

# Frequently Asked Questions

## New Unisys Support Portal

### Unisys Product Support

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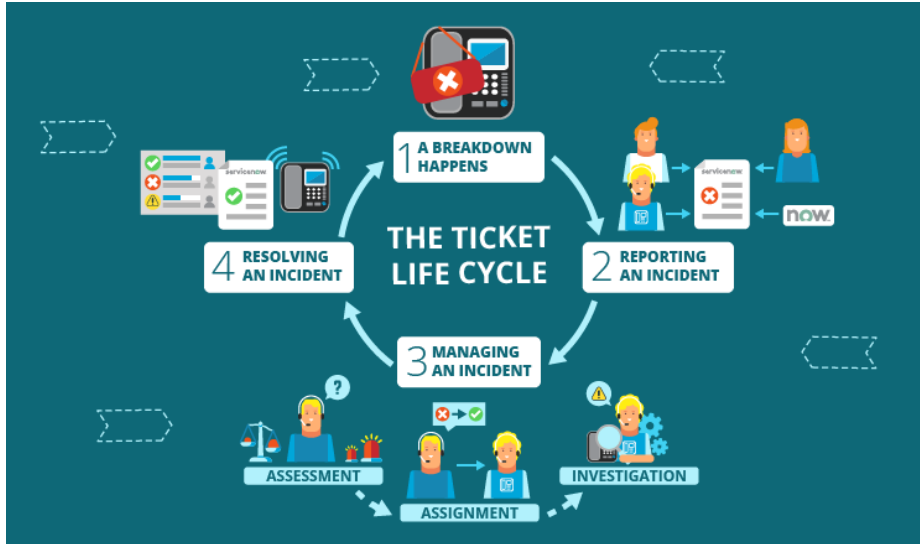
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## Q1. What is this New Unisys Support Portal?

The New Unisys Support Portal is a secured cloud-based software platform which supports IT Service Management (ITSM). It helps to automate IT Business Management (ITBM).

This tool will manage complete ticket lifecycle from raising a ticket to closing it, in an automated fashion



## Q2. Why are you migrating from the existing e-Service Support Portal to the New Unisys Support Portal?

At Unisys, we always strive to provide the best quality support possible for the clients. This exercise is to keep ourselves at par with what industry practice is, by providing the latest, best in class and industry-standard tool which provides a more integrated, user-friendly and scalable support platform to the clients.

## Q3. How the New Unisys Support Portal is different from the e-Service Support Portal?

New Unisys Support Portal is different in many ways. Below are some of its unique value proposition which it brings on the table:

- Better user experience
- Easy to navigate
- Easy to manage
- Simplified view and ticket/incident management system
- Secured Cloud-Based Software Platform

## Q4. Is there a recommended browser to use the New Unisys Support Portal?

We strongly recommend the use of Google Chrome to get the best experience out of the New Unisys Support Portal. Please keep your Google Chrome updated with the latest security updates. If you are not using Google Chrome which is the preferred browser, and you are experiencing sign-in issues, be sure to clear cache as that can sometimes fix the issue being experienced.

**Q5. Will my older login credentials from e-Service will work on New Unisys Support Portal?**

e-Service Support portal credentials will **NOT** work on the New Unisys Support Portal.

**Q6. What is the procedure to login/register on the New Unisys Support Portal?**

If you already have access to e-Service Support Portal, you will receive an Activation e-mail to gain access to the New Unisys Support Portal with “easy-to-follow” steps

New clients who don’t have access to the e-Service Support Portal, can register themselves to New Unisys Support Portal through [Self-Registration](#) link and we will send you your login credentials. Below is the sample web form:

You can also refer to the section “**Client Self-Registration**” in the detailed User Guide for further guidance

**Q7. How can we access the New Unisys Support Portal and Support Knowledge Base?**

You can access the New Unisys Support Portal and the Support Knowledge Base through below link after logging in to the portal via Single Sign-On interface, powered by Okta

<https://login.unisyssupport.unisys.com>

You can also refer to the section “**Access to Unisys Support Portal**” in the detailed User’s Guide for further guidance. You can access these artifacts including various others by following the below link:

[New Unisys Support Portal – Knowledge Base](#)

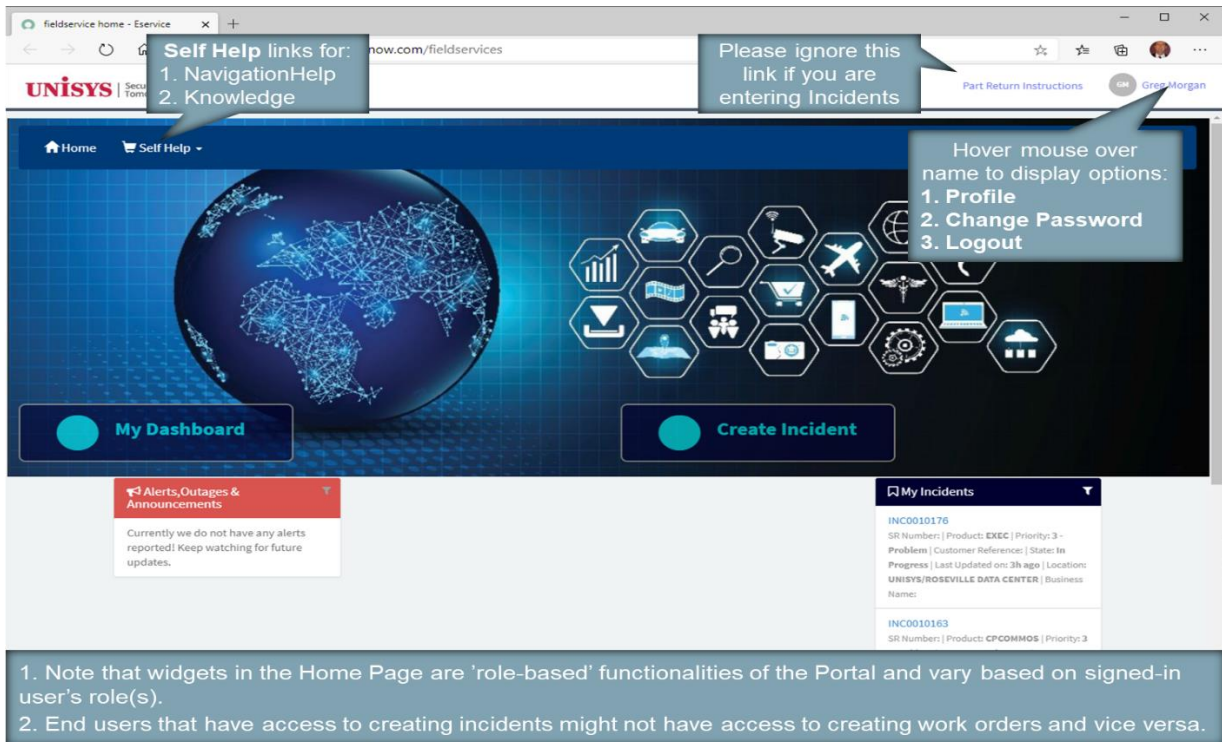
**Q8. Why am I getting notifications from Okta.com and Service-Now.com?**

The New Unisys Support Portal is powered by Okta, which provides Single Sign-On capabilities and ServiceNow which provides IT platform-related services. Both of these service providers are well-recognized leaders in their space.

Once you start using the New Unisys Support Portal, you will receive email notifications and alerts both from “OKTA.com” and “Service-Now.com”. Please add both of these websites to your trusted sites list to receive various notifications properly.

