SIEMENS

TACICS

Technical Assistance Center – Information and Communications Solutions

User Guide

Issued by
Siemens Communications

Author: Andy Brinklow
Translator:
Revision Paulo Parreira

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1 INTRODUCTION

1.1 What Is TACICS

TACICS – Technical Assistance Center – Information and Communications Solutions

TACICS ticket tracking tool was designed to provide a seamless means to creating and tracking fault problems with Siemens technical Support Center. The tool is built on a high availability server platform and is available to any user with Internet access.

TACICS is divided into four base modules covering the main activities of TAC. Additional modules can be added.

Modules are assigned to callers on a project basis. A caller can have access to one, or more than one, of the available modules depending on individual responsibilities within a project.
These modules allow each caller to be given support on individual issues, within contracted time frames, and with a high level of interactivity with the TAC personnel. All of these modules keep track of all activity on the subject, creating a full log, with the complete history of the problem.

1.2 Need Support?

Do not hesitate. If your company has a support contract with Siemens, just register on-line and use the full capabilities of the tool, to open and track unsolved problems on your network. Depending on your support agreement, you can have access to all modules, or just the modules that your company needs.

You can open a Fault Report about a software problem, or you can open an 'On Call Support' if you have a technical question to which you do not know the answer.

Have a problem in one site with the equipment? – Open an on-site maintenance to request a field intervention.

Have a critical problem with the service either down or heavily affected? – Then raise a call to emergency support. Note that Emergency support requests should be raised in the initial instance over the telephone in order to activate Siemens Emergency support in the shortest possible time

1.2.1 Why Use The Web?

TACICS uses www architecture due to it's high availability and ease of use. Almost every PC, using any operating system has a web browser and internet connection. These are the only requirements for TACICS. Using this technology, there is no software to install on clients PC's. this way, you know you are always up to date with TACICS.

1.2.2 How To Access TACICS

TACICS is located in the Siemens Web service at https://www.ic.siemens.pt/tacics. Just point your browser to this URL and start using it. TACICS has been designed to be simple and intuitive yet at the same time, provides all the flexibility and power that customers expect from state of the art ticket tracking tools.

1.3 TACICS Design Layout

TACICS is a standard HTML page, built using Microsoft ASP, divided into two frames inside one browser window

The left frame (navigation menu) contains the menus, whereas the right frame (document frame) contains the items referenced to by the navigation menu. There is an extra browser window that is automatically opened for print layouts. All of the actions occur within the two referenced frames.

1.3.1 Navigation Menu

The Navigation Menu is composed by main modules and inside each module, module options. The main modules are in an orange button. Just click on them and the module options will appear. Then you just have to choose the appropriate action and click the one that you need.

Clicking on another main module will hide the shown module options and will show the new module options, like in a sliding menu.

Clicking on a module option will reflect on the document frame with the related information.

1.3.2 Document Frame

This is the body of TACICS, reflecting all of the user actions. Is where you can open, search, track and update with the necessary information for each module. All of the activity passes through this frame.

1.4 How To Register

To register as a user of TACICS, your company needs to have a maintenance support contract with Siemens. Assuming a valid contract is in place, then you need to request an access code from your contract support manager of directly to Siemens TACICS making reference to the contract number.

After you have an access code, just click on  and then the module option . A form will be presented to you in the Document Frame, which will need completing. Note that TACICS is a multi-lingual tool – please click on the ‘English’ tab in order to receive the below form.

All fields on the table are necessary. Registration will only proceed if all fields are filled in with the correct information.

User ID is your unique identifier. It must be only one word and cannot contain any special characters.

Password is your personal password. As with all password protected areas, please do not allow other users to log on to the system using your user ID and password.

Name is the field for your name. Please enter your name in the format first name family name.

Company is the field for your company name. You have to provide this information, so that a verification check can be performed against the Access Code.

E-Mail is intended to be TACICS preferred means of communications. Please complete this field with the e-mail address that you most commonly use during working hours.

Phone is an alternative method of communication. Normally it will be used only in the case of high priority matters.

Access Code is your Access code. Your contract support manager will normally give this to you.

After completion of all the fields, you need to submit the form and wait for the TAC personnel to contact you for granting access to TACICS. You will also receive a confirmation e-mail that your registration request has been received. When your access has been granted, you will receive a further e-mail informing you of this registration acceptance.

Language registration form will define your language profile. This profile can always be changed later.

1.5 Why Should I Use TACICS?

If you need support, TACICS is the best way to get it. With TACICS, you will get an answer to your problem quicker than using other methods. Using TACICS, your query or problem will be assigned to a technician or engineer that will answer to you in the shortest possible time.

Also, using TACICS, you can inform anybody that you want as to the status of your tickets. Just fill in their email address, and they will receive TACICS notification emails about your query.

Before you open a new query, you can search in TACICS database for similar issues, avoiding most of times opening a new query.

TACICS is available worldwide, so you can place your questions everywhere in the world, and still get your answer in time.

If you are away from your company email, you can continue to use TACICS. Just login and search for your query from any internet enabled PC. You can see and update your query always and everywhere.

2 Logging In

2.1 Logging In Screen

Before you can start using TACICS you need to register (see chapter 1). After your on-line registration you have to wait for an email from Siemens TAC, validating you registration. This email is your key for start using TACICS.

After you receive your validation email, you can log on to TACICS. To do so, follow the steps:

1. Point your Internet browser to https://www.ic.siemens.pt/tacics
2. Click on 

3. Click on 

4. The following image will appear in the Document Frame.

5. Enter User Name and Password
6. Press 

7. A welcome screen will appear in the Document Frame, confirming your name and the last time you logged on to the system. Press 

to continue

2.1.1 Problems Logging In?

After completion of the above, you are logged in to TACICS and are now able to use the system. If your log in fails, check for caps lock, User ID and Password. If everything is OK but you still can't log in, check if you have already received the validation e-mail from TACICS registration. Failing this, then please contact Siemens TAC.

