

# SERVICE CATALOG - PROJECT

By,

TEAM 1

- Chouhan Manisha
- Patil Suraj
- Patel Anusha
- Ramesh Nevetha
- Vyas Anuj

WEBPAGE



My Tickets

My Approvals

Create Request

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## IT Chat Service

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### Global Outage Notifications

Current 2

Completed 3

Global B2B Tools (524850)

2018-11-15 11:15:03

[More Information](#) 

Database Server (524851)

2018-11-19 01:15:03

[More Information](#)

### My Open Incidents

INC5605876 . 2d ago

Asset Creation against wrong model category- Computer to Virtual

INC5605876 . 2d ago

Asset Creation against wrong model category- Computer to Virtual

[First 2 of 8](#) [View all](#)

### My Approvals

RITM2521581 . 2d ago

Order a new desktop or notebook if you are eligible for a refresh.

Reuestor :Awatef Bourhaleb

[First 1 of 10](#) [View all](#)

### My Open Requests

RITM3522095 . 1d ago

AUTO form to request Distribution List

RITM3522081 . 5d ago

AUTO form to request Distribution List

[First 2 of 6](#) [View all](#)

### ANNOUNCEMENTS



#### Mendix software version update

Verison 7.11.1.20 Now available with new features and bug fixes



#### FedoraProject software update release

Now available with new features and bug fixes

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## My Open Incidents

INC5605876 . 2d ago

Asset Creation against wrong model  
Computer to Virtual

INC5605876 . 2d ago

Asset Creation against wrong model  
Computer to Virtual

First

## ANNOUNCEMENTS



## FedoraProject software update release

Now available with new features and bug fixes



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## IT Chat Service

## More Information



Bridge Start Time:

Bridge Duration:

Technical Lead:

MIM Lead:

Assigned Team:

Technical Update:

Business Impact:

Application Support teams are investigating the issue.

The B2B punch-out access is unavailable for the University of Wisconsin Madison page (RC961482)  
Currently no B2B users for this page are able to shop or place any orders.

Join by phone



Join by Skype

## Global Outage Notifications

Completed 3

524850)

03

524851)

03

[More Information](#)

## Requests

→ Distribution List

→ Distribution List

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## ▶ Access &amp; Identity

## ▶ Business Applications

## ▶ Communications &amp; Collaborations

## ▼ Personal Computing &amp; Mobility

Desktop, Notebooks, &amp; Accessories

Mobility

Software &amp; OS

Virtual Desktop

## ▶ Professional Services

## POPULAR ITEMS

**Order a New Device**

Order a new desktop or notebook if you are eligible for a refresh

**Microsoft Project Software Request [AUTO]**

Provide software download for Microsoft Project

**Platform as a Service (PaaS)  
Pivotal Cloud Foundry (PCF)**

Integrate and build with Pivotal Cloud Foundry

**Telecom Mobile Request [AUTO]**

Request or change a mobile device for Polaris badged employee

**Order a Standard Accessory & Peripheral**

Headsets, keyboards, mice, monitors, security locks, dongles and other standard accessories & peripherals which are kept in ready stock at Tech Central

**Corporate Email on Personal Smartphone Request [AUTO]**

Request Polaris Email access on your personal smartphone (Legacy Polaris)



\*Click the card to order

## RECOMMENDED FOR YOU

**Account Access: SalesForce Security**

Request Access to SalesForce Security Module

**Application Security Review (ASR)**

Have your application reviewed for Security Vulnerabilities



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[Home](#) > [Service Catalog](#) > Professional Services

- ▶ Access & Identity
- ▶ Business Applications
- ▶ Communications & Collaborations
- ▶ Personal Computing & Mobility
- ▼ Professional Services

## PROFESSIONAL SERVICES

### Catering Service

Order food for an event, meeting or a team celebration



### Temporary Desk Change

Request for a cubical change for some problems or personal preference



### Room Setup/Event Support

Call the services for helping in setting up an important conference room or an event



### Webinar Recording and Production

Setup a Webinar for peers or colleagues and get all the resources needed



\*Click the card to order

## RECOMMENDED FOR YOU

### Account Access: SalesForce Security

Request Access to SalesForce Security Module



### Application Security Review (ASR)

Have your application reviewed for Security Vulnerabilities



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Search

[Home](#) > [Service Catalog](#) > [Order a Standard Accessory & Peripheral](#) > Order Form

- Access & Identity
- Business Applications
- Communications & Collaborations
- Personal Computing & Mobility
- Professional Services

## ORDER FORM

### Order a Standard Accessory & Peripheral

Headsets, keyboards, mice, monitors, security locks, dongles and other standard accessories & peripherals which are kept in ready stock

\*Request For

\*What are you requesting?

\*Cost Center to be Charged

\*Quantity

\*Contact Number

\*Service Requested for

 Duration  Week(s)  Permanent

\*Delivery Address Line 1

Delivery Address Line 2

Business Justification

 [Terms And Conditions](#)

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Search

[Home](#) > Service Catalog > Order a Standard Accessory & Peripheral > Order Form

▶ Access &amp; Identity

▶ Business Applications

▶ Communications &amp; Collaborations

▶ Personal Computing &amp; Mobility

▶ Professional Services

## ORDER FORM

### Order a Standard Accessory & Peripheral

Headsets, keyboards, mice, monitors, security locks, dongles and other standard accessories & peripherals which are kept in ready stock

\*Request For

\*What are you requesting?

\*Cost C

\*Contact

\*Delivery

 Home Page

Your item has been added to your Cart!



To make changes to the items in your cart, click [View Cart](#)



Delivery Address Line 2

Business justification

 [Terms And Conditions](#)

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[Home](#) > [Service Catalog](#) > [Order a Standard Accessory & Peripheral](#) > Order Form

Access &amp; Identity

Business Applications

Communications &amp; Collaborations

Personal Computing &amp; Mobility

Professional Services

## MY CART

3 Entries		Edit 		Delete 	
PRODUCT	PRICE PER UNIT	QUANTITY	SUBTOTAL		
<input type="checkbox"/> Headset	USD (\$) 15.99	1	USD (\$)	15.99	
<input checked="" type="checkbox"/> Wireless Mouse	USD (\$) 6.00	1	USD (\$)	6.00	
<input type="checkbox"/> Wireless Keyboard	USD (\$) 10.00	2	USD (\$)	20.00	

[CONTINUE SHOPPING](#)

Total Price: USD (\$) 41.99

[CHECKOUT](#)

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Search

[Home](#) > Service Catalog > Cart

▶ Access &amp; Identity

▶ Business Applications

▶ Communications &amp; Collaborations

▶ Personal Computing &amp; Mobility

▶ Professional Services

## MY CART

3 Entries

PRODUCT	PRICE PER UNIT	QUANTITY	SUBTOTAL
Headset	USD (\$ 15.99)	1	USD (\$ 15.99)
Wireless Mouse	USD (\$ 6.00)	1	USD (\$ 6.00)
			USD (\$ 20.00)

[Edit](#) [Delete](#) 

## Request Order Confirmation



Request has been created for  
[RITM2522192](#) - Headsets, Mouse & Keyboards kept in ready stock at Tech Central

[HOMEPAGE](#)

Total Price: USD (\$ 15.99)

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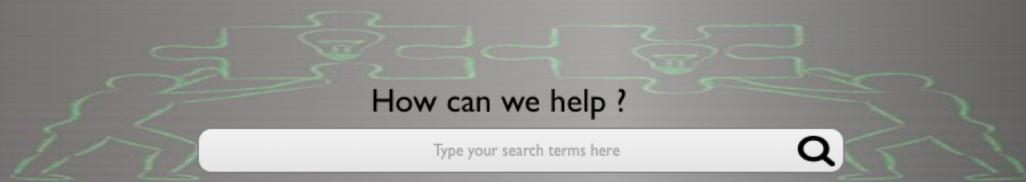


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How can we help ?

