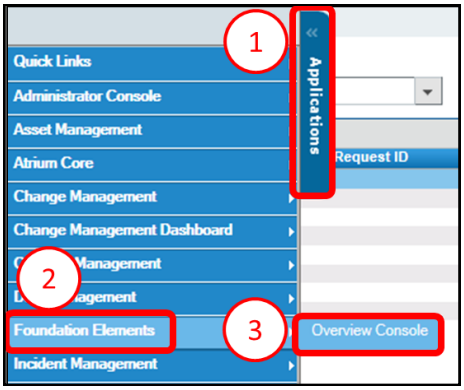
REMEDY ITSM

MANAGING YOUR USER PROFILE

HOW TO FIND YOUR USER PROFILE

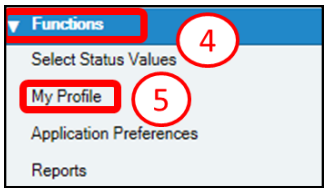
***** Only People set up as Support Staff can view and update their own User Profile***

Finding your User Profile can be quickly and accurately completed by following the below steps.



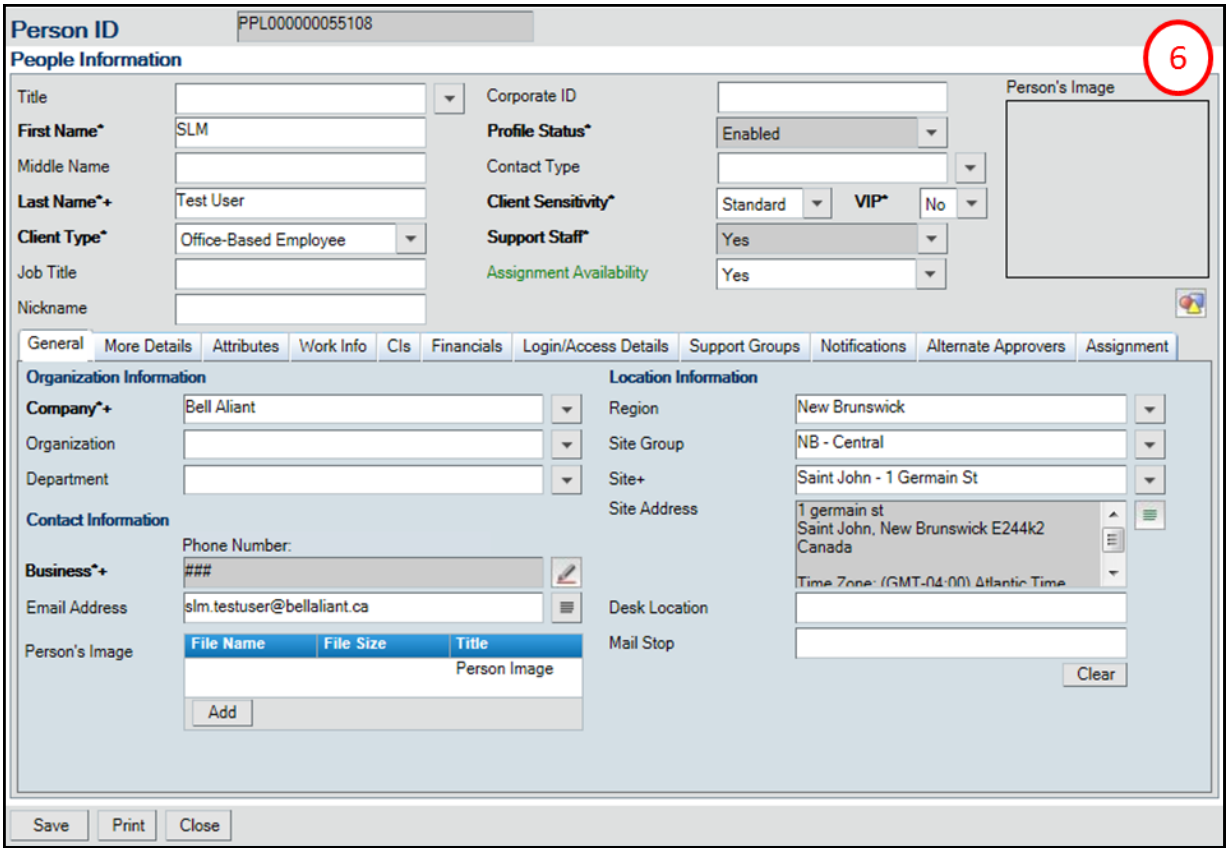
1. Select **Applications**
2. Choose **Foundation Elements**
3. Choose **Overview Console**

On the left hand side of the Overview Console:



4. Under **Functions**
5. Select **My Profile**
6. You are then presented with your user profile that you can update

** *Some information on Internal User Profiles are maintained from PeopleSoft and SAP (name, phone numbers, location) and may be overwritten nightly if updates are made manually within Remedy*

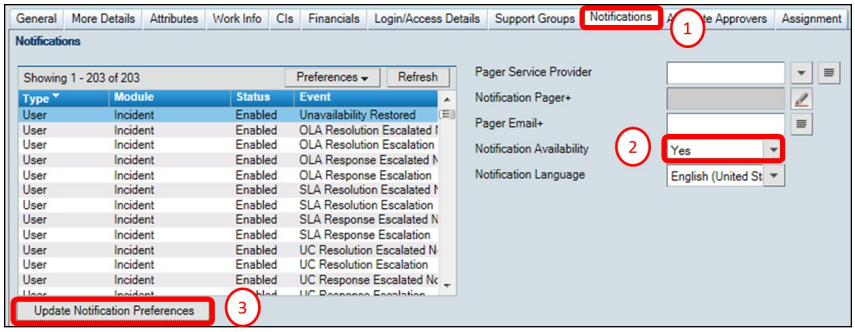


remedy

BellAliant

HOW TO ADD NOTIFICATIONS

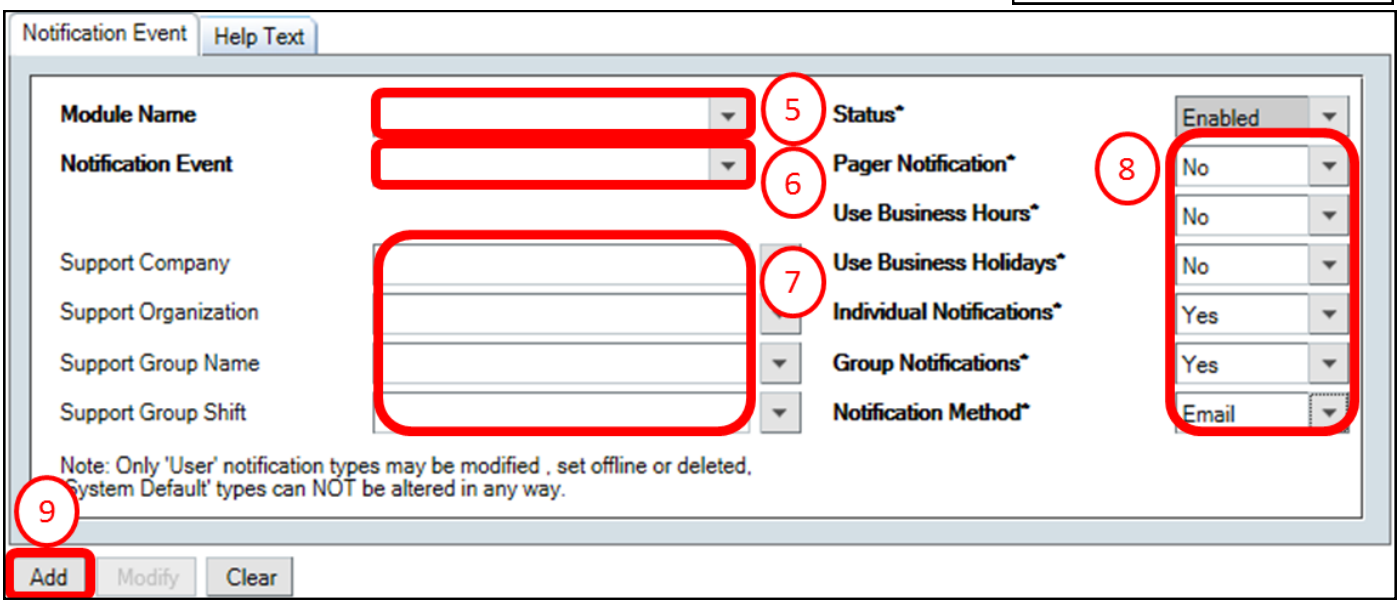
From within your profile



1. Select the **Notifications** tab
2. Set your **Notification Availability** to Yes
3. Click **Update Notification Preferences**

A new window will open

4. At the bottom of the screen click on the **Create** button



5. Click the drop down arrow for **Module Name** and select the **Module** that you want to create a notification for
6. Select the **Notification Event** from the drop down list provided
7. If the Notification is to be for all of your **Support Groups**, leave this section blank, if the notification is for a specific **Support Group**, populate the support group information using the drop downs
8. Update all mandatory fields to the right
   - **Pager Notification, Use Business Hours**, **Use Business Holidays**—No
   - **Individual Notifications**—Yes if you want the notification when the ticket is assigned to you, No if you do not
   - **Group Notifications**—Yes if you want the notification when the ticket is assigned to the group, No if you do not
   - **Notification Method**—Email
9. Click **Add**

