

REMEDY ITSM

MANAGING YOUR USER PROFILE

HOW TO FIND YOUR USER PROFILE

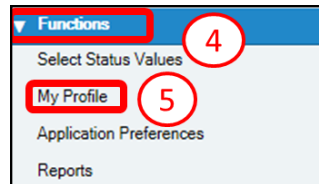
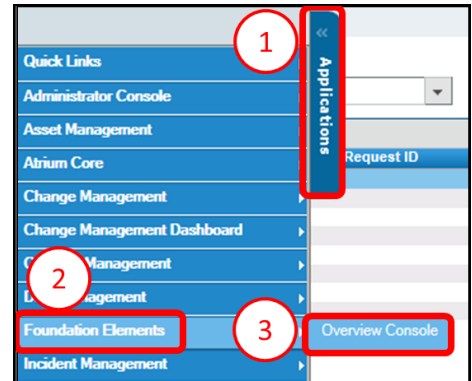
**** Only People set up as Support Staff can view and update their own User Profile**

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**

Person ID PPL000000055108

People Information

Title: [Dropdown] Corporate ID: [Text Field]

First Name*: SLM Profile Status*: Enabled

Middle Name: [Text Field] Contact Type: [Dropdown]

Last Name*: Test User Client Sensitivity*: Standard VIP*: No

Client Type*: Office-Based Employee Support Staff*: Yes

Job Title: [Text Field] Assignment Availability: Yes

Nickname: [Text Field]

Person's Image: [Image Field]

General More Details Attributes Work Info CIs Financials Login/Access Details Support Groups Notifications Alternate Approvers Assignment

Organization Information

Company*: Bell Aliant Region: New Brunswick

Organization: [Text Field] Site Group: NB - Central

Department: [Text Field] Site+: Saint John - 1 Germain St

Contact Information

Phone Number: [Text Field] Site Address: 1 germain st, Saint John, New Brunswick E244k2, Canada

Business*: [Text Field] Time Zone: (GMT-04:00) Atlantic Time

Email Address: slm.testuser@bellaliant.ca Desk Location: [Text Field]

Person's Image: [Table with File Name, File Size, Title, and Person Image]

Mail Stop: [Text Field]

Save Print Close

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

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

General | More Details | Attributes | Work Info | Cls | Financials | Login/Access Details | Support Groups | **Notifications** | Approvals | Assignment

Showing 1 - 203 of 203

Type	Module	Status	Event
User	Incident	Enabled	Unavailability Restored
User	Incident	Enabled	OLA Resolution Escalated
User	Incident	Enabled	OLA Resolution Escalated
User	Incident	Enabled	OLA Response Escalated
User	Incident	Enabled	OLA Response Escalated
User	Incident	Enabled	SLA Resolution Escalated
User	Incident	Enabled	SLA Resolution Escalated
User	Incident	Enabled	SLA Response Escalated
User	Incident	Enabled	SLA Response Escalated
User	Incident	Enabled	UC Resolution Escalated
User	Incident	Enabled	UC Resolution Escalated
User	Incident	Enabled	UC Response Escalated
User	Incident	Enabled	UC Response Escalated

Update Notification Preferences

Pager Service Provider
Notification Pager+
Pager Email+
Notification Availability: Yes
Notification Language: English (United St)

Notification Event | Help Text

Module Name: Incident | Status: Enabled | Pager Notification: No | Use Business Hours: No | Use Business Holidays: No | Individual Notifications: Yes | Group Notifications: Yes | Notification Method: Email

Note: Only 'User' notification types may be modified, set offline or deleted. 'System Default' types can NOT be altered in any way.

Add | **Modify** | 5

204 entries returned - 204 entries

Module	Notification	Status	Notification Event	Timing	Priority	Notification Me...	Pager Not...
Incident	User	Enabled	Assignment			Email	No
Incident	User	Enabled	Unavailability Restored			Email	No
Infrastructure Chang	User	Enabled	Unavailability Restored			Email	No
Problem Manageme	User	Enabled	Unavailability Restored			Email	No

Report | Select All | DeSelect All

Set Offline | **Delete** | 6 | Select a Mode | Create | View

Close | 7

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)**

UPDATING YOUR APPLICATION PREFERENCES

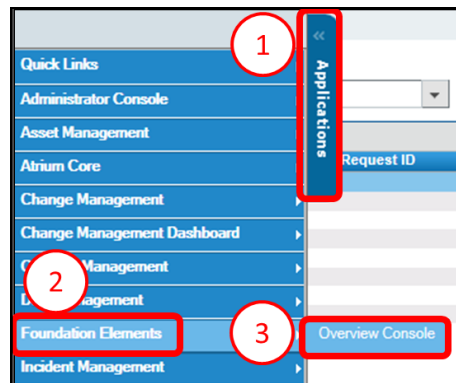
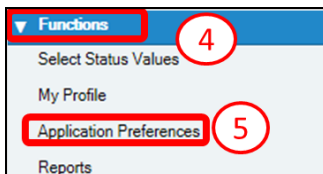
**** Only People set up as Support Staff can view and update their own Application Preferences**

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**

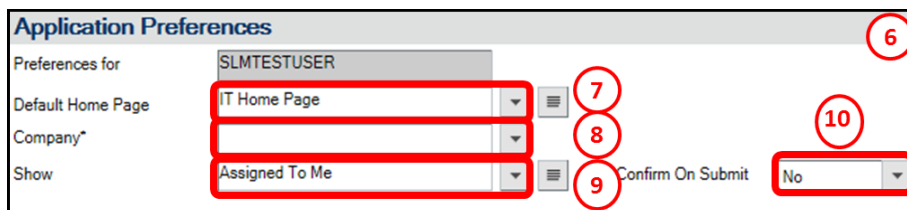


6. You are then presented with your **Application Preferences**

7. Choose your **Default Home Page** from the drop down

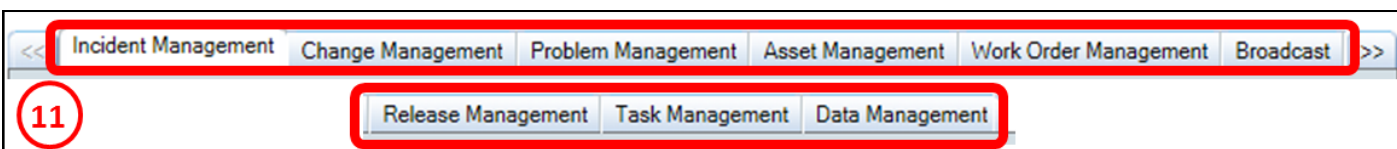
8. Select a **Company** from the drop down (if you only want to view tickets for a specific company)

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