**Q9. What does the Home Page of the New Unisys Support Portal look like?**

The following screenshot of the Home Page will give you a glimpse of the New Unisys Support Portal



**Q10. How can we create an incident / log a ticket?**

The User interface of the New Unisys Support Portal is easy to navigate, user-friendly, and highly interactive. We have kept the structure, flow and widgets very simple, easy to understand and navigate

You can refer to the section “**Create Incident**” in the detailed User’s Guide for further guidance

You can access these artifacts including various others by following the below link:

[New Unisys Support Portal – Knowledge Base](#)

## Q11. How can we view and manage all our open and closed Incidents?

Yes. The New Unisys Support Portal allows a user to view and manage incidents. It even allows you to add notes, update the incident with attachment details, request a change of status, etc. All these features can be easily navigated under the “**My Incidents**” panel and inside “**Dashboard**” on Home Page

**Please note:**

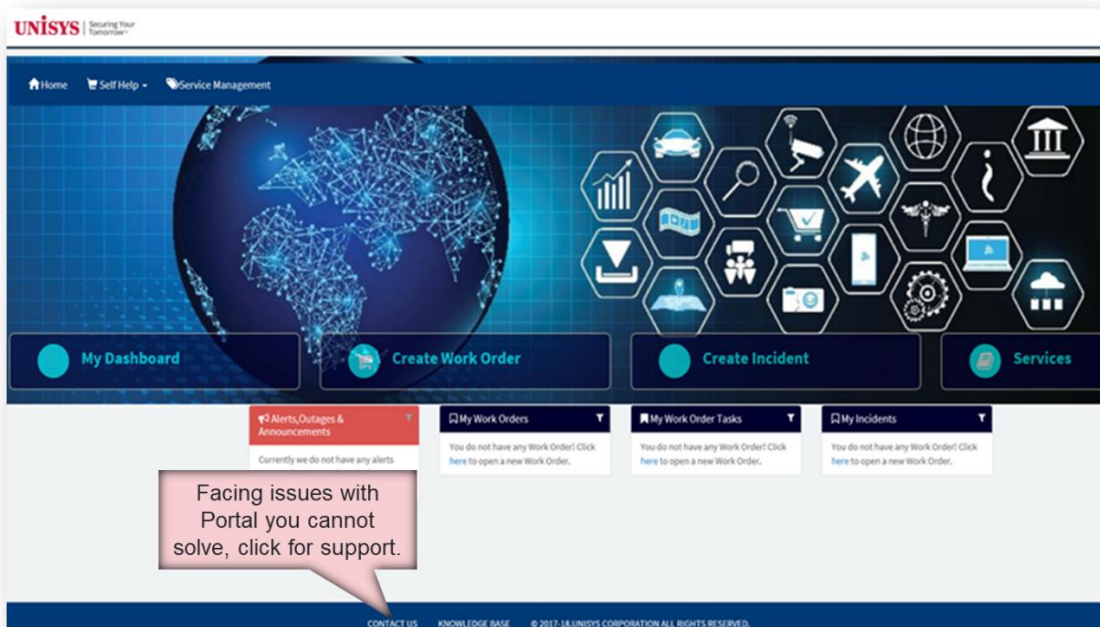
- All “OPEN” incidents raised in past 2 years (**2019 and beyond**), can be accessed through the New Unisys Support Portal and can be seen in your “**My Incidents**” view under the Home Page
- All “OPEN and CLOSED” incidents raised in between **2014 – 2018** and the “CLOSED” Service Requests raised in past 2 years (**2019 and beyond**) can be accessed through the Unisys Support Knowledge base site through the New Unisys Support Portal, using your OKTA log-in credentials

You can also refer to our artifacts section following the link as given below and can access the “Process Document to Access Service Requests”. This document outlines the process of accessing archived service requests (open and closed) history through the Product Support Knowledge base site.

[New Unisys Support Portal – Knowledge Base](#)

## Q12. Who do I need to contact in case I have a technical issue with the New Unisys Support Portal?

If you have a technical issue concerning the New Unisys Support Portal, there is a “**Contact Us**” link at the base of the Home Page to enlist assistance at any time. Please refer to the screenshot as given below:



### Q13. Will there be a demo or training material available on how to use the New Unisys Support Portal?

Yes. A video-based demo will be available to assist you on how to navigate and use widgets and other basic functionalities of the New Unisys Support Portal.

Also, you can refer to the detailed User's Guide which has been provided to assist users for a smooth experience while using the New Unisys Support Portal.