Type your search terms here



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- ▶ Communication & Collaboration
- ▶ TSM Tools & Processes
- ▶ Personal Computing & Mobility
- ▶ Professional Services

## Latest Articles

**Tips and Tricks for QlikView**

A newly compiled article with step-by-step instructions to develop a dashboard on QlikView

**How to use latest features on Mendix**

A newly compiled article with step-by-step instructions to develop a web application on Mendix

## Latest Videos

**Upgrade to latest iOS****Create addressbook on Outlook**

## Popular Articles

- How to access Citrix
- How to access shared folder
- Get access to database
- Connect to VPN
- Connect mobile to network

## Tags

- VPN
- Database
- Cisco
- Live Event
- Sharepoint
- Remote Access
- Password

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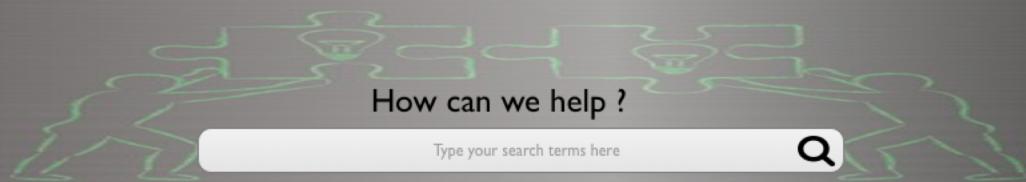


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Email Digest

Email Distribution List

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Sharepoint

Syncplicity

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Syncplicity Errors

Syncplicity Secured Shared File

##### ITSM Tools & Processes

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##### Tips and Tricks for QlikView



A newly compiled article with step-by-step instructions to develop a dashboard on QlikView

##### How to use latest features on Mendix



A newly compiled article with step-by-step instructions to develop a web application on Mendix

#### Latest Videos

##### Upgrade to latest iOS



##### Create addressbook on Outlook



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[Home](#) > [Self Help](#) > Get Access

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Getting Access

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## ► Professional Services

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All

Search within 'Getting Access'

[User](#) [Management](#) [ServiceNow](#) [Access](#)**Request Removal of a Database Role for Self and Others**

Published: 1 mo ago · Last updated: 1 mo ago · 18 Views

Application: My Access Overview

Category - Access, Identity &amp; Security / Getting Access

**Password management for apps**

Published: 1 mo ago · Last updated: 1 mo ago · 18 Views

Application: Single Sign On Overview

Category - Access, Identity &amp; Security / Getting Access

**Archive data access & setup**

Published: 1 mo ago · Last updated: 1 mo ago · 18 Views

Application: Single Sign On Overview

Category - Access, Identity &amp; Security / Getting Access

**ServiceNow Access and User Management**

Published: 3 mo ago · Last updated: 28d ago · 218 Views

Application: ServiceNow Reporting Instance Overview

Category - Access, Identity &amp; Security / Getting Access

**Remote Access request & setup**

Published: 1 mo ago · Last updated: 1 mo ago · 18 Views

Application: Single Sign On Overview

Category - Access, Identity &amp; Security / Getting Access

**Request Express VPN access**

Published: 1 mo ago · Last updated: 1 mo ago · 18 Views

Application: Express VPN Instance Overview

Category - Access, Identity &amp; Security / Getting Access

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1

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## Popular Articles

-  How to access Citrix
-  How to access shared folder
-  Get access to database
-  Connect to VPN
-  Connect mobile to network

## Tags

- VPN
- Database
- Cisco
- Live Event
- Sharepoint
- Remote Access
- Password

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INCIDENTS <span>8</span>	REQUESTS <span>6</span>	DEMANDS <span>0</span>	CHANGES <span>0</span>		
INCIDENT ID	DESCRIPTION	PRODUCT	STATUS	CREATE DATE	UPDATE DATE
<a href="#">INC5604919</a>	BTG Sox Account site throwing error for xyz p...	ORACLE 11   Application Account	Active	2018-04-02 10:16:38	2018-04-02 10:16:38
<a href="#">INC5605876</a>	Asset creation against wrong order entity	Service Now (391696)	New	2018-04-02 10:16:38	2018-04-02 10:16:38
<a href="#">INCJB00329</a>	User authentication is not working for Sox Acc...	Service Now (345009)	Inactive	2018-04-02 10:16:38	2018-04-02 10:16:38
<a href="#">INC5605876</a>	Asset creation against wrong order entity	Service Now (391696)	New	2018-04-02 10:16:38	2018-04-02 10:16:38
<a href="#">INCJB00329</a>	User authentication is not working for Sox Acc...	Service Now (345009)	Inactive	2018-04-02 10:16:38	2018-04-02 10:16:38
<a href="#">INC5605876</a>	Asset creation against wrong order entity	Service Now (391696)	New	2018-04-02 10:16:38	2018-04-02 10:16:38
<a href="#">INCJB00329</a>	User authentication is not working for Sox Acc...	Service Now (345009)	Inactive	2018-04-02 10:16:38	2018-04-02 10:16:38
<a href="#">INC5605876</a>	Asset creation against wrong order entity	Service Now (391696)	New	2018-04-02 10:16:38	2018-04-02 10:16:38

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[Home](#) > My Tickets > My Ticket List > Incident Detail

## Incident- INC5605876 | Assigned

[ASSIGN](#)[EDIT](#)[DELETE](#)[MORE ACTIONS](#)**Details****Description:** Asset creation against wrong model category- Computer to Virtual Machine**Reported By:** Dave Smith**Category:** Functional**Subcategory:** Data**Assigned To:** James Eddlem**Assignment Group:** DEVIT ITSM ServiceNow**Product:** ServiceNow**State:** Pending**Priority:** 4 - Low**Created:** 2018-04-02 10:16:38**Updated:** 2018-04-02 10:16:38[▼ More Information](#)**Attachments** Drop Files Here**Watchlist**

Notify People

 Add People[chouhanmanisha@xyz.com](#)  [rameshneve@xyz.com](#) [Add](#)**Escalation**

Please provide the escalation information

[Escalate](#)**Ticket Activity**

Type Your Message Here

[Send](#)

NIMBAS

Updated 16 days ago

Hi Jim,  
Could you please update us on  
below email.

