Create
Create

Hit enter to search
ScriptRunner Enhanced Search

Help

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Log Out

Service Management Service Team

SpacePagesBlogCalendarsChild pagesService Management Service Team HomeService Overview[BIS] BI Suite error - "You do not have access to one or more data providers"[BI Suite] Restart Web Intelligence Processing Server[JIRA] Enable Backlog for Kanban Boards[Mobile]Managed Mobile New Order[Mobile]Managed Mobile Update Cost Codes[O365] Assign Licenses to users[O365] Azure - B2B Collaboration Guest User Profiles - Wrong Email[O365] change of display name[O365] Email account investigation (hold or PST)[O365] Hide Bookings Calendar From GAL[O365] Hide Office365 Group From GAL[O365] Hiding Office 365 Group From GAL[O365] Missing Routable @uoe.onmicrosoft.com Address[O365] O365 Account Litigation Holds[O365] O365 Email Delegate Permissions[O365] O365 Licence Applied - Missing Services[O365] Recovering an O365 Account from Deleted Users (O365 Admin)[O365] Scheduling Meeting in Teams Channel[O365] Update A1toA5 License for Bookings, Intune, Teams Webinars[O365] Verify accepted Domain in Office 365[OneDrive] Missing 'New', 'Upload' and 'Sync' options in OneDrive for Business[SharePoint] Add External Sharing to Site Collection[SharePoint] All Staff Group in SharePoint[SharePoint] Delete Committees SharePoint Site[SharePoint] Opening files from SharePoint in Visio crashes the client[SharePoint] Permanently Delete Site from Recycle Bin[Unidesk] Update Mail Import Certificates[Wiki] Create Groups of Users in Wiki Spaces[Wiki] Granting Wiki Page Access for Restricted Child Page / Pages2023 Jira Upgrade tasksAdd a RedirectAdding Room Mailbox to a Room ListBlocking and unblocking IP on hosting machinesBypass The Power Apps Permissons FormCalSync Opt Out Request ProcessCalSync - Student Timetables in OutlookChange Web Hosting PackageConvert to eSIMDetermine UniDesk Logins - Operator and SSPDisable a functional accountDisconnection RequestDynamics CRM Outage ProcedureEdinburgh UniDesk Outage ProcedureEvent Booking - Amend AudiencesEvent Booking - Attendance Recorder applicationEvent Booking Outage ProcedureEventsAirFaulty Managed Mobile DeviceFeedback field in UniDeskFix calendar processing issuesGitLab gitlab.is.ed.ac.ukHard delete of emailsHelpline ShadowingHow to set up a SrvMan user on VCOLIDM/VRS Outage ProcedureIntroduction, Links and EnvironmentsJIRA Implementation Plan 2018JIRA Outage ProcedureKey ContactsLitigation Hold in eDiscoveryMail Forwarding Approval FlowMail is delivered internally but doesn't receive external mailManaged Mobile Credit Note ProcedureManaged Mobile Service Outage ProcedureManaged Mobile - Updating the DashboardManual RoamMicrosoft Dynamics CRMMiro first line troubleshootingMiro soft release 2023 checklistMonthly Billing Process -

Making sure Vodafone get paidMonthly Capping CheckMS Graph: Deleting a Teams Channel Event SeriesNational UniDesk Outage ProcedureNew Connection RequestNon-Planned Expenditure ReportNumber Transfer RequestsOffice365 - Missing Calendar Invites, Hidden Rules, MFCMapiOffice 365 (Email) Outage ProcedureOffice 365 Components Outage ProcedureOffice 365 - eDiscovery Case and Content SearchOneTrust Outage ProcedureOne Trust - Standard SolutionsOrphaned Account/MailboxPower Apps and Power Automate (Power Platform)Power BI Hosting stock replyPower BI Publish to web requestsRecovering .pst Files Using eDiscoveryRemoval of functional mailboxesRequest to enable Request FilesReturn of managed mobile devices for recyclingSAP BI Suite Outage ProcedureSAP Group membershipSearch + Delete Phishing EmailsService Management Service Reports (monthly)Service Team adding users to BI Suite and to GroupsService Team BIS Advanced Licence RequestService Team Dynamics CRM service requestsService Team Ease Friend Wiki accessService team FOI Freedom of Information RequestService Team - Holiday closure listService Team - IDM AccessService Team Managed Mobile Bolt On requestService Team Reporting - CallsService Team Request for Visitor Registration Report ProcessService Team Service Request for Visitor Registration Report ProcessService Team Test IDM Test EASE account creation procedureSet Service Management Support phones to divertSharegate migration tool moving Teams channelsSharepoint site shows user is editing this pageSim Swap RequestSSL Certificate did not renew automaticallyStudent Mifi Billing GuideStudent Mifi GuidesTestRail Outage ProcedureUnideskUniDesk Accessibility queryUniDesk and Operator FiltersUniDesk Autoclosure mechanism not working (Events and Actions)UniDesk Demonstration EnvironmentUniDesk Email Size LimitsUniDesk enquiryUniDesk Logon error with Azure ADUniDesk Mail imports failingUniDesk MobileUniDesk Person Import Failure ProcessUpgrade planning V7 - updated timelineUseful tips for Data clean-upUser mailbox appears in Exchange Online but not in Hybrid ExchangeUser ManagementWeb Hosting Outage ProcedureWiki banners for outages and at riskWiki Outage ProcedureWork in Progress Service OverviewZoom Outage Procedure131 more child pagesCreate child page<h2>Space Details</h2><div class="personal-space-logo-hint">Your profile picture is used as the logo for your personal space. Change your profile picture.</div>Reorder pagesConfigureSpace toolsOverviewContent ToolsReorder pages

Edit

Save for later

Watch

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Attachments (31)

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Service Overview

```
    <table class="aui">
        <thead>
            <tr class="header">
                <th class="search-result-title">Page Title</th>
                <th class="search-result-space">Space</th>
                <th class="search-result-date">Updated</th>
            </tr>
        </thead>
    </table>


    <p class="search-result-count">{0}</p>


    <tr class="search-result">
        <td class="search-result-title"><a href="{1}" class="content-
type-{2}"><span>{0}</span></a></td>
        <td class="search-result-space"><a class="space"
href="/display/{4}/" title="{3}">{3}</a></td>
        <td class="search-result-date"><span class="date"
title="{6}">{5}</span></td>
    </tr>
```

Created by Unknown User (nscott23), last modified by Wassim Demnati on Dec 21, 2023

11. Power Apps and Power Automate22. EventsAir33. Zoom44. Microsoft Dynamics CRM55. Event Booking66. IDM (Identity Management System)77. JIRA88. Managed Mobile Service99. Office 365 - Email1010. Office 365 - OneDrive 1111. Office 365 - Power BI1212. Office 365 - SharePoint / Group Sites1313. Office 365 - Microsoft Stream1414. Office 365 - Teams1515. SAP Business Objects1616. Visitor Registration System1717. Web Hosting1818. Wiki Service1919. Test Rail2020. OneTrust2121. Managed APIs Service2222. Apple App Store2323. IRM2424. Service Alerts2525. Additional Tasks2626. SOM availability2727. Helpline Shadowing2828. MiroService Outage ProceduresZoomDynamics CRMEvent BookingIDM/VRSJIRAManaged Mobile ServiceOffice 365 componentsOffice 365 (Email)Edinburgh UniDeskNational UniDeskSAP BI SuiteWikiTestRailOneTrustWeb HostingLink to Service Outage Procedures Document1. Power Apps and Power AutomateUniDesk Category: InfrastructureUniDesk SubCategory: Software ServicesObject ID: None as yeOrganisational User-facing documentation: NoneVendor User-facing documentation: https://powerautomate.microsoft.com/en-au/Service manager's documentation: Power Apps and Power Automate (Power Platform)SOM: IS Apps Sharepoint - Non specificRequestProcessRequestProcessCreate Power Automate Flow to receive an email when an MS Forms response has been submitted.Email the user with the following instructions:"Thanks for your email.You can configure something like this using Power Automate by creating a Flow.To begin, please visit the link below (you may want to sign in as the shared mailbox so that the Flow you create is attached to the shared mailbox and not your own personal account).https://emea.flow.microsoft.com/manage/environments/Default-2e9f06b0-1669-4589-8789-10a06934dc61/createOnce in here, please select to create an 'Automated Cloud Flow'. Give it a name and select the 'When a new response is submitted option' as shown in the screenshot 'Create Flow.png'.Next, you will need to put in the ID of the form to specify which form you would like to receive an email from. Start typing the name of the form and results will be returned for you to select the required

form. Then you will need to select 'Next Step' and search for outlook and scroll down to the 'Send an email (V2)' action and select is. Please refer to the screenshot 'Populate Flow.png'.Finally, you will simply need to configure the email such as filling in what address you would like the emails to be sent to, the subject and body of the email etc. - if you would like information from the response to be included in the email, there will be a pop-up box to the right, presenting fields that are in the form that you can select to be included in the email. Please note there is an 'advanced settings' drop down if you would like to make the responses marked as 'Low' importance etc. For this last step, please refer to the screenshot 'Configure the email.png'. Once done, you can select 'Save'.Hope this helps. Please let me know how you get on."Screenshots:Create FlowPopulate FlowConfigure the emailError: You don't have appropriate permissions to create a portal in this environment. Try selecting another environment or create new environment. If that doesn't help, contact your global administrator.This is a Power Apps error that tends to appear when attempting to create a new blank app within Power Apps.This is because creating a portal requires dataverse = cost/licenses etc. and isn't enabled in the default environment.The user should follow the various guides to create a canvas Power App: https://learn.microsoft.com/en-us/power-apps/maker/canvas-apps/get-started-test-driveIRM requestThese requests go to Alasdair MacLeod in IS Apps Service Management (in Unidesk).Mail forwarding approvalMail Forwarding Approval FlowBypass The Power Apps Permissons FormMessage similar to the following: "Almost there...###name of app### needs your permission to use the following. Please allow the permissions to proceed."2. EventsAirUniDesk Category: Core Services and SystemsUniDesk SubCategory: Event BookingObject ID: EventsAirOrganisational User-facing documentation: https://www.ed.ac.uk/information-services/computing/comms-and-collab/eventsairVendor User-facing documentation: NoneService manager's documentation: EventsAir or EventsAIR Service or EventsAIR3. ZoomUniDesk Category: Core Services and SystemsUniDesk SubCategory: Collaboration ToolsObject ID: ZoomOrganisational User-facing documentation: https://www.ed.ac.uk/information-services/computing/comms-and-collab/zoomVendor User-facing documentation: https://support.zoom.us/hc/en-usService manager's documentation: Zoom Video ConferencingSOM: IS Apps Service Management - Stephen Smith4. Microsoft Dynamics CRMUniDesk Category: Core Services and SystemsUniDesk SubCategory: Collaboration ToolsObject ID: Enquiry Management CRMOrganisational User-facing documentation: NoneVendor User-facing documentation: N/AService manager's documentation: Microsoft Dynamics CRMSOM: IS Apps SharePoint - Steph HayEnquiry Management Handover DocumentIntroduction, Links and EnvironmentsKey ContactsUnideskUser ManagementService Team Dynamics CRM service requests5. Event BookingUniDesk Category: Core Services and SystemsUniDesk SubCategory: Event BookingObject ID: Event BookingTag: [Event Booking]Organisational User-facing documentation: https://www.ed.ac.uk/information-services/computing/comms-and-collab/event-bookingVendor User-facing documentation: N/AService manager's documentation: Event Booking Service PagesSOM: IS Apps Application Management - Andrew HobdenProcessLinkProcessLinkCreating New Service ProviderCreating New Service ProviderView 'Booking Questions'These can be viewed in BI Suite > ISG: Event BookingSteps:Request approval from IAD to add the userIn BI Suite Admin, add them to 'ISG > Event Booking' group in BI SuitePoint the user to the correct report to view this information:ISG: Event Booking > IAD > IAD responses to booking questionsAmending AudiencesEvent Booking - Amend AudiencesAttendance RecorderEvent Booking - Attendance Recorder application6. IDM (Identity Management System)UniDesk Category: InfrastructureUniDesk SubCategory:See Linked ObjectObject ID: Identity Management (IDM)Tag: [IDM]Organisational User-facing documentation: N/AVendor User-facing documentation: N/AService manager's documentation: IDM System DocumentationSOM: IS Apps Enterprise Data Services - RequestProcessRequestProcessIDM overview - Technical ArchitectureThis link is the technical architecture at quite a detailed level. While probably not used much by Service Management is can give us hints at where issues reside. https://www.wiki.ed.ac.uk/display/insite/New+Identity+Management+%28IDM%29+systemCOMP/AUTH IT DISCONNECTIONSStudent UUN SuspensionIS Helpline's ProcedureOpen IDM and search for user. Change Identity Status from 'Active' to 'Suspended'.Pass call to Finance Income for completion.Post a message in the IS Helpline Teams area in the dedicated channel for Finance Suspensions.This is done by Student SystemsCOMP/AUTH IT RECONNECTIONSOpen IDM and search for user. Change Identity Status from 'Suspended' to 'Active'.Pass call to Finance Income for completion.No need to advise IS Helpline.Account ReconcileStaff to staff ReconcileReconcile Process GuideRequests should be submitted using the standard solution in this category, recorded and resolved using another standard solution. These are typically completed by Helpline unless the situation is complex or the reconcile is between two staff accounts rather than a staff and a visitor account (see HR Purged Records).Needs confirmed with HR for the main staff number before doing the reconcile Apps Man can carry out this process.As long as the account to be reconciled against is live, Apps Man can carry out this process.HR Purged RecordStandard solution for purged recordUUN ChangeIDM UUN Change ProcessIDM AccessApplication FormService Team - IDM Access IDM policiesAging policyService Eligibility PolicyService EntitlementTest IDM / Test EASE account creationService documentation: IDM Test Staff Account Creation Process and VRS Test Visit Creation Process'Service Team: Service Team Test IDM Test EASE account creation procedureNote that this is being done by Service Team from April 2019.IDM Dashboard access(https://dashboard.apps.is.ed.ac.uk/)Only those in the following AD groups get access to this: Help Services, Operational Services, Production Management, Service Management. This means without any intervention support staff will automatically have access to more detailed service monitoring. We can do user management via https://www.idm.is.ed.ac.uk/idm/userAdminhttps://www.wiki.ed.ac.uk/display/IDMDashboard/DashboardIDM Exclusion ListApps have a massive batch of accounts that are “excluded” from use within IDM. Mainly due to them being some form of system-reserved account (like “root”), fixed test accounts or some kind of banned terminology. Attached is the latest copy = 07-01-2020.IDMUUNExclusion20200107.xlsxSome teams outside of Apps (like CO teams) may ask for this. It's fine to hand it over.you can obtain an updated list via the following query run against the IDSTORE schema:select * from IDSTORE.idstore_uunexclusionlist order by idstoreuid;Full List of IDM/VRS UsersThe query, (run against the APPSLIVE VRS schema), is as follows:select vu.user_id, vu.surname, vu.forename, vu.title, vo.org_unit_no, va.access_id, va.access_lvlfrom vrs_user vu, vrs_user_orgdetails vo, vrs_access2user vau, vrs_access vawhere vo.user_id = vu.user_idand vau.user_id = vu.user_idand va.access_id = vau.access_idorder by vu.user_id, access_id;Full list of Staff, VisitorStaff, PGR and Functionals createdWe needed a list of all Staff, Visitor Staff, PGR and Functional accounts created within the last 24 hours to help resolve some Major Incident fallout. Basically we needed to see which Staff-like accounts had come through so we could correct the O365 A1 Plus licence. The code for this can be run against IDM Live in the attached file.allstaffin24hours.txtUUN Reconcile in IDM - P&M not yet updatedAfter a reconcile is performed, then the 'OracleHR' service needs reprovisioned (Add Identity). Worth also reprovisioning the Central Auth service as this can sometimes go out of sync from IDM.Card numbers in IDM and Front Office don't matchPass to Production ManagementA note about Front Office calls211005-2985 staff details not updated on Front Office. A new People and Money to CARD integration went Live in August. We are aware of an issue of missing Location details in People and Money and we have been told by CARD that we cannot default the address to something else. Users seem to think if they are in IDM, then they must also be in CARD Front Office which should be true. Just pass them onto IS Apps and we will forward onto HR (depending on the issue)Death In Service guidancehttps://www.ed.ac.uk/files/atoms/files/death_in_service_guidance_0.pdfAging Functional AccountsAgeing is disabled for functional accounts.Functionals can be aged manually by setting the end date to 1949UUN in Test doesn't match liveChange the UUN in test, there's an option to do this when you search for the ID using the reference number.Then re-provision Cauth and Ease, they will then need to register the ID in test using: www-test.ease.ed.ac.uk/registerCard pin not showing in MyEdServices showing as unknown in IDM. Re-provision the following services by selecting 'add' in IDM:ADWikiWirelessMyEdIf still not showing pass call to IS Apps Application Management for investigation.7. JIRAUniDesk Category: Core Services and SystemsUniDesk SubCategory: Collaboration ToolsObject ID: JIRATag: [JIRA]Organisational User-facing documentation: https://www.jira.is.ed.ac.uk/secure/Dashboard.jspaVendor User-facing documentation: https://www.atlassian.com/software/jira/guides/getting-started/introduction#dig-into-specific-featuresService manager's documentation: JIRASOM: IS Apps Service Management - Alain ForresterProcessLinkProcessLinkJIRA Announcement BannerJIRA Announcement BannerNew Department Onboarding RequestEmail the user the following:"Dear (user),We use Jira mainly for development projects within Information Services but we have made it available to a few other areas on request, provided our service meets their requirements. If you think Jira might be a good option for you, it might be worth us arranging a little chat for you with the Service Manager to discuss your requirements?It's also worth noting from the outset that Jira's developer, Atlassian, recently announced the discontinuation of Jira Server (from 2024) in favour of their other, much more expensive Cloud or Data Center alternatives. We're preceding as normal with Jira Server for now but may look to review other alternatives in future following our talk with Altassian and a review of the likely costs associated with their other Jira products. You can chat more about that with the Service Manager if you're happy to have a look at Jira.Please let me know if you would like to discuss it further."Remove license from userIf a user is asked to be deleted, we'd rather keep the user there for auditing purposes (if you try deleting, you may also get a message saying that they have associations with other projects and these need to be reassigned before they are able to be deleted), therefore simply search for the user > click on their profile and remove them from any groups and untick the 'Application access' checkbox as shown below. This will free up a license whilst removing their access.Jira upgrade tasks2023 Jira Upgrade tasksStandard SolutionsNameDescriptionAudienceStatusNameDescriptionAudienceStatus[JIRA] Enable Backlog for Kanban BoardsProject Leads may request for 'Backlog' to be enabled on their Kanban Boards. Only JIRA Admins are able to do this.Service ManagementArchived8. Managed Mobile ServiceUniDesk Category: InfrastructureUniDesk SubCategory: TelephonesObject ID: Managed Mobile ServiceTag: [Mobile]Organisational User-facing documentation: https://www.ed.ac.uk/information-services/computing/comms-and-collab/is-managed-mobile/introductionVendor User-facing documentation: N/AService manager's documentation: Below.SOM: IS Apps Service Management - Stevie AllisonCritical Success FactorProvide a catalogue of devices and plans suitable for University business that have granular connection options for calling & data usage.Key performance indicators:1) Mobile connection availability - Vodafone signal uptime in an area with "good" connection coverage.2) SLA on open support callsTargets:1) Vodafone connection service window remains above 99.99% uptime availability.2) Service Management resolves 95% of normal impact support calls within 8 working days.Escalation threshold:1 hour of wide-scale unplanned Vodafone service outage (to Account Manager).ProcessLinkManaged Mobile Service - Service OverviewService OverviewNew Connection RequestNew Connection Request and UpgradesBolt on requestService Team Managed Mobile Bolt On requestNumber Transfer RequestsNumber Transfer RequestsDisconnection RequestDisconnection RequestSim Swap RequestSim Swap RequestConvert to an eSIMConvert to an eSIM (similar to swapping the SIM in the column above)Managed Mobile Service - BillingBillingMonthly Billing Process - Making sure Vodafone get paidVodafone Equipment Invoice ProcedureStudent Mifi Billing ProcedureUpdating the DashboardManaged Mobile - Updating the DashboardManaged Mobile Service - OrdersOrdersSrvMan VCOL user set upHow to set up a SrvMan user on VCOLCredit NotesManaged Mobile Credit Note ProcedureMonthly Capping CheckMonthly Capping Check - Monthly check to ensure all our numbers are set up for data cappingData Capping Add-onsIf the service PCAPON is added to a mobile number then this will alert the network to bar the user for further data use once they hit their price plan data allowance.DATACAPUK is the bar automatically applied when the user hits their allowance. This will automatically remove on the first day of the next month when the data allowance is refreshedNon-Planned Expenditure ReportNon-Planned Expenditure Report - A report to be done at billing time to see spending on Premium Calls and Data, outside of what's included in our plans.Creating Customer Reports on VCOLExample List of Price plans for a specific DeptCreating Custom Reports on VCOLUsage Report Guide &ExemptionsMobiles usage report / DataAny No's that we receive that are to be exempt should be added to the Spreadsheet (List Of Numbers Exempt from Price Plan Reductions) stored on the Billing PageHere: https://uoe.sharepoint.com/sites/is-apps/service/ismm/billing/SitePages/Home.aspx?InitialTabId=Ribbon%2ERead&VisibilityContext=WSSTabPersistenceCredit / Connection Limit + Available PlansVodafone imposes a limit on the number of connections we can have active.The current limit can be found on the Credit Limit and Vodafone Plan Pricing page.Sure Signal RegistrationIf a user wants to activate a

Sure Signal Device, we need the following details:Sure Signal name (if known)Sure Signal Serial NumberMain Phone Number to be registered to it (The 'lead number')User name for this numberPostcode for where it is going to be used (or most likely to be used if not immediately known)Other numbers to register to the Sure Signal (if any)Once we have the above information, please email this to Vodafone. A useful table to use in the email:Phone NumberFirst NameSurnameSure Signal NameSure Signal SerialPost CodeLead User (Yes / No)Please note, only Vodafone numbers can connect to these devices (Corporate or Personal Vodafone SIMs will work).Change of Number Request- A number change can be carried out on the contract at a charge of £25 ex. VAT- The number change would be free if it was because of SPAM / unsolicited / illegal texts or calls. If we can get 3 examples of calls / texts received and the date + time of each, Vodafone will waive the cost. If it is just one number, this number may be able to be blocked instead. - It would also be free if the scam / illegal texts were serious enough to be reported to the police and we receive the crime reference number- Finally, if the person is on a 30 day contract, you could cancel the contract and then take out a new one. The termination would occur after 30 days so you'd be charged for that month, however the new number could be used as soon as the new SIM arrives. Phone Lost or StolenIf a phone is lost or stolen, the user will usually inform us of this, or request the number is suspended. The following should be completed / advised:Suspend the number in VCOLIf the user has supplied the IMEI, or knows it, we can ask if they would like the device blocked too. We can request the device is blocked via VCOL Chat.We need to inform the user that the number is now suspended, that if any Uni data is on the device this should be reported to Data Protection Champion / Records Management and that if they have Find My iPhone / Find My Device enabled they should use this to remotely wipe the device. They should not use this feature to attempt to retrieve the device.They can place an order for another device if required via the 'Upgrade Request' form. Charges may apply for upgrading early.List of Data Protection Champions: https://www.wiki.ed.ac.uk/display/FoIP/Data+Protection+ChampionsExample email (please modify as appropriate):Thank you for reporting this [lost / stolen] device. This number has been suspended now. If you have ordered a replacement device, please let us know when it arrives and we'll unsuspend this for you. If [you / the user] has 'Find my iPhone' or 'Find My Device' enabled, they should use it to remotely wipe the device. They should not use this information to attempt to retrieve it. If there is any University data on the phone, please refer to your Data Protection Champion for further advice. For further assistance with this, please see the guidance from Records Management: https://www.ed.ac.uk/records-managementStudent MiFi DevicesThese are ordered via a separate contract to the Managed Mobile service. For ordering and billing:https://uoe.sharepoint.com/sites/is-apps/service/ismm/Shared%20Documents/Student%20MiFi%20Documentation/Student Mifi Billing Guide & Equipment InvoiceStudent Mifi Usage Report GuideStudent Mifi sim Activation/ Set Up ProcedureWhen doing Mifi Orders for students there is a small change please add the details to the Mifi cost Codes DB found under Student mifi Billing use the Mifi Cost Codes TableShort URL for UniDesk Order Form (for use by USD personnel): https://edin.ac/3niuNZLPhone not receiving incoming callsIf a phone is not receiving incoming calls, a handy thing for the user to try is the following:The user calls this number on the affected phone: #330*1919#This is the command to cancel any bars set up on the phone directly.If the problem persists and the affected phone was transferred/ported in, then there may be some corruption with the port-in files in which Vodafone can call the Porting Team to resolve this.Manual RoamManual Roam is one the the first troubleshooting steps Vodafone will ask us to do if a user has network or data issues. If you've confirmed that the user has not hit the data limit, ask them to follow these steps.Grant access to Managed Mobile Dashboardhttps://uoe.sharepoint.com/:w:/r/sites/is-apps/service/ismm/_layouts/15/Doc.aspx?sourcedoc=%7B155931FF-E949-450A-8378-3C7A0DFC5D7F%7D&file=Grant%20access%20to%20Dashboard.docx&action=default&mobileredirect=trueUpdate Managed Mobile Dashboard with new datahttps://uoe.sharepoint.com/:w:/r/sites/is-apps/service/ismm/_layouts/15/Doc.aspx?sourcedoc=%7B8B891858-B120-4FC0-BC19-FFD62C3BD90D%7D&file=Update%20Dashboard%20with%20new%20data.docx&action=default&mobileredirect=trueInternational Calling from UKIf a user needs to make International Calls from the UK, then they will need the 'International / Premium' Price plan added to their connection. Navigate to their connection by going to 'Admin' > 'Connection Admin' > 'Edit connection details' > Enter the mobile number.Vodafone confirmed that for the user to call internationally from the UK they are charged the normal rate. It is the person they are calling that are charged the higher rate.Roaming Data CAPS(Why can't I use DATA abroad even if I have a Bolt on?)by default, all mobile connections have a regulatory 50 EUR data cap assigned (100 EUR for roaming outside of the EU). This means that if the line uses more than this amount on data abroad, their usage will be capped. When a roaming Bolt-on is added to the line, any spending should automatically be covered by it, but sometimes the usage is charged anyway and is discounted from the total bill later on. This can trigger a Data Cap being added to the line.To opt out of this cap, you need to select the data cap opt-out on the price plan options (DCOO):You can add in a date for the cap to activate again (calendar icon), so this can be added at the same time as the Bolt-on for the same dates. Bolt Ons for USA & CanadaIf adding a bolt on for North America & Canada add the ones named North AmericaFaulty deviceFaulty Managed Mobile Device Device recyclingDevice recyclingOrders with a Project Code/ No cost codesThese should be added with our Codes 110, 110002, 35012001, 2341 and then added to the Spreadsheet on the Billing Site Page named Project Code Billing https://uoe.sharepoint.com/:x:/r/sites/is-apps/service/ismm/billing/Shared%20Documents/Project%20Code%20Billing.xlsx?d=wf21e9aacec41421fbd919d82ddad373a&csf=1&web=1Every July & December The 6 monthly amount should be emailed to Grant McAllister Finance Business Partner grant.mcallister@ed.ac.uk and ask for the amount to be transferred from our codes to the Project Code listed in the spreadsheet.Equipment & Accessory Orders OnlyUp till December 2023 add Purchase Order No: UOE1344796 to the order This will appear in the Billing account screenStandard SolutionsNameDescriptionAudienceStatusNameDescriptionAudienceStatusManaged Mobile Service EnquiryUser requests information on Managed Mobile ServiceHelplineActive[Mobile]Managed Mobile New OrderInstructions on how to place an order in VCOLService ManagementArchived[Mobile]Managed Mobile

Update Cost CodesHow to update Cost Codes for a mobile numberService ManagementActiveEquipment & Accessory OrdersUp till December 2023 add Purchase Order No: UOE1344796 to the orderService ManagementActive9. Office 365 - EmailUniDesk Category: Core Services and SystemsUniDesk SubCategory: Email and DiaryObject ID: Email and DiaryTag: [O365]Organisational User-facing documentation: https://www.ed.ac.uk/information-services/computing/comms-and-collab/office365/email-calendarVendor User-facing documentation: https://support.microsoft.com/en-us/outlook Service manager's documentation: Office 365 Service WikiSOM: IS Apps Service Management - Seye KutiRequestProcessCommon Service RequestsService RequestsList of domainsDomainsPower-shellUseful PowerShell commandsOrg Units Default mail systemDefault mail system by org. unitUpdate Student licensesLicensing guidelinesNote: Maths & Physics often request A5 licences for InTune ad-hoc for students. The A1 should be removed and 'A5 for student use benefit' license applied. Within the Apps these should be removed: Education Analytics, Kaizala, Minecraft, Windows 10 Enterprise.Fix mailboxes for returning studentsFix mailboxes for returning studentsMigrate users from Staffmail to O365InstructionsOffice 365 Account ProvisioningOffice 365 Account ProvisioningRecover deleted mailbox/itemsRecover deleted mailbox stepsOffice 365 Service WikiFurther guidance on O365Mail Enable AD groupMail Enable AD Group ProcessCreating a room listOffice 365 Creating Room ListsRecovering .pst files using eDiscoveryRecovering .pst Files Using eDiscoveryAdding Room Mailbox to a Room ListAdding Room Mailbox to a Room ListCalSync Opt Out RequestsOur process: CalSync Opt Out Request ProcessService documentation: CalSync Opt Out RequestsScenario based issues / requestsDiagnosing the issueHow to analysis bounce backsDiagnosing bounce back messagesCalendar isn't available error when a user tries to access the Calendar in Outlook on the webhttps://learn.microsoft.com/en-us/exchange/troubleshoot/outlook-on-the-web-issues/this-calendar-not-available-error-when-accessing-calendar) though the CalCheck thing doesn't run via CMD (just seems to create an excel file with the contained error info).Access to Office 365 appsCheck the product is available to the University's Office 365 subscription. The Service Owner for O365 can help confirm this. If it isn't available:"This product isn't available on the University's Office 365 subscription and we can only offer apps if they are currently available, or via early release. We frequently review this release schedule and will advertise anything significant for University wide evaluation appropriately.Unfortunately, we do not have any means of operating an 'on-demand' software evaluation outside of the current subscription terms and early release programme, and therefore we cannot offer access to this product at this time.If it is available, we need to review the process with Service Owner / Managers. Stephen Smith will have more details as the Service Owner for Office 365.Installing Add-ins as a delegateAttempting to install add-ins to a mailbox as a delegate will present the following error message: "Sorry, we can't complete this operation right now. Please try again later"The mailbox needs to be signed into, in order to install the add-ins initially. Once installed, all delegates will be able to use the add-ins when opening the mailbox as a delegate.Search & Delete Phishing emailsITI Enterprise may send us calls to search and delete specific Phishing emails. For example "X is sending phishing spam to university users with the subject "BLAH". Please can this message be deleted from all user mailboxes."Procedure for Search

& Delete Phishing emailsRecover orphaned mailbox / deleted or incorrect AD mail object E.g. consequently the result of reconciles, re-provisions and other funny business.Orphaned MailboxEncrypt emails E.g. user is liaising via email with an organisation who can only accept encrypted emailsTroubleshooting rule based email/calendar issues.Office365 - Missing Calendar Invites, Hidden Rules, MFCMapiExport Mailbox DetailsExchange Management ConsoleOn premise connection for Exchange on the cloudhttps://hbdkb3.is.ed.ac.uk/ecp/ (You may need to open this link up in Explorer)Litigation hold on user's mailbox who has leftLitigation Hold in eDiscoveryDe-Duplication of Emails in Officereceiving more than one email from mailing lists etcIf a user is emailed multiple times by a mailing list The user will only receive one message. This is similar to having an out of office set. If you email an user who is out of office you will only receive one notification.The reason it will only deliver once to the mailbox is based on the message ID to prevent a system overload or loops etc.Receive emails sent to 365 group in InboxEnabling this in the group settings in the 365 admin centre would only fix the notifications for new members added to the group.The best way to achieve this is for each member that would like to receive notifications to go to https://www.office365.ed.ac.uk/ and scroll down the left-hand side to your groups where you'll find the '[GROUP]' group. Click that group and click the ellipses to go into the Settings as shown in my 'Group settings.png' screenshot.Next, select the 'Receive all email and events' option under the 'Follow in Inbox' section as shown in my 'Follow in Inbox.png' screenshot.No Exchange online mailbox OnPrem exists and License assigned error on Mail: user's on-premises mailbox hasn't been migrated to Exchange Online. The Exchange Online mailbox will be available after migration is completedMay happen with restored accounts. First we will disable the remote mailbox. Connect to Exchange OnPrem. $UserCredential = Get-Credential $Session = New-PSSession -ConfigurationName Microsoft.Exchange -ConnectionUri http://hbdkb3.is.ed.ac.uk/powershell/ -Authentication Kerberos -Credential $UserCredentialImport-PSSession $SessionDisable-RemoteMailbox -Identity sbeames@ed.ac.ukWait for AAD Sync. To check this go to office365 Admin and select Directory Sync Status Bottom Left. Once Sync has updated.Enable-RemoteMailbox -Identity sbeames@ed.ac.uk -RemoteRoutingAddress sbeames@uoe.onmicrosoft.comMailbox should now be restored.If this fails may need to log a Support call with Microsoft.Some mail fails to reach the mailboxThe remote routing address must be set in on premesis Exchange to: smtp:uun@uoe.onmicrosoft.comIt will then take an hour or so for it to sync to Exchange Online.Freedom of Information RequestsService team FOI Freedom of Information RequestSIP address showing in contact cardUpdate the user principal name:Connect-MsolServiceSet-MsolUserPrincipalName -UserPrincipalName UUN@ed.ac.uk -NewUserPrincipalName UUN@uoe.onmicrosoft.comRemoval of functional mailboxesRemoval of functional mailboxesMail is delivered internally but doesn't receive external mailUpdate the remote routing addressCalsync calendar opt out requestsCalSync Opt Out Request Process User mailbox appears in Exchange Online but not in Hybrid ExchangeMailbox appears in Exchange Online but not Hybrid ExchangeFix calendar processing issuesCalender is not processing bookingsCalendar View Defaults Permission MatrixF/B = Free/BusyR = ReviewerFurther InformationMail Relay Flagshid = Hiddendel = Set for deletionpref = preference email choice (this is need for the update to be triggered to IDM)Microsoft

BookingsOverall an unsupported component of Office 365 but AHSS have a set of licences that can be used. Software Services manage the licences and we will support the small group who are using it. The A5 for Faculty licence that you see in the O365 admin portal is the licence. It is not managed in there but instead is an Azure AD group. https://aad.portal.azure.com/#blade/Microsoft_AAD_IAM/LicensesMenuBlade/OverviewGroup name: MS365 Staff AdvancedAdd-Ons for Microsoft products (mainly Outlook)As of March 2020 the Service Manager is looking at implementing a process for Add-On requests. C2003-014 is a lead change record to track these and link any calls. Calls should be resolved when linked to the change and the end user informed of this standard text:Thanks for your request. Service Management are currently reviewing the process for Add-Ons requests via our Change process (Reference C2003-011). Your request has been linked to this record to allow us to review all suggestions. You will be informed once a suitable process and technical solution is in place for managing these Add-On requests.Hard delete of emailHard delete of emailsVerify accepted domain in 365Verify domainsNameDescriptionAudienceStatusNameDescriptionAudienceStatus[O365] Assign Licenses to usersStandard solution to assign license to users in Office 365.   Typically these are purchased licenses such as Power BI Pro, Project Online Premium.Service ManagementArchived[O365] change of display nameThe customer is asking if their Display name in O365 can be adjusted to reflect [Firstname SURNAME] rather than [SURNAME Firstname].Service ManagementArchived[O365] Email account investigation (hold or PST)A user may approach for an email account to be supplied for investigation purposes (for example if someone has left the organisation, checked for an internal conduct issue or possibly more serious external investigations. The user will have two choices which are outlined below.Helpline/Service ManagementArchived[O365] Hide Office365 Group From GALHide Group from GALService ManagementArchived[O365] Hiding Office 365 Group From GALAn group that is created within O365 (Cloud Only) is visible within the GAL as a contact, previously group owners had the option to hide the group but this hasn't been the case with pure Office 365 unified groups (Cloud Only)Service ManagementArchived[O365] O365 Account Litigation HoldsAccount litigation holdsService ManagementArchived[O365] O365 Email Delegate PermissionsPrevious delegate users still have access to Mailbox however they are not listed permission section.The total number of users is normally different to the number of users listed.Service ManagementArchived[O365] O365 Licence Applied - Missing ServicesA user has the correct O365 licence applied however is only licensed for Power BI Free and Microsoft TeamsService ManagementArchived[O365] Recovering an O365 Account from Deleted Users (O365 Admin)A users account has closed down and is still in the deleted users within O365 and we need to recover the contents from the account.Service ManagementArchived[O365] Verify accepted Domain in Office 365Request to verify a domain as an accepted domain to Office 365. E.g. we verify with Office 365 that we have permission to use the domain name space. We're not handing off the domain to the remote Microsoft Exchange host.Service ManagementArchived[O365] Missing Routable @uoe.onmicrosoft.com AddressFor when the @uoe.onmicrosoft.com address is set in on-prem Exchange but not on Exchange online and the account is therefore experiencing routing issues. Immutable ID script.Service ManagementArchived[O365] Azure - B2B Collaboration Guest User Profiles - Wrong EmailWhen a B2B Collaboration Guest user of another Azure tenant is added to our Azure directory, the email contact address in the guest user profile takes on the UPN value instead of the guest users primary SMTP address used to accept the invitation to join our tenancy.The result is that when a user in our domain attempts to email them, the guest object is used and sets the email address to the UPN of the guest user object.Service ManagementArchived[O365] Hide Bookings Calendar From GALHide Bookings Calendar From GAL.Service ManagementArchived[O365] Update A1toA5 License for Bookings, Intune, Teams WebinarsRequest to update user licenses *A1-A5, including Intune (E.g. mostly via Desktop Services for Sci-Eng iPads for teaching etc) Or requests for **MS Bookings or requests for Teams Webinars.Run the script at the bottom if you just need to enable Intune on a user who is already inheriting an A5 license from the 'CAHSS-College-MSBookings' group ('users.csv' file is needed).Service ManagementArchived10. Office 365 - OneDrive UniDesk Category: Core Services and SystemsUniDesk SubCategory: Collaboration ToolsObject ID: Office365Tag: [O365]Organisational User-facing documentation: https://www.ed.ac.uk/information-services/computing/comms-and-collab/office365/onedrive-for-businessVendor User-facing documentation: https://support.microsoft.com/en-us/onedrive and https://support.microsoft.com/en-au/office/Troubleshoot-issues-with-OneDrive-3db87243-ed3b-46f5-ace6-518db68429b1Service manager's documentation: Office 365 Service WikiRequestProcessRequestProcessShare File with othersIf a team needs to share files, it may be best to create a Group / SharePoint site. If OneDrive is to be used, you can:Open OneDrive app on the taskbar (OneDrive may need to be installed)Create the folder and add the fileRight click on the file you want to share (or the full folder) and click 'Share'Choose your sharing option, add the persons name and click 'send'This will send a link via email, when this is opened it will load the OneDrive web location where the file / folder can be accessed. From here, it can then also be synced to the OneDrive app, depending on Sharing settings.Add yourself to a user's personal OneDriveIf you need to add yourself to a personal OneDrive space, to investigate issues, you can do this like so (make sure the user is aware that you are doing this):Sign into O365 adminOpen the SharePoint Admin CenterClick 'User Profiles'Select 'Manage User Profiles'Search for the user and in the drop down beside their Account name, click 'Manage site collection owners'Add your name to the Site Collection AdministratorsOnce saved you should then have full access to investigate OneDrive issues. You must remove this access immediately after your investigation.Permissions Reset of OneDriveTo perform a Permissions Reset of OneDrive:In Office 365:1. Go to SharePoint Admin Center > More features > User profiles > Manage User Profiles2. Look for the affected user, right click over the profile and select “Manage Site Collection Owners”3. Remove the affected user from both fields (Primary Administrator and Site Collection Administrator)4. Add yourself as Primary Administrator and Site Collection Administrator and click “OK” to save changes.In another tab:1. Browse to the OneDrive site and edit the URL by adding the following string to the end of it: /_layouts/15/people.aspx?MembershipGroupId=0For example, the full URL will resemble the following: https://uoe-my.sharepoint.com/personal/UUN_ed_ac_uk/_layouts/15/people.aspx/membershipGroupId=02. Select the person from the list, and then on the Actions menu, select Delete Users from Site Collection.3. Check if their name is added anywhere else on their OneDrive site and remove them from there as well. (For example, the Documents Library)4. Go back to the “Manage Site collection Owners" option in O365 and set the affected user as the Primary Administrator and Site Collection Administrator of their Site Collection (removing yourself too)Restore a deleted OneDrive sitehttps://support.office.com/en-gb/article/restoring-a-deleted-onedrive-for-business-site-c5595183-a1ef-4931-8201-48a62134f5afIf it is leaver's data, this would need to be approved.Recovering a onedrive folder using eDiscoveryRecovering a onedrive folder using eDiscoveryRequest FilesRequest to enable Request FilesUser unable to access their own OneDriveSymptoms: User gets access denied message on their own OneDriveRun this in the Microsoft admin centre, click help and support and type the below in and press enter: Diag: Check SharePoint User AccessFollow the instructions to the end and the user will then have accessStandard SolutionsNameDescriptionAudienceStatusNameDescriptionAudienceStatus[OneDrive] Missing 'New', 'Upload' and 'Sync' options in OneDrive for BusinessHow to restore the missing options in OneDrive for BusinessService ManagementArchived11. Office 365 - Power BIUniDesk Category: Core Services and SystemsUniDesk SubCategory: Business Reporting & AnalyticsObject ID: Power BITag: [Power BI]Organisational User-facing documentation: https://www.ed.ac.uk/information-services/computing/comms-and-collab/reporting-and-analytics/power-biVendor User-facing documentation: https://learn.microsoft.com/en-us/training/powerplatform/power-biService manager's documentation: BelowSupplier support is from Microsoft themselves but they do not accept Power BI service requests via the normal O365 Admin Portal (https://portal.office.com/adminportal). Instead Power BI support is delivered via the Power Platform Admin Portal: https://admin.powerplatform.microsoft.com/support. The tickets are logged in the same manner as other O365 products where appropriate descriptive information and nomination of contacts are required. We should use this portal for cases that the Service Team need to escalate and no Service Manager is available.ProcessLinkProcessLinkLicence requestSee belowPower BI Pro License RequestsWe now have a new method for requesting Power BI Pro Licences. If you have any colleagues that require a licence they can fill out the form on our Ed Web pages or via the direct link to the form:Power BI LicencesPower BI Pro Licence FormA Power BI Pro Licence is required to publish and share content and if you already have a licence, you do not need to fill out the form. For new requests please provide a business reason for the licence and this will help with our understanding of the use cases for Power BI.'Publish to Web' requestPower BI Publish to web requestsGrant access to Managed Mobile Dashboardhttps://uoe.sharepoint.com/:w:/r/sites/is-apps/service/ismm/_layouts/15/Doc.aspx?sourcedoc=%7B155931FF-E949-450A-8378-3C7A0DFC5D7F%7D&file=Grant%20access%20to%20Dashboard.docx&action=default&mobileredirect=trueUpdate Managed Mobile Dashboard with new datahttps://uoe.sharepoint.com/:w:/r/sites/is-apps/service/ismm/_layouts/15/Doc.aspx?sourcedoc=%7B8B891858-B120-4FC0-BC19-FFD62C3BD90D%7D&file=Update%20Dashboard%20with%20new%20data.docx&action=default&mobileredirect=trueAnalyze in ExcelThe analyse functionality is enabled for the University, hence you can see the option but it is greyed out. The analyse in excel feature is only available when the dataset is made available as part of the published Power BI Dashboard. Most university data will be restricted for download by the owner or publisher of the dataset, therefore Analyse in excel will not be availble to users and greyed out. The user does not need to "install" anything. It the publisher of the workspace has allowed for their data to be analysed in excel, and presented it within the application in the appropriate format, then the user will be able to access the Analyze in excel functionality.Standard SolutionsNameDescriptionAudienceStatusNameDescriptionAudienceStatusHow do I install Power BI?Steps to install the Desktop AppHelplineActiveUser request new feature or functionality in Power BIResponse for queries on installing new featuresService ManagementActiveUndefined errors throughout report / dashboardUndefined errors in Power BI when using FirefoxHelplineActiveImage file not appearing in AppSteps to resolve image file errors in PBI AppHelpline / Service ManagementActiveI don't have a Power BI AccountA response to requests to get a PBI accountHelplineActivePower BI is downChecks to complete for when Power BI is downHelpline / Service ManagementActiveCan I user Power BI if I have a Mac?Desktop does not work, but can still use the browserHelpline / Service ManagementActiveI want to share my Power BI reportAdvice on sharing reports (Pro Licence or use App)Helpline / Service ManagementActiveHow can I get started with Power BI?Training linksHelplineActiveHow do I get a Pro Licence?Information on how to get a Pro LicenceService ManagementNeeds UpdatingI've shared my Power BI report and X person cannot see itinformation on how to resolve thisHelpline / Service ManagementActiveCan I use the Power BI gateway?Pass to Service ManagementHelplineActiveHow to remove a Power BI Licencesteps to remove licenceHelpline / Service ManagementActiveWhere can I learn more about Power BI?Training linksHelplineActivePower BI content won't embed onto SharePointinstruct the user to try the App URL (not sharing URL)HelplineActivePower BI refreshes in my Desktop file, but not onlinecheck to see if credentials are set correctlyHelplineActiveAssign a licence to a Userhow to assign the licenceService ManagementActive12. Office 365 - SharePoint / Group SitesUniDesk Category: Core Services and SystemsUniDesk SubCategory: Collaboration ToolsObject ID: SharePointTag: [O365]Organisational User-facing documentation: https://uoe.sharepoint.com/sites/is-apps/service/SharepointSites/SitePages/Home.aspxVendor User-facing documentation: https://support.microsoft.com/en-us/sharepointService manager's documentation: BelowSOM: IS Apps SharepointProcessLinkProcessLinkSharePoint Support Team Documentationhttps://www.wiki.ed.ac.uk/display/SharePoint/SharePointCurrent solutions site: https://uoe.sharepoint.com/sites/is-apps/service/SharepointSites/SitePages/Home.aspx (new site is in development)Email functional accounts from WorkflowsPlease note the functional account must have a valid email address before changes to SharePoint will allow this to work.SharePoint 2013 Workflows do not allow workflow emails to be sent to non-authenticated users of the site. Before this can work, add the functional account to the list of Members / Visitors (depending on the level of access allowed)for the site. Then, re-add the email address into the workflow.A workaround for this is to use a 2010 workflow instead. This may mean functionality is not the same, and it will be less secure as 2010 workflows have no email validation, so this is not the reccommended option.SharePoint Enhancement Requestshttps://uoe.sharepoint.com/sites/is-apps/service/SharepointSites/Lists/enhancements/AllItems.aspxRecover Office 365 Group SiteIf it is not the owner that has requested this, confirm with them before restoring.Open Office 365 Exchange AdminClick on 'Recipients > Groups'Search for the deleted group and it will appear if it is available to recoverClick 'restore' in the Status section on the right hand sideAdd external users to Group SiteIt is possible to add external users to Office 365 Group sites, however, O365 Group sites do not currently have the ability to share individual files with external users. Therefore, it is reccommended that users use their department / team's SharePoint site collection to grant external access.SharePoint Site Collections have much better control of external sharing as this can be completed at a site level, or indvidual Library / file level.If external sharing is not enabled on the Site Collection, the Site Collection admin will need to approve this to be allowed.File Size LimitFiles of up to 10GB can be uploaded via the browser, and 2GB is the maximum when dragging and dropping via explorer.Check Site TypeView source for HomepageSearch for g_wsaSiteTemplateIdMatch ID against the following: https://absolute-sharepoint.com/2013/06/sharepoint-2013-site-template-id-list-for-powershell.htmlHR Payroll and Pensions Document Management ServiceQueries will come through UniDesk and categorised as SharePoint - HRPP as the top level category. Subcategories include User Access, User Support and Systems Issues.Link to Claire's SharePoint site: https://uoe.sharepoint.com/sites/is-apps/service/SharepointSites/Shared%20Documents/Forms/Projectdocs.aspx?viewpath=%2Fsites%2Fis-apps%2Fservice%2FSharepointSites%2FShared%20Documents%2FForms%2FProjectdocs%2Easpx&useFiltersInViewXml=1&FilterField1=Project_x002f_Service&FilterValue1=HR%20Digitisation%20%28Service%20Excellence%29%20%5BHRP001%5D&FilterType1=ChoiceRecords Management Sharing of Subject Access RequestsLink to Claire's SharePoint site: https://uoe.sharepoint.com/sites/is-apps/service/SharepointSites/Shared%20Documents/Forms/AllItems.aspx?viewid=0d535a67-d17c-4bc1-bddf-8e0ee9f8790bSharePoint Site Creation QuestionsThe first thing we must check is if their department or college already has a SharePoint Site. If they do the first thing they must do is check with their department admins / IT support / owner for the site and ask for a SubSite. If the SubSite is not appropriate, we can create a new site, but we need confirmation that the SubSite isn't suitable and why this is. If it is confirmed that they do require a full Site Collection, we can ask the following:Thank you for your request for a new SharePoint Site. In order for us to fulfill this request, and to create the most appropriate site for your needs, please can you confirm the following:Site Name (a short name with no symbols is most suitable):Please describe the proposed use(s) for the new site:Please describe the target audience (and if there should be any access restrictions for the site):Site Members (if any) - These people will be given Document Upload / Edit rights:Site Owner(s) - Full Control of the site:Please note that the Owner(s) will be responsible for managing access and the design of the site, and will be contacted if requests for access or amendments are raised to us / the Helpline. SharePoint Troubleshooting For MicrosoftAction Plan:Navigate to the SharePoint Admin Center & create a new classic site collection >> check the behavior.Use a standalone network like Wi-Fi or home network to check the delay while loading the sites.Perform the action plan using In-Private browsing.Also please collect some Fiddler Traces if you experience significant delay.Please follow the below action plan to collect the Fiddler Trace (network traffic) while reproducing the issue;Download and install Fiddler from https://www.telerik.com/download/fiddler.Open Fiddler > click Tools > click Fiddler Options... > at HTTPS tab, tick Capture HTTPS CONNECTS, and Decrypt HTTPS traffic > tick Ignore server certificate errors > OK.Close all browsers and all running applications including Fiddler.Restart Fiddler, click File > untick Capture Traffic, and then, click Edit > Remove > All Sessions.Now Fiddler is ready. We will start to reproduce the issue to capture the logs.Navigate to the affected site.Switch to Fiddler, click File > tick Capture Traffic.Go back to the webpage, click on the SharePoint Tile.When you see the error message, capture a screenshot.Wait for the Fiddler to finish capturing the current traffic.From the Fiddler, click File > Save > All Sessions... > store the captured logs as a .saz file.Enable External Sharing on a Communication SiteThe SharePoint Site Administrator must approve for external sharing to be enabled. Once this approval has been given, the call can be passed to Service Management. Action for Service Management:- Sign into Office 365 Admin portal- Choose 'SharePoint'- In the ‘Active sites’ screen, search for the Site- Select the Site and click 'Settings' > 'More settings'- Edit the External sharing settings and select ‘New and existing guests’- Scroll down and click 'Save' Further Information================ ‘New and existing guests’ is the sharing option that we must choose. This means external users will need to sign in and authenticate onto our system.Permissions reset for a user of a SharePoint siteIf a user is not able to access a SharePoint site that they in fact have permissions for, resetting their permissions for the site can resolve the issue.To perform a permissions reset for a user of a SharePoint site:1. Go to SharePoint Admin Center and add youself as a 'Site Collection Administrator' of the site.2. Remove the user from any permission groups they are a member of in the site.3. Add the string '/_layouts/15/people.aspx?MembershipGroupId=0' to the end of the site URL and then go to the resulting page.4. Select the user from the list, and then on the 'Actions' menu, select 'Delete Users from Site Collection'.5. Re-add the user to the relevant permission group in the site. The user should now be able access the site as normal.Removing Committee SitesSee Standard Solution: Core Services and Systems > Collaboration Tools > [SharePoint] Unpublish Committee Papers & MeetingsView Site Usage AnalyticsAdd the string '/_layouts/15/siteanalytics.aspx?view=19' to the end of the site URL and then go to the resulting page.Link to Building Occupancy AppIf a smartphone user can't use the Building Occupancy App (compatability, storage requirements, etc) then they can use direct URLs:BuildingOccupancy App: https://apps.powerapps.com/play/f3f78854-08c1-4ce3-87dd-f814f5cdef2b?tenantId=2e9f06b0-1669-4589-8789-10a06934dc61https://edin.ac/3Ccf98GEntry and Exit App:https://apps.powerapps.com/play/49aee1a2-a16d-4775-bf76-e2b20d15a561?tenantId=2e9f06b0-1669-4589-8789-10a06934dc61http://edin.ac/3bW78rPRetention Labels (Example Call: I210908-1876)Hi (user),Unfortunately, the retention labels have to be set up at the O365 tenancy level before they can be used in a SharePoint library (or in any other O365 application), and I am afraid no retention labels have been set up in our tenancy so far.However, it might be possible to achieve something similar to the retention-label process using Power Automate (which all UoE members can use as part of our O365 licence). For example, there is the Update and delete items in a SharePoint list on a recurring basis Power-Automate flow template, which you could adapt to work with your library (along with perhaps adding some appropriate columns to your library) to delete files that have elapsed their retention period. (You also of course could build a flow from scratch to meet your needs.)Would you like to have a look at Power Automate to see if that could work for you?Kind regards,(NAME)SharePoint AuditingAll sites should be audited and logs can be returned for the last 90 days as standard. You should be able to search on actions based on filename, folder or site.https://compliance.microsoft.com/auditlogsearch?viewid=Test%20TabCommittees Site Publish Button not VisibleHelpline staff should be in this AD group 'IS Helpline Permissions' in order to publish committee sites. However, this doesn't always seem to make the 'Publish' button visible to them on new committee sites. Therefore, you can add them in manually at: https://uoe.sharepoint.com/sites/committees/_layouts/15/mngsiteadmin.aspxThis will allow them to see the 'Publish' button.Access to Sharepoint sites for former employees who have returnedrelates to the person being a former employee who has come back. SharePoint stores the old uun account in a hidden list (in each site). Problem happens because we reuse uuns, Active Directory deletes acount after certain number of days and then when person comes back if uun is re-used the account is recreated in AD but it has a different guid or object ID, so SharePoint gets confused as it is clinging on to the old object id.Only solution is to remove the person from the site (where given access) and from the hidden list:https://uoe.sharepoint.com/sites/[entersitename]/_layouts/15/people.aspx?membershipGroupId=0These steps need to be done for all sites where the user has a problem accessing.Copying permissions of existing SharePoint site to a new siteThere's an API to get permissions group membership - for most purposes people call it from Excel as a 'Get Data' > 'From Other Sources' > 'From OData Feed'. See screenshot below:To find the URL, first you'll need the group ID of the desired permission group. To get this, first navigate to the group and copy the ID in the URL like so:Next, append '/_api/Web/SiteGroups/GetByID([GROUP ID GOES HERE])/Users' at the end of the site root address (replace where it says '[GROUP ID GOES HERE]' with the Group ID you copied in the previous step (keep the '()' brackets in. For the example above, it would be: https://uoe.sharepoint.com/sites/WassimPlaygroundSite/_api/Web/SiteGroups/GetByID(5)Then concatenate the emails with '; ' between each; copy & paste them into the new permissions group in the new site.Known errorsWhen installing the SharePoint Application Catalog / Apps for SharePoint the 'Save this site as template' and 'Delete this site' options are removed.If the App Catalog is installed, and the 'Delete this site' is missing, the following workaround will allow Site Owners to delete the Site when needed:- Navigate to the Site / Subsite you wish to delete- Click Settings > Site Settings- The URL should now have _layouts/15/settings.aspx? and characters after this- Remove everything after _layouts/15/- Add deleteweb.aspxThen click 'Delete'.Sharepoint site shows as user is editing this pageSharepoint site shows user is editing this pageStandard SolutionsNameDescriptionAudienceStatusNameDescriptionAudienceStatusDelete a SharePoint SiteInstructions on how to delete a siteHelplineActiveiFrame into SharePointHow to embed video / content into

