

TMDB Service Request Portal User Manual

Version 0.6

ICANN Sunrise and Claims	Version: 0.6
TMDB Service Request Portal User Manual	Date: 6 september 2013

## **Table of contents**

1.	INTRODUCTION	. 4
1.1 1.2	. OVERVIEW OF THE TMDB SERVICE REQUEST PORTAL	. 4
2.	SELF-REGISTERING WITH THE SERVICE REQUEST PORTAL	5
2.1 2.2		
3.	USING THE SERVICE REQUEST PORTAL	. 8
3.1 3.2 3.3	CREATING A NEW SERVICE REQUEST (SR) CHECK ON SERVICE REQUESTS	. 9 13
3.4	ADD UPDATES TO AN EXISTING SERVICE REQUEST	14

ICANN Sunrise and Claims	Version: 0.6
TMDB Service Request Portal User Manual	Date: 6 september 2013

# Table of figures

Figure 1: The IBM.com Registration Screen	5
Figure 2: The Service Request Portal Login Screen	8
Figure 3: The TMDB Service Request Portal Initial Screen	8
Figure 4: The Service Request Portal Options	9
Figure 5: Creating a Self-service Request	
Figure 6: Describing the Service Request	. 10
Figure 7: Attach a D0cument to a Service Request (1)	. 11
Figure 8: Attach a Document to a Service Request (2)	. 11
Figure 9: Attach a Document to a Service Request (3)	. 11
Figure 10: Reviewing and Submitting a Service Request	. 12
Figure 11: Check on Service Requests	. 13
Figure 12: Search for Service Requests	. 13
Figure 13: An Active Service Request	
Figure 14: Service Request Update Overview	. 14
Figure 15: Service Request Update	
Figure 16: Updating a Service Request	. 14

ICANN Sunrise and Claims	Version: 0.6
TMDB Service Request Portal User Manual	Date: 6 september 2013

## 1. Introduction

This User Manual contains all essential information to make full use of the TMDB Service Request Portal. It is intended for Registry and Registrar operators that have access to the TMDB system.

## 1.1. Overview of the TMDB Service Request Portal

When searching for answers on TMDB related issues, questions may arise that go beyond the scope of the TMDB User Manual or FAQ. The TMDB Service Request Portal allows you to request help with even your most complex issues.

Using the TMDB Service Request Portal, you can submit your questions and issues online, which are then routed to the appropriate member of IBM's support staff. You can track the progress of your Service Requests right from the TMDB Service Request Portal web client. Automatic notifications let you know when your Service Request is resolved or when more information is required.

## 1.2. Overview of this User Manual

There are three main sections:

- **Chapter 1:** Introduction and overview of this document.
- **Chapter 2:** Self-register with the TMDB Service Request Portal. This is a multi-step, one-time procedure that will allow you to gain access to the TMDB Service Request Portal.
- Chapter 3: Using the TMDB Service Request Portal. This section contains instructions for creating and tracking Service Requests.

ICANN Sunrise and Claims	Version: 0.6
TMDB Service Request Portal User Manual	Date: 6 september 2013

## 2. Self-Registering with the Service Request Portal

Self-registering with the TMDB Service Request Portal is a multi-step, one-time procedure that will allow you to gain access to the TMDB Service Request Portal. The self-registration process consists of two basic steps:

- Creating an IBM.com account
- Requesting access to TMDB Service Request Portal by downloading, filling out and submitting a form back to IBM via email

This chapter provides a general overview of both steps.

## 2.1. Creating an IBM.com Account

The TMDB Service Request Portal is based on the IBM Maximo software. In order to access this IBM software, you must first be registered at IBM.com. You can reach IBM.COM using the following URL:

https://www.ibm.com/account/myibm/profile.do?cc=us&lc=en&page=reg

This will take you to the IBM registration page. Enter your name, email, password and security information and click Register to submit the registration.