Posted 8 mo ago



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[Home](#) > My Tickets > My Ticket List > Request Item Detail

## Request- RITM2522093 | Approved

[EDIT](#)[CANCEL REQUEST](#)[MORE ACTIONS](#)**Details****Description:** An AUTO form to request distribution list[▼ More Information](#)**Workflow Satge:** Request Approved**Escalation**

Please provide the escalation information

[Escalate](#)**Watchlist**

Notify People

 [Add People](#)

chouhanmanisha@xyz.com

rameshneve@xyz.com

[Add](#)**Attachments**

Drop Files Here

NIMBAS

Updated 16 days ago

Hi Jim,  
Could you please update us on  
below email.

Posted 8 mo ago

## Request- RITM1234566 | In Review

[EDIT](#)[CANCEL REQUEST](#)[MORE ACTIONS](#)**Details****Description:** An AUTO form to request for the VM access for new user.[About us](#)[Copyrights](#)[Terms & Conditions](#)[Privacy Policy](#)[Contact us](#)



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[Home](#) > My Approvals[APPROVE](#)[REJECT](#)[MORE ACTIONS](#) Select All

Workflow Stage ▾

Request Date ▾

Role ▾

Country ▾

Department ▾

Contains Text

GO

Advanced

**Request- RITM5605876 | Requested** Order a new desktop or notebook if you are eligible for refresh. Current device is not working at the optimum required capacity.**Requestor:** Awatef Bourhaleb[More Information](#)**Request- RITM5605876 | Requested** Order a new desktop or notebook if you are eligible for refresh. Current device is not working at the optimum required capacity.**Requestor:** Awatef Bourhaleb[More Information](#)**Request- RITM56051276 | Requested** Order a new desktop or notebook if you are eligible for refresh. Current device is not working at the optimum required capacity.**Requestor:** Awatef Bourhaleb[More Information](#)**Request- RITM0005876 | Rejected** Order a new desktop or notebook if you are eligible for refresh. Current device is not working at the optimum required capacity.**Requestor:** Awatef Bourhaleb[More Information](#)**Request- RITM0090906 | Approved** Order a new desktop or notebook if you are eligible for refresh. Current device is not working at the optimum required capacity.**Requestor:** Awatef Bourhaleb[More Information](#)**Request- RITM1111158 | Approved** Order a new desktop or notebook if you are eligible for refresh. Current device is not working at the optimum required capacity.**Requestor:** Awatef Bourhaleb[More Information](#)[About us](#)[Copyrights](#)[Terms & Conditions](#)[Privacy Policy](#)[Contact us](#)



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My Approvals

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## Request- RITM5605876 | Requires Approval

Order a new desktop or notebook if you are eligible for refresh. Current device is not working at the optimum required capacity.

**Workflow Stage:** Waiting for Approval

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### Details

**Request- RITM5605876** | Requires Approval

Order a new desktop or notebook if you are eligible for refresh. Current device is not working at the optimum required capacity.

**Workflow Stage:** Waiting for Approval

Requested 2 Days Ago

### More Information

**Raised For:** Mohsen Ben Thami El Hamdouchi**Job Title:** Account Manager, Inside Sales Channel**Role:** Outside Sales**Reason for Request:** Replace aging system**Current System:** DELL Latitude E7240**Manager:** Hamida El Imlahi**Manager Email:** Hamidaelimalhi@dell.com**Device:** Premium Travel Notebook**Delivery Facility:** Dell Technologies Facility**Delivery Location:** MACASI100**Delivery Address:** Shore 12 Building, Casanearshore, 1100 BD EL QODS, Morocco**Contact Number:** +33 (4) 99757244**Cost Center Number:** 3050-5920-848325**Cost Center:** GCC EMEA CH Sales L3 Morocco**Service Tag:** 6NZ2L12**Assigned To:** Mohsen Ben Thami El Hamdouchi**Business Justification:** Desk change

### Message

Type Your Message Here

Send

### View Log

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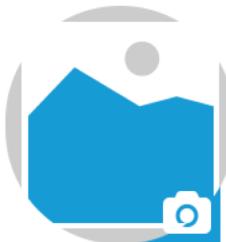


My Tickets

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[Home](#) > Profile

Peter Miligan

Principal Software Engineer - IT at EMC

Department : IT IEO EntTools-ITSMD&amp;Delive

Location : USSZV032

Experience 20 years of UI/UX Experience for EMC and now Dell

### Contact

---

Email : Peter.Milligan@dell.com

Phone: +1-508-555-5555

### My Team

---

My Manager : David Kohler

My Coworkers :

Rodrigo Futuro

Julie McCarthy

Tabitha Chew

Karen Jones

Michael Nollet

[Show all \(14\)](#)[My org chart](#)[Ask IT Helpdesk](#)

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[Profile](#) > Delegations

## Create Delegations

Please create a delegate by filling up the required information for the new delegate. Make sure you have the required permissions for this task.

[Create Delegate](#)

## My Delegations

[EDIT](#)[DISABLE](#)[REMOVE](#)[UPDATE](#)

MY DELEGATES			DELEGATES FOR					
	FIRST NAME	LAST NAME	EMAIL	APPROVALS	ASSIGNMENTS	CC NOTIFICATION	MEETING INVITATION	LINK
<input type="checkbox"/>	Rodrigo	Futuro	rfturo@xyz.com					
<input type="checkbox"/>	Michael	Nollet	mnollet@xyz.com					
<input type="checkbox"/>	Karen	Jones	knones@xyz.com					
<input type="checkbox"/>	Manisha	Chouhan	mchouhan@xyz.com					
<input type="checkbox"/>	David	Gallahagar	dg@xyz.com					
<input type="checkbox"/>	Animesh	Nema	anema@xyz.com					
<input type="checkbox"/>	Nevetha	Ramesh	nramesh@xyz.com					

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Profile &gt; Delegations

## Create Delegations

Please create a delegate by filling the details.

