



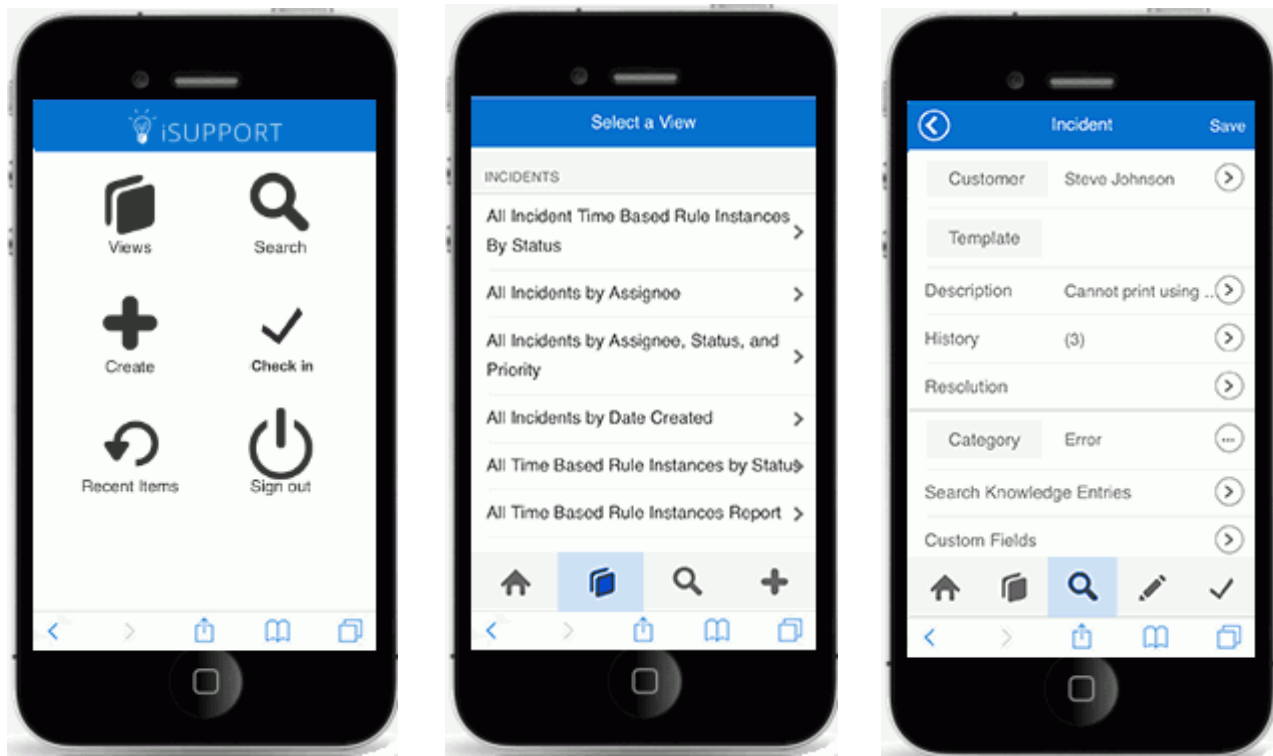
Using iSupport® on a Mobile Device

Overview - Accessing iSupport on Mobile Devices

You can access iSupport via a tablet, smart phone (iPhone or Android), or WAP (Wireless Application Protocol)-enabled phone for in-the-field updates to iSupport data, inside or outside the firewall, with interfaces optimized for your device. The options are as follows:

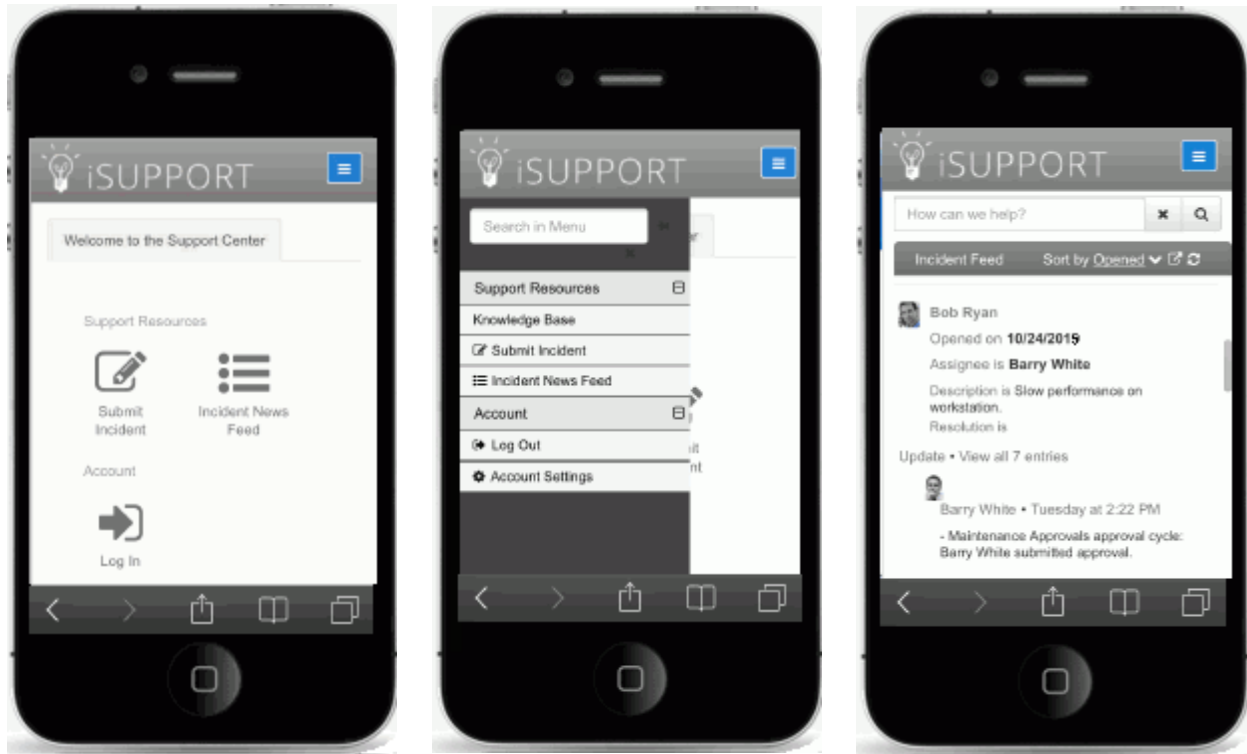
- You can use a smart phone, WAP-enabled phone, or tablet to access iSupport **outside** the firewall via the iSupport Mobile Desktop URL (<http://<server>/Mobile/> by default).
- **If using a smart phone (iOS, Android, or Blackberry) or tablet**, support representatives can use an HTML5 interface that includes mobile-enabled views, asset and knowledge functionality, and creation and update functionality for work items. Customer, Company, and Support Representative Profile records can be viewed as well. A Check In feature is included for tracking via the Rep Map 📍 dashboard component on the Desktop (location services must be enabled on the device).

Note that Windows phones are not supported.

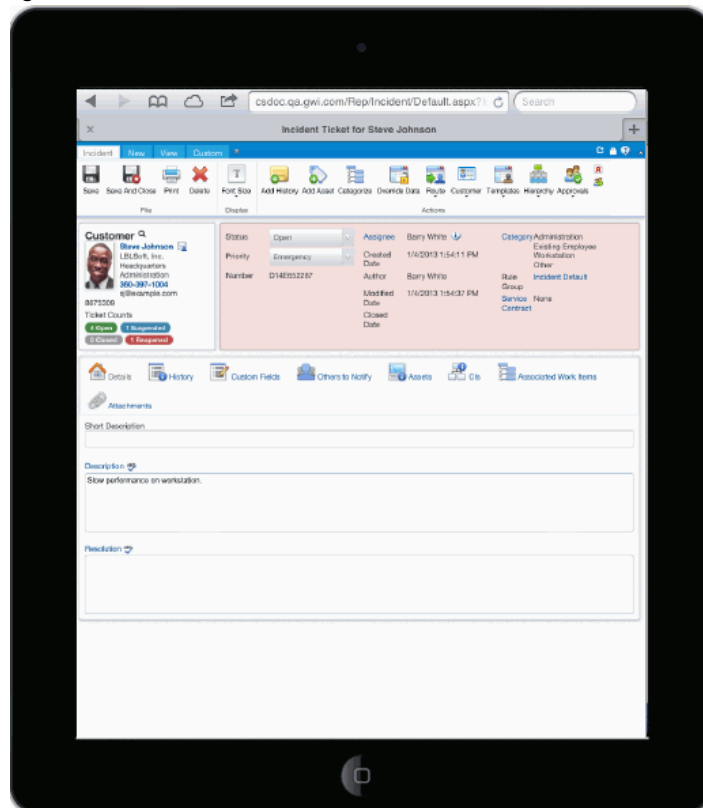


Note that only views designated for mobile use via the View Designer or Content Manager will appear on the HTML5 mobile interface.