My IBM	IBM registration					
My accounts						
My interests	Create an IBM account today					
My community spaces	All fields are required to complete this transaction.					
My profile	First name*	l ast name*				
	Joe	Doe				
Related links Electronic services	Email address <sup>*</sup> (This will also be your ID for signing in)					
Stockholder services	Joe.doe@ICANN.org					
	Passwords must be at least 8 characters in length.					
	Passwords must be at least 8 characters in	length.				
	Passwords must be at least 8 characters in Password <sup>*</sup>	length. Re-enter password*				
		5				
	Password* ********** Please enter a security question that only y	Re-enter password*				
	Password* ********** Please enter a security question that only y	Re-enter password*				
	Password* Please enter a security question that only y question. Occasionally, you may be asked	Re-enter password*				
	Password* •••••• Please enter a security question that only y question. Occasionally, you may be asked to Security question*	Re-enter password*  Re-enter password*  ou can answer. Then, enter the answer to the to answer this question to confirm your identity.  Answer to security question*				
	Password* Please enter a security question that only y question. Occasionally, you may be asked t Security question* Company	Re-enter password*  Re-enter password*  ou can answer. Then, enter the answer to the to answer this question to confirm your identity.  Answer to security question*				
	Password*  Please enter a security question that only y question. Occasionally, you may be asked t  Security question*  Company  Country of residence*	Re-enter password*  Re-enter password*  ou can answer. Then, enter the answer to the to answer this question to confirm your identity.  Answer to security question*  ICANN				



You can modify your profile information by logging back on to IBM.com (using the URL below) after registration.

https://www.ibm.com/account/myibm/profile.do?cc=us&lc=en

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ICANN Sunrise and Claims	Version: 0.6	
TMDB Service Request Portal User Manual	Date: 6 september 2013	

## 2.2. Request Access to the TMDB Service Request Portal

After successfully registering on IBM.com, access to the TMDB Service Request Portal can be requested by filling out and submitting a self-registration form; this process takes three steps detailed below.

#### 2.2.1. Step 1: Download the self-registration form

Once you have obtained an IBM.com account, visit the ICANN website using following URL:

#### http://newgtlds.icann.org/en/about/trademark-clearinghouse/scsvcs

From this page you will have to download a self-registration form. Select the link <u>IBM Self-Registration Form</u> to download the form.

#### 2.2.2. Step 2: Fill out the self-registration form

Once you have completed the download, the self-registration form needs to be filled in In order to gain access. Using the downloaded self-registration form you can apply for up to five accounts; complete a row in the registration form for each account requested.

Environment	INTRANET LOGIN ID	FIRSTNAME	LASTNAME	PRIMARYPHONE	PRIMARY MAIL	Default Insert Site
	(in lowercase)	(max. 30 chars)	(max. 30 chars)	(max. 20 chars)		
Select the instance where the account will be located.	Paste your account ID. This has to be the primary email address for IBM personal.		The last name of the user.	The phone number of the user.	Autopopulated field.	For ESS8 this is ITD-ESS8
ess8 prod	rogelio.fuerte@ironmo untain.com	Rogelio "JR"	Fuerte	+1 (858) 499-1622	rogelio.fuerte@ironmo untain.com	ITD-ESS8 ITD-ESS8

Open the downloaded "IBM Self Registration Form.xls" and complete the following fields:

- Environment: enter "ESS8 PROD"
- INTRANET LOGIN ID: enter the email address that was registered on IBM.com
- **FIRSTNAME**: enter your first name
- LASTNAME: enter your last name
- **PRIMARYPHONE**: enter an email address to which your service information may be sent
- PRIMARY MAIL: same as INTRANET LOGIN ID
- Default Insert Site: enter "ITD-ESS8"

ICANN Sunrise and Claims	Version: 0.6
TMDB Service Request Portal User Manual	Date: 6 september 2013