## My Delegations

EDIT

DISABLE

REMOVE

## MY DELEGATES

## DELEGATE

	FIRST NAME
<input type="checkbox"/>	Rodrigo
<input type="checkbox"/>	Michael
<input type="checkbox"/>	Karen
<input type="checkbox"/>	Manisha
<input type="checkbox"/>	David
<input type="checkbox"/>	Animesh
<input type="checkbox"/>	Nevetha

## Create Delegate

## Responsible For

Project Management- IPO

## Delegate

Create Delegate

UPDATE

Starts

MM/ DD/ YYYY

Ends

MM/ DD/ YYYY

## Options

- Approvals
- Assignments
- CC Notifications
- Meeting Invitations
- Add Attachments

SUBMIT

Name:

Email ID:

Add IT Requests



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Global C

Audio call on Skype

Current 2

Bridge call on Skype

Global B2B Tools (524850)

2018-11-15 11:15:03

[More Information](#)

Database Server (524851)

2018-11-19 01:15:03

[More Information](#)**My Open Incidents**

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[First 2 of 6](#) [View all](#)**ANNOUNCEMENTS****Mendix software version update**

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Now available with new features and bug fixes

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## Search Results 1 - 3 of 62 for "Skype"

Add keywords to filter results

+ 

View



bridge Communication EMC

## Sort By

- Latest
- Oldest
- Relevancy
- Popularity

## Source

- All
- Catalog
- Self-Help

## Categories

- All
- Access, Identity & Security
- Business Applications
- Communication & Collaboration
- ITSM Tools & Processes
- Personal Computing & Mobility
- Professional Services

NAME & DESCRIPTION	DETAILS	CATEGORY	SOURCE
<b>How to: Use Skype Meeting</b> Article: <a href="#">KB0916624</a> The rollout of Skype Meeting is still in progress and only limited features are available	· Published: 2y ago · Last updated: 3mo ago	Communications & Collaboration / Skype	
<b>How to: Use Lync / Skype for Business to Communicate with an External Skype User</b> Article: <a href="#">KB0913941</a> It is now possible for individuals to use the Lync and Skype for Business clients to communicate.	· Published: 3y ago · Last updated: 2mo ago	Communications & Collaboration / Skype	
<b>Softphone for Non-Call Centers [AUTO]</b> Order <a href="#">here</a> Convert an existing extension to a Skype for Business softphone	USD (\$).00	Communications & Collaboration / Skype	
<b>Softphone for Non-Call Centers [AUTO]</b> Order <a href="#">here</a> Convert an existing extension to a Skype for Business softphone	USD (\$).00	Communications & Collaboration / Skype	

## Popular Articles

- How to access Citrix
- How to access shared folder
- Get access to database
- Connect to VPN
- Connect mobile to network

## Popular Catalog Item

- How to order a new device
- Paas-Pivotal Cloud Foundry
- Order desktop or notebook

## Video tutorials

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## CONTACTUS



### Chat Broadcast

PRIMARY INCIDENT: INC7222073  
Outlook issue unable to load Outlook.  
Started 2018-10-18 12:34:47

[► More info](#)

PRIMARY INCIDENT: INC7201198  
Cisco VPN not getting connected.  
Started 2018-10-17 11:32:56

[► More info](#)

### Chat history

Suraj patil



Manisha Chouhan



Nevetha Ramesh



### Chat

 Waiting for an agent  
Average wait time: 1 minute



 How can I help you? 2 mins ago



 Tom  
I need to install mendix software on my desktop

I min ago



### Book Your Appointment

Name :

Select Day





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## CONTACTUS



## Confirmation



Thank you.

Your Appointment has been scheduled. An agent will contact you via Skype.

[HOMEPAGE](#)

desktop

1 min ago

## Chat Broadcast

PRIMARY INCIDENT: INC7222073  
Outlook issue unable to load Outlook.  
Started 2018-10-18 12:34:47

[► More info](#)

PRIMARY INCIDENT: INC7201198  
Cisco VPN not getting connected.  
Started 2018-10-17 11:32:56

[► More info](#)

## Chat history

Suraj patil



Manisha Chouhan



Nevetha Ramesh



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MOBILE

The image shows the POLARIS mobile application's welcome screen. At the top, there is a blue header bar with a menu icon (three horizontal lines), the POLARIS logo (a stylized 'P' inside a triangle), and a search icon (magnifying glass). Below the header, the word "Welcome" is displayed in a large, bold, black font.

The main content area features six rounded square buttons arranged in two rows of three:

- Create New Request**: Yellow button with a white plus sign icon.
- My Approvals**: Blue button with a white checkmark icon.
- Open Requests**: Red button with a white folder icon.

- My Tickets**: Green button with a white ticket icon.
- Pending Approvals**: Purple button with a white envelope icon.
- Open Incidents**: Gray button with a white document icon.

Below these buttons, the section title "Global Outage Notifications" is centered in a bold, black font. Under this title, there are two tabs: "Current (2)" and "Completed (5)".

The "Current (2)" tab is active, showing a list of one item:

- INC7458395 -P2  
Global B2B Tools(S24850)  
2018-11-15 11:15:05 .....  
+ 2 more

Next to the list is a blue "View" button with a plus sign icon. At the bottom of the screen, there is a blue footer bar with three icons: a magnifying glass (Search), a shopping cart (Cart), and a question mark (Help).

The image shows the POLARIS mobile application interface. At the top, there is a blue header bar with a menu icon (three horizontal lines), the POLARIS logo, and a search icon (magnifying glass). Below the header is a large "Welcome" message. The main content area contains six colored cards arranged in two rows of three:

- Create New Request** (Yellow card with a plus sign icon)
- My Approvals** (Blue card with a checkmark icon)
- Open Requests** (Red card with a folder icon)
- My Tickets** (Green card with a ticket icon)
- Pending Approvals** (Purple card with an envelope icon)
- Open Incidents** (Grey card with a person icon)

Below these cards is a section titled **Global Outage Notifications**. It features a card with the following details:

- Current (2)** (Selected tab)
- Completed (5)** (Unselected tab)
- INC7458395 -P2**
- Global B2B Tools(S24850)**
- 2018-11-15 11:15:05 .....**
- + 2 more**

Below the notification card are four input fields with placeholder text:

- Bridge Start Time :** Nov 15 4:15 (Local Time)
- Bridge Duration :** Nov 15 4:15 (Local Time)
- Technical Lead :** Rodrigo Vieria da Silva
- MIM Lead :** Steven Napolitano

At the bottom of the screen are three blue navigation icons: a magnifying glass for search, a shopping cart for items, and a question mark for help.

**SERVICE CATALOG**

**POPULAR ITEMS**

Order a **New Device** if you are eligible for a refresh 

Provide software download for **Microsoft Project** 

Integrate and build with Pivotal Cloud Foundry **Platform as a Service (PaaS)** 

Standard accessories & peripherals which are kept in ready stock at Tech Central 

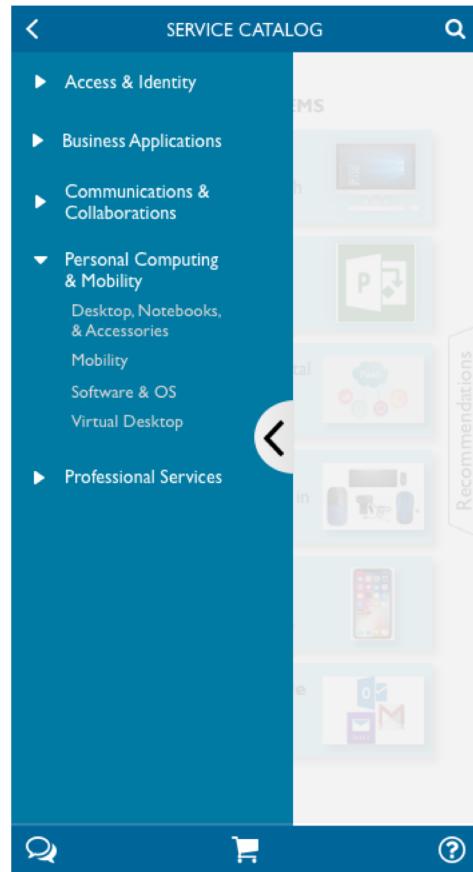
Request **Polaris Email access** on your personal smartphone (Legacy Polaris) 

Request or change a **mobile device** for Polaris badged employee 

\*Click the card to order

Recommendations



**SERVICE CATALOG**

Request Access to  
**SalesForce** Security  
Module

Have your application  
reviewed for **Security**  
**Vulnerabilities**

\*Click the card to order

Order if you  
Prov down  
Proj  
In C as  
Supp ready  
Requi acce smart  
Requi devi empk

Recommendations

🔍

🛒

?