- Repeat all steps until you have added all desired Notifications
- Hit the **Close** button on the bottom left of the **Notification Preferences** Screen
- If finished making updates to your profile, Select **Close** at the bottom of the **People Information** Screen

remedy

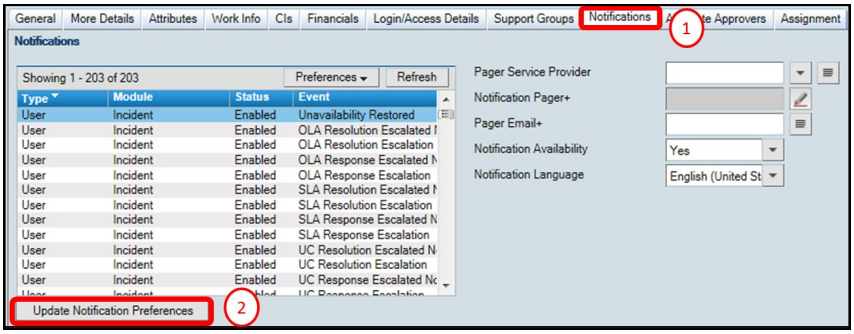
BellAliant

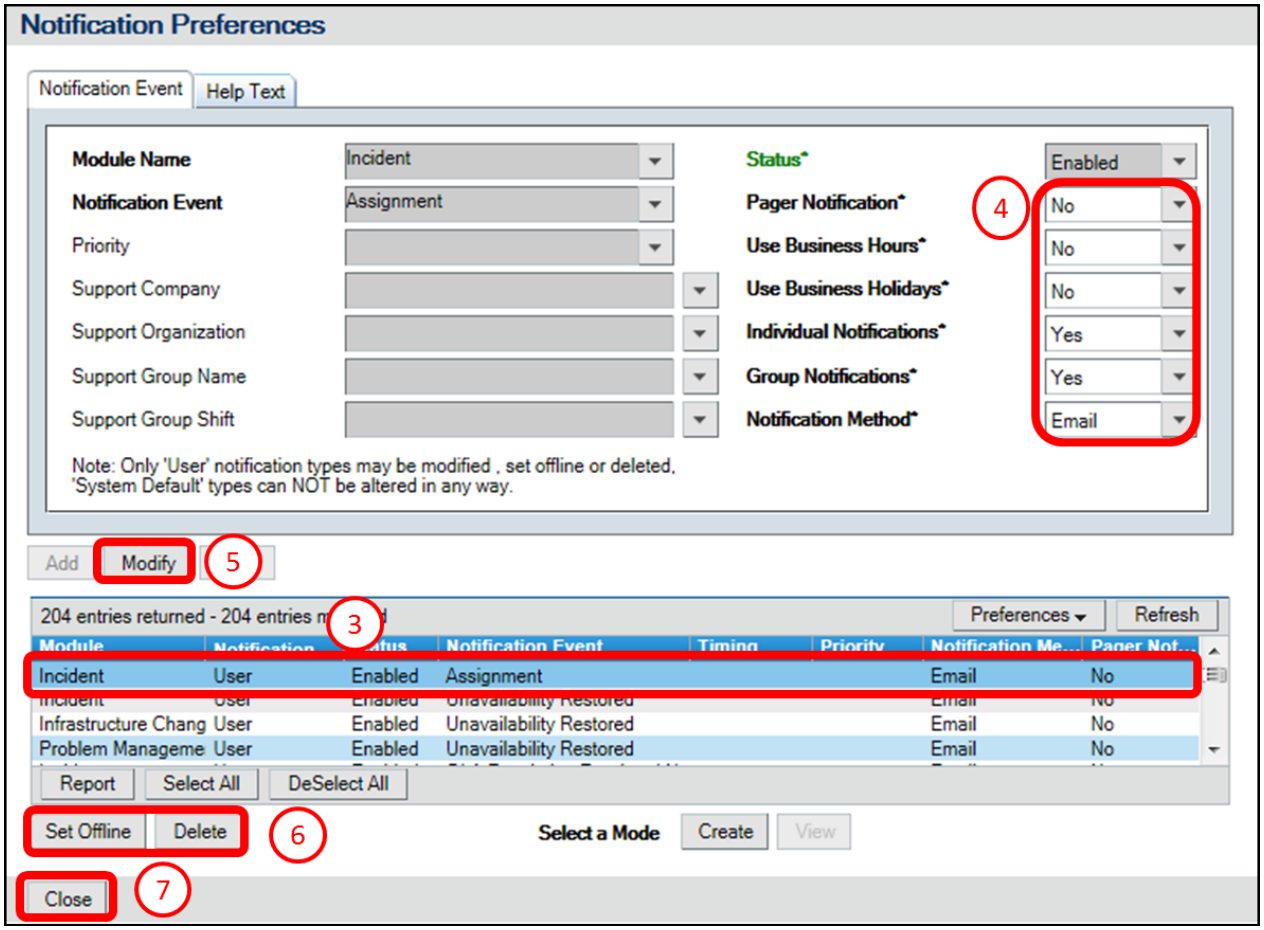
HOW TO MODIFY YOUR NOTIFICATIONS

From within your profile

1. Select the **Notifications** tab
2. Click **Update Notification Preferences**

The Notification Preferences window will open





3. Select the notification you want to change
4. Update the notification as required (only these values can be updated on the notification)
5. Click on the **Modify** button to update the notification
6. If you want to turn off the notification you can either click the **Set Offline** button to make it inactive or Click the **Delete** button to permanently remove
   - Repeat all steps until you have modified all desired Notifications
7. Hit the **Close** button on the bottom left of the **Notification Preferences** Screen
   - If finished making updates to your profile, Select **Close** at the bottom of the **People Information** Screen

*** To easily turn off all notifications set your **Notification Availability** to **No** on your user profile (found on the **Notifications tab**)*

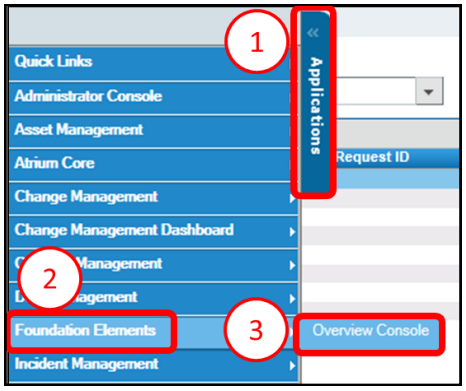
remedy

BellAliant

UPDATING YOUR APPLICATION PREFERENCES

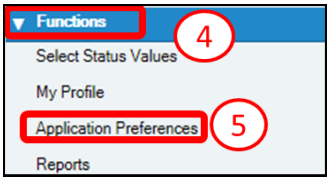
