair: Insufficient	•
Feedback Details	I would appreciate if you add more details about the confirmation message details	i.
ļĻ		

To send the articles by email follow the following steps:

- Open the article using the mentioned procedure before.
- To the bottom of the screen click on Email Button, the email message form is display and the email **subject** will be filled automatically with the article number and email **body** will be filled by the article URL.

Question Answer	Hw to create HQ report • test1 • test2 • test3	Leat Name+ Search Orrent Custome Search View 0 entries returned - 0 entri First Name Middl		Phone N	Preferences - Refresh I Internet E-mail
	Email Message Form	Email Information Internet E-Mail* Email Subject Line* Email Message Body* Email Attachment (Limit 1 Attachment)	Knowledge Article KBA00000701 http://servicedask.dubal.gov.ae/arsys/forms/sdtsm.msg.dubal.go v.ae/RK/MSAnowledgeArticleManager/Display-Vlew/? eid=KBA00000000701 File Name File Size Artach Label Email Attachment	M M M	Insert Current Field Value Into Email Message Body Status Summary Details Description
Fechnical Notes	iew Use Feedback Email Close Additional Categories	Close	Add	_	Send Email Now 🥑





- In To field type the receiver email address. To add more than one email address you have to separate the emails with semicolon ";" → for example: <u>ahmad@fahr.gov.ae;feras@fahr.gov.ae;ali@fahr.gov.ae</u>
- Click send email now button to send the email.

Note: the receiver must have access to Self Service system in order to view the article.

7. Submitting a Service Request by Email

You can submit the service request through email by following the following steps:

- 1- Open your email and send email to adminbmc@fahr.gov.ae
- 2- in the subject type "Open Call"
- 3- in the email body enter the request / issue description
- 4- click send to send the request