**SERVICE CATALOG**

**PROFESSIONAL SERVICES**

**Order Catering Services**  
for an event, meeting or  
a team celebration

**Request for a cubical  
change**

**Call the room setup  
services** for helping in  
setting up an event

**Setup a Webinar**  
get all the resources  
needed

\*Click the card to order

Recommendations

Q

?

Cart

**SERVICE CATALOG**

**ORDER FORM**

Order a Standard Accessory & Peripheral

\*Request For

\*Cost Center to be Charged

\*Contact Number

\*Delivery Address

> \*What are you requesting?

\*Quantity

\*Service Requested for

Duration    2  Week(s)

Permanent

Business Justification

[Terms And Conditions](#)

**ADD TO CART**

**SERVICE CATALOG**

**ORDER FORM**

Order a Standard Accessory & Peripheral

\*Request For

\*C  
\*C  
\*D  
\*W  
\*Q  
\*Se

X Home Page

Your item has been added to your Cart!



To make changes to the items in your cart, click [View Cart](#)

**ORDER**

Business Justification

Terms And Conditions

**ADD TO CART**

**SERVICE CATALOG**

**MY CART**

2 Entries

<input type="checkbox"/> Headset	USD (\$) 15.99 x 1	USD (\$) 15.99
<input type="checkbox"/> Wireless Keyboard	USD (\$) 10.99 x 2	USD (\$) 21.98

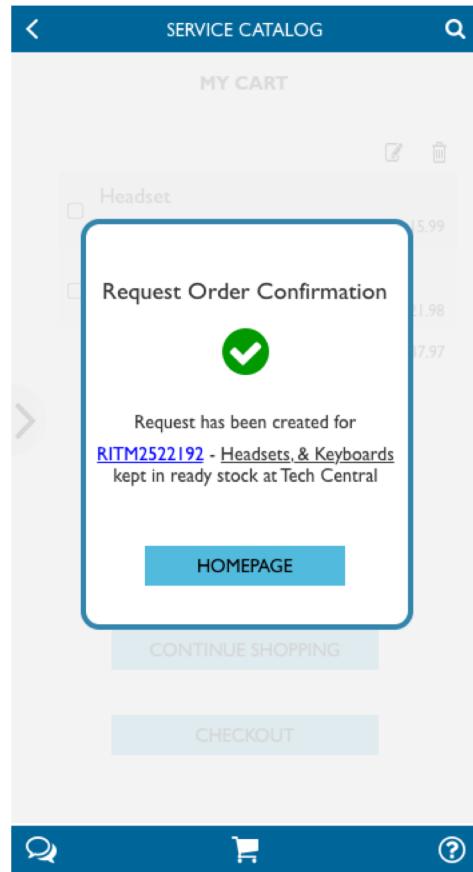
Total USD (\$) 37.97

>

**CONTINUE SHOPPING**

**CHECKOUT**

🔍 🛒 ⓘ



SELF HELP

Type your search terms here

Latest Articles   Latest Videos   Popular Articles   Popular Videos

Tips and Tricks for QlikView 

A newly compiled article with step-by-step instructions to develop a dashboard on QlikView

>

How to use latest features on Mendix 

A newly compiled article with step-by-step instructions to develop a web application on Mendix



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### Upgrade to latest iOS



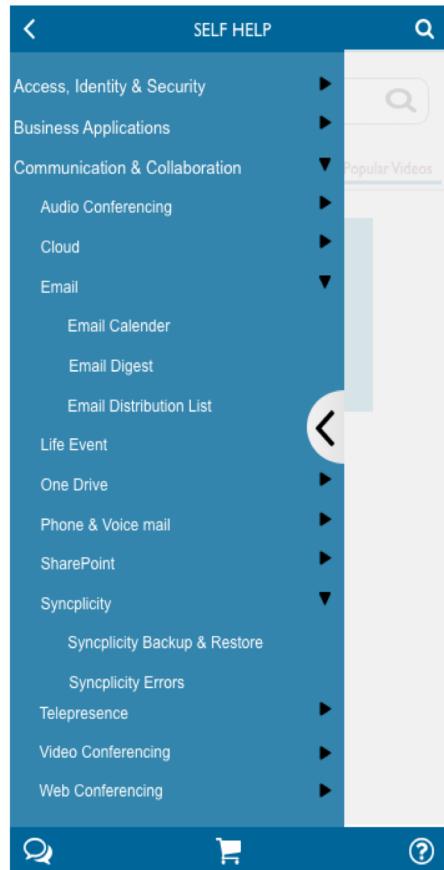
### Create addressbook on

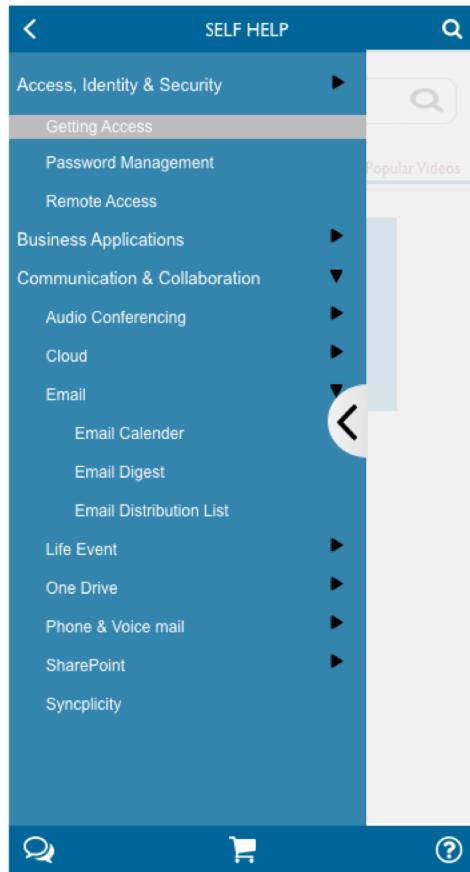


< SELF HELP >

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-  How to access Citrix 
-  How to access shared folder 
-  Get access to database 
-  Connect to VPN 
-  Connect mobile to network 





**SELF HELP**

All  Search within 'Getting Access' 

**Request Removal of a Database Role for Self and Others** 

Published: 1 mo ago · Last updated: 1 mo ago · 18 Views  
Application: My Access Overview

Category - Access, Identity & Security / Getting Access

**ServiceNow Access and User Management** 

Published: 3 mo ago · Last updated: 28d ago · 218 Views  
Application: ServiceNow Reporting Instance Overview

Category - Access, Identity & Security / Getting Access

**Archive data access & setup** 

Published: 1 mo ago · Last updated: 1 mo ago · 18 Views  
Application: Single Sign On Overview

Category - Access, Identity & Security / Getting Access

## MY TICKETS

All (175) Open (54) Closed (121)

**Filters**

**RITM2522095**

Requesting short or long term VDI admin rights to install application for daily activities, etc.