After you login, you establish a Session with the server. This session will automatically timeout after 20 minutes of idle time. If you want to keep the session more than this time in idle state, you need to point your browser to the home page. The session will not timeout if you stay in this page.

2.2 Logging Off

To log off, just click on Acesso and then → Logout. Alternatively, you can click | Logout from the menu at the top of the Document Frame. Then you can close your browser or point your browser to another URL.

Important Security Note: If you just point your browser to another URL without logoff, the session will stay active at least 20 minutes before timeout, exposing your session information to other sites.

3 Fault Reports

3.1 Opening a Fault Report

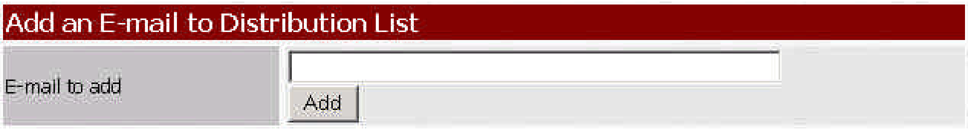
To open a fault report using TACICS, you should login, and then click on Fault Reports, followed by → Open. This step will lead you to a wizard to open a fault report with Siemens TAC. Just follow the necessary steps as outlined below:

1. Select the appropriate project. The projects you have access to is determined by your access code during the registration process. Should you wish to have access to additional projects, then please contact your contracts administrator or Siemens TAC.

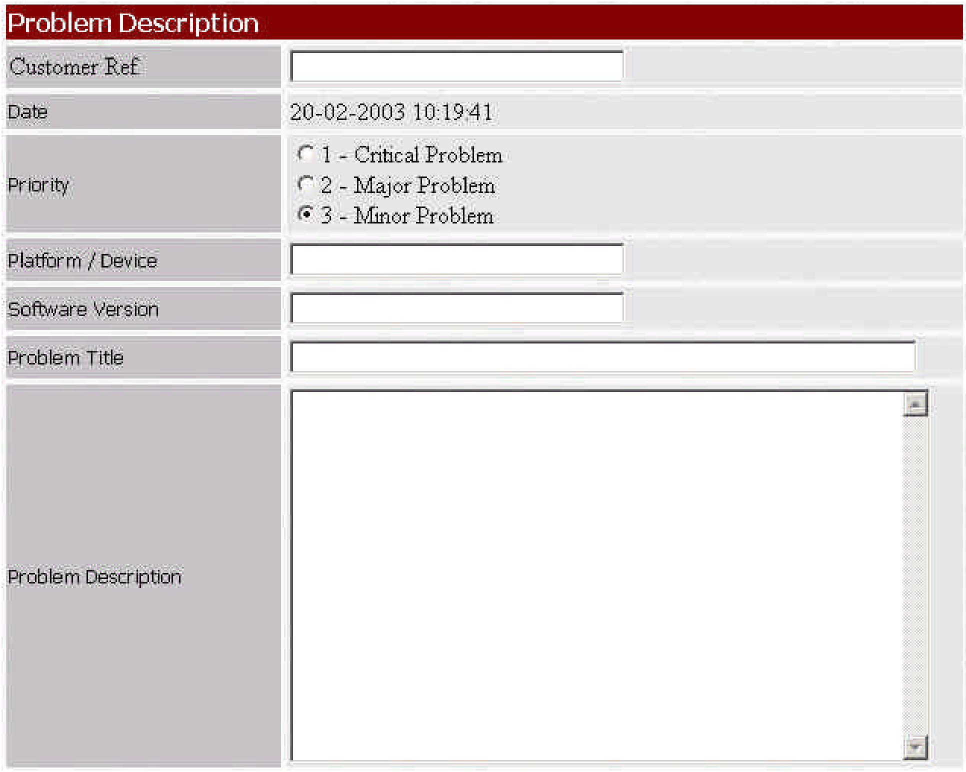
2. Once the appropriate project has been selected from the pull down menu, press Next to continue.
3. Confirm that you have selected the right project and that your User ID is displayed in the 'Activation Contact'. This user information will be used as the main contact during the life of this fault report.

4. If everything is OK, press Next to continue.
5. You can add or remove e-mails for the fault report distribution. To remove an e-mail from the distribution list, highlight the address and then click on Remove from Mailing List

6. To add a mail to the distribution list, enter the address in the window and then click Add

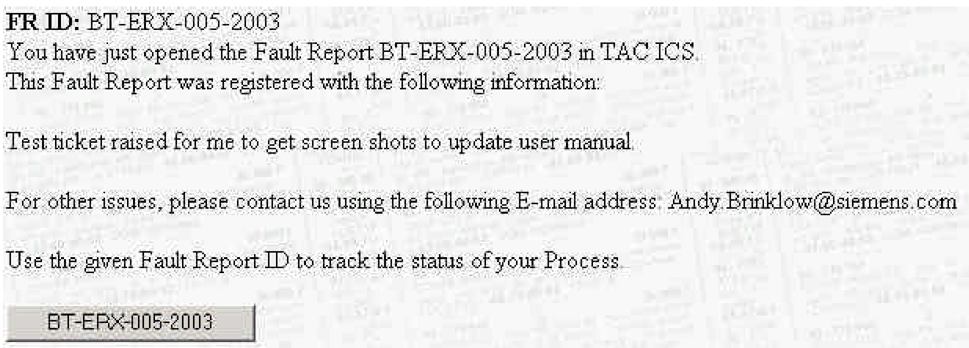


7. Once you are happy with the mailing list for your fault report, click Next to continue.
8. Finally, fill in the data related to your fault report, giving information about your platform or device, software version, title of the problem and a brief description of the problem. Please note the customer reference is for your own internal reference – it can't be used for tracking fault reports within TACICS. The priority of the fault report should also be assigned carefully.