SharePointHelplineActive[SharePoint] Delete Committees SharePoint SiteSteps to delete a committeeService ManagementArchivedFile/Site Access RequestsInformation on how to contact if we get access requestsHelplineActiveFaulty WebpartHow to remove a faulty webpartHelplineActiveInformation gathering for SharePoint callsBasic information gatheringHelplineActiveShare site with everyone in UoEInstructions to add all users to SharePoint sitesHelplineActive[SharePoint] Opening files from SharePoint in Visio crashes the clientSteps to resolve Visio crashingHelplineArchivedSite creation request/enquiryInformation gathering to get a SharePoint site createdHelpline / Service ManagementActiveExternal accessSteps to share a file externallyHelplineActiveData Protection and Backup InformationSharePoint Data Protection and Backup information requests.Helpline / Service ManagementActive[SharePoint] Add External Sharing to Site CollectionA user requests for a full SharePoint Site Collection to have External Sharing enabled.Helpline / Service ManagementArchivedfile path too longAdvice on the steps a user can take if the file path for a document is too longHelplineActive[SharePoint] Permanently Delete Site from Recycle BinSteps to permanently delete a site if requestedService ManagementArchivedOpen with Explorer greyed outInstructions to use IEHelplineActive[SharePoint] All Staff Group in SharePointIf a user wants to add All Staff and not Students, the group "All UoE Staff" can be used.HelplineArchivedUnpublish Committee Paper & MeetingsSteps to unpublish SharePoint committeeHelpline / Service ManagementActiveSite design/content/layout technical issueSteps for when content requests are raisedHelplineActiveEditing default blog page fix in Modern Teams siteSteps to fix 'edit page' missing in blog pagesService ManagementActive13. Office 365 - Microsoft StreamUniDesk Category: Core Services and SystemsUniDesk SubCategory: Collaboration ToolsObject ID: Office 365Organisational User-facing documentation: http://www.ed.ac.uk/streamVendor User-facing documentation: https://learn.microsoft.com/en-us/stream/Service manager's documentation: NoneMicrosoft Stream has been enabled on our tenancy and will be classed as a supported component of Office 365. Nothing for us to do since Stephen and Eilidh will be picking up all the support requests until a handover is proposed.Our process: If you see “Stream” in the call fire it off to Stephen and he can then triage to Eilidh if required. We don’t touch it.--------------------The background from Stephen:Gavin and the Principal are expecting MS Stream to be enabled this week in an effort to mitigate the issue whereby people are complaining that without it, they're being forced to upload their Teams meeting recordings to social media platforms for sharing.   This is a deliverable of DTI053 project which reports weekly to Gavin and the Principal. We will 'silently' enable Stream in that we're deliberately not broadcasting to everyone that it's available all at once. We have getting started, FAQ and How To guidance, including privacy and policy in place at: https://www.edweb.ed.ac.uk/information-services/computing/comms-and-collab/office365/microsoft-streamEilidh and I will pick up queries raised through IS Helpline. Although there's not much there to configure - Microsoft has it packaged up tightly - it's basically like having a Youtube-esq account.We will continue to work in the background to build service documentation covering service design, support flows, status alerts etc. with a view to build knowledge transfer. However, this will take us through September.--------------------Service requestLink or responseService requestLink or responseQuestions about Microsoft Stream classic closureHello USER,Content in 'Stream Classic' will be migrated to 'Stream on SharePoint' and we're currently working through plans and processes for this so content owners, including NAME will be contacted in due course.Existing content can continue to be accessed normally and users do not need to take any action but we do recommend they familiarise with the Stream on SharePoint sooner rather than later: https://stream.office.com/. This new version lets you upload videos to platforms across Microsoft 365 and access them from one central location.The closure of 'Stream Classic' has been extended to 15 April 2024, and as I said users will be contacted regarding migration before then. Storage quota on this platform isn't an issue.Best regards,OPERATORService Operations CoordinatorIS Apps Service Management14. Office 365 - TeamsUniDesk Category: Core Services and SystemsUniDesk SubCategory: Collaboration ToolsObject ID: Teams on Office365Organisational User-facing documentation:: https://www.ed.ac.uk/teamsVendor User-facing documentation: https://support.microsoft.com/en-us/teamsService manager's documentation: https://uoe.sharepoint.com/sites/OnlineandDigitalEventsSOM: IS Apps Service Management - Stephen SmithRequestProcessRequestProcessMS Graph: Deleting a Teams Channel Event SeriesMS Graph: Deleting a Teams Channel Event SeriesScheduling Meeting in Teams ChannelUser scheduled meeting within a Teams channel and is not receiving response notifications: https://www.wiki.ed.ac.uk/display/ser/%5BO365%5D+Scheduling+Meeting+in+Teams+ChannelRecovering a Teams recording that is failing to upload to OneDrive/SharePoint Possible workaround steps:O365 Admin - Open the "Support" dialog box at admin.microsoft.comClick "New service request"Type: "Diag: Missing Recording" in the search bar & returnenter URL & date of meeting in the supplied fieldsIf successful:- This will generate a URL. Go to the URL and the meeting recording will download.- Share to the meeting host to re-share with participantsIf not successful:- It’ll tell you to log a ticket with MicrosoftNote: when logging a ticket with Microsoft, ensure that you have the following information:UPN of the organiser and the user who initiated the recordingDate and time in which the meeting took placeMeeting linkYou will then receive a link for each recording that the organiser or the person who started the recording will be able to use to download the recording as long as they are signed into Teams on the web in a different tab.Teams Premium licenceFrom Teams Premium Licensing details from Microsoft:At general release, Microsoft won't offer an EDU-specific license or EDU discounts for Teams Premium.Checking with our license reseller, they confirm that the Teams Premium license add-on is not available to Higher Education at this time.Sharegate migration tool moving Teams channelsUse of the Sharegate Migration Tool for copying Teams channels to another team.15. SAP Business ObjectsUniDesk Category: Core Services and SystemsUniDesk SubCategory: Business Reporting & AnalyticsObject ID: Business Objects BI Launchpad, Business Objects Explorer ,Business Reporting and AnalyticsTag: [BI Suite]Organisational User-facing documentation:: https://www.ed.ac.uk/information-services/computing/comms-and-collab/reporting-and-analytics/businessobjects-overviewVendor User-facing documentation: https://support.sap.com/en/my-support/knowledge-base.htmlService manager's documentation: BI Tools: SAP BusinessObjects Service PageSOM: IS Apps Enterprise Data Services - Andrew

McFarlaneProcessLinkProcessLinkAdvanced, Standard, and Restrict to StandardAdvanced groups give users the ability to amend and create reports within a universe,Standard groups give the user 'Read Only' access to the universe. They can run a report, but they cannot edit the queries.The Restrict to Standard group does what it says on the tin. It operates across all universes, restricting access to Read Only. Historically, when an access request for a particular universe came in, the user would be added to Advanced, Standard, and the general Restrict to Standard group. The idea behind this was that we could easily remove the Restrict to Standard group if/when the user did the training to get Advanced access. What this means is that there will be users listed in the Advanced groups who do not actually have the ability to amend or write reports. If you see a user in the Advanced groups who you think shouldn't have edit access, assume that they're not in the Restrict to Standard group.Processing BI Suite requestsBI Suite Call RoutingService Team adding users to BI Suite and to GroupsArea authorisersBi Suite WikiBI Suite general informationAdvanced UsersBI Suite Advanced Users ListService Team BIS Advanced Licence RequestLicense swapsBusinessObject Routine Service Activities (Revised May 2019)Editing message in BI launch padEditing Bi launch pad messagesBI Suite general callsGuide general callsBI Suite New Access GroupFor any calls that require an access group to be created the call should be passed to The BI Service Manager to be createdBI Suite TrainingUsers must request access via the relevant Content Provider first:https://www.ed.ac.uk/information-services/computing/comms-and-collab/reporting-and-analytics/accessBI Suite Mailing Listsbi_ug@mlist - all active users should be on this; we use it to communicate about service outagesbi_areas@mlist - for key service stakeholders; for policy changes and discussions etc.BI Suite Scheduled ReportsIf a user is trying to run a scheduled report, through explorer, they will need the BI Password set.Request for secure foldersThis is not something we can do currently:Response for someone requesting this for Student Systems folders:"There is no secure college/school space in BusinessObjects just yet. Teams use Student Systems > Locally Developed, to store their reports, but there is no security on those in the sense that each folder is not locked down so that only that team can see it.However, on each folder Advanced and Standard rights do apply as normal. So users accessing a folder who have Standard rights will only be able to view the report and save it to their favorites (where they an edit it) , but they can't delete it or make and save changes to either query or formatting.At the moment there is no resource to implement secure college/school space because this would require a lot of resource that isn't available just now.We hope the Locally space can offer you a half-way house until we can roll-out something more fitting."I can see "#TOARCHIVE" in front of some of my reports. Will it be archived?It's an automated flag put into the description of a report if it's more than 6 months old. Reports won't actually be archived or deleted so they're perfectly safe. Access to BI Suite TestTest BI Suite / Test Business Objects does not work via EASE or Test myed. Instead the user must be given a Test Password and then sent the following URLs:Modern Launchpad: https://www-test.bobi.is.ed.ac.uk/BOE/BILaunchpadClassic Launchpad: https://www-test.bobi.is.ed.ac.uk/BOE/BITo set their password, log into Test CMC via: https://www-test.bobi.is.ed.ac.uk/BOE/CMCThen, search for the User (via Users and Groups > User list)Here, set a password and choose the options 'Password never expires' and 'User must change password at next login':Click 'Save and close' and send the password to the user securely.Accidentally sent a report to 'Everyone'The report will need to be removed from all user BI Suite inboxes (2000+) - Ticket for reference: I220105-2234Steps taken to remove the reports:- Open BI Suite QMC- Select the 'Inboxes' option from the drop down- Search for the file name minus the numbers* - in this case Coursework Extensions : - Confirm the results are the specific report in question. Note - there is not a lot of information here so you may need to search individual inboxes to get more data to help narrow down the deletion. - Select all reports to be deleted - Right click and 'Delete' - Repeat this in 500 batches at a time. - useful tip is to pick a username from this batch and confirm it is deleted before moving to the next 500.*Every report in a user's inbox gets a different number when sending in bulk. eg Coursework Extensions : 1008001, 1008002 etc.). This number is useful for determining if the file was sent earlier than the bulk send. Eg. Coursework Extensions 670001 would be a number earlier sent report than 1008001. So, we can search Coursework Extension : 1008 to find only those sent in this run (or later).Example of the search:The user can then be advised to report it as a breach via the DPO if they consider the data sensitive: https://www.ed.ac.uk/data-protection/breach-procedureBI Suite incorrect date formatTickets for reference: I201022-1810 & I220915-1211Get the user to try the following:Click on 'Locale and Time Zone' and try the following combination of settings:Preferred Viewing Locale: "English (United Kingdom)"Current Time Zone: "Greenwich Mean Time: Dublin, Edinburgh, ..."Product Locale: EnglishRestart BI Suite after this, double check the settings have saved, and then try the export again. BI Visitor reporthttps://www.wiki.ed.ac.uk/display/ser/Service+Team+Request+for+Visitor+Registration+Report+ProcessGroup membershipSAP Group membershipStandard SolutionsNameDescriptionAudienceStatusNameDescriptionAudienceStatus[BI Suite] Restart Web Intelligence Processing ServerA user gets the error message 'Illegal Access to the viewer, please user a valid URL' in Web Intelligence.Service ManagementArchived[BIS] BI Suite error - "You do not have access to one or more data providers"User opens / refreshes a report, and gets this 'permissions' error:"You do not have access to one or more data providers. Only the data providers to which you have access will be refreshed. Do you want to continue? Yes/No"Service ManagementArchivedSerengetiUniDesk Category: UniDesk SubCategory: Object ID: SerengetiTag: Organisational User-facing documentation: https://www.ed.ac.uk/information-services/computing/application-development/doc-managementVendor User-facing documentation: ?Service manager's documentation: SerengetiProcessProcessProcessProcessSerengeti is DownSerengeti is DownSerengeti - Adding UsersAdding users to SerengetiUniDeskUniDesk Category: UK and International ServicesUniDesk SubCategory: UniDeskObject ID: UniDesk Institution Tag: [UDSK]Organisational User-facing documentation: https://www.ed.ac.uk/information-services/computing/comms-and-collab/unideskVendor User-facing documentation: ?Service manager's documentation: UniDeskRequestProcessRequestProcessBasic Service OverviewGuidanceEverythingAdmin GuideMost UDSK SR are documented here, including Operators/Operator Groups/Hidden Teams/Categories and Mail Loops.Operator card managementAdding and removing an operator to an operator groupHow to add an operatorIncident ManagementIncident Management OverviewCategory ManagementManaging categories and subcategoriesPermissionspermissions explainedMail import set upMail importDiagnosticsdiagnostics pageUniversity of Abertay password re-setpassword re-setSetting ManagementUniDesk Admin Settings (Settings Management Client)Password removeDeleting Inappropriate Information from IncidentsCreate Operator Group with Mail Import RequiredCreate a new Operator Group with Mailbox in UnideskDaily Person Import failuresUniDesk Person Import Failure ProcessStandard SolutionsNameDescriptionAudienceStatusNameDescriptionAudienceStatus[Unidesk] Update Mail Import CertificatesShould UniDesk Mail Imports fail for an institution, this process can be used to check and get it working again. This can be used for Office 365 environments.Service ManagementArchivedDetermine UniDesk Logins - Operator and SSPIf we want to determine the number of logins for operator interface or SSP.Service ManagementArchivedFeedback field in UniDeskEnquiry regarding the usage of the feedback field and how it works.Service ManagementArchivedUniDesk Accessibility queryGeneral statement on UniDesk's accessibility and what has been worked on to improve this.Service ManagementArchivedUniDesk and Operator FiltersInstitution has requested feasibility of using Operator Filters.Service ManagementArchivedUniDesk Autoclosure mechanism not working (Events and Actions)If an institution reports that their autoclosure mechanism is not working then it is likely that a few things will need checked. Symptoms could include the 14-day day autoclosure not automatically closing calls from 1st line confirmed resolution to closed without confirmation. I181030-3042 was the call that prompted this solution.Service ManagementArchivedUniDesk Demonstration EnvironmentWe often receive requests for access to a UniDesk Demonstration or Trial Environment. Normally this is part of some discussion about features or pricing and some discussion has already taken place. If the enquiry has not yet started please refer to the Service Owners or SOM firstly so they can kick start the conversation. If this has already taken place this Standard Solution will give you the steps required to supply access.Service ManagementArchivedUniDesk Email Size LimitsUniDesk Email size limitationsService ManagementArchivedUniDesk enquiryTemplate email to be adapted for incoming UniDesk prospective member enquiries - likely there are questions needing embedded in the response so needs amended....Service ManagementArchivedUniDesk Logon error with Azure ADUniDesk institutions who use Azure AD as their authentication method (rather than Shibboleth) may encounter a role-based error when trying to access either Operator or Self Service functionality."The signed in user X@institution.ac.uk is not assigned to a role for the application".Service ManagementArchivedUniDesk Mail imports failingERROR:~~~~~~Mail imports were failing for Napier with the below message:Connection failed: The request failed. The request failed. java.lang.RuntimeException: Unexpected error: java.security.InvalidAlgorithmParameterException: the trustAnchors parameter must be non-emptyService ManagementArchivedUniDesk MobileCustomer enquiring about the availability or plans for a mobile app.Service ManagementArchived16. Visitor Registration SystemUniDesk Category: Core Services and SystemsUniDesk Subcategory: Visitor Registration SystemObject ID: Visitor RegistrationTag: [VRS]Organisational User-facing documentation: https://www.ed.ac.uk/information-services/computing/application-development/vrsVendor User-facing documentation: N/AService manager's documentation: Visitor RegistrationRequestProcessRequestProcessVRS Approvers - EUSA and EIEdinburgh University Students Association and the Edinburgh Innovations teams are all Visiting Staff. Typically we would ask that a permanent (non-Visiting-Staff) person is the Approver for their area however none exist. We have a deal with these two areas that they can do Approval but not themselves.Edinburgh Innovations IT Manager (David Montreuil) has the following people as Approvers and IDMCO personnel:Gillian Ferguson - v1gferguAlasdair MacLeod - v1amacl7Kris McQuade - v1kmcquaDavid Montreuil - v1dbouazVRS AccessApplication FormVRS - VisitorRegistrationAccesshttps://uoe.sharepoint.com/sites/office365serv/SitePages/IDM-VRS-Authorised-Users-List.aspxMailing listhttps://mlist.is.ed.ac.uk/lists/info/vrs-usersChanging a visitor's Org UnitKnown Error vrs and idm org unit don't match causing permissions to drop. Fix using following documentation:Changing the "Authorisation" tab Org UnitAdding authorising for VRS/IDMHow to give VRS/IDM authorisationEnding a visitEnding a visitRejecting an application formHello APPROVERS_NAME,The application for REQUESTORS NAME’s access to the Visitor Registration System (VRS) & Identity Management System (IDM) has been rejected. This is because no options were selected in the Application Form. Should they still require VRS / IDM access, please provide the level needed:VRS: Originator/Sponsor OR Approver OR No VRS Access RequiredIDM: IDMCO or No IDM Access RequiredDeleting a VisitA visit must be ended by the VRS admins for the department. We can end visits in certain circumstances '(see Ending a visit' above). However, if a Visit MUST be deleted immediatley (with no suspension period) we can do this:Get approval from HR / The VRS Admin and confirm the reason for deletingLog into VRS and search for the Visitor IDEdit the visit and set the end date to todaySave and then go back to the visit and click DeletePlease note - If a visit is deleted, the suspension period will last until the visit end date NOT after the 30 day suspension period.Missing Services for VisitorComplete the following steps if the cases below are trueVisitor account has missing servicesThe services have been correctly selected in the current active visitConfirm the users have Group Memberships listed. i.e Visitor Staff and ORG Code. If they do not, raise the call to Application Management.The selected missing services have 'Unknown' status under the the 'Associated Groups' i.eCheck the visitor's selected services from the latest visit and make a note.Compare the selected services to visitor's current services within IDM.Add missing services through 'Manage Services' section, all users should have AD selected.Confirm the missing services now have an Associated Group against the required services.Re-provision (insert) the updated Change Based Services as well, listed below:CCDVPNCAUTHMyEDWIKILapLanLearnLibFeedSATPebblepadStaffmailEASERenaming a VisitorVisitors cannot be renamed. The current visit must be ended and a new one created with the correct spelling / new name.Request for Visitor Registration ReportRequest for Visitor Registration Report ProcessService Team Request for Visitor Registration Report ProcessNEW: Service Team Service Request for Visitor Registration Report ProcessAD Access when Creating a Visitor When someone selects Wireless, VPN or LAPLAN when creating a visitor, they also get AD17. Web HostingUniDesk Category: Core Services and SystemsUniDesk SubCategory: Collaboration ToolsObject ID: Web and Application HostingTag: [Web

Hosting]Organisational User-facing documentation: https://www.ed.ac.uk/information-services/computing/audio-visual-multi-media/web-hostingVendor User-facing documentation: https://docs.cpanel.net/cpanel/Service manager's documentation: Web Hosting SupportSOM: IS Apps Service Management - Alain ForresterService Outage/Disruption Contacts: csgdocs_users@mlist.is.ed.ac.uk, csgscripts_users@mlist.is.ed.ac.uk, hssdocs_users@mlist.is.ed.ac.uk, isdocs_users@mlist.is.ed.ac.uk, sasgdocs_users@mlist.is.ed.ac.uk, sasgscripts_users@mlist.is.ed.ac.uk, C.J.Henderson@ed.ac.uk, Callum.Kerr@ed.ac.ukProcessLinkProcessLinkcPanel Hosting DocumentationcPanel Hosting - HomeHow to EASE protect a directory or domainEASE ProtectingHow to setup a new DomainDomain Setup ProcedureKB-IIS-1 Server (the O drive)https://www.wiki.ed.ac.uk/display/ISHelpKB/KB-IIS-1+Server+%28the+O+drive%29Hosting R filesR is a separate package, for statistical analysis and not something we can install on our serviceRequest to develop a siteThis is not a Service Management task. Direct the user to the 'Website Development Service' here:https://www.ed.ac.uk/information-services/computing/audio-visual-multi-media/web-development-service where the requester can fill out the 'Service Enquiry Form' Change Web Hosting PackageChange Web Hosting Package InstructionsAdd a RedirectHow to add a redirectCosts to host a siteAvailability, Entitlement & Charges - Note from Alain regarding costs for research purposes below:"For a basic hosting account - Free. Provided it fits into any of the basic options available.Historically we had it as POA because many research projects need to consider funding and would enter into discussions with us which might surface other costs elsewhere, such as ongoing maintenance, that would otherwise not be considered. The basic cost of the hosting itself is free given it keeps the website on the University's infrastructure and it's of little overhead given that we're running the service anyway."Known error - SSL Certificate didn't renew automaticallySSL Certificate did not renew automaticallyListing of hosted siteshttps://webhosting.is.ed.ac.uk/websites/Blocking and unblocking IP on hosting machinesStandard SolutionsNameDescriptionAudienceStatusNameDescriptionAudienceStatus18. Wiki ServiceUniDesk Category: UniDesk SubCategory: Object ID: Identity Management (IDM)Tag: [IDM]Organisational User-facing documentation: https://www.ed.ac.uk/information-services/computing/comms-and-collab/central-wikiVendor User-facing documentation: https://confluence.atlassian.com/doc/confluence-data-center-and-server-documentation-135922.htmlService manager's documentation: Wiki ServiceSOM: IS Apps Service Management - Alain ForresterProcessLinkProcessLinkEASE Friend AccessBrowse -> Confluence Admin -> Users Management.Search for the EASE friend by their email address to check that they are not already in the Wiki.Select Add User and use their email address for the Username, Full Name and Email fields.(Do not tick the box for sending an email to the user) The password is not important as they will use EASE to authenticate but one does need to be set.Then edit the groups for this user, first adding them to the 'evisitor-users' group and then removing them from 'confluence-users'.Resolve the UniDesk request using the standard solution.Faster to do this diretctly in Crowd:Service Team Ease Friend Wiki accessRemove/Rename/Copy/Backup a WikiCloning or Renaming a wiki spaceGoogle AnalyticsGoogle Analytics OverviewSetting up a Theme Builder space/userAdministration of TBviewing users accounts on the Wikiview users account set up - impersonation toolCreate Footnote / Footnote DisplayThe easier way to do this would be to edit the page, find the text you would like to make a footnote for, and then start typing {footnote and select the Footnote macro that appears, then enter the text to be used for the footnote and click save. The foot note will then be created however will not be displayed until a Footnote Display is created. They can then set-up a Footnote Display at the bottom of the page by typing {footnotes and click on Footnotes Display macro.WIS Wiki Space AccessAny request from a user outside of IS for wiki access to WIS wiki space should be advise to contact PMO (Glenda) regarding request.Edit / Delete page that won't renderhttps://confluence.atlassian.com/confkb/cannot-edit-page-editing-or-deleting-a-page-that-won-t-render-167608440.htmlCan we get WIki Space stats such as edits?No, there is a Confluence Usage app but that is disabled on our environment since it causes performance issues on an environment of our size.Wiki Macros display Asian characters rather than EnglishIf a user is trying to add Macros to their pages and see the description in Asian characters then do the following.1) Manage Apps (top-right cog when logged in as Admin)2) Give it a wee minute to load and you'll see ScriptRuner as an option:3) Expand that and there's a grey 'Disable button'. Click that and confirm if asked (just click the don't give feedback link when it asks you why) 4) Wait for the plugin to be greyed out and the previous disable button becomes "enable".5) Click that to turn it back onBanners for outages and at riskWiki banners for outages and at riskAdditional informationHow to get a reference in on the WIKI page? - please use the footnote macro after the word you want your foot note to attach to, and the display footnote at the end under reference.That works better than anchors but still is not referencing and bibtex macro doesn't display correctlyStandard SolutionsNameDescriptionAudienceStatusNameDescriptionAudienceStatus[Wiki] Create Groups of Users in Wiki SpacesA Wiki Space Owner can create groups of people to be used on the Space.This group can then be added to the permissions of the Space or specific, restricted Pages.The Group can also be used on other Spaces if needed.If a Group is required to be set up across many different Spaces, Service Management can create these. To create a Group for a specific Space, or a set of similar Spaces, the below steps can be used.Service ManagementArchived[Wiki] Granting Wiki Page Access for Restricted Child Page / PagesRequest to grant access for restricted child page / pages within a ed.ac.uk wiki space.Service ManagementArchived19. Test RailUniDesk Category: Core Services and SystemsUniDesk SubCategory: Collaboration ToolsObject ID: User TestingTag: [Test Rail]Organisational User-facing documentation: https://www.ed.ac.uk/finance/about/sections/sas/efinancials-upgrade/testrailVendor User-facing documentation: https://support.gurock.com/hc/en-us/Service manager's documentation: TestRail ProceduresSOM: IS Apps Service Management - Alain ForresterProcessLinkProcessLinkService Statushttps://testrail.statuspage.io/(First Step) Adding Project in TestRail Admin toolhttps://testrail-admin.is.ed.ac.uk (Second Step) Create a TestRail Project (service)https://uoe.testrail.comProcessing Daily TasksAll daily Tasks done here: https://uoe.testrail.net/Adding Users to TestRailProject managers should usehttps://testrail-admin.is.ed.ac.uk to go in and add a list of users that they want to give access to with a role and start/end dates. That way, we can get an aggregated list of the changes that need made and action them once per day - the daily tasksTestRail BillingIf the Project is marked as compliance, there is no charge processed, however the system will still indicate that there is a cost to IS Apps and therefore an overhead that could be factored in when calculating the cost associated with delivering the project. Provided there are no codes provided and that the project is marked in compliance in the system, there will be nothing charged to the project or business area.Displaying the cost to the University is also a useful incentive to help people keep the costs down.User Management Tool Administration20. OneTrustMinimal support as a technical service with Service Owner (currently Susan Cooke) taking on majority of support with the supplier. Data Protection Office are the frontline so tasks are limited.Susan Cooke has created some Visio flows so that we have a graphical overview of support procedures and is available here:https://uoe.sharepoint.com/sites/SMEDSTeam/Shared%20Documents/Forms/AllItems.aspx?id=%2Fsites%2FSMEDSTeam%2FShared%20Documents%2FService%20%2D%20DPIA%20OneTrust%2FStandard%20Solutions&p=true&originalPath=aHR0cHM6Ly91b2Uuc2hhcmVwb2ludC5jb20vOmY6L3MvU01FRFNUZWFtL0V0ZTZZaTNhVndKS3Nhb1BQcVRQZTRRQkVCTmxZVlZrdm9WVlpfUDVkdmxBS2c_cnRpbWU9MTVyb3ZTWEUxMGcThe direct login for the service is at: https://app-eu.onetrust.com/auth/loginTaskDetailsTaskDetailsEnd user supportWe are not involved. Data protection office (DPO@ed.ac.uk) should handle all user queries. DPO manage training and end user documentation and should be maintained by them.Individual login problemAll users will use UUN@ed.ac.uk for logging in.Service Owner may request new administrators to be added.Can be done within the tool itself via the Launch menu then “Users and Groups”.The role is "Site Admin".DPO may ask for senior support since they are the frontline.These requests go straight to the Service Owner.Service unavailable (non-EASE issue)Call to be raised to OneTrust via Service Owner. Raise IS Alert. Inform DPO@ed.ac.uk with the IS Alert URL. DPO to inform end users.Service unavailable (EASE issue)Call to be raised to Development Services via Service Owner. Raise IS Alert. Inform DPO@ed.ac.uk with the IS Alert URL. DPO to inform end users.Service unavailable (due to maintenance period)Scheduled maintenance is advertised inside the tool itself. The Service Management daily service checks will now check this service each day and post IS Alerts for any maintenance. Our user logins (as admins) will show these on login. End users also see these. DPO to inform end users if they choose to.Standard SolutionsOnly one Standard Solution is available which IS Helpline will use to refer end users on to the DPO team.OneTrust enquiry (Data Protection Impact Assessment)Backup accountGiven that this is an EASE-protected service a backup Gmail account is on Password Manager Pro. Susan Cooke is the owner of that Gmail account. This will only be used as a backup account if SSO (EASE) goes down and we need to go in for support purposes.21. Managed APIs ServiceThe Managed APIs service provides a centralized solution for the creation, consumption, hosting and management of University-produced APIs. In basic terms, APIs (‘application programming interfaces’) are bits of code that let applications speak to / integrate with each other.This is a technical service, expected only to be used by software developers. This service is delivered via a cloud-hosted product called “WSO2 API Gateway”, which developers will access through a web browser. Developers can request access to WSO2, but what they can see or do in WSO2 will be dependent on a) data steward approval, b) and what they need to use WSO2 for (e.g. API consumption or creation).TaskDetailsTaskDetailsWSO2 Service unavailableRaise IS Alert and speak to Service ManagerUser requests WSO2 accountRefer to Service Manager. This is a task that will gradually transition to the Service Team.User requests help with their WSO2 accountRefer to Service Manager.User requests training in WSO2.Point at SharePoint site: https://uoe.sharepoint.com/sites/is-apps/service/api/SitePages/API-Home.aspxUser requests training in how to consume / produce an API through WSO2. Refer to Service Manager.User requests client secret and client ID needed to consume an API. If WSO2 access is already in place they can generate the login tokens and self-serve on WSO2.Instructions are on SharePoint and in WSO2 itself.User requests a change to an API on WSO2.Refer to Service Manager.User reports a fault / problem with an API on WSO2.Refer to Service Manager.User reports a fault / problem with WSO2 functionality.Refer to Service Manager.Identifying who owns API (I.e. Service or Business Owner) before referral to IS Apps Service Management.Use API Register to establish contacts and who owns.https://www.wiki.ed.ac.uk/pages/viewpage.action?spaceKey=insite&title=API+Registry22. Apple App StoreTaskDetailsTaskDetailsRequest to access the App Store or seek guidance on how to use itSend all calls to Alain Forrester about this. We do not participate in any App Store activity.23. IRMTaskDetailsTaskDetailsLoggin InIRM SalesForce Instance is available at:We have a Service Account: errit@ed.ac.uk (Login available in PMP)SalesForce Forces you to enable MFA SalesForce will force you to set up MFA on first login and this cannot be bypassed. Just set it up and remember to disable it when logged in. Instructions below.You can disconnect MFA before logging out with:Settings -> Advanced User Details -> App Registration: Salesforce Authenticator: Disconnect24. Service AlertsUniDesk Category: Core Services and SystemsUniDesk SubCategory: Collaboration ToolsObject ID: Service AlertsTag: [Alerts]Organisational User-facing documentation: https://alerts.is.ed.ac.uk/help Admin User Interface: https://alerts.is.ed.ac.uk/adminSOM: IS Apps Service Management - Alain Forrester (TBC)RequestProcessGrant 'Raise Alerts' permission to Visitor StaffUniDesk form: https://edin.ac/3uaiwxqEnsure the request is from a Team Manager or Section Head Check the requester to ensure they are a Team manager or section head and not simply the visitor themselves requesting access Users must visit Alerts and Log In first in order to create their accountStepsLog into Service Alerts Admin and navigate to Users optionFind and select the user in questionAdd the user to the appropriate group(s) by moving the CA Visitor Staff group to the right-hand pane.DO NOT ASSIGN PERMISSIONS DIRECTLY Ignore the permissions pane below. Permissions are set using groups only!4. Click 'Save'Grant 'Advanced Permissions' to usersUniDesk form: https://edin.ac/468lKPlEnsure the request is from a Team Manager or Section Head Check the requester to ensure they are a Team manager, Section Head or existing member of the authoriser group (where required) and not simply the user themselves requesting access Users must visit Alerts and Log In first in order to create their accountPermissions and associated groupsPermissionGroupRaise unplanned alertsSupportAuthorise alertsApproversEnsure Approval Group is set selected Publish AlertsHelplineStepsLog into Service Alerts Admin and navigate to Users optionFind and select the user in questionAdd the user to the appropriate group(s) by moving the required group to the right-hand pane. In the case of Authorisers (approvers) ensure the appropriate Authoriser groups is selected from the dropdown list in the details panel above.DO NOT ASSIGN PERMISSIONS DIRECTLY Ignore the permissions pane below. Permissions are set using groups only!4. Click 'Save'Grant access to Admin UI (Currently for Service Man and Apps Man only)StepsLog into Service Alerts Admin and navigate to Users optionFind and select the user in questionSelect the 'Staff Status' box under permissionsClick 'Save'Add/Edit/Remove ServicesManaging ServicesServices can be added or edited from the select list under the 'Services' optionRemoving a serviceServices can be removed from the select list when raising an alert by simply setting the Priority to '0'DO NOT DELETE SERVICES Deleting will also delete the availability history and/or break referential integrity25. Additional TasksThese are general admin tasks. There is no need to change the category or add tags to these requests.RequestProcessRequestProcessIS AlertsService Team raise Alerts for our services normally for outages, degrades or planned work discussed with Service Managers. Some IS Planned Alerts have not been approved in a timely manner on behalf of Service Management. Applications Management have always been the approvers of planned alerts due to most services historically being on-premises. But with the moves towards SaaS/cloud providers there are certain services which have no reliance or involvement from Applications Management. Hence Service Management can now self-approve but with some conditions. Steve Hall and Wassim Demnati are the approvers in the Service Team. Service Management can approve their own alerts (i.e. Steve and Wassim) and the Section has been notified with the following conditions.If your Planned Alert:- Has Applications/Production Management involvement- Affects on-premises infrastructure such as EASE, Exchange, data imports, data warehouses, etc- Is a project Then Planned Alerts should still go via Applications Management as the approver. They need to see these due to involvement or from a QA perspective.If your Planned Alert:- Resides solely within the control of Service Management/your supplier- Is not a projectThen it will be approved by us. To exemplify, if our cloud-based platform is receiving a change that the supplier is making, and is outside of our control, and has no effect on how anything on-premises is run, then a Service Management alert will be approved by us. Zoom, UniDesk, TestRail and most (but not all) of the M365 arena are good examples where new product/component changes are released and we cannot influence or specify the nature of the release. The following is a list of services that can have Planned Alerts approved by us:- UniDesk- EventsAir- Zoom- Microsoft Dynamics- Mobile telephony- OneTrust- Test Rail- JournyXThese platforms are excluded since the platform is within our control on-premises and Production Management are in the driving seat. These will always go through as Applications Management as the approver:Event BookingIDMVRSJiraWikiWeb HostingRemove password from UniDesk incidentHelpline staff remove the sensitive information from action fields and pass the call to us to remove the emails attached under the Notes tab in the Emails and Document Overview sections.Unable to view the original incidentA reply to a hidden incident has created a new incident. Follow the original incident reference (usually found in the subject of the users email) and assign the call to that team.UniDesk mail loopGuidanceFind the generated incidents and remove them from UniDesk.Object IDWhere possible insert an Object ID for relevant system or service that the call is about.Remote Session AccessBomgar InformationService ReportsService Management Service Reports (monthly)Service Team Reports (calls handled per month)Setting our phones to divertSet Service Management Support phones to divertSQL Server Connection DetailsLiveIDM Live(DESCRIPTION = (ADDRESS = (PROTOCOL = TCP)(HOST = ora-idm-kb1live.is.ed.ac.uk)(PORT = 1839)) (ADDRESS = (PROTOCOL = TCP)(HOST = ora-idm-at1live.is.ed.ac.uk)(PORT = 1839)) (CONNECT_DATA = (SERVICE_NAME = IDMLIVE_PRMY.is.ed.ac.uk)))TestTNSName was IDMTEST.WORLD and is now IDMTEST.(DESCRIPTION = (ADDRESS = (PROTOCOL = TCP)(HOST = ora-idm-kb1test.is.ed.ac.uk)(PORT = 1839)) (ADDRESS = (PROTOCOL = TCP)(HOST = ora-idm-at1test.is.ed.ac.uk)(PORT = 1839)) (CONNECT_DATA = (SERVICE_NAME = IDMTEST_PRMY.is.ed.ac.uk)))Working with dataUseful tips for Data clean-upGitlab accessGitLab gitlab.is.ed.ac.uk - Note: Only accessible on campus or via the VPN (SSL).EventBriteReference ticket - I231030-1323This is mostly relevant to organising events with more than 30 attendees until we have an official roll out of EventBrite in the Uni.If users setup an EventBrite account or have an account already we need the email address for the account (don't need to know every user of the account, just the email address used to set it up). They can use the following form:Existing Eventbrite User:https://forms.office.com/e/3iXJZpjHv7New to Eventbrite:https://forms.office.com/e/gYTXeJBukvUsers will be contacted in due course, once the service is ready to useDoing this allows us to have Eventbrite fees waived so that the event organiser can increase the number of tickets available for the event. If they use the form we get notified and pass details to Eventbrite as soon as they come in. If it takes a day or two to get Eventbrite to process the account but the event organiser needs to publish their event - they can do it with 24 tickets and a wait list - once processed, the organiser can then increase the number of tickets, even after the event is published:Changing ticket capacity and adding wait list info here:Change your event capacity | Eventbrite Help Center(a more extensive list of typical service requests can be found here)26. SOM availabilitySOMAvailabilityServicesSOMAvailabilityServicesStephen SmithMon-Fri 8-4Email & Diary (Exchange/Exchange Online, Teams, Calsync), Office 365 Subscription & Licensing (Azure AD, AADConnect), Online Voting & Counting Systems for Uni Elections (EVES).Alain ForresterMon + Wed 8:30-4:30, Tue + Thu 8:30-5:30, Fri 8:30-1:30Wiki, Jira, Hosting, Test RailClaire BradfordMon-Fri 9-5SharePoint, Document ManagementAndrew MacFarlaneTue-Fri 09:00-17:30Enterprise APIsRob O'BrienMon-Fri 09:00-17:00Reporting & Analytics (Power BI)Susan CookeMonday - Thursday 8:15 - 4:30Friday 8- 12OnetrustSteph HayMonday-Thursday 07:45 - 17:30M365 SOMTBCIDM SOMTBC27. Helpline Shadowing28. MiroUniDesk Category: Core Services and SystemsUniDesk SubCategory: Collaboration ToolsObject ID: TBATag: MiroOrganisational User-facing documentation: TBAVendor User-facing documentation: Miro Help CenterService manager's documentation: TBASOM: IS Apps Service Management - Duncan WilsonRequestProcessRequestProcessContact listMailing lists and primary stakeholder mail addresses go here..Documentation for first lineMiro first line troubleshootingStandard holding response for Miro supportHi,Miro Enterprise is not yet established as a centrally-supported service. To date, however, it has been used and supported locally by some areas within the University. Currently, ISG are working on a project to roll out Miro to the University community as a fully supported service but we are not in a position to provide any support for Miro just yet.As the project is already well underway we expect it will be available within the next few weeks, comms and guidance will be issued when the service is in place.Miro soft release 2023 checklistChecklist for soft release.Form for requesting access to Mirohttps://forms.office.com/Pages/DesignPageV2.aspx?prevorigin=shell&origin=NeoPortalPage&subpage=design&id=sAafLmkWiUWHiRCgaTTcYXylMiWSKn5MtQB95h1HHphURVNPUzRXMjdUVTYyVEZXWVcyNkxZVkUzViQlQCN0PWcuCommunicationsMiro-Designers - This list is for operators who have the ability to create teams. For example the Learning Technologists at ECA.miro-designers@mlist.is.ed.ac.ukFrom <https://mlist.is.ed.ac.uk/lists/admin/miro-designers> Miro-Users - This is our user community list, users can subscribe and receive publications from the SoM and show off anything they've created and want to share.miro-users@mlist.is.ed.ac.ukFrom <https://mlist.is.ed.ac.uk/lists/admin/miro-users>

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unrestored-unknown-attachmentmiro

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Add Comment

```
(function(i,s,o,g,r,a,m){i['GoogleAnalyticsObject']=r;i[r]=i[r]||function
(){
  (i[r].q=i[r].q||[]).push(arguments)},i[r].l=1*new
Date();a=s.createElement(o),

m=s.getElementsByTagName(o)[0];a.async=1;a.src=g;m.parentNode.insertBefor
e(a,m)
```

```
  })(window,document,'script','//www.google-
analytics.com/analytics.js','ga');

// track edits by space key, see http://goo.gl/8NDM1
AJS.$(document).ready(function(){
  var spaceKey = AJS.$('meta[name="confluence-space-
key"]').attr("content");
  ga('create', 'UA-7172113-1', 'ed.ac.uk', {'siteSpeedSampleRate': 5});
  ga('set', 'dimension1', spaceKey);
  ga('send', 'pageview');
  ga('set', 'anonymizeIp', true);
  AJS.$('#editPageLink').on('click', function(event) {
    var url = $(this).attr("href");
    event.preventDefault();
    ga('send', 'event', 'WikiSpace', 'pageEdit', spaceKey);
    setTimeout( function() { document.location = url; },100);
  });
});


if (window.location.pathname == "/csum/configure.action") {
function buttonEnable() {
AJS.$('#csum-adduser-submit-button').removeAttr('disabled');}
setInterval(buttonEnable,1000);}




AJS.$('document').ready(function checkCookie() {
  var uoewikicookies = getCookie("_uoewikicookies-accepted");
  if (uoewikicookies != "1") {
   AJS.$( "#cookieBanner" ).show()
  }
});
function setCookie(cname, cvalue, exdays) {
  var d = new Date();
  d.setTime(d.getTime() + (exdays*24*60*60*1000));
  var expires = "expires="+ d.toUTCString();
  document.cookie = cname + "=" + cvalue + ";" + expires + ";path=/";
}
AJS.$( "#cookieAccept" ).click(function() {
 AJS.$( "#cookieBanner" ).slideUp(1000)
setCookie("_uoewikicookies-accepted", 1, 365);
});
```

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Help

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Keyboard Shortcuts

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About Confluence

0

Recently viewed

Recently worked on

Profile

Tasks

Saved for later

Watches

Drafts

Network

Settings

Log Out

Service Management Service Team

SpacePagesBlogCalendarsChild pagesService Management Service Team HomeService Overview[BIS] BI Suite error - "You do not have access to one or more data providers"[BI Suite] Restart Web Intelligence Processing Server[JIRA] Enable Backlog for Kanban Boards[Mobile]Managed Mobile New Order[Mobile]Managed Mobile Update Cost Codes[O365] Assign Licenses to users[O365] Azure - B2B Collaboration Guest User Profiles - Wrong Email[O365] change of display name[O365] Email account investigation (hold or PST)[O365] Hide Bookings Calendar From GAL[O365] Hide Office365 Group From GAL[O365] Hiding Office 365 Group From GAL[O365] Missing Routable @uoe.onmicrosoft.com Address[O365] O365 Account Litigation Holds[O365] O365 Email Delegate Permissions[O365] O365 Licence Applied - Missing Services[O365] Recovering an O365 Account from Deleted Users (O365 Admin)[O365] Scheduling Meeting in Teams Channel[O365] Update A1toA5 License for Bookings, Intune, Teams Webinars[O365] Verify accepted Domain in Office 365[OneDrive] Missing 'New', 'Upload' and 'Sync' options in OneDrive for Business[SharePoint] Add External Sharing to Site Collection[SharePoint] All Staff Group in SharePoint[SharePoint] Delete Committees SharePoint Site[SharePoint] Opening files from SharePoint in Visio crashes the client[SharePoint] Permanently Delete Site from Recycle Bin[Unidesk] Update Mail Import Certificates[Wiki] Create Groups of Users in Wiki Spaces[Wiki] Granting Wiki Page Access for Restricted Child Page / Pages2023 Jira Upgrade tasksAdd a RedirectAdding Room Mailbox to a Room ListBlocking and unblocking IP on hosting machinesBypass The Power Apps Permissons FormCalSync Opt Out Request ProcessCalSync - Student Timetables in OutlookChange Web Hosting PackageConvert to eSIMDetermine UniDesk Logins - Operator and SSPDisable a functional accountDisconnection RequestDynamics CRM Outage ProcedureEdinburgh UniDesk Outage ProcedureEvent Booking - Amend AudiencesEvent Booking - Attendance Recorder applicationEvent Booking Outage ProcedureEventsAirFaulty Managed Mobile DeviceFeedback field in UniDeskFix calendar processing issuesGitLab gitlab.is.ed.ac.ukHard delete of emailsHelpline ShadowingHow to set up a SrvMan user on VCOLIDM/VRS Outage ProcedureIntroduction, Links and EnvironmentsJIRA Implementation Plan 2018JIRA Outage ProcedureKey ContactsLitigation Hold in eDiscoveryMail Forwarding Approval FlowMail is delivered internally but doesn't receive external mailManaged Mobile Credit Note ProcedureManaged Mobile Service Outage ProcedureManaged Mobile - Updating the DashboardManual RoamMicrosoft Dynamics CRMMiro first line troubleshootingMiro soft release 2023 checklistMonthly Billing Process - Making sure Vodafone get paidMonthly Capping CheckMS Graph: Deleting a Teams Channel Event SeriesNational UniDesk Outage ProcedureNew Connection RequestNon-Planned Expenditure ReportNumber Transfer RequestsOffice365 - Missing Calendar Invites, Hidden Rules, MFCMapiOffice 365 (Email) Outage ProcedureOffice 365 Components Outage ProcedureOffice 365 - eDiscovery Case and Content SearchOneTrust Outage ProcedureOne Trust - Standard SolutionsOrphaned Account/MailboxPower Apps and Power Automate (Power Platform)Power BI Hosting stock replyPower BI Publish to web requestsRecovering .pst Files Using eDiscoveryRemoval of functional mailboxesRequest to enable Request FilesReturn of managed mobile devices for recyclingSAP BI Suite Outage ProcedureSAP Group membershipSearch +

Delete Phishing EmailsService Management Service Reports (monthly)Service Team adding users to BI Suite and to GroupsService Team BIS Advanced Licence RequestService Team Dynamics CRM service requestsService Team Ease Friend Wiki accessService team FOI Freedom of Information RequestService Team - Holiday closure listService Team - IDM AccessService Team Managed Mobile Bolt On requestService Team Reporting - CallsService Team Request for Visitor Registration Report ProcessService Team Service Request for Visitor Registration Report ProcessService Team Test IDM Test EASE account creation procedureSet Service Management Support phones to divertSharegate migration tool moving Teams channelsSharepoint site shows user is editing this pageSim Swap RequestSSL Certificate did not renew automaticallyStudent Mifi Billing GuideStudent Mifi GuidesTestRail Outage ProcedureUnideskUniDesk Accessibility queryUniDesk and Operator FiltersUniDesk Autoclosure mechanism not working (Events and Actions)UniDesk Demonstration EnvironmentUniDesk Email Size LimitsUniDesk enquiryUniDesk Logon error with Azure ADUniDesk Mail imports failingUniDesk MobileUniDesk Person Import Failure ProcessUpgrade planning V7 - updated timelineUseful tips for Data clean-upUser mailbox appears in Exchange Online but not in Hybrid ExchangeUser ManagementWeb Hosting Outage ProcedureWiki banners for outages and at riskWiki Outage ProcedureWork in Progress Service OverviewZoom Outage Procedure131 more child pagesCreate child page<h2>Space Details</h2><div class="personal-space-logo-hint">Your profile picture is used as the logo for your personal space. Change your profile picture.</div>Reorder pagesConfigureSpace toolsOverviewContent ToolsReorder pages

Service Overview

Edit

Save for later

Watch

Share

Attachments (31)

Page History

Restrictions

Page Information

Resolved comments (0)

View in Hierarchy

View Storage Format

View Source

Export to PDF

Export to Word

Import Word Document

Copy

Move

Delete

Pages

Service Management Service Team Home

Service Overview

```
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        <thead>
            <tr class="header">
                <th class="search-result-title">Page Title</th>
                <th class="search-result-space">Space</th>
                <th class="search-result-date">Updated</th>
            </tr>
        </thead>
    </table>


    <p class="search-result-count">{0}</p>


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        <td class="search-result-title"><a href="{1}" class="content-
type-{2}"><span>{0}</span></a></td>
        <td class="search-result-space"><a class="space"
href="/display/{4}/" title="{3}">{3}</a></td>
        <td class="search-result-date"><span class="date"
title="{6}">{5}</span></td>
    </tr>
```

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11. Power Apps and Power Automate22. EventsAir33. Zoom44. Microsoft Dynamics CRM55. Event Booking66. IDM (Identity Management System)77. JIRA88. Managed Mobile Service99. Office 365 - Email1010. Office 365 - OneDrive 1111. Office 365 - Power BI1212. Office 365 - SharePoint / Group Sites1313. Office 365 - Microsoft Stream1414. Office 365 - Teams1515. SAP Business Objects1616. Visitor Registration System1717. Web Hosting1818. Wiki Service1919. Test Rail2020. OneTrust2121. Managed APIs Service2222. Apple App Store2323. IRM2424. Service Alerts2525. Additional Tasks2626. SOM availability2727. Helpline Shadowing2828. MiroService Outage ProceduresZoomDynamics CRMEvent BookingIDM/VRSJIRAManaged Mobile ServiceOffice 365 componentsOffice 365 (Email)Edinburgh UniDeskNational UniDeskSAP BI SuiteWikiTestRailOneTrustWeb HostingLink to Service Outage Procedures Document1. Power Apps and Power AutomateUniDesk Category: InfrastructureUniDesk SubCategory: Software ServicesObject ID: None as yeOrganisational User-facing documentation: NoneVendor User-facing documentation: https://powerautomate.microsoft.com/en-au/Service manager's documentation: Power Apps and Power Automate (Power Platform)SOM: IS Apps Sharepoint - Non specificRequestProcessRequestProcessCreate Power Automate Flow to receive an email when an MS Forms response has been submitted.Email the user with the following instructions:"Thanks for your email.You can configure something like this using Power Automate by creating a Flow.To begin, please visit the link below (you may want to sign in as the shared mailbox so that the Flow you create is attached to the shared mailbox and not your own personal account).https://emea.flow.microsoft.com/manage/environments/Default-2e9f06b0-1669-4589-8789-10a06934dc61/createOnce in here, please select to create an 'Automated Cloud Flow'. Give it a name and select the 'When a new response is submitted option' as shown in the screenshot 'Create Flow.png'.Next, you will need to put in the ID of the form to specify which form you would like to receive an email from. Start typing the name of the form and results will be returned for you to select the required form. Then you will need to select 'Next Step' and search for outlook and scroll down to the 'Send an email (V2)' action and select is. Please refer to the screenshot 'Populate Flow.png'.Finally, you will simply need to configure the email such as filling in what address you would like the emails to be sent to, the subject and body of the email etc. - if you would like information from the response to be included in the email, there will be a pop-up box to the right, presenting fields that are in the form that you can select to be included in the email. Please note there is an 'advanced settings' drop down if you would like to make the responses marked as 'Low' importance etc. For this last step, please refer to the screenshot 'Configure the email.png'. Once done, you can

select 'Save'.Hope this helps. Please let me know how you get on."Screenshots:Create FlowPopulate FlowConfigure the emailError: You don't have appropriate permissions to create a portal in this environment. Try selecting another environment or create new environment. If that doesn't help, contact your global administrator.This is a Power Apps error that tends to appear when attempting to create a new blank app within Power Apps.This is because creating a portal requires dataverse = cost/licenses etc. and isn't enabled in the default environment.The user should follow the various guides to create a canvas Power App: https://learn.microsoft.com/en-us/power-apps/maker/canvas-apps/get-started-test-driveIRM requestThese requests go to Alasdair MacLeod in IS Apps Service Management (in Unidesk).Mail forwarding approvalMail Forwarding Approval FlowBypass The Power Apps Permissons FormMessage similar to the following: "Almost there...###name of app### needs your permission to use the following. Please allow the permissions to proceed."2. EventsAirUniDesk Category: Core Services and SystemsUniDesk SubCategory: Event BookingObject ID: EventsAirOrganisational User-facing documentation: https://www.ed.ac.uk/information-services/computing/comms-and-collab/eventsairVendor User-facing documentation: NoneService manager's documentation: EventsAir or EventsAIR Service or EventsAIR3. ZoomUniDesk Category: Core Services and SystemsUniDesk SubCategory: Collaboration ToolsObject ID: ZoomOrganisational User-facing documentation: https://www.ed.ac.uk/information-services/computing/comms-and-collab/zoomVendor User-facing documentation: https://support.zoom.us/hc/en-usService manager's documentation: Zoom Video ConferencingSOM: IS Apps Service Management - Stephen Smith4. Microsoft Dynamics CRMUniDesk Category: Core Services and SystemsUniDesk SubCategory: Collaboration ToolsObject ID: Enquiry Management CRMOrganisational User-facing documentation: NoneVendor User-facing documentation: N/AService manager's documentation: Microsoft Dynamics CRMSOM: IS Apps SharePoint - Steph HayEnquiry Management Handover DocumentIntroduction, Links and EnvironmentsKey ContactsUnideskUser ManagementService Team Dynamics CRM service requests5. Event BookingUniDesk Category: Core Services and SystemsUniDesk SubCategory: Event BookingObject ID: Event BookingTag: [Event Booking]Organisational User-facing documentation: https://www.ed.ac.uk/information-services/computing/comms-and-collab/event-bookingVendor User-facing documentation: N/AService manager's documentation: Event Booking Service PagesSOM: IS Apps Application Management - Andrew HobdenProcessLinkProcessLinkCreating New Service ProviderCreating New Service ProviderView 'Booking Questions'These can be viewed in BI Suite > ISG: Event BookingSteps:Request approval from IAD to add the userIn BI Suite Admin, add them to 'ISG > Event Booking' group in BI SuitePoint the user to the correct report to view this information:ISG: Event Booking > IAD > IAD responses to booking questionsAmending AudiencesEvent Booking - Amend AudiencesAttendance RecorderEvent Booking - Attendance Recorder application6. IDM (Identity Management System)UniDesk Category: InfrastructureUniDesk SubCategory:See Linked ObjectObject ID: Identity Management (IDM)Tag: [IDM]Organisational User-facing documentation: N/AVendor User-facing documentation: N/AService manager's documentation: IDM System DocumentationSOM: IS Apps Enterprise Data Services - RequestProcessRequestProcessIDM overview - Technical ArchitectureThis link is the technical architecture at quite a detailed level. While

probably not used much by Service Management is can give us hints at where issues
reside. https://www.wiki.ed.ac.uk/display/insite/New+Identity+Management+%28IDM%29+systemCOMP/AUTH IT DISCONNECTIONSStudent UUN SuspensionIS Helpline's ProcedureOpen IDM and search for user. Change Identity Status from 'Active' to 'Suspended'.Pass call to Finance Income for completion.Post a message in the IS Helpline Teams area in the dedicated channel for Finance Suspensions.This is done by Student SystemsCOMP/AUTH IT RECONNECTIONSOpen IDM and search for user. Change Identity Status from 'Suspended' to 'Active'.Pass call to Finance Income for completion.No need to advise IS Helpline.Account ReconcileStaff to staff ReconcileReconcile Process GuideRequests should be submitted using the standard solution in this category, recorded and resolved using another standard solution. These are typically completed by Helpline unless the situation is complex or the reconcile is between two staff accounts rather than a staff and a visitor account (see HR Purged Records).Needs confirmed with HR for the main staff number before doing the reconcile Apps Man can carry out this process.As long as the account to be reconciled against is live, Apps Man can carry out this process.HR Purged RecordStandard solution for purged recordUUN ChangeIDM UUN Change ProcessIDM AccessApplication FormService Team - IDM Access IDM policiesAging policyService Eligibility PolicyService EntitlementTest IDM / Test EASE account creationService documentation: IDM Test Staff Account Creation Process and VRS Test Visit Creation Process'Service Team: Service Team Test IDM Test EASE account creation procedureNote that this is being done by Service Team from April 2019.IDM Dashboard access(https://dashboard.apps.is.ed.ac.uk/)Only those in the following AD groups get access to this: Help Services, Operational Services, Production Management, Service Management. This means without any intervention support staff will automatically have access to more detailed service monitoring. We can do user management via https://www.idm.is.ed.ac.uk/idm/userAdminhttps://www.wiki.ed.ac.uk/display/IDMDashboard/DashboardIDM Exclusion ListApps have a massive batch of accounts that are “excluded” from use within IDM. Mainly due to them being some form of system-reserved account (like “root”), fixed test accounts or some kind of banned terminology. Attached is the latest copy = 07-01-2020.IDMUUNExclusion20200107.xlsxSome teams outside of Apps (like CO teams) may ask for this. It's fine to hand it over.you can obtain an updated list via the following query run against the IDSTORE schema:select * from IDSTORE.idstore_uunexclusionlist order by idstoreuid;Full List of IDM/VRS UsersThe query, (run against the APPSLIVE VRS schema), is as follows:select vu.user_id, vu.surname, vu.forename, vu.title, vo.org_unit_no, va.access_id, va.access_lvlfrom vrs_user vu, vrs_user_orgdetails vo, vrs_access2user vau, vrs_access vawhere vo.user_id = vu.user_idand vau.user_id = vu.user_idand va.access_id = vau.access_idorder by vu.user_id, access_id;Full list of Staff, VisitorStaff, PGR and Functionals createdWe needed a list of all Staff, Visitor Staff, PGR and Functional accounts created within the last 24 hours to help resolve some Major Incident fallout. Basically we needed to see which Staff-like accounts had come through so we could correct the O365 A1 Plus licence. The code for this can be run against IDM Live in the attached file.allstaffin24hours.txtUUN Reconcile in IDM - P&M not yet updatedAfter a reconcile is performed, then the 'OracleHR' service needs reprovisioned (Add Identity). Worth also reprovisioning the Central Auth

service as this can sometimes go out of sync from IDM.Card numbers in IDM and Front Office don't matchPass to Production ManagementA note about Front Office calls211005-2985 staff details not updated on Front Office. A new People and Money to CARD integration went Live in August. We are aware of an issue of missing Location details in People and Money and we have been told by CARD that we cannot default the address to something else. Users seem to think if they are in IDM, then they must also be in CARD Front Office which should be true. Just pass them onto IS Apps and we will forward onto HR (depending on the issue)Death In Service guidancehttps://www.ed.ac.uk/files/atoms/files/death_in_service_guidance_0.pdfAging Functional AccountsAgeing is disabled for functional accounts.Functionals can be aged manually by setting the end date to 1949UUN in Test doesn't match liveChange the UUN in test, there's an option to do this when you search for the ID using the reference number.Then re-provision Cauth and Ease, they will then need to register the ID in test using: www-test.ease.ed.ac.uk/registerCard pin not showing in MyEdServices showing as unknown in IDM. Re-provision the following services by selecting 'add' in IDM:ADWikiWirelessMyEdIf still not showing pass call to IS Apps Application Management for investigation.7. JIRAUniDesk Category: Core Services and SystemsUniDesk SubCategory: Collaboration ToolsObject ID: JIRATag: [JIRA]Organisational User-facing documentation: https://www.jira.is.ed.ac.uk/secure/Dashboard.jspaVendor User-facing documentation: https://www.atlassian.com/software/jira/guides/getting-started/introduction#dig-into-specific-featuresService manager's documentation: JIRASOM: IS Apps Service Management - Alain ForresterProcessLinkProcessLinkJIRA Announcement BannerJIRA Announcement BannerNew Department Onboarding RequestEmail the user the following:"Dear (user),We use Jira mainly for development projects within Information Services but we have made it available to a few other areas on request, provided our service meets their requirements. If you think Jira might be a good option for you, it might be worth us arranging a little chat for you with the Service Manager to discuss your requirements?It's also worth noting from the outset that Jira's developer, Atlassian, recently announced the discontinuation of Jira Server (from 2024) in favour of their other, much more expensive Cloud or Data Center alternatives. We're preceding as normal with Jira Server for now but may look to review other alternatives in future following our talk with Altassian and a review of the likely costs associated with their other Jira products. You can chat more about that with the Service Manager if you're happy to have a look at Jira.Please let me know if you would like to discuss it further."Remove license from userIf a user is asked to be deleted, we'd rather keep the user there for auditing purposes (if you try deleting, you may also get a message saying that they have associations with other projects and these need to be reassigned before they are able to be deleted), therefore simply search for the user > click on their profile and remove them from any groups and untick the 'Application access' checkbox as shown below. This will free up a license whilst removing their access.Jira upgrade tasks2023 Jira Upgrade tasksStandard SolutionsNameDescriptionAudienceStatusNameDescriptionAudienceStatus[JIRA] Enable Backlog for Kanban BoardsProject Leads may request for 'Backlog' to be enabled on their Kanban Boards. Only JIRA Admins are able to do this.Service ManagementArchived8. Managed Mobile ServiceUniDesk Category: InfrastructureUniDesk SubCategory: TelephonesObject ID: Managed