 **Stage :** Waiting for approval **Type :** Request

**Status** Open

**Created** 3d ago : 2018-10-30 09:15:31  
**Updates** 2d ago : 2018-10-30 09:15:31

**RITM2522093**

An AUTO form to request Distribution List

 **Stage :** Fulfilment **Type :** Request

**Status** In Progress

**Created** 3d ago : 2018-10-30 09:15:31  
**Updates** 2d ago : 2018-10-30 09:15:31

**RITM2522093**

An AUTO form to request Distribution List

 **Product :** ORACLE 11 APPLICATION ACCOUNT

**Status** 

# MY TICKETS

All (175) Open (54) Closed (121)

## Filters

Filter by : Clear Apply

Type : ▲

Incidents	<input type="checkbox"/>
Requests	<input type="checkbox"/>
Demands	<input type="checkbox"/>
Changes	<input type="checkbox"/> 15:31

Name : ▼

Status : ▼

Sort : ▼

Type : Request Status Open

Created 3d ago : 2018-10-30 09:15:31

Updates 2d ago : 2018-10-30 09:15:31

RITM2522093

An AUTO form to request  
Distribution List

Product : ORACLE 11  
APPLICATION ACCOUNT

Start

?

**INCIDENT DETAILS**

**Incident - INC5605876** In Pending (IT)

**General Details**

Assigned to : JAMES EDDLEM  
Priority :  1  2  3  4  5      1 : Low  
5 : High

Caller : Dave Smith

Created : 2018-04-02 10:16:38

Updated : 2018-10-30 14:52:45

Product : ServiceNow (391696)

Category : ServiceNow (391696)

Subcategory : ServiceNow (391696)

Assignment group : DEVIT ITSM ServiceNow

[View more Info](#)

Cancel Approve

**Escalation**

Please provide escalation information :

Escalate

**Watch List**

Notify these people + Add people

Vyasav@emc X patilsp@emc X

?

**INCIDENT DETAILS**

**Incident - INC5605876** In Pending (IT)

**Watch List**

Notify people +Add people

Vyasav@emc X patilsp@emc X

**Attachments**

Drag or drop files here Add Attachments

**Team Activity**

Type Your Messages here Send

NIMBAS 8mo ago  
Hi Jim,  
Could you please update us on  
below email?  
Thanks  
Ameer Suhail

Start

**REQUEST DETAILS**

**Request - RITM2522093** Work in progress

---

### General Details

Description :	An AUTO form to request Distribution List					
Priority :	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input checked="" type="radio"/> 5	I :Low 5 :High
Created :	2018-04-02 10:16:38					
Updated :	2018-10-30 14:52:45					
Price :	USD \$ 0.00					

[View more Info](#)

---

### Escalation

Cancel
Approve

Please provide escalation information :

[Escalate](#)

---

### Watch List

[+ Add people](#)

Vyasav@emc
X
patilsp@emc
X

**REQUEST DETAILS**

**Request - RITM2522093** Work in progress

Attachments \_\_\_\_\_

**Add Attachments**

Drag or drop files here

Team Activity

Type Your Messages here Send

 SA  
NIMBAS 16 Days ago  
Hi Jim,  
Could you please update us on  
below email!  
Thanks  
Ameer Suhail

 SG  
Shivam Gupta 16 Days ago

 Start

🔍 🛒 ❓

### INCIDENT DETAILS

[Filters](#)

**RITM2521581**

Order a new desktop or notebook  
if you are eligible for a refresh

**Stage :** Waiting for approval      **Status**  
**Type :** Request      Open

**Created 3d ago :** 2018-10-30 09:15:31      **Updates 2d ago :** 2018-10-30 09:15:31

**RITM2521582**

Order a new headphones  
if you are eligible for a refresh

**Stage :** Waiting for approval      **Status**  
**Type :** Request      Work in Progress

**Created 3d ago :** 2018-10-30 09:15:31      **Updates 2d ago :** 2018-10-30 09:15:31

**RITM2521583**

Order a tablet  
if you are eligible for a refresh

**Stage :** Closed      **Status**  
Closed

[?](#)

## INCIDENT DETAILS

[Filters](#)

**RITM2521581**

Order a new desktop or notebook  
if you are eligible for a refresh

Stage : Open      Status: Open

Type : Request

Created 3d ago : 2018-10-22 06:51:24

Updates 2d ago : 2018-10-30 14:51:40

Cancel    Approve    More Info

**RITM2521582**

Order a new headphones  
if you are eligible for a refresh

Stage : Waiting for approval      Status: Work in Progress

Type : Request

Created 3d ago : 2018-10-30 09:15:31

Updates 2d ago : 2018-10-30 09:15:31

[🔍](#)    [🛒](#)    [❓](#)

MORE INFO

General Details

Who is this for :  
Mohsen Ben Thami El Hamdouchi

Job Title :  
Account Manager 2, Inside Sales Channel

Who is your manager?:  
Hamida El Imlahi

What is your manager's email?  
Hamida.Elmalahi@Dell.com

Which cost center should be charged?  
GCC EMEA CH Sales L3 Morocco

Where should this be delivered?  
Dell Technologies Facility

Please choose the location  
MACAS1100

Delivery Address  
Shore 12 Building, Casanearshore, 1100 BD EL QODS, Morocco

Contact Number  
+33 (4) 99757244

Cost Center Number  
3050-5920-848325

In which country are you?  
Morocco

In which region are you located?  
EMEA

**MORE INFO**

General Details \_\_\_\_\_

In which region are you located?  
EMEA

What is the role?  
Outside (Field) Sales

Please select your device  
Premium Travel Notebook

Reason for Request  
Replace Aging System

Select Current System  
(IF NOT FOUND, PLEASE ENTER SERVICE TAG BELOW)