9. Once you are happy with the supplied information, click Submit Fault Report to continue.

Once submitted, the fault report will then register within the TACICS database. A confirmation screen will appear in the Document Frame. A confirmation e-mail will also be generated and distributed to everybody in the mailing list that you provide, to the Siemens TAC mailing list and also to yourself as the originator of the fault report.



Note that a Fault report ID has been assigned by TACICS. This ID should be used for all future correspondence regarding the fault report and for tracking purposes. By pressing 

you will be directed to the fault report screen where further information can be added to the fault report ticket if necessary.

Each time there is a status change to the fault report, or anybody updates information related to the fault report, a new notification mail is generated and distributed. This process will continue until the closure of the fault report.

3.2 Status Of Fault Report

The first status of the Fault Report is TAC2-WAIT. This status indicates that the FR as reached the Siemens TAC, and is waiting for a TAC Engineer to be assigned to it. When a TAC engineer is assigned to your Fault Report he will contact you.

During the life of the fault report, the status will change depending on who is the owner of the ticket at any given time. The possible entries for status are as follows:

1. **TAC2-WAIT** – given to a new fault report and indicates that a Siemens engineer has yet to be assigned
2. **TAC2-PEND** – A qualified Siemens engineer has been assigned to the fault report and the ticket is now pending in Siemens TAC.
3. **TAC1-PEND** – the fault report is pending with the customer, waiting for some information or for some action to be performed by the customer.
4. **TAC3-PEND** – Fault report has been escalated, and is pending on development, high level engineering or manufacturing.
5. **CLOSE-PEND** – Intermediate state that the fault report must pass before it can be closed. A solution or workaround has been provided, and Siemens TAC will talk to you or your company to agree to close the fault report.
6. **CLOSED** – Status that the fault report will stay after the problem has been solved. Once the fault report has been closed, no further information can be added to the ticket.

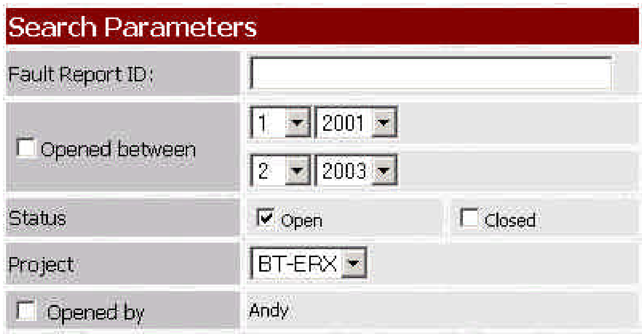
3.3 Tracking And Searching Fault Reports

You can track and search for a fault report in many ways. The fastest way is to know the fault report identification.

1. After logging in, click on 

followed by 

. A search engine will appear in the Document Frame allowing you to search for the fault report that you want.



2. If the fault report ID is known, then enter the number in the relevant field and then click Search. TACICS will present you directly to the fault report that you have identified
3. If the fault report ID is not known, then the various search parameters need to be entered. As with all search engines, accurate search parameters will present more accurate search results. Once all parameters have been entered, then click Search. TACICS will present you with a list of fault reports that match your search criteria. Selection of the correct fault report will then take you to the fault report information.

Fault Report	Title	Opened by	Owner	Status	Date opened	P	TAC1 Ref.
BT-ERX-005-2003	Test Ticket	Andy	n/a	TAC2-WAIT	20-02-2003 10:28:56	3	test ticket
							Total: 1

3.4 Updating A Fault Report

After you find the fault report that you want, you can update it. There are several ways that you can update it. The following sub-sections explain the different ways in which a fault report can be updated.

3.4.1 Adding Extra Information

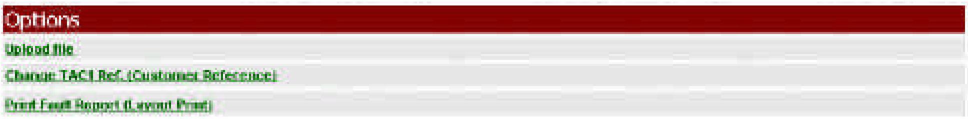
To update the fault report with additional text, you should write the text into the fault report update box

After entering the update information, click  to update the TACICS database. Your information will be uploaded and added to the fault report history log. Everybody in the mailing list will receive a notification mail about your update. Similarly, if the Siemens support engineer updates the fault report, an update e-mail will again be sent to the mailing list.

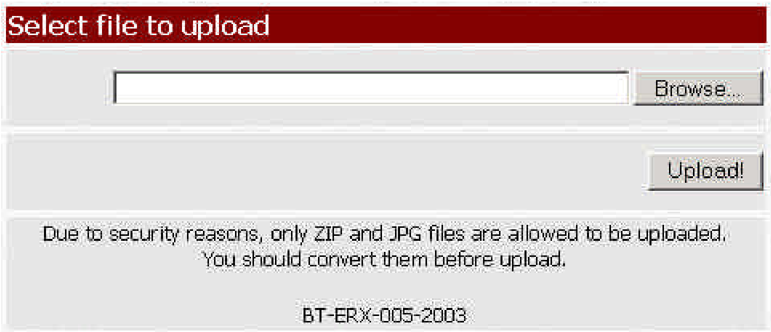
3.4.2 Uploading Files

If you need to upload some file to the Fault Report, like a screen capture from an application, a log file from a device, etc., follow the steps outlined below:

1. In the 'Options Window, click .



2. This will open up a window to select the file for upload. By Clicking on  you can select the file required for upload.

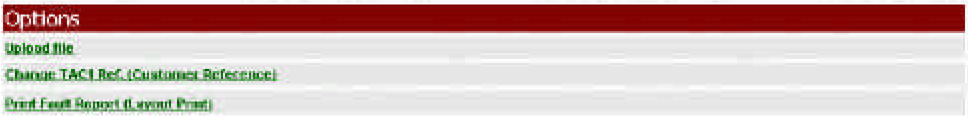


3. Once the correct file has been highlighted, then click  to upload the file to TACICS.

NOTE1: For security reasons, only *.zip and *.jpg files can be uploaded to TACICS. Please convert any other files format to either *.zip or *.jpg before uploading.