***** Only People set up as Support Staff can view and update their own Application Preferences***

Finding your Application Preferences can be quickly and accurately completed by following the below steps.

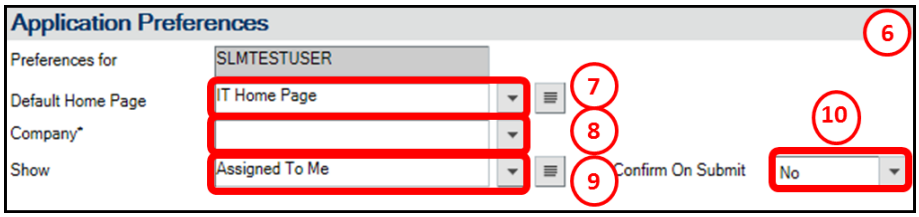


1. Select **Applications**
2. Choose **Foundation Elements**
3. Choose **Overview Console**

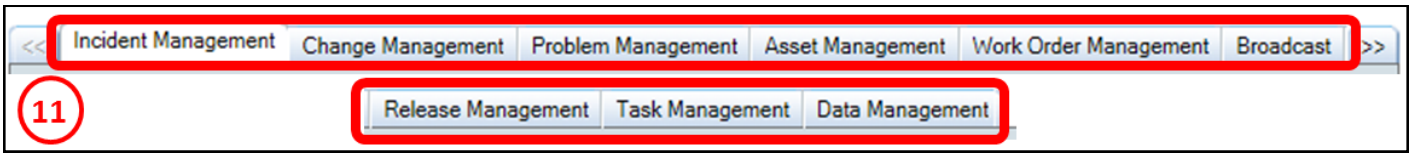
On the left hand side of the Overview Console:



4. Under **Functions**
5. Select **Application Preferences**
6. You are then presented with your **Application Preferences**
7. Choose your **Default Home Page** from the drop down
8. Select a **Company** from the drop down (if you only want to view tickets for a specific company)
9. Choose a **Show** value from the drop down



10. Set **Confirm On Submit** to "**Yes**" if you want to be prompted to confirm each time you create a new ticket or set to "**No**" to save without asking for confirmation
11. You are able to set **Application Preferences** for the following modules



- Incident Management
- Change Management
- Problem Management
- Asset Management
- Work Order Management
- Broadcast
- Release Management
- Task Management
- Data Management

- By clicking on the different tabs you can set you application preferences for each module using the drop down lists provided
- Once you have completed updating your preferences, click on the **Save** button at the bottom left of the **Application Preferences** screen