DELL Latitude E7240

Service Tag  
6NZ2L12

Assigned To  
Mohsen Ben Thami El Hamdouchi

Team Activity \_\_\_\_\_

Type Your Messages here

 Awatef Bourhaleb  
2d ago

 Start

 PROFILE 

  
**Peter Milligan**  
Principal Software Engineer - IT at EMC

 Email     Team

 Location  
USSZV032

 Bio  
20 years of UI/UX Experience for EMC and now Dell

### About

---

#### Email

Peter.Milligan@dell.com

#### Business phone

+1 (508) 555-5555



## DELEGATIONS

### My Delegations

+Create Delegate

My Delegates Delegates For

 Name : Manisha Chouhan Email : mchouhan@xyz.com	<a href="#">Options</a> <a href="#">Actions</a> <a href="#">Update</a>
 Name : Nevertha Ramesh Email : nramesh@xyz.com	<a href="#">Options</a> <a href="#">Actions</a> <a href="#">Update</a>
 Name : Suraj Patil Email : sppatil@xyz.com	<a href="#">Options</a> <a href="#">Actions</a> <a href="#">Update</a>
 Name : Anuj Vyas Email : avyas@xyz.com	<a href="#">Options</a> <a href="#">Actions</a> <a href="#">Update</a>
 Name : Manisha Chouhan Email : mchouhan@xyz.com	<a href="#">Options</a> <a href="#">Actions</a>

🔍 🛒 🎉

# DELEGATIONS

My Delegations [+Create Delegate](#)

My Delegates [Delegates For](#)

**New Delegate**

Responsible for  
Defaults to current user

Delegate

Name

Starts

MM/ DD/ YYYY

Ends

MM/ DD/ YYYY

[Options](#) [Submit](#)

**Manisha Chouhan**  
Name : Manisha Chouhan  
Email : mchouhan@xyz.com

[Actions](#) [Update](#)

**Anuj Vyas**  
Name : Anuj Vyas  
Email : avyas@xyz.com

[Actions](#) [Update](#)

**Manisha Chouhan**  
Name : Manisha Chouhan  
Email : mchouhan@xyz.com

[Actions](#)

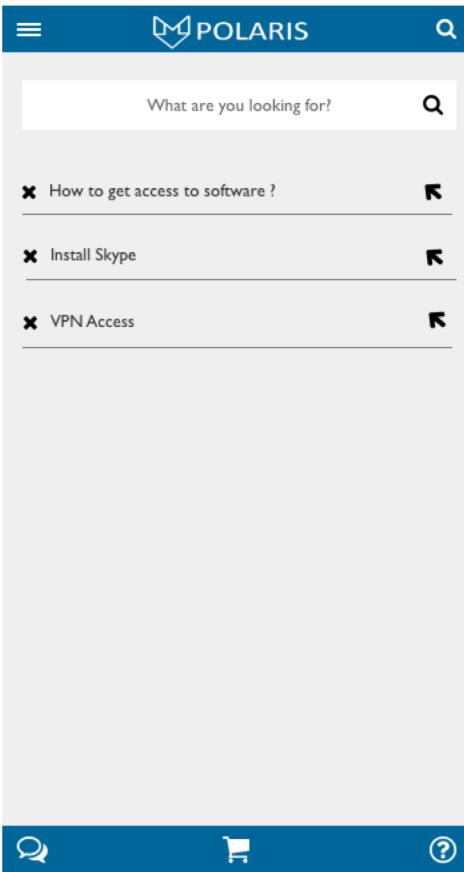
[?](#)

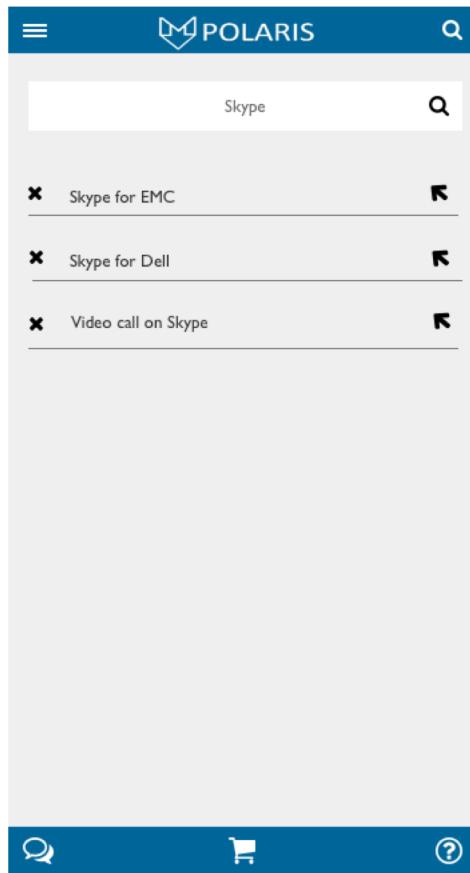
The screenshot shows the POLARIS mobile application interface. At the top, there is a blue header bar with a menu icon (three horizontal lines), the POLARIS logo, and a search icon (magnifying glass). A red arrow points to the search icon. Below the header is a large "Welcome" title. The main content area contains six colored cards arranged in two rows of three:

- Create New Request** (Yellow card with a plus sign icon)
- My Approvals** (Blue card with a checkmark icon)
- Open Requests** (Red card with a folder icon)
- My Tickets** (Green card with a ticket icon)
- Pending Approvals** (Purple card with an envelope icon)
- Open Incidents** (Grey card with a person icon)

Below these cards is a section titled **Global Outage Notifications**. It features a table with two tabs: "Current (2)" and "Completed (5)". The "Current" tab is selected. Under it, there is a list item showing a red exclamation mark icon, the ID "INC7458395 -P2", the category "Global B2B Tools(524850)", the date "2018-11-15 11:15:05", and a "View" button. There is also a link "+ 2 more".

At the bottom of the screen is a blue footer bar with three icons: a magnifying glass (Search), a shopping cart (Cart), and a question mark (Help).





The screenshot shows a search results page from the POLARIS system. At the top, there is a header with a menu icon, the POLARIS logo, and a search icon. Below the header, there are three search filters: "Sort By" (dropdown), "62 items for 'Skype'" (text), and "FILTER" (button). The search results are presented in four blue-bordered boxes:

- How to: Use Skype Meeting**  
Article: KB0916624  
The rollout of Skype Meeting is still in progress and only limited features are available.
- How to: Use Lync / Skype for Business to Communicate with an External Skype User**  
Article: KB0913941  
It is now possible for individuals to use the Lync and Skype for Business clients to communicate.
- Softphone for Non-Call Centers [AUTO]**  
Order [here](#)  
Convert an existing extension to a Skype for Business softphone
- Softphone for Non-Call Centers [AUTO]**  
Order [here](#)  
Convert an existing extension to a Skype for Business softphone

At the bottom of the page, there are three blue navigation icons: a magnifying glass for search, a shopping cart for purchases, and a question mark for help.

The screenshot shows a search results page for the term "Skype". At the top, there is a navigation bar with a menu icon, the POLARIS logo, and a search icon. Below the search bar, it says "62 items for \"Skype\"". There is a "FILTER" button and a "Sort By" dropdown menu which is currently set to "Latest". The results are displayed in a grid format.

