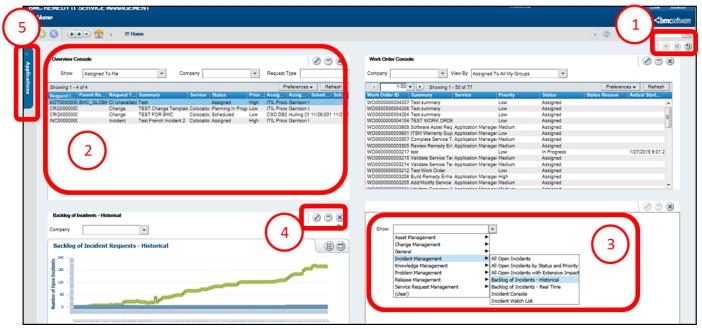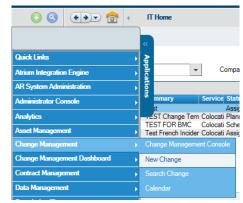# REMEDY ITSM
END USER CONSOLE NAVIGATION

IT HOME PAGE

The IT Home Page within Remedy ITSM is a consolidate view of all user module consoles. The Overview capability allows you to view all record types in a single queue view, without having to change console views. This console is also user configurable and allows addition of upto 4 separate pods for viewing various work queues and process specific measurements (i.e: Backlog of records, breached targets, etc...)

1. In this section you select the **+** sign to add additional pods, the **Save** option will allow you save the view that you have setup, and will keep settings for next time you log in.

2. This is the Overview Console setup in one of the 4 visible pods, this console provides a consolidated view of all record types.

3. This is the selction menu for adding a new Pod and will allow you to select various modules and criteria.

4. You can use the these buttons to Edit the module you have showing, minimize the Pod, and close it all together (NOTE: if you close it, you will have to add it back using the **+** as explained in #1)

5. This is the **Application** menu, visible through all user modules, this allows you to select various user modules, as well as links to create and search for records

Note: The overview console is the Primary console that all users are directed to on login. To change your default console you can do so on under User Preferences as outlined in User Profile QRG
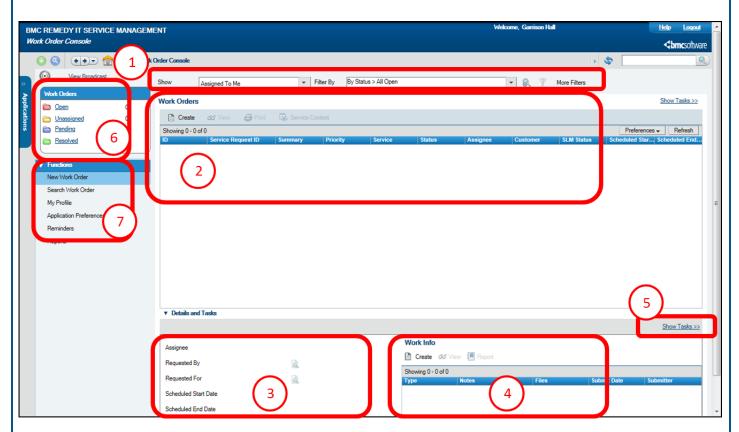
Within Remedy ITSM, all Process specific consoles are arranged in the same manner, this will ensure consistency and ease of use as you navigate from each console.

Unlike the IT Home Page, the Process Consoles do offer the ability to quickly manager your records and offer many short cuts to do so. Frequently used Consoles include: Incident Management Console, Work Order Console; Change Management Console.

1. Filtering options to view records based on the criteria you specify (i.e: Assigned to your groups, all open records, etc...)

2. This is the Queue where your records will be displayd

3. This section will provide details of the record you have highlighted on the queue

4. In the secition you can view existing Work Info, as well as add new Work Info without have to open the record to do so

5. This link will allow you to toggle to view any Tasks associated to the record

6. This area will give you a break down of the Tickets you have filtered on in your queue view (i.e; For Work order it will display record counts by status)

7. Functions offers links to perform common activities within the console. Shared funcitons include: view your profile; configure application preferences; set reminders.

remedy

BellAliant