NOTE2: Do not upload files with special characters or spaces in the name, or problems may be experienced in the future when trying to retrieve the file.Printing Fault Reports

To print fault report, click  from the 'Options Window'.

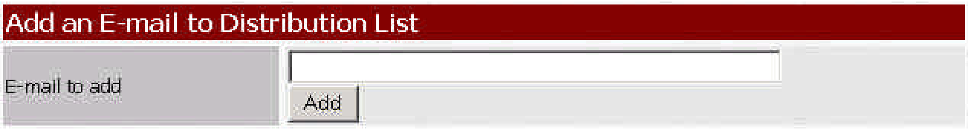


This will open a printable version of the fault report in a separate explorer window. Printing can be performed by pressing the ‘Print’ button in the menu bar

3.4.3 Mailing Lists

It is possible to add or to remove colleagues from the mailing list. To remove an e-mail from the distribution list, highlight the address and then click on 

Similarly, To add a mail to the distribution list, enter the address in the window and then click 



3.5 Troubleshooting Fault Reports

3.5.1 Fault Report Opened In Error

For security reasons, it is not possible to erase or change fault report history logs. If a fault report has been opened with incorrect information or opened in error, then please send an update to the fault report requesting immediate closure. A new fault report can then be opened with the correct information if necessary.

3.5.2 Fault Report Closed In Error

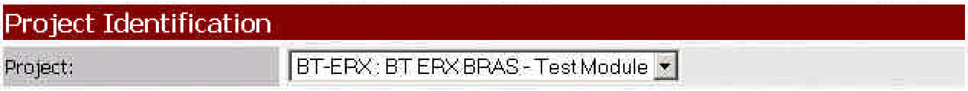
If a Fault Report has been closed in error, Siemens TAC can re-open the fault report. To do this, please e-mail Siemens TAC at tac2@siemenscomms.co.uk if you are in england or email your TAC team if you are in other country, giving the fault number and the reason for requesting that a fault report be re-opened.

4 On Call Support

4.1 Opening An On Call Support Request

To open an on call support request using TACICS, you should login, and then click on On Call Support, followed by → Open. This step will lead you to a wizard to open a fault report with Siemens TAC. Just follow the necessary steps as outlined below:

1. Select the appropriate project. The projects you have access to is determined by your access code during the registration process. Should you wish to have access to additional projects, then please contact your contracts administrator or Siemens TAC.



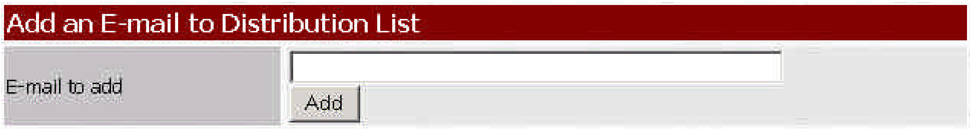
2. Once the appropriate project has been selected from the pull down menu, press Next to continue.

3. Confirm that you have selected the right project and that your User ID is displayed in the 'Activation Contact'. This user information will be used as the main contact during the life of this fault report.

4. If everything is OK, press Next to continue.

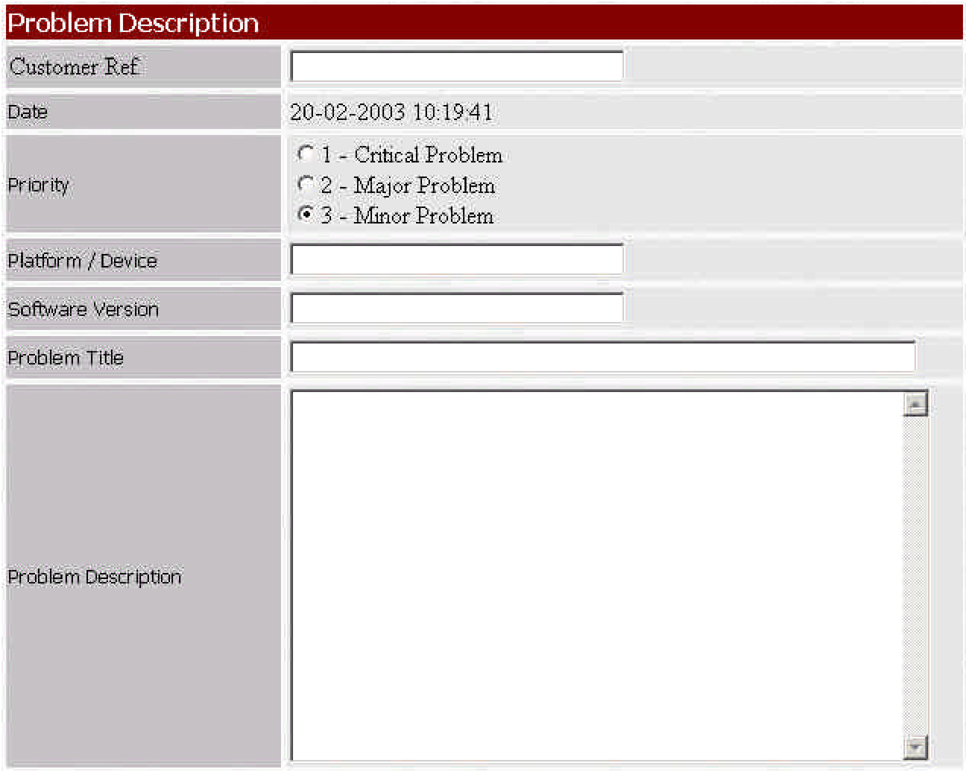
5. You can add or remove e-mails for the fault report distribution. To remove an e-mail from the distribution list, highlight the address and then click on Remove from Mailing List

6. To add a mail to the distribution list, enter the address in the window and then click Add



7. Once you are happy with the mailing list for your on call support request, click Next to continue.

8. Finally, fill in the data related to your on call support request, giving information about your platform or device, software version, title of the problem and a brief description of the problem. Please note the customer reference is for your own internal reference – it can't be used for tracking fault reports within TACICS. The priority of the on call support request should also be assigned carefully.