Mobile ServiceTag: [Mobile]Organisational User-facing documentation: https://www.ed.ac.uk/information-services/computing/comms-and-collab/is-managed-mobile/introductionVendor User-facing documentation: N/AService manager's documentation: Below.SOM: IS Apps Service Management - Stevie AllisonCritical Success FactorProvide a catalogue of devices and plans suitable for University business that have granular connection options for calling & data usage.Key performance indicators:1) Mobile connection availability - Vodafone signal uptime in an area with "good" connection coverage.2) SLA on open support callsTargets:1) Vodafone connection service window remains above 99.99% uptime availability.2) Service Management resolves 95% of normal impact support calls within 8 working days.Escalation threshold:1 hour of wide-scale unplanned Vodafone service outage (to Account Manager).ProcessLinkManaged Mobile Service - Service OverviewService OverviewNew Connection RequestNew Connection Request and UpgradesBolt on requestService Team Managed Mobile Bolt On requestNumber Transfer RequestsNumber Transfer RequestsDisconnection RequestDisconnection RequestSim Swap RequestSim Swap RequestConvert to an eSIMConvert to an eSIM (similar to swapping the SIM in the column above)Managed Mobile Service - BillingBillingMonthly Billing Process - Making sure Vodafone get paidVodafone Equipment Invoice ProcedureStudent Mifi Billing ProcedureUpdating the DashboardManaged Mobile - Updating the DashboardManaged Mobile Service - OrdersOrdersSrvMan VCOL user set upHow to set up a SrvMan user on VCOLCredit NotesManaged Mobile Credit Note ProcedureMonthly Capping CheckMonthly Capping Check - Monthly check to ensure all our numbers are set up for data cappingData Capping Add-onsIf the service PCAPON is added to a mobile number then this will alert the network to bar the user for further data use once they hit their price plan data allowance.DATACAPUK is the bar automatically applied when the user hits their allowance. This will automatically remove on the first day of the next month when the data allowance is refreshedNon-Planned Expenditure ReportNon-Planned Expenditure Report - A report to be done at billing time to see spending on Premium Calls and Data, outside of what's included in our plans.Creating Customer Reports on VCOLExample List of Price plans for a specific DeptCreating Custom Reports on VCOLUsage Report Guide &ExemptionsMobiles usage report / DataAny No's that we receive that are to be exempt should be added to the Spreadsheet (List Of Numbers Exempt from Price Plan Reductions) stored on the Billing PageHere: https://uoe.sharepoint.com/sites/is-apps/service/ismm/billing/SitePages/Home.aspx?InitialTabId=Ribbon%2ERead&VisibilityContext=WSSTabPersistenceCredit / Connection Limit + Available PlansVodafone imposes a limit on the number of connections we can have active.The current limit can be found on the Credit Limit and Vodafone Plan Pricing page.Sure Signal RegistrationIf a user wants to activate a Sure Signal Device, we need the following details:Sure Signal name (if known)Sure Signal Serial NumberMain Phone Number to be registered to it (The 'lead number')User name for this numberPostcode for where it is going to be used (or most likely to be used if not immediately known)Other numbers to register to the Sure Signal (if any)Once we have the above information, please email this to Vodafone. A useful table to use in the email:Phone NumberFirst NameSurnameSure Signal NameSure Signal SerialPost CodeLead User (Yes / No)Please note, only Vodafone numbers can connect to these devices (Corporate or Personal Vodafone SIMs will work).Change of Number Request- A number change can be carried out on the contract at a charge of £25 ex. VAT- The number change would be free if it was because of SPAM / unsolicited / illegal texts or calls. If we can get 3 examples of calls / texts received and the date + time of each, Vodafone will waive the cost. If it is just one number, this number may be able to be blocked instead. - It would also be free if the scam / illegal texts were serious enough to be reported to the police and we receive the crime reference number- Finally, if the person is on a 30 day contract, you could cancel the contract and then take out a new one. The termination would occur after 30 days so you'd be charged for that month, however the new number could be used as soon as the new SIM arrives. Phone Lost or StolenIf a phone is lost or stolen, the user will usually inform us of this, or request the number is suspended. The following should be completed / advised:Suspend the number in VCOLIf the user has supplied the IMEI, or knows it, we can ask if they would like the device blocked too. We can request the device is blocked via VCOL Chat.We need to inform the user that the number is now suspended, that if any Uni data is on the device this should be reported to Data Protection Champion / Records Management and that if they have Find My iPhone / Find My Device enabled they should use this to remotely wipe the device. They should not use this feature to attempt to retrieve the device.They can place an order for another device if required via the 'Upgrade Request' form. Charges may apply for upgrading early.List of Data Protection Champions: https://www.wiki.ed.ac.uk/display/FoIP/Data+Protection+ChampionsExample email (please modify as appropriate):Thank you for reporting this [lost / stolen] device. This number has been suspended now. If you have ordered a replacement device, please let us know when it arrives and we'll unsuspend this for you. If [you / the user] has 'Find my iPhone' or 'Find My Device' enabled, they should use it to remotely wipe the device. They should not use this information to attempt to retrieve it. If there is any University data on the phone, please refer to your Data Protection Champion for further advice. For further assistance with this, please see the guidance from Records Management: https://www.ed.ac.uk/records-managementStudent MiFi DevicesThese are ordered via a separate contract to the Managed Mobile service. For ordering and billing:https://uoe.sharepoint.com/sites/is-apps/service/ismm/Shared%20Documents/Student%20MiFi%20Documentation/Student Mifi Billing Guide & Equipment InvoiceStudent Mifi Usage Report GuideStudent Mifi sim Activation/ Set Up ProcedureWhen doing Mifi Orders for students there is a small change please add the details to the Mifi cost Codes DB found under Student mifi Billing use the Mifi Cost Codes TableShort URL for UniDesk Order Form (for use by USD personnel): https://edin.ac/3niuNZLPhone not receiving incoming callsIf a phone is not receiving incoming calls, a handy thing for the user to try is the following:The user calls this number on the affected phone: #330*1919#This is the command to cancel any bars set up on the phone directly.If the problem persists and the affected phone was transferred/ported in, then there may be some corruption with the port-in files in which Vodafone can call the Porting Team to resolve this.Manual RoamManual Roam is one the the first troubleshooting steps Vodafone will ask us to do if a user has network or data issues. If you've confirmed that the user has not hit the data limit, ask them to follow these steps.Grant access to Managed Mobile Dashboardhttps://uoe.sharepoint.com/:w:/r/sites/is-apps/service/ismm/_layouts/15/Doc.aspx?sourcedoc=%7B155931FF-E949-450A-

8378-
3C7A0DFC5D7F%7D&file=Grant%20access%20to%20Dashboard.docx&action=default&mobileredirect=trueUpdate Managed Mobile Dashboard with new datahttps://uoe.sharepoint.com/:w:/r/sites/is-apps/service/ismm/_layouts/15/Doc.aspx?sourcedoc=%7B8B891858-B120-4FC0-BC19-
FFD62C3BD90D%7D&file=Update%20Dashboard%20with%20new%20data.docx&action=default&mobileredirect=trueInternational Calling from UKIf a user needs to make International Calls from the UK, then they will need the 'International / Premium' Price plan added to their connection. Navigate to their connection by going to 'Admin' > 'Connection Admin' > 'Edit connection details' > Enter the mobile number.Vodafone confirmed that for the user to call internationally from the UK they are charged the normal rate. It is the person they are calling that are charged the higher rate.Roaming Data CAPS(Why can't I use DATA abroad even if I have a Bolt on?)by default, all mobile connections have a regulatory 50 EUR data cap assigned (100 EUR for roaming outside of the EU). This means that if the line uses more than this amount on data abroad, their usage will be capped. When a roaming Bolt-on is added to the line, any spending should automatically be covered by it, but sometimes the usage is charged anyway and is discounted from the total bill later on. This can trigger a Data Cap being added to the line.To opt out of this cap, you need to select the data cap opt-out on the price plan options (DCOO):You can add in a date for the cap to activate again (calendar icon), so this can be added at the same time as the Bolt-on for the same dates. Bolt Ons for USA & CanadaIf adding a bolt on for North America & Canada add the ones named North AmericaFaulty deviceFaulty Managed Mobile Device Device recyclingDevice recyclingOrders with a Project Code/ No cost codesThese should be added with our Codes 110, 110002, 35012001, 2341 and then added to the Spreadsheet on the Billing Site Page named Project Code Billing https://uoe.sharepoint.com/:x:/r/sites/is-apps/service/ismm/billing/Shared%20Documents/Project%20Code%20Billing.xlsx?d=wf21e9aacec41421fbd919d82ddad373a&csf=1&web=1Every July & December The 6 monthly amount should be emailed to Grant McAllister Finance Business Partner grant.mcallister@ed.ac.uk and ask for the amount to be transferred from our codes to the Project Code listed in the spreadsheet.Equipment & Accessory Orders OnlyUp till December 2023 add Purchase Order No: UOE1344796 to the order This will appear in the Billing account screenStandard SolutionsNameDescriptionAudienceStatusNameDescriptionAudienceStatusManaged Mobile Service EnquiryUser requests information on Managed Mobile ServiceHelplineActive[Mobile]Managed Mobile New OrderInstructions on how to place an order in VCOLService ManagementArchived[Mobile]Managed Mobile Update Cost CodesHow to update Cost Codes for a mobile numberService ManagementActiveEquipment & Accessory OrdersUp till December 2023 add Purchase Order No: UOE1344796 to the orderService ManagementActive9. Office 365 - EmailUniDesk Category: Core Services and SystemsUniDesk SubCategory: Email and DiaryObject ID: Email and DiaryTag: [O365]Organisational User-facing documentation: https://www.ed.ac.uk/information-services/computing/comms-and-collab/office365/email-calendarVendor User-facing documentation: https://support.microsoft.com/en-us/outlook Service manager's documentation: Office 365 Service WikiSOM: IS Apps Service Management - Seye KutiRequestProcessCommon Service RequestsService RequestsList of

domainsDomainsPower-shellUseful PowerShell commandsOrg Units Default mail systemDefault mail system by org. unitUpdate Student licensesLicensing guidelinesNote: Maths & Physics often request A5 licences for InTune ad-hoc for students. The A1 should be removed and 'A5 for student use benefit' license applied. Within the Apps these should be removed: Education Analytics, Kaizala, Minecraft, Windows 10 Enterprise.Fix mailboxes for returning studentsFix mailboxes for returning studentsMigrate users from Staffmail to O365InstructionsOffice 365 Account ProvisioningOffice 365 Account ProvisioningRecover deleted mailbox/itemsRecover deleted mailbox stepsOffice 365 Service WikiFurther guidance on O365Mail Enable AD groupMail Enable AD Group ProcessCreating a room listOffice 365 Creating Room ListsRecovering .pst files using eDiscoveryRecovering .pst Files Using eDiscoveryAdding Room Mailbox to a Room ListAdding Room Mailbox to a Room ListCalSync Opt Out RequestsOur process: CalSync Opt Out Request ProcessService documentation: CalSync Opt Out RequestsScenario based issues / requestsDiagnosing the issueHow to analysis bounce backsDiagnosing bounce back messagesCalendar isn't available error when a user tries to access the Calendar in Outlook on the webhttps://learn.microsoft.com/en-us/exchange/troubleshoot/outlook-on-the-web-issues/this-calendar-not-available-error-when-accessing-calendar) though the CalCheck thing doesn't run via CMD (just seems to create an excel file with the contained error info).Access to Office 365 appsCheck the product is available to the University's Office 365 subscription. The Service Owner for O365 can help confirm this. If it isn't available:"This product isn't available on the University's Office 365 subscription and we can only offer apps if they are currently available, or via early release. We frequently review this release schedule and will advertise anything significant for University wide evaluation appropriately.Unfortunately, we do not have any means of operating an 'on-demand' software evaluation outside of the current subscription terms and early release programme, and therefore we cannot offer access to this product at this time.If it is available, we need to review the process with Service Owner / Managers. Stephen Smith will have more details as the Service Owner for Office 365.Installing Add-ins as a delegateAttempting to install add-ins to a mailbox as a delegate will present the following error message: "Sorry, we can't complete this operation right now. Please try again later"The mailbox needs to be signed into, in order to install the add-ins initially. Once installed, all delegates will be able to use the add-ins when opening the mailbox as a delegate.Search & Delete Phishing emailsITI Enterprise may send us calls to search and delete specific Phishing emails. For example "X is sending phishing spam to university users with the subject "BLAH". Please can this message be deleted from all user mailboxes."Procedure for Search & Delete Phishing emailsRecover orphaned mailbox / deleted or incorrect AD mail object E.g. consequently the result of reconciles, re-provisions and other funny business.Orphaned MailboxEncrypt emails E.g. user is liaising via email with an organisation who can only accept encrypted emailsTroubleshooting rule based email/calendar issues.Office365 - Missing Calendar Invites, Hidden Rules, MFCMapiExport Mailbox DetailsExchange Management ConsoleOn premise connection for Exchange on the cloudhttps://hbdkb3.is.ed.ac.uk/ecp/ (You may need to open this link up in Explorer)Litigation hold on user's mailbox who has leftLitigation Hold in eDiscoveryDe-Duplication of Emails in Officereceiving more than one email from mailing lists etcIf a user is emailed multiple times by a mailing list The user will only receive one message. This is similar to having an out of office set. If you email an user who is out of office you will only receive one notification.The reason it will only deliver once to the mailbox is based on the message ID to prevent a system overload or loops etc.Receive emails sent to 365 group in InboxEnabling this in the group settings in the 365 admin centre would only fix the notifications for new members added to the group.The best way to achieve this is for each member that would like to receive notifications to go to https://www.office365.ed.ac.uk/ and scroll down the left-hand side to your groups where you'll find the '[GROUP]' group. Click that group and click the ellipses to go into the Settings as shown in my 'Group settings.png' screenshot.Next, select the 'Receive all email and events' option under the 'Follow in Inbox' section as shown in my 'Follow in Inbox.png' screenshot.No Exchange online mailbox OnPrem exists and License assigned error on Mail: user's on-premises mailbox hasn't been migrated to Exchange Online. The Exchange Online mailbox will be available after migration is completedMay happen with restored accounts. First we will disable the remote mailbox. Connect to Exchange OnPrem. $UserCredential = Get-Credential $Session = New-PSSession -ConfigurationName Microsoft.Exchange -ConnectionUri http://hbdkb3.is.ed.ac.uk/powershell/ -Authentication Kerberos -Credential $UserCredentialImport-PSSession $SessionDisable-RemoteMailbox -Identity sbeames@ed.ac.ukWait for AAD Sync. To check this go to office365 Admin and select Directory Sync Status Bottom Left. Once Sync has updated.Enable-RemoteMailbox -Identity sbeames@ed.ac.uk -RemoteRoutingAddress sbeames@uoe.onmicrosoft.comMailbox should now be restored.If this fails may need to log a Support call with Microsoft.Some mail fails to reach the mailboxThe remote routing address must be set in on premesis Exchange to: smtp:uun@uoe.onmicrosoft.comIt will then take an hour or so for it to sync to Exchange Online.Freedom of Information RequestsService team FOI Freedom of Information RequestSIP address showing in contact cardUpdate the user principal name:Connect-MsolServiceSet-MsolUserPrincipalName -UserPrincipalName UUN@ed.ac.uk -NewUserPrincipalName UUN@uoe.onmicrosoft.comRemoval of functional mailboxesRemoval of functional mailboxesMail is delivered internally but doesn't receive external mailUpdate the remote routing addressCalsync calendar opt out requestsCalSync Opt Out Request Process User mailbox appears in Exchange Online but not in Hybrid ExchangeMailbox appears in Exchange Online but not Hybrid ExchangeFix calendar processing issuesCalender is not processing bookingsCalendar View Defaults Permission MatrixF/B = Free/BusyR = ReviewerFurther InformationMail Relay Flagshid = Hiddendel = Set for deletionpref = preference email choice (this is need for the update to be triggered to IDM)Microsoft BookingsOverall an unsupported component of Office 365 but AHSS have a set of licences that can be used. Software Services manage the licences and we will support the small group who are using it. The A5 for Faculty licence that you see in the O365 admin portal is the licence. It is not managed in there but instead is an Azure AD group. https://aad.portal.azure.com/#blade/Microsoft_AAD_IAM/LicensesMenuBlade/OverviewGroup name: MS365 Staff AdvancedAdd-Ons for Microsoft products (mainly Outlook)As of March 2020 the Service Manager is looking at implementing a process for Add-On requests. C2003-014 is a lead change record to track these and link any calls. Calls should be resolved when linked to the change and the end user informed of this standard text:Thanks for your request. Service Management are currently reviewing the process for Add-Ons requests via our Change process (Reference C2003-011). Your request has been linked to this record to allow us to review all suggestions. You will be informed once a suitable process and technical solution is in place for managing these Add-On requests.Hard delete of emailHard delete of emailsVerify accepted domain in 365Verify domainsNameDescriptionAudienceStatusNameDescriptionAudienceStatus[O365] Assign Licenses to usersStandard solution to assign license to users in Office 365.   Typically these are purchased licenses such as Power BI Pro, Project Online Premium.Service ManagementArchived[O365] change of display nameThe customer is asking if their Display name in O365 can be adjusted to reflect [Firstname SURNAME] rather than [SURNAME Firstname].Service ManagementArchived[O365] Email account investigation (hold or PST)A user may approach for an email account to be supplied for investigation purposes (for example if someone has left the organisation, checked for an internal conduct issue or possibly more serious external investigations. The user will have two choices which are outlined below.Helpline/Service ManagementArchived[O365] Hide Office365 Group From GALHide Group from GALService ManagementArchived[O365] Hiding Office 365 Group From GALAn group that is created within O365 (Cloud Only) is visible within the GAL as a contact, previously group owners had the option to hide the group but this hasn't been the case with pure Office 365 unified groups (Cloud Only)Service ManagementArchived[O365] O365 Account Litigation HoldsAccount litigation holdsService ManagementArchived[O365] O365 Email Delegate PermissionsPrevious delegate users still have access to Mailbox however they are not listed permission section.The total number of users is normally different to the number of users listed.Service ManagementArchived[O365] O365 Licence Applied - Missing ServicesA user has the correct O365 licence applied however is only licensed for Power BI Free and Microsoft TeamsService ManagementArchived[O365] Recovering an O365 Account from Deleted Users (O365 Admin)A users account has closed down and is still in the deleted users within O365 and we need to recover the contents from the account.Service ManagementArchived[O365] Verify accepted Domain in Office 365Request to verify a domain as an accepted domain to Office 365. E.g. we verify with Office 365 that we have permission to use the domain name space. We're not handing off the domain to the remote Microsoft Exchange host.Service ManagementArchived[O365] Missing Routable @uoe.onmicrosoft.com AddressFor when the @uoe.onmicrosoft.com address is set in on-prem Exchange but not on Exchange online and the account is therefore experiencing routing issues. Immutable ID script.Service ManagementArchived[O365] Azure - B2B Collaboration Guest User Profiles - Wrong EmailWhen a B2B Collaboration Guest user of another Azure tenant is added to our Azure directory, the email contact address in the guest user profile takes on the UPN value instead of the guest users primary SMTP address used to accept the invitation to join our tenancy.The result is that when a user in our domain attempts to email them, the guest object is used and sets the email address to the UPN of the guest user object.Service ManagementArchived[O365] Hide Bookings Calendar From GALHide Bookings Calendar From GAL.Service ManagementArchived[O365] Update A1toA5 License for Bookings, Intune, Teams WebinarsRequest to update user licenses *A1-A5, including Intune (E.g. mostly via Desktop Services for Sci-Eng iPads for teaching etc) Or requests for **MS Bookings or requests for Teams Webinars.Run the script at the bottom if you just need to enable Intune on a user who is already inheriting an A5 license from the 'CAHSS-College-MSBookings' group ('users.csv' file is needed).Service ManagementArchived10. Office 365 - OneDrive UniDesk Category: Core Services and SystemsUniDesk SubCategory: Collaboration ToolsObject ID: Office365Tag: [O365]Organisational User-facing documentation: https://www.ed.ac.uk/information-services/computing/comms-and-collab/office365/onedrive-for-businessVendor User-facing documentation: https://support.microsoft.com/en-us/onedrive and https://support.microsoft.com/en-au/office/Troubleshoot-issues-with-OneDrive-3db87243-ed3b-46f5-ace6-518db68429b1Service manager's documentation: Office 365 Service WikiRequestProcessRequestProcessShare File with othersIf a team needs to share files, it may be best to create a Group / SharePoint site. If OneDrive is to be used, you can:Open OneDrive app on the taskbar (OneDrive may need to be installed)Create the folder and add the fileRight click on the file you want to share (or the full folder) and click 'Share'Choose your sharing option, add the persons name and click 'send'This will send a link via email, when this is opened it will load the OneDrive web location where the file / folder can be accessed. From here, it can then also be synced to the OneDrive app, depending on Sharing settings.Add yourself to a user's personal OneDriveIf you need to add yourself to a personal OneDrive space, to investigate issues, you can do this like so (make sure the user is aware that you are doing this):Sign into O365 adminOpen the SharePoint Admin CenterClick 'User Profiles'Select 'Manage User Profiles'Search for the user and in the drop down beside their Account name, click 'Manage site collection owners'Add your name to the Site Collection AdministratorsOnce saved you should then have full access to investigate OneDrive issues. You must remove this access immediately after your investigation.Permissions Reset of OneDriveTo perform a Permissions Reset of OneDrive:In Office 365:1. Go to SharePoint Admin Center > More features > User profiles > Manage User Profiles2. Look for the affected user, right click over the profile and select "Manage Site Collection Owners"3. Remove the affected user from both fields (Primary Administrator and Site Collection Administrator)4. Add yourself as Primary Administrator and Site Collection Administrator and click "OK" to save changes.In another tab:1. Browse to the OneDrive site and edit the URL by adding the following string to the end of it: /_layouts/15/people.aspx?MembershipGroupId=0For example, the full URL will resemble the following: https://uoe-my.sharepoint.com/personal/UUN_ed_ac_uk/_layouts/15/people.aspx/membershipGroupId=02. Select the person from the list, and then on the Actions menu, select Delete Users from Site Collection.3. Check if their name is added anywhere else on their OneDrive site and remove them from there as well. (For example, the Documents Library)4. Go back to the "Manage Site collection Owners" option in O365 and set the affected user as the Primary Administrator and Site Collection Administrator of their Site Collection (removing yourself too)Restore a deleted OneDrive sitehttps://support.office.com/en-gb/article/restoring-a-deleted-onedrive-for-business-site-c5595183-a1ef-4931-8201-48a62134f5afIf it is leaver's data, this would need to be approved.Recovering a onedrive folder using eDiscoveryRecovering a onedrive folder using eDiscoveryRequest FilesRequest to enable Request FilesUser unable to access their own OneDriveSymptoms: User gets access denied message on their own OneDriveRun this in the Microsoft admin centre, click help and support and type the below in and press enter: Diag: Check SharePoint User AccessFollow the instructions to the end and the user will then have accessStandard SolutionsNameDescriptionAudienceStatusNameDescriptionAudienceStatus[OneDrive] Missing 'New', 'Upload' and 'Sync' options in OneDrive for BusinessHow to restore the missing options in OneDrive for BusinessService ManagementArchived11. Office 365 - Power BIUniDesk Category: Core Services and SystemsUniDesk SubCategory: Business Reporting & AnalyticsObject ID: Power BITag: [Power BI]Organisational User-facing documentation: https://www.ed.ac.uk/information-services/computing/comms-and-collab/reporting-and-analytics/power-biVendor User-facing documentation: https://learn.microsoft.com/en-us/training/powerplatform/power-biService manager's documentation: BelowSupplier support is from Microsoft themselves but they do not accept Power BI service requests via the normal O365 Admin Portal (https://portal.office.com/adminportal). Instead Power BI support is delivered via the Power Platform Admin Portal: https://admin.powerplatform.microsoft.com/support. The tickets are logged in the same manner as other O365 products where appropriate descriptive information and nomination of contacts are required. We should use this portal for cases that the Service Team need to escalate and no Service Manager is available.ProcessLinkProcessLinkLicence requestSee belowPower BI Pro License RequestsWe now have a new method for requesting Power BI Pro Licences. If you have any colleagues that require a licence they can fill out the form on our Ed Web pages or via the direct link to the form:Power BI LicencesPower BI Pro Licence FormA Power BI Pro Licence is required to publish and share content and if you already have a licence, you do not need to fill out the form. For new requests please provide a business reason for the licence and this will help with our understanding of the use cases for Power BI.'Publish to Web' requestPower BI Publish to web requestsGrant access to Managed Mobile Dashboardhttps://uoe.sharepoint.com/:w:/r/sites/is-apps/service/ismm/_layouts/15/Doc.aspx?sourcedoc=%7B155931FF-E949-450A-8378-3C7A0DFC5D7F%7D&file=Grant%20access%20to%20Dashboard.docx&action=default&mobileredirect=trueUpdate Managed Mobile Dashboard with new datahttps://uoe.sharepoint.com/:w:/r/sites/is-apps/service/ismm/_layouts/15/Doc.aspx?sourcedoc=%7B8B891858-B120-4FC0-BC19-FFD62C3BD90D%7D&file=Update%20Dashboard%20with%20new%20data.docx&action=default&mobileredirect=trueAnalyze in ExcelThe analyse functionality is enabled for the University, hence you can see the option but it is greyed out. The analyse in excel feature is only available when the dataset is made available as part of the published Power BI Dashboard. Most university data will be restricted for download by the owner or publisher of the dataset, therefore Analyse in excel will not be availble to users and greyed out. The user does not need to "install" anything. It the publisher of the workspace has allowed for their data to be analysed in excel, and presented it within the application in the appropriate format, then the user will be able to access the Analyze in excel functionality.Standard SolutionsNameDescriptionAudienceStatusNameDescriptionAudienceStatusHow do I install Power BI?Steps to install the Desktop AppHelplineActiveUser request new feature or functionality in Power BIResponse for queries on installing new featuresService ManagementActiveUndefined errors throughout report / dashboardUndefined errors in Power BI when using FirefoxHelplineActiveImage file not appearing in AppSteps to resolve image file errors in PBI AppHelpline / Service ManagementActiveI don't have a Power BI AccountA response to requests to get a PBI accountHelplineActivePower BI is downChecks to complete for when Power BI is downHelpline / Service ManagementActiveCan I user Power BI if I have a Mac?Desktop does not work, but can still use the browserHelpline / Service ManagementActiveI want to share my Power BI reportAdvice on sharing reports (Pro Licence or use App)Helpline / Service ManagementActiveHow can I get started with Power BI?Training linksHelplineActiveHow do I get a Pro Licence?Information on how to get a Pro LicenceService ManagementNeeds UpdatingI’ve shared my Power BI report and X person cannot see itinformation on how to resolve thisHelpline / Service ManagementActiveCan I use the Power BI gateway?Pass to Service ManagementHelplineActiveHow to remove a Power BI Licencesteps to remove licenceHelpline / Service ManagementActiveWhere can I learn more about Power BI?Training linksHelplineActivePower BI content won't embed onto SharePointinstruct the user to try the App URL (not sharing URL)HelplineActivePower BI refreshes in my Desktop file, but not onlinecheck to see if credentials are set correctlyHelplineActiveAssign a licence to a Userhow to assign the licenceService ManagementActive12. Office 365 - SharePoint / Group SitesUniDesk Category: Core Services and SystemsUniDesk SubCategory: Collaboration ToolsObject ID: SharePointTag: [O365]Organisational User-facing documentation: https://uoe.sharepoint.com/sites/is-apps/service/SharepointSites/SitePages/Home.aspxVendor User-facing documentation: https://support.microsoft.com/en-us/sharepointService manager's documentation: BelowSOM: IS Apps SharepointProcessLinkProcessLinkSharePoint Support Team Documentationhttps://www.wiki.ed.ac.uk/display/SharePoint/SharePointCurrent solutions site: https://uoe.sharepoint.com/sites/is-apps/service/SharepointSites/SitePages/Home.aspx (new site is in development)Email functional accounts from WorkflowsPlease note the functional account must have a valid email address before changes to SharePoint will allow this to work.SharePoint 2013 Workflows do not allow workflow emails to be sent to non-authenticated users of the site. Before this can work, add the functional account to the list of Members / Visitors (depending on the level of access allowed)for the site. Then, re-add the email address into the workflow.A workaround for this is to use a 2010 workflow instead. This may mean functionality is not the same, and it will be less secure as 2010 workflows have no email validation, so this is not the reccommended option.SharePoint Enhancement Requestshttps://uoe.sharepoint.com/sites/is-apps/service/SharepointSites/Lists/enhancements/AllItems.aspxRecover Office 365 Group SiteIf it is not the owner that has requested this, confirm with them before restoring.Open Office 365 Exchange AdminClick on 'Recipients > Groups'Search for the deleted group and it will appear if it is available to recoverClick 'restore' in the Status section on the right hand sideAdd external users to Group SiteIt is possible to add external users to Office 365 Group sites, however, O365 Group sites do not currently have the ability to share individual files with external users. Therefore, it is reccommended that users use their department /

team's SharePoint site collection to grant external access.SharePoint Site Collections have much better control of external sharing as this can be completed at a site level, or indvidual Library / file level.If external sharing is not enabled on the Site Collection, the Site Collection admin will need to approve this to be allowed.File Size LimitFiles of up to 10GB can be uploaded via the browser, and 2GB is the maximum when dragging and dropping via explorer.Check Site TypeView source for HomepageSearch for g_wsaSiteTemplateIdMatch ID against the following: https://absolute-sharepoint.com/2013/06/sharepoint-2013-site-template-id-list-for-powershell.htmlHR Payroll and Pensions Document Management ServiceQueries will come through UniDesk and categorised as SharePoint - HRPP as the top level category. Subcategories include User Access, User Support and Systems Issues.Link to Claire's SharePoint site: https://uoe.sharepoint.com/sites/is-apps/service/SharepointSites/Shared%20Documents/Forms/Projectdocs.aspx?viewpath=%2Fsites%2Fis-apps%2Fservice%2FSharepointSites%2FShared%20Documents%2FForms%2FProjectdocs%2Easpx&useFiltersInViewXml=1&FilterField1=Project_x002f_Service&FilterValue1=HR%20Digitisation%20%28Service%20Excellence%29%20%5BHRP001%5D&FilterType1=ChoiceRecords Management Sharing of Subject Access RequestsLink to Claire's SharePoint site: https://uoe.sharepoint.com/sites/is-apps/service/SharepointSites/Shared%20Documents/Forms/AllItems.aspx?viewid=0d535a67-d17c-4bc1-bddf-8e0ee9f8790bSharePoint Site Creation QuestionsThe first thing we must check is if their department or college already has a SharePoint Site. If they do the first thing they must do is check with their department admins / IT support / owner for the site and ask for a SubSite. If the SubSite is not appropriate, we can create a new site, but we need confirmation that the SubSite isn't suitable and why this is. If it is confirmed that they do require a full Site Collection, we can ask the following:Thank you for your request for a new SharePoint Site. In order for us to fulfill this request, and to create the most appropriate site for your needs, please can you confirm the following:Site Name (a short name with no symbols is most suitable):Please describe the proposed use(s) for the new site:Please describe the target audience (and if there should be any access restrictions for the site):Site Members (if any) - These people will be given Document Upload / Edit rights:Site Owner(s) - Full Control of the site:Please note that the Owner(s) will be responsible for managing access and the design of the site, and will be contacted if requests for access or amendments are raised to us / the Helpline. SharePoint Troubleshooting For MicrosoftAction Plan:Navigate to the SharePoint Admin Center & create a new classic site collection >> check the behavior.Use a standalone network like Wi-Fi or home network to check the delay while loading the sites.Perform the action plan using In-Private browsing.Also please collect some Fiddler Traces if you experience significant delay.Please follow the below action plan to collect the Fiddler Trace (network traffic) while reproducing the issue;Download and install Fiddler from https://www.telerik.com/download/fiddler.Open Fiddler > click Tools > click Fiddler Options... > at HTTPS tab, tick Capture HTTPS CONNECTS, and Decrypt HTTPS traffic > tick Ignore server certificate errors > OK.Close all browsers and all running applications including Fiddler.Restart Fiddler, click File > untick Capture Traffic, and then, click Edit > Remove > All Sessions.Now Fiddler is ready. We will start to reproduce the issue to capture the logs.Navigate to the affected site.Switch to Fiddler, click File > tick Capture Traffic.Go back to the webpage, click on the SharePoint Tile.When you see the error message, capture a screenshot.Wait for the Fiddler to finish capturing the current traffic.From the Fiddler, click File > Save > All Sessions... > store the captured logs as a .saz file.Enable External Sharing on a Communication SiteThe SharePoint Site Administrator must approve for external sharing to be enabled. Once this approval has been given, the call can be passed to Service Management. Action for Service Management:- Sign into Office 365 Admin portal- Choose 'SharePoint'- In the ‘Active sites’ screen, search for the Site- Select the Site and click 'Settings' > 'More settings'- Edit the External sharing settings and select ‘New and existing guests’- Scroll down and click 'Save' Further Information================ ‘New and existing guests’ is the sharing option that we must choose. This means external users will need to sign in and authenticate onto our system.Permissions reset for a user of a SharePoint siteIf a user is not able to access a SharePoint site that they in fact have permissions for, resetting their permissions for the site can resolve the issue.To perform a permissions reset for a user of a SharePoint site:1. Go to SharePoint Admin Center and add youself as a 'Site Collection Administrator' of the site.2. Remove the user from any permission groups they are a member of in the site.3. Add the string '/_layouts/15/people.aspx?MembershipGroupId=0' to the end of the site URL and then go to the resulting page.4. Select the user from the list, and then on the 'Actions' menu, select 'Delete Users from Site Collection'.5. Re-add the user to the relevant permission group in the site. The user should now be able access the site as normal.Removing Committee SitesSee Standard Solution: Core Services and Systems > Collaboration Tools > [SharePoint] Unpublish Committee Papers & MeetingsView Site Usage AnalyticsAdd the string '/_layouts/15/siteanalytics.aspx?view=19' to the end of the site URL and then go to the resulting page.Link to Building Occupancy AppIf a smartphone user can't use the Building Occupancy App (compatability, storage requirements, etc) then they can use direct URLs:BuildingOccupancy App: https://apps.powerapps.com/play/f3f78854-08c1-4ce3-87dd-f814f5cdef2b?tenantId=2e9f06b0-1669-4589-8789-10a06934dc61https://edin.ac/3Ccf98GEntry and Exit App:https://apps.powerapps.com/play/49aee1a2-a16d-4775-bf76-e2b20d15a561?tenantId=2e9f06b0-1669-4589-8789-10a06934dc61http://edin.ac/3bW78rPRetention Labels (Example Call: I210908-1876)Hi (user),Unfortunately, the retention labels have to be set up at the O365 tenancy level before they can be used in a SharePoint library (or in any other O365 application), and I am afraid no retention labels have been set up in our tenancy so far.However, it might be possible to achieve something similar to the retention-label process using Power Automate (which all UoE members can use as part of our O365 licence). For example, there is the Update and delete items in a SharePoint list on a recurring basis Power-Automate flow template, which you could adapt to work with your library (along with perhaps adding some appropriate columns to your library) to delete files that have elapsed their retention period. (You also of course could build a flow from scratch to meet your needs.)Would you like to have a look at Power Automate to see if that could work for you?Kind regards,(NAME)SharePoint AuditingAll sites should be audited and logs can be returned for the last 90 days as standard. You should be able to search on actions based on filename, folder or site.https://compliance.microsoft.com/auditlogsearch?viewid=Test%20TabCommittees Site Publish Button not VisibleHelpline staff should be in this AD group 'IS Helpline Permissions' in order to publish committee sites. However, this doesn't always seem to make the 'Publish' button visible to them on new committee sites. Therefore, you can add them in manually at: https://uoe.sharepoint.com/sites/committees/_layouts/15/mngsiteadmin.aspxThis will allow them to see the 'Publish' button.Access to Sharepoint sites for former employees who have returnedrelates to the person being a former employee who has come back. SharePoint stores the old uun account in a hidden list (in each site). Problem happens because we reuse uuns, Active Directory deletes acount after certain number of days and then when person comes back if uun is re-used the account is recreated in AD but it has a different guid or object ID, so SharePoint gets confused as it is clinging on to the old object id.Only solution is to remove the person from the site (where given access) and from the hidden list:https://uoe.sharepoint.com/sites/[entersitename]/_layouts/15/people.aspx?membershipGroupId=0These steps need to be done for all sites where the user has a problem accessing.Copying permissions of existing SharePoint site to a new siteThere's an API to get permissions group membership - for most purposes people call it from Excel as a 'Get Data' > 'From Other Sources' > 'From OData Feed'. See screenshot below:To find the URL, first you'll need the group ID of the desired permission group. To get this, first navigate to the group and copy the ID in the URL like so:Next, append '/_api/Web/SiteGroups/GetByID([GROUP ID GOES HERE])/Users' at the end of the site root address (replace where it says '[GROUP ID GOES HERE]' with the Group ID you copied in the previous step (keep the '()' brackets in. For the example above, it would be: https://uoe.sharepoint.com/sites/WassimPlaygroundSite/_api/Web/SiteGroups/GetByID(5)Then concatenate the emails with '; ' between each; copy & paste them into the new permissions group in the new site.Known errorsWhen installing the SharePoint Application Catalog / Apps for SharePoint the 'Save this site as template' and 'Delete this site' options are removed.If the App Catalog is installed, and the 'Delete this site' is missing, the following workaround will allow Site Owners to delete the Site when needed:- Navigate to the Site / Subsite you wish to delete- Click Settings > Site Settings- The URL should now have _layouts/15/settings.aspx? and characters after this- Remove everything after _layouts/15/- Add deleteweb.aspxThen click 'Delete'.Sharepoint site shows as user is editing this pageSharepoint site shows user is editing this pageStandard SolutionsNameDescriptionAudienceStatusNameDescriptionAudienceStatusDelete a SharePoint SiteInstructions on how to delete a siteHelplineActiveiFrame into SharePointHow to embed video / content into SharePointHelplineActive[SharePoint] Delete Committees SharePoint SiteSteps to delete a committeeService ManagementArchivedFile/Site Access RequestsInformation on how to contact if we get access requestsHelplineActiveFaulty WebpartHow to remove a faulty webpartHelplineActiveInformation gathering for SharePoint callsBasic information gatheringHelplineActiveShare site with everyone in UoEInstructions to add all users to SharePoint sitesHelplineActive[SharePoint] Opening files from SharePoint in Visio crashes the clientSteps to resolve Visio crashingHelplineArchivedSite creation request/enquiryInformation gathering to get a SharePoint site createdHelpline / Service ManagementActiveExternal accessSteps to share a file externallyHelplineActiveData Protection and Backup InformationSharePoint Data Protection and Backup information requests.Helpline / Service ManagementActive[SharePoint] Add External Sharing to Site CollectionA user requests for a full SharePoint Site Collection to have External Sharing enabled.Helpline / Service ManagementArchivedfile path too longAdvice on the steps a user can take if the file path for a document is too longHelplineActive[SharePoint] Permanently Delete Site from Recycle BinSteps to permanently delete a site if requestedService ManagementArchivedOpen with Explorer greyed outInstructions to use IEHelplineActive[SharePoint] All Staff Group in SharePointIf a user wants to add All Staff and not Students, the group "All UoE Staff" can be used.HelplineArchivedUnpublish Committee Paper & MeetingsSteps to unpublish SharePoint committeeHelpline / Service ManagementActiveSite design/content/layout technical issueSteps for when content requests are raisedHelplineActiveEditing default blog page fix in Modern Teams siteSteps to fix 'edit page' missing in blog pagesService ManagementActive13. Office 365 - Microsoft StreamUniDesk Category: Core Services and SystemsUniDesk SubCategory: Collaboration ToolsObject ID: Office 365Organisational User-facing documentation: http://www.ed.ac.uk/streamVendor User-facing documentation: https://learn.microsoft.com/en-us/stream/Service manager's documentation: NoneMicrosoft Stream has been enabled on our tenancy and will be classed as a supported component of Office 365. Nothing for us to do since Stephen and Eilidh will be picking up all the support requests until a handover is proposed.Our process: If you see “Stream” in the call fire it off to Stephen and he can then triage to Eilidh if required. We don’t touch it.--------------------The background from Stephen:Gavin and the Principal are expecting MS Stream to be enabled this week in an effort to mitigate the issue whereby people are complaining that without it, they're being forced to upload their Teams meeting recordings to social media platforms for sharing.   This is a deliverable of DTI053 project which reports weekly to Gavin and the Principal. We will 'silently' enable Stream in that we're deliberately not broadcasting to everyone that it's available all at once. We have getting started, FAQ and How To guidance, including privacy and policy in place at: https://www.edweb.ed.ac.uk/information-services/computing/comms-and-collab/office365/microsoft-streamEilidh and I will pick up queries raised through IS Helpline. Although there's not much there to configure - Microsoft has it packaged up tightly - it's basically like having a Youtube-esq account.We will continue to work in the background to build service documentation covering service design, support flows, status alerts etc. with a view to build knowledge transfer. However, this will take us through September.--------------------Service requestLink or responseService requestLink or responseQuestions about Microsoft Stream classic closureHello USER,Content in 'Stream Classic' will be migrated to 'Stream on SharePoint' and we're currently working through plans and processes for this so content owners, including NAME will be contacted in due course.Existing content can continue to be accessed normally and users do not need to take any action but we do recommend they familiarise with the Stream on SharePoint sooner rather than later: https://stream.office.com/. This new version lets you upload videos to platforms across Microsoft 365 and access them from one central location.The closure of 'Stream Classic' has been extended to 15 April 2024, and as I said users will be contacted regarding migration before then. Storage quota on this platform isn't an issue.Best regards,OPERATORService Operations CoordinatorIS Apps Service Management14. Office 365 - TeamsUniDesk Category: Core Services and SystemsUniDesk SubCategory: Collaboration ToolsObject ID: Teams on Office365Organisational User-facing documentation:: https://www.ed.ac.uk/teamsVendor User-facing documentation: https://support.microsoft.com/en-us/teamsService manager's documentation: https://uoe.sharepoint.com/sites/OnlineandDigitalEventsSOM: IS Apps Service Management - Stephen SmithRequestProcessRequestProcessMS Graph: Deleting a Teams Channel Event SeriesMS Graph: Deleting a Teams Channel Event SeriesScheduling Meeting in Teams ChannelUser scheduled meeting within a Teams channel and is not receiving response notifications: https://www.wiki.ed.ac.uk/display/ser/%5BO365%5D+Scheduling+Meeting+in+Teams+ChannelRecovering a Teams recording that is failing to upload to OneDrive/SharePoint Possible workaround steps:O365 Admin - Open the "Support" dialog box at admin.microsoft.comClick "New service request"Type: "Diag: Missing Recording" in the search bar & returnenter URL & date of meeting in the supplied fieldsIf successful:- This will generate a URL. Go to the URL and the meeting recording will download.- Share to the meeting host to re-share with participantsIf not successful:- It'll tell you to log a ticket with MicrosoftNote: when logging a ticket with Microsoft, ensure that you have the following information:UPN of the organiser and the user who initiated the recordingDate and time in which the meeting took placeMeeting linkYou will then receive a link for each recording that the organiser or the person who started the recording will be able to use to download the recording as long as they are signed into Teams on the web in a different tab.Teams Premium licenceFrom Teams Premium Licensing details from Microsoft:At general release, Microsoft won't offer an EDU-specific license or EDU discounts for Teams Premium.Checking with our license reseller, they confirm that the Teams Premium license add-on is not available to Higher Education at this time.Sharegate migration tool moving Teams channelsUse of the Sharegate Migration Tool for copying Teams channels to another team.15. SAP Business ObjectsUniDesk Category: Core Services and SystemsUniDesk SubCategory: Business Reporting & AnalyticsObject ID: Business Objects BI Launchpad, Business Objects Explorer ,Business Reporting and AnalyticsTag: [BI Suite]Organisational User-facing documentation:: https://www.ed.ac.uk/information-services/computing/comms-and-collab/reporting-and-analytics/businessobjects-overviewVendor User-facing documentation: https://support.sap.com/en/my-support/knowledge-base.htmlService manager's documentation: BI Tools: SAP BusinessObjects Service PageSOM: IS Apps Enterprise Data Services - Andrew McFarlaneProcessLinkProcessLinkAdvanced, Standard, and Restrict to StandardAdvanced groups give users the ability to amend and create reports within a universe,Standard groups give the user 'Read Only' access to the universe. They can run a report, but they cannot edit the queries.The Restrict to Standard group does what it says on the tin. It operates across all universes, restricting access to Read Only. Historically, when an access request for a particular universe came in, the user would be added to Advanced, Standard, and the general Restrict to Standard group. The idea behind this was that we could easily remove the Restrict to Standard group if/when the user did the training to get Advanced access. What this means is that there will be users listed in

the Advanced groups who do not actually have the ability to amend or write reports. If you see a user in the Advanced groups who you think shouldn't have edit access, assume that they're not in the Restrict to Standard group.Processing BI Suite requestsBI Suite Call RoutingService Team adding users to BI Suite and to GroupsArea authorisersBi Suite WikiBI Suite general informationAdvanced UsersBI Suite Advanced Users ListService Team BIS Advanced Licence RequestLicense swapsBusinessObject Routine Service Activities (Revised May 2019)Editing message in BI launch padEditing Bi launch pad messagesBI Suite general callsGuide general callsBI Suite New Access GroupFor any calls that require an access group to be created the call should be passed to The BI Service Manager to be createdBI Suite TrainingUsers must request access via the relevant Content Provider first:https://www.ed.ac.uk/information-services/computing/comms-and-collab/reporting-and-analytics/accessBI Suite Mailing Listsbi_ug@mlist - all active users should be on this; we use it to communicate about service outagesbi_areas@mlist - for key service stakeholders; for policy changes and discussions etc.BI Suite Scheduled ReportsIf a user is trying to run a scheduled report, through explorer, they will need the BI Password set.Request for secure foldersThis is not something we can do currently:Response for someone requesting this for Student Systems folders:"There is no secure college/school space in BusinessObjects just yet. Teams use Student Systems > Locally Developed, to store their reports, but there is no security on those in the sense that each folder is not locked down so that only that team can see it.However, on each folder Advanced and Standard rights do apply as normal. So users accessing a folder who have Standard rights will only be able to view the report and save it to their favorites (where they an edit it) , but they can't delete it or make and save changes to either query or formatting.At the moment there is no resource to implement secure college/school space because this would require a lot of resource that isn't available just now.We hope the Locally space can offer you a half-way house until we can roll-out something more fitting."I can see "#TOARCHIVE" in front of some of my reports. Will it be archived?It's an automated flag put into the description of a report if it's more than 6 months old. Reports won't actually be archived or deleted so they're perfectly safe. Access to BI Suite TestTest BI Suite / Test Business Objects does not work via EASE or Test myed. Instead the user must be given a Test Password and then sent the following URLs:Modern Launchpad: https://www-test.bobi.is.ed.ac.uk/BOE/BILaunchpadClassic Launchpad: https://www-test.bobi.is.ed.ac.uk/BOE/BITo set their password, log into Test CMC via: https://www-test.bobi.is.ed.ac.uk/BOE/CMCThen, search for the User (via Users and Groups > User list)Here, set a password and choose the options 'Password never expires' and 'User must change password at next login':Click 'Save and close' and send the password to the user securely.Accidentally sent a report to 'Everyone'The report will need to be removed from all user BI Suite inboxes (2000+) - Ticket for reference: I220105-2234Steps taken to remove the reports:- Open BI Suite QMC- Select the 'Inboxes' option from the drop down- Search for the file name minus the numbers* - in this case Coursework Extensions : - Confirm the results are the specific report in question. Note - there is not a lot of information here so you may need to search individual inboxes to get more data to help narrow down the deletion. - Select all reports to be deleted - Right click and 'Delete' - Repeat this in 500 batches at a

time. - useful tip is to pick a username from this batch and confirm it is deleted before moving to the next 500.*Every report in a user's inbox gets a different number when sending in bulk. eg Coursework Extensions : 1008001, 1008002 etc.). This number is useful for determining if the file was sent earlier than the bulk send. Eg. Coursework Extensions 670001 would be a number earlier sent report than 1008001. So, we can search Coursework Extension : 1008 to find only those sent in this run (or later).Example of the search:The user can then be advised to report it as a breach via the DPO if they consider the data sensitive: https://www.ed.ac.uk/data-protection/breach-procedureBI Suite incorrect date formatTickets for reference: I201022-1810 & I220915-1211Get the user to try the following:Click on 'Locale and Time Zone' and try the following combination of settings:Preferred Viewing Locale: "English (United Kingdom)"Current Time Zone: "Greenwich Mean Time: Dublin, Edinburgh, ..."Product Locale: EnglishRestart BI Suite after this, double check the settings have saved, and then try the export again. BI Visitor reporthttps://www.wiki.ed.ac.uk/display/ser/Service+Team+Request+for+Visitor+Registration+Report+ProcessGroup membershipSAP Group membershipStandard SolutionsNameDescriptionAudienceStatusNameDescriptionAudienceStatus[BI Suite] Restart Web Intelligence Processing ServerA user gets the error message 'Illegal Access to the viewer, please user a valid URL' in Web Intelligence.Service ManagementArchived[BIS] BI Suite error - "You do not have access to one or more data providers"User opens / refreshes a report, and gets this 'permissions' error:"You do not have access to one or more data providers. Only the data providers to which you have access will be refreshed. Do you want to continue? Yes/No"Service ManagementArchivedSerengetiUniDesk Category: UniDesk SubCategory: Object ID: SerengetiTag: Organisational User-facing documentation: https://www.ed.ac.uk/information-services/computing/application-development/doc-managementVendor User-facing documentation: ?Service manager's documentation: SerengetiProcessProcessProcessProcessSerengeti is DownSerengeti is DownSerengeti - Adding UsersAdding users to SerengetiUniDeskUniDesk Category: UK and International ServicesUniDesk SubCategory: UniDeskObject ID: UniDesk Institution Tag: [UDSK]Organisational User-facing documentation: https://www.ed.ac.uk/information-services/computing/comms-and-collab/unideskVendor User-facing documentation: ?Service manager's documentation: UniDeskRequestProcessRequestProcessBasic Service OverviewGuidanceEverythingAdmin GuideMost UDSK SR are documented here, including Operators/Operator Groups/Hidden Teams/Categories and Mail Loops.Operator card managementAdding and removing an operator to an operator groupHow to add an operatorIncident ManagementIncident Management OverviewCategory ManagementManaging categories and subcategoriesPermissionspermissions explainedMail import set upMail importDiagnosticsdiagnostics pageUniversity of Abertay password re-setpassword re-setSetting ManagementUniDesk Admin Settings (Settings Management Client)Password removeDeleting Inappropriate Information from IncidentsCreate Operator Group with Mail Import RequiredCreate a new Operator Group with Mailbox in UnideskDaily Person Import failuresUniDesk Person Import Failure ProcessStandard SolutionsNameDescriptionAudienceStatusNameDescriptionAudienceStatus[Unidesk] Update Mail Import CertificatesShould UniDesk Mail Imports fail for an institution, this process can be used to check and get it working again. This can be used for Office 365 environments.Service ManagementArchivedDetermine UniDesk Logins - Operator and SSPIf we want to determine the number of logins for operator interface or SSP.Service ManagementArchivedFeedback field in UniDeskEnquiry regarding the usage of the feedback field and how it works.Service ManagementArchivedUniDesk Accessibility queryGeneral statement on UniDesk's accessibility and what has been worked on to improve this.Service ManagementArchivedUniDesk and Operator FiltersInstitution has requested feasibility of using Operator Filters.Service ManagementArchivedUniDesk Autoclosure mechanism not working (Events and Actions)If an institution reports that their autoclosure mechanism is not working then it is likely that a few things will need checked. Symptoms could include the 14-day day autoclosure not automatically closing calls from 1st line confirmed resolution to closed without confirmation. I181030-3042 was the call that prompted this solution.Service ManagementArchivedUniDesk Demonstration EnvironmentWe often receive requests for access to a UniDesk Demonstration or Trial Environment. Normally this is part of some discussion about features or pricing and some discussion has already taken place. If the enquiry has not yet started please refer to the Service Owners or SOM firstly so they can kick start the conversation. If this has already taken place this Standard Solution will give you the steps required to supply access.Service ManagementArchivedUniDesk Email Size LimitsUniDesk Email size limitationsService ManagementArchivedUniDesk enquiryTemplate email to be adapted for incoming UniDesk prospective member enquiries - likely there are questions needing embedded in the response so needs amended....Service ManagementArchivedUniDesk Logon error with Azure ADUniDesk institutions who use Azure AD as their authentication method (rather than Shibboleth) may encounter a role-based error when trying to access either Operator or Self Service functionality."The signed in user X@institution.ac.uk is not assigned to a role for the application".Service ManagementArchivedUniDesk Mail imports failingERROR:~~~~~~Mail imports were failing for Napier with the below message:Connection failed: The request failed. The request failed. java.lang.RuntimeException: Unexpected error: java.security.InvalidAlgorithmParameterException: the trustAnchors parameter must be non-emptyService ManagementArchivedUniDesk MobileCustomer enquiring about the availability or plans for a mobile app.Service ManagementArchived16. Visitor Registration SystemUniDesk Category: Core Services and SystemsUniDesk Subcategory: Visitor Registration SystemObject ID: Visitor RegistrationTag: [VRS]Organisational User-facing documentation: https://www.ed.ac.uk/information-services/computing/application-development/vrsVendor User-facing documentation: N/AService manager's documentation: Visitor RegistrationRequestProcessRequestProcessVRS Approvers - EUSA and EIEdinburgh University Students Association and the Edinburgh Innovations teams are all Visiting Staff. Typically we would ask that a permanent (non-Visiting-Staff) person is the Approver for their area however none exist. We have a deal with these two areas that they can do Approval but not themselves.Edinburgh Innovations IT Manager (David Montreuil) has the following people as Approvers and IDMCO personnel:Gillian Ferguson - v1gferguAlasdair MacLeod - v1amacl7Kris McQuade - v1kmcquaDavid Montreuil - v1dbouazVRS AccessApplication FormVRS -