Customers can access a mySupport portal via a smart phone or tablet as well; administrators can create a mySupport portal option set for mobile use.



- If using a WAP-enabled phone, you can create, edit, and view Incident, Change, Customer Profile, and Company records using a simple web interface. See ["Using iSupport on a WAP-Enabled Phone" on page 7](#) for more information.
- You can use a smart phone or tablet to access iSupport **inside** the firewall using the HTML5 interface via the iSupport application URL (<http://<server>/Rep/> by default). If using a tablet, you have the option of using rich tablet-optimized screens for creating and updating work items; an example is shown below. To create a new work item, open an existing work item and use the New icon.



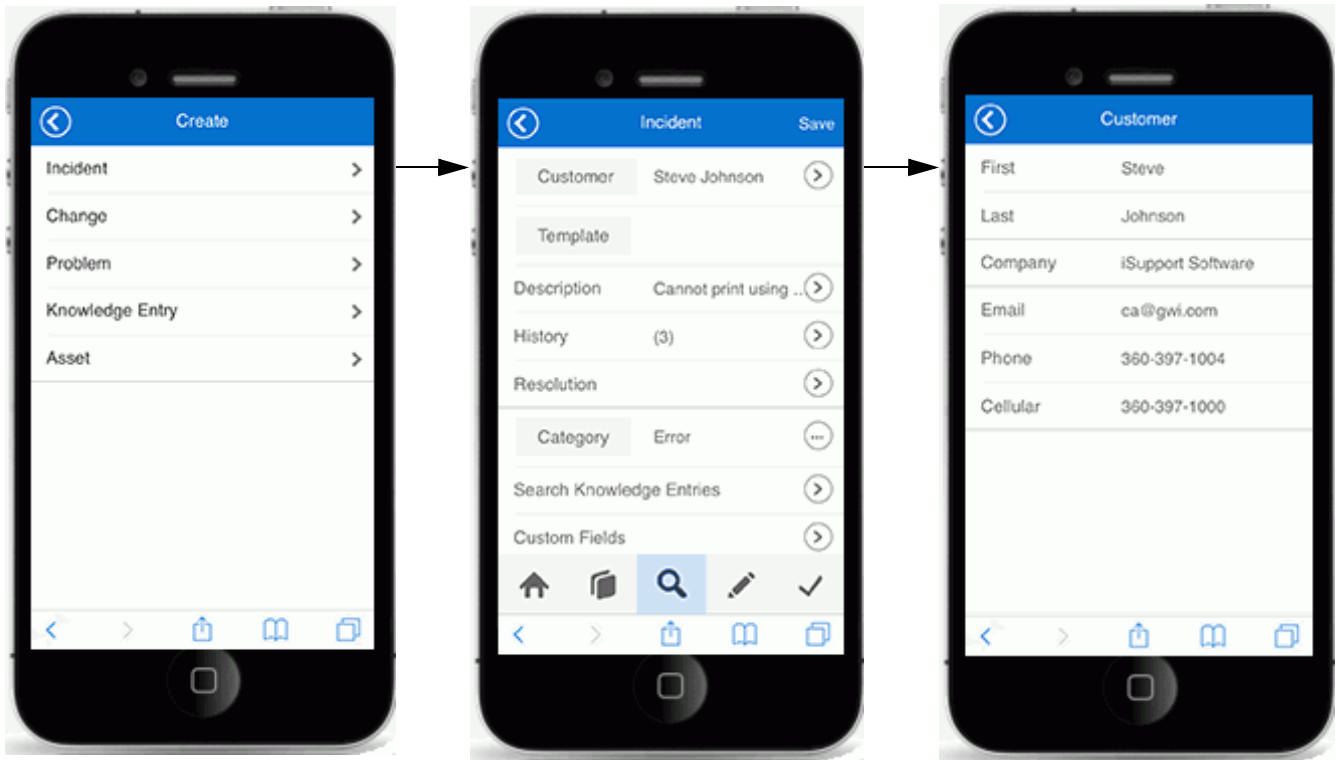
- If you wish to display iSupport's full Desktop instead of iSupport's mobile interface upon login via a mobile device, select Full Desktop Site in the Mobile Display field on the Profile Details tab in the Preferences screen. (The Allow Mobile Access Inside Firewall setting must also be enabled in your Support Representative Profile record.) The Preferences screen is accessed via the dropdown on the profile menu at the top of the Desktop.