Problem Description	
Customer Ref	
Date	20-02-2003 10:19:41
Priority	1 - Critical Problem 2 - Major Problem 3 - Minor Problem
Platform / Device	
Software Version	
Problem Title	
Problem Description	

9. Once you are happy with the supplied information, click Submit On Call Support to continue.

Once submitted, the on call support request will then register within the TACICS database. A confirmation screen will appear in the Document Frame. A confirmation e-mail will also be generated and distributed to everybody in the mailing list that you provide, to the Siemens TAC mailing list and also to yourself as the originator of the on call support request.

4.2 Status Of On Call Support Request

The first status of the on call support request is TAC2-WAIT. This status indicates that the OCS has reached the Siemens TAC, and is waiting for a TAC Engineer to be assigned to it. When a TAC engineer is assigned to your OCS request he will contact you.

During the life of the OCS request, the status will change depending on who is the owner of the ticket at any given time. The possible entries for status are as follows:

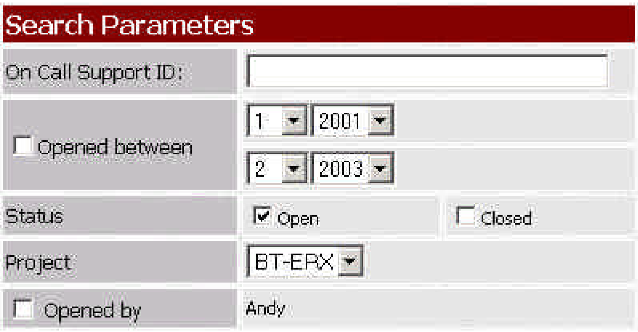
7. **TAC2-WAIT** – given to a new OCS request and indicates that a Siemens engineer has yet to be assigned
8. **TAC2-PEND** – A qualified Siemens engineer has been assigned to the OCS request and the ticket is now pending in Siemens TAC.

9. **TAC1-PEND** – the OCS request is pending with the customer, waiting for some information or for some action to be performed by the customer.
10. **TAC3-PEND** – OCS request has been escalated, and is pending on development, high level engineering or manufacturing.
11. **CLOSE-PEND** – Intermediate state that the OCS request must pass before it can be closed. A solution or workaround has been provided, and Siemens TAC will talk to you or your company to agree to close the ticket.
12. **CLOSED** – Status that the OCS request will stay after the problem has been solved. Once the ticket has been closed, no further information can be added to the ticket.

You can track and search for an OCS request in many ways. The fastest way is to know the ticket identification.

4.3 Tracking And Searching On Call Support Requests

1. After logging in, click on On Call Support followed by → Search. A search engine will appear in the Document Frame allowing you to search for the OCS request that you want.



2. If the on call support request ID is known, then enter the number in the relevant field and then click Search. TACICS will present you directly to the on call support request that you have identified
3. If the on call support request ID is not known, then the various search parameters need to be entered. As with all search engines, accurate search parameters will present more accurate search results. Once all parameters have been entered, then click Search. TACICS will present you with a list of on call support requests that match your search criteria. Selection of the correct on call support request will then take you to the ticket information.

4.4 Updating An On Call Support Request

After you find the On Call Support Request that you want, you can update it. There are several ways that you can update it. The following sub-sections explain the different ways in which an On Call Support Request can be updated.

4.4.1 Adding Extra Information

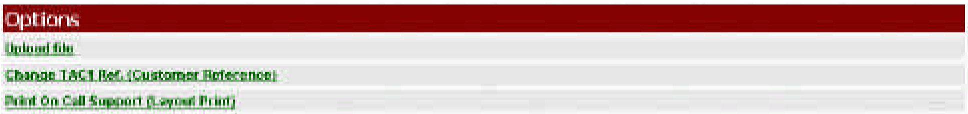
To update the on call support report with additional text, you should write the text into the on call support update box

After entering the update information, click Update to update the TACICS database. Your information will be uploaded and added to the on call support history log. Everybody in the mailing list will receive a notification mail about your update. Similarly, if the Siemens support engineer updates the on call support request, an update e-mail will again be sent to the mailing list.

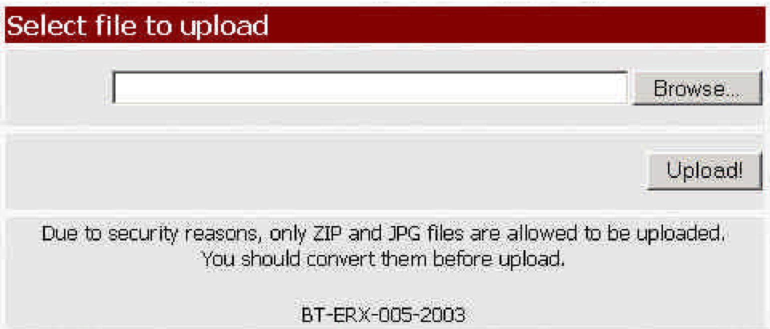
4.4.2 Uploading Files

If you need to upload some file to the On Call Support Request, like a screen capture from an application, a log file from a device, etc., follow the steps outlined below:

4. In the 'Options Window, click Upload file.



5. This will open up a window to select the file for upload. By Clicking on Browse... you can select the file required for upload.



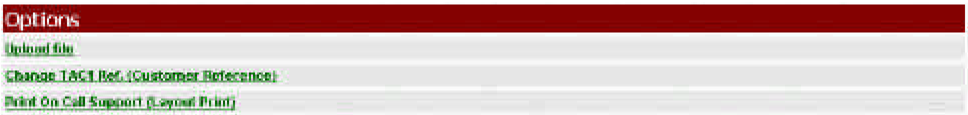
6. Once the correct file has been highlighted, then click Upload! to upload the file to TACICS.