VisitorRegistrationAccesshttps://uoe.sharepoint.com/sites/office365serv/SitePages/IDM-VRS-Authorised-Users-List.aspxMailing listhttps://mlist.is.ed.ac.uk/lists/info/vrs-usersChanging a visitor's Org UnitKnown Error vrs and idm org unit don't match causing permissions to drop. Fix using following documentation:Changing the "Authorisation" tab Org UnitAdding authorising for VRS/IDMHow to give VRS/IDM authorisationEnding a visitEnding a visitRejecting an application formHello APPROVERS_NAME,The application for REQUESTORS NAME’s access to the Visitor Registration System (VRS) & Identity Management System (IDM) has been rejected. This is because no options were selected in the Application Form. Should they still require VRS / IDM access, please provide the level needed:VRS: Originator/Sponsor OR Approver OR No VRS Access RequiredIDM: IDMCO or No IDM Access RequiredDeleting a VisitA visit must be ended by the VRS admins for the department. We can end visits in certain circumstances '(see Ending a visit' above). However, if a Visit MUST be deleted immediatley (with no suspension period) we can do this:Get approval from HR / The VRS Admin and confirm the reason for deletingLog into VRS and search for the Visitor IDEdit the visit and set the end date to todaySave and then go back to the visit and click DeletePlease note - If a visit is deleted, the suspension period will last until the visit end date NOT after the 30 day suspension period.Missing Services for VisitorComplete the following steps if the cases below are trueVisitor account has missing servicesThe services have been correctly selected in the current active visitConfirm the users have Group Memberships listed. i.e Visitor Staff and ORG Code. If they do not, raise the call to Application Management.The selected missing services have 'Unknown' status under the the 'Associated Groups' i.eCheck the visitor's selected services from the latest visit and make a note.Compare the selected services to visitor's current services within IDM.Add missing services through 'Manage Services' section, all users should have AD selected.Confirm the missing services now have an Associated Group against the required services.Re-provision (insert) the updated Change Based Services as well, listed below:CCDVPNCAUTHMyEDWIKILapLanLearnLibFeedSATPebblepadStaffmailEASERenaming a VisitorVisitors cannot be renamed. The current visit must be ended and a new one created with the correct spelling / new name.Request for Visitor Registration ReportRequest for Visitor Registration Report ProcessService Team Request for Visitor Registration Report ProcessNEW: Service Team Service Request for Visitor Registration Report ProcessAD Access when Creating a Visitor When someone selects Wireless, VPN or LAPLAN when creating a visitor, they also get AD17. Web HostingUniDesk Category: Core Services and SystemsUniDesk SubCategory: Collaboration ToolsObject ID: Web and Application HostingTag: [Web Hosting]Organisational User-facing documentation: https://www.ed.ac.uk/information-services/computing/audio-visual-multi-media/web-hostingVendor User-facing documentation: https://docs.cpanel.net/cpanel/Service manager's documentation: Web Hosting SupportSOM: IS Apps Service Management - Alain ForresterService Outage/Disruption Contacts: csgdocs_users@mlist.is.ed.ac.uk, csgscripts_users@mlist.is.ed.ac.uk, hssdocs_users@mlist.is.ed.ac.uk, isdocs_users@mlist.is.ed.ac.uk, sasgdocs_users@mlist.is.ed.ac.uk, sasgscripts_users@mlist.is.ed.ac.uk, C.J.Henderson@ed.ac.uk, Callum.Kerr@ed.ac.ukProcessLinkProcessLinkcPanel Hosting DocumentationcPanel Hosting - HomeHow to EASE protect a directory or domainEASE ProtectingHow to setup a new DomainDomain Setup ProcedureKB-IIS-1 Server (the O drive)https://www.wiki.ed.ac.uk/display/ISHelpKB/KB-IIS-1+Server+%28the+O+drive%29Hosting R filesR is a separate package, for statistical analysis and not something we can install on our serviceRequest to develop a siteThis is not a Service Management task. Direct the user to the 'Website Development Service' here:https://www.ed.ac.uk/information-services/computing/audio-visual-multi-media/web-development-service where the requester can fill out the 'Service Enquiry Form' Change Web Hosting PackageChange Web Hosting Package InstructionsAdd a RedirectHow to add a redirectCosts to host a siteAvailability, Entitlement & Charges - Note from Alain regarding costs for research purposes below:"For a basic hosting account - Free. Provided it fits into any of the basic options available.Historically we had it as POA because many research projects need to consider funding and would enter into discussions with us which might surface other costs elsewhere, such as ongoing maintenance, that would otherwise not be considered. The basic cost of the hosting itself is free given it keeps the website on the University's infrastructure and it's of little overhead given that we're running the service anyway."Known error - SSL Certificate didn't renew automaticallySSL Certificate did not renew automaticallyListing of hosted siteshttps://webhosting.is.ed.ac.uk/websites/Blocking and unblocking IP on hosting machinesStandard SolutionsNameDescriptionAudienceStatusNameDescriptionAudienceStatus18. Wiki ServiceUniDesk Category: UniDesk SubCategory: Object ID: Identity Management (IDM)Tag: [IDM]Organisational User-facing documentation: https://www.ed.ac.uk/information-services/computing/comms-and-collab/central-wikiVendor User-facing documentation: https://confluence.atlassian.com/doc/confluence-data-center-and-server-documentation-135922.htmlService manager's documentation: Wiki ServiceSOM: IS Apps Service Management - Alain ForresterProcessLinkProcessLinkEASE Friend AccessBrowse -> Confluence Admin -> Users Management.Search for the EASE friend by their email address to check that they are not already in the Wiki.Select Add User and use their email address for the Username, Full Name and Email fields. (Do not tick the box for sending an email to the user) The password is not important as they will use EASE to authenticate but one does need to be set.Then edit the groups for this user, first adding them to the 'evisitor-users' group and then removing them from 'confluence-users'.Resolve the UniDesk request using the standard solution.Faster to do this diretctly in Crowd:Service Team Ease Friend Wiki accessRemove/Rename/Copy/Backup a WikiCloning or Renaming a wiki spaceGoogle AnalyticsGoogle Analytics OverviewSetting up a Theme Builder space/userAdministration of TBviewing users accounts on the Wikiview users account set up - impersonation toolCreate Footnote / Footnote DisplayThe easier way to do this would be to edit the page, find the text you would like to make a footnote for, and then start typing {footnote and select the Footnote macro that appears, then enter the text to be used for the footnote and click save. The foot note will then be created however will not be displayed until a Footnote Display is created. They can then set-up a Footnote Display at the bottom of the page by typing {footnotes and click on Footnotes Display macro.WIS Wiki Space AccessAny request from a user outside of IS for wiki access to WIS wiki space should be advise to contact PMO (Glenda) regarding request.Edit / Delete page that won't renderhttps://confluence.atlassian.com/confkb/cannot-edit-page-editing-or-deleting-a-page-that-won-t-render-167608440.htmlCan we get WIki Space stats such as edits?No, there is a Confluence Usage app but that is disabled on our environment since it causes performance issues on an environment of our size.Wiki Macros display Asian characters rather than EnglishIf a user is trying to add Macros to their pages and see the description in Asian characters then do the following.1) Manage Apps (top-right cog when logged in as Admin)2) Give it a wee minute to load and you'll see ScriptRuner as an option:3) Expand that and there's a grey 'Disable button'. Click that and confirm if asked (just click the don't give feedback link when it asks you why) 4) Wait for the plugin to be greyed out and the previous disable button becomes "enable".5) Click that to turn it back onBanners for outages and at riskWiki banners for outages and at riskAdditional informationHow to get a reference in on the WIKI page? - please use the footnote macro after the word you want your foot note to attach to, and the display footnote at the end under reference.That works better than anchors but still is not referencing and bibtex macro doesn't display correctlyStandard SolutionsNameDescriptionAudienceStatusNameDescriptionAudienceStatus[Wiki] Create Groups of Users in Wiki SpacesA Wiki Space Owner can create groups of people to be used on the Space.This group can then be added to the permissions of the Space or specific, restricted Pages.The Group can also be used on other Spaces if needed.If a Group is required to be set up across many different Spaces, Service Management can create these. To create a Group for a specific Space, or a set of similar Spaces, the below steps can be used.Service ManagementArchived[Wiki] Granting Wiki Page Access for Restricted Child Page / PagesRequest to grant access for restricted child page / pages within a ed.ac.uk wiki space.Service ManagementArchived19. Test RailUniDesk Category: Core Services and SystemsUniDesk SubCategory: Collaboration ToolsObject ID: User TestingTag: [Test Rail]Organisational User-facing documentation: https://www.ed.ac.uk/finance/about/sections/sas/efinancials-upgrade/testrailVendor User-facing documentation: https://support.gurock.com/hc/en-us/Service manager's documentation: TestRail ProceduresSOM: IS Apps Service Management - Alain ForresterProcessLinkProcessLinkService Statushttps://testrail.statuspage.io/(First Step) Adding Project in TestRail Admin toolhttps://testrail-admin.is.ed.ac.uk (Second Step) Create a TestRail Project (service)https://uoe.testrail.comProcessing Daily TasksAll daily Tasks done here: https://uoe.testrail.net/Adding Users to TestRailProject managers should usehttps://testrail-admin.is.ed.ac.uk to go in and add a list of users that they want to give access to with a role and start/end dates. That way, we can get an aggregated list of the changes that need made and action them once per day - the daily tasksTestRail BillingIf the Project is marked as compliance, there is no charge processed, however the system will still indicate that there is a cost to IS Apps and therefore an overhead that could be factored in when calculating the cost associated with delivering the project. Provided there are no codes provided and that the project is marked in compliance in the system, there will be nothing charged to the project or business area.Displaying the cost to the University is also a useful incentive to help people keep the costs down.User Management Tool Administration20. OneTrustMinimal support as a technical service with Service Owner (currently Susan Cooke) taking on majority of support with the supplier. Data Protection Office are the frontline so tasks are limited.Susan Cooke has created some Visio flows so that we have a graphical overview of support procedures and is available here:https://uoe.sharepoint.com/sites/SMEDSTeam/Shared%20Documents/Forms/AllItems.aspx?id=%2Fsites%2FSMEDSTeam%2FShared%20Documents%2FService%20%2D%20DPIA%20OneTrust%2FStandard%20Solutions&p=true&originalPath=aHR0cHM6Ly91b2Uuc2hhcmVwb2ludC5jb20vOmY6L3MvU01FRFNUZWFtL0V0ZTZZaTNhVndKS3Nhb1BQcVRQZTRRQkVCTmxZVlZrdm9WVlpfUDVkdmxBS2c_cnRpbWU9MTVyb3ZTWEUxMGcThe direct login for the service is at: https://app-eu.onetrust.com/auth/loginTaskDetailsTaskDetailsEnd user supportWe are not involved. Data protection office (DPO@ed.ac.uk) should handle all user queries. DPO manage training and end user documentation and should be maintained by them.Individual login problemAll users will use UUN@ed.ac.uk for logging in.Service Owner may request new administrators to be added.Can be done within the tool itself via the Launch menu then “Users and Groups”.The role is "Site Admin".DPO may ask for senior support since they are the frontline.These requests go straight to the Service Owner.Service unavailable (non-EASE issue)Call to be raised to OneTrust via Service Owner. Raise IS Alert. Inform DPO@ed.ac.uk with the IS Alert URL. DPO to inform end users.Service unavailable (EASE issue)Call to be raised to Development Services via Service Owner. Raise IS Alert. Inform DPO@ed.ac.uk with the IS Alert URL. DPO to inform end users.Service unavailable (due to maintenance period)Scheduled maintenance is advertised inside the tool itself. The Service Management daily service checks will now check this service each day and post IS Alerts for any maintenance. Our user logins (as admins) will show these on login. End users also see these. DPO to inform end users if they choose to.Standard SolutionsOnly one Standard Solution is available which IS Helpline will use to refer end users on to the DPO team.OneTrust enquiry (Data Protection Impact Assessment)Backup accountGiven that this is an EASE-protected service a backup Gmail account is on Password Manager Pro. Susan Cooke is the owner of that Gmail account. This will only be used as a backup account if SSO (EASE) goes down and we need to go in for support purposes.21. Managed APIs ServiceThe Managed APIs service provides a centralized solution for the creation, consumption, hosting and management of University-produced APIs. In basic terms, APIs (‘application programming interfaces’) are bits of code that let applications speak to / integrate with each other.This is a technical service, expected only to be used by software developers. This service is delivered via a cloud-hosted product called “WSO2 API Gateway”, which developers will access through a web browser. Developers can request access to WSO2, but what they can see or do in WSO2 will be dependent on a) data steward approval, b) and what they need to use WSO2 for (e.g. API consumption or creation).TaskDetailsTaskDetailsWSO2 Service unavailableRaise IS Alert and speak to Service ManagerUser requests WSO2 accountRefer to Service Manager. This is a task that will gradually transition to the Service Team.User requests help with their WSO2 accountRefer to Service Manager.User requests training in WSO2.Point at SharePoint site: https://uoe.sharepoint.com/sites/is-apps/service/api/SitePages/API-Home.aspxUser requests training in how to consume / produce an API through WSO2. Refer to Service Manager.User requests client secret and client ID needed to consume an API. If WSO2 access is already in place they can generate the login tokens and self-serve on WSO2.Instructions are on SharePoint and in WSO2 itself.User requests a change to an API on WSO2.Refer to Service Manager.User reports a fault / problem with an API on WSO2.Refer to Service Manager.User reports a fault / problem with WSO2 functionality.Refer to Service Manager.Identifying who owns API (I.e. Service or Business Owner) before referral to IS Apps Service Management.Use API Register to establish contacts and who owns.https://www.wiki.ed.ac.uk/pages/viewpage.action?spaceKey=insite&title=API+Registry22. Apple App StoreTaskDetailsTaskDetailsRequest to access the App Store or seek guidance on how to use itSend all calls to Alain Forrester about this. We do not participate in any App Store activity.23. IRMTaskDetailsTaskDetailsLoggin InIRM SalesForce Instance is available at:We have a Service Account: errit@ed.ac.uk (Login available in PMP)SalesForce Forces you to enable MFA SalesForce will force you to set up MFA on first login and this cannot be bypassed. Just set it up and remember to disable it when logged in. Instructions below.You can disconnect MFA before logging out with:Settings -> Advanced User Details -> App Registration: Salesforce Authenticator: Disconnect24. Service AlertsUniDesk Category: Core Services and SystemsUniDesk SubCategory: Collaboration ToolsObject ID: Service AlertsTag: [Alerts]Organisational User-facing documentation: https://alerts.is.ed.ac.uk/help Admin User Interface: https://alerts.is.ed.ac.uk/adminSOM: IS Apps Service Management - Alain Forrester (TBC)RequestProcessGrant 'Raise Alerts' permission to Visitor StaffUniDesk form: https://edin.ac/3uaiwxqEnsure the request is from a Team Manager or Section Head Check the requester to ensure they are a Team manager or section head and not simply the visitor themselves requesting access Users must visit Alerts and Log In first in order to create their accountStepsLog into Service Alerts Admin and navigate to Users optionFind and select the user in questionAdd the user to the appropriate group(s) by moving the CA Visitor Staff group to the right-hand pane.DO NOT ASSIGN PERMISSIONS DIRECTLY Ignore the permissions pane below. Permissions are set using groups only!4. Click 'Save'Grant 'Advanced Permissions' to usersUniDesk form: https://edin.ac/468lKPlEnsure the request is from a Team Manager or Section Head Check the requester to ensure they are a Team manager, Section Head or existing member of the authoriser group (where required) and not simply the user themselves requesting access Users must visit Alerts and Log In first in order to create their accountPermissions and associated groupsPermissionGroupRaise unplanned alertsSupportAuthorise alertsApproversEnsure Approval Group is set selected Publish AlertsHelplineStepsLog into Service Alerts Admin and navigate to Users optionFind and select the user in questionAdd the user to the appropriate group(s) by moving the required group to the right-hand pane. In the case of Authorisers (approvers) ensure the appropriate Authoriser groups is selected from the dropdown list in the details panel above.DO NOT ASSIGN PERMISSIONS DIRECTLY Ignore the permissions pane below. Permissions are set using groups only!4. Click 'Save'Grant access to Admin UI (Currently for Service Man and Apps Man only)StepsLog into Service Alerts Admin and navigate to Users optionFind and select the user in questionSelect the 'Staff Status' box under permissionsClick 'Save'Add/Edit/Remove ServicesManaging ServicesServices can be added or edited from the select list under the 'Services' optionRemoving a serviceServices can be removed from the select list when raising an alert by simply setting the Priority to '0'DO NOT DELETE SERVICES Deleting will also delete the availability history and/or break referential integrity25. Additional TasksThese are general admin tasks. There is no need to change the category or add tags to these requests.RequestProcessRequestProcessIS AlertsService Team raise Alerts for our services normally for outages, degrades or planned work discussed with Service Managers. Some IS Planned Alerts have not been approved in a timely manner on behalf of Service Management. Applications Management have always been the approvers of planned alerts due to most services historically being on-premises. But with the moves towards SaaS/cloud providers there are certain services which have no reliance or involvement from Applications Management. Hence Service Management can now self-approve but with some conditions. Steve Hall and Wassim Demnati are the approvers in the Service Team. Service Management can approve their own alerts (i.e. Steve and Wassim) and the Section has been notified with the following conditions.If your Planned Alert:- Has Applications/Production Management involvement- Affects on-premises infrastructure such as EASE, Exchange, data imports, data warehouses, etc- Is a project Then Planned Alerts should still go via Applications Management as the approver. They need to see these due to involvement or from a QA perspective.If your Planned Alert:- Resides solely within the control of Service Management/your supplier- Is not a projectThen it will be approved by us. To exemplify, if our cloud-based platform is receiving a change that the supplier is making, and is outside of our control, and has no effect on how anything on-premises is run, then a Service Management alert will be approved by us. Zoom, UniDesk, TestRail and most (but not all) of the M365 arena are good examples where new product/component changes are released and we cannot influence or specify the nature of the release. The following is a list of services that can have Planned Alerts approved by us:- UniDesk- EventsAir- Zoom- Microsoft Dynamics- Mobile telephony- OneTrust- Test Rail- JournyXThese platforms are excluded since the platform is within our control on-premises and Production Management are in the driving seat. These will always go through as Applications Management as the approver:Event BookingIDMVRSJiraWikiWeb HostingRemove password from UniDesk incidentHelpline staff remove the sensitive information from action fields and pass the call to us to remove the emails attached under the Notes tab in the Emails and Document Overview sections.Unable to view the original incidentA reply to a hidden incident has created a new incident. Follow the original incident reference (usually found in the subject of the users email) and assign the call to that team.UniDesk mail loopGuidanceFind the generated incidents and remove them from UniDesk.Object IDWhere possible insert an Object ID for relevant system or service that the call is about.Remote Session AccessBomgar InformationService ReportsService Management Service Reports (monthly)Service Team Reports (calls handled per month)Setting our phones to divertSet Service Management Support phones to divertSQL Server Connection DetailsLiveIDM Live(DESCRIPTION = (ADDRESS = (PROTOCOL = TCP)(HOST = ora-idm-kb1live.is.ed.ac.uk)(PORT = 1839)) (ADDRESS = (PROTOCOL = TCP)(HOST = ora-idm-at1live.is.ed.ac.uk)(PORT = 1839)) (CONNECT_DATA = (SERVICE_NAME = IDMLIVE_PRMY.is.ed.ac.uk)))TestTNSName was IDMTEST.WORLD and is now IDMTEST.(DESCRIPTION = (ADDRESS = (PROTOCOL = TCP)(HOST = ora-idm-kb1test.is.ed.ac.uk)(PORT = 1839)) (ADDRESS = (PROTOCOL = TCP)(HOST = ora-idm-at1test.is.ed.ac.uk)(PORT = 1839)) (CONNECT_DATA = (SERVICE_NAME = IDMTEST_PRMY.is.ed.ac.uk)))Working with dataUseful tips for Data clean-upGitlab accessGitLab gitlab.is.ed.ac.uk -

Note: Only accessible on campus or via the VPN (SSL).EventBriteReference ticket - I231030-1323This is mostly relevant to organising events with more than 30 attendees until we have an official roll out of EventBrite in the Uni.If users setup an EventBrite account or have an account already we need the email address for the account (don't need to know every user of the account, just the email address used to set it up). They can use the following form:Existing Eventbrite User:https://forms.office.com/e/3iXJZpjHv7New to Eventbrite:https://forms.office.com/e/gYTXeJBukvUsers will be contacted in due course, once the service is ready to useDoing this allows us to have Eventbrite fees waived so that the event organiser can increase the number of tickets available for the event. If they use the form we get notified and pass details to Eventbrite as soon as they come in. If it takes a day or two to get Eventbrite to process the account but the event organiser needs to publish their event - they can do it with 24 tickets and a wait list - once processed, the organiser can then increase the number of tickets, even after the event is published:Changing ticket capacity and adding wait list info here:Change your event capacity | Eventbrite Help Center(a more extensive list of typical service requests can be found here)26. SOM availabilitySOMAvailabilityServicesSOMAvailabilityServicesStephen SmithMon-Fri 8-4Email & Diary (Exchange/Exchange Online, Teams, Calsync), Office 365 Subscription & Licensing (Azure AD, AADConnect), Online Voting & Counting Systems for Uni Elections (EVES).Alain ForresterMon + Wed 8:30-4:30, Tue + Thu 8:30-5:30, Fri 8:30-1:30Wiki, Jira, Hosting, Test RailClaire BradfordMon-Fri 9-5SharePoint, Document ManagementAndrew MacFarlaneTue-Fri 09:00-17:30Enterprise APIsRob O'BrienMon-Fri 09:00-17:00Reporting & Analytics (Power BI)Susan CookeMonday - Thursday 8:15 - 4:30Friday 8- 12OnetrustSteph HayMonday-Thursday 07:45 - 17:30M365 SOMTBCIDM SOMTBC27. Helpline Shadowing28. MiroUniDesk Category: Core Services and SystemsUniDesk SubCategory: Collaboration ToolsObject ID: TBATag: MiroOrganisational User-facing documentation: TBAVendor User-facing documentation: Miro Help CenterService manager's documentation: TBASOM: IS Apps Service Management - Duncan WilsonRequestProcessRequestProcessContact listMailing lists and primary stakeholder mail addresses go here..Documentation for first lineMiro first line troubleshootingStandard holding response for Miro supportHi,Miro Enterprise is not yet established as a centrally-supported service. To date, however, it has been used and supported locally by some areas within the University. Currently, ISG are working on a project to roll out Miro to the University community as a fully supported service but we are not in a position to provide any support for Miro just yet.As the project is already well underway we expect it will be available within the next few weeks, comms and guidance will be issued when the service is in place.Miro soft release 2023 checklistChecklist for soft release.Form for requesting access to Mirohttps://forms.office.com/Pages/DesignPageV2.aspx?prevorigin=shell&origin=NeoPortalPage&subpage=design&id=sAafLmkWiUWHiRCgaTTcYXylMiWSKn5MtQB95h1HHphURVNPUzRXMjdUVTYyVEZXWVcyNkxZVkUzViQlQCN0PWcuCommunicationsMiro-Designers - This list is for operators who have the ability to create teams. For example the Learning Technologists at ECA.miro-designers@mlist.is.ed.ac.ukFrom <https://mlist.is.ed.ac.uk/lists/admin/miro-designers> Miro-Users - This is our user community list, users can subscribe and receive publications from the SoM and show off anything they've created and want to share.miro-users@mlist.is.ed.ac.ukFrom <https://mlist.is.ed.ac.uk/lists/admin/miro-users>

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Add Comment

Overview
Content Tools

```
(function(i,s,o,g,r,a,m){i['GoogleAnalyticsObject']=r;i[r]=i[r]||function
(){
  (i[r].q=i[r].q||[]).push(arguments)},i[r].l=1*new
Date();a=s.createElement(o),

m=s.getElementsByTagName(o)[0];a.async=1;a.src=g;m.parentNode.insertBefor
e(a,m)
  })(window,document,'script','//www.google-
analytics.com/analytics.js','ga');

// track edits by space key, see http://goo.gl/8NDM1
AJS.$(document).ready(function(){
  var spaceKey = AJS.$('meta[name="confluence-space-
key"]').attr("content");
  ga('create', 'UA-7172113-1', 'ed.ac.uk', {'siteSpeedSampleRate': 5});
  ga('set', 'dimension1', spaceKey);
  ga('send', 'pageview');
  ga('set', 'anonymizeIp', true);
  AJS.$('#editPageLink').on('click', function(event) {
```

```
    var url = $(this).attr("href");
    event.preventDefault();
    ga('send', 'event', 'WikiSpace', 'pageEdit', spaceKey);
    setTimeout( function() { document.location = url; },100);
  });
});


if (window.location.pathname == "/csum/configure.action") {
function buttonEnable() {
AJS.$('#csum-adduser-submit-button').removeAttr('disabled');}
setInterval(buttonEnable,1000);}




AJS.$('document').ready(function checkCookie() {
  var uoewikicookies = getCookie("_uoewikicookies-accepted");
  if (uoewikicookies != "1") {
   AJS.$( "#cookieBanner" ).show()
  }
});
function setCookie(cname, cvalue, exdays) {
  var d = new Date();
  d.setTime(d.getTime() + (exdays*24*60*60*1000));
  var expires = "expires="+ d.toUTCString();
  document.cookie = cname + "=" + cvalue + ";" + expires + ";path=/";
}
AJS.$( "#cookieAccept" ).click(function() {
 AJS.$( "#cookieBanner" ).slideUp(1000)
setCookie("_uoewikicookies-accepted", 1, 365);
});
```

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We use cookies for security purposes, remembering your preferences and to analyse site traffic to understand our users' behaviour. This includes anonymised Google Analytics data.

I'm OK with that
More Information

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I'm OK with that
More Information
I'm OK with that
More Information
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I'm OK with that
More Information
More Information
Skip to sidebar
Skip to main content
Wiki Service

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People

Calendars

Create
Create

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ScriptRunner Enhanced Search

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Service Management Service Team SpacePagesBlogCalendarsChild pagesService Management Service Team HomeService Overview[BIS] BI Suite error - "You do not have access to one or more data providers"[BI Suite] Restart Web Intelligence Processing Server[JIRA] Enable Backlog for Kanban Boards[Mobile]Managed Mobile New Order[Mobile]Managed Mobile Update Cost Codes[O365] Assign Licenses to users[O365] Azure - B2B Collaboration Guest User Profiles - Wrong Email[O365] change of display name[O365] Email account investigation (hold or PST)[O365] Hide Bookings Calendar From GAL[O365] Hide Office365 Group From GAL[O365] Hiding Office 365 Group From GAL[O365] Missing Routable @uoe.onmicrosoft.com Address[O365] O365 Account Litigation Holds[O365] O365 Email Delegate Permissions[O365] O365 Licence Applied - Missing Services[O365] Recovering an O365 Account from Deleted Users (O365 Admin)[O365] Scheduling Meeting in Teams Channel[O365] Update A1toA5 License for Bookings, Intune, Teams Webinars[O365] Verify accepted Domain in Office 365[OneDrive] Missing 'New', 'Upload' and 'Sync' options in OneDrive for Business[SharePoint] Add External Sharing to Site Collection[SharePoint] All Staff Group in SharePoint[SharePoint] Delete Committees SharePoint Site[SharePoint] Opening files from SharePoint in Visio crashes the client[SharePoint] Permanently Delete Site from Recycle Bin[Unidesk] Update Mail Import Certificates[Wiki] Create Groups of Users in Wiki Spaces[Wiki] Granting Wiki Page Access for Restricted Child Page / Pages2023 Jira Upgrade tasksAdd a RedirectAdding Room Mailbox to a Room ListBlocking and unblocking IP on hosting machinesBypass The Power Apps Permissons FormCalSync Opt Out Request ProcessCalSync - Student Timetables in OutlookChange Web Hosting PackageConvert to eSIMDetermine UniDesk Logins - Operator and SSPDisable a functional accountDisconnection RequestDynamics CRM Outage ProcedureEdinburgh UniDesk Outage ProcedureEvent Booking - Amend AudiencesEvent Booking - Attendance Recorder applicationEvent Booking Outage ProcedureEventsAirFaulty Managed Mobile DeviceFeedback field in UniDeskFix calendar processing issuesGitLab gitlab.is.ed.ac.ukHard delete of emailsHelpline ShadowingHow to set up a SrvMan user on VCOLIDM/VRS Outage ProcedureIntroduction, Links and EnvironmentsJIRA Implementation Plan 2018JIRA Outage ProcedureKey ContactsLitigation Hold in eDiscoveryMail Forwarding Approval FlowMail is delivered internally but doesn't receive external mailManaged Mobile Credit Note ProcedureManaged Mobile Service Outage ProcedureManaged Mobile - Updating the DashboardManual RoamMicrosoft Dynamics CRMMiro first line troubleshootingMiro soft release 2023 checklistMonthly Billing Process - Making sure Vodafone get paidMonthly Capping CheckMS Graph: Deleting a Teams Channel Event SeriesNational UniDesk Outage ProcedureNew Connection RequestNon-Planned Expenditure ReportNumber Transfer RequestsOffice365 - Missing Calendar Invites, Hidden Rules, MFCMapiOffice 365 (Email) Outage ProcedureOffice 365 Components Outage ProcedureOffice 365 - eDiscovery Case and Content SearchOneTrust Outage ProcedureOne Trust - Standard SolutionsOrphaned Account/MailboxPower Apps and Power Automate (Power Platform)Power BI Hosting stock replyPower BI Publish to web requestsRecovering .pst Files Using eDiscoveryRemoval of functional mailboxesRequest to enable Request FilesReturn of managed mobile devices for recyclingSAP BI Suite Outage ProcedureSAP Group membershipSearch + Delete Phishing EmailsService Management Service Reports (monthly)Service Team adding users to BI Suite and to GroupsService Team BIS Advanced Licence RequestService Team Dynamics CRM service requestsService Team Ease Friend Wiki accessService team FOI Freedom of Information RequestService Team - Holiday closure listService Team - IDM AccessService Team Managed Mobile Bolt On requestService Team Reporting - CallsService Team Request for Visitor Registration Report ProcessService Team Service Request for Visitor Registration Report ProcessService Team Test IDM Test EASE account creation procedureSet Service Management Support phones to divertSharegate migration tool moving Teams channelsSharepoint site shows user is editing this pageSim Swap RequestSSL Certificate did not renew automaticallyStudent Mifi Billing GuideStudent Mifi GuidesTestRail Outage ProcedureUnideskUniDesk Accessibility queryUniDesk and Operator FiltersUniDesk Autoclosure mechanism not working (Events and Actions)UniDesk Demonstration EnvironmentUniDesk Email Size LimitsUniDesk enquiryUniDesk Logon error with Azure ADUniDesk Mail imports failingUniDesk MobileUniDesk Person Import Failure ProcessUpgrade planning V7 - updated timelineUseful tips for Data clean-upUser mailbox appears in Exchange Online but not in Hybrid ExchangeUser ManagementWeb Hosting Outage ProcedureWiki banners for outages and at riskWiki Outage ProcedureWork in Progress Service OverviewZoom Outage Procedure131 more child pagesCreate child page<h2>Space Details</h2><div class="personal-space-logo-hint">Your profile picture is used as the logo for your personal space. Change your profile picture.</div>Reorder pagesConfigureSpace toolsOverviewContent ToolsReorder pages

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View Storage Format

View Source

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Export to Word

Import Word Document

Copy

Move

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Pages

Service Management Service Team Home

Service Overview

```
    <table class="aui">
        <thead>
            <tr class="header">
                <th class="search-result-title">Page Title</th>
                <th class="search-result-space">Space</th>
                <th class="search-result-date">Updated</th>
            </tr>
        </thead>
    </table>


    <p class="search-result-count">{0}</p>


    <tr class="search-result">
        <td class="search-result-title"><a href="{1}" class="content-
type-{2}"><span>{0}</span></a></td>
        <td class="search-result-space"><a class="space"
href="/display/{4}/" title="{3}">{3}</a></td>
        <td class="search-result-date"><span class="date"
title="{6}">{5}</span></td>
    </tr>
```

Created by Unknown User (nscott23), last modified by Wassim Demnati on Dec 21, 2023

11. Power Apps and Power Automate22. EventsAir33. Zoom44. Microsoft Dynamics CRM55. Event Booking66. IDM (Identity Management System)77. JIRA88. Managed Mobile Service99. Office 365 - Email1010. Office 365 - OneDrive 1111. Office 365 - Power BI1212. Office 365 - SharePoint / Group Sites1313. Office 365 - Microsoft Stream1414. Office 365 - Teams1515. SAP Business Objects1616. Visitor Registration System1717. Web Hosting1818. Wiki Service1919. Test Rail2020. OneTrust2121. Managed APIs Service2222. Apple App Store2323. IRM2424. Service Alerts2525. Additional Tasks2626. SOM availability2727. Helpline Shadowing2828. MiroService Outage ProceduresZoomDynamics CRMEvent BookingIDM/VRSJIRAManaged Mobile ServiceOffice 365 componentsOffice 365 (Email)Edinburgh UniDeskNational UniDeskSAP BI SuiteWikiTestRailOneTrustWeb HostingLink to Service Outage Procedures Document1. Power Apps and Power AutomateUniDesk Category: InfrastructureUniDesk SubCategory: Software ServicesObject ID: None as yeOrganisational User-facing documentation: NoneVendor User-facing documentation: https://powerautomate.microsoft.com/en-au/Service manager's documentation: Power Apps and Power Automate (Power Platform)SOM: IS Apps Sharepoint - Non specificRequestProcessRequestProcessCreate Power Automate Flow to receive an email when an MS Forms response has been submitted.Email the user with the following instructions:"Thanks for your email.You can configure something like this using Power Automate by creating a Flow.To begin, please visit the link below (you may want to sign in as the shared mailbox so that the Flow you create is attached to the shared mailbox and not your own personal account).https://emea.flow.microsoft.com/manage/environments/Default-2e9f06b0-1669-4589-8789-10a06934dc61/createOnce in here, please select to create an 'Automated Cloud Flow'. Give it a name and select the 'When a new response is submitted option' as shown in the screenshot 'Create Flow.png'.Next, you will need to put in the ID of the form to specify which form you would like to receive an email from. Start typing the name of the form and results will be returned for you to select the required

form. Then you will need to select 'Next Step' and search for outlook and scroll down to the 'Send an email (V2)' action and select is. Please refer to the screenshot 'Populate Flow.png'.Finally, you will simply need to configure the email such as filling in what address you would like the emails to be sent to, the subject and body of the email etc. - if you would like information from the response to be included in the email, there will be a pop-up box to the right, presenting fields that are in the form that you can select to be included in the email. Please note there is an 'advanced settings' drop down if you would like to make the responses marked as 'Low' importance etc. For this last step, please refer to the screenshot 'Configure the email.png'. Once done, you can select 'Save'.Hope this helps. Please let me know how you get on."Screenshots:Create FlowPopulate FlowConfigure the emailError: You don't have appropriate permissions to create a portal in this environment. Try selecting another environment or create new environment. If that doesn't help, contact your global administrator.This is a Power Apps error that tends to appear when attempting to create a new blank app within Power Apps.This is because creating a portal requires dataverse = cost/licenses etc. and isn't enabled in the default environment.The user should follow the various guides to create a canvas Power App: https://learn.microsoft.com/en-us/power-apps/maker/canvas-apps/get-started-test-driveIRM requestThese requests go to Alasdair MacLeod in IS Apps Service Management (in Unidesk).Mail forwarding approvalMail Forwarding Approval FlowBypass The Power Apps Permissons FormMessage similar to the following: "Almost there...###name of app### needs your permission to use the following. Please allow the permissions to proceed."2. EventsAirUniDesk Category: Core Services and SystemsUniDesk SubCategory: Event BookingObject ID: EventsAirOrganisational User-facing documentation: https://www.ed.ac.uk/information-services/computing/comms-and-collab/eventsairVendor User-facing documentation: NoneService manager's documentation: EventsAir or EventsAIR Service or EventsAIR3. ZoomUniDesk Category: Core Services and SystemsUniDesk SubCategory: Collaboration ToolsObject ID: ZoomOrganisational User-facing documentation: https://www.ed.ac.uk/information-services/computing/comms-and-collab/zoomVendor User-facing documentation: https://support.zoom.us/hc/en-usService manager's documentation: Zoom Video ConferencingSOM: IS Apps Service Management - Stephen Smith4. Microsoft Dynamics CRMUniDesk Category: Core Services and SystemsUniDesk SubCategory: Collaboration ToolsObject ID: Enquiry Management CRMOrganisational User-facing documentation: NoneVendor User-facing documentation: N/AService manager's documentation: Microsoft Dynamics CRMSOM: IS Apps SharePoint - Steph HayEnquiry Management Handover DocumentIntroduction, Links and EnvironmentsKey ContactsUnideskUser ManagementService Team Dynamics CRM service requests5. Event BookingUniDesk Category: Core Services and SystemsUniDesk SubCategory: Event BookingObject ID: Event BookingTag: [Event Booking]Organisational User-facing documentation: https://www.ed.ac.uk/information-services/computing/comms-and-collab/event-bookingVendor User-facing documentation: N/AService manager's documentation: Event Booking Service PagesSOM: IS Apps Application Management - Andrew HobdenProcessLinkProcessLinkCreating New Service ProviderCreating New Service ProviderView 'Booking Questions'These can be viewed in BI Suite > ISG: Event BookingSteps:Request approval from IAD to add the userIn BI Suite Admin, add them to 'ISG > Event Booking' group in BI SuitePoint the user to the correct report to view this information:ISG: Event Booking > IAD > IAD responses to booking questionsAmending AudiencesEvent Booking - Amend AudiencesAttendance RecorderEvent Booking - Attendance Recorder application6. IDM (Identity Management System)UniDesk Category: InfrastructureUniDesk SubCategory:See Linked ObjectObject ID: Identity Management (IDM)Tag: [IDM]Organisational User-facing documentation: N/AVendor User-facing documentation: N/AService manager's documentation: IDM System DocumentationSOM: IS Apps Enterprise Data Services - RequestProcessRequestProcessIDM overview - Technical ArchitectureThis link is the technical architecture at quite a detailed level. While probably not used much by Service Management is can give us hints at where issues reside. https://www.wiki.ed.ac.uk/display/insite/New+Identity+Management+%28IDM%29+systemCOMP/AUTH IT DISCONNECTIONSStudent UUN SuspensionIS Helpline's ProcedureOpen IDM and search for user. Change Identity Status from 'Active' to 'Suspended'.Pass call to Finance Income for completion.Post a message in the IS Helpline Teams area in the dedicated channel for Finance Suspensions.This is done by Student SystemsCOMP/AUTH IT RECONNECTIONSOpen IDM and search for user. Change Identity Status from 'Suspended' to 'Active'.Pass call to Finance Income for completion.No need to advise IS Helpline.Account ReconcileStaff to staff ReconcileReconcile Process GuideRequests should be submitted using the standard solution in this category, recorded and resolved using another standard solution. These are typically completed by Helpline unless the situation is complex or the reconcile is between two staff accounts rather than a staff and a visitor account (see HR Purged Records).Needs confirmed with HR for the main staff number before doing the reconcile Apps Man can carry out this process.As long as the account to be reconciled against is live, Apps Man can carry out this process.HR Purged RecordStandard solution for purged recordUUN ChangeIDM UUN Change ProcessIDM AccessApplication FormService Team - IDM Access IDM policiesAging policyService Eligibility PolicyService EntitlementTest IDM / Test EASE account creationService documentation: IDM Test Staff Account Creation Process and VRS Test Visit Creation Process'Service Team: Service Team Test IDM Test EASE account creation procedureNote that this is being done by Service Team from April 2019.IDM Dashboard access(https://dashboard.apps.is.ed.ac.uk/)Only those in the following AD groups get access to this: Help Services, Operational Services, Production Management, Service Management. This means without any intervention support staff will automatically have access to more detailed service monitoring. We can do user management via https://www.idm.is.ed.ac.uk/idm/userAdminhttps://www.wiki.ed.ac.uk/display/IDMDashboard/DashboardIDM Exclusion ListApps have a massive batch of accounts that are “excluded” from use within IDM. Mainly due to them being some form of system-reserved account (like “root”), fixed test accounts or some kind of banned terminology. Attached is the latest copy = 07-01-2020.IDMUUNExclusion20200107.xlsxSome teams outside of Apps (like CO teams) may ask for this. It's fine to hand it over.you can obtain an updated list via the following query run against the IDSTORE schema:select * from IDSTORE.idstore_uunexclusionlist order by idstoreuid;Full List of IDM/VRS UsersThe query, (run against the APPSLIVE VRS schema), is as follows:select vu.user_id, vu.surname, vu.forename, vu.title, vo.org_unit_no, va.access_id, va.access_lvlfrom vrs_user vu, vrs_user_orgdetails vo, vrs_access2user vau, vrs_access vawhere vo.user_id = vu.user_idand vau.user_id = vu.user_idand va.access_id = vau.access_idorder by vu.user_id, access_id;Full list of Staff, VisitorStaff, PGR and Functionals createdWe needed a list of all Staff, Visitor Staff, PGR and Functional accounts created within the last 24 hours to help resolve some Major Incident fallout. Basically we needed to see which Staff-like accounts had come through so we could correct the O365 A1 Plus licence. The code for this can be run against IDM Live in the attached file.allstaffin24hours.txtUUN Reconcile in IDM - P&M not yet updatedAfter a reconcile is performed, then the 'OracleHR' service needs reprovisioned (Add Identity). Worth also reprovisioning the Central Auth service as this can sometimes go out of sync from IDM.Card numbers in IDM and Front Office don't matchPass to Production ManagementA note about Front Office calls211005-2985 staff details not updated on Front Office. A new People and Money to CARD integration went Live in August. We are aware of an issue of missing Location details in People and Money and we have been told by CARD that we cannot default the address to something else. Users seem to think if they are in IDM, then they must also be in CARD Front Office which should be true. Just pass them onto IS Apps and we will forward onto HR (depending on the issue)Death In Service guidancehttps://www.ed.ac.uk/files/atoms/files/death_in_service_guidance_0.pdfAging Functional AccountsAgeing is disabled for functional accounts.Functionals can be aged manually by setting the end date to 1949UUN in Test doesn't match liveChange the UUN in test, there's an option to do this when you search for the ID using the reference number.Then re-provision Cauth and Ease, they will then need to register the ID in test using: www-test.ease.ed.ac.uk/registerCard pin not showing in MyEdServices showing as unknown in IDM. Re-provision the following services by selecting 'add' in IDM:ADWikiWirelessMyEdIf still not showing pass call to IS Apps Application Management for investigation.7. JIRAUniDesk Category: Core Services and SystemsUniDesk SubCategory: Collaboration ToolsObject ID: JIRATag: [JIRA]Organisational User-facing documentation: https://www.jira.is.ed.ac.uk/secure/Dashboard.jspaVendor User-facing documentation: https://www.atlassian.com/software/jira/guides/getting-started/introduction#dig-into-specific-featuresService manager's documentation: JIRASOM: IS Apps Service Management - Alain ForresterProcessLinkProcessLinkJIRA Announcement BannerJIRA Announcement BannerNew Department Onboarding RequestEmail the user the following:"Dear (user),We use Jira mainly for development projects within Information Services but we have made it available to a few other areas on request, provided our service meets their requirements. If you think Jira might be a good option for you, it might be worth us arranging a little chat for you with the Service Manager to discuss your requirements?It's also worth noting from the outset that Jira's developer, Atlassian, recently announced the discontinuation of Jira Server (from 2024) in favour of their other, much more expensive Cloud or Data Center alternatives. We're preceding as normal with Jira Server for now but may look to review other alternatives in future following our talk with Altassian and a review of the likely costs associated with their other Jira products. You can chat more about that with the Service Manager if you're happy to have a look at Jira.Please let me know if you would like to discuss it further."Remove license from userIf a user is asked to be deleted, we'd rather keep the user there for auditing purposes (if you try deleting, you may also get a message saying that they have associations with other projects and these need to be reassigned before they are able to be deleted), therefore simply search for the user > click on their profile and remove them from any groups and untick the 'Application access' checkbox as shown below. This will free up a license whilst removing their access.Jira upgrade tasks2023 Jira Upgrade tasksStandard SolutionsNameDescriptionAudienceStatusNameDescriptionAudienceStatus[JIRA] Enable Backlog for Kanban BoardsProject Leads may request for 'Backlog' to be enabled on their Kanban Boards. Only JIRA Admins are able to do this.Service ManagementArchived8. Managed Mobile ServiceUniDesk Category: InfrastructureUniDesk SubCategory: TelephonesObject ID: Managed Mobile ServiceTag: [Mobile]Organisational User-facing documentation: https://www.ed.ac.uk/information-services/computing/comms-and-collab/is-managed-mobile/introductionVendor User-facing documentation: N/AService manager's documentation: Below.SOM: IS Apps Service Management - Stevie AllisonCritical Success FactorProvide a catalogue of devices and plans suitable for University business that have granular connection options for calling & data usage.Key performance indicators:1) Mobile connection availability - Vodafone signal uptime in an area with "good" connection coverage.2) SLA on open support callsTargets:1) Vodafone connection service window remains above 99.99% uptime availability.2) Service Management resolves 95% of normal impact support calls within 8 working days.Escalation threshold:1 hour of wide-scale unplanned Vodafone service outage (to Account Manager).ProcessLinkManaged Mobile Service - Service OverviewService OverviewNew Connection RequestNew Connection Request and UpgradesBolt on requestService Team Managed Mobile Bolt On requestNumber Transfer RequestsNumber Transfer RequestsDisconnection RequestDisconnection RequestSim Swap RequestSim Swap RequestConvert to an eSIMConvert to an eSIM (similar to swapping the SIM in the column above)Managed Mobile Service - BillingBillingMonthly Billing Process - Making sure Vodafone get paidVodafone Equipment Invoice ProcedureStudent Mifi Billing ProcedureUpdating the DashboardManaged Mobile - Updating the DashboardManaged Mobile Service - OrdersOrdersSrvMan VCOL user set upHow to set up a SrvMan user on VCOLCredit NotesManaged Mobile Credit Note ProcedureMonthly Capping CheckMonthly Capping Check - Monthly check to ensure all our numbers are set up for data cappingData Capping Add-onsIf the service PCAPON is added to a mobile number then this will alert the network to bar the user for further data use once they hit their price plan data allowance.DATACAPUK is the bar automatically applied when the user hits their allowance. This will automatically remove on the first day of the next month when the data allowance is refreshedNon-Planned Expenditure ReportNon-Planned Expenditure Report - A report to be done at billing time to see spending on Premium Calls and Data, outside of what's included in our plans.Creating Customer Reports on VCOLExample List of Price plans for a specific DeptCreating Custom Reports on VCOLUsage Report Guide &ExemptionsMobiles usage report / DataAny No's that we receive that are to be exempt should be added to the Spreadsheet (List Of Numbers Exempt from Price Plan Reductions) stored on the Billing PageHere: https://uoe.sharepoint.com/sites/is-apps/service/ismm/billing/SitePages/Home.aspx?InitialTabId=Ribbon%2ERead&VisibilityContext=WSSTabPersistenceCredit / Connection Limit + Available PlansVodafone imposes a limit on the number of connections we can have active.The current limit can be found on the Credit Limit and Vodafone Plan Pricing page.Sure Signal RegistrationIf a user wants to activate a

Sure Signal Device, we need the following details:Sure Signal name (if known)Sure Signal Serial NumberMain Phone Number to be registered to it (The 'lead number')User name for this numberPostcode for where it is going to be used (or most likely to be used if not immediately known)Other numbers to register to the Sure Signal (if any)Once we have the above information, please email this to Vodafone. A useful table to use in the email:Phone NumberFirst NameSurnameSure Signal NameSure Signal SerialPost CodeLead User (Yes / No)Please note, only Vodafone numbers can connect to these devices (Corporate or Personal Vodafone SIMs will work).Change of Number Request- A number change can be carried out on the contract at a charge of £25 ex. VAT- The number change would be free if it was because of SPAM / unsolicited / illegal texts or calls. If we can get 3 examples of calls / texts received and the date + time of each, Vodafone will waive the cost. If it is just one number, this number may be able to be blocked instead. - It would also be free if the scam / illegal texts were serious enough to be reported to the police and we receive the crime reference number- Finally, if the person is on a 30 day contract, you could cancel the contract and then take out a new one. The termination would occur after 30 days so you'd be charged for that month, however the new number could be used as soon as the new SIM arrives. Phone Lost or StolenIf a phone is lost or stolen, the user will usually inform us of this, or request the number is suspended. The following should be completed / advised:Suspend the number in VCOLIf the user has supplied the IMEI, or knows it, we can ask if they would like the device blocked too. We can request the device is blocked via VCOL Chat.We need to inform the user that the number is now suspended, that if any Uni data is on the device this should be reported to Data Protection Champion / Records Management and that if they have Find My iPhone / Find My Device enabled they should use this to remotely wipe the device. They should not use this feature to attempt to retrieve the device.They can place an order for another device if required via the 'Upgrade Request' form. Charges may apply for upgrading early.List of Data Protection Champions: https://www.wiki.ed.ac.uk/display/FoIP/Data+Protection+ChampionsExample email (please modify as appropriate):Thank you for reporting this [lost / stolen] device. This number has been suspended now. If you have ordered a replacement device, please let us know when it arrives and we'll unsuspend this for you. If [you / the user] has 'Find my iPhone' or 'Find My Device' enabled, they should use it to remotely wipe the device. They should not use this information to attempt to retrieve it. If there is any University data on the phone, please refer to your Data Protection Champion for further advice. For further assistance with this, please see the guidance from Records Management: https://www.ed.ac.uk/records-managementStudent MiFi DevicesThese are ordered via a separate contract to the Managed Mobile service. For ordering and billing:https://uoe.sharepoint.com/sites/is-apps/service/ismm/Shared%20Documents/Student%20MiFi%20Documentation/Student Mifi Billing Guide & Equipment InvoiceStudent Mifi Usage Report GuideStudent Mifi sim Activation/ Set Up ProcedureWhen doing Mifi Orders for students there is a small change please add the details to the Mifi cost Codes DB found under Student mifi Billing use the Mifi Cost Codes TableShort URL for UniDesk Order Form (for use by USD personnel): https://edin.ac/3niuNZLPhone not receiving incoming callsIf a phone is not receiving incoming calls, a handy thing for the user to try is the following:The user calls this number on the affected phone: #330*1919#This is the command to cancel any bars set up on the phone directly.If the problem persists and the affected phone was transferred/ported in, then there may be some corruption with the port-in files in which Vodafone can call the Porting Team to resolve this.Manual RoamManual Roam is one the the first troubleshooting steps Vodafone will ask us to do if a user has network or data issues. If you've confirmed that the user has not hit the data limit, ask them to follow these steps.Grant access to Managed Mobile Dashboardhttps://uoe.sharepoint.com/:w:/r/sites/is-apps/service/ismm/_layouts/15/Doc.aspx?sourcedoc=%7B155931FF-E949-450A-8378-3C7A0DFC5D7F%7D&file=Grant%20access%20to%20Dashboard.docx&action=default&mobileredirect=trueUpdate Managed Mobile Dashboard with new datahttps://uoe.sharepoint.com/:w:/r/sites/is-apps/service/ismm/_layouts/15/Doc.aspx?sourcedoc=%7B8B891858-B120-4FC0-BC19-FFD62C3BD90D%7D&file=Update%20Dashboard%20with%20new%20data.docx&action=default&mobileredirect=trueInternational Calling from UKIf a user needs to make International Calls from the UK, then they will need the 'International / Premium' Price plan added to their connection. Navigate to their connection by going to 'Admin' > 'Connection Admin' > 'Edit connection details' > Enter the mobile number.Vodafone confirmed that for the user to call internationally from the UK they are charged the normal rate. It is the person they are calling that are charged the higher rate.Roaming Data CAPS(Why can't I use DATA abroad even if I have a Bolt on?)by default, all mobile connections have a regulatory 50 EUR data cap assigned (100 EUR for roaming outside of the EU). This means that if the line uses more than this amount on data abroad, their usage will be capped. When a roaming Bolt-on is added to the line, any spending should automatically be covered by it, but sometimes the usage is charged anyway and is discounted from the total bill later on. This can trigger a Data Cap being added to the line.To opt out of this cap, you need to select the data cap opt-out on the price plan options (DCOO):You can add in a date for the cap to activate again (calendar icon), so this can be added at the same time as the Bolt-on for the same dates. Bolt Ons for USA & CanadaIf adding a bolt on for North America & Canada add the ones named North AmericaFaulty deviceFaulty Managed Mobile Device Device recyclingDevice recyclingOrders with a Project Code/ No cost codesThese should be added with our Codes 110, 110002, 35012001, 2341 and then added to the Spreadsheet on the Billing Site Page named Project Code Billing https://uoe.sharepoint.com/:x:/r/sites/is-apps/service/ismm/billing/Shared%20Documents/Project%20Code%20Billing.xlsx?d=wf21e9aacec41421fbd919d82ddad373a&csf=1&web=1Every July & December The 6 monthly amount should be emailed to Grant McAllister Finance Business Partner grant.mcallister@ed.ac.uk and ask for the amount to be transferred from our codes to the Project Code listed in the spreadsheet.Equipment & Accessory Orders OnlyUp till December 2023 add Purchase Order No: UOE1344796 to the order This will appear in the Billing account screenStandard SolutionsNameDescriptionAudienceStatusNameDescriptionAudienceStatusManaged Mobile Service EnquiryUser requests information on Managed Mobile ServiceHelplineActive[Mobile]Managed Mobile New OrderInstructions on how to place an order in VCOLService ManagementArchived[Mobile]Managed Mobile

Update Cost CodesHow to update Cost Codes for a mobile numberService ManagementActiveEquipment & Accessory OrdersUp till December 2023 add Purchase Order No: UOE1344796 to the orderService ManagementActive9. Office 365 - EmailUniDesk Category: Core Services and SystemsUniDesk SubCategory: Email and DiaryObject ID: Email and DiaryTag: [O365]Organisational User-facing documentation: https://www.ed.ac.uk/information-services/computing/comms-and-collab/office365/email-calendarVendor User-facing documentation: https://support.microsoft.com/en-us/outlook Service manager's documentation: Office 365 Service WikiSOM: IS Apps Service Management - Seye KutiRequestProcessCommon Service RequestsService RequestsList of domainsDomainsPower-shellUseful PowerShell commandsOrg Units Default mail systemDefault mail system by org. unitUpdate Student licensesLicensing guidelinesNote: Maths & Physics often request A5 licences for InTune ad-hoc for students. The A1 should be removed and 'A5 for student use benefit' license applied. Within the Apps these should be removed: Education Analytics, Kaizala, Minecraft, Windows 10 Enterprise.Fix mailboxes for returning studentsFix mailboxes for returning studentsMigrate users from Staffmail to O365InstructionsOffice 365 Account ProvisioningOffice 365 Account ProvisioningRecover deleted mailbox/itemsRecover deleted mailbox stepsOffice 365 Service WikiFurther guidance on O365Mail Enable AD groupMail Enable AD Group ProcessCreating a room listOffice 365 Creating Room ListsRecovering .pst files using eDiscoveryRecovering .pst Files Using eDiscoveryAdding Room Mailbox to a Room ListAdding Room Mailbox to a Room ListCalSync Opt Out RequestsOur process: CalSync Opt Out Request ProcessService documentation: CalSync Opt Out RequestsScenario based issues / requestsDiagnosing the issueHow to analysis bounce backsDiagnosing bounce back messagesCalendar isn't available error when a user tries to access the Calendar in Outlook on the webhttps://learn.microsoft.com/en-us/exchange/troubleshoot/outlook-on-the-web-issues/this-calendar-not-available-error-when-accessing-calendar) though the CalCheck thing doesn't run via CMD (just seems to create an excel file with the contained error info).Access to Office 365 appsCheck the product is available to the University's Office 365 subscription. The Service Owner for O365 can help confirm this. If it isn't available:"This product isn't available on the University's Office 365 subscription and we can only offer apps if they are currently available, or via early release. We frequently review this release schedule and will advertise anything significant for University wide evaluation appropriately.Unfortunately, we do not have any means of operating an 'on-demand' software evaluation outside of the current subscription terms and early release programme, and therefore we cannot offer access to this product at this time.If it is available, we need to review the process with Service Owner / Managers. Stephen Smith will have more details as the Service Owner for Office 365.Installing Add-ins as a delegateAttempting to install add-ins to a mailbox as a delegate will present the following error message: "Sorry, we can't complete this operation right now. Please try again later"The mailbox needs to be signed into, in order to install the add-ins initially. Once installed, all delegates will be able to use the add-ins when opening the mailbox as a delegate.Search & Delete Phishing emailsITI Enterprise may send us calls to search and delete specific Phishing emails. For example "X is sending phishing spam to university users with the subject "BLAH". Please can this message be deleted from all user mailboxes."Procedure for Search

& Delete Phishing emailsRecover orphaned mailbox / deleted or incorrect AD mail object E.g. consequently the result of reconciles, re-provisions and other funny business.Orphaned MailboxEncrypt emails E.g. user is liaising via email with an organisation who can only accept encrypted emailsTroubleshooting rule based email/calendar issues.Office365 - Missing Calendar Invites, Hidden Rules, MFCMapiExport Mailbox DetailsExchange Management ConsoleOn premise connection for Exchange on the cloudhttps://hbdkb3.is.ed.ac.uk/ecp/ (You may need to open this link up in Explorer)Litigation hold on user's mailbox who has leftLitigation Hold in eDiscoveryDe-Duplication of Emails in Officereceiving more than one email from mailing lists etcIf a user is emailed multiple times by a mailing list The user will only receive one message. This is similar to having an out of office set. If you email an user who is out of office you will only receive one notification.The reason it will only deliver once to the mailbox is based on the message ID to prevent a system overload or loops etc.Receive emails sent to 365 group in InboxEnabling this in the group settings in the 365 admin centre would only fix the notifications for new members added to the group.The best way to achieve this is for each member that would like to receive notifications to go to https://www.office365.ed.ac.uk/ and scroll down the left-hand side to your groups where you'll find the '[GROUP]' group. Click that group and click the ellipses to go into the Settings as shown in my 'Group settings.png' screenshot.Next, select the 'Receive all email and events' option under the 'Follow in Inbox' section as shown in my 'Follow in Inbox.png' screenshot.No Exchange online mailbox OnPrem exists and License assigned error on Mail: user's on-premises mailbox hasn't been migrated to Exchange Online. The Exchange Online mailbox will be available after migration is completedMay happen with restored accounts. First we will disable the remote mailbox. Connect to Exchange OnPrem. $UserCredential = Get-Credential $Session = New-PSSession -ConfigurationName Microsoft.Exchange -ConnectionUri http://hbdkb3.is.ed.ac.uk/powershell/ -Authentication Kerberos -Credential $UserCredentialImport-PSSession $SessionDisable-RemoteMailbox -Identity sbeames@ed.ac.ukWait for AAD Sync. To check this go to office365 Admin and select Directory Sync Status Bottom Left. Once Sync has updated.Enable-RemoteMailbox -Identity sbeames@ed.ac.uk -RemoteRoutingAddress sbeames@uoe.onmicrosoft.comMailbox should now be restored.If this fails may need to log a Support call with Microsoft.Some mail fails to reach the mailboxThe remote routing address must be set in on premesis Exchange to: smtp:uun@uoe.onmicrosoft.comIt will then take an hour or so for it to sync to Exchange Online.Freedom of Information RequestsService team FOI Freedom of Information RequestSIP address showing in contact cardUpdate the user principal name:Connect-MsolServiceSet-MsolUserPrincipalName -UserPrincipalName UUN@ed.ac.uk -NewUserPrincipalName UUN@uoe.onmicrosoft.comRemoval of functional mailboxesRemoval of functional mailboxesMail is delivered internally but doesn't receive external mailUpdate the remote routing addressCalsync calendar opt out requestsCalSync Opt Out Request Process User mailbox appears in Exchange Online but not in Hybrid ExchangeMailbox appears in Exchange Online but not Hybrid ExchangeFix calendar processing issuesCalender is not processing bookingsCalendar View Defaults Permission MatrixF/B = Free/BusyR = ReviewerFurther InformationMail Relay Flagshid = Hiddendel = Set for deletionpref = preference email choice (this is need for the update to be triggered to IDM)Microsoft