TIMEZONE	Default Customer	SECURITY PROFILE	ACTION REQUIRED	COMMENT
	(see Ref Customer)	(see Ref Security Profiles)		
The timezone of the user. The value of II time fields in the tool will be converted to match this.		Select which privileges should be granted to the user.	Which action should be performed by the user administration on this account?	Paste any further comments here.
		Customer End		On ESS8 UAT/preprod/PROD, please add comment: Project Manager + department: Iron
America/Los_Angeles	TMC-01	User	ADD new account	Mountain (escrow agent)

- **TIMEZONE**: enter your time zone
- Default Customer: enter either "TMC-01" for ICANN and Iron Mountain or "TMC-02" for Deloitte
- SECURITY PROFILE: enter "Customer End User"
- ACTION REQUIRED: enter "ADD new account"
- **COMMENT**: You may enter optional comments

#### 2.2.3. Step 3: Submit the self-registration form

When the form is complete, send it via email to the IBM Service Desk (ICANNSD@nl.ibm.com) who will create an access Service Request (SR).

ICANN Sunrise and Claims	Version: 0.6
TMDB Service Request Portal User Manual	Date: 6 september 2013

## 3. Using the Service Request Portal

This chapter describes the usage of the TMDB Service Request Portal. It describes how to create and track service requests.

## 3.1. Logging on to the TMDB Service Request Portal

You can reach the TMDB Service Request Portal via the following URL:

https://www.ess8.uk.smi.ibm.com:8452/maximo

Please use Windows Internet Explorer (6 or higher) or Firefox (17 or higher) with the Internet Explorer add-in.

Tivoli., software	
Welcome; please enter your information.	
user name password Sign In	
ESS8 PROD IMPORTANT NOTE: Sensitive personal information (financial, medical and similar information identifiable to an individual) SHOULD NOT be entered into this system	
QuickStart Version Information: Version: 5.6.0.33 ESS8 PROD Date: 06-07-2012	
	© Copyright IBM Corp. 2008-2011. All rights reserved. See product license for details

Figure 2: The Service Request Portal Login Screen

Log on to the TMDB Service Request Portal using your credentials:

- User name: your email address as supplied to IBM.com
- Password: your password as supplied to IBM.com

Once you have logged on to the TMDB Service Request Portal, the following screen will appear:

Welcome, Bob Santing UAT				<u>B</u> ulletins: (0) ▼
#0 Quick Links Self-Service				
Quick Insert	Bulletin Board 🗸 🗸 F	Filter > 🔍 🛛 🧷		
You do not have access to the selected actions.	Subject	Message	Post Date	Expiration Date
Favorite Applications			There are currently no I	oulletin board messages to view.
You do not have access to the selected actions.				



ICANN Sunrise and Claims	Version: 0.6
TMDB Service Request Portal User Manual	Date: 6 september 2013

To start creating and tracking your service requests, click on the "Self Service" tab:

Welcome, Bob Santing UAT	
#0 Quick Links Self-Service	
Service Desk Actions	
Search Solutions	
View Service Requests	
Create Service Request	

Figure 4: The Service Request Portal Options

## 3.2. Creating a New Service Request (SR)

To create a new Service Request, click on "Go to" from the upper right side of your screen and Select "Self Service", then "Service Request" and then "Create Service Request":

<u>B</u> ullet	ins: (O	) 🛛 🤝 <u>G</u> o To	<u>R</u> eports	Sta	irt <u>C</u> enter	<u>P</u> rofile	<u>S</u> ign Out	<u>H</u> elp
		Create Service R	equest		Service R	lequests		
		View Service Re	quests		Service R	equest M	anager Sear	rch
		Search Solutions			Self Serv	ice Center	r	

ICANN Sunrise and Claims	Version: 0.6
TMDB Service Request Portal User Manual	Date: 6 september 2013

The "Create Service Request" screen will appear. Enter the information regarding the new service request into this screen.

Create Service Request	
💋 View Service Requests 💡 Search Solutions	
Create Service Request	
field.	ou are done, select the Submit button below to create the record
Service Request:	SR2162
*Reported By:	
* Phone:	
* E-mail:	bob.sa
Source:	SELFSERVICE
Ownload Remote Diagnostics Agent	

Figure 5: Creating a Self-service Request

Fields with a red star (\*) are required and must be filled in.