NOTE1: For security reasons, only *.zip and *.jpg files can be uploaded to TACICS. Please convert any other files format to either *.zip or *.jpg before uploading.

NOTE2: Do not upload files with special characters or spaces in the name, or problems may be experienced in the future when trying to retrieve the file.

4.4.3 Printing On Call Support Requests

To print an on call support request, click Print On Call Support (Layout Print) from the 'Options Window'.

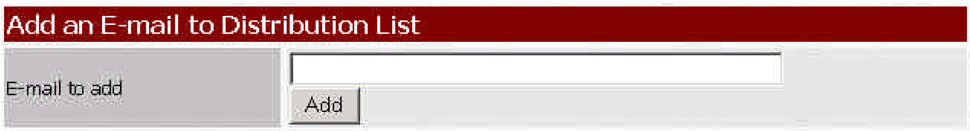


This will open a printable version of the on call support request in a separate explorer window. Printing can be performed by pressing the 'Print' button in the menu bar

4.4.4 Mailing Lists

It is possible to add or to remove colleagues from the mailing list. To remove an e-mail from the distribution list, highlight the address and then click on Remove from Mailing List

Similarly, To add a mail to the distribution list, enter the address in the window and then click Add



4.5 Troubleshooting On Call Support Requests

4.5.1 On Call Support Request Opened In Error

For security reasons, it is not possible to erase or change on call support history logs. If an on call support request has been opened with incorrect information or opened in error, then please send an update to the ticket, requesting immediate closure. A new on call support request can then be opened with the correct information if necessary.

4.5.2 On Call Support Request Closed In Error

If an on call support request has been closed in error, Siemens TAC can re-open the ticket. To do this, please e-mail Siemens TAC at tac2@siemenscomms.co.uk if you are in England, or email your TAC team if you are in other country, giving the on call support request number and the reason for requesting that the ticket be re-opened.

5 EMERGENCIES

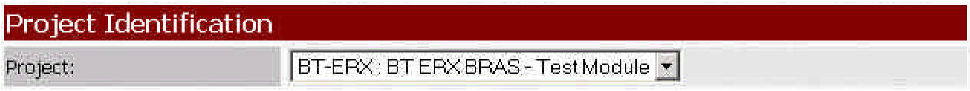
5.1 Opening An Emergency

NOTE: In case of emergency, please in the first instance call Siemens emergency help desk via telephone. This will ensure the quickest possible response time from the Siemens on call engineer. The emergency ticket in TACICS should be created as a second step so that information regarding the emergency can be shared and tracked in the normal manner.

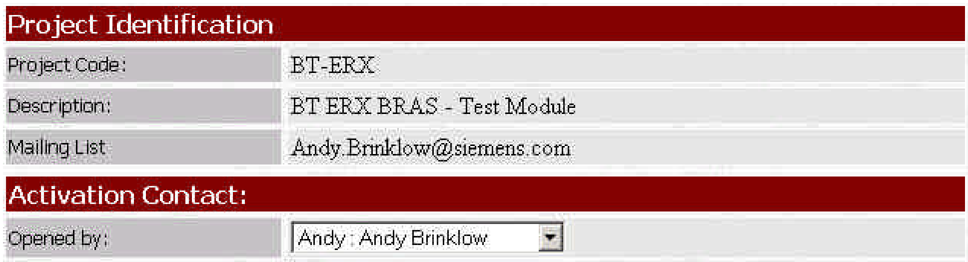
Note that steps 4 to 10 will only be available to your TAC Team. Customer just need to dial to present emergency contacts.

To open an emergency using TACICS, you should login, and then click on Emergency, followed by → Open. This step will lead you to a wizard to open an emergency with Siemens TAC. Just follow the necessary steps as outlined below:

1. Select the appropriate project. The projects you have access to is determined by your access code during the registration process. Should you wish to have access to additional projects, then please contact your contracts administrator or Siemens TAC.



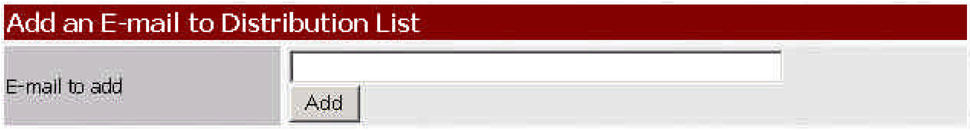
2. Once the appropriate project has been selected from the pull down menu, press Next to continue.
3. Steps 4 to 10 will be available only to TAC Team. For Customer level will be presented the TAC Emergency phone contacts. These following steps will be carry out by your TAC team or Helpdesk support.
4. Confirm that you have selected the right project and that your User ID is displayed in the 'Activation Contact'. This user information will be used as the main contact during the life of this emergency.



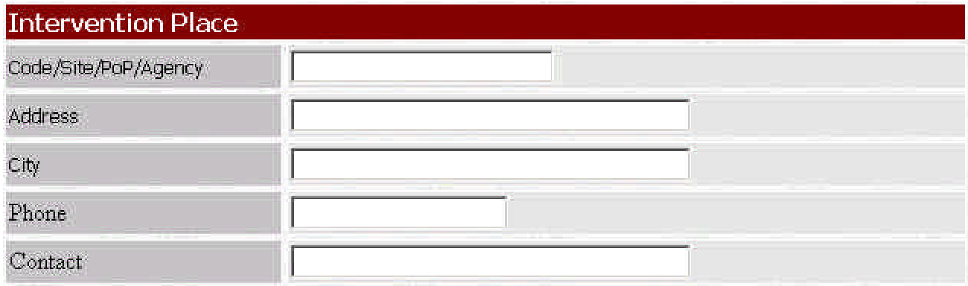
5. If everything is OK, press Next to continue.