Using iSupport on a Smart Phone

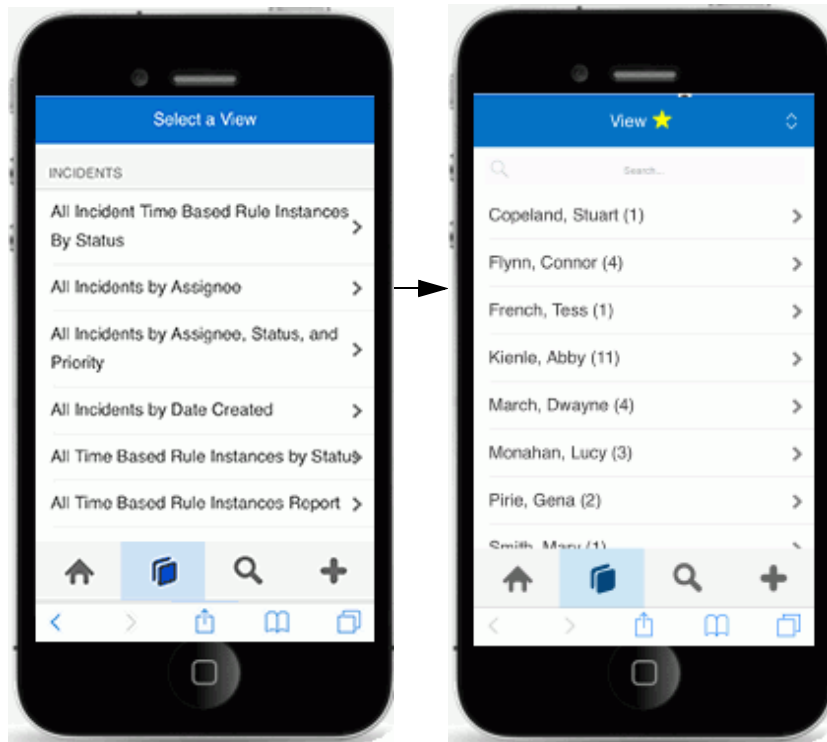
Creating Work Items

Access the Create menu via the **+** icon on the main menu or bottom toolbar on a view screen and select the type of record to create. In entry screens, use the buttons to select a field value and the **>** icon to view or edit a field entry. Screen examples are shown below.