- In the summary field enter a brief description of the Incident.
- In the Details field enter as much information as possible regarding the Incident to help expedite a resolution.

Request Description			
Please enter a	summary and a more detailed description of your Service Request.		
* Summary:	Problems logging on to TMCH		
Details:	can not login to TMCH application test incident		

Figure 6: Describing the Service Request

ICANN Sunrise and Claims	Version: 0.6
TMDB Service Request Portal User Manual	Date: 6 september 2013

You also have the option to attach a document to the service request.

Attachments   🕨 Filter > 🔍   🥒   🖓 🤟   🗘 0 - 0 of 0 🗇		Download i ? i 🚍
Document	Description	
	No rows to display	
		Attach File Attach Web Address Link

Figure 7: Attach a Document to a Service Request (1)

To do this, select the "attach file" button; the following screen will appear.

Attach	File	?
2	Add here any attachments containing information that could help us better attend your service request, such as screen shots and error logs.	
	Display Name:	
	Description:	
Specif	fy a file: Browse	
	OK Cancel	

Figure 8: Attach a Document to a Service Request (2)

Click on the "Browse" button and select the file you want to attach. You will see the attached document in the service request window (see below).

Attachments	🔍   🥒   🕀	Cl Download ? :
Document	Description	
1124	BNL ESS8 User ID Administration Request IBM-Cust v7.x 1.0.xls	Û
		Attach File Attach Web Address Link

Figure 9: Attach a Document to a Service Request (3)

ICANN Sunrise and Claims	Version: 0.6
TMDB Service Request Portal User Manual	Date: 6 september 2013

After completing all fields, you can review the data and attachment(s) before submitting the Service Request.

Create Service Request	<u>B</u> ulletins: (0) <b>⊽ <u>G</u>o To</b> <u>R</u> eports Start <u>C</u> enter
Create Service Request	
Use this form to fill out a new request for service. When you are done, select the Submit button below to create the record. For a field.	dditional details about a field description, place the cursor in the field and press Alt + F1. The icons located next to a field may be used to assist in choosin
Schermopname	Configuration Item: >>>
Service Request: SR2354	Configuration item Name:
Reported By: BOB.SAt	Affected User: BOB.SAN
* Phone: 0	Artifected User, publication
E-mail: bob.santing@gmail.com	Service:
Source: SELFSERVICE	Reported Priority: 3
Ownload Remote Diagnostics Agent	Reported Date 01/07/13 15:39:22
Affected Asset Details	
Affected Asset: 1000035 🛛 🔉 TMC-01 Generic Asset ICANN 🐎	Affected Configuration item:
Affected Asset Location: >>>	
Request Description	Request Category
Please enter a summary and a more detailed description of your Service Request.	Use this section to choose the best classification or grouping for this request. You can do it filling the Classification or the Class Description fields.
* Summary: Problems logging on to TMCH	Classification Path: 21030000 \ 21033200 >>>
Details: Can not login to TMCH application	Class Description: Application \ Data
	Attachments   🕨 Filler > 🔍   🧷   😚 🐥   🗇 1-1 of 1 🇇
	Document Description
	BNL ESS8 User ID Administration Request

Figure 10: Reviewing and Submitting a Service Request

To submit the Service Request, click on the "Submit" button in the lower right side of the screen; the screen below will display.

Service Request Submi	tted	?
	Service Request SR2354 has t Record your Service Request for	
View Details	Return to Start Center	Create Another Service Request

The submitted Service Request will be picked up by the IBM Service Desk and dispatched to the correct group for resolution.

ICANN Sunrise and Claims	Version: 0.6
TMDB Service Request Portal User Manual	Date: 6 september 2013

## 3.3. Check on Service Requests

In the "Start Center" you can find all of the service requests that you have created.