6. You can add or remove e-mails for the emergency distribution. To remove an e-mail from the distribution list, highlight the address and then click on Remove from Mailing List

7. To add a mail to the distribution list, enter the address in the window and then click Add



8. Once you are happy with the mailing list for your emergency, click Next to continue.
9. Fill in the data relating to the site of the emergency. This information includes the site code, the address, and a contact name and number of a customer representative that can be contacted in relation to the emergency.



Finally, fill in the data related to your emergency, giving information about your platform or device, software version, title of the problem and a brief description of the problem. Please note the customer reference is for your own internal reference – it can't be used for tracking emergencies within TACICS. Please note that the priority for emergency is fixed to critical and cannot be changed.

10. Once you are happy with the supplied information, click 

to continue.

Once submitted, the emergency will then register within the TACICS database. A confirmation screen will appear in the Document Frame. A confirmation e-mail will also be generated and distributed to everybody in the mailing list that you provide, to the Siemens TAC mailing list and also to yourself as the originator of the emergency.

5.2 Status Of An Emergency Request

The first status of the emergency is TAC2-WAIT. This status indicates that the emergency has reached the Siemens TAC, and is waiting for a TAC Engineer to be assigned to it. When a TAC engineer is assigned to your emergency he will contact you.

During the life of the emergency, the status will change depending on who is the owner of the ticket at any given time. The possible entries for status are as follows:

13. **TAC2-WAIT** – given to a new emergency and indicates that a Siemens engineer has yet to be assigned
14. **TAC2-PEND** – A qualified Siemens engineer has been assigned to the emergency and the ticket is now pending in Siemens TAC.
15. **TAC1-PEND** – the emergency is pending with the customer, waiting for some information or for some action to be performed by the customer.
16. **TAC3-PEND** – Emergency has been escalated, and is pending on development, high level engineering or manufacturing.

17. **CLOSE-PEND** – Intermediate state that the emergency must pass before it can be closed. A solution or workaround has been provided, and Siemens TAC will talk to you or your company to agree to close the emergency.
18. **CLOSED** – Status that the emergency will stay after the problem has been solved. Once the emergency has been closed, no further information can be added to the ticket.

You can track and search for an emergency report in many ways. The fastest way is to know the emergency identification.

1. After logging in, click on 

followed by 

. A search engine will appear in the Document Frame allowing you to search for the emergency that you want.

2. If the on emergency ID is known, then enter the number in the relevant field and then click 

. TACICS will present you directly to the emergency that you have identified
3. If the emergency ID is not known, then the various search parameters need to be entered. As with all search engines, accurate search parameters will present more accurate search results. Once all parameters have been entered, then click 

. TACICS will present you with a list of emergencies that match your search criteria. Selection of the correct emergency will then take you to the ticket information.

5.3 Updating An Emergency

After you find the emergency that you want, you can update it. There are several ways that you can update it. The following sub-sections explain the different ways in which an emergency can be updated.

5.3.1 Adding Extra Information

To update the emergency with additional text, you should write the text into the emergency update box

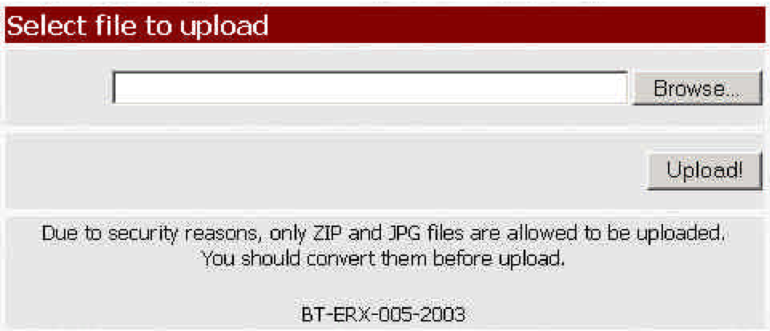
After entering the update information, click Update to update the TACICS database. Your information will be uploaded and added to the emergency history log. Everybody in the mailing list will receive a notification mail about your update. Similarly, if the Siemens support engineer updates the on call support request, an update e-mail will again be sent to the mailing list.

5.3.2 Uploading Files

If you need to upload some file to the emergency, like a screen capture from an application, a log file from a device, etc., follow the steps outlined below:

7. In the 'Options Window, click Upload file.

8. This will open up a window to select the file for upload. By Clicking on Browse... you can select the file required for upload.



9. Once the correct file has been highlighted, then click Upload! to upload the file to TACICS.

NOTE1: For security reasons, only *.zip and *.jpg files can be uploaded to TACICS. Please convert any other files format to either *.zip or *.jpg before uploading.

NOTE2: Do not upload files with special characters or spaces in the name, or problems may be experienced in the future when trying to retrieve the file.

5.3.3 Printing Emergencies

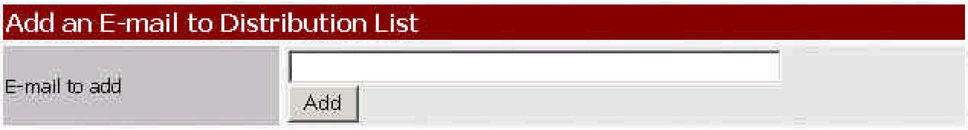
To print an on call support request, click Emergency Print (Layout Print) from the 'Options Window'.

This will open a printable version of the emergency in a separate explorer window. Pressing the 'Print' button in the menu bar can perform printing

5.3.4 Mailing Lists

It is possible to add or to remove colleagues from the mailing list. To remove an e-mail from the distribution list, highlight the address and then click on Remove from Mailing List

Similarly, To add a mail to the distribution list, enter the address in the window and then click Add



5.4 Troubleshooting Emergencies

5.4.1 Emergency Opened In Error

For security reasons, it is not possible to erase or change emergency history logs. If an emergency has been opened with incorrect information or opened in error, then please send an update to the ticket, requesting immediate closure. A new emergency can then be opened with the correct information if necessary.