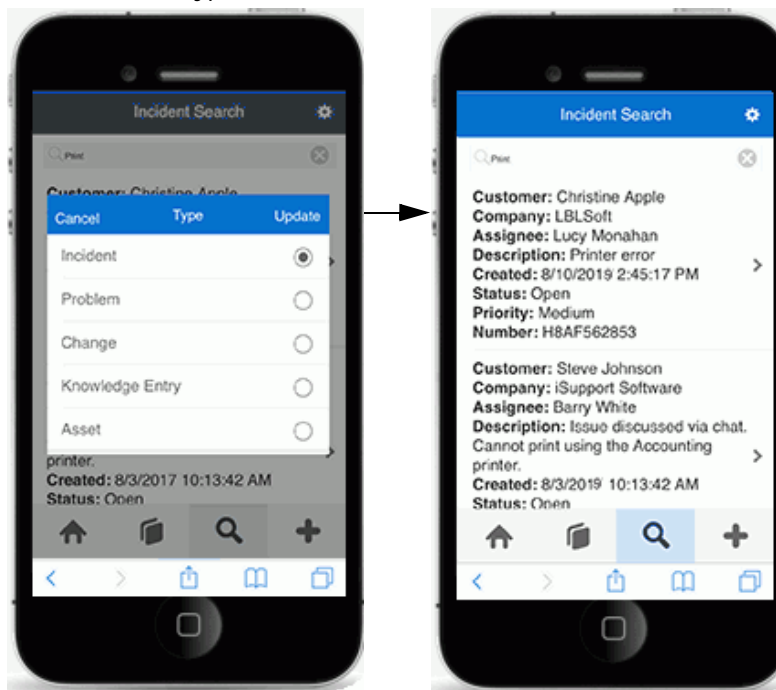
Viewing Work Items

Access a list of views via the  icon on the home screen or bottom toolbar on a view screen. Use the star  icon in the header to add a view to your Favorites list, and the sort  icon in the upper right corner to sort in ascending or descending order.





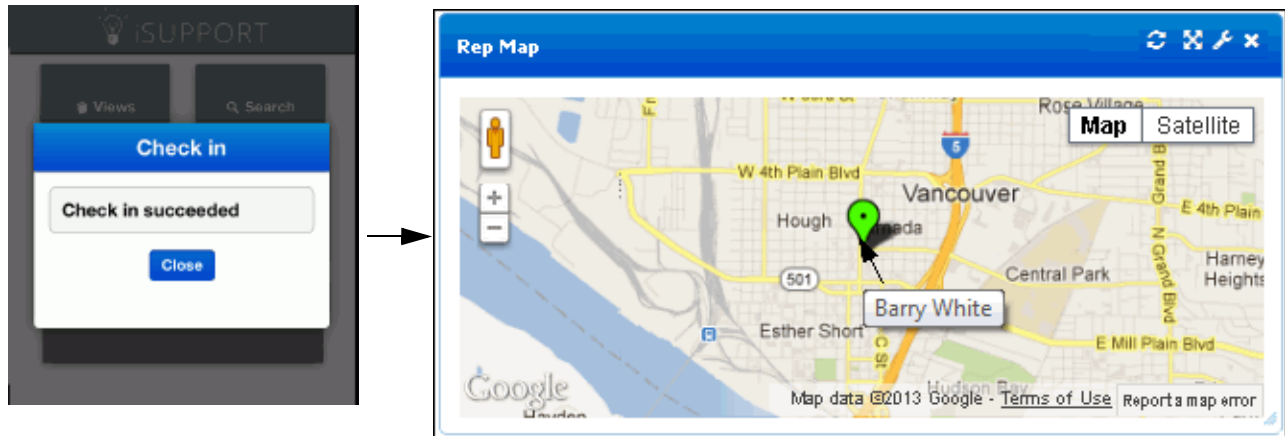
Searching Work Items

Use the Search  option on the home screen or bottom toolbar on a view screen. Use the gear  icon in the upper right corner of search views to select the type of work items to be searched.