BookingsOverall an unsupported component of Office 365 but AHSS have a set of licences that can be used. Software Services manage the licences and we will support the small group who are using it. The A5 for Faculty licence that you see in the O365 admin portal is the licence. It is not managed in there but instead is an Azure AD group. https://aad.portal.azure.com/#blade/Microsoft_AAD_IAM/LicensesMenuBlade/OverviewGroup name: MS365 Staff AdvancedAdd-Ons for Microsoft products (mainly Outlook)As of March 2020 the Service Manager is looking at implementing a process for Add-On requests. C2003-014 is a lead change record to track these and link any calls. Calls should be resolved when linked to the change and the end user informed of this standard text:Thanks for your request. Service Management are currently reviewing the process for Add-Ons requests via our Change process (Reference C2003-011). Your request has been linked to this record to allow us to review all suggestions. You will be informed once a suitable process and technical solution is in place for managing these Add-On requests.Hard delete of emailHard delete of emailsVerify accepted domain in 365Verify domainsNameDescriptionAudienceStatusNameDescriptionAudienceStatus[O365] Assign Licenses to usersStandard solution to assign license to users in Office 365.   Typically these are purchased licenses such as Power BI Pro, Project Online Premium.Service ManagementArchived[O365] change of display nameThe customer is asking if their Display name in O365 can be adjusted to reflect [Firstname SURNAME] rather than [SURNAME Firstname].Service ManagementArchived[O365] Email account investigation (hold or PST)A user may approach for an email account to be supplied for investigation purposes (for example if someone has left the organisation, checked for an internal conduct issue or possibly more serious external investigations. The user will have two choices which are outlined below.Helpline/Service ManagementArchived[O365] Hide Office365 Group From GALHide Group from GALService ManagementArchived[O365] Hiding Office 365 Group From GALAn group that is created within O365 (Cloud Only) is visible within the GAL as a contact, previously group owners had the option to hide the group but this hasn't been the case with pure Office 365 unified groups (Cloud Only)Service ManagementArchived[O365] O365 Account Litigation HoldsAccount litigation holdsService ManagementArchived[O365] O365 Email Delegate PermissionsPrevious delegate users still have access to Mailbox however they are not listed permission section.The total number of users is normally different to the number of users listed.Service ManagementArchived[O365] O365 Licence Applied - Missing ServicesA user has the correct O365 licence applied however is only licensed for Power BI Free and Microsoft TeamsService ManagementArchived[O365] Recovering an O365 Account from Deleted Users (O365 Admin)A users account has closed down and is still in the deleted users within O365 and we need to recover the contents from the account.Service ManagementArchived[O365] Verify accepted Domain in Office 365Request to verify a domain as an accepted domain to Office 365. E.g. we verify with Office 365 that we have permission to use the domain name space. We're not handing off the domain to the remote Microsoft Exchange host.Service ManagementArchived[O365] Missing Routable @uoe.onmicrosoft.com AddressFor when the @uoe.onmicrosoft.com address is set in on-prem Exchange but not on Exchange online and the account is therefore experiencing routing issues. Immutable ID script.Service ManagementArchived[O365] Azure - B2B Collaboration Guest User Profiles - Wrong EmailWhen a B2B Collaboration Guest user of another Azure tenant is added to our Azure directory, the email contact address in the guest user profile takes on the UPN value instead of the guest users primary SMTP address used to accept the invitation to join our tenancy.The result is that when a user in our domain attempts to email them, the guest object is used and sets the email address to the UPN of the guest user object.Service ManagementArchived[O365] Hide Bookings Calendar From GALHide Bookings Calendar From GAL.Service ManagementArchived[O365] Update A1toA5 License for Bookings, Intune, Teams WebinarsRequest to update user licenses *A1-A5, including Intune (E.g. mostly via Desktop Services for Sci-Eng iPads for teaching etc) Or requests for **MS Bookings or requests for Teams Webinars.Run the script at the bottom if you just need to enable Intune on a user who is already inheriting an A5 license from the 'CAHSS-College-MSBookings' group ('users.csv' file is needed).Service ManagementArchived10. Office 365 - OneDrive UniDesk Category: Core Services and SystemsUniDesk SubCategory: Collaboration ToolsObject ID: Office365Tag: [O365]Organisational User-facing documentation: https://www.ed.ac.uk/information-services/computing/comms-and-collab/office365/onedrive-for-businessVendor User-facing documentation: https://support.microsoft.com/en-us/onedrive and https://support.microsoft.com/en-au/office/Troubleshoot-issues-with-OneDrive-3db87243-ed3b-46f5-ace6-518db68429b1Service manager's documentation: Office 365 Service WikiRequestProcessRequestProcessShare File with othersIf a team needs to share files, it may be best to create a Group / SharePoint site. If OneDrive is to be used, you can:Open OneDrive app on the taskbar (OneDrive may need to be installed)Create the folder and add the fileRight click on the file you want to share (or the full folder) and click 'Share'Choose your sharing option, add the persons name and click 'send'This will send a link via email, when this is opened it will load the OneDrive web location where the file / folder can be accessed. From here, it can then also be synced to the OneDrive app, depending on Sharing settings.Add yourself to a user's personal OneDriveIf you need to add yourself to a personal OneDrive space, to investigate issues, you can do this like so (make sure the user is aware that you are doing this):Sign into O365 adminOpen the SharePoint Admin CenterClick 'User Profiles'Select 'Manage User Profiles'Search for the user and in the drop down beside their Account name, click 'Manage site collection owners'Add your name to the Site Collection AdministratorsOnce saved you should then have full access to investigate OneDrive issues. You must remove this access immediately after your investigation.Permissions Reset of OneDriveTo perform a Permissions Reset of OneDrive:In Office 365:1. Go to SharePoint Admin Center > More features > User profiles > Manage User Profiles2. Look for the affected user, right click over the profile and select “Manage Site Collection Owners”3. Remove the affected user from both fields (Primary Administrator and Site Collection Administrator)4. Add yourself as Primary Administrator and Site Collection Administrator and click “OK” to save changes.In another tab:1. Browse to the OneDrive site and edit the URL by adding the following string to the end of it: /_layouts/15/people.aspx?MembershipGroupId=0For example, the full URL will resemble the following: https://uoe-my.sharepoint.com/personal/UUN_ed_ac_uk/_layouts/15/people.aspx/membershipGroupId=02. Select the person from the list, and then on the Actions menu, select Delete Users from Site Collection.3. Check if their name is added anywhere else on their OneDrive site and remove them from there as well. (For example, the Documents Library)4. Go back to the “Manage Site collection Owners" option in O365 and set the affected user as the Primary Administrator and Site Collection Administrator of their Site Collection (removing yourself too)Restore a deleted OneDrive sitehttps://support.office.com/en-gb/article/restoring-a-deleted-onedrive-for-business-site-c5595183-a1ef-4931-8201-48a62134f5afIf it is leaver's data, this would need to be approved.Recovering a onedrive folder using eDiscoveryRecovering a onedrive folder using eDiscoveryRequest FilesRequest to enable Request FilesUser unable to access their own OneDriveSymptoms: User gets access denied message on their own OneDriveRun this in the Microsoft admin centre, click help and support and type the below in and press enter: Diag: Check SharePoint User AccessFollow the instructions to the end and the user will then have accessStandard SolutionsNameDescriptionAudienceStatusNameDescriptionAudienceStatus[OneDrive] Missing 'New', 'Upload' and 'Sync' options in OneDrive for BusinessHow to restore the missing options in OneDrive for BusinessService ManagementArchived11. Office 365 - Power BIUniDesk Category: Core Services and SystemsUniDesk SubCategory: Business Reporting & AnalyticsObject ID: Power BITag: [Power BI]Organisational User-facing documentation: https://www.ed.ac.uk/information-services/computing/comms-and-collab/reporting-and-analytics/power-biVendor User-facing documentation: https://learn.microsoft.com/en-us/training/powerplatform/power-biService manager's documentation: BelowSupplier support is from Microsoft themselves but they do not accept Power BI service requests via the normal O365 Admin Portal (https://portal.office.com/adminportal). Instead Power BI support is delivered via the Power Platform Admin Portal: https://admin.powerplatform.microsoft.com/support. The tickets are logged in the same manner as other O365 products where appropriate descriptive information and nomination of contacts are required. We should use this portal for cases that the Service Team need to escalate and no Service Manager is available.ProcessLinkProcessLinkLicence requestSee belowPower BI Pro License RequestsWe now have a new method for requesting Power BI Pro Licences. If you have any colleagues that require a licence they can fill out the form on our Ed Web pages or via the direct link to the form:Power BI LicencesPower BI Pro Licence FormA Power BI Pro Licence is required to publish and share content and if you already have a licence, you do not need to fill out the form. For new requests please provide a business reason for the licence and this will help with our understanding of the use cases for Power BI.'Publish to Web' requestPower BI Publish to web requestsGrant access to Managed Mobile Dashboardhttps://uoe.sharepoint.com/:w:/r/sites/is-apps/service/ismm/_layouts/15/Doc.aspx?sourcedoc=%7B155931FF-E949-450A-8378-3C7A0DFC5D7F%7D&file=Grant%20access%20to%20Dashboard.docx&action=default&mobileredirect=trueUpdate Managed Mobile Dashboard with new datahttps://uoe.sharepoint.com/:w:/r/sites/is-apps/service/ismm/_layouts/15/Doc.aspx?sourcedoc=%7B8B891858-B120-4FC0-BC19-FFD62C3BD90D%7D&file=Update%20Dashboard%20with%20new%20data.docx&action=default&mobileredirect=trueAnalyze in ExcelThe analyse functionality is enabled for the University, hence you can see the option but it is greyed out. The analyse in excel feature is only available when the dataset is made available as part of the published Power BI Dashboard. Most university data will be restricted for download by the owner or publisher of the dataset, therefore Analyse in excel will not be availble to users and greyed out. The user does not need to "install" anything. It the publisher of the workspace has allowed for their data to be analysed in excel, and presented it within the application in the appropriate format, then the user will be able to access the Analyze in excel functionality.Standard SolutionsNameDescriptionAudienceStatusNameDescriptionAudienceStatusHow do I install Power BI?Steps to install the Desktop AppHelplineActiveUser request new feature or functionality in Power BIResponse for queries on installing new featuresService ManagementActiveUndefined errors throughout report / dashboardUndefined errors in Power BI when using FirefoxHelplineActiveImage file not appearing in AppSteps to resolve image file errors in PBI AppHelpline / Service ManagementActiveI don't have a Power BI AccountA response to requests to get a PBI accountHelplineActivePower BI is downChecks to complete for when Power BI is downHelpline / Service ManagementActiveCan I user Power BI if I have a Mac?Desktop does not work, but can still use the browserHelpline / Service ManagementActiveI want to share my Power BI reportAdvice on sharing reports (Pro Licence or use App)Helpline / Service ManagementActiveHow can I get started with Power BI?Training linksHelplineActiveHow do I get a Pro Licence?Information on how to get a Pro LicenceService ManagementNeeds UpdatingI’ve shared my Power BI report and X person cannot see itinformation on how to resolve thisHelpline / Service ManagementActiveCan I use the Power BI gateway?Pass to Service ManagementHelplineActiveHow to remove a Power BI Licencesteps to remove licenceHelpline / Service ManagementActiveWhere can I learn more about Power BI?Training linksHelplineActivePower BI content won't embed onto SharePointinstruct the user to try the App URL (not sharing URL)HelplineActivePower BI refreshes in my Desktop file, but not onlinecheck to see if credentials are set correctlyHelplineActiveAssign a licence to a Userhow to assign the licenceService ManagementActive12. Office 365 - SharePoint / Group SitesUniDesk Category: Core Services and SystemsUniDesk SubCategory: Collaboration ToolsObject ID: SharePointTag: [O365]Organisational User-facing documentation: https://uoe.sharepoint.com/sites/is-apps/service/SharepointSites/SitePages/Home.aspxVendor User-facing documentation: https://support.microsoft.com/en-us/sharepointService manager's documentation: BelowSOM: IS Apps SharepointProcessLinkProcessLinkSharePoint Support Team Documentationhttps://www.wiki.ed.ac.uk/display/SharePoint/SharePointCurrent solutions site: https://uoe.sharepoint.com/sites/is-apps/service/SharepointSites/SitePages/Home.aspx (new site is in development)Email functional accounts from WorkflowsPlease note the functional account must have a valid email address before changes to SharePoint will allow this to work.SharePoint 2013 Workflows do not allow workflow emails to be sent to non-authenticated users of the site. Before this can work, add the functional account to the list of Members / Visitors (depending on the level of access allowed)for the site. Then, re-add the email address into the workflow.A workaround for this is to use a 2010 workflow instead. This may mean functionality is not the same, and it will be less secure as 2010 workflows have no email validation, so this is not the reccommended option.SharePoint Enhancement Requestshttps://uoe.sharepoint.com/sites/is-apps/service/SharepointSites/Lists/enhancements/AllItems.aspxRecover Office 365 Group SiteIf it is not the owner that has requested this, confirm with them before restoring.Open Office 365 Exchange AdminClick on 'Recipients > Groups'Search for the deleted group and it will appear if it is available to recoverClick 'restore' in the Status section on the right hand sideAdd external users to Group SiteIt is possible to add external users to Office 365 Group sites, however, O365 Group sites do not currently have the ability to share individual files with external users. Therefore, it is reccommended that users use their department / team's SharePoint site collection to grant external access.SharePoint Site Collections have much better control of external sharing as this can be completed at a site level, or indvidual Library / file level.If external sharing is not enabled on the Site Collection, the Site Collection admin will need to approve this to be allowed.File Size LimitFiles of up to 10GB can be uploaded via the browser, and 2GB is the maximum when dragging and dropping via explorer.Check Site TypeView source for HomepageSearch for g_wsaSiteTemplateIdMatch ID against the following: https://absolute-sharepoint.com/2013/06/sharepoint-2013-site-template-id-list-for-powershell.htmlHR Payroll and Pensions Document Management ServiceQueries will come through UniDesk and categorised as SharePoint - HRPP as the top level category. Subcategories include User Access, User Support and Systems Issues.Link to Claire's SharePoint site: https://uoe.sharepoint.com/sites/is-apps/service/SharepointSites/Shared%20Documents/Forms/Projectdocs.aspx?viewpath=%2Fsites%2Fis-apps%2Fservice%2FSharepointSites%2FShared%20Documents%2FForms%2FProjectdocs%2Easpx&useFiltersInViewXml=1&FilterField1=Project_x002f_Service&FilterValue1=HR%20Digitisation%20%28Service%20Excellence%29%20%5BHRP001%5D&FilterType1=ChoiceRecords Management Sharing of Subject Access RequestsLink to Claire's SharePoint site: https://uoe.sharepoint.com/sites/is-apps/service/SharepointSites/Shared%20Documents/Forms/AllItems.aspx?viewid=0d535a67-d17c-4bc1-bddf-8e0ee9f8790bSharePoint Site Creation QuestionsThe first thing we must check is if their department or college already has a SharePoint Site. If they do the first thing they must do is check with their department admins / IT support / owner for the site and ask for a SubSite. If the SubSite is not appropriate, we can create a new site, but we need confirmation that the SubSite isn't suitable and why this is. If it is confirmed that they do require a full Site Collection, we can ask the following:Thank you for your request for a new SharePoint Site. In order for us to fulfill this request, and to create the most appropriate site for your needs, please can you confirm the following:Site Name (a short name with no symbols is most suitable):Please describe the proposed use(s) for the new site:Please describe the target audience (and if there should be any access restrictions for the site):Site Members (if any) - These people will be given Document Upload / Edit rights:Site Owner(s) - Full Control of the site:Please note that the Owner(s) will be responsible for managing access and the design of the site, and will be contacted if requests for access or amendments are raised to us / the Helpline. SharePoint Troubleshooting For MicrosoftAction Plan:Navigate to the SharePoint Admin Center & create a new classic site collection >> check the behavior.Use a standalone network like Wi-Fi or home network to check the delay while loading the sites.Perform the action plan using In-Private browsing.Also please collect some Fiddler Traces if you experience significant delay.Please follow the below action plan to collect the Fiddler Trace (network traffic) while reproducing the issue;Download and install Fiddler from https://www.telerik.com/download/fiddler.Open Fiddler > click Tools > click Fiddler Options... > at HTTPS tab, tick Capture HTTPS CONNECTS, and Decrypt HTTPS traffic > tick Ignore server certificate errors > OK.Close all browsers and all running applications including Fiddler.Restart Fiddler, click File > untick Capture Traffic, and then, click Edit > Remove > All Sessions.Now Fiddler is ready. We will start to reproduce the issue to capture the logs.Navigate to the affected site.Switch to Fiddler, click File > tick Capture Traffic.Go back to the webpage, click on the SharePoint Tile.When you see the error message, capture a screenshot.Wait for the Fiddler to finish capturing the current traffic.From the Fiddler, click File > Save > All Sessions... > store the captured logs as a .saz file.Enable External Sharing on a Communication SiteThe SharePoint Site Administrator must approve for external sharing to be enabled. Once this approval has been given, the call can be passed to Service Management. Action for Service Management:- Sign into Office 365 Admin portal- Choose 'SharePoint'- In the ‘Active sites’ screen, search for the Site- Select the Site and click 'Settings' > 'More settings'- Edit the External sharing settings and select ‘New and existing guests’- Scroll down and click 'Save' Further Information================ ‘New and existing guests’ is the sharing option that we must choose. This means external users will need to sign in and authenticate onto our system.Permissions reset for a user of a SharePoint siteIf a user is not able to access a SharePoint site that they in fact have permissions for, resetting their permissions for the site can resolve the issue.To perform a permissions reset for a user of a SharePoint site:1. Go to SharePoint Admin Center and add youself as a 'Site Collection Administrator' of the site.2. Remove the user from any permission groups they are a member of in the site.3. Add the string '/_layouts/15/people.aspx?MembershipGroupId=0' to the end of the site URL and then go to the resulting page.4. Select the user from the list, and then on the 'Actions' menu, select 'Delete Users from Site Collection'.5. Re-add the user to the relevant permission group in the site. The user should now be able access the site as normal.Removing Committee SitesSee Standard Solution: Core Services and Systems > Collaboration Tools > [SharePoint] Unpublish Committee Papers & MeetingsView Site Usage AnalyticsAdd the string '/_layouts/15/siteanalytics.aspx?view=19' to the end of the site URL and then go to the resulting page.Link to Building Occupancy AppIf a smartphone user can't use the Building Occupancy App (compatability, storage requirements, etc) then they can use direct URLs:BuildingOccupancy App: https://apps.powerapps.com/play/f3f78854-08c1-4ce3-87dd-f814f5cdef2b?tenantId=2e9f06b0-1669-4589-8789-10a06934dc61https://edin.ac/3Ccf98GEntry and Exit App:https://apps.powerapps.com/play/49aee1a2-a16d-4775-bf76-e2b20d15a561?tenantId=2e9f06b0-1669-4589-8789-10a06934dc61http://edin.ac/3bW78rPRetention Labels (Example Call: I210908-1876)Hi (user),Unfortunately, the retention labels have to be set up at the O365 tenancy level before they can be used in a SharePoint library (or in any other O365 application), and I am afraid no retention labels have been set up in our tenancy so far.However, it might be possible to achieve something similar to the retention-label process using Power Automate (which all UoE members can use as part of our O365 licence). For example, there is the Update and delete items in a SharePoint list on a recurring basis Power-Automate flow template, which you could adapt to work with your library (along with perhaps adding some appropriate columns to your library) to delete files that have elapsed their retention period. (You also of course could build a flow from scratch to meet your needs.)Would you like to have a look at Power Automate to see if that could work for you?Kind regards,(NAME)SharePoint AuditingAll sites should be audited and logs can be returned for the last 90 days as standard. You should be able to search on actions based on filename, folder or site.https://compliance.microsoft.com/auditlogsearch?viewid=Test%20TabCommittees Site Publish Button not VisibleHelpline staff should be in this AD group 'IS Helpline Permissions' in order to publish committee sites. However, this doesn't always seem to make the 'Publish' button visible to them on new committee sites. Therefore, you can add them in manually at: https://uoe.sharepoint.com/sites/committees/_layouts/15/mngsiteadmin.aspxThis will allow them to see the 'Publish' button.Access to Sharepoint sites for former employees who have returnedrelates to the person being a former employee who has come back. SharePoint stores the old uun account in a hidden list (in each site). Problem happens because we reuse uuns, Active Directory deletes acount after certain number of days and then when person comes back if uun is re-used the account is recreated in AD but it has a different guid or object ID, so SharePoint gets confused as it is clinging on to the old object id.Only solution is to remove the person from the site (where given access) and from the hidden list:https://uoe.sharepoint.com/sites/[entersitename]/_layouts/15/people.aspx?membershipGroupId=0These steps need to be done for all sites where the user has a problem accessing.Copying permissions of existing SharePoint site to a new siteThere's an API to get permissions group membership - for most purposes people call it from Excel as a 'Get Data' > 'From Other Sources' > 'From OData Feed'. See screenshot below:To find the URL, first you'll need the group ID of the desired permission group. To get this, first navigate to the group and copy the ID in the URL like so:Next, append '/_api/Web/SiteGroups/GetByID([GROUP ID GOES HERE])/Users' at the end of the site root address (replace where it says '[GROUP ID GOES HERE]' with the Group ID you copied in the previous step (keep the '()' brackets in. For the example above, it would be: https://uoe.sharepoint.com/sites/WassimPlaygroundSite/_api/Web/SiteGroups/GetByID(5)Then concatenate the emails with '; ' between each; copy & paste them into the new permissions group in the new site.Known errorsWhen installing the SharePoint Application Catalog / Apps for SharePoint the 'Save this site as template' and 'Delete this site' options are removed.If the App Catalog is installed, and the 'Delete this site' is missing, the following workaround will allow Site Owners to delete the Site when needed:- Navigate to the Site / Subsite you wish to delete- Click Settings > Site Settings- The URL should now have _layouts/15/settings.aspx? and characters after this- Remove everything after _layouts/15/- Add deleteweb.aspxThen click 'Delete'.Sharepoint site shows as user is editing this pageSharepoint site shows user is editing this pageStandard SolutionsNameDescriptionAudienceStatusNameDescriptionAudienceStatusDelete a SharePoint SiteInstructions on how to delete a siteHelplineActiveiFrame into SharePointHow to embed video / content into

SharePointHelplineActive[SharePoint] Delete Committees SharePoint SiteSteps to delete a committeeService ManagementArchivedFile/Site Access RequestsInformation on how to contact if we get access requestsHelplineActiveFaulty WebpartHow to remove a faulty webpartHelplineActiveInformation gathering for SharePoint callsBasic information gatheringHelplineActiveShare site with everyone in UoEInstructions to add all users to SharePoint sitesHelplineActive[SharePoint] Opening files from SharePoint in Visio crashes the clientSteps to resolve Visio crashingHelplineArchivedSite creation request/enquiryInformation gathering to get a SharePoint site createdHelpline / Service ManagementActiveExternal accessSteps to share a file externallyHelplineActiveData Protection and Backup InformationSharePoint Data Protection and Backup information requests.Helpline / Service ManagementActive[SharePoint] Add External Sharing to Site CollectionA user requests for a full SharePoint Site Collection to have External Sharing enabled.Helpline / Service ManagementArchivedfile path too longAdvice on the steps a user can take if the file path for a document is too longHelplineActive[SharePoint] Permanently Delete Site from Recycle BinSteps to permanently delete a site if requestedService ManagementArchivedOpen with Explorer greyed outInstructions to use IEHelplineActive[SharePoint] All Staff Group in SharePointIf a user wants to add All Staff and not Students, the group "All UoE Staff" can be used.HelplineArchivedUnpublish Committee Paper & MeetingsSteps to unpublish SharePoint committeeHelpline / Service ManagementActiveSite design/content/layout technical issueSteps for when content requests are raisedHelplineActiveEditing default blog page fix in Modern Teams siteSteps to fix 'edit page' missing in blog pagesService ManagementActive13. Office 365 - Microsoft StreamUniDesk Category: Core Services and SystemsUniDesk SubCategory: Collaboration ToolsObject ID: Office 365Organisational User-facing documentation: http://www.ed.ac.uk/streamVendor User-facing documentation: https://learn.microsoft.com/en-us/stream/Service manager's documentation: NoneMicrosoft Stream has been enabled on our tenancy and will be classed as a supported component of Office 365. Nothing for us to do since Stephen and Eilidh will be picking up all the support requests until a handover is proposed.Our process: If you see “Stream” in the call fire it off to Stephen and he can then triage to Eilidh if required. We don’t touch it.--------------------The background from Stephen:Gavin and the Principal are expecting MS Stream to be enabled this week in an effort to mitigate the issue whereby people are complaining that without it, they're being forced to upload their Teams meeting recordings to social media platforms for sharing.   This is a deliverable of DTI053 project which reports weekly to Gavin and the Principal. We will 'silently' enable Stream in that we're deliberately not broadcasting to everyone that it's available all at once. We have getting started, FAQ and How To guidance, including privacy and policy in place at: https://www.edweb.ed.ac.uk/information-services/computing/comms-and-collab/office365/microsoft-streamEilidh and I will pick up queries raised through IS Helpline. Although there's not much there to configure - Microsoft has it packaged up tightly - it's basically like having a Youtube-esq account.We will continue to work in the background to build service documentation covering service design, support flows, status alerts etc. with a view to build knowledge transfer. However, this will take us through September.--------------------Service requestLink or responseService requestLink or responseQuestions about Microsoft Stream classic closureHello USER,Content in 'Stream Classic' will be migrated to 'Stream on SharePoint' and we're currently working through plans and processes for this so content owners, including NAME will be contacted in due course.Existing content can continue to be accessed normally and users do not need to take any action but we do recommend they familiarise with the Stream on SharePoint sooner rather than later: https://stream.office.com/. This new version lets you upload videos to platforms across Microsoft 365 and access them from one central location.The closure of 'Stream Classic' has been extended to 15 April 2024, and as I said users will be contacted regarding migration before then. Storage quota on this platform isn't an issue.Best regards,OPERATORService Operations CoordinatorIS Apps Service Management14. Office 365 - TeamsUniDesk Category: Core Services and SystemsUniDesk SubCategory: Collaboration ToolsObject ID: Teams on Office365Organisational User-facing documentation:: https://www.ed.ac.uk/teamsVendor User-facing documentation: https://support.microsoft.com/en-us/teamsService manager's documentation: https://uoe.sharepoint.com/sites/OnlineandDigitalEventsSOM: IS Apps Service Management - Stephen SmithRequestProcessRequestProcessMS Graph: Deleting a Teams Channel Event SeriesMS Graph: Deleting a Teams Channel Event SeriesScheduling Meeting in Teams ChannelUser scheduled meeting within a Teams channel and is not receiving response notifications: https://www.wiki.ed.ac.uk/display/ser/%5BO365%5D+Scheduling+Meeting+in+Teams+ChannelRecovering a Teams recording that is failing to upload to OneDrive/SharePoint Possible workaround steps:O365 Admin - Open the "Support" dialog box at admin.microsoft.comClick "New service request"Type: "Diag: Missing Recording" in the search bar & returnenter URL & date of meeting in the supplied fieldsIf successful:- This will generate a URL. Go to the URL and the meeting recording will download.- Share to the meeting host to re-share with participantsIf not successful:- It’ll tell you to log a ticket with MicrosoftNote: when logging a ticket with Microsoft, ensure that you have the following information:UPN of the organiser and the user who initiated the recordingDate and time in which the meeting took placeMeeting linkYou will then receive a link for each recording that the organiser or the person who started the recording will be able to use to download the recording as long as they are signed into Teams on the web in a different tab.Teams Premium licenceFrom Teams Premium Licensing details from Microsoft:At general release, Microsoft won't offer an EDU-specific license or EDU discounts for Teams Premium.Checking with our license reseller, they confirm that the Teams Premium license add-on is not available to Higher Education at this time.Sharegate migration tool moving Teams channelsUse of the Sharegate Migration Tool for copying Teams channels to another team.15. SAP Business ObjectsUniDesk Category: Core Services and SystemsUniDesk SubCategory: Business Reporting & AnalyticsObject ID: Business Objects BI Launchpad, Business Objects Explorer ,Business Reporting and AnalyticsTag: [BI Suite]Organisational User-facing documentation:: https://www.ed.ac.uk/information-services/computing/comms-and-collab/reporting-and-analytics/businessobjects-overviewVendor User-facing documentation: https://support.sap.com/en/my-support/knowledge-base.htmlService manager's documentation: BI Tools: SAP BusinessObjects Service PageSOM: IS Apps Enterprise Data Services - Andrew

McFarlaneProcessLinkProcessLinkAdvanced, Standard, and Restrict to StandardAdvanced groups give users the ability to amend and create reports within a universe,Standard groups give the user 'Read Only' access to the universe. They can run a report, but they cannot edit the queries.The Restrict to Standard group does what it says on the tin. It operates across all universes, restricting access to Read Only. Historically, when an access request for a particular universe came in, the user would be added to Advanced, Standard, and the general Restrict to Standard group. The idea behind this was that we could easily remove the Restrict to Standard group if/when the user did the training to get Advanced access. What this means is that there will be users listed in the Advanced groups who do not actually have the ability to amend or write reports. If you see a user in the Advanced groups who you think shouldn't have edit access, assume that they're not in the Restrict to Standard group.Processing BI Suite requestsBI Suite Call RoutingService Team adding users to BI Suite and to GroupsArea authorisersBi Suite WikiBI Suite general informationAdvanced UsersBI Suite Advanced Users ListService Team BIS Advanced Licence RequestLicense swapsBusinessObject Routine Service Activities (Revised May 2019)Editing message in BI launch padEditing Bi launch pad messagesBI Suite general callsGuide general callsBI Suite New Access GroupFor any calls that require an access group to be created the call should be passed to The BI Service Manager to be createdBI Suite TrainingUsers must request access via the relevant Content Provider first:https://www.ed.ac.uk/information-services/computing/comms-and-collab/reporting-and-analytics/accessBI Suite Mailing Listsbi_ug@mlist - all active users should be on this; we use it to communicate about service outagesbi_areas@mlist - for key service stakeholders; for policy changes and discussions etc.BI Suite Scheduled ReportsIf a user is trying to run a scheduled report, through explorer, they will need the BI Password set.Request for secure foldersThis is not something we can do currently:Response for someone requesting this for Student Systems folders:"There is no secure college/school space in BusinessObjects just yet. Teams use Student Systems > Locally Developed, to store their reports, but there is no security on those in the sense that each folder is not locked down so that only that team can see it.However, on each folder Advanced and Standard rights do apply as normal. So users accessing a folder who have Standard rights will only be able to view the report and save it to their favorites (where they an edit it) , but they can't delete it or make and save changes to either query or formatting.At the moment there is no resource to implement secure college/school space because this would require a lot of resource that isn't available just now.We hope the Locally space can offer you a half-way house until we can roll-out something more fitting."I can see "#TOARCHIVE" in front of some of my reports. Will it be archived?It's an automated flag put into the description of a report if it's more than 6 months old. Reports won't actually be archived or deleted so they're perfectly safe. Access to BI Suite TestTest BI Suite / Test Business Objects does not work via EASE or Test myed. Instead the user must be given a Test Password and then sent the following URLs:Modern Launchpad: https://www-test.bobi.is.ed.ac.uk/BOE/BILaunchpadClassic Launchpad: https://www-test.bobi.is.ed.ac.uk/BOE/BITo set their password, log into Test CMC via: https://www-test.bobi.is.ed.ac.uk/BOE/CMCThen, search for the User (via Users and Groups > User list)Here, set a password and choose the options 'Password never expires' and 'User must change password at next login':Click 'Save and close' and send the password to the user securely.Accidentally sent a report to 'Everyone'The report will need to be removed from all user BI Suite inboxes (2000+) - Ticket for reference: I220105-2234Steps taken to remove the reports:- Open BI Suite QMC- Select the 'Inboxes' option from the drop down- Search for the file name minus the numbers* - in this case Coursework Extensions : - Confirm the results are the specific report in question. Note - there is not a lot of information here so you may need to search individual inboxes to get more data to help narrow down the deletion. - Select all reports to be deleted - Right click and 'Delete' - Repeat this in 500 batches at a time. - useful tip is to pick a username from this batch and confirm it is deleted before moving to the next 500.*Every report in a user's inbox gets a different number when sending in bulk. eg Coursework Extensions : 1008001, 1008002 etc.). This number is useful for determining if the file was sent earlier than the bulk send. Eg. Coursework Extensions 670001 would be a number earlier sent report than 1008001. So, we can search Coursework Extension : 1008 to find only those sent in this run (or later).Example of the search:The user can then be advised to report it as a breach via the DPO if they consider the data sensitive: https://www.ed.ac.uk/data-protection/breach-procedureBI Suite incorrect date formatTickets for reference: I201022-1810 & I220915-1211Get the user to try the following:Click on 'Locale and Time Zone' and try the following combination of settings:Preferred Viewing Locale: "English (United Kingdom)"Current Time Zone: "Greenwich Mean Time: Dublin, Edinburgh, ..."Product Locale: EnglishRestart BI Suite after this, double check the settings have saved, and then try the export again. BI Visitor reporthttps://www.wiki.ed.ac.uk/display/ser/Service+Team+Request+for+Visitor+Registration+Report+ProcessGroup membershipSAP Group membershipStandard SolutionsNameDescriptionAudienceStatusNameDescriptionAudienceStatus[BI Suite] Restart Web Intelligence Processing ServerA user gets the error message 'Illegal Access to the viewer, please user a valid URL' in Web Intelligence.Service ManagementArchived[BIS] BI Suite error - "You do not have access to one or more data providers"User opens / refreshes a report, and gets this 'permissions' error:"You do not have access to one or more data providers. Only the data providers to which you have access will be refreshed. Do you want to continue? Yes/No"Service ManagementArchivedSerengetiUniDesk Category: UniDesk SubCategory: Object ID: SerengetiTag: Organisational User-facing documentation: https://www.ed.ac.uk/information-services/computing/application-development/doc-managementVendor User-facing documentation: ?Service manager's documentation: SerengetiProcessProcessProcessProcessSerengeti is DownSerengeti is DownSerengeti - Adding UsersAdding users to SerengetiUniDeskUniDesk Category: UK and International ServicesUniDesk SubCategory: UniDeskObject ID: UniDesk Institution Tag: [UDSK]Organisational User-facing documentation: https://www.ed.ac.uk/information-services/computing/comms-and-collab/unideskVendor User-facing documentation: ?Service manager's documentation: UniDeskRequestProcessRequestProcessBasic Service OverviewGuidanceEverythingAdmin GuideMost UDSK SR are documented here, including Operators/Operator Groups/Hidden Teams/Categories and Mail Loops.Operator card managementAdding and removing an operator to an operator groupHow to add an operatorIncident ManagementIncident Management OverviewCategory ManagementManaging categories and subcategoriesPermissionspermissions explainedMail import set upMail importDiagnosticsdiagnostics pageUniversity of Abertay password re-setpassword re-setSetting ManagementUniDesk Admin Settings (Settings Management Client)Password removeDeleting Inappropriate Information from IncidentsCreate Operator Group with Mail Import RequiredCreate a new Operator Group with Mailbox in UnideskDaily Person Import failuresUniDesk Person Import Failure ProcessStandard SolutionsNameDescriptionAudienceStatusNameDescriptionAudienceStatus[Unidesk] Update Mail Import CertificatesShould UniDesk Mail Imports fail for an institution, this process can be used to check and get it working again. This can be used for Office 365 environments.Service ManagementArchivedDetermine UniDesk Logins - Operator and SSPIf we want to determine the number of logins for operator interface or SSP.Service ManagementArchivedFeedback field in UniDeskEnquiry regarding the usage of the feedback field and how it works.Service ManagementArchivedUniDesk Accessibility queryGeneral statement on UniDesk's accessibility and what has been worked on to improve this.Service ManagementArchivedUniDesk and Operator FiltersInstitution has requested feasibility of using Operator Filters.Service ManagementArchivedUniDesk Autoclosure mechanism not working (Events and Actions)If an institution reports that their autoclosure mechanism is not working then it is likely that a few things will need checked. Symptoms could include the 14-day day autoclosure not automatically closing calls from 1st line confirmed resolution to closed without confirmation. I181030-3042 was the call that prompted this solution.Service ManagementArchivedUniDesk Demonstration EnvironmentWe often receive requests for access to a UniDesk Demonstration or Trial Environment. Normally this is part of some discussion about features or pricing and some discussion has already taken place. If the enquiry has not yet started please refer to the Service Owners or SOM firstly so they can kick start the conversation. If this has already taken place this Standard Solution will give you the steps required to supply access.Service ManagementArchivedUniDesk Email Size LimitsUniDesk Email size limitationsService ManagementArchivedUniDesk enquiryTemplate email to be adapted for incoming UniDesk prospective member enquiries - likely there are questions needing embedded in the response so needs amended....Service ManagementArchivedUniDesk Logon error with Azure ADUniDesk institutions who use Azure AD as their authentication method (rather than Shibboleth) may encounter a role-based error when trying to access either Operator or Self Service functionality."The signed in user X@institution.ac.uk is not assigned to a role for the application".Service ManagementArchivedUniDesk Mail imports failingERROR:~~~~~~Mail imports were failing for Napier with the below message:Connection failed: The request failed. The request failed. java.lang.RuntimeException: Unexpected error: java.security.InvalidAlgorithmParameterException: the trustAnchors parameter must be non-emptyService ManagementArchivedUniDesk MobileCustomer enquiring about the availability or plans for a mobile app.Service ManagementArchived16. Visitor Registration SystemUniDesk Category: Core Services and SystemsUniDesk Subcategory: Visitor Registration SystemObject ID: Visitor RegistrationTag: [VRS]Organisational User-facing documentation: https://www.ed.ac.uk/information-services/computing/application-development/vrsVendor User-facing documentation: N/AService manager's documentation: Visitor RegistrationRequestProcessRequestProcessVRS Approvers - EUSA and EIEdinburgh University Students Association and the Edinburgh Innovations teams are all Visiting Staff. Typically we would ask that a permanent (non-Visiting-Staff) person is the Approver for their area however none exist. We have a deal with these two areas that they can do Approval but not themselves.Edinburgh Innovations IT Manager (David Montreuil) has the following people as Approvers and IDMCO personnel:Gillian Ferguson - v1gferguAlasdair MacLeod - v1amacl7Kris McQuade - v1kmcquaDavid Montreuil - v1dbouazVRS AccessApplication FormVRS - VisitorRegistrationAccesshttps://uoe.sharepoint.com/sites/office365serv/SitePages/IDM-VRS-Authorised-Users-List.aspxMailing listhttps://mlist.is.ed.ac.uk/lists/info/vrs-usersChanging a visitor's Org UnitKnown Error vrs and idm org unit don't match causing permissions to drop. Fix using following documentation:Changing the "Authorisation" tab Org UnitAdding authorising for VRS/IDMHow to give VRS/IDM authorisationEnding a visitEnding a visitRejecting an application formHello APPROVERS_NAME,The application for REQUESTORS NAME’s access to the Visitor Registration System (VRS) & Identity Management System (IDM) has been rejected. This is because no options were selected in the Application Form. Should they still require VRS / IDM access, please provide the level needed:VRS: Originator/Sponsor OR Approver OR No VRS Access RequiredIDM: IDMCO or No IDM Access RequiredDeleting a VisitA visit must be ended by the VRS admins for the department. We can end visits in certain circumstances '(see Ending a visit' above). However, if a Visit MUST be deleted immediatley (with no suspension period) we can do this:Get approval from HR / The VRS Admin and confirm the reason for deletingLog into VRS and search for the Visitor IDEdit the visit and set the end date to todaySave and then go back to the visit and click DeletePlease note - If a visit is deleted, the suspension period will last until the visit end date NOT after the 30 day suspension period.Missing Services for VisitorComplete the following steps if the cases below are trueVisitor account has missing servicesThe services have been correctly selected in the current active visitConfirm the users have Group Memberships listed. i.e Visitor Staff and ORG Code. If they do not, raise the call to Application Management.The selected missing services have 'Unknown' status under the the 'Associated Groups' i.eCheck the visitor's selected services from the latest visit and make a note.Compare the selected services to visitor's current services within IDM.Add missing services through 'Manage Services' section, all users should have AD selected.Confirm the missing services now have an Associated Group against the required services.Re-provision (insert) the updated Change Based Services as well, listed below:CCDVPNCAUTHMyEDWIKILapLanLearnLibFeedSATPebblepadStaffmailEASERenaming a VisitorVisitors cannot be renamed. The current visit must be ended and a new one created with the correct spelling / new name.Request for Visitor Registration ReportRequest for Visitor Registration Report ProcessService Team Request for Visitor Registration Report ProcessNEW: Service Team Service Request for Visitor Registration Report ProcessAD Access when Creating a Visitor When someone selects Wireless, VPN or LAPLAN when creating a visitor, they also get AD17. Web HostingUniDesk Category: Core Services and SystemsUniDesk SubCategory: Collaboration ToolsObject ID: Web and Application HostingTag: [Web

Hosting]Organisational User-facing documentation: https://www.ed.ac.uk/information-services/computing/audio-visual-multi-media/web-hostingVendor User-facing documentation: https://docs.cpanel.net/cpanel/Service manager's documentation: Web Hosting SupportSOM: IS Apps Service Management - Alain ForresterService Outage/Disruption Contacts: csgdocs_users@mlist.is.ed.ac.uk, csgscripts_users@mlist.is.ed.ac.uk, hssdocs_users@mlist.is.ed.ac.uk, isdocs_users@mlist.is.ed.ac.uk, sasgdocs_users@mlist.is.ed.ac.uk, sasgscripts_users@mlist.is.ed.ac.uk, C.J.Henderson@ed.ac.uk, Callum.Kerr@ed.ac.ukProcessLinkProcessLinkcPanel Hosting DocumentationcPanel Hosting - HomeHow to EASE protect a directory or domainEASE ProtectingHow to setup a new DomainDomain Setup ProcedureKB-IIS-1 Server (the O drive)https://www.wiki.ed.ac.uk/display/ISHelpKB/KB-IIS-1+Server+%28the+O+drive%29Hosting R filesR is a separate package, for statistical analysis and not something we can install on our serviceRequest to develop a siteThis is not a Service Management task. Direct the user to the 'Website Development Service' here:https://www.ed.ac.uk/information-services/computing/audio-visual-multi-media/web-development-service where the requester can fill out the 'Service Enquiry Form' Change Web Hosting PackageChange Web Hosting Package InstructionsAdd a RedirectHow to add a redirectCosts to host a siteAvailability, Entitlement & Charges - Note from Alain regarding costs for research purposes below:"For a basic hosting account - Free. Provided it fits into any of the basic options available.Historically we had it as POA because many research projects need to consider funding and would enter into discussions with us which might surface other costs elsewhere, such as ongoing maintenance, that would otherwise not be considered. The basic cost of the hosting itself is free given it keeps the website on the University's infrastructure and it's of little overhead given that we're running the service anyway."Known error - SSL Certificate didn't renew automaticallySSL Certificate did not renew automaticallyListing of hosted siteshttps://webhosting.is.ed.ac.uk/websites/Blocking and unblocking IP on hosting machinesStandard SolutionsNameDescriptionAudienceStatusNameDescriptionAudienceStatus18. Wiki ServiceUniDesk Category: UniDesk SubCategory: Object ID: Identity Management (IDM)Tag: [IDM]Organisational User-facing documentation: https://www.ed.ac.uk/information-services/computing/comms-and-collab/central-wikiVendor User-facing documentation: https://confluence.atlassian.com/doc/confluence-data-center-and-server-documentation-135922.htmlService manager's documentation: Wiki ServiceSOM: IS Apps Service Management - Alain ForresterProcessLinkProcessLinkEASE Friend AccessBrowse -> Confluence Admin -> Users Management.Search for the EASE friend by their email address to check that they are not already in the Wiki.Select Add User and use their email address for the Username, Full Name and Email fields.(Do not tick the box for sending an email to the user) The password is not important as they will use EASE to authenticate but one does need to be set.Then edit the groups for this user, first adding them to the 'evisitor-users' group and then removing them from 'confluence-users'.Resolve the UniDesk request using the standard solution.Faster to do this diretctly in Crowd:Service Team Ease Friend Wiki accessRemove/Rename/Copy/Backup a WikiCloning or Renaming a wiki spaceGoogle AnalyticsGoogle Analytics OverviewSetting up a Theme Builder space/userAdministration of TBviewing users accounts on the Wikiview users account set up - impersonation toolCreate Footnote / Footnote DisplayThe easier way to do this would be to edit the page, find the text you would like to make a footnote for, and then start typing {footnote and select the Footnote macro that appears, then enter the text to be used for the footnote and click save. The foot note will then be created however will not be displayed until a Footnote Display is created. They can then set-up a Footnote Display at the bottom of the page by typing {footnotes and click on Footnotes Display macro.WIS Wiki Space AccessAny request from a user outside of IS for wiki access to WIS wiki space should be advise to contact PMO (Glenda) regarding request.Edit / Delete page that won't renderhttps://confluence.atlassian.com/confkb/cannot-edit-page-editing-or-deleting-a-page-that-won-t-render-167608440.htmlCan we get WIki Space stats such as edits?No, there is a Confluence Usage app but that is disabled on our environment since it causes performance issues on an environment of our size.Wiki Macros display Asian characters rather than EnglishIf a user is trying to add Macros to their pages and see the description in Asian characters then do the following.1) Manage Apps (top-right cog when logged in as Admin)2) Give it a wee minute to load and you'll see ScriptRuner as an option:3) Expand that and there's a grey 'Disable button'. Click that and confirm if asked (just click the don't give feedback link when it asks you why) 4) Wait for the plugin to be greyed out and the previous disable button becomes "enable".5) Click that to turn it back onBanners for outages and at riskWiki banners for outages and at riskAdditional informationHow to get a reference in on the WIKI page? - please use the footnote macro after the word you want your foot note to attach to, and the display footnote at the end under reference.That works better than anchors but still is not referencing and bibtex macro doesn't display correctlyStandard SolutionsNameDescriptionAudienceStatusNameDescriptionAudienceStatus[Wiki] Create Groups of Users in Wiki SpacesA Wiki Space Owner can create groups of people to be used on the Space.This group can then be added to the permissions of the Space or specific, restricted Pages.The Group can also be used on other Spaces if needed.If a Group is required to be set up across many different Spaces, Service Management can create these. To create a Group for a specific Space, or a set of similar Spaces, the below steps can be used.Service ManagementArchived[Wiki] Granting Wiki Page Access for Restricted Child Page / PagesRequest to grant access for restricted child page / pages within a ed.ac.uk wiki space.Service ManagementArchived19. Test RailUniDesk Category: Core Services and SystemsUniDesk SubCategory: Collaboration ToolsObject ID: User TestingTag: [Test Rail]Organisational User-facing documentation: https://www.ed.ac.uk/finance/about/sections/sas/efinancials-upgrade/testrailVendor User-facing documentation: https://support.gurock.com/hc/en-us/Service manager's documentation: TestRail ProceduresSOM: IS Apps Service Management - Alain ForresterProcessLinkProcessLinkService Statushttps://testrail.statuspage.io/(First Step) Adding Project in TestRail Admin toolhttps://testrail-admin.is.ed.ac.uk (Second Step) Create a TestRail Project (service)https://uoe.testrail.comProcessing Daily TasksAll daily Tasks done here: https://uoe.testrail.net/Adding Users to TestRailProject managers should usehttps://testrail-admin.is.ed.ac.uk to go in and add a list of users that they want to give access to with a role and start/end dates. That way, we can get an aggregated list of the changes that need made and action them once per day - the daily tasksTestRail BillingIf the Project is marked as compliance, there is no charge processed, however the system will still indicate that there is a cost to IS Apps and therefore an overhead that could be factored in when calculating the cost associated with delivering the project. Provided there are no codes provided and that the project is marked in compliance in the system, there will be nothing charged to the project or business area.Displaying the cost to the University is also a useful incentive to help people keep the costs down.User Management Tool Administration20. OneTrustMinimal support as a technical service with Service Owner (currently Susan Cooke) taking on majority of support with the supplier. Data Protection Office are the frontline so tasks are limited.Susan Cooke has created some Visio flows so that we have a graphical overview of support procedures and is available here:https://uoe.sharepoint.com/sites/SMEDSTeam/Shared%20Documents/Forms/AllItems.aspx?id=%2Fsites%2FSMEDSTeam%2FShared%20Documents%2FService%20%2D%20DPIA%20OneTrust%2FStandard%20Solutions&p=true&originalPath=aHR0cHM6Ly91b2Uuc2hhcmVwb2ludC5jb20vOmY6L3MvU01FRFNUZWFtL0V0ZTZZaTNhVndKS3Nhb1BQcVRQZTRRQkVCTmxZVlZrdm9WVlpfUDVkdmxBS2c_cnRpbWU9MTVyb3ZTWEUxMGcThe direct login for the service is at: https://app-eu.onetrust.com/auth/loginTaskDetailsTaskDetailsEnd user supportWe are not involved. Data protection office (DPO@ed.ac.uk) should handle all user queries. DPO manage training and end user documentation and should be maintained by them.Individual login problemAll users will use UUN@ed.ac.uk for logging in.Service Owner may request new administrators to be added.Can be done within the tool itself via the Launch menu then “Users and Groups”.The role is "Site Admin".DPO may ask for senior support since they are the frontline.These requests go straight to the Service Owner.Service unavailable (non-EASE issue)Call to be raised to OneTrust via Service Owner. Raise IS Alert. Inform DPO@ed.ac.uk with the IS Alert URL. DPO to inform end users.Service unavailable (EASE issue)Call to be raised to Development Services via Service Owner. Raise IS Alert. Inform DPO@ed.ac.uk with the IS Alert URL. DPO to inform end users.Service unavailable (due to maintenance period)Scheduled maintenance is advertised inside the tool itself. The Service Management daily service checks will now check this service each day and post IS Alerts for any maintenance. Our user logins (as admins) will show these on login. End users also see these. DPO to inform end users if they choose to.Standard SolutionsOnly one Standard Solution is available which IS Helpline will use to refer end users on to the DPO team.OneTrust enquiry (Data Protection Impact Assessment)Backup accountGiven that this is an EASE-protected service a backup Gmail account is on Password Manager Pro. Susan Cooke is the owner of that Gmail account. This will only be used as a backup account if SSO (EASE) goes down and we need to go in for support purposes.21. Managed APIs ServiceThe Managed APIs service provides a centralized solution for the creation, consumption, hosting and management of University-produced APIs. In basic terms, APIs (‘application programming interfaces’) are bits of code that let applications speak to / integrate with each other.This is a technical service, expected only to be used by software developers. This service is delivered via a cloud-hosted product called “WSO2 API Gateway”, which developers will access through a web browser. Developers can request access to WSO2, but what they can see or do in WSO2 will be dependent on a) data steward approval, b) and what they need to use WSO2 for (e.g. API consumption or creation).TaskDetailsTaskDetailsWSO2 Service unavailableRaise IS Alert and speak to Service ManagerUser requests WSO2 accountRefer to Service Manager. This is a task that will gradually transition to the Service Team.User requests help with their WSO2 accountRefer to Service Manager.User requests training in WSO2.Point at SharePoint site: https://uoe.sharepoint.com/sites/is-apps/service/api/SitePages/API-Home.aspxUser requests training in how to consume / produce an API through WSO2. Refer to Service Manager.User requests client secret and client ID needed to consume an API. If WSO2 access is already in place they can generate the login tokens and self-serve on WSO2.Instructions are on SharePoint and in WSO2 itself.User requests a change to an API on WSO2.Refer to Service Manager.User reports a fault / problem with an API on WSO2.Refer to Service Manager.User reports a fault / problem with WSO2 functionality.Refer to Service Manager.Identifying who owns API (I.e. Service or Business Owner) before referral to IS Apps Service Management.Use API Register to establish contacts and who owns.https://www.wiki.ed.ac.uk/pages/viewpage.action?spaceKey=insite&title=API+Registry22. Apple App StoreTaskDetailsTaskDetailsRequest to access the App Store or seek guidance on how to use itSend all calls to Alain Forrester about this. We do not participate in any App Store activity.23. IRMTaskDetailsTaskDetailsLoggin InIRM SalesForce Instance is available at:We have a Service Account: errit@ed.ac.uk (Login available in PMP)SalesForce Forces you to enable MFA SalesForce will force you to set up MFA on first login and this cannot be bypassed. Just set it up and remember to disable it when logged in. Instructions below.You can disconnect MFA before logging out with:Settings -> Advanced User Details -> App Registration: Salesforce Authenticator: Disconnect24. Service AlertsUniDesk Category: Core Services and SystemsUniDesk SubCategory: Collaboration ToolsObject ID: Service AlertsTag: [Alerts]Organisational User-facing documentation: https://alerts.is.ed.ac.uk/help Admin User Interface: https://alerts.is.ed.ac.uk/adminSOM: IS Apps Service Management - Alain Forrester (TBC)RequestProcessGrant 'Raise Alerts' permission to Visitor StaffUniDesk form: https://edin.ac/3uaiwxqEnsure the request is from a Team Manager or Section Head Check the requester to ensure they are a Team manager or section head and not simply the visitor themselves requesting access Users must visit Alerts and Log In first in order to create their accountStepsLog into Service Alerts Admin and navigate to Users optionFind and select the user in questionAdd the user to the appropriate group(s) by moving the CA Visitor Staff group to the right-hand pane.DO NOT ASSIGN PERMISSIONS DIRECTLY Ignore the permissions pane below. Permissions are set using groups only!4. Click 'Save'Grant 'Advanced Permissions' to usersUniDesk form: https://edin.ac/468lKPlEnsure the request is from a Team Manager or Section Head Check the requester to ensure they are a Team manager, Section Head or existing member of the authoriser group (where required) and not simply the user themselves requesting access Users must visit Alerts and Log In first in order to create their accountPermissions and associated groupsPermissionGroupRaise unplanned alertsSupportAuthorise alertsApproversEnsure Approval Group is set selected Publish AlertsHelplineStepsLog into Service Alerts Admin and navigate to Users optionFind and select the user in questionAdd the user to the appropriate group(s) by moving the required group to the right-hand pane. In the case of Authorisers (approvers) ensure the appropriate Authoriser groups is selected from the dropdown list in the details panel above.DO NOT ASSIGN PERMISSIONS DIRECTLY Ignore the permissions pane below. Permissions are set using groups only!4. Click 'Save'Grant access to Admin UI (Currently for Service Man and Apps Man only)StepsLog into Service Alerts Admin and navigate to Users optionFind and select the user in questionSelect the 'Staff Status' box under permissionsClick 'Save'Add/Edit/Remove ServicesManaging ServicesServices can be added or edited from the select list under the 'Services' optionRemoving a serviceServices can be removed from the select list when raising an alert by simply setting the Priority to '0'DO NOT DELETE SERVICES Deleting will also delete the availability history and/or break referential integrity25. Additional TasksThese are general admin tasks. There is no need to change the category or add tags to these requests.RequestProcessRequestProcessIS AlertsService Team raise Alerts for our services normally for outages, degrades or planned work discussed with Service Managers. Some IS Planned Alerts have not been approved in a timely manner on behalf of Service Management. Applications Management have always been the approvers of planned alerts due to most services historically being on-premises. But with the moves towards SaaS/cloud providers there are certain services which have no reliance or involvement from Applications Management. Hence Service Management can now self-approve but with some conditions. Steve Hall and Wassim Demnati are the approvers in the Service Team. Service Management can approve their own alerts (i.e. Steve and Wassim) and the Section has been notified with the following conditions.If your Planned Alert:- Has Applications/Production Management involvement- Affects on-premises infrastructure such as EASE, Exchange, data imports, data warehouses, etc- Is a project Then Planned Alerts should still go via Applications Management as the approver. They need to see these due to involvement or from a QA perspective.If your Planned Alert:- Resides solely within the control of Service Management/your supplier- Is not a projectThen it will be approved by us. To exemplify, if our cloud-based platform is receiving a change that the supplier is making, and is outside of our control, and has no effect on how anything on-premises is run, then a Service Management alert will be approved by us. Zoom, UniDesk, TestRail and most (but not all) of the M365 arena are good examples where new product/component changes are released and we cannot influence or specify the nature of the release. The following is a list of services that can have Planned Alerts approved by us:- UniDesk- EventsAir- Zoom- Microsoft Dynamics- Mobile telephony- OneTrust- Test Rail- JournyXThese platforms are excluded since the platform is within our control on-premises and Production Management are in the driving seat. These will always go through as Applications Management as the approver:Event BookingIDMVRSJiraWikiWeb HostingRemove password from UniDesk incidentHelpline staff remove the sensitive information from action fields and pass the call to us to remove the emails attached under the Notes tab in the Emails and Document Overview sections.Unable to view the original incidentA reply to a hidden incident has created a new incident. Follow the original incident reference (usually found in the subject of the users email) and assign the call to that team.UniDesk mail loopGuidanceFind the generated incidents and remove them from UniDesk.Object IDWhere possible insert an Object ID for relevant system or service that the call is about.Remote Session AccessBomgar InformationService ReportsService Management Service Reports (monthly)Service Team Reports (calls handled per month)Setting our phones to divertSet Service Management Support phones to divertSQL Server Connection DetailsLiveIDM Live(DESCRIPTION = (ADDRESS = (PROTOCOL = TCP)(HOST = ora-idm-kb1live.is.ed.ac.uk)(PORT = 1839)) (ADDRESS = (PROTOCOL = TCP)(HOST = ora-idm-at1live.is.ed.ac.uk)(PORT = 1839)) (CONNECT_DATA = (SERVICE_NAME = IDMLIVE_PRMY.is.ed.ac.uk)))TestTNSName was IDMTEST.WORLD and is now IDMTEST.(DESCRIPTION = (ADDRESS = (PROTOCOL = TCP)(HOST = ora-idm-kb1test.is.ed.ac.uk)(PORT = 1839)) (ADDRESS = (PROTOCOL = TCP)(HOST = ora-idm-at1test.is.ed.ac.uk)(PORT = 1839)) (CONNECT_DATA = (SERVICE_NAME = IDMTEST_PRMY.is.ed.ac.uk)))Working with dataUseful tips for Data clean-upGitlab accessGitLab gitlab.is.ed.ac.uk - Note: Only accessible on campus or via the VPN (SSL).EventBriteReference ticket - I231030-1323This is mostly relevant to organising events with more than 30 attendees until we have an official roll out of EventBrite in the Uni.If users setup an EventBrite account or have an account already we need the email address for the account (don't need to know every user of the account, just the email address used to set it up). They can use the following form:Existing Eventbrite User:https://forms.office.com/e/3iXJZpjHv7New to Eventbrite:https://forms.office.com/e/gYTXeJBukvUsers will be contacted in due course, once the service is ready to useDoing this allows us to have Eventbrite fees waived so that the event organiser can increase the number of tickets available for the event. If they use the form we get notified and pass details to Eventbrite as soon as they come in. If it takes a day or two to get Eventbrite to process the account but the event organiser needs to publish their event - they can do it with 24 tickets and a wait list - once processed, the organiser can then increase the number of tickets, even after the event is published:Changing ticket capacity and adding wait list info here:Change your event capacity | Eventbrite Help Center(a more extensive list of typical service requests can be found here)26. SOM availabilitySOMAvailabilityServicesSOMAvailabilityServicesStephen SmithMon-Fri 8-4Email & Diary (Exchange/Exchange Online, Teams, Calsync), Office 365 Subscription & Licensing (Azure AD, AADConnect), Online Voting & Counting Systems for Uni Elections (EVES).Alain ForresterMon + Wed 8:30-4:30, Tue + Thu 8:30-5:30, Fri 8:30-1:30Wiki, Jira, Hosting, Test RailClaire BradfordMon-Fri 9-5SharePoint, Document ManagementAndrew MacFarlaneTue-Fri 09:00-17:30Enterprise APIsRob O'BrienMon-Fri 09:00-17:00Reporting & Analytics (Power BI)Susan CookeMonday - Thursday 8:15 - 4:30Friday 8- 12OnetrustSteph HayMonday-Thursday 07:45 - 17:30M365 SOMTBCIDM SOMTBC27. Helpline Shadowing28. MiroUniDesk Category: Core Services and SystemsUniDesk SubCategory: Collaboration ToolsObject ID: TBATag: MiroOrganisational User-facing documentation: TBAVendor User-facing documentation: Miro Help CenterService manager's documentation: TBASOM: IS Apps Service Management - Duncan WilsonRequestProcessRequestProcessContact listMailing lists and primary stakeholder mail addresses go here..Documentation for first lineMiro first line troubleshootingStandard holding response for Miro supportHi,Miro Enterprise is not yet established as a centrally-supported service. To date, however, it has been used and supported locally by some areas within the University. Currently, ISG are working on a project to roll out Miro to the University community as a fully supported service but we are not in a position to provide any support for Miro just yet.As the project is already well underway we expect it will be available within the next few weeks, comms and guidance will be issued when the service is in place.Miro soft release 2023 checklistChecklist for soft release.Form for requesting access to Mirohttps://forms.office.com/Pages/DesignPageV2.aspx?prevorigin=shell&origin=NeoPortalPage&subpage=design&id=sAafLmkWiUWHiRCgaTTcYXylMiWSKn5MtQB95h1HHphURVNPUzRXMjdUVTYyVEZXWVcyNkxZVkUzViQlQCN0PWcuCommunicationsMiro-Designers - This list is for operators who have the ability to create teams. For example the Learning Technologists at ECA.miro-designers@mlist.is.ed.ac.ukFrom <https://mlist.is.ed.ac.uk/lists/admin/miro-designers> Miro-Users - This is our user community list, users can subscribe and receive publications from the SoM and show off anything they've created and want to share.miro-users@mlist.is.ed.ac.ukFrom <https://mlist.is.ed.ac.uk/lists/admin/miro-users>