5.4.2 Emergency Closed In Error

If an emergency has been closed in error, Siemens TAC can re-open the ticket. To do this, please e-mail Siemens TAC at tac2@siemenscomms.co.uk , if you are in england or email your TAC Team if your are in other country giving the emergency number and the reason for requesting that the ticket be re-opened.

5.5 Emergency Call Setup

NOTE: In case of emergency, please in the first instance call Siemens emergency help desk via telephone. This will ensure the quickest possible response time from the Siemens on call engineer. The emergency ticket in TACICS should be created as a second step so that information regarding the emergency can be shared and tracked in the normal manner.

Please request from your contract administrator the actual procedure for raising emergencies with Siemens TAC. The emergency set-up screens in TACICS provides an overview as to the actual procedure.

5.5.1 Set-up emergency numbers in TACICS

After logging in, click on 

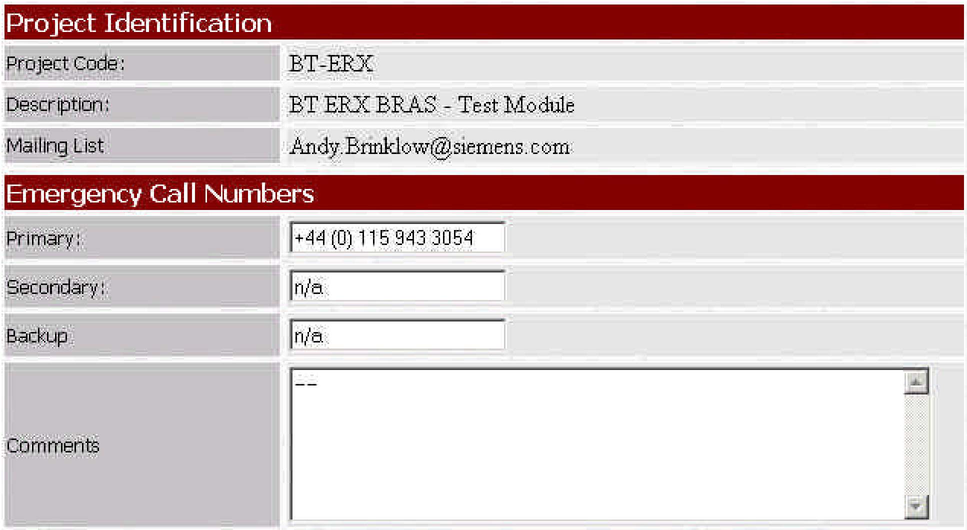
followed by 

. This step will lead you to a wizard to create the emergency set-up details with Siemens TAC. Just follow the necessary steps as outlined below:

1. Select the appropriate project. The projects you have access to is determined by your access code during the registration process. Should you wish to have access to additional projects, then please contact your contracts administrator or Siemens TAC.

2. Once the appropriate project has been selected from the pull down menu, press 

to continue.
3. The following window will appear in the Document Frame. Enter the contact numbers for primary, secondary and back-up contact points. In the comments window, enter a brief description of the process for raising emergencies with Siemens TAC.



NOTE1: Ensure all customer call out engineers and NMC staff are aware of the procedure for raising emergencies with Siemens TAC. The quicker Siemens TAC are informed of an emergency situation, the quicker the Siemens response and subsequent assistance will be.

NOTE2: The above screen shot is for illustration purposes only. The number shown is NOT the emergency number to be dialed.

4. After the required information has been entered, click Next to continue.
5. A confirmation window will appear in the Document Frame as illustrated.

6 PROFILE

6.1 Displaying Caller Profile

To confirm details held in the TACICS database for individual callers, then it is necessary to display the callers profile.

1. After logging in, click on Access followed by → Profile. The current stored information regarding the logged on caller will be displayed in the Document Frame.

Personal data for Andy	
Name	Andy Brinklow
Company	SIEMENS COMMUNICATIONS
E-mail	andy.brinklow@siemens.com
Phone	+44 (0)115 943 3054
Mobile Phone	+44 (0)7711 87 7113
Fax	+44 (0)115 943 4121
Language	○ Português ● English

Further information that will be displayed is the modules granted to the caller,

Granted Modules

- Fault Reports
- On Call Support
- On site Maintenance
- Emergency

statistical data showing the last login and the total number of loggins,

Statistical Data	
Last Login:	21-02-2003 9:44:37
Number of Logins	45

and the projects that are assigned to the caller.

Projects

- **(BT-ERX)** - BT ERX BRAS - Test Module
- **(ERX-UK)** - Beta Access for Siemens UK

6.2 Changing Caller Profile

To change details held in the TACICS database for individual callers, then it is necessary to display the callers profile.

1. After logging in, click on Access followed by → Profile. The current stored information regarding the logged on caller will be displayed in the Document Frame.

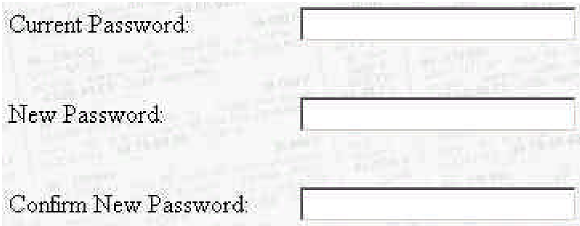
2. Boxes contained in the personal data window are free text. Changes are possible to the name, e-mail, phone and fax. Once any changes have been entered in the Personal data window, click Change to continue.
3. A confirmation window will be displayed, showing the changes.

6.3 Changing Password

To change details held in the TACICS database for individual callers, then it is necessary to display the callers profile.

1. After logging in, click on Access followed by → Profile. Scroll down the screen to a window labeled 'access key'

2. Click on Change Password to continue.
3. The following window will appear. Enter your old password, your new password and a confirmation of your new password.



4. Click  to continue
5. A confirmation window will appear acknowledging that your password has been changed.
6. Click  to continue