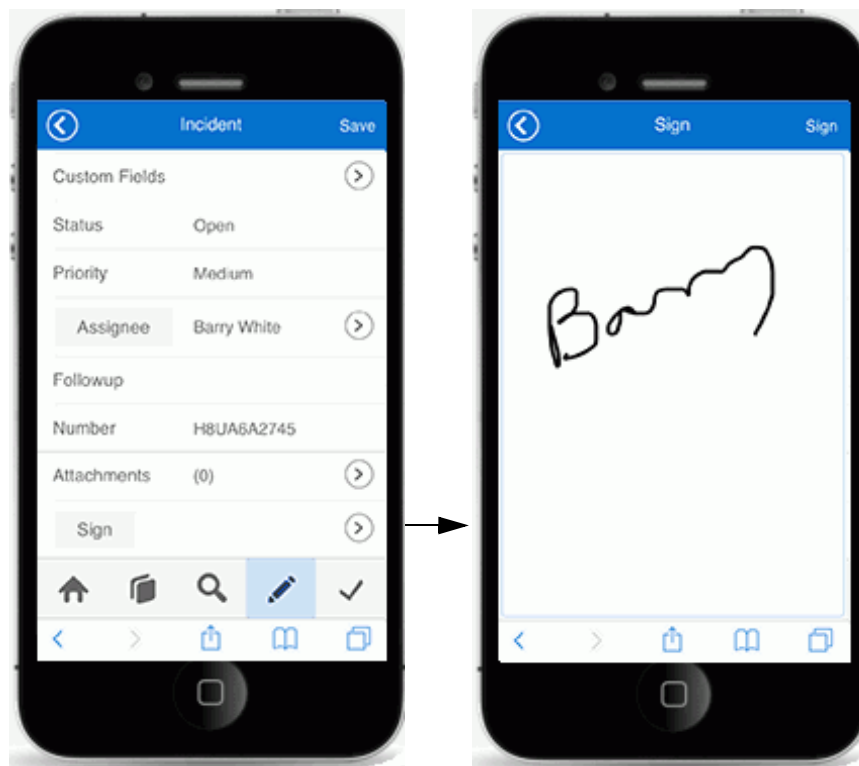
Checking In

Use the Check In  feature for tracking via the Rep Map  dashboard component on the Desktop. This feature can only be used if the site is secure (https) and location services are enabled on the device and on the browser for this feature.





Signing and Saving a Signature Attachment

A Sign  button can be added to the Incident and Change mobile and rich work item interfaces; after a user signs using a touch screen or a mouse, the signature image will be included as an attachment to the work item. The signature image will be saved as a .png file with the signer's name, date, and time in the file name and included as an attachment.



Viewing Recent Items

Use the Recent Items  option for easy access to your ten most recently accessed Incident and Asset work items (Incident Management Edition) as well as Problem and Change work items (Service Desk Edition). Click the gear  icon to change the type of work item in the list.

Using iSupport on a WAP-Enabled Phone

When you access iSupport via a WAP-enabled phone, you will be able to create, edit, and view Incident, Change, Customer Profile, and Company records.



Note that this interface is not configurable, and Microsoft® Windows-based authentication is not supported. Data-intensive records may display a "Maximum message size quota" error; the iSupport Desktop Incident screen should be used with these records. Some functionality (for example, the Cancel button) will be disabled if JavaScript is disabled or the browser does not support JavaScript. If JavaScript is later enabled, you'll need to logout and log back in.

From the Home page, you can perform searches, create new incidents and changes, and set preferences.



Performing Searches

The Search page includes:

- Quick Search for searching incidents and changes that contain a specified value; quick search functionality is only available when JavaScript is available and enabled.

- Predefined searches (which appear based on support representative permissions):

Home >> Search

Search

- [All Incidents](#)
- [All Open Incidents](#)
- [My Assigned Open Incidents](#)
- [My Authored Open Incidents](#)
- [My Location's Open Incidents](#)
- [My Group's Open Incidents](#)
- [All My Assigned Incidents](#)
- [All My Authored Incidents](#)
- [All My Location's Incidents](#)
- [All My Group's Incidents](#)
- [All Changes](#)
- [All Open Changes](#)
- [My Assigned Open Changes](#)
- [My Authored Open Changes](#)
- [My Location's Open Changes](#)
- [My Group's Open Changes](#)
- [All My Assigned Changes](#)
- [All My Authored Changes](#)
- [All My Location's Changes](#)
- [All My Group's Changes](#)
- [Incidents Pending My Approval](#)
- [Changes Pending My Approval](#)

Saving Preferences

The Preferences page includes the following fields:

Availability - used for determining the support representatives available for routing.

Enable Styles - when set to No, the style sheet is not included in the HTML. Styles are applied if the browser supports styles.

Max Number of Custom Fields to Display - This field will appear if Java script is enabled; it determines the maximum number of custom fields that will appear in the WAP Client Incident and Change screens. When the selected value is less than the number of custom fields to display for an incident or change, a link will appear with the text specified in the Incident Management Configuration and Change Management Configuration screens. When clicked, the custom fields appear on a separate screen. All functionality associated with custom fields applies to custom fields on the Mobile Rep Desktop.

Home >> Preferences

Availability: In Out

Enable Styles: Yes No

Max Number of Custom Fields to Display: 10

If exceeded, a link will appear for displaying the field

Save Cancel

Home >> New Incident

* Indicates Required Field

Customer: Steve Johnson

Assignee: Stuart Copeland

Status: Open

Impact: Individual user

Urgency: Minor

Priority: Low

Category: * Hardware | Network | Connection

Extra Info

Creating Incidents

The following Incident functionality is available (depending on support representative permissions):

- Select a customer as shown below. If JavaScript is available, a Show All Button will appear for selecting a customer. Without JavaScript, you can enter an asterisk (*) in the Search box and click the Search button. Sorting and paging options will appear if the resulting number is greater than ten.