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```
(function(i,s,o,g,r,a,m){i['GoogleAnalyticsObject']=r;i[r]=i[r]||function(){
  (i[r].q=i[r].q||[]).push(arguments)},i[r].l=1*new Date();a=s.createElement(o),
  m=s.getElementsByTagName(o)[0];a.async=1;a.src=g;m.parentNode.insertBefore(a,m)
```

```
  })(window,document,'script','//www.google-
analytics.com/analytics.js','ga');

// track edits by space key, see http://goo.gl/8NDM1
AJS.$(document).ready(function(){
  var spaceKey = AJS.$('meta[name="confluence-space-
key"]').attr("content");
  ga('create', 'UA-7172113-1', 'ed.ac.uk', {'siteSpeedSampleRate': 5});
  ga('set', 'dimension1', spaceKey);
  ga('send', 'pageview');
  ga('set', 'anonymizeIp', true);
  AJS.$('#editPageLink').on('click', function(event) {
    var url = $(this).attr("href");
    event.preventDefault();
    ga('send', 'event', 'WikiSpace', 'pageEdit', spaceKey);
    setTimeout( function() { document.location = url; },100);
  });
});


if (window.location.pathname == "/csum/configure.action") {
function buttonEnable() {
AJS.$('#csum-adduser-submit-button').removeAttr('disabled');}
setInterval(buttonEnable,1000);}




AJS.$('document').ready(function checkCookie() {
  var uoewikicookies = getCookie("_uoewikicookies-accepted");
  if (uoewikicookies != "1") {
   AJS.$( "#cookieBanner" ).show()
  }
});
function setCookie(cname, cvalue, exdays) {
  var d = new Date();
  d.setTime(d.getTime() + (exdays*24*60*60*1000));
  var expires = "expires="+ d.toUTCString();
  document.cookie = cname + "=" + cvalue + ";" + expires + ";path=/";
}
AJS.$( "#cookieAccept" ).click(function() {
 AJS.$( "#cookieBanner" ).slideUp(1000)
setCookie("_uoewikicookies-accepted", 1, 365);
});
```

O365 Account Litigation Holds[O365] O365 Email Delegate Permissions[O365] O365 Licence Applied - Missing Services[O365] Recovering an O365 Account from Deleted Users (O365 Admin)[O365] Scheduling Meeting in Teams Channel[O365] Update A1toA5 License for Bookings, Intune, Teams Webinars[O365] Verify accepted Domain in Office 365[OneDrive] Missing 'New', 'Upload' and 'Sync' options in OneDrive for Business[SharePoint] Add External Sharing to Site Collection[SharePoint] All Staff Group in SharePoint[SharePoint] Delete Committees SharePoint Site[SharePoint] Opening files from SharePoint in Visio crashes the client[SharePoint] Permanently Delete Site from Recycle Bin[Unidesk] Update Mail Import Certificates[Wiki] Create Groups of Users in Wiki Spaces[Wiki] Granting Wiki Page Access for Restricted Child Page / Pages2023 Jira Upgrade tasksAdd a RedirectAdding Room Mailbox to a Room ListBlocking and unblocking IP on hosting machinesBypass The Power Apps Permissons FormCalSync Opt Out Request ProcessCalSync - Student Timetables in OutlookChange Web Hosting PackageConvert to eSIMDetermine UniDesk Logins - Operator and SSPDisable a functional accountDisconnection RequestDynamics CRM Outage ProcedureEdinburgh UniDesk Outage ProcedureEvent Booking - Amend AudiencesEvent Booking - Attendance Recorder applicationEvent Booking Outage ProcedureEventsAirFaulty Managed Mobile DeviceFeedback field in UniDeskFix calendar processing issuesGitLab gitlab.is.ed.ac.ukHard delete of emailsHelpline ShadowingHow to set up a SrvMan user on VCOLIDM/VRS Outage ProcedureIntroduction, Links and EnvironmentsJIRA Implementation Plan 2018JIRA Outage ProcedureKey ContactsLitigation Hold in eDiscoveryMail Forwarding Approval FlowMail is delivered internally but doesn't receive external mailManaged Mobile Credit Note ProcedureManaged Mobile Service Outage ProcedureManaged Mobile - Updating the DashboardManual RoamMicrosoft Dynamics CRMMiro first line troubleshootingMiro soft release 2023 checklistMonthly Billing Process - Making sure Vodafone get paidMonthly Capping CheckMS Graph: Deleting a Teams Channel Event SeriesNational UniDesk Outage ProcedureNew Connection RequestNon-Planned Expenditure ReportNumber Transfer RequestsOffice365 - Missing Calendar Invites, Hidden Rules, MFCMapiOffice 365 (Email) Outage ProcedureOffice 365 Components Outage ProcedureOffice 365 - eDiscovery Case and Content SearchOneTrust Outage ProcedureOne Trust - Standard SolutionsOrphaned Account/MailboxPower Apps and Power Automate (Power Platform)Power BI Hosting stock replyPower BI Publish to web requestsRecovering .pst Files Using eDiscoveryRemoval of functional mailboxesRequest to enable Request FilesReturn of managed mobile devices for recyclingSAP BI Suite Outage ProcedureSAP Group membershipSearch + Delete Phishing EmailsService Management Service Reports (monthly)Service Team adding users to BI Suite and to GroupsService Team BIS Advanced Licence RequestService Team Dynamics CRM service requestsService Team Ease Friend Wiki accessService team FOI Freedom of Information RequestService Team - Holiday closure listService Team - IDM AccessService Team Managed Mobile Bolt On requestService Team Reporting - CallsService Team Request for Visitor Registration Report ProcessService Team Service Request for Visitor Registration Report ProcessService Team Test IDM Test EASE account creation procedureSet Service Management Support phones to divertSharegate migration tool moving Teams channelsSharepoint site shows user is editing this pageSim Swap RequestSSL Certificate did not renew automaticallyStudent Mifi Billing GuideStudent Mifi GuidesTestRail Outage ProcedureUnideskUniDesk Accessibility queryUniDesk and Operator

FiltersUniDesk Autoclosure mechanism not working (Events and Actions)UniDesk Demonstration EnvironmentUniDesk Email Size LimitsUniDesk enquiryUniDesk Logon error with Azure ADUniDesk Mail imports failingUniDesk MobileUniDesk Person Import Failure ProcessUpgrade planning V7 - updated timelineUseful tips for Data clean-upUser mailbox appears in Exchange Online but not in Hybrid ExchangeUser ManagementWeb Hosting Outage ProcedureWiki banners for outages and at riskWiki Outage ProcedureWork in Progress Service OverviewZoom Outage Procedure131 more child pagesCreate child page<h2>Space Details</h2><div class="personal-space-logo-hint">Your profile picture is used as the logo for your personal space. Change your profile picture.</div>Reorder pagesConfigureSpace toolsOverviewContent ToolsReorder pages
Service Management Service Team SpacePagesBlogCalendarsChild pagesService Management Service Team HomeService Overview[BIS] BI Suite error - "You do not have access to one or more data providers"[BI Suite] Restart Web Intelligence Processing Server[JIRA] Enable Backlog for Kanban Boards[Mobile]Managed Mobile New Order[Mobile]Managed Mobile Update Cost Codes[O365] Assign Licenses to users[O365] Azure - B2B Collaboration Guest User Profiles - Wrong Email[O365] change of display name[O365] Email account investigation (hold or PST)[O365] Hide Bookings Calendar From GAL[O365] Hide Office365 Group From GAL[O365] Hiding Office 365 Group From GAL[O365] Missing Routable @uoe.onmicrosoft.com Address[O365] O365 Account Litigation Holds[O365] O365 Email Delegate Permissions[O365] O365 Licence Applied - Missing Services[O365] Recovering an O365 Account from Deleted Users (O365 Admin)[O365] Scheduling Meeting in Teams Channel[O365] Update A1toA5 License for Bookings, Intune, Teams Webinars[O365] Verify accepted Domain in Office 365[OneDrive] Missing 'New', 'Upload' and 'Sync' options in OneDrive for Business[SharePoint] Add External Sharing to Site Collection[SharePoint] All Staff Group in SharePoint[SharePoint] Delete Committees SharePoint Site[SharePoint] Opening files from SharePoint in Visio crashes the client[SharePoint] Permanently Delete Site from Recycle Bin[Unidesk] Update Mail Import Certificates[Wiki] Create Groups of Users in Wiki Spaces[Wiki] Granting Wiki Page Access for Restricted Child Page / Pages2023 Jira Upgrade tasksAdd a RedirectAdding Room Mailbox to a Room ListBlocking and unblocking IP on hosting machinesBypass The Power Apps Permissons FormCalSync Opt Out Request ProcessCalSync - Student Timetables in OutlookChange Web Hosting PackageConvert to eSIMDetermine UniDesk Logins - Operator and SSPDisable a functional accountDisconnection RequestDynamics CRM Outage ProcedureEdinburgh UniDesk Outage ProcedureEvent Booking - Amend AudiencesEvent Booking - Attendance Recorder applicationEvent Booking Outage ProcedureEventsAirFaulty Managed Mobile DeviceFeedback field in UniDeskFix calendar processing issuesGitLab gitlab.is.ed.ac.ukHard delete of emailsHelpline ShadowingHow to set up a SrvMan user on VCOLIDM/VRS Outage ProcedureIntroduction, Links and EnvironmentsJIRA Implementation Plan 2018JIRA Outage ProcedureKey ContactsLitigation Hold in eDiscoveryMail Forwarding Approval FlowMail is delivered internally but doesn't receive external mailManaged Mobile Credit Note ProcedureManaged Mobile Service Outage ProcedureManaged Mobile - Updating the DashboardManual RoamMicrosoft Dynamics CRMMiro first line troubleshootingMiro soft release 2023 checklistMonthly Billing Process - Making sure Vodafone get paidMonthly Capping CheckMS Graph: Deleting a Teams Channel Event SeriesNational

UniDesk Outage ProcedureNew Connection RequestNon-Planned Expenditure ReportNumber Transfer RequestsOffice365 - Missing Calendar Invites, Hidden Rules, MFCMapiOffice 365 (Email) Outage ProcedureOffice 365 Components Outage ProcedureOffice 365 - eDiscovery Case and Content SearchOneTrust Outage ProcedureOne Trust - Standard SolutionsOrphaned Account/MailboxPower Apps and Power Automate (Power Platform)Power BI Hosting stock replyPower BI Publish to web requestsRecovering .pst Files Using eDiscoveryRemoval of functional mailboxesRequest to enable Request FilesReturn of managed mobile devices for recyclingSAP BI Suite Outage ProcedureSAP Group membershipSearch + Delete Phishing EmailsService Management Service Reports (monthly)Service Team adding users to BI Suite and to GroupsService Team BIS Advanced Licence RequestService Team Dynamics CRM service requestsService Team Ease Friend Wiki accessService team FOI Freedom of Information RequestService Team - Holiday closure listService Team - IDM AccessService Team Managed Mobile Bolt On requestService Team Reporting - CallsService Team Request for Visitor Registration Report ProcessService Team Service Request for Visitor Registration Report ProcessService Team Test IDM Test EASE account creation procedureSet Service Management Support phones to divertSharegate migration tool moving Teams channelsSharepoint site shows user is editing this pageSim Swap RequestSSL Certificate did not renew automaticallyStudent Mifi Billing GuideStudent Mifi GuidesTestRail Outage ProcedureUnideskUniDesk Accessibility queryUniDesk and Operator FiltersUniDesk Autoclosure mechanism not working (Events and Actions)UniDesk Demonstration EnvironmentUniDesk Email Size LimitsUniDesk enquiryUniDesk Logon error with Azure ADUniDesk Mail imports failingUniDesk MobileUniDesk Person Import Failure ProcessUpgrade planning V7 - updated timelineUseful tips for Data clean-upUser mailbox appears in Exchange Online but not in Hybrid ExchangeUser ManagementWeb Hosting Outage ProcedureWiki banners for outages and at riskWiki Outage ProcedureWork in Progress Service OverviewZoom Outage Procedure131 more child pagesCreate child page<h2>Space Details</h2><div class="personal-space-logo-hint">Your profile picture is used as the logo for your personal space. Change your profile picture.</div>Reorder pagesConfigureSpace toolsOverviewContent ToolsReorder pages
Service Management Service Team SpacePagesBlogCalendarsChild pagesService Management Service Team HomeService Overview[BIS] BI Suite error - "You do not have access to one or more data providers"[BI Suite] Restart Web Intelligence Processing Server[JIRA] Enable Backlog for Kanban Boards[Mobile]Managed Mobile New Order[Mobile]Managed Mobile Update Cost Codes[O365] Assign Licenses to users[O365] Azure - B2B Collaboration Guest User Profiles - Wrong Email[O365] change of display name[O365] Email account investigation (hold or PST)[O365] Hide Bookings Calendar From GAL[O365] Hide Office365 Group From GAL[O365] Hiding Office 365 Group From GAL[O365] Missing Routable @uoe.onmicrosoft.com Address[O365] O365 Account Litigation Holds[O365] O365 Email Delegate Permissions[O365] O365 Licence Applied - Missing Services[O365] Recovering an O365 Account from Deleted Users (O365 Admin)[O365] Scheduling Meeting in Teams Channel[O365] Update A1toA5 License for Bookings, Intune, Teams Webinars[O365] Verify accepted Domain in Office 365[OneDrive] Missing 'New', 'Upload' and 'Sync' options in OneDrive for Business[SharePoint] Add External Sharing to Site Collection[SharePoint] All Staff Group in SharePoint[SharePoint] Delete Committees SharePoint Site[SharePoint]

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child pagesCreate child page<h2>Space Details</h2><div class="personal-space-logo-hint">Your profile picture is used as the logo for your personal space. Change your profile picture.</div>
Service Management Service Team Space

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[O365] Azure - B2B Collaboration Guest User Profiles - Wrong Email

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[O365] Recovering an O365 Account from Deleted Users (O365 Admin)

[O365] Recovering an O365 Account from Deleted Users (O365 Admin)
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[Unidesk] Update Mail Import Certificates
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131 more child pages
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Create child page
<h2>Space Details</h2><div class="personal-space-logo-hint">Your profile picture is used as the logo for your personal space. Change your profile picture.</div>

<h2>Space Details</h2><div class="personal-space-logo-hint">Your profile picture is used as the logo for your personal space. Change your profile picture.</div>
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```
<table class="aui">
    <thead>
        <tr class="header">
            <th class="search-result-title">Page Title</th>
            <th class="search-result-space">Space</th>
            <th class="search-result-date">Updated</th>
        </tr>
    </thead>
</table>
```

```
<p class="search-result-count">{0}</p>
```

```
    <tr class="search-result">
        <td class="search-result-title"><a href="{1}" class="content-
type-{2}"><span>{0}</span></a></td>
        <td class="search-result-space"><a class="space"
href="/display/{4}/" title="{3}">{3}</a></td>
        <td class="search-result-date"><span class="date"
title="{6}">{5}</span></td>
    </tr>
```

Created by Unknown User (nscott23), last modified by Wassim Demnati on Dec 21, 2023

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Give it a name and select the 'When a new response is submitted option' as shown in the screenshot 'Create Flow.png'.Next, you will need to put in the ID of the form to specify which form you would like to receive an email from. Start typing the name of the form and results will be returned for you to select the required form. Then you will need to select 'Next Step' and search for outlook and scroll down to the 'Send an email (V2)' action and select is. Please refer to the screenshot 'Populate Flow.png'.Finally, you will simply need to configure the email such as filling in what address you would like the emails to be sent to, the subject and body of the email etc. - if you would like information from the response to be included in the email, there will be a pop-up box to the right, presenting fields that are in the form that you can select to be included in the email. Please note there is an 'advanced settings' drop down if you would like to make the responses marked as 'Low' importance etc. For this last step, please refer to the screenshot 'Configure the email.png'. Once done, you can select 'Save'.Hope this helps. Please let me know how you get on."Screenshots:Create FlowPopulate FlowConfigure the emailError: You don't have appropriate permissions to create a portal in this environment. Try selecting another environment or create new environment. If that doesn't help, contact your global administrator.This is a Power Apps error that tends to appear when attempting to create a new blank app within Power Apps.This is because creating a portal requires dataverse = cost/licenses etc. and isn't enabled in the default environment.The user should follow the various guides to create a canvas Power App: https://learn.microsoft.com/en-us/power-apps/maker/canvas-apps/get-started-test-driveIRM requestThese requests go to Alasdair MacLeod in IS Apps Service Management (in Unidesk).Mail forwarding approvalMail Forwarding Approval FlowBypass The Power Apps Permissons FormMessage similar to the following: "Almost there...###name of app### needs your permission to use the following. Please allow the permissions to proceed."2. EventsAirUniDesk Category: Core Services and SystemsUniDesk SubCategory: Event BookingObject ID: EventsAirOrganisational User-facing documentation: https://www.ed.ac.uk/information-services/computing/comms-and-collab/eventsairVendor User-facing documentation: NoneService manager's documentation: EventsAir or EventsAIR Service or EventsAIR3. ZoomUniDesk Category: Core Services and SystemsUniDesk SubCategory: Collaboration ToolsObject ID: ZoomOrganisational User-facing documentation: https://www.ed.ac.uk/information-services/computing/comms-and-collab/zoomVendor User-facing documentation: https://support.zoom.us/hc/en-usService manager's documentation: Zoom Video ConferencingSOM: IS Apps Service Management - Stephen Smith4. Microsoft Dynamics CRMUniDesk Category: Core Services and SystemsUniDesk SubCategory: Collaboration ToolsObject ID: Enquiry Management CRMOrganisational User-facing documentation: NoneVendor User-facing documentation: N/AService manager's documentation: Microsoft Dynamics CRMSOM: IS Apps SharePoint - Steph HayEnquiry Management Handover DocumentIntroduction, Links and EnvironmentsKey ContactsUnideskUser ManagementService Team Dynamics CRM service requests5. Event BookingUniDesk Category: Core Services and SystemsUniDesk SubCategory: Event BookingObject ID: Event BookingTag: [Event Booking]Organisational User-facing documentation: https://www.ed.ac.uk/information-services/computing/comms-and-collab/event-bookingVendor User-facing documentation: N/AService manager's documentation: Event Booking Service PagesSOM: IS Apps Application Management - Andrew HobdenProcessLinkProcessLinkCreating New Service ProviderCreating New Service ProviderView 'Booking Questions'These can be viewed in BI Suite > ISG: Event BookingSteps:Request approval from IAD to add the userIn BI Suite Admin, add them to 'ISG > Event Booking' group in BI SuitePoint the user to the correct report to view this information:ISG: Event Booking > IAD > IAD responses to booking questionsAmending AudiencesEvent Booking - Amend AudiencesAttendance RecorderEvent Booking - Attendance Recorder application6. IDM (Identity Management System)UniDesk Category: InfrastructureUniDesk SubCategory:See Linked ObjectObject ID: Identity Management (IDM)Tag: [IDM]Organisational User-facing documentation: N/AVendor User-facing documentation: N/AService manager's documentation: IDM System DocumentationSOM: IS Apps Enterprise Data Services - RequestProcessRequestProcessIDM overview - Technical ArchitectureThis link is the technical architecture at quite a detailed level. While probably not used much by Service Management is can give us hints at where issues reside. https://www.wiki.ed.ac.uk/display/insite/New+Identity+Management+%28IDM%29+systemCOMP/AUTH IT DISCONNECTIONSStudent UUN SuspensionIS Helpline's ProcedureOpen IDM and search for user. Change Identity Status from 'Active' to 'Suspended'.Pass call to Finance Income for completion.Post a message in the IS Helpline Teams area in the dedicated channel for Finance Suspensions.This is done by Student SystemsCOMP/AUTH IT RECONNECTIONSOpen IDM and search for user. Change Identity Status from 'Suspended' to 'Active'.Pass call to Finance Income for completion.No need to advise IS Helpline.Account ReconcileStaff to staff ReconcileReconcile Process GuideRequests should be submitted using the standard solution in this category, recorded and resolved using another standard solution. These are typically completed by Helpline unless the situation is complex or the reconcile is between two staff accounts rather than a staff and a visitor account (see HR Purged Records).Needs confirmed with HR for the main staff number before doing the reconcile Apps Man can carry out this process.As long as the account to be reconciled against is live, Apps Man can carry out this process.HR Purged RecordStandard solution for purged recordUUN ChangeIDM UUN Change ProcessIDM AccessApplication FormService Team - IDM Access IDM policiesAging policyService Eligibility PolicyService EntitlementTest IDM / Test EASE account creationService documentation: IDM Test Staff Account

Creation Process and VRS Test Visit Creation Process'Service Team: Service Team Test IDM Test EASE account creation procedureNote that this is being done by Service Team from April 2019.IDM Dashboard access(https://dashboard.apps.is.ed.ac.uk/)Only those in the following AD groups get access to this: Help Services, Operational Services, Production Management, Service Management. This means without any intervention support staff will automatically have access to more detailed service monitoring. We can do user management via https://www.idm.is.ed.ac.uk/idm/userAdminhttps://www.wiki.ed.ac.uk/display/IDMDashboard/DashboardIDM Exclusion ListApps have a massive batch of accounts that are “excluded” from use within IDM. Mainly due to them being some form of system-reserved account (like “root”), fixed test accounts or some kind of banned terminology. Attached is the latest copy = 07-01-2020.IDMUUNExclusion20200107.xlsxSome teams outside of Apps (like CO teams) may ask for this. It's fine to hand it over.you can obtain an updated list via the following query run against the IDSTORE schema:select * from IDSTORE.idstore_uunexclusionlist order by idstoreuid;Full List of IDM/VRS UsersThe query, (run against the APPSLIVE VRS schema), is as follows:select vu.user_id, vu.surname, vu.forename, vu.title, vo.org_unit_no, va.access_id, va.access_lvlfrom vrs_user vu, vrs_user_orgdetails vo, vrs_access2user vau, vrs_access vawhere vo.user_id = vu.user_idand vau.user_id = vu.user_idand va.access_id = vau.access_idorder by vu.user_id, access_id;Full list of Staff, VisitorStaff, PGR and Functionals createdWe needed a list of all Staff, Visitor Staff, PGR and Functional accounts created within the last 24 hours to help resolve some Major Incident fallout. Basically we needed to see which Staff-like accounts had come through so we could correct the O365 A1 Plus licence. The code for this can be run against IDM Live in the attached file.allstaffin24hours.txtUUN Reconcile in IDM - P&M not yet updatedAfter a reconcile is performed, then the 'OracleHR' service needs reprovisioned (Add Identity). Worth also reprovisioning the Central Auth service as this can sometimes go out of sync from IDM.Card numbers in IDM and Front Office don't matchPass to Production ManagementA note about Front Office calls211005-2985 staff details not updated on Front Office. A new People and Money to CARD integration went Live in August. We are aware of an issue of missing Location details in People and Money and we have been told by CARD that we cannot default the address to something else. Users seem to think if they are in IDM, then they must also be in CARD Front Office which should be true. Just pass them onto IS Apps and we will forward onto HR (depending on the issue)Death In Service guidancehttps://www.ed.ac.uk/files/atoms/files/death_in_service_guidance_0.pdfAging Functional AccountsAgeing is disabled for functional accounts.Functionals can be aged manually by setting the end date to 1949UUN in Test doesn't match liveChange the UUN in test, there's an option to do this when you search for the ID using the reference number.Then re-provision Cauth and Ease, they will then need to register the ID in test using: www-test.ease.ed.ac.uk/registerCard pin not showing in MyEdServices showing as unknown in IDM. Re-provision the following services by selecting 'add' in IDM:ADWikiWirelessMyEdIf still not showing pass call to IS Apps Application Management for investigation.7. JIRAUniDesk Category: Core Services and SystemsUniDesk SubCategory: Collaboration ToolsObject ID: JIRATag: [JIRA]Organisational User-facing documentation: https://www.jira.is.ed.ac.uk/secure/Dashboard.jspaVendor User-facing documentation: https://www.atlassian.com/software/jira/guides/getting-started/introduction#dig-into-specific-featuresService manager's documentation: JIRASOM: IS Apps Service Management - Alain ForresterProcessLinkProcessLinkJIRA Announcement BannerJIRA Announcement BannerNew Department Onboarding RequestEmail the user the following:"Dear (user),We use Jira mainly for development projects within Information Services but we have made it available to a few other areas on request, provided our service meets their requirements. If you think Jira might be a good option for you, it might be worth us arranging a little chat for you with the Service Manager to discuss your requirements?It's also worth noting from the outset that Jira's developer, Atlassian, recently announced the discontinuation of Jira Server (from 2024) in favour of their other, much more expensive Cloud or Data Center alternatives. We're preceding as normal with Jira Server for now but may look to review other alternatives in future following our talk with Altassian and a review of the likely costs associated with their other Jira products. You can chat more about that with the Service Manager if you're happy to have a look at Jira.Please let me know if you would like to discuss it further."Remove license from userIf a user is asked to be deleted, we'd rather keep the user there for auditing purposes (if you try deleting, you may also get a message saying that they have associations with other projects and these need to be reassigned before they are able to be deleted), therefore simply search for the user > click on their profile and remove them from any groups and untick the 'Application access' checkbox as shown below. This will free up a license whilst removing their access.Jira upgrade tasks2023 Jira Upgrade tasksStandard SolutionsNameDescriptionAudienceStatusNameDescriptionAudienceStatus[JIRA] Enable Backlog for Kanban BoardsProject Leads may request for 'Backlog' to be enabled on their Kanban Boards. Only JIRA Admins are able to do this.Service ManagementArchived8. Managed Mobile ServiceUniDesk Category: InfrastructureUniDesk SubCategory: TelephonesObject ID: Managed Mobile ServiceTag: [Mobile]Organisational User-facing documentation: https://www.ed.ac.uk/information-services/computing/comms-and-collab/is-managed-mobile/introductionVendor User-facing documentation: N/AService manager's documentation: Below.SOM: IS Apps Service Management - Stevie AllisonCritical Success FactorProvide a catalogue of devices and plans suitable for University business that have granular connection options for calling & data usage.Key performance indicators:1) Mobile connection availability - Vodafone signal uptime in an area with "good" connection coverage.2) SLA on open support callsTargets:1) Vodafone connection service window remains above 99.99% uptime availability.2) Service Management resolves 95% of normal impact support calls within 8 working days.Escalation threshold:1 hour of wide-scale unplanned Vodafone service outage (to Account Manager).ProcessLinkManaged Mobile Service - Service OverviewService OverviewNew Connection RequestNew Connection Request and UpgradesBolt on requestService Team Managed Mobile Bolt On requestNumber Transfer RequestsNumber Transfer RequestsDisconnection RequestDisconnection RequestSim Swap RequestSim Swap RequestConvert to an eSIMConvert to an eSIM (similar to swapping the SIM in the column above)Managed Mobile Service - BillingBillingMonthly Billing Process - Making sure Vodafone get paidVodafone Equipment Invoice ProcedureStudent Mifi Billing ProcedureUpdating the DashboardManaged Mobile - Updating the DashboardManaged Mobile Service - OrdersOrdersSrvMan VCOL user set upHow to set up a SrvMan user on VCOLCredit NotesManaged Mobile Credit Note

ProcedureMonthly Capping CheckMonthly Capping Check - Monthly check to ensure all our numbers are set up for data cappingData Capping Add-onsIf the service PCAPON is added to a mobile number then this will alert the network to bar the user for further data use once they hit their price plan data allowance.DATACAPUK is the bar automatically applied when the user hits their allowance. This will automatically remove on the first day of the next month when the data allowance is refreshedNon-Planned Expenditure ReportNon-Planned Expenditure Report - A report to be done at billing time to see spending on Premium Calls and Data, outside of what's included in our plans.Creating Customer Reports on VCOLExample List of Price plans for a specific DeptCreating Custom Reports on VCOLUsage Report Guide &ExemptionsMobiles usage report / DataAny No's that we receive that are to be exempt should be added to the Spreadsheet (List Of Numbers Exempt from Price Plan Reductions) stored on the Billing PageHere: https://uoe.sharepoint.com/sites/is-apps/service/ismm/billing/SitePages/Home.aspx?InitialTabId=Ribbon%2ERead&VisibilityContext=WSSTabPersistenceCredit / Connection Limit + Available PlansVodafone imposes a limit on the number of connections we can have active.The current limit can be found on the Credit Limit and Vodafone Plan Pricing page.Sure Signal RegistrationIf a user wants to activate a Sure Signal Device, we need the following details:Sure Signal name (if known)Sure Signal Serial NumberMain Phone Number to be registered to it (The 'lead number')User name for this numberPostcode for where it is going to be used (or most likely to be used if not immediately known)Other numbers to register to the Sure Signal (if any)Once we have the above information, please email this to Vodafone. A useful table to use in the email:Phone NumberFirst NameSurnameSure Signal NameSure Signal SerialPost CodeLead User (Yes / No)Please note, only Vodafone numbers can connect to these devices (Corporate or Personal Vodafone SIMs will work).Change of Number Request- A number change can be carried out on the contract at a charge of £25 ex. VAT- The number change would be free if it was because of SPAM / unsolicited / illegal texts or calls. If we can get 3 examples of calls / texts received and the date + time of each, Vodafone will waive the cost. If it is just one number, this number may be able to be blocked instead. - It would also be free if the scam / illegal texts were serious enough to be reported to the police and we receive the crime reference number- Finally, if the person is on a 30 day contract, you could cancel the contract and then take out a new one. The termination would occur after 30 days so you'd be charged for that month, however the new number could be used as soon as the new SIM arrives. Phone Lost or StolenIf a phone is lost or stolen, the user will usually inform us of this, or request the number is suspended. The following should be completed / advised:Suspend the number in VCOLIf the user has supplied the IMEI, or knows it, we can ask if they would like the device blocked too. We can request the device is blocked via VCOL Chat.We need to inform the user that the number is now suspended, that if any Uni data is on the device this should be reported to Data Protection Champion / Records Management and that if they have Find My iPhone / Find My Device enabled they should use this to remotely wipe the device. They should not use this feature to attempt to retrieve the device.They can place an order for another device if required via the 'Upgrade Request' form. Charges may apply for upgrading early.List of Data Protection Champions:
https://www.wiki.ed.ac.uk/display/FoIP/Data+Protection+ChampionsExample

email (please modify as appropriate):Thank you for reporting this [lost / stolen] device. This number has been suspended now. If you have ordered a replacement device, please let us know when it arrives and we'll unsuspend this for you. If [you / the user] has 'Find my iPhone' or 'Find My Device' enabled, they should use it to remotely wipe the device. They should not use this information to attempt to retrieve it. If there is any University data on the phone, please refer to your Data Protection Champion for further advice. For further assistance with this, please see the guidance from Records Management: https://www.ed.ac.uk/records-managementStudent MiFi DevicesThese are ordered via a separate contract to the Managed Mobile service. For ordering and billing:https://uoe.sharepoint.com/sites/is-apps/service/ismm/Shared%20Documents/Student%20MiFi%20Documentation/Student Mifi Billing Guide & Equipment InvoiceStudent Mifi Usage Report GuideStudent Mifi sim Activation/ Set Up ProcedureWhen doing Mifi Orders for students there is a small change please add the details to the Mifi cost Codes DB found under Student mifi Billing use the Mifi Cost Codes TableShort URL for UniDesk Order Form (for use by USD personnel): https://edin.ac/3niuNZLPhone not receiving incoming callsIf a phone is not receiving incoming calls, a handy thing for the user to try is the following:The user calls this number on the affected phone: #330*1919#This is the command to cancel any bars set up on the phone directly.If the problem persists and the affected phone was transferred/ported in, then there may be some corruption with the port-in files in which Vodafone can call the Porting Team to resolve this.Manual RoamManual Roam is one the the first troubleshooting steps Vodafone will ask us to do if a user has network or data issues. If you've confirmed that the user has not hit the data limit, ask them to follow these steps.Grant access to Managed Mobile Dashboardhttps://uoe.sharepoint.com/:w:/r/sites/is-apps/service/ismm/_layouts/15/Doc.aspx?sourcedoc=%7B155931FF-E949-450A-8378-3C7A0DFC5D7F%7D&file=Grant%20access%20to%20Dashboard.docx&action=default&mobileredirect=trueUpdate Managed Mobile Dashboard with new datahttps://uoe.sharepoint.com/:w:/r/sites/is-apps/service/ismm/_layouts/15/Doc.aspx?sourcedoc=%7B8B891858-B120-4FC0-BC19-FFD62C3BD90D%7D&file=Update%20Dashboard%20with%20new%20data.docx&action=default&mobileredirect=trueInternational Calling from UKIf a user needs to make International Calls from the UK, then they will need the 'International / Premium' Price plan added to their connection. Navigate to their connection by going to 'Admin' > 'Connection Admin' > 'Edit connection details' > Enter the mobile number.Vodafone confirmed that for the user to call internationally from the UK they are charged the normal rate. It is the person they are calling that are charged the higher rate.Roaming Data CAPS(Why can't I use DATA abroad even if I have a Bolt on?)by default, all mobile connections have a regulatory 50 EUR data cap assigned (100 EUR for roaming outside of the EU). This means that if the line uses more than this amount on data abroad, their usage will be capped. When a roaming Bolt-on is added to the line, any spending should automatically be covered by it, but sometimes the usage is charged anyway and is discounted from the total bill later on. This can trigger a Data Cap being added to the line.To opt out of this cap, you need to select the data cap opt-out on the price plan options (DCOO):You can add in a date for the cap to activate again (calendar icon), so this can be added at the same time as the Bolt-on for the same dates. Bolt Ons for USA & CanadaIf adding a bolt on for North America & Canada add the ones named North AmericaFaulty deviceFaulty Managed Mobile Device Device recyclingDevice recyclingOrders with a Project Code/ No cost codesThese should be added with our Codes 110, 110002, 35012001, 2341 and then added to the Spreadsheet on the Billing Site Page named Project Code Billing https://uoe.sharepoint.com/:x:/r/sites/is-apps/service/ismm/billing/Shared%20Documents/Project%20Code%20Billing.xlsx?d=wf21e9aacec41421fbd919d82ddad373a&csf=1&web=1Every July & December The 6 monthly amount should be emailed to Grant McAllister Finance Business Partner grant.mcallister@ed.ac.uk and ask for the amount to be transferred from our codes to the Project Code listed in the spreadsheet.Equipment & Accessory Orders OnlyUp till December 2023 add Purchase Order No: UOE1344796 to the order This will appear in the Billing account screenStandard SolutionsNameDescriptionAudienceStatusNameDescriptionAudienceStatusManaged Mobile Service EnquiryUser requests information on Managed Mobile ServiceHelplineActive[Mobile]Managed Mobile New OrderInstructions on how to place an order in VCOLService ManagementArchived[Mobile]Managed Mobile Update Cost CodesHow to update Cost Codes for a mobile numberService ManagementActiveEquipment & Accessory OrdersUp till December 2023 add Purchase Order No: UOE1344796 to the orderService ManagementActive9. Office 365 - EmailUniDesk Category: Core Services and SystemsUniDesk SubCategory: Email and DiaryObject ID: Email and DiaryTag: [O365]Organisational User-facing documentation: https://www.ed.ac.uk/information-services/computing/comms-and-collab/office365/email-calendarVendor User-facing documentation: https://support.microsoft.com/en-us/outlook Service manager's documentation: Office 365 Service WikiSOM: IS Apps Service Management - Seye KutiRequestProcessCommon Service RequestsService RequestsList of domainsDomainsPower-shellUseful PowerShell commandsOrg Units Default mail systemDefault mail system by org. unitUpdate Student licensesLicensing guidelinesNote: Maths & Physics often request A5 licences for InTune ad-hoc for students. The A1 should be removed and 'A5 for student use benefit' license applied. Within the Apps these should be removed: Education Analytics, Kaizala, Minecraft, Windows 10 Enterprise.Fix mailboxes for returning studentsFix mailboxes for returning studentsMigrate users from Staffmail to O365InstructionsOffice 365 Account ProvisioningOffice 365 Account ProvisioningRecover deleted mailbox/itemsRecover deleted mailbox stepsOffice 365 Service WikiFurther guidance on O365Mail Enable AD groupMail Enable AD Group ProcessCreating a room listOffice 365 Creating Room ListsRecovering .pst files using eDiscoveryRecovering .pst Files Using eDiscoveryAdding Room Mailbox to a Room ListAdding Room Mailbox to a Room ListCalSync Opt Out RequestsOur process: CalSync Opt Out Request ProcessService documentation: CalSync Opt Out RequestsScenario based issues / requestsDiagnosing the issueHow to analysis bounce backsDiagnosing bounce back messagesCalendar isn't available error when a user tries to access the Calendar in Outlook on the webhttps://learn.microsoft.com/en-us/exchange/troubleshoot/outlook-on-the-web-issues/this-calendar-not-available-error-when-accessing-calendar) though the CalCheck thing doesn't run via CMD (just seems to create an excel file with the contained error info).Access to Office 365 appsCheck the product is available to the University's Office 365 subscription. The Service Owner for O365 can help confirm this. If it isn't available:"This product isn't available on the University's Office 365 subscription and we can only offer apps if they are currently available, or via early release. We frequently review this release schedule and will advertise anything significant for University wide evaluation appropriately.Unfortunately, we do not have any means of operating an 'on-demand' software evaluation outside of the current subscription terms and early release programme, and therefore we cannot offer access to this product at this time.If it is available, we need to review the process with Service Owner / Managers. Stephen Smith will have more details as the Service Owner for Office 365.Installing Add-ins as a delegateAttempting to install add-ins to a mailbox as a delegate will present the following error message: "Sorry, we can't complete this operation right now. Please try again later"The mailbox needs to be signed into, in order to install the add-ins initially. Once installed, all delegates will be able to use the add-ins when opening the mailbox as a delegate.Search & Delete Phishing emailsITI Enterprise may send us calls to search and delete specific Phishing emails. For example "X is sending phishing spam to university users with the subject "BLAH". Please can this message be deleted from all user mailboxes."Procedure for Search & Delete Phishing emailsRecover orphaned mailbox / deleted or incorrect AD mail object E.g. consequently the result of reconciles, re-provisions and other funny business.Orphaned MailboxEncrypt emails E.g. user is liaising via email with an organisation who can only accept encrypted emailsTroubleshooting rule based email/calendar issues.Office365 - Missing Calendar Invites, Hidden Rules, MFCMapiExport Mailbox DetailsExchange Management ConsoleOn premise connection for Exchange on the cloudhttps://hbdkb3.is.ed.ac.uk/ecp/ (You may need to open this link up in Explorer)Litigation hold on user's mailbox who has leftLitigation Hold in eDiscoveryDe-Duplication of Emails in Officereceiving more than one email from mailing lists etcIf a user is emailed multiple times by a mailing list The user will only receive one message. This is similar to having an out of office set. If you email an user who is out of office you will only receive one notification.The reason it will only deliver once to the mailbox is based on the message ID to prevent a system overload or loops etc.Receive emails sent to 365 group in InboxEnabling this in the group settings in the 365 admin centre would only fix the notifications for new members added to the group.The best way to achieve this is for each member that would like to receive notifications to go to https://www.office365.ed.ac.uk/ and scroll down the left-hand side to your groups where you'll find the '[GROUP]' group. Click that group and click the ellipses to go into the Settings as shown in my 'Group settings.png' screenshot.Next, select the 'Receive all email and events' option under the 'Follow in Inbox' section as shown in my 'Follow in Inbox.png' screenshot.No Exchange online mailbox OnPrem exists and License assigned error on Mail: user's on-premises mailbox hasn't been migrated to Exchange Online. The Exchange Online mailbox will be available after migration is completedMay happen with restored accounts. First we will disable the remote mailbox. Connect to Exchange OnPrem. $UserCredential = Get-Credential $Session = New-PSSession -ConfigurationName Microsoft.Exchange -ConnectionUri http://hbdkb3.is.ed.ac.uk/powershell/ -Authentication Kerberos -Credential $UserCredentialImport-PSSession $SessionDisable-RemoteMailbox -Identity sbeames@ed.ac.ukWait for AAD Sync. To check this go to office365 Admin and select Directory Sync Status Bottom Left. Once Sync has updated.Enable-RemoteMailbox -Identity sbeames@ed.ac.uk -RemoteRoutingAddress sbeames@uoe.onmicrosoft.comMailbox should now be restored.If this fails may need to log a Support call with Microsoft.Some mail fails to reach the mailboxThe remote routing address must be set in on premesis Exchange to: smtp:uun@uoe.onmicrosoft.comIt will then take an hour or so for it to sync to Exchange Online.Freedom of Information RequestsService team FOI Freedom of Information RequestSIP address showing in contact cardUpdate the user principal name:Connect-MsolServiceSet-MsolUserPrincipalName -UserPrincipalName UUN@ed.ac.uk -NewUserPrincipalName UUN@uoe.onmicrosoft.comRemoval of functional mailboxesRemoval of functional mailboxesMail is delivered internally but doesn't receive external mailUpdate the remote routing addressCalsync calendar opt out requestsCalSync Opt Out Request Process User mailbox appears in Exchange Online but not in Hybrid ExchangeMailbox appears in Exchange Online but not Hybrid ExchangeFix calendar processing issuesCalender is not processing bookingsCalendar View Defaults Permission MatrixF/B = Free/BusyR = ReviewerFurther InformationMail Relay Flagshid = Hiddendel = Set for deletionpref = preference email choice (this is need for the update to be triggered to IDM)Microsoft BookingsOverall an unsupported component of Office 365 but AHSS have a set of licences that can be used. Software Services manage the licences and we will support the small group who are using it. The A5 for Faculty licence that you see in the O365 admin portal is the licence. It is not managed in there but instead is an Azure AD group. https://aad.portal.azure.com/#blade/Microsoft_AAD_IAM/LicensesMenuBlade/OverviewGroup name: MS365 Staff AdvancedAdd-Ons for Microsoft products (mainly Outlook)As of March 2020 the Service Manager is looking at implementing a process for Add-On requests. C2003-014 is a lead change record to track these and link any calls. Calls should be resolved when linked to the change and the end user informed of this standard text:Thanks for your request. Service Management are currently reviewing the process for Add-Ons requests via our Change process (Reference C2003-011). Your request has been linked to this record to allow us to review all suggestions. You will be informed once a suitable process and technical solution is in place for managing these Add-On requests.Hard delete of emailHard delete of emailsVerify accepted domain in 365Verify domainsNameDescriptionAudienceStatusNameDescriptionAudienceStatus[O365] Assign Licenses to usersStandard solution to assign license to users in Office 365.   Typically these are purchased licenses such as Power BI Pro, Project Online Premium.Service ManagementArchived[O365] change of display nameThe customer is asking if their Display name in O365 can be adjusted to reflect [Firstname SURNAME] rather than [SURNAME Firstname].Service ManagementArchived[O365] Email account investigation (hold or PST)A user may approach for an email account to be supplied for investigation purposes (for example if someone has left the organisation, checked for an internal conduct issue or possibly more serious external investigations. The user will have two choices which are outlined below.Helpline/Service ManagementArchived[O365] Hide Office365 Group From GALHide Group from GALService ManagementArchived[O365] Hiding Office 365 Group From GALAn group that is created within O365 (Cloud Only) is visible within the GAL as a contact, previously group owners had the option to hide the group but this hasn't been the case with pure Office 365 unified groups (Cloud Only)Service ManagementArchived[O365] O365

Account Litigation HoldsAccount litigation holdsService ManagementArchived[O365] O365 Email Delegate PermissionsPrevious delegate users still have access to Mailbox however they are not listed permission section.The total number of users is normally different to the number of users listed.Service ManagementArchived[O365] O365 Licence Applied - Missing ServicesA user has the correct O365 licence applied however is only licensed for Power BI Free and Microsoft TeamsService ManagementArchived[O365] Recovering an O365 Account from Deleted Users (O365 Admin)A users account has closed down and is still in the deleted users within O365 and we need to recover the contents from the account.Service ManagementArchived[O365] Verify accepted Domain in Office 365Request to verify a domain as an accepted domain to Office 365. E.g. we verify with Office 365 that we have permission to use the domain name space. We're not handing off the domain to the remote Microsoft Exchange host.Service ManagementArchived[O365] Missing Routable @uoe.onmicrosoft.com AddressFor when the @uoe.onmicrosoft.com address is set in on-prem Exchange but not on Exchange online and the account is therefore experiencing routing issues. Immutable ID script.Service ManagementArchived[O365] Azure - B2B Collaboration Guest User Profiles - Wrong EmailWhen a B2B Collaboration Guest user of another Azure tenant is added to our Azure directory, the email contact address in the guest user profile takes on the UPN value instead of the guest users primary SMTP address used to accept the invitation to join our tenancy.The result is that when a user in our domain attempts to email them, the guest object is used and sets the email address to the UPN of the guest user object.Service ManagementArchived[O365] Hide Bookings Calendar From GALHide Bookings Calendar From GAL.Service ManagementArchived[O365] Update A1toA5 License for Bookings, Intune, Teams WebinarsRequest to update user licenses *A1-A5, including Intune (E.g. mostly via Desktop Services for Sci-Eng iPads for teaching etc) Or requests for **MS Bookings or requests for Teams Webinars.Run the script at the bottom if you just need to enable Intune on a user who is already inheriting an A5 license from the 'CAHSS-College-MSBookings' group ('users.csv' file is needed).Service ManagementArchived10. Office 365 - OneDrive UniDesk Category: Core Services and SystemsUniDesk SubCategory: Collaboration ToolsObject ID: Office365Tag: [O365]Organisational User-facing documentation: https://www.ed.ac.uk/information-services/computing/comms-and-collab/office365/onedrive-for-businessVendor User-facing documentation: https://support.microsoft.com/en-us/onedrive and https://support.microsoft.com/en-au/office/Troubleshoot-issues-with-OneDrive-3db87243-ed3b-46f5-ace6-518db68429b1Service manager's documentation: Office 365 Service WikiRequestProcessRequestProcessShare File with othersIf a team needs to share files, it may be best to create a Group / SharePoint site. If OneDrive is to be used, you can:Open OneDrive app on the taskbar (OneDrive may need to be installed)Create the folder and add the fileRight click on the file you want to share (or the full folder) and click 'Share'Choose your sharing option, add the persons name and click 'send'This will send a link via email, when this is opened it will load the OneDrive web location where the file / folder can be accessed. From here, it can then also be synced to the OneDrive app, depending on Sharing settings.Add yourself to a user's personal OneDriveIf you need to add yourself to a personal OneDrive space, to investigate issues, you can do this like so (make sure the user is aware that you are doing this):Sign into O365 adminOpen the SharePoint Admin

CenterClick 'User Profiles'Select 'Manage User Profiles'Search for the user and in the drop down beside their Account name, click 'Manage site collection owners'Add your name to the Site Collection AdministratorsOnce saved you should then have full access to investigate OneDrive issues. You must remove this access immediately after your investigation.Permissions Reset of OneDriveTo perform a Permissions Reset of OneDrive:In Office 365:1. Go to SharePoint Admin Center > More features > User profiles > Manage User Profiles2. Look for the affected user, right click over the profile and select “Manage Site Collection Owners”3. Remove the affected user from both fields (Primary Administrator and Site Collection Administrator)4. Add yourself as Primary Administrator and Site Collection Administrator and click “OK” to save changes.In another tab:1. Browse to the OneDrive site and edit the URL by adding the following string to the end of it: /_layouts/15/people.aspx?MembershipGroupId=0For example, the full URL will resemble the following: https://uoe-my.sharepoint.com/personal/UUN_ed_ac_uk/_layouts/15/people.aspx/membershipGroupId=02. Select the person from the list, and then on the Actions menu, select Delete Users from Site Collection.3. Check if their name is added anywhere else on their OneDrive site and remove them from there as well. (For example, the Documents Library)4. Go back to the “Manage Site collection Owners" option in O365 and set the affected user as the Primary Administrator and Site Collection Administrator of their Site Collection (removing yourself too)Restore a deleted OneDrive sitehttps://support.office.com/en-gb/article/restoring-a-deleted-onedrive-for-business-site-c5595183-a1ef-4931-8201-48a62134f5afIf it is leaver's data, this would need to be approved.Recovering a onedrive folder using eDiscoveryRecovering a onedrive folder using eDiscoveryRequest FilesRequest to enable Request FilesUser unable to access their own OneDriveSymptoms: User gets access denied message on their own OneDriveRun this in the Microsoft admin centre, click help and support and type the below in and press enter: Diag: Check SharePoint User AccessFollow the instructions to the end and the user will then have accessStandard SolutionsNameDescriptionAudienceStatusNameDescriptionAudienceStatus[OneDrive] Missing 'New', 'Upload' and 'Sync' options in OneDrive for BusinessHow to restore the missing options in OneDrive for BusinessService ManagementArchived11. Office 365 - Power BIUniDesk Category: Core Services and SystemsUniDesk SubCategory: Business Reporting & AnalyticsObject ID: Power BITag: [Power BI]Organisational User-facing documentation: https://www.ed.ac.uk/information-services/computing/comms-and-collab/reporting-and-analytics/power-biVendor User-facing documentation: https://learn.microsoft.com/en-us/training/powerplatform/power-biService manager's documentation: BelowSupplier support is from Microsoft themselves but they do not accept Power BI service requests via the normal O365 Admin Portal (https://portal.office.com/adminportal). Instead Power BI support is delivered via the Power Platform Admin Portal: https://admin.powerplatform.microsoft.com/support. The tickets are logged in the same manner as other O365 products where appropriate descriptive information and nomination of contacts are required. We should use this portal for cases that the Service Team need to escalate and no Service Manager is available.ProcessLinkProcessLinkLicence requestSee belowPower BI Pro License RequestsWe now have a new method for requesting Power BI Pro Licences. If you have any colleagues that require a licence they can fill out the form on our Ed Web pages or via the direct link to the form:Power BI LicencesPower BI Pro Licence FormA Power BI Pro Licence is required to publish and share content and if you already have a licence, you do not need to fill out the form. For new requests please provide a business reason for the licence and this will help with our understanding of the use cases for Power BI.'Publish to Web' requestPower BI Publish to web requestsGrant access to Managed Mobile Dashboardhttps://uoe.sharepoint.com/:w:/r/sites/is-apps/service/ismm/_layouts/15/Doc.aspx?sourcedoc=%7B155931FF-E949-450A-8378-3C7A0DFC5D7F%7D&file=Grant%20access%20to%20Dashboard.docx&action=default&mobileredirect=trueUpdate Managed Mobile Dashboard with new datahttps://uoe.sharepoint.com/:w:/r/sites/is-apps/service/ismm/_layouts/15/Doc.aspx?sourcedoc=%7B8B891858-B120-4FC0-BC19-FFD62C3BD90D%7D&file=Update%20Dashboard%20with%20new%20data.docx&action=default&mobileredirect=trueAnalyze in ExcelThe analyse functionality is enabled for the University, hence you can see the option but it is greyed out. The analyse in excel feature is only available when the dataset is made available as part of the published Power BI Dashboard. Most university data will be restricted for download by the owner or publisher of the dataset, therefore Analyse in excel will not be availble to users and greyed out. The user does not need to "install" anything. It the publisher of the workspace has allowed for their data to be analysed in excel, and presented it within the application in the appropriate format, then the user will be able to access the Analyze in excel functionality.Standard SolutionsNameDescriptionAudienceStatusNameDescriptionAudienceStatusHow do I install Power BI?Steps to install the Desktop AppHelplineActiveUser request new feature or functionality in Power BIResponse for queries on installing new featuresService ManagementActiveUndefined errors throughout report / dashboardUndefined errors in Power BI when using FirefoxHelplineActiveImage file not appearing in AppSteps to resolve image file errors in PBI AppHelpline / Service ManagementActiveI don't have a Power BI AccountA response to requests to get a PBI accountHelplineActivePower BI is downChecks to complete for when Power BI is downHelpline / Service ManagementActiveCan I user Power BI if I have a Mac?Desktop does not work, but can still use the browserHelpline / Service ManagementActiveI want to share my Power BI reportAdvice on sharing reports (Pro Licence or use App)Helpline / Service ManagementActiveHow can I get started with Power BI?Training linksHelplineActiveHow do I get a Pro Licence?Information on how to get a Pro LicenceService ManagementNeeds UpdatingI’ve shared my Power BI report and X person cannot see itinformation on how to resolve thisHelpline / Service ManagementActiveCan I use the Power BI gateway?Pass to Service ManagementHelplineActiveHow to remove a Power BI Licencesteps to remove licenceHelpline / Service ManagementActiveWhere can I learn more about Power BI?Training linksHelplineActivePower BI content won't embed onto SharePointinstruct the user to try the App URL (not sharing URL)HelplineActivePower BI refreshes in my Desktop file, but not onlinecheck to see if credentials are set correctlyHelplineActiveAssign a licence to a Userhow to assign the licenceService ManagementActive12. Office 365 - SharePoint / Group