- How to: Use Skype Meeting**  
Article: KB0916624  
The rollout of Skype Meeting is still in progress and only limited features are available.
- How to: Use Lync / Skype for Business to Communicate with an External Skype User**  
Article: KB0913941  
It is now possible for individuals to use the Lync and Skype for Business clients to communicate.
- Softphone for Non-Call Centers [AUTO]**  
Order [here](#)  
Convert an existing extension to a Skype for Business softphone
- Softphone for Non-Call Centers [AUTO]**  
Order [here](#)  
Convert an existing extension to a Skype for Business softphone

At the bottom of the page are three icons: a magnifying glass for search, a shopping cart for purchases, and a question mark for help.

The screenshot shows a search results page for the term "Skype". At the top, there are navigation icons (three horizontal bars, a magnifying glass, and a question mark) and the POLARIS logo. A search bar is positioned at the top right. Below the header, there are two main sections of search results, each enclosed in a light blue box.

**Sort By** ▾ 62 items for "Skype" **FILTER** ▾

**Source** ▾ **All** **Self-help** **Catalog**

**Category >**

**How to: Use Skype Meeting**  
Article: KB0916624  
The rollout of Skype Meeting is still in progress and only limited features are available

**How to: Use Lync / Skype for Business to Communicate with an External Skype User**  
Article: KB0913941  
It is now possible for individuals to use the Lync and Skype for Business clients to communicate.

**Softphone for Non-Call Centers [AUTO]**  
Order [here](#)  
Convert an existing extension to a Skype for Business softphone

**Softphone for Non-Call Centers [AUTO]**  
Order [here](#)  
Convert an existing extension to a Skype for Business softphone

At the bottom of the page, there are three blue navigation buttons: a magnifying glass icon, a shopping cart icon, and a question mark icon.

The screenshot shows a search results page from the POLARIS platform. At the top, there is a navigation bar with a menu icon, the POLARIS logo, and a search icon. Below the navigation bar, the search query "Skype" is displayed, along with a "Sort By" dropdown, a count of "62 items for 'Skype'", and a "FILTER" button. A message indicates the results are sorted by relevance and filtered from all sources.

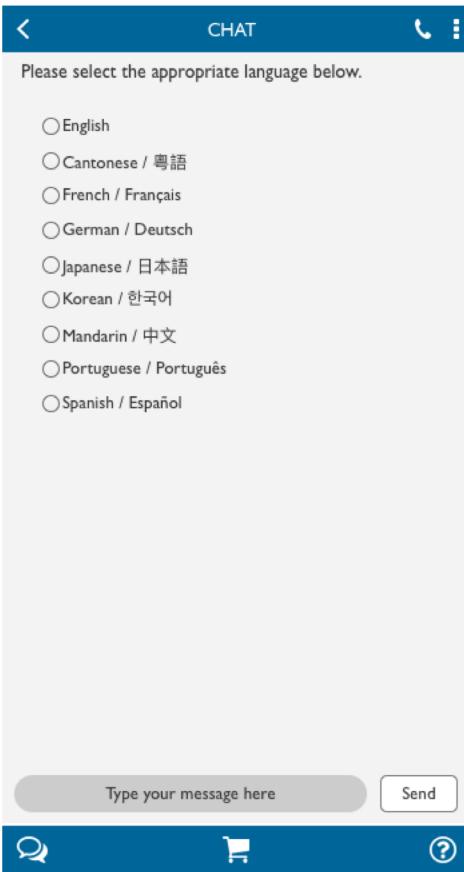
**How to: Use Skype Meeting**  
Article: KB0916624  
The rollout of Skype Meeting is still in progress and only limited features are available

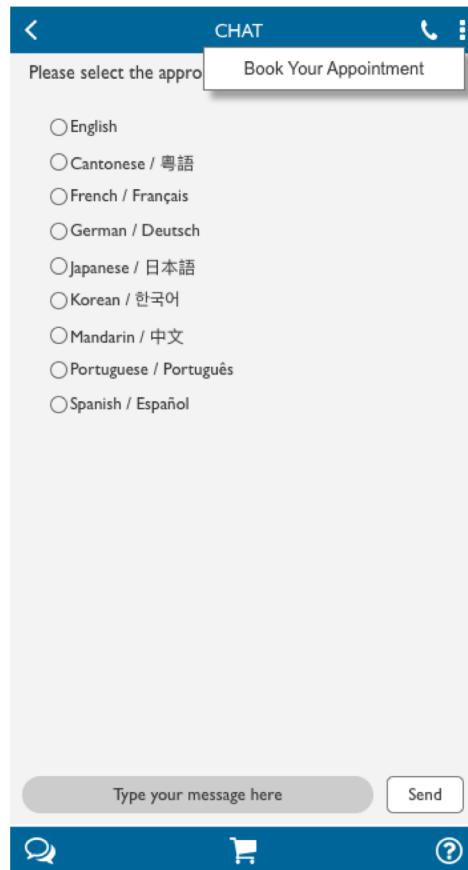
**How to: Use Lync / Skype for Business to Communicate with an External Skype User**  
Article: KB0913941  
It is now possible for individuals to use the Lync and Skype for Business clients to communicate.

**Softphone for Non-Call Centers [AUTO]**  
Order [here](#)  
Convert an existing extension to a Skype for Business softphone

**Softphone for Non-Call Centers [AUTO]**  
Order [here](#)  
Convert an existing extension to a Skype for Business softphone

At the bottom of the page, there are three icons: a magnifying glass for search, a shopping cart for purchases, and a question mark for help.





 CHAT  

Name :

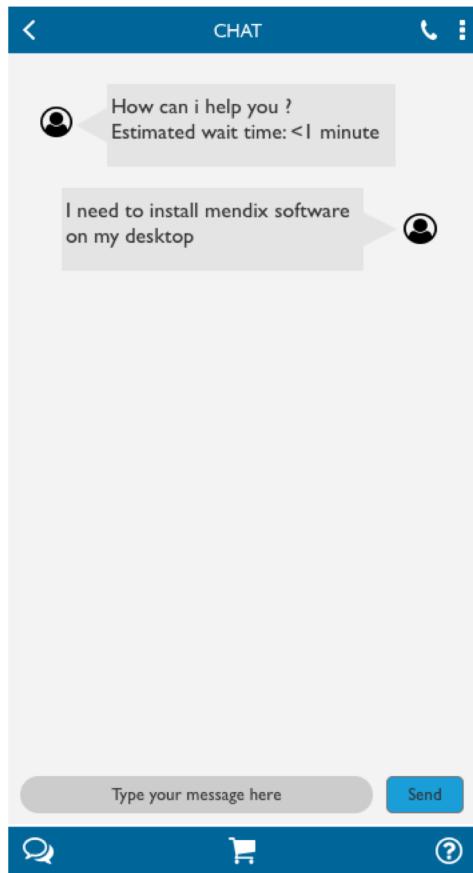
Short Description Issue

Select Day  

Select Time

 Submit



THANK YOU!