Home >> New Incident

* Indicates Required Field

Select Customer

Steve Johnson
Email: sj@lblsoft.com
Customer ID: 8675309
Company: LBLSoft, Inc.

Last Name: [v] Contains: [v] johnson

[Search] [Show All] [Cancel]

- You can select the impact, urgency, and priority, and status (which can be changed to any status type except Reopened). If JavaScript is not available, a Next button will appear for selecting the urgency and priority.

Home >> New Incident

* Indicates Required Field

Customer: Steve Johnson
Assignee: Barry White
Status: Open [v]
Impact: Individual user [v]
Urgency: Minor [v]
Priority: Low [v]

- If JavaScript is enabled, you can select standard and load-balanced routing by group, location, and name.

Home >> New Incident

Route

Method: By Group - Standard [v]
Group: Applications [v]

Available Reps

Stuart Copeland (Applications)
Connor Flynn (Applications)
Mary Smith (Applications)

[Cancel]

- You can select the categorization as shown below. (If JavaScript is not available, a prompt will appear for selecting a category and a Next button will appear for selecting category levels after the first level.)

Home >> New Incident

Select Category

Category 1: Hardware [v]
Category 2: Network [v]
Category 3: Connection [v]

[Select] [Cancel]

- You can enter the followup date and short description (if enabled), description, and resolution.

Category: * Hardware | Network | Connection
 Server O/S: Windows NT
 Verified Support Contract: OK to support verified by Manager
 Followup Date: 11/19/2009
 Short Description: Connection Error
 Description: * Cannot connect to network.
 Resolution: *(if closing)

- The maximum number of custom fields that will appear in the WAP Client Incident screen is determined in the WAP Client Preferences screen. If the selected value is less than the number of custom fields to display for an incident, a link will appear. When clicked, the custom fields appear on a separate screen as shown below. All functionality associated with custom fields applies to custom fields on the Mobile Rep Desktop.

Home >> New Incident
 * Indicates Required Field
 Customer: Steve Johnson
 Assignee: Stuart Copeland
 Status: Open
 Impact: Individual user
 Urgency: Minor
 Priority: Low
 Category: * Hardware | Network | Connection
 Extra Info

Home >> New Incident
 Server O/S: Windows NT
 Verified Support Contract: Contract in Renewal
 Recommendation: n/a
 Cost: \$100 per hour
 Vendor Involvement Needed: No
 Date Issue First Noticed: 3/4
 Back

- Use the following fields to record the work history, customer work history, and time worked.

Time Worked:
 Hr(s)
 Min(s)
 Work History:
 Checked user permissions

When an incident is saved, the audit history entry "Incident Created From: WAP Client" is added (along with an entry regarding changed fields) and configured notifications are sent. The Incident View page appears for the incident.

Creating Changes

The following Change functionality is available (depending on support representative permissions):

- Select a customer. If JavaScript is available, a Show All Button will appear for selecting a customer. Without JavaScript, you can enter an asterisk (*) in the Search box and click the Search button. Sorting and paging options will appear if the resulting number is greater than ten.

- You can select the status, type, impact, urgency, and priority. If JavaScript is not available, a Next button will appear for selecting the urgency and priority. After you save the change, you cannot modify the selection in the Change Type field.

- If JavaScript is enabled, you can select standard and load-balanced routing by group, location, and name.

- You can select the categorization. (If JavaScript is not available, a prompt will appear for selecting a category and a Next button will appear for selecting category levels after the first level.)

- You can enter the applicable dates, reason, description, results, time worked, and work history.

- The maximum number of custom fields that will appear in the WAP Client Change screen is determined in the WAP Client Preferences screen. If the selected value is less than the number of custom fields to display for a change, a link will appear. When clicked, the custom fields appear on a separate screen as shown below. All functionality associated with custom fields applies to custom fields on the Mobile Rep Desktop.

When a change is saved, the audit history entry "Change Created From: WAP Client" is added (along with an entry regarding changed fields) and configured notifications are sent. The Change View page appears for the change.