SitesUniDesk Category: Core Services and SystemsUniDesk SubCategory: Collaboration ToolsObject ID: SharePointTag: [O365]Organisational User-facing documentation: https://uoe.sharepoint.com/sites/is-apps/service/SharepointSites/SitePages/Home.aspxVendor User-facing documentation: https://support.microsoft.com/en-us/sharepointService manager's documentation: BelowSOM: IS Apps SharepointProcessLinkProcessLinkSharePoint Support Team Documentationhttps://www.wiki.ed.ac.uk/display/SharePoint/SharePointCurrent solutions site: https://uoe.sharepoint.com/sites/is-apps/service/SharepointSites/SitePages/Home.aspx (new site is in development)Email functional accounts from WorkflowsPlease note the functional account must have a valid email address before changes to SharePoint will allow this to work.SharePoint 2013 Workflows do not allow workflow emails to be sent to non-authenticated users of the site. Before this can work, add the functional account to the list of Members / Visitors (depending on the level of access allowed)for the site. Then, re-add the email address into the workflow.A workaround for this is to use a 2010 workflow instead. This may mean functionality is not the same, and it will be less secure as 2010 workflows have no email validation, so this is not the reccommended option.SharePoint Enhancement Requestshttps://uoe.sharepoint.com/sites/is-apps/service/SharepointSites/Lists/enhancements/AllItems.aspxRecover Office 365 Group SiteIf it is not the owner that has requested this, confirm with them before restoring.Open Office 365 Exchange AdminClick on 'Recipients > Groups'Search for the deleted group and it will appear if it is available to recoverClick 'restore' in the Status section on the right hand sideAdd external users to Group SiteIt is possible to add external users to Office 365 Group sites, however, O365 Group sites do not currently have the ability to share individual files with external users. Therefore, it is reccommended that users use their department / team's SharePoint site collection to grant external access.SharePoint Site Collections have much better control of external sharing as this can be completed at a site level, or indvidual Library / file level.If external sharing is not enabled on the Site Collection, the Site Collection admin will need to approve this to be allowed.File Size LimitFiles of up to 10GB can be uploaded via the browser, and 2GB is the maximum when dragging and dropping via explorer.Check Site TypeView source for HomepageSearch for g_wsaSiteTemplateIdMatch ID against the following: https://absolute-sharepoint.com/2013/06/sharepoint-2013-site-template-id-list-for-powershell.htmlHR Payroll and Pensions Document Management ServiceQueries will come through UniDesk and categorised as SharePoint - HRPP as the top level category. Subcategories include User Access, User Support and Systems Issues.Link to Claire's SharePoint site: https://uoe.sharepoint.com/sites/is-apps/service/SharepointSites/Shared%20Documents/Forms/Projectdocs.aspx?viewpath=%2Fsites%2Fis-apps%2Fservice%2FSharepointSites%2FShared%20Documents%2FForms%2FProjectdocs%2Easpx&useFiltersInViewXml=1&FilterField1=Project_x002f_Service&FilterValue1=HR%20Digitisation%20%28Service%20Excellence%29%20%5BHRP001%5D&FilterType1=ChoiceRecords Management Sharing of Subject Access RequestsLink to Claire's SharePoint site: https://uoe.sharepoint.com/sites/is-apps/service/SharepointSites/Shared%20Documents/Forms/AllItems.aspx?viewid=0d535a67-d17c-4bc1-bddf-8e0ee9f8790bSharePoint Site Creation

QuestionsThe first thing we must check is if their department or college already has a SharePoint Site. If they do the first thing they must do is check with their department admins / IT support / owner for the site and ask for a SubSite. If the SubSite is not appropriate, we can create a new site, but we need confirmation that the SubSite isn't suitable and why this is. If it is confirmed that they do require a full Site Collection, we can ask the following:Thank you for your request for a new SharePoint Site. In order for us to fulfill this request, and to create the most appropriate site for your needs, please can you confirm the following:Site Name (a short name with no symbols is most suitable):Please describe the proposed use(s) for the new site:Please describe the target audience (and if there should be any access restrictions for the site):Site Members (if any) - These people will be given Document Upload / Edit rights:Site Owner(s) - Full Control of the site:Please note that the Owner(s) will be responsible for managing access and the design of the site, and will be contacted if requests for access or amendments are raised to us / the Helpline. SharePoint Troubleshooting For MicrosoftAction Plan:Navigate to the SharePoint Admin Center & create a new classic site collection >> check the behavior.Use a standalone network like Wi-Fi or home network to check the delay while loading the sites.Perform the action plan using In-Private browsing.Also please collect some Fiddler Traces if you experience significant delay.Please follow the below action plan to collect the Fiddler Trace (network traffic) while reproducing the issue;Download and install Fiddler from https://www.telerik.com/download/fiddler.Open Fiddler > click Tools > click Fiddler Options... > at HTTPS tab, tick Capture HTTPS CONNECTS, and Decrypt HTTPS traffic > tick Ignore server certificate errors > OK.Close all browsers and all running applications including Fiddler.Restart Fiddler, click File > untick Capture Traffic, and then, click Edit > Remove > All Sessions.Now Fiddler is ready. We will start to reproduce the issue to capture the logs.Navigate to the affected site.Switch to Fiddler, click File > tick Capture Traffic.Go back to the webpage, click on the SharePoint Tile.When you see the error message, capture a screenshot.Wait for the Fiddler to finish capturing the current traffic.From the Fiddler, click File > Save > All Sessions... > store the captured logs as a .saz file.Enable External Sharing on a Communication SiteThe SharePoint Site Administrator must approve for external sharing to be enabled. Once this approval has been given, the call can be passed to Service Management. Action for Service Management:- Sign into Office 365 Admin portal- Choose 'SharePoint'- In the ‘Active sites’ screen, search for the Site- Select the Site and click 'Settings' > 'More settings'- Edit the External sharing settings and select ‘New and existing guests’- Scroll down and click 'Save' Further Information================ ‘New and existing guests’ is the sharing option that we must choose. This means external users will need to sign in and authenticate onto our system.Permissions reset for a user of a SharePoint siteIf a user is not able to access a SharePoint site that they in fact have permissions for, resetting their permissions for the site can resolve the issue.To perform a permissions reset for a user of a SharePoint site:1. Go to SharePoint Admin Center and add youself as a 'Site Collection Administrator' of the site.2. Remove the user from any permission groups they are a member of in the site.3. Add the string '/_layouts/15/people.aspx?MembershipGroupId=0' to the end of the site URL and then go to the resulting page.4. Select the user from the list, and then on the 'Actions' menu, select 'Delete Users from Site Collection'.5. Re-add the user to the relevant permission group in the site. The user should now be able access the site as normal.Removing Committee SitesSee Standard Solution: Core Services and Systems > Collaboration Tools > [SharePoint] Unpublish Committee Papers & MeetingsView Site Usage AnalyticsAdd the string '/_layouts/15/siteanalytics.aspx?view=19' to the end of the site URL and then go to the resulting page.Link to Building Occupancy AppIf a smartphone user can't use the Building Occupancy App (compatability, storage requirements, etc) then they can use direct URLs:BuildingOccupancy App: https://apps.powerapps.com/play/f3f78854-08c1-4ce3-87dd-f814f5cdef2b?tenantId=2e9f06b0-1669-4589-8789-10a06934dc61https://edin.ac/3Ccf98GEntry and Exit App:https://apps.powerapps.com/play/49aee1a2-a16d-4775-bf76-e2b20d15a561?tenantId=2e9f06b0-1669-4589-8789-10a06934dc61http://edin.ac/3bW78rPRetention Labels (Example Call: I210908-1876)Hi (user),Unfortunately, the retention labels have to be set up at the O365 tenancy level before they can be used in a SharePoint library (or in any other O365 application), and I am afraid no retention labels have been set up in our tenancy so far.However, it might be possible to achieve something similar to the retention-label process using Power Automate (which all UoE members can use as part of our O365 licence). For example, there is the Update and delete items in a SharePoint list on a recurring basis Power-Automate flow template, which you could adapt to work with your library (along with perhaps adding some appropriate columns to your library) to delete files that have elapsed their retention period. (You also of course could build a flow from scratch to meet your needs.)Would you like to have a look at Power Automate to see if that could work for you?Kind regards,(NAME)SharePoint AuditingAll sites should be audited and logs can be returned for the last 90 days as standard. You should be able to search on actions based on filename, folder or site.https://compliance.microsoft.com/auditlogsearch?viewid=Test%20TabCommittees Site Publish Button not VisibleHelpline staff should be in this AD group 'IS Helpline Permissions' in order to publish committee sites. However, this doesn't always seem to make the 'Publish' button visible to them on new committee sites. Therefore, you can add them in manually at: https://uoe.sharepoint.com/sites/committees/_layouts/15/mngsiteadmin.aspxThis will allow them to see the 'Publish' button.Access to Sharepoint sites for former employees who have returnedrelates to the person being a former employee who has come back. SharePoint stores the old uun account in a hidden list (in each site). Problem happens because we reuse uuns, Active Directory deletes acount after certain number of days and then when person comes back if uun is re-used the account is recreated in AD but it has a different guid or object ID, so SharePoint gets confused as it is clinging on to the old object id.Only solution is to remove the person from the site (where given access) and from the hidden list:https://uoe.sharepoint.com/sites/[entersitename]/_layouts/15/people.aspx?membershipGroupId=0These steps need to be done for all sites where the user has a problem accessing.Copying permissions of existing SharePoint site to a new siteThere's an API to get permissions group membership - for most purposes people call it from Excel as a 'Get Data' > 'From Other Sources' > 'From OData Feed'. See screenshot below:To find the URL, first you'll need the group ID of the desired permission group. To get this, first navigate to the group and copy the ID in the URL like so:Next, append '/_api/Web/SiteGroups/GetByID([GROUP ID GOES HERE])/Users' at the end of the site root address (replace where it says '[GROUP ID GOES HERE]' with the Group ID you copied in the previous step (keep the '()' brackets in. For the example above, it would be: https://uoe.sharepoint.com/sites/WassimPlaygroundSite/_api/Web/SiteGroups/GetByID(5)Then concatenate the emails with '; ' between each; copy & paste them into the new permissions group in the new site.Known errorsWhen installing the SharePoint Application Catalog / Apps for SharePoint the 'Save this site as template' and 'Delete this site' options are removed.If the App Catalog is installed, and the 'Delete this site' is missing, the following workaround will allow Site Owners to delete the Site when needed:- Navigate to the Site / Subsite you wish to delete- Click Settings > Site Settings- The URL should now have _layouts/15/settings.aspx? and characters after this- Remove everything after _layouts/15/- Add deleteweb.aspxThen click 'Delete'.Sharepoint site shows as user is editing this pageSharepoint site shows user is editing this pageStandard SolutionsNameDescriptionAudienceStatusNameDescriptionAudienceStatusDelete a SharePoint SiteInstructions on how to delete a siteHelplineActiveiFrame into SharePointHow to embed video / content into SharePointHelplineActive[SharePoint] Delete Committees SharePoint SiteSteps to delete a committeeService ManagementArchivedFile/Site Access RequestsInformation on how to contact if we get access requestsHelplineActiveFaulty WebpartHow to remove a faulty webpartHelplineActiveInformation gathering for SharePoint callsBasic information gatheringHelplineActiveShare site with everyone in UoEInstructions to add all users to SharePoint sitesHelplineActive[SharePoint] Opening files from SharePoint in Visio crashes the clientSteps to resolve Visio crashingHelplineArchivedSite creation request/enquiryInformation gathering to get a SharePoint site createdHelpline / Service ManagementActiveExternal accessSteps to share a file externallyHelplineActiveData Protection and Backup InformationSharePoint Data Protection and Backup information requests.Helpline / Service ManagementActive[SharePoint] Add External Sharing to Site CollectionA user requests for a full SharePoint Site Collection to have External Sharing enabled.Helpline / Service ManagementArchivedfile path too longAdvice on the steps a user can take if the file path for a document is too longHelplineActive[SharePoint] Permanently Delete Site from Recycle BinSteps to permanently delete a site if requestedService ManagementArchivedOpen with Explorer greyed outInstructions to use IEHelplineActive[SharePoint] All Staff Group in SharePointIf a user wants to add All Staff and not Students, the group "All UoE Staff" can be used.HelplineArchivedUnpublish Committee Paper & MeetingsSteps to unpublish SharePoint committeeHelpline / Service ManagementActiveSite design/content/layout technical issueSteps for when content requests are raisedHelplineActiveEditing default blog page fix in Modern Teams siteSteps to fix 'edit page' missing in blog pagesService ManagementActive13. Office 365 - Microsoft StreamUniDesk Category: Core Services and SystemsUniDesk SubCategory: Collaboration ToolsObject ID: Office 365Organisational User-facing documentation: http://www.ed.ac.uk/streamVendor User-facing documentation: https://learn.microsoft.com/en-us/stream/Service manager's documentation: NoneMicrosoft Stream has been enabled on our tenancy and will be classed as a supported component of Office 365. Nothing for us to do since

Stephen and Eilidh will be picking up all the support requests until a handover is proposed.Our process: If you see “Stream” in the call fire it off to Stephen and he can then triage to Eilidh if required. We don’t touch it.--------------------The background from Stephen:Gavin and the Principal are expecting MS Stream to be enabled this week in an effort to mitigate the issue whereby people are complaining that without it, they're being forced to upload their Teams meeting recordings to social media platforms for sharing.   This is a deliverable of DTI053 project which reports weekly to Gavin and the Principal. We will 'silently' enable Stream in that we're deliberately not broadcasting to everyone that it's available all at once. We have getting started, FAQ and How To guidance, including privacy and policy in place at: https://www.edweb.ed.ac.uk/information-services/computing/comms-and-collab/office365/microsoft-streamEilidh and I will pick up queries raised through IS Helpline. Although there's not much there to configure - Microsoft has it packaged up tightly - it's basically like having a Youtube-esq account.We will continue to work in the background to build service documentation covering service design, support flows, status alerts etc. with a view to build knowledge transfer. However, this will take us through September.--------------------Service requestLink or responseService requestLink or responseQuestions about Microsoft Stream classic closureHello USER,Content in 'Stream Classic' will be migrated to 'Stream on SharePoint' and we're currently working through plans and processes for this so content owners, including NAME will be contacted in due course.Existing content can continue to be accessed normally and users do not need to take any action but we do recommend they familiarise with the Stream on SharePoint sooner rather than later: https://stream.office.com/. This new version lets you upload videos to platforms across Microsoft 365 and access them from one central location.The closure of 'Stream Classic' has been extended to 15 April 2024, and as I said users will be contacted regarding migration before then. Storage quota on this platform isn't an issue.Best regards,OPERATORService Operations CoordinatorIS Apps Service Management14. Office 365 - TeamsUniDesk Category: Core Services and SystemsUniDesk SubCategory: Collaboration ToolsObject ID: Teams on Office365Organisational User-facing documentation:: https://www.ed.ac.uk/teamsVendor User-facing documentation: https://support.microsoft.com/en-us/teamsService manager's documentation: https://uoe.sharepoint.com/sites/OnlineandDigitalEventsSOM: IS Apps Service Management - Stephen SmithRequestProcessRequestProcessMS Graph: Deleting a Teams Channel Event SeriesMS Graph: Deleting a Teams Channel Event SeriesScheduling Meeting in Teams ChannelUser scheduled meeting within a Teams channel and is not receiving response notifications: https://www.wiki.ed.ac.uk/display/ser/%5BO365%5D+Scheduling+Meeting+in+Teams+ChannelRecovering a Teams recording that is failing to upload to OneDrive/SharePoint Possible workaround steps:O365 Admin - Open the "Support" dialog box at admin.microsoft.comClick "New service request"Type: "Diag: Missing Recording" in the search bar & returnenter URL & date of meeting in the supplied fieldsIf successful:- This will generate a URL. Go to the URL and the meeting recording will download.- Share to the meeting host to re-share with participantsIf not successful:- It’ll tell you to log a ticket with MicrosoftNote: when logging a ticket with Microsoft, ensure that you have the following information:UPN of the organiser and the user who initiated the recordingDate and time in which the meeting took placeMeeting linkYou will then receive a link for each recording that the organiser or the person who started the recording will be able to use to download the recording as long as they are signed into Teams on the web in a different tab.Teams Premium licenceFrom Teams Premium Licensing details from Microsoft:At general release, Microsoft won't offer an EDU-specific license or EDU discounts for Teams Premium.Checking with our license reseller, they confirm that the Teams Premium license add-on is not available to Higher Education at this time.Sharegate migration tool moving Teams channelsUse of the Sharegate Migration Tool for copying Teams channels to another team.15. SAP Business ObjectsUniDesk Category: Core Services and SystemsUniDesk SubCategory: Business Reporting & AnalyticsObject ID: Business Objects BI Launchpad, Business Objects Explorer ,Business Reporting and AnalyticsTag: [BI Suite]Organisational User-facing documentation:: https://www.ed.ac.uk/information-services/computing/comms-and-collab/reporting-and-analytics/businessobjects-overviewVendor User-facing documentation: https://support.sap.com/en/my-support/knowledge-base.htmlService manager's documentation: BI Tools: SAP BusinessObjects Service PageSOM: IS Apps Enterprise Data Services - Andrew McFarlaneProcessLinkProcessLinkAdvanced, Standard, and Restrict to StandardAdvanced groups give users the ability to amend and create reports within a universe,Standard groups give the user 'Read Only' access to the universe. They can run a report, but they cannot edit the queries.The Restrict to Standard group does what it says on the tin. It operates across all universes, restricting access to Read Only. Historically, when an access request for a particular universe came in, the user would be added to Advanced, Standard, and the general Restrict to Standard group. The idea behind this was that we could easily remove the Restrict to Standard group if/when the user did the training to get Advanced access. What this means is that there will be users listed in the Advanced groups who do not actually have the ability to amend or write reports. If you see a user in the Advanced groups who you think shouldn't have edit access, assume that they're not in the Restrict to Standard group.Processing BI Suite requestsBI Suite Call RoutingService Team adding users to BI Suite and to GroupsArea authorisersBi Suite WikiBI Suite general informationAdvanced UsersBI Suite Advanced Users ListService Team BIS Advanced Licence RequestLicense swapsBusinessObject Routine Service Activities (Revised May 2019)Editing message in BI launch padEditing Bi launch pad messagesBI Suite general callsGuide general callsBI Suite New Access GroupFor any calls that require an access group to be created the call should be passed to The BI Service Manager to be createdBI Suite TrainingUsers must request access via the relevant Content Provider first:https://www.ed.ac.uk/information-services/computing/comms-and-collab/reporting-and-analytics/accessBI Suite Mailing Listsbi_ug@mlist - all active users should be on this; we use it to communicate about service outagesbi_areas@mlist - for key service stakeholders; for policy changes and discussions etc.BI Suite Scheduled ReportsIf a user is trying to run a scheduled report, through explorer, they will need the BI Password set.Request for secure foldersThis is not something we can do currently:Response for someone requesting this for Student Systems folders:"There is no secure college/school space in BusinessObjects just yet. Teams use Student Systems > Locally Developed, to store their reports, but there is no security on those in the sense that each folder is not locked down so that only that team can see it.However, on each folder Advanced and Standard rights do apply as normal. So users accessing a folder who have Standard rights will only be able to view the report and save it to their favorites (where they an edit it) , but they can't delete it or make and save changes to either query or formatting.At the moment there is no resource to implement secure college/school space because this would require a lot of resource that isn't available just now.We hope the Locally space can offer you a half-way house until we can roll-out something more fitting."I can see "#TOARCHIVE" in front of some of my reports. Will it be archived?It's an automated flag put into the description of a report if it's more than 6 months old. Reports won't actually be archived or deleted so they're perfectly safe. Access to BI Suite TestTest BI Suite / Test Business Objects does not work via EASE or Test myed. Instead the user must be given a Test Password and then sent the following URLs:Modern Launchpad: https://www-test.bobi.is.ed.ac.uk/BOE/BILaunchpadClassic Launchpad: https://www-test.bobi.is.ed.ac.uk/BOE/BITo set their password, log into Test CMC via: https://www-test.bobi.is.ed.ac.uk/BOE/CMCThen, search for the User (via Users and Groups > User list)Here, set a password and choose the options 'Password never expires' and 'User must change password at next login':Click 'Save and close' and send the password to the user securely.Accidentally sent a report to 'Everyone'The report will need to be removed from all user BI Suite inboxes (2000+) - Ticket for reference: I220105-2234Steps taken to remove the reports:- Open BI Suite QMC- Select the 'Inboxes' option from the drop down- Search for the file name minus the numbers* - in this case Coursework Extensions : - Confirm the results are the specific report in question. Note - there is not a lot of information here so you may need to search individual inboxes to get more data to help narrow down the deletion. - Select all reports to be deleted - Right click and 'Delete' - Repeat this in 500 batches at a time. - useful tip is to pick a username from this batch and confirm it is deleted before moving to the next 500.*Every report in a user's inbox gets a different number when sending in bulk. eg Coursework Extensions : 1008001, 1008002 etc.). This number is useful for determining if the file was sent earlier than the bulk send. Eg. Coursework Extensions 670001 would be a number earlier sent report than 1008001. So, we can search Coursework Extension : 1008 to find only those sent in this run (or later).Example of the search:The user can then be advised to report it as a breach via the DPO if they consider the data sensitive: https://www.ed.ac.uk/data-protection/breach-procedureBI Suite incorrect date formatTickets for reference: I201022-1810 & I220915-1211Get the user to try the following:Click on 'Locale and Time Zone' and try the following combination of settings:Preferred Viewing Locale: "English (United Kingdom)"Current Time Zone: "Greenwich Mean Time: Dublin, Edinburgh, ..."Product Locale: EnglishRestart BI Suite after this, double check the settings have saved, and then try the export again. BI Visitor reporthttps://www.wiki.ed.ac.uk/display/ser/Service+Team+Request+for+Visitor+Registration+Report+ProcessGroup membershipSAP Group membershipStandard SolutionsNameDescriptionAudienceStatusNameDescriptionAudienceStatus[BI Suite] Restart Web Intelligence Processing ServerA user gets the error message 'Illegal Access to the viewer, please user a valid URL' in Web

Intelligence.Service ManagementArchived[BIS] BI Suite error - "You do not have access to one or more data providers"User opens / refreshes a report, and gets this 'permissions' error:"You do not have access to one or more data providers. Only the data providers to which you have access will be refreshed. Do you want to continue? Yes/No"Service ManagementArchivedSerengetiUniDesk Category: UniDesk SubCategory: Object ID: SerengetiTag: Organisational User-facing documentation: https://www.ed.ac.uk/information-services/computing/application-development/doc-managementVendor User-facing documentation: ?Service manager's documentation: SerengetiProcessProcessProcessProcessSerengeti is DownSerengeti is DownSerengeti - Adding UsersAdding users to SerengetiUniDeskUniDesk Category: UK and International ServicesUniDesk SubCategory: UniDeskObject ID: UniDesk Institution Tag: [UDSK]Organisational User-facing documentation: https://www.ed.ac.uk/information-services/computing/comms-and-collab/unideskVendor User-facing documentation: ?Service manager's documentation: UniDeskRequestProcessRequestProcessBasic Service OverviewGuidanceEverythingAdmin GuideMost UDSK SR are documented here, including Operators/Operator Groups/Hidden Teams/Categories and Mail Loops.Operator card managementAdding and removing an operator to an operator groupHow to add an operatorIncident ManagementIncident Management OverviewCategory ManagementManaging categories and subcategoriesPermissionspermissions explainedMail import set upMail importDiagnosticsdiagnostics pageUniversity of Abertay password re-setpassword re-setSetting ManagementUniDesk Admin Settings (Settings Management Client)Password removeDeleting Inappropriate Information from IncidentsCreate Operator Group with Mail Import RequiredCreate a new Operator Group with Mailbox in UnideskDaily Person Import failuresUniDesk Person Import Failure ProcessStandard SolutionsNameDescriptionAudienceStatusNameDescriptionAudienceStatus[Unidesk] Update Mail Import CertificatesShould UniDesk Mail Imports fail for an institution, this process can be used to check and get it working again. This can be used for Office 365 environments.Service ManagementArchivedDetermine UniDesk Logins - Operator and SSPIf we want to determine the number of logins for operator interface or SSP.Service ManagementArchivedFeedback field in UniDeskEnquiry regarding the usage of the feedback field and how it works.Service ManagementArchivedUniDesk Accessibility queryGeneral statement on UniDesk's accessibility and what has been worked on to improve this.Service ManagementArchivedUniDesk and Operator FiltersInstitution has requested feasibility of using Operator Filters.Service ManagementArchivedUniDesk Autoclosure mechanism not working (Events and Actions)If an institution reports that their autoclosure mechanism is not working then it is likely that a few things will need checked. Symptoms could include the 14-day day autoclosure not automatically closing calls from 1st line confirmed resolution to closed without confirmation. I181030-3042 was the call that prompted this solution.Service ManagementArchivedUniDesk Demonstration EnvironmentWe often receive requests for access to a UniDesk Demonstration or Trial Environment. Normally this is part of some discussion about features or pricing and some discussion has already taken place. If the enquiry has not yet started please refer to the Service Owners or SOM firstly so they can kick start the conversation. If this has already taken place this Standard Solution will give you the steps required to supply access.Service ManagementArchivedUniDesk Email Size LimitsUniDesk Email size limitationsService ManagementArchivedUniDesk enquiryTemplate email to be adapted for incoming UniDesk prospective member enquiries - likely there are questions needing embedded in the response so needs amended....Service ManagementArchivedUniDesk Logon error with Azure ADUniDesk institutions who use Azure AD as their authentication method (rather than Shibboleth) may encounter a role-based error when trying to access either Operator or Self Service functionality."The signed in user X@institution.ac.uk is not assigned to a role for the application".Service ManagementArchivedUniDesk Mail imports failingERROR:~~~~~~Mail imports were failing for Napier with the below message:Connection failed: The request failed. The request failed. java.lang.RuntimeException: Unexpected error: java.security.InvalidAlgorithmParameterException: the trustAnchors parameter must be non-emptyService ManagementArchivedUniDesk MobileCustomer enquiring about the availability or plans for a mobile app.Service ManagementArchived16. Visitor Registration SystemUniDesk Category: Core Services and SystemsUniDesk Subcategory: Visitor Registration SystemObject ID: Visitor RegistrationTag: [VRS]Organisational User-facing documentation: https://www.ed.ac.uk/information-services/computing/application-development/vrsVendor User-facing documentation: N/AService manager's documentation: Visitor RegistrationRequestProcessRequestProcessVRS Approvers - EUSA and EIEdinburgh University Students Association and the Edinburgh Innovations teams are all Visiting Staff. Typically we would ask that a permanent (non-Visiting-Staff) person is the Approver for their area however none exist. We have a deal with these two areas that they can do Approval but not themselves.Edinburgh Innovations IT Manager (David Montreuil) has the following people as Approvers and IDMCO personnel:Gillian Ferguson - v1gferguAlasdair MacLeod - v1amacl7Kris McQuade - v1kmcquaDavid Montreuil - v1dbouazVRS AccessApplication FormVRS - VisitorRegistrationAccesshttps://uoe.sharepoint.com/sites/office365serv/SitePages/IDM-VRS-Authorised-Users-List.aspxMailing listhttps://mlist.is.ed.ac.uk/lists/info/vrs-usersChanging a visitor's Org UnitKnown Error vrs and idm org unit don't match causing permissions to drop. Fix using following documentation:Changing the "Authorisation" tab Org UnitAdding authorising for VRS/IDMHow to give VRS/IDM authorisationEnding a visitEnding a visitRejecting an application formHello APPROVERS_NAME,The application for REQUESTORS NAME’s access to the Visitor Registration System (VRS) & Identity Management System (IDM) has been rejected. This is because no options were selected in the Application Form. Should they still require VRS / IDM access, please provide the level needed:VRS: Originator/Sponsor OR Approver OR No VRS Access RequiredIDM: IDMCO or No IDM Access RequiredDeleting a VisitA visit must be ended by the VRS admins for the department. We can end visits in certain circumstances '(see Ending a visit' above). However, if a Visit MUST be deleted immediatley (with no suspension period) we can do this:Get approval from HR / The VRS Admin and confirm the reason for deletingLog into VRS and search for the Visitor IDEdit the visit and set the end date to todaySave and then go back to the visit and click DeletePlease note - If a visit is deleted, the suspension period will last until the visit end date NOT after the 30 day suspension period.Missing Services for VisitorComplete the following steps if the cases below are trueVisitor account has missing servicesThe services have been correctly selected in the current active visitConfirm the users have Group Memberships listed. i.e Visitor Staff and ORG Code. If they do not, raise the call to Application Management.The selected missing services have 'Unknown' status under the the 'Associated Groups' i.eCheck the visitor's selected services from the latest visit and make a note.Compare the selected services to visitor's current services within IDM.Add missing services through 'Manage Services' section, all users should have AD selected.Confirm the missing services now have an Associated Group against the required services.Re-provision (insert) the updated Change Based Services as well, listed below:CCDVPNCAUTHMyEDWIKILapLanLearnLibFeedSATPebblepadStaffmailEASERenaming a VisitorVisitors cannot be renamed. The current visit must be ended and a new one created with the correct spelling / new name.Request for Visitor Registration ReportRequest for Visitor Registration Report ProcessService Team Request for Visitor Registration Report ProcessNEW: Service Team Service Request for Visitor Registration Report ProcessAD Access when Creating a Visitor When someone selects Wireless, VPN or LAPLAN when creating a visitor, they also get AD17. Web HostingUniDesk Category: Core Services and SystemsUniDesk SubCategory: Collaboration ToolsObject ID: Web and Application HostingTag: [Web Hosting]Organisational User-facing documentation: https://www.ed.ac.uk/information-services/computing/audio-visual-multi-media/web-hostingVendor User-facing documentation: https://docs.cpanel.net/cpanel/Service manager's documentation: Web Hosting SupportSOM: IS Apps Service Management - Alain ForresterService Outage/Disruption Contacts: csgdocs_users@mlist.is.ed.ac.uk, csgscripts_users@mlist.is.ed.ac.uk, hssdocs_users@mlist.is.ed.ac.uk, isdocs_users@mlist.is.ed.ac.uk, sasgdocs_users@mlist.is.ed.ac.uk, sasgscripts_users@mlist.is.ed.ac.uk, C.J.Henderson@ed.ac.uk, Callum.Kerr@ed.ac.ukProcessLinkProcessLinkcPanel Hosting DocumentationcPanel Hosting - HomeHow to EASE protect a directory or domainEASE ProtectingHow to setup a new DomainDomain Setup ProcedureKB-IIS-1 Server (the O drive)https://www.wiki.ed.ac.uk/display/ISHelpKB/KB-IIS-1+Server+%28the+O+drive%29Hosting R filesR is a separate package, for statistical analysis and not something we can install on our serviceRequest to develop a siteThis is not a Service Management task. Direct the user to the 'Website Development Service' here:https://www.ed.ac.uk/information-services/computing/audio-visual-multi-media/web-development-service where the requester can fill out the 'Service Enquiry Form' Change Web Hosting PackageChange Web Hosting Package InstructionsAdd a RedirectHow to add a redirectCosts to host a siteAvailability, Entitlement & Charges - Note from Alain regarding costs for research purposes below:"For a basic hosting account - Free. Provided it fits into any of the basic options available.Historically we had it as POA because many research projects need to consider funding and would enter into discussions with us which might surface other costs elsewhere, such as ongoing maintenance, that would otherwise not be considered. The basic cost of the hosting itself is free given it keeps the website on the University's infrastructure and it's of little overhead given that we're running the service anyway."Known error - SSL Certificate didn't renew automaticallySSL Certificate did not renew automaticallyListing of hosted siteshttps://webhosting.is.ed.ac.uk/websites/Blocking and unblocking IP on hosting machinesStandard SolutionsNameDescriptionAudienceStatusNameDescriptionAudienceStatus18.

Wiki ServiceUniDesk Category: UniDesk SubCategory: Object ID: Identity Management (IDM)Tag: [IDM]Organisational User-facing documentation: https://www.ed.ac.uk/information-services/computing/comms-and-collab/central-wikiVendor User-facing documentation: https://confluence.atlassian.com/doc/confluence-data-center-and-server-documentation-135922.htmlService manager's documentation: Wiki ServiceSOM: IS Apps Service Management - Alain ForresterProcessLinkProcessLinkEASE Friend AccessBrowse -> Confluence Admin -> Users Management.Search for the EASE friend by their email address to check that they are not already in the Wiki.Select Add User and use their email address for the Username, Full Name and Email fields. (Do not tick the box for sending an email to the user) The password is not important as they will use EASE to authenticate but one does need to be set.Then edit the groups for this user, first adding them to the 'evisitor-users' group and then removing them from 'confluence-users'.Resolve the UniDesk request using the standard solution.Faster to do this diretctly in Crowd:Service Team Ease Friend Wiki accessRemove/Rename/Copy/Backup a WikiCloning or Renaming a wiki spaceGoogle AnalyticsGoogle Analytics OverviewSetting up a Theme Builder space/userAdministration of TBviewing users accounts on the Wikiview users account set up - impersonation toolCreate Footnote / Footnote DisplayThe easier way to do this would be to edit the page, find the text you would like to make a footnote for, and then start typing {footnote and select the Footnote macro that appears, then enter the text to be used for the footnote and click save. The foot note will then be created however will not be displayed until a Footnote Display is created. They can then set-up a Footnote Display at the bottom of the page by typing {footnotes and click on Footnotes Display macro.WIS Wiki Space AccessAny request from a user outside of IS for wiki access to WIS wiki space should be advise to contact PMO (Glenda) regarding request.Edit / Delete page that won't renderhttps://confluence.atlassian.com/confkb/cannot-edit-page-editing-or-deleting-a-page-that-won-t-render-167608440.htmlCan we get WIki Space stats such as edits?No, there is a Confluence Usage app but that is disabled on our environment since it causes performance issues on an environment of our size.Wiki Macros display Asian characters rather than EnglishIf a user is trying to add Macros to their pages and see the description in Asian characters then do the following.1) Manage Apps (top-right cog when logged in as Admin)2) Give it a wee minute to load and you'll see ScriptRuner as an option:3) Expand that and there's a grey 'Disable button'. Click that and confirm if asked (just click the don't give feedback link when it asks you why) 4) Wait for the plugin to be greyed out and the previous disable button becomes "enable".5) Click that to turn it back onBanners for outages and at riskWiki banners for outages and at riskAdditional informationHow to get a reference in on the WIKI page? - please use the footnote macro after the word you want your foot note to attach to, and the display footnote at the end under reference.That works better than anchors but still is not referencing and bibtex macro doesn't display correctlyStandard SolutionsNameDescriptionAudienceStatusNameDescriptionAudienceStatus[Wiki] Create Groups of Users in Wiki SpacesA Wiki Space Owner can create groups of people to be used on the Space.This group can then be added to the permissions of the Space or specific, restricted Pages.The Group can also be used on other Spaces if needed.If a Group is required to be set up across many different Spaces, Service Management can create these. To create a Group for a specific Space, or a set of similar Spaces, the below steps can be used.Service ManagementArchived[Wiki] Granting Wiki Page Access for Restricted Child Page / PagesRequest to grant access for restricted child page / pages within a ed.ac.uk wiki space.Service ManagementArchived19. Test RailUniDesk Category: Core Services and SystemsUniDesk SubCategory: Collaboration ToolsObject ID: User TestingTag: [Test Rail]Organisational User-facing documentation: https://www.ed.ac.uk/finance/about/sections/sas/efinancials-upgrade/testrailVendor User-facing documentation: https://support.gurock.com/hc/en-us/Service manager's documentation: TestRail ProceduresSOM: IS Apps Service Management - Alain ForresterProcessLinkProcessLinkService Statushttps://testrail.statuspage.io/(First Step) Adding Project in TestRail Admin toolhttps://testrail-admin.is.ed.ac.uk (Second Step) Create a TestRail Project (service)https://uoe.testrail.comProcessing Daily TasksAll daily Tasks done here: https://uoe.testrail.net/Adding Users to TestRailProject managers should usehttps://testrail-admin.is.ed.ac.uk to go in and add a list of users that they want to give access to with a role and start/end dates. That way, we can get an aggregated list of the changes that need made and action them once per day - the daily tasksTestRail BillingIf the Project is marked as compliance, there is no charge processed, however the system will still indicate that there is a cost to IS Apps and therefore an overhead that could be factored in when calculating the cost associated with delivering the project. Provided there are no codes provided and that the project is marked in compliance in the system, there will be nothing charged to the project or business area.Displaying the cost to the University is also a useful incentive to help people keep the costs down.User Management Tool Administration20. OneTrustMinimal support as a technical service with Service Owner (currently Susan Cooke) taking on majority of support with the supplier. Data Protection Office are the frontline so tasks are limited.Susan Cooke has created some Visio flows so that we have a graphical overview of support procedures and is available here:https://uoe.sharepoint.com/sites/SMEDSTeam/Shared%20Documents/Forms/AllItems.aspx?id=%2Fsites%2FSMEDSTeam%2FShared%20Documents%2FService%20%2D%20DPIA%20OneTrust%2FStandard%20Solutions&p=true&originalPath=aHR0cHM6Ly91b2Uuc2hhcmVwb2ludC5jb20vOmY6L3MvU01FRFNUZWFtL0V0ZTZZaTNhVndKS3Nhb1BQcVRQZTRRQkVCTmxZVlZrdm9WVlpfUDVkdmxBS2c_cnRpbWU9MTVyb3ZTWEUxMGcThe direct login for the service is at: https://app-eu.onetrust.com/auth/loginTaskDetailsTaskDetailsEnd user supportWe are not involved. Data protection office (DPO@ed.ac.uk) should handle all user queries. DPO manage training and end user documentation and should be maintained by them.Individual login problemAll users will use UUN@ed.ac.uk for logging in.Service Owner may request new administrators to be added.Can be done within the tool itself via the Launch menu then “Users and Groups”.The role is "Site Admin".DPO may ask for senior support since they are the frontline.These requests go straight to the Service Owner.Service unavailable (non-EASE issue)Call to be raised to OneTrust via Service Owner. Raise IS Alert. Inform DPO@ed.ac.uk with the IS Alert URL. DPO to inform end users.Service unavailable (EASE issue)Call to be raised to Development Services via Service Owner. Raise IS Alert. Inform DPO@ed.ac.uk with the IS Alert URL. DPO to inform end users.Service unavailable (due to maintenance period)Scheduled maintenance is advertised inside the tool itself. The Service Management daily service checks will now check this service each day and post IS Alerts for any maintenance. Our user logins (as admins) will show these on login. End users also see these. DPO to inform end users if they choose to.Standard SolutionsOnly one Standard Solution is available which IS Helpline will use to refer end users on to the DPO team.OneTrust enquiry (Data Protection Impact Assessment)Backup accountGiven that this is an EASE-protected service a backup Gmail account is on Password Manager Pro. Susan Cooke is the owner of that Gmail account. This will only be used as a backup account if SSO (EASE) goes down and we need to go in for support purposes.21. Managed APIs ServiceThe Managed APIs service provides a centralized solution for the creation, consumption, hosting and management of University-produced APIs. In basic terms, APIs ('application programming interfaces') are bits of code that let applications speak to / integrate with each other.This is a technical service, expected only to be used by software developers. This service is delivered via a cloud-hosted product called "WSO2 API Gateway", which developers will access through a web browser. Developers can request access to WSO2, but what they can see or do in WSO2 will be dependent on a) data steward approval, b) and what they need to use WSO2 for (e.g. API consumption or creation).TaskDetailsTaskDetailsWSO2 Service unavailableRaise IS Alert and speak to Service ManagerUser requests WSO2 accountRefer to Service Manager. This is a task that will gradually transition to the Service Team.User requests help with their WSO2 accountRefer to Service Manager.User requests training in WSO2.Point at SharePoint site: https://uoe.sharepoint.com/sites/is-apps/service/api/SitePages/API-Home.aspxUser requests training in how to consume / produce an API through WSO2. Refer to Service Manager.User requests client secret and client ID needed to consume an API. If WSO2 access is already in place they can generate the login tokens and self-serve on WSO2.Instructions are on SharePoint and in WSO2 itself.User requests a change to an API on WSO2.Refer to Service Manager.User reports a fault / problem with an API on WSO2.Refer to Service Manager.User reports a fault / problem with WSO2 functionality.Refer to Service Manager.Identifying who owns API (I.e. Service or Business Owner) before referral to IS Apps Service Management.Use API Register to establish contacts and who owns.https://www.wiki.ed.ac.uk/pages/viewpage.action?spaceKey=insite&title=API+Registry22. Apple App StoreTaskDetailsTaskDetailsRequest to access the App Store or seek guidance on how to use itSend all calls to Alain Forrester about this. We do not participate in any App Store activity.23. IRMTaskDetailsTaskDetailsLoggin InIRM SalesForce Instance is available at:We have a Service Account: errit@ed.ac.uk (Login available in PMP)SalesForce Forces you to enable MFA SalesForce will force you to set up MFA on first login and this cannot be bypassed. Just set it up and remember to disable it when logged in. Instructions below.You can disconnect MFA before logging out with:Settings -> Advanced User Details -> App Registration: Salesforce Authenticator: Disconnect24. Service AlertsUniDesk Category: Core Services and SystemsUniDesk SubCategory: Collaboration ToolsObject ID: Service AlertsTag: [Alerts]Organisational User-facing documentation: https://alerts.is.ed.ac.uk/help Admin User Interface: https://alerts.is.ed.ac.uk/adminSOM: IS Apps Service Management - Alain Forrester (TBC)RequestProcessGrant 'Raise Alerts' permission to Visitor

StaffUniDesk form: https://edin.ac/3uaiwxqEnsure the request is from a Team Manager or Section Head Check the requester to ensure they are a Team manager or section head and not simply the visitor themselves requesting access Users must visit Alerts and Log In first in order to create their accountStepsLog into Service Alerts Admin and navigate to Users optionFind and select the user in questionAdd the user to the appropriate group(s) by moving the CA Visitor Staff group to the right-hand pane.DO NOT ASSIGN PERMISSIONS DIRECTLY Ignore the permissions pane below. Permissions are set using groups only!4. Click 'Save'Grant 'Advanced Permissions' to usersUniDesk form: https://edin.ac/468lKPlEnsure the request is from a Team Manager or Section Head Check the requester to ensure they are a Team manager, Section Head or existing member of the authoriser group (where required) and not simply the user themselves requesting access Users must visit Alerts and Log In first in order to create their accountPermissions and associated groupsPermissionGroupRaise unplanned alertsSupportAuthorise alertsApproversEnsure Approval Group is set selected Publish AlertsHelplineStepsLog into Service Alerts Admin and navigate to Users optionFind and select the user in questionAdd the user to the appropriate group(s) by moving the required group to the right-hand pane. In the case of Authorisers (approvers) ensure the appropriate Authoriser groups is selected from the dropdown list in the details panel above.DO NOT ASSIGN PERMISSIONS DIRECTLY Ignore the permissions pane below. Permissions are set using groups only!4. Click 'Save'Grant access to Admin UI (Currently for Service Man and Apps Man only)StepsLog into Service Alerts Admin and navigate to Users optionFind and select the user in questionSelect the 'Staff Status' box under permissionsClick 'Save'Add/Edit/Remove ServicesManaging ServicesServices can be added or edited from the select list under the 'Services' optionRemoving a serviceServices can be removed from the select list when raising an alert by simply setting the Priority to '0'DO NOT DELETE SERVICES Deleting will also delete the availability history and/or break referential integrity25. Additional TasksThese are general admin tasks. There is no need to change the category or add tags to these requests.RequestProcessRequestProcessIS AlertsService Team raise Alerts for our services normally for outages, degrades or planned work discussed with Service Managers. Some IS Planned Alerts have not been approved in a timely manner on behalf of Service Management. Applications Management have always been the approvers of planned alerts due to most services historically being on-premises. But with the moves towards SaaS/cloud providers there are certain services which have no reliance or involvement from Applications Management. Hence Service Management can now self-approve but with some conditions. Steve Hall and Wassim Demnati are the approvers in the Service Team. Service Management can approve their own alerts (i.e. Steve and Wassim) and the Section has been notified with the following conditions.If your Planned Alert:- Has Applications/Production Management involvement- Affects on-premises infrastructure such as EASE, Exchange, data imports, data warehouses, etc- Is a project Then Planned Alerts should still go via Applications Management as the approver. They need to see these due to involvement or from a QA perspective.If your Planned Alert:- Resides solely within the control of Service Management/your supplier- Is not a projectThen it will be approved by us. To exemplify, if our cloud-based platform is receiving a change that the supplier is making, and is outside of our control, and has no effect on how anything on-premises is run, then a Service

Management alert will be approved by us. Zoom, UniDesk, TestRail and most (but not all) of the M365 arena are good examples where new product/component changes are released and we cannot influence or specify the nature of the release. The following is a list of services that can have Planned Alerts approved by us:- UniDesk- EventsAir- Zoom- Microsoft Dynamics- Mobile telephony- OneTrust- Test Rail- JournyXThese platforms are excluded since the platform is within our control on-premises and Production Management are in the driving seat. These will always go through as Applications Management as the approver:Event BookingIDMVRSJiraWikiWeb HostingRemove password from UniDesk incidentHelpline staff remove the sensitive information from action fields and pass the call to us to remove the emails attached under the Notes tab in the Emails and Document Overview sections.Unable to view the original incidentA reply to a hidden incident has created a new incident. Follow the original incident reference (usually found in the subject of the users email) and assign the call to that team.UniDesk mail loopGuidanceFind the generated incidents and remove them from UniDesk.Object IDWhere possible insert an Object ID for relevant system or service that the call is about.Remote Session AccessBomgar InformationService ReportsService Management Service Reports (monthly)Service Team Reports (calls handled per month)Setting our phones to divertSet Service Management Support phones to divertSQL Server Connection DetailsLiveIDM Live(DESCRIPTION = (ADDRESS = (PROTOCOL = TCP)(HOST = ora-idm-kb1live.is.ed.ac.uk)(PORT = 1839)) (ADDRESS = (PROTOCOL = TCP)(HOST = ora-idm-at1live.is.ed.ac.uk)(PORT = 1839)) (CONNECT_DATA = (SERVICE_NAME = IDMLIVE_PRMY.is.ed.ac.uk)))TestTNSName was IDMTEST.WORLD and is now IDMTEST.(DESCRIPTION = (ADDRESS = (PROTOCOL = TCP)(HOST = ora-idm-kb1test.is.ed.ac.uk)(PORT = 1839)) (ADDRESS = (PROTOCOL = TCP)(HOST = ora-idm-at1test.is.ed.ac.uk)(PORT = 1839)) (CONNECT_DATA = (SERVICE_NAME = IDMTEST_PRMY.is.ed.ac.uk)))Working with dataUseful tips for Data clean-upGitlab accessGitLab gitlab.is.ed.ac.uk - Note: Only accessible on campus or via the VPN (SSL).EventBriteReference ticket - I231030-1323This is mostly relevant to organising events with more than 30 attendees until we have an official roll out of EventBrite in the Uni.If users setup an EventBrite account or have an account already we need the email address for the account (don't need to know every user of the account, just the email address used to set it up). They can use the following form:Existing Eventbrite User:https://forms.office.com/e/3iXJZpjHv7New to Eventbrite:https://forms.office.com/e/gYTXeJBukvUsers will be contacted in due course, once the service is ready to useDoing this allows us to have Eventbrite fees waived so that the event organiser can increase the number of tickets available for the event. If they use the form we get notified and pass details to Eventbrite as soon as they come in. If it takes a day or two to get Eventbrite to process the account but the event organiser needs to publish their event - they can do it with 24 tickets and a wait list - once processed, the organiser can then increase the number of tickets, even after the event is published:Changing ticket capacity and adding wait list info here:Change your event capacity | Eventbrite Help Center(a more extensive list of typical service requests can be found here)26. SOM availabilitySOMAvailabilityServicesSOMAvailabilityServicesStephen SmithMon-Fri 8-4Email & Diary (Exchange/Exchange Online, Teams, Calsync), Office 365 Subscription & Licensing (Azure AD, AADConnect), Online Voting

& Counting Systems for Uni Elections (EVES).Alain ForresterMon + Wed 8:30-4:30, Tue + Thu 8:30-5:30, Fri 8:30-1:30Wiki, Jira, Hosting, Test RailClaire BradfordMon-Fri 9-5SharePoint, Document ManagementAndrew MacFarlaneTue-Fri 09:00-17:30Enterprise APIsRob O'BrienMon-Fri 09:00-17:00Reporting & Analytics (Power BI)Susan CookeMonday - Thursday 8:15 - 4:30Friday 8- 12OnetrustSteph HayMonday-Thursday 07:45 - 17:30M365 SOMTBCIDM SOMTBC27. Helpline Shadowing28. MiroUniDesk Category: Core Services and SystemsUniDesk SubCategory: Collaboration ToolsObject ID: TBATag: MiroOrganisational User-facing documentation: TBAVendor User-facing documentation: Miro Help CenterService manager's documentation: TBASOM: IS Apps Service Management - Duncan WilsonRequestProcessRequestProcessContact listMailing lists and primary stakeholder mail addresses go here..Documentation for first lineMiro first line troubleshootingStandard holding response for Miro supportHi,Miro Enterprise is not yet established as a centrally-supported service. To date, however, it has been used and supported locally by some areas within the University. Currently, ISG are working on a project to roll out Miro to the University community as a fully supported service but we are not in a position to provide any support for Miro just yet.As the project is already well underway we expect it will be available within the next few weeks, comms and guidance will be issued when the service is in place.Miro soft release 2023 checklistChecklist for soft release.Form for requesting access to Mirohttps://forms.office.com/Pages/DesignPageV2.aspx?prevorigin=shell&origin=NeoPortalPage&subpage=design&id=sAafLmkWiUWHiRCgaTTcYXylMiWSKn5MtQB95h1HHphURVNPUzRXMjdUVTYyVEZXWVcyNkxZVkUzViQlQCN0PWcuCommunicationsMiro-Designers - This list is for operators who have the ability to create teams. For example the Learning Technologists at ECA.miro-designers@mlist.is.ed.ac.ukFrom <https://mlist.is.ed.ac.uk/lists/admin/miro-designers> Miro-Users - This is our user community list, users can subscribe and receive publications from the SoM and show off anything they've created and want to share.miro-users@mlist.is.ed.ac.ukFrom <https://mlist.is.ed.ac.uk/lists/admin/miro-users>

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Add Comment

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Service Overview
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<h1>Service Overview</h1>
Service Overview

<table class="aui">
        <thead>
            <tr class="header">
                <th class="search-result-title">Page Title</th>
                <th class="search-result-space">Space</th>
                <th class="search-result-date">Updated</th>
            </tr>
        </thead>
    </table>


    <p class="search-result-count">{0}</p>


    <tr class="search-result">
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type-{2}"><span>{0}</span></a></td>
        <td class="search-result-space"><a class="space"
href="/display/{4}/" title="{3}">{3}</a></td>
        <td class="search-result-date"><span class="date"
title="{6}">{5}</span></td>
    </tr>
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Created by Unknown User (nscott23), last modified by Wassim Demnati on Dec 21, 2023

11. Power Apps and Power Automate22. EventsAir33. Zoom44. Microsoft Dynamics CRM55. Event Booking66. IDM (Identity Management System)77. JIRA88. Managed Mobile Service99. Office 365 - Email1010. Office 365 - OneDrive 1111. Office 365 - Power BI1212. Office 365 - SharePoint / Group Sites1313. Office 365 - Microsoft Stream1414. Office 365 - Teams1515. SAP Business Objects1616. Visitor Registration System1717. Web Hosting1818. Wiki Service1919. Test Rail2020. OneTrust2121. Managed APIs Service2222. Apple App Store2323. IRM2424. Service Alerts2525. Additional Tasks2626. SOM availability2727. Helpline Shadowing2828. MiroService Outage ProceduresZoomDynamics CRMEvent BookingIDM/VRSJIRAManaged Mobile ServiceOffice 365 componentsOffice 365 (Email)Edinburgh UniDeskNational UniDeskSAP BI SuiteWikiTestRailOneTrustWeb HostingLink to Service Outage Procedures Document1. Power Apps and Power AutomateUniDesk Category: InfrastructureUniDesk SubCategory: Software ServicesObject ID: None as yeOrganisational User-facing documentation: NoneVendor User-facing documentation: https://powerautomate.microsoft.com/en-au/Service manager's documentation: Power Apps and Power Automate (Power Platform)SOM: IS Apps Sharepoint - Non specificRequestProcessRequestProcessCreate Power Automate Flow to receive an email when an MS Forms response has been submitted.Email the user with the following instructions:"Thanks for your email.You can configure something like this using Power Automate by creating a Flow.To begin, please visit the link below (you may want to sign in as the shared mailbox so that the Flow you create is attached to the shared mailbox and not your own personal account).https://emea.flow.microsoft.com/manage/environments/Default-

2e9f06b0-1669-4589-8789-10a06934dc61/createOnce in here, please select to create an 'Automated Cloud Flow'. Give it a name and select the 'When a new response is submitted option' as shown in the screenshot 'Create Flow.png'.Next, you will need to put in the ID of the form to specify which form you would like to receive an email from. Start typing the name of the form and results will be returned for you to select the required form. Then you will need to select 'Next Step' and search for outlook and scroll down to the 'Send an email (V2)' action and select is. Please refer to the screenshot 'Populate Flow.png'.Finally, you will simply need to configure the email such as filling in what address you would like the emails to be sent to, the subject and body of the email etc. - if you would like information from the response to be included in the email, there will be a pop-up box to the right, presenting fields that are in the form that you can select to be included in the email. Please note there is an 'advanced settings' drop down if you would like to make the responses marked as 'Low' importance etc. For this last step, please refer to the screenshot 'Configure the email.png'. Once done, you can select 'Save'.Hope this helps. Please let me know how you get on."Screenshots:Create FlowPopulate FlowConfigure the emailError: You don't have appropriate permissions to create a portal in this environment. Try selecting another environment or create new environment. If that doesn't help, contact your global administrator.This is a Power Apps error that tends to appear when attempting to create a new blank app within Power Apps.This is because creating a portal requires dataverse = cost/licenses etc. and isn't enabled in the default environment.The user should follow the various guides to create a canvas Power App: https://learn.microsoft.com/en-us/power-apps/maker/canvas-apps/get-started-test-driveIRM requestThese requests go to Alasdair MacLeod in IS Apps Service Management (in Unidesk).Mail forwarding approvalMail Forwarding Approval FlowBypass The Power Apps Permissons FormMessage similar to the following: "Almost there...###name of app### needs your permission to use the following. Please allow the permissions to proceed."2. EventsAirUniDesk Category: Core Services and SystemsUniDesk SubCategory: Event BookingObject ID: EventsAirOrganisational User-facing documentation: https://www.ed.ac.uk/information-services/computing/comms-and-collab/eventsairVendor User-facing documentation: NoneService manager's documentation: EventsAir or EventsAIR Service or EventsAIR3. ZoomUniDesk Category: Core Services and SystemsUniDesk SubCategory: Collaboration ToolsObject ID: ZoomOrganisational User-facing documentation: https://www.ed.ac.uk/information-services/computing/comms-and-collab/zoomVendor User-facing documentation: https://support.zoom.us/hc/en-usService manager's documentation: Zoom Video ConferencingSOM: IS Apps Service Management - Stephen Smith4. Microsoft Dynamics CRMUniDesk Category: Core Services and SystemsUniDesk SubCategory: Collaboration ToolsObject ID: Enquiry Management CRMOrganisational User-facing documentation: NoneVendor User-facing documentation: N/AService manager's documentation: Microsoft Dynamics CRMSOM: IS Apps SharePoint - Steph HayEnquiry Management Handover DocumentIntroduction, Links and EnvironmentsKey ContactsUnideskUser ManagementService Team Dynamics CRM service requests5. Event BookingUniDesk Category: Core Services and SystemsUniDesk SubCategory: Event BookingObject ID: Event BookingTag: [Event Booking]Organisational User-facing documentation: https://www.ed.ac.uk/information-services/computing/comms-and-collab/event-bookingVendor User-facing documentation: N/AService manager's documentation: Event Booking Service PagesSOM: IS Apps Application Management - Andrew HobdenProcessLinkProcessLinkCreating New Service ProviderCreating New Service ProviderView 'Booking Questions'These can be viewed in BI Suite > ISG: Event BookingSteps:Request approval from IAD to add the userIn BI Suite Admin, add them to 'ISG > Event Booking' group in BI SuitePoint the user to the correct report to view this information:ISG: Event Booking > IAD > IAD responses to booking questionsAmending AudiencesEvent Booking - Amend AudiencesAttendance RecorderEvent Booking - Attendance Recorder application6. IDM (Identity Management System)UniDesk Category: InfrastructureUniDesk SubCategory:See Linked ObjectObject ID: Identity Management (IDM)Tag: [IDM]Organisational User-facing documentation: N/AVendor User-facing documentation: N/AService manager's documentation: IDM System DocumentationSOM: IS Apps Enterprise Data Services - RequestProcessRequestProcessIDM overview - Technical ArchitectureThis link is the technical architecture at quite a detailed level. While probably not used much by Service Management is can give us hints at where issues reside. https://www.wiki.ed.ac.uk/display/insite/New+Identity+Management+%28IDM%29+systemCOMP/AUTH IT DISCONNECTIONSStudent UUN SuspensionIS Helpline's ProcedureOpen IDM and search for user. Change Identity Status from 'Active' to 'Suspended'.Pass call to Finance Income for completion.Post a message in the IS Helpline Teams area in the dedicated channel for Finance Suspensions.This is done by Student SystemsCOMP/AUTH IT RECONNECTIONSOpen IDM and search for user. Change Identity Status from 'Suspended' to 'Active'.Pass call to Finance Income for completion.No need to advise IS Helpline.Account ReconcileStaff to staff ReconcileReconcile Process GuideRequests should be submitted using the standard solution in this category, recorded and resolved using another standard solution. These are typically completed by Helpline unless the situation is complex or the reconcile is between two staff accounts rather than a staff and a visitor account (see HR Purged Records).Needs confirmed with HR for the main staff number before doing the reconcile Apps Man can carry out this process.As long as the account to be reconciled against is live, Apps Man can carry out this process.HR Purged RecordStandard solution for purged recordUUN ChangeIDM UUN Change ProcessIDM AccessApplication FormService Team - IDM Access IDM policiesAging policyService Eligibility PolicyService EntitlementTest IDM / Test EASE account creationService documentation: IDM Test Staff Account Creation Process and VRS Test Visit Creation Process'Service Team: Service Team Test IDM Test EASE account creation procedureNote that this is being done by Service Team from April 2019.IDM Dashboard access(https://dashboard.apps.is.ed.ac.uk/)Only those in the following AD groups get access to this: Help Services, Operational Services, Production Management, Service Management. This means without any intervention support staff will automatically have access to more detailed service monitoring. We can do user management via https://www.idm.is.ed.ac.uk/idm/userAdminhttps://www.wiki.ed.ac.uk/display/IDMDashboard/DashboardIDM Exclusion ListApps have a massive batch of accounts that are “excluded” from use within IDM. Mainly due to them being some form of system-reserved account (like “root”), fixed test accounts or some kind of banned terminology. Attached is the latest copy = 07-01-2020.IDMUUNExclusion20200107.xlsxSome teams outside of Apps (like