Welcome, Bob Santi	ng UAT		
#0 Quick Links	Self-Service		
Service Desk Action	ns		
Search Solutions			
View Service Reques	ts		
Create Service Reque	est		
1			

Figure 11: Check on Service Requests

Using the screen below, you can search for a specific Service Request or see a list of all of your Service Requests.

View Service Request	S										
👹 Create Service Requ	est 💡 Search Solutions										
Search for Ser	vice Request										
	for service requests. For additional details about son will be case insensitive and match partial tex		n the field	d and press A	Alt + F1. The i	cons located next to a field may be used to as	sist in choosing/selec	ting an appropriate value for a	field. For alpha	numeric fiel	lds, use = b
	Service Request Id:						Reported Date From	κ			
	Status:						Reported Date To				
	Affected Asset:						Summary	·			
	Affected Asset Location:						Affected User	-			
	Affected Configuration Item:	9				O Download Rem	ote Diagnostics Agen	-			
						-					
View Service Reque	sts   🕨 Filter 👌 🔍   🖉   🗇 🦊   🗇	1 - 2 of 2 🗇									
Service Request Id	Summary	Classification Description	Status	Asset	Location	Configuration Item Name		Reported By		Reported Da	ate 🗘
<u>SR2354</u>	Problems logging on to TMCH	Application \ Data	New	1000035				BOB.SANTING@GMAIL.COM	и	01/07/13 15	:39:22
SR2162	Problems logging on to TMCH		New	1000039				BOB.SANTING@GMAIL.COM		10/06/13 14	:46:02
Select Records											

Figure 12: Search for Service Requests

View Service Requests			<u>B</u> ulletins: (0) 🛛 🗸 Go To
🥸 Create Service Request 💡 Search Solutions			
Service Request SR2354			
			Pr
For additional details about a field description, place	the cursor in the field and press Alt + F1. Use	the navigation links in the right to navigate the records	or go back to the service request search.
Service Request Id: SR2354			Classification Path: 21030000 \ 21033200
Status: NEW	New		Classification Description Application \ Data
Asset: 1000035	TMC-01 Generic Asset ICANN		Summary: Problems logging on to TMCH
Location:			Details: Can not login to TMCH application
Configuration Item:			
Configuration Item Name:			
Target Contact:			
Target Start:			
Target Finish:			Download Remote Diagnostics Agent
Reported Date: 01/07/13 15:39:22	2		
Reported Priority: 3			
Figure 13: An Active Service Reque	est		
Public document		© IBM, 2013	Page 13

Clicking on the Service Request number opens the record and displays all of the details associated with the Service Request.

ICANN Sunrise and Claims	Version: 0.6
TMDB Service Request Portal User Manual	Date: 6 september 2013

Updates about action(s) taken with regards to the Service Request are displayed on the bottom of the screen.

Log   🕨 Filler > 🔍   🧷   😚 🗣   🗇 1 - 1 of 1 🗇		
Created By	Date 🜩	Summary
BOB.S/	03/07/13 10:38:44	Update: assigned to Resolver group

Figure 14: Service Request Update Overview

Clicking on the word "Update" allows you to view the details of the update.

w Service F	Request Log
View	the service request log below. Click OK to return.
Created By:	BOB.SAN
	03/07/13 10:38:44
Summary:	Update: assigned to Resolver group
Details:	assigned to Resolver group "Application Hosting Services" who are currently investigating the issues
	ОК

Figure 15: Service Request Update

## 3.4. Add Updates to an Existing Service Request

You can add comments and additional details to an existing Service Request by clicking on the "Update Service Request" button and then the "Add Log Entry" button. Fill in the Summary and Details fields and click OK.

pdate Service Request Log	
Update the service request log below. Click OK to save the log. Click Cancel to return; ye saved.	our log will not be
Created By: BOB.SAI Date: 03/07/13 10:42:54	
Summary: Update	
Details: Hereby additional information about the issue	
	OK Cancel
	Calleer

Figure 16: Updating a Service Request

As the Service Requestor, you will get an automatic email notification from the Service Request Portal when creating a new Service Request and when the Service Request has been resolved.