You can access these artifacts by following the below link:

[New Unisys Support Portal – Knowledge Base](#)

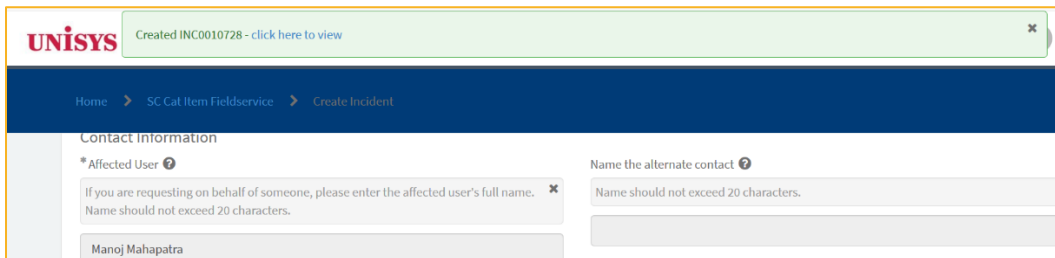
### Q14. While doing search by Hardware Product, I can't see the full serial number

On the first page of the drop-down box, you can see the client ID in the Product Serial number. A full serial number can be seen on the next page

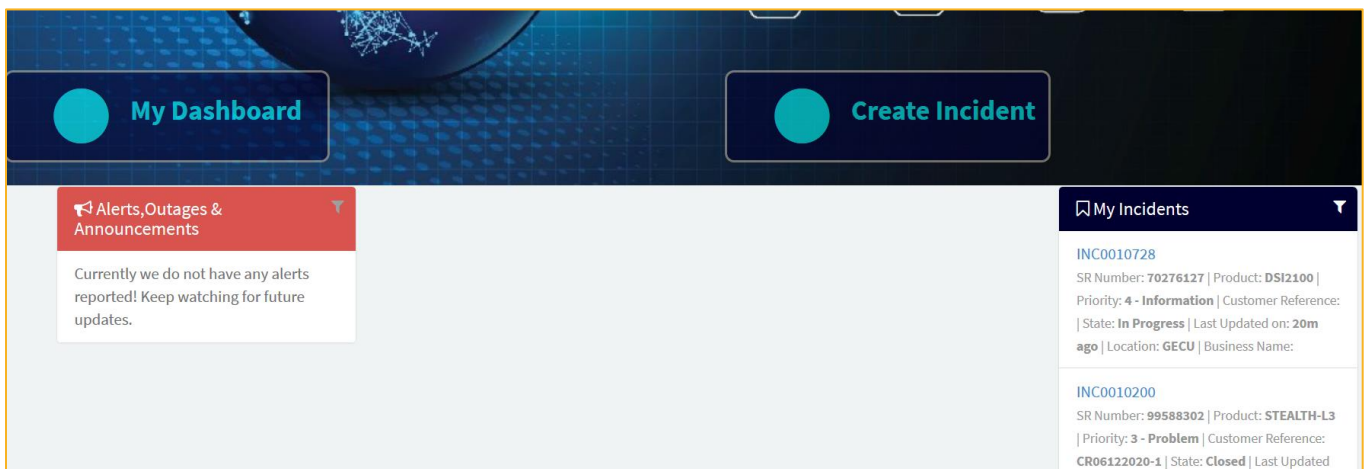
You can refer to the sub-section "**Search Service Location by Configuration Item**" under section "**View and Manage Incidents**" in the detailed User Guide for further guidance

### Q15. Where can I see the Incident number and its details once it is created?

Once submitted, the Incident Number will immediately be flashed on the top of the page. You can view details of the Incident by clicking on "**click here to view**" under the message.



You can also find it under "**My Incidents**" View inside the Home Page as shown below:





### Q16. How can we return to home page?

To go back to the Home Page, you can click on the **Home button** on the navigation panel available to the top of any page as shown below. Additionally, you can use the back button of the browser to return to the previous page



### Q17. Is there any option to save an incomplete Incident Creation form?

There is no Auto-save option available for the Incident creation form. If you opt to browse back from the current page, you will lose any completed selections/entries for fields on the **"Create Incident"** page.

The form should be completed and submitted before browsing to other pages. Otherwise, you can open another page in a different TAB of the browser to keep your current work intact on the **"Create Incident"** page.