CO teams) may ask for this. It's fine to hand it over.you can obtain an updated list via the following query run against the IDSTORE schema:select * from IDSTORE.idstore_uunexclusionlist order by idstoreuid;Full List of IDM/VRS UsersThe query, (run against the APPSLIVE VRS schema), is as follows:select vu.user_id, vu.surname, vu.forename, vu.title, vo.org_unit_no, va.access_id, va.access_lvlfrom vrs_user vu, vrs_user_orgdetails vo, vrs_access2user vau, vrs_access vawhere vo.user_id = vu.user_idand vau.user_id = vu.user_idand va.access_id = vau.access_idorder by vu.user_id, access_id;Full list of Staff, VisitorStaff, PGR and Functionals createdWe needed a list of all Staff, Visitor Staff, PGR and Functional accounts created within the last 24 hours to help resolve some Major Incident fallout. Basically we needed to see which Staff-like accounts had come through so we could correct the O365 A1 Plus licence. The code for this can be run against IDM Live in the attached file.allstaffin24hours.txtUUN Reconcile in IDM - P&M not yet updatedAfter a reconcile is performed, then the 'OracleHR' service needs reprovisioned (Add Identity). Worth also reprovisioning the Central Auth service as this can sometimes go out of sync from IDM.Card numbers in IDM and Front Office don't matchPass to Production ManagementA note about Front Office calls211005-2985 staff details not updated on Front Office. A new People and Money to CARD integration went Live in August. We are aware of an issue of missing Location details in People and Money and we have been told by CARD that we cannot default the address to something else. Users seem to think if they are in IDM, then they must also be in CARD Front Office which should be true. Just pass them onto IS Apps and we will forward onto HR (depending on the issue)Death In Service guidancehttps://www.ed.ac.uk/files/atoms/files/death_in_service_guidance_0.pdfAging Functional AccountsAgeing is disabled for functional accounts.Functionals can be aged manually by setting the end date to 1949UUN in Test doesn't match liveChange the UUN in test, there's an option to do this when you search for the ID using the reference number.Then re-provision Cauth and Ease, they will then need to register the ID in test using: www-test.ease.ed.ac.uk/registerCard pin not showing in MyEdServices showing as unknown in IDM. Re-provision the following services by selecting 'add' in IDM:ADWikiWirelessMyEdIf still not showing pass call to IS Apps Application Management for investigation.7. JIRAUniDesk Category: Core Services and SystemsUniDesk SubCategory: Collaboration ToolsObject ID: JIRATag: [JIRA]Organisational User-facing documentation: https://www.jira.is.ed.ac.uk/secure/Dashboard.jspaVendor User-facing documentation: https://www.atlassian.com/software/jira/guides/getting-started/introduction#dig-into-specific-featuresService manager's documentation: JIRASOM: IS Apps Service Management - Alain ForresterProcessLinkProcessLinkJIRA Announcement BannerJIRA Announcement BannerNew Department Onboarding RequestEmail the user the following:"Dear (user),We use Jira mainly for development projects within Information Services but we have made it available to a few other areas on request, provided our service meets their requirements. If you think Jira might be a good option for you, it might be worth us arranging a little chat for you with the Service Manager to discuss your requirements?It's also worth noting from the outset that Jira's developer, Atlassian, recently announced the discontinuation of Jira Server (from 2024) in favour of their other, much more expensive Cloud or Data Center alternatives. We're preceding as normal with Jira Server for now but may look to review other alternatives in future following our talk with Altassian and a review of the likely costs associated with their other Jira products. You can chat more about that with the Service Manager if you're happy to have a look at Jira.Please let me know if you would like to discuss it further."Remove license from userIf a user is asked to be deleted, we'd rather keep the user there for auditing purposes (if you try deleting, you may also get a message saying that they have associations with other projects and these need to be reassigned before they are able to be deleted), therefore simply search for the user > click on their profile and remove them from any groups and untick the 'Application access' checkbox as shown below. This will free up a license whilst removing their access.Jira upgrade tasks2023 Jira Upgrade tasksStandard SolutionsNameDescriptionAudienceStatusNameDescriptionAudienceStatus[JIRA] Enable Backlog for Kanban BoardsProject Leads may request for 'Backlog' to be enabled on their Kanban Boards. Only JIRA Admins are able to do this.Service ManagementArchived8. Managed Mobile ServiceUniDesk Category: InfrastructureUniDesk SubCategory: TelephonesObject ID: Managed Mobile ServiceTag: [Mobile]Organisational User-facing documentation: https://www.ed.ac.uk/information-services/computing/comms-and-collab/is-managed-mobile/introductionVendor User-facing documentation: N/AService manager's documentation: Below.SOM: IS Apps Service Management - Stevie AllisonCritical Success FactorProvide a catalogue of devices and plans suitable for University business that have granular connection options for calling & data usage.Key performance indicators:1) Mobile connection availability - Vodafone signal uptime in an area with "good" connection coverage.2) SLA on open support callsTargets:1) Vodafone connection service window remains above 99.99% uptime availability.2) Service Management resolves 95% of normal impact support calls within 8 working days.Escalation threshold:1 hour of wide-scale unplanned Vodafone service outage (to Account Manager).ProcessLinkManaged Mobile Service - Service OverviewService OverviewNew Connection RequestNew Connection Request and UpgradesBolt on requestService Team Managed Mobile Bolt On requestNumber Transfer RequestsNumber Transfer RequestsDisconnection RequestDisconnection RequestSim Swap RequestSim Swap RequestConvert to an eSIMConvert to an eSIM (similar to swapping the SIM in the column above)Managed Mobile Service - BillingBillingMonthly Billing Process - Making sure Vodafone get paidVodafone Equipment Invoice ProcedureStudent Mifi Billing ProcedureUpdating the DashboardManaged Mobile - Updating the DashboardManaged Mobile Service - OrdersOrdersSrvMan VCOL user set upHow to set up a SrvMan user on VCOLCredit NotesManaged Mobile Credit Note ProcedureMonthly Capping CheckMonthly Capping Check - Monthly check to ensure all our numbers are set up for data cappingData Capping Add-onsIf the service PCAPON is added to a mobile number then this will alert the network to bar the user for further data use once they hit their price plan data allowance.DATACAPUK is the bar automatically applied when the user hits their allowance. This will automatically remove on the first day of the next month when the data allowance is refreshedNon-Planned Expenditure ReportNon-Planned Expenditure Report - A report to be done at billing time to see spending on Premium Calls and Data, outside of what's included in our plans.Creating Customer Reports on VCOLExample List of Price plans for a specific DeptCreating Custom Reports on VCOLUsage Report Guide &ExemptionsMobiles usage report / DataAny No's that we receive that are to be exempt should be added to the Spreadsheet (List Of Numbers Exempt from Price Plan Reductions) stored on the Billing

PageHere: https://uoe.sharepoint.com/sites/is-apps/service/ismm/billing/SitePages/Home.aspx?InitialTabId=Ribbon%2ERead&VisibilityContext=WSSTabPersistenceCredit / Connection Limit + Available PlansVodafone imposes a limit on the number of connections we can have active.The current limit can be found on the Credit Limit and Vodafone Plan Pricing page.Sure Signal RegistrationIf a user wants to activate a Sure Signal Device, we need the following details:Sure Signal name (if known)Sure Signal Serial NumberMain Phone Number to be registered to it (The 'lead number')User name for this numberPostcode for where it is going to be used (or most likely to be used if not immediately known)Other numbers to register to the Sure Signal (if any)Once we have the above information, please email this to Vodafone. A useful table to use in the email:Phone NumberFirst NameSurnameSure Signal NameSure Signal SerialPost CodeLead User (Yes / No)Please note, only Vodafone numbers can connect to these devices (Corporate or Personal Vodafone SIMs will work).Change of Number Request- A number change can be carried out on the contract at a charge of £25 ex. VAT- The number change would be free if it was because of SPAM / unsolicited / illegal texts or calls. If we can get 3 examples of calls / texts received and the date + time of each, Vodafone will waive the cost. If it is just one number, this number may be able to be blocked instead. - It would also be free if the scam / illegal texts were serious enough to be reported to the police and we receive the crime reference number- Finally, if the person is on a 30 day contract, you could cancel the contract and then take out a new one. The termination would occur after 30 days so you'd be charged for that month, however the new number could be used as soon as the new SIM arrives. Phone Lost or StolenIf a phone is lost or stolen, the user will usually inform us of this, or request the number is suspended. The following should be completed / advised:Suspend the number in VCOLIf the user has supplied the IMEI, or knows it, we can ask if they would like the device blocked too. We can request the device is blocked via VCOL Chat.We need to inform the user that the number is now suspended, that if any Uni data is on the device this should be reported to Data Protection Champion / Records Management and that if they have Find My iPhone / Find My Device enabled they should use this to remotely wipe the device. They should not use this feature to attempt to retrieve the device.They can place an order for another device if required via the 'Upgrade Request' form. Charges may apply for upgrading early.List of Data Protection Champions: https://www.wiki.ed.ac.uk/display/FoIP/Data+Protection+ChampionsExample email (please modify as appropriate):Thank you for reporting this [lost / stolen] device. This number has been suspended now. If you have ordered a replacement device, please let us know when it arrives and we'll unsuspend this for you. If [you / the user] has 'Find my iPhone' or 'Find My Device' enabled, they should use it to remotely wipe the device. They should not use this information to attempt to retrieve it. If there is any University data on the phone, please refer to your Data Protection Champion for further advice. For further assistance with this, please see the guidance from Records Management: https://www.ed.ac.uk/records-managementStudent MiFi DevicesThese are ordered via a separate contract to the Managed Mobile service. For ordering and billing:https://uoe.sharepoint.com/sites/is-apps/service/ismm/Shared%20Documents/Student%20MiFi%20Documentation/Student Mifi Billing Guide & Equipment InvoiceStudent Mifi Usage Report

GuideStudent Mifi sim Activation/ Set Up ProcedureWhen doing Mifi Orders for students there is a small change please add the details to the Mifi cost Codes DB found under Student mifi Billing use the Mifi Cost Codes TableShort URL for UniDesk Order Form (for use by USD personnel): https://edin.ac/3niuNZLPhone not receiving incoming callsIf a phone is not receiving incoming calls, a handy thing for the user to try is the following:The user calls this number on the affected phone: #330*1919#This is the command to cancel any bars set up on the phone directly.If the problem persists and the affected phone was transferred/ported in, then there may be some corruption with the port-in files in which Vodafone can call the Porting Team to resolve this.Manual RoamManual Roam is one the the first troubleshooting steps Vodafone will ask us to do if a user has network or data issues. If you've confirmed that the user has not hit the data limit, ask them to follow these steps.Grant access to Managed Mobile Dashboardhttps://uoe.sharepoint.com/:w:/r/sites/is-apps/service/ismm/_layouts/15/Doc.aspx?sourcedoc=%7B155931FF-E949-450A-8378-3C7A0DFC5D7F%7D&file=Grant%20access%20to%20Dashboard.docx&action=default&mobileredirect=trueUpdate Managed Mobile Dashboard with new datahttps://uoe.sharepoint.com/:w:/r/sites/is-apps/service/ismm/_layouts/15/Doc.aspx?sourcedoc=%7B8B891858-B120-4FC0-BC19-FFD62C3BD90D%7D&file=Update%20Dashboard%20with%20new%20data.docx&action=default&mobileredirect=trueInternational Calling from UKIf a user needs to make International Calls from the UK, then they will need the 'International / Premium' Price plan added to their connection. Navigate to their connection by going to 'Admin' > 'Connection Admin' > 'Edit connection details' > Enter the mobile number.Vodafone confirmed that for the user to call internationally from the UK they are charged the normal rate. It is the person they are calling that are charged the higher rate.Roaming Data CAPS(Why can't I use DATA abroad even if I have a Bolt on?)by default, all mobile connections have a regulatory 50 EUR data cap assigned (100 EUR for roaming outside of the EU). This means that if the line uses more than this amount on data abroad, their usage will be capped. When a roaming Bolt-on is added to the line, any spending should automatically be covered by it, but sometimes the usage is charged anyway and is discounted from the total bill later on. This can trigger a Data Cap being added to the line.To opt out of this cap, you need to select the data cap opt-out on the price plan options (DCOO):You can add in a date for the cap to activate again (calendar icon), so this can be added at the same time as the Bolt-on for the same dates. Bolt Ons for USA & CanadaIf adding a bolt on for North America & Canada add the ones named North AmericaFaulty deviceFaulty Managed Mobile Device Device recyclingDevice recyclingOrders with a Project Code/ No cost codesThese should be added with our Codes 110, 110002, 35012001, 2341 and then added to the Spreadsheet on the Billing Site Page named Project Code Billing https://uoe.sharepoint.com/:x:/r/sites/is-apps/service/ismm/billing/Shared%20Documents/Project%20Code%20Billing.xlsx?d=wf21e9aacec41421fbd919d82ddad373a&csf=1&web=1Every July & December The 6 monthly amount should be emailed to Grant McAllister Finance Business Partner grant.mcallister@ed.ac.uk and ask for the amount to be transferred from our codes to the Project Code listed in the spreadsheet.Equipment & Accessory Orders OnlyUp till December 2023 add

Purchase Order No: UOE1344796 to the order This will appear in the Billing account screenStandard SolutionsNameDescriptionAudienceStatusNameDescriptionAudienceStatusManaged Mobile Service EnquiryUser requests information on Managed Mobile ServiceHelplineActive[Mobile]Managed Mobile New OrderInstructions on how to place an order in VCOLService ManagementArchived[Mobile]Managed Mobile Update Cost CodesHow to update Cost Codes for a mobile numberService ManagementActiveEquipment & Accessory OrdersUp till December 2023 add Purchase Order No: UOE1344796 to the orderService ManagementActive9. Office 365 - EmailUniDesk Category: Core Services and SystemsUniDesk SubCategory: Email and DiaryObject ID: Email and DiaryTag: [O365]Organisational User-facing documentation: https://www.ed.ac.uk/information-services/computing/comms-and-collab/office365/email-calendarVendor User-facing documentation: https://support.microsoft.com/en-us/outlook Service manager's documentation: Office 365 Service WikiSOM: IS Apps Service Management - Seye KutiRequestProcessCommon Service RequestsService RequestsList of domainsDomainsPower-shellUseful PowerShell commandsOrg Units Default mail systemDefault mail system by org. unitUpdate Student licensesLicensing guidelinesNote: Maths & Physics often request A5 licences for InTune ad-hoc for students. The A1 should be removed and 'A5 for student use benefit' license applied. Within the Apps these should be removed: Education Analytics, Kaizala, Minecraft, Windows 10 Enterprise.Fix mailboxes for returning studentsFix mailboxes for returning studentsMigrate users from Staffmail to O365InstructionsOffice 365 Account ProvisioningOffice 365 Account ProvisioningRecover deleted mailbox/itemsRecover deleted mailbox stepsOffice 365 Service WikiFurther guidance on O365Mail Enable AD groupMail Enable AD Group ProcessCreating a room listOffice 365 Creating Room ListsRecovering .pst files using eDiscoveryRecovering .pst Files Using eDiscoveryAdding Room Mailbox to a Room ListAdding Room Mailbox to a Room ListCalSync Opt Out RequestsOur process: CalSync Opt Out Request ProcessService documentation: CalSync Opt Out RequestsScenario based issues / requestsDiagnosing the issueHow to analysis bounce backsDiagnosing bounce back messagesCalendar isn't available error when a user tries to access the Calendar in Outlook on the webhttps://learn.microsoft.com/en-us/exchange/troubleshoot/outlook-on-the-web-issues/this-calendar-not-available-error-when-accessing-calendar) though the CalCheck thing doesn't run via CMD (just seems to create an excel file with the contained error info).Access to Office 365 appsCheck the product is available to the University's Office 365 subscription. The Service Owner for O365 can help confirm this. If it isn't available:"This product isn't available on the University's Office 365 subscription and we can only offer apps if they are currently available, or via early release. We frequently review this release schedule and will advertise anything significant for University wide evaluation appropriately.Unfortunately, we do not have any means of operating an 'on-demand' software evaluation outside of the current subscription terms and early release programme, and therefore we cannot offer access to this product at this time.If it is available, we need to review the process with Service Owner / Managers. Stephen Smith will have more details as the Service Owner for Office 365.Installing Add-ins as a delegateAttempting to install add-ins to a mailbox as a delegate will present the following error message: "Sorry, we can't complete this operation right now. Please try again later"The mailbox needs to be signed into, in order to install the add-ins initially. Once installed, all delegates will be able to use the add-ins when opening the mailbox as a delegate.Search & Delete Phishing emailsITI Enterprise may send us calls to search and delete specific Phishing emails. For example "X is sending phishing spam to university users with the subject "BLAH". Please can this message be deleted from all user mailboxes."Procedure for Search & Delete Phishing emailsRecover orphaned mailbox / deleted or incorrect AD mail object E.g. consequently the result of reconciles, re-provisions and other funny business.Orphaned MailboxEncrypt emails E.g. user is liaising via email with an organisation who can only accept encrypted emailsTroubleshooting rule based email/calendar issues.Office365 - Missing Calendar Invites, Hidden Rules, MFCMapiExport Mailbox DetailsExchange Management ConsoleOn premise connection for Exchange on the cloudhttps://hbdkb3.is.ed.ac.uk/ecp/ (You may need to open this link up in Explorer)Litigation hold on user's mailbox who has leftLitigation Hold in eDiscoveryDe-Duplication of Emails in Officereceiving more than one email from mailing lists etcIf a user is emailed multiple times by a mailing list The user will only receive one message. This is similar to having an out of office set. If you email an user who is out of office you will only receive one notification.The reason it will only deliver once to the mailbox is based on the message ID to prevent a system overload or loops etc.Receive emails sent to 365 group in InboxEnabling this in the group settings in the 365 admin centre would only fix the notifications for new members added to the group.The best way to achieve this is for each member that would like to receive notifications to go to https://www.office365.ed.ac.uk/ and scroll down the left-hand side to your groups where you'll find the '[GROUP]' group. Click that group and click the ellipses to go into the Settings as shown in my 'Group settings.png' screenshot.Next, select the 'Receive all email and events' option under the 'Follow in Inbox' section as shown in my 'Follow in Inbox.png' screenshot.No Exchange online mailbox OnPrem exists and License assigned error on Mail: user's on-premises mailbox hasn't been migrated to Exchange Online. The Exchange Online mailbox will be available after migration is completedMay happen with restored accounts. First we will disable the remote mailbox. Connect to Exchange OnPrem. $UserCredential = Get-Credential $Session = New-PSSession -ConfigurationName Microsoft.Exchange -ConnectionUri http://hbdkb3.is.ed.ac.uk/powershell/ -Authentication Kerberos -Credential $UserCredentialImport-PSSession $SessionDisable-RemoteMailbox -Identity sbeames@ed.ac.ukWait for AAD Sync. To check this go to office365 Admin and select Directory Sync Status Bottom Left. Once Sync has updated.Enable-RemoteMailbox -Identity sbeames@ed.ac.uk -RemoteRoutingAddress sbeames@uoe.onmicrosoft.comMailbox should now be restored.If this fails may need to log a Support call with Microsoft.Some mail fails to reach the mailboxThe remote routing address must be set in on premesis Exchange to: smtp:uun@uoe.onmicrosoft.comIt will then take an hour or so for it to sync to Exchange Online.Freedom of Information RequestsService team FOI Freedom of Information RequestSIP address showing in contact cardUpdate the user principal name:Connect-MsolServiceSet-MsolUserPrincipalName -UserPrincipalName UUN@ed.ac.uk -NewUserPrincipalName UUN@uoe.onmicrosoft.comRemoval of functional mailboxesRemoval of functional mailboxesMail is delivered internally but doesn't receive external mailUpdate the remote routing addressCalsync calendar opt out requestsCalSync Opt Out Request Process User mailbox appears in Exchange Online but not in Hybrid ExchangeMailbox appears in Exchange Online but not Hybrid ExchangeFix calendar processing issuesCalender is not processing bookingsCalendar View Defaults Permission MatrixF/B = Free/BusyR = ReviewerFurther InformationMail Relay Flagshid = Hiddendel = Set for deletionpref = preference email choice (this is need for the update to be triggered to IDM)Microsoft BookingsOverall an unsupported component of Office 365 but AHSS have a set of licences that can be used. Software Services manage the licences and we will support the small group who are using it. The A5 for Faculty licence that you see in the O365 admin portal is the licence. It is not managed in there but instead is an Azure AD group. https://aad.portal.azure.com/#blade/Microsoft_AAD_IAM/LicensesMenuBlade/OverviewGroup name: MS365 Staff AdvancedAdd-Ons for Microsoft products (mainly Outlook)As of March 2020 the Service Manager is looking at implementing a process for Add-On requests. C2003-014 is a lead change record to track these and link any calls. Calls should be resolved when linked to the change and the end user informed of this standard text:Thanks for your request. Service Management are currently reviewing the process for Add-Ons requests via our Change process (Reference C2003-011). Your request has been linked to this record to allow us to review all suggestions. You will be informed once a suitable process and technical solution is in place for managing these Add-On requests.Hard delete of emailHard delete of emailsVerify accepted domain in 365Verify domainsNameDescriptionAudienceStatusNameDescriptionAudienceStatus[O365] Assign Licenses to usersStandard solution to assign license to users in Office 365.   Typically these are purchased licenses such as Power BI Pro, Project Online Premium.Service ManagementArchived[O365] change of display nameThe customer is asking if their Display name in O365 can be adjusted to reflect [Firstname SURNAME] rather than [SURNAME Firstname].Service ManagementArchived[O365] Email account investigation (hold or PST)A user may approach for an email account to be supplied for investigation purposes (for example if someone has left the organisation, checked for an internal conduct issue or possibly more serious external investigations. The user will have two choices which are outlined below.Helpline/Service ManagementArchived[O365] Hide Office365 Group From GALHide Group from GALService ManagementArchived[O365] Hiding Office 365 Group From GALAn group that is created within O365 (Cloud Only) is visible within the GAL as a contact, previously group owners had the option to hide the group but this hasn't been the case with pure Office 365 unified groups (Cloud Only)Service ManagementArchived[O365] O365 Account Litigation HoldsAccount litigation holdsService ManagementArchived[O365] O365 Email Delegate PermissionsPrevious delegate users still have access to Mailbox however they are not listed permission section.The total number of users is normally different to the number of users listed.Service ManagementArchived[O365] O365 Licence Applied - Missing ServicesA user has the correct O365 licence applied however is only licensed for Power BI Free and Microsoft TeamsService ManagementArchived[O365] Recovering an O365 Account from Deleted Users (O365 Admin)A users account has closed down and is still in the deleted users within O365 and we need to recover the contents from the account.Service ManagementArchived[O365] Verify accepted Domain in Office 365Request to verify a domain as an accepted domain to Office 365. E.g. we verify with Office 365 that we have permission to use the domain name space. We're not handing off the domain to the remote Microsoft Exchange host.Service ManagementArchived[O365] Missing Routable @uoe.onmicrosoft.com AddressFor when the @uoe.onmicrosoft.com address is set in on-prem Exchange but not on Exchange online and the account is therefore experiencing routing issues. Immutable ID script.Service ManagementArchived[O365] Azure - B2B Collaboration Guest User Profiles - Wrong EmailWhen a B2B Collaboration Guest user of another Azure tenant is added to our Azure directory, the email contact address in the guest user profile takes on the UPN value instead of the guest users primary SMTP address used to accept the invitation to join our tenancy.The result is that when a user in our domain attempts to email them, the guest object is used and sets the email address to the UPN of the guest user object.Service ManagementArchived[O365] Hide Bookings Calendar From GALHide Bookings Calendar From GAL.Service ManagementArchived[O365] Update A1toA5 License for Bookings, Intune, Teams WebinarsRequest to update user licenses *A1-A5, including Intune (E.g. mostly via Desktop Services for Sci-Eng iPads for teaching etc) Or requests for **MS Bookings or requests for Teams Webinars.Run the script at the bottom if you just need to enable Intune on a user who is already inheriting an A5 license from the 'CAHSS-College-MSBookings' group ('users.csv' file is needed).Service ManagementArchived10. Office 365 - OneDrive UniDesk Category: Core Services and SystemsUniDesk SubCategory: Collaboration ToolsObject ID: Office365Tag: [O365]Organisational User-facing documentation: https://www.ed.ac.uk/information-services/computing/comms-and-collab/office365/onedrive-for-businessVendor User-facing documentation: https://support.microsoft.com/en-us/onedrive and https://support.microsoft.com/en-au/office/Troubleshoot-issues-with-OneDrive-3db87243-ed3b-46f5-ace6-518db68429b1Service manager's documentation: Office 365 Service WikiRequestProcessRequestProcessShare File with othersIf a team needs to share files, it may be best to create a Group / SharePoint site. If OneDrive is to be used, you can:Open OneDrive app on the taskbar (OneDrive may need to be installed)Create the folder and add the fileRight click on the file you want to share (or the full folder) and click 'Share'Choose your sharing option, add the persons name and click 'send'This will send a link via email, when this is opened it will load the OneDrive web location where the file / folder can be accessed. From here, it can then also be synced to the OneDrive app, depending on Sharing settings.Add yourself to a user's personal OneDriveIf you need to add yourself to a personal OneDrive space, to investigate issues, you can do this like so (make sure the user is aware that you are doing this):Sign into O365 adminOpen the SharePoint Admin CenterClick 'User Profiles'Select 'Manage User Profiles'Search for the user and in the drop down beside their Account name, click 'Manage site collection owners'Add your name to the Site Collection AdministratorsOnce saved you should then have full access to investigate OneDrive issues. You must remove this access immediately after your investigation.Permissions Reset of OneDriveTo perform a Permissions Reset of OneDrive:In Office 365:1. Go to SharePoint Admin Center > More features > User profiles > Manage User Profiles2. Look for the affected user, right click over the profile and select “Manage Site Collection Owners”3. Remove the affected user from both fields (Primary Administrator and Site Collection Administrator)4. Add yourself as Primary Administrator and Site Collection Administrator and click “OK” to save changes.In another tab:1. Browse to the OneDrive site and edit the URL by adding the following string to the end of it:

/_layouts/15/people.aspx?MembershipGroupId=0For example, the full URL will resemble the following: https://uoe-my.sharepoint.com/personal/UUN_ed_ac_uk/_layouts/15/people.aspx/membershipGroupId=02. Select the person from the list, and then on the Actions menu, select Delete Users from Site Collection.3. Check if their name is added anywhere else on their OneDrive site and remove them from there as well. (For example, the Documents Library)4. Go back to the "Manage Site collection Owners" option in O365 and set the affected user as the Primary Administrator and Site Collection Administrator of their Site Collection (removing yourself too)Restore a deleted OneDrive sitehttps://support.office.com/en-gb/article/restoring-a-deleted-onedrive-for-business-site-c5595183-a1ef-4931-8201-48a62134f5afIf it is leaver's data, this would need to be approved.Recovering a onedrive folder using eDiscoveryRecovering a onedrive folder using eDiscoveryRequest FilesRequest to enable Request FilesUser unable to access their own OneDriveSymptoms: User gets access denied message on their own OneDriveRun this in the Microsoft admin centre, click help and support and type the below in and press enter: Diag: Check SharePoint User AccessFollow the instructions to the end and the user will then have accessStandard SolutionsNameDescriptionAudienceStatusNameDescriptionAudienceStatus[OneDrive] Missing 'New', 'Upload' and 'Sync' options in OneDrive for BusinessHow to restore the missing options in OneDrive for BusinessService ManagementArchived11. Office 365 - Power BIUniDesk Category: Core Services and SystemsUniDesk SubCategory: Business Reporting & AnalyticsObject ID: Power BITag: [Power BI]Organisational User-facing documentation: https://www.ed.ac.uk/information-services/computing/comms-and-collab/reporting-and-analytics/power-biVendor User-facing documentation: https://learn.microsoft.com/en-us/training/powerplatform/power-biService manager's documentation: BelowSupplier support is from Microsoft themselves but they do not accept Power BI service requests via the normal O365 Admin Portal (https://portal.office.com/adminportal). Instead Power BI support is delivered via the Power Platform Admin Portal: https://admin.powerplatform.microsoft.com/support. The tickets are logged in the same manner as other O365 products where appropriate descriptive information and nomination of contacts are required. We should use this portal for cases that the Service Team need to escalate and no Service Manager is available.ProcessLinkProcessLinkLicence requestSee belowPower BI Pro License RequestsWe now have a new method for requesting Power BI Pro Licences. If you have any colleagues that require a licence they can fill out the form on our Ed Web pages or via the direct link to the form:Power BI LicencesPower BI Pro Licence FormA Power BI Pro Licence is required to publish and share content and if you already have a licence, you do not need to fill out the form. For new requests please provide a business reason for the licence and this will help with our understanding of the use cases for Power BI.'Publish to Web' requestPower BI Publish to web requestsGrant access to Managed Mobile Dashboardhttps://uoe.sharepoint.com/:w:/r/sites/is-apps/service/ismm/_layouts/15/Doc.aspx?sourcedoc=%7B155931FF-E949-450A-8378-3C7A0DFC5D7F%7D&file=Grant%20access%20to%20Dashboard.docx&action=default&mobileredirect=trueUpdate Managed Mobile Dashboard with new datahttps://uoe.sharepoint.com/:w:/r/sites/is-apps/service/ismm/_layouts/15/Doc.aspx?sourcedoc=%7B8B891858-B120-4FC0-BC19-FFD62C3BD90D%7D&file=Update%20Dashboard%20with%20new%20data.docx&action=default&mobileredirect=trueAnalyze in ExcelThe analyse functionality is enabled for the University, hence you can see the option but it is greyed out. The analyse in excel feature is only available when the dataset is made available as part of the published Power BI Dashboard. Most university data will be restricted for download by the owner or publisher of the dataset, therefore Analyse in excel will not be availble to users and greyed out. The user does not need to "install" anything. It the publisher of the workspace has allowed for their data to be analysed in excel, and presented it within the application in the appropriate format, then the user will be able to access the Analyze in excel functionality.Standard SolutionsNameDescriptionAudienceStatusNameDescriptionAudienceStatusHow do I install Power BI?Steps to install the Desktop AppHelplineActiveUser request new feature or functionality in Power BIResponse for queries on installing new featuresService ManagementActiveUndefined errors throughout report / dashboardUndefined errors in Power BI when using FirefoxHelplineActiveImage file not appearing in AppSteps to resolve image file errors in PBI AppHelpline / Service ManagementActiveI don't have a Power BI AccountA response to requests to get a PBI accountHelplineActivePower BI is downChecks to complete for when Power BI is downHelpline / Service ManagementActiveCan I user Power BI if I have a Mac?Desktop does not work, but can still use the browserHelpline / Service ManagementActiveI want to share my Power BI reportAdvice on sharing reports (Pro Licence or use App)Helpline / Service ManagementActiveHow can I get started with Power BI?Training linksHelplineActiveHow do I get a Pro Licence?Information on how to get a Pro LicenceService ManagementNeeds UpdatingI've shared my Power BI report and X person cannot see itinformation on how to resolve thisHelpline / Service ManagementActiveCan I use the Power BI gateway?Pass to Service ManagementHelplineActiveHow to remove a Power BI Licencesteps to remove licenceHelpline / Service ManagementActiveWhere can I learn more about Power BI?Training linksHelplineActivePower BI content won't embed onto SharePointinstruct the user to try the App URL (not sharing URL)HelplineActivePower BI refreshes in my Desktop file, but not onlinecheck to see if credentials are set correctlyHelplineActiveAssign a licence to a Userhow to assign the licenceService ManagementActive12. Office 365 - SharePoint / Group SitesUniDesk Category: Core Services and SystemsUniDesk SubCategory: Collaboration ToolsObject ID: SharePointTag: [O365]Organisational User-facing documentation: https://uoe.sharepoint.com/sites/is-apps/service/SharepointSites/SitePages/Home.aspxVendor User-facing documentation: https://support.microsoft.com/en-us/sharepointService manager's documentation: BelowSOM: IS Apps SharepointProcessLinkProcessLinkSharePoint Support Team Documentationhttps://www.wiki.ed.ac.uk/display/SharePoint/SharePointCurrent solutions site: https://uoe.sharepoint.com/sites/is-apps/service/SharepointSites/SitePages/Home.aspx (new site is in development)Email functional accounts from WorkflowsPlease note the functional account must have a valid email address before changes to SharePoint will allow this to work.SharePoint 2013 Workflows do not allow workflow emails to be sent to non-authenticated users of the site. Before this can work, add the functional account to the list of Members / Visitors (depending on the level of access allowed)for the site. Then, re-add the email address into the workflow.A workaround for this is to use a 2010 workflow instead. This may mean functionality is not the same, and it will be less secure as 2010 workflows have no email validation, so this is not the reccommended option.SharePoint Enhancement Requestshttps://uoe.sharepoint.com/sites/is-apps/service/SharepointSites/Lists/enhancements/AllItems.aspxRecover Office 365 Group SiteIf it is not the owner that has requested this, confirm with them before restoring.Open Office 365 Exchange AdminClick on 'Recipients > Groups'Search for the deleted group and it will appear if it is available to recoverClick 'restore' in the Status section on the right hand sideAdd external users to Group SiteIt is possible to add external users to Office 365 Group sites, however, O365 Group sites do not currently have the ability to share individual files with external users. Therefore, it is reccommended that users use their department / team's SharePoint site collection to grant external access.SharePoint Site Collections have much better control of external sharing as this can be completed at a site level, or indvidual Library / file level.If external sharing is not enabled on the Site Collection, the Site Collection admin will need to approve this to be allowed.File Size LimitFiles of up to 10GB can be uploaded via the browser, and 2GB is the maximum when dragging and dropping via explorer.Check Site TypeView source for HomepageSearch for g_wsaSiteTemplateIdMatch ID against the following: https://absolute-sharepoint.com/2013/06/sharepoint-2013-site-template-id-list-for-powershell.htmlHR Payroll and Pensions Document Management ServiceQueries will come through UniDesk and categorised as SharePoint - HRPP as the top level category. Subcategories include User Access, User Support and Systems Issues.Link to Claire's SharePoint site: https://uoe.sharepoint.com/sites/is-apps/service/SharepointSites/Shared%20Documents/Forms/Projectdocs.aspx?viewpath=%2Fsites%2Fis-apps%2Fservice%2FSharepointSites%2FShared%20Documents%2FForms%2FProjectdocs%2Easpx&useFiltersInViewXml=1&FilterField1=Project_x002f_Service&FilterValue1=HR%20Digitisation%20%28Service%20Excellence%29%20%5BHRP001%5D&FilterType1=ChoiceRecords Management Sharing of Subject Access RequestsLink to Claire's SharePoint site: https://uoe.sharepoint.com/sites/is-apps/service/SharepointSites/Shared%20Documents/Forms/AllItems.aspx?viewid=0d535a67-d17c-4bc1-bddf-8e0ee9f8790bSharePoint Site Creation QuestionsThe first thing we must check is if their department or college already has a SharePoint Site. If they do the first thing they must do is check with their department admins / IT support / owner for the site and ask for a SubSite. If the SubSite is not appropriate, we can create a new site, but we need confirmation that the SubSite isn't suitable and why this is. If it is confirmed that they do require a full Site Collection, we can ask the following:Thank you for your request for a new SharePoint Site. In order for us to fulfill this request, and to create the most appropriate site for your needs, please can you confirm the following:Site Name (a short name with no symbols is most suitable):Please describe the proposed use(s) for the new site:Please describe the target audience (and if there should be any access restrictions for the site):Site Members (if any) - These people will be given Document Upload / Edit rights:Site Owner(s) - Full Control of the site:Please note that the Owner(s) will be responsible for managing access and the design of the site, and will be contacted if requests for access or amendments are raised to us / the Helpline. SharePoint Troubleshooting For MicrosoftAction Plan:Navigate to the SharePoint Admin Center & create a new classic site collection >> check the behavior.Use a standalone network like Wi-Fi or home network to check the delay while loading the sites.Perform the action plan using In-Private browsing.Also please collect some Fiddler Traces if you experience significant delay.Please follow the below action plan to collect the Fiddler Trace (network traffic) while reproducing the issue;Download and install Fiddler from https://www.telerik.com/download/fiddler.Open Fiddler > click Tools > click Fiddler Options... > at HTTPS tab, tick Capture HTTPS CONNECTS, and Decrypt HTTPS traffic > tick Ignore server certificate errors > OK.Close all browsers and all running applications including Fiddler.Restart Fiddler, click File > untick Capture Traffic, and then, click Edit > Remove > All Sessions.Now Fiddler is ready. We will start to reproduce the issue to capture the logs.Navigate to the affected site.Switch to Fiddler, click File > tick Capture Traffic.Go back to the webpage, click on the SharePoint Tile.When you see the error message, capture a screenshot.Wait for the Fiddler to finish capturing the current traffic.From the Fiddler, click File > Save > All Sessions... > store the captured logs as a .saz file.Enable External Sharing on a Communication SiteThe SharePoint Site Administrator must approve for external sharing to be enabled. Once this approval has been given, the call can be passed to Service Management. Action for Service Management:- Sign into Office 365 Admin portal- Choose 'SharePoint'- In the ‘Active sites’ screen, search for the Site- Select the Site and click 'Settings' > 'More settings'- Edit the External sharing settings and select ‘New and existing guests’- Scroll down and click 'Save' Further Information================ ‘New and existing guests’ is the sharing option that we must choose. This means external users will need to sign in and authenticate onto our system.Permissions reset for a user of a SharePoint siteIf a user is not able to access a SharePoint site that they in fact have permissions for, resetting their permissions for the site can resolve the issue.To perform a permissions reset for a user of a SharePoint site:1. Go to SharePoint Admin Center and add youself as a 'Site Collection Administrator' of the site.2. Remove the user from any permission groups they are a member of in the site.3. Add the string '/_layouts/15/people.aspx?MembershipGroupId=0' to the end of the site URL and then go to the resulting page.4. Select the user from the list, and then on the 'Actions' menu, select 'Delete Users from Site Collection'.5. Re-add the user to the relevant permission group in the site. The user should now be able access the site as normal.Removing Committee SitesSee Standard Solution: Core Services and Systems > Collaboration Tools > [SharePoint] Unpublish Committee Papers & MeetingsView Site Usage AnalyticsAdd the string '/_layouts/15/siteanalytics.aspx?view=19' to the end of the site URL and then go to the resulting page.Link to Building Occupancy AppIf a smartphone user can't use the Building Occupancy App (compatability, storage requirements, etc) then they can use direct URLs:BuildingOccupancy App: https://apps.powerapps.com/play/f3f78854-08c1-4ce3-87dd-f814f5cdef2b?tenantId=2e9f06b0-1669-4589-8789-10a06934dc61https://edin.ac/3Ccf98GEntry and Exit App:https://apps.powerapps.com/play/49aee1a2-a16d-4775-bf76-e2b20d15a561?tenantId=2e9f06b0-1669-4589-8789-

10a06934dc61http://edin.ac/3bW78rPRetention Labels (Example Call: I210908-1876)Hi (user),Unfortunately, the retention labels have to be set up at the O365 tenancy level before they can be used in a SharePoint library (or in any other O365 application), and I am afraid no retention labels have been set up in our tenancy so far.However, it might be possible to achieve something similar to the retention-label process using Power Automate (which all UoE members can use as part of our O365 licence). For example, there is the Update and delete items in a SharePoint list on a recurring basis Power-Automate flow template, which you could adapt to work with your library (along with perhaps adding some appropriate columns to your library) to delete files that have elapsed their retention period. (You also of course could build a flow from scratch to meet your needs.)Would you like to have a look at Power Automate to see if that could work for you?Kind regards,(NAME)SharePoint AuditingAll sites should be audited and logs can be returned for the last 90 days as standard. You should be able to search on actions based on filename, folder or site.https://compliance.microsoft.com/auditlogsearch?viewid=Test%20TabCommittees Site Publish Button not VisibleHelpline staff should be in this AD group 'IS Helpline Permissions' in order to publish committee sites. However, this doesn't always seem to make the 'Publish' button visible to them on new committee sites. Therefore, you can add them in manually at: https://uoe.sharepoint.com/sites/committees/_layouts/15/mngsiteadmin.aspxThis will allow them to see the 'Publish' button.Access to Sharepoint sites for former employees who have returnedrelates to the person being a former employee who has come back. SharePoint stores the old uun account in a hidden list (in each site). Problem happens because we reuse uuns, Active Directory deletes acount after certain number of days and then when person comes back if uun is re-used the account is recreated in AD but it has a different guid or object ID, so SharePoint gets confused as it is clinging on to the old object id.Only solution is to remove the person from the site (where given access) and from the hidden list:https://uoe.sharepoint.com/sites/[entersitename]/_layouts/15/people.aspx?membershipGroupId=0These steps need to be done for all sites where the user has a problem accessing.Copying permissions of existing SharePoint site to a new siteThere's an API to get permissions group membership - for most purposes people call it from Excel as a 'Get Data' > 'From Other Sources' > 'From OData Feed'. See screenshot below:To find the URL, first you'll need the group ID of the desired permission group. To get this, first navigate to the group and copy the ID in the URL like so:Next, append '/_api/Web/SiteGroups/GetByID([GROUP ID GOES HERE])/Users' at the end of the site root address (replace where it says '[GROUP ID GOES HERE]' with the Group ID you copied in the previous step (keep the '()' brackets in. For the example above, it would be: https://uoe.sharepoint.com/sites/WassimPlaygroundSite/_api/Web/SiteGroups/GetByID(5)Then concatenate the emails with '; ' between each; copy & paste them into the new permissions group in the new site.Known errorsWhen installing the SharePoint Application Catalog / Apps for SharePoint the 'Save this site as template' and 'Delete this site' options are removed.If the App Catalog is installed, and the 'Delete this site' is missing, the following workaround will allow Site Owners to delete the Site when needed:- Navigate to the Site / Subsite you wish to delete- Click Settings > Site Settings- The URL should now have _layouts/15/settings.aspx? and characters after this- Remove everything after _layouts/15/- Add deleteweb.aspxThen click 'Delete'.Sharepoint site shows as user is editing this pageSharepoint site shows user is editing this pageStandard SolutionsNameDescriptionAudienceStatusNameDescriptionAudienceStatusDelete a SharePoint SiteInstructions on how to delete a siteHelplineActiveiFrame into SharePointHow to embed video / content into SharePointHelplineActive[SharePoint] Delete Committees SharePoint SiteSteps to delete a committeeService ManagementArchivedFile/Site Access RequestsInformation on how to contact if we get access requestsHelplineActiveFaulty WebpartHow to remove a faulty webpartHelplineActiveInformation gathering for SharePoint callsBasic information gatheringHelplineActiveShare site with everyone in UoEInstructions to add all users to SharePoint sitesHelplineActive[SharePoint] Opening files from SharePoint in Visio crashes the clientSteps to resolve Visio crashingHelplineArchivedSite creation request/enquiryInformation gathering to get a SharePoint site createdHelpline / Service ManagementActiveExternal accessSteps to share a file externallyHelplineActiveData Protection and Backup InformationSharePoint Data Protection and Backup information requests.Helpline / Service ManagementActive[SharePoint] Add External Sharing to Site CollectionA user requests for a full SharePoint Site Collection to have External Sharing enabled.Helpline / Service ManagementArchivedfile path too longAdvice on the steps a user can take if the file path for a document is too longHelplineActive[SharePoint] Permanently Delete Site from Recycle BinSteps to permanently delete a site if requestedService ManagementArchivedOpen with Explorer greyed outInstructions to use IEHelplineActive[SharePoint] All Staff Group in SharePointIf a user wants to add All Staff and not Students, the group "All UoE Staff" can be used.HelplineArchivedUnpublish Committee Paper & MeetingsSteps to unpublish SharePoint committeeHelpline / Service ManagementActiveSite design/content/layout technical issueSteps for when content requests are raisedHelplineActiveEditing default blog page fix in Modern Teams siteSteps to fix 'edit page' missing in blog pagesService ManagementActive13. Office 365 - Microsoft StreamUniDesk Category: Core Services and SystemsUniDesk SubCategory: Collaboration ToolsObject ID: Office 365Organisational User-facing documentation: http://www.ed.ac.uk/streamVendor User-facing documentation: https://learn.microsoft.com/en-us/stream/Service manager's documentation: NoneMicrosoft Stream has been enabled on our tenancy and will be classed as a supported component of Office 365. Nothing for us to do since Stephen and Eilidh will be picking up all the support requests until a handover is proposed.Our process: If you see “Stream” in the call fire it off to Stephen and he can then triage to Eilidh if required. We don’t touch it.--------------------The background from Stephen:Gavin and the Principal are expecting MS Stream to be enabled this week in an effort to mitigate the issue whereby people are complaining that without it, they're being forced to upload their Teams meeting recordings to social media platforms for sharing.   This is a deliverable of DTI053 project which reports weekly to Gavin and the Principal. We will 'silently' enable Stream in that we're deliberately not broadcasting to everyone that it's available all at once. We have getting started, FAQ and How To guidance, including privacy and policy in place at: https://www.edweb.ed.ac.uk/information-services/computing/comms-and-collab/office365/microsoft-streamEilidh and I will pick up queries raised through IS Helpline. Although there's not much there to configure - Microsoft has it packaged up tightly - it's basically like having a Youtube-esq account.We will continue to work in the background to build service documentation covering service design, support flows, status alerts etc. with a view to build knowledge transfer. However, this will take us through September.--------------------Service requestLink or responseService requestLink or responseQuestions about Microsoft Stream classic closureHello USER,Content in 'Stream Classic' will be migrated to 'Stream on SharePoint' and we're currently working through plans and processes for this so content owners, including NAME will be contacted in due course.Existing content can continue to be accessed normally and users do not need to take any action but we do recommend they familiarise with the Stream on SharePoint sooner rather than later: https://stream.office.com/. This new version lets you upload videos to platforms across Microsoft 365 and access them from one central location.The closure of 'Stream Classic' has been extended to 15 April 2024, and as I said users will be contacted regarding migration before then. Storage quota on this platform isn't an issue.Best regards,OPERATORService Operations CoordinatorIS Apps Service Management14. Office 365 - TeamsUniDesk Category: Core Services and SystemsUniDesk SubCategory: Collaboration ToolsObject ID: Teams on Office365Organisational User-facing documentation:: https://www.ed.ac.uk/teamsVendor User-facing documentation: https://support.microsoft.com/en-us/teamsService manager's documentation: https://uoe.sharepoint.com/sites/OnlineandDigitalEventsSOM: IS Apps Service Management - Stephen SmithRequestProcessRequestProcessMS Graph: Deleting a Teams Channel Event SeriesMS Graph: Deleting a Teams Channel Event SeriesScheduling Meeting in Teams ChannelUser scheduled meeting within a Teams channel and is not receiving response notifications: https://www.wiki.ed.ac.uk/display/ser/%5BO365%5D+Scheduling+Meeting+in+Teams+ChannelRecovering a Teams recording that is failing to upload to OneDrive/SharePoint Possible workaround steps:O365 Admin - Open the "Support" dialog box at admin.microsoft.comClick "New service request"Type: "Diag: Missing Recording" in the search bar & returnenter URL & date of meeting in the supplied fieldsIf successful:- This will generate a URL. Go to the URL and the meeting recording will download.- Share to the meeting host to re-share with participantsIf not successful:- It'll tell you to log a ticket with MicrosoftNote: when logging a ticket with Microsoft, ensure that you have the following information:UPN of the organiser and the user who initiated the recordingDate and time in which the meeting took placeMeeting linkYou will then receive a link for each recording that the organiser or the person who started the recording will be able to use to download the recording as long as they are signed into Teams on the web in a different tab.Teams Premium licenceFrom Teams Premium Licensing details from Microsoft:At general release, Microsoft won't offer an EDU-specific license or EDU discounts for Teams Premium.Checking with our license reseller, they confirm that the Teams Premium license add-on is not available to Higher Education at this time.Sharegate migration tool moving Teams channelsUse of the Sharegate Migration Tool for copying Teams channels to another team.15. SAP Business ObjectsUniDesk Category: Core Services and SystemsUniDesk SubCategory: Business Reporting & AnalyticsObject ID: Business Objects BI Launchpad, Business Objects Explorer ,Business Reporting and AnalyticsTag: [BI

Suite]Organisational User-facing documentation:: https://www.ed.ac.uk/information-services/computing/comms-and-collab/reporting-and-analytics/businessobjects-overviewVendor User-facing documentation: https://support.sap.com/en/my-support/knowledge-base.htmlService manager's documentation: BI Tools: SAP BusinessObjects Service PageSOM: IS Apps Enterprise Data Services - Andrew McFarlaneProcessLinkProcessLinkAdvanced, Standard, and Restrict to StandardAdvanced groups give users the ability to amend and create reports within a universe,Standard groups give the user 'Read Only' access to the universe. They can run a report, but they cannot edit the queries.The Restrict to Standard group does what it says on the tin. It operates across all universes, restricting access to Read Only. Historically, when an access request for a particular universe came in, the user would be added to Advanced, Standard, and the general Restrict to Standard group. The idea behind this was that we could easily remove the Restrict to Standard group if/when the user did the training to get Advanced access. What this means is that there will be users listed in the Advanced groups who do not actually have the ability to amend or write reports. If you see a user in the Advanced groups who you think shouldn't have edit access, assume that they're not in the Restrict to Standard group.Processing BI Suite requestsBI Suite Call RoutingService Team adding users to BI Suite and to GroupsArea authorisersBi Suite WikiBI Suite general informationAdvanced UsersBI Suite Advanced Users ListService Team BIS Advanced Licence RequestLicense swapsBusinessObject Routine Service Activities (Revised May 2019)Editing message in BI launch padEditing Bi launch pad messagesBI Suite general callsGuide general callsBI Suite New Access GroupFor any calls that require an access group to be created the call should be passed to The BI Service Manager to be createdBI Suite TrainingUsers must request access via the relevant Content Provider first:https://www.ed.ac.uk/information-services/computing/comms-and-collab/reporting-and-analytics/accessBI Suite Mailing Listsbi_ug@mlist - all active users should be on this; we use it to communicate about service outagesbi_areas@mlist - for key service stakeholders; for policy changes and discussions etc.BI Suite Scheduled ReportsIf a user is trying to run a scheduled report, through explorer, they will need the BI Password set.Request for secure foldersThis is not something we can do currently:Response for someone requesting this for Student Systems folders:"There is no secure college/school space in BusinessObjects just yet. Teams use Student Systems > Locally Developed, to store their reports, but there is no security on those in the sense that each folder is not locked down so that only that team can see it.However, on each folder Advanced and Standard rights do apply as normal. So users accessing a folder who have Standard rights will only be able to view the report and save it to their favorites (where they an edit it) , but they can't delete it or make and save changes to either query or formatting.At the moment there is no resource to implement secure college/school space because this would require a lot of resource that isn't available just now.We hope the Locally space can offer you a half-way house until we can roll-out something more fitting."I can see "#TOARCHIVE" in front of some of my reports. Will it be archived?It's an automated flag put into the description of a report if it's more than 6 months old. Reports won't actually be archived or deleted so they're perfectly safe. Access to BI Suite TestTest BI Suite / Test Business Objects does not work via EASE or

Test myed. Instead the user must be given a Test Password and then sent the following URLs:Modern Launchpad: https://www-test.bobi.is.ed.ac.uk/BOE/BILaunchpadClassic Launchpad: https://www-test.bobi.is.ed.ac.uk/BOE/BITo set their password, log into Test CMC via: https://www-test.bobi.is.ed.ac.uk/BOE/CMCThen, search for the User (via Users and Groups > User list)Here, set a password and choose the options 'Password never expires' and 'User must change password at next login':Click 'Save and close' and send the password to the user securely.Accidentally sent a report to 'Everyone'The report will need to be removed from all user BI Suite inboxes (2000+) - Ticket for reference: I220105-2234Steps taken to remove the reports:- Open BI Suite QMC- Select the 'Inboxes' option from the drop down- Search for the file name minus the numbers* - in this case Coursework Extensions : - Confirm the results are the specific report in question. Note - there is not a lot of information here so you may need to search individual inboxes to get more data to help narrow down the deletion. - Select all reports to be deleted - Right click and 'Delete' - Repeat this in 500 batches at a time. - useful tip is to pick a username from this batch and confirm it is deleted before moving to the next 500.*Every report in a user's inbox gets a different number when sending in bulk. eg Coursework Extensions : 1008001, 1008002 etc.). This number is useful for determining if the file was sent earlier than the bulk send. Eg. Coursework Extensions 670001 would be a number earlier sent report than 1008001. So, we can search Coursework Extension : 1008 to find only those sent in this run (or later).Example of the search:The user can then be advised to report it as a breach via the DPO if they consider the data sensitive: https://www.ed.ac.uk/data-protection/breach-procedureBI Suite incorrect date formatTickets for reference: I201022-1810 & I220915-1211Get the user to try the following:Click on 'Locale and Time Zone' and try the following combination of settings:Preferred Viewing Locale: "English (United Kingdom)"Current Time Zone: "Greenwich Mean Time: Dublin, Edinburgh, ..."Product Locale: EnglishRestart BI Suite after this, double check the settings have saved, and then try the export again. BI Visitor reporthttps://www.wiki.ed.ac.uk/display/ser/Service+Team+Request+for+Visitor+Registration+Report+ProcessGroup membershipSAP Group membershipStandard SolutionsNameDescriptionAudienceStatusNameDescriptionAudienceStatus[BI Suite] Restart Web Intelligence Processing ServerA user gets the error message 'Illegal Access to the viewer, please user a valid URL' in Web Intelligence.Service ManagementArchived[BIS] BI Suite error - "You do not have access to one or more data providers"User opens / refreshes a report, and gets this 'permissions' error:"You do not have access to one or more data providers. Only the data providers to which you have access will be refreshed. Do you want to continue? Yes/No"Service ManagementArchivedSerengetiUniDesk Category: UniDesk SubCategory: Object ID: SerengetiTag: Organisational User-facing documentation: https://www.ed.ac.uk/information-services/computing/application-development/doc-managementVendor User-facing documentation: ?Service manager's documentation: SerengetiProcessProcessProcessProcessSerengeti is DownSerengeti is DownSerengeti - Adding UsersAdding users to SerengetiUniDeskUniDesk Category: UK and International ServicesUniDesk SubCategory: UniDeskObject ID: UniDesk Institution Tag: [UDSK]Organisational User-facing documentation:

https://www.ed.ac.uk/information-services/computing/comms-and-collab/unideskVendor User-facing documentation: ?Service manager's documentation: UniDeskRequestProcessRequestProcessBasic Service OverviewGuidanceEverythingAdmin GuideMost UDSK SR are documented here, including Operators/Operator Groups/Hidden Teams/Categories and Mail Loops.Operator card managementAdding and removing an operator to an operator groupHow to add an operatorIncident ManagementIncident Management OverviewCategory ManagementManaging categories and subcategoriesPermissionspermissions explainedMail import set upMail importDiagnosticsdiagnostics pageUniversity of Abertay password re-setpassword re-setSetting ManagementUniDesk Admin Settings (Settings Management Client)Password removeDeleting Inappropriate Information from IncidentsCreate Operator Group with Mail Import RequiredCreate a new Operator Group with Mailbox in UnideskDaily Person Import failuresUniDesk Person Import Failure ProcessStandard SolutionsNameDescriptionAudienceStatusNameDescriptionAudienceStatus[Unidesk] Update Mail Import CertificatesShould UniDesk Mail Imports fail for an institution, this process can be used to check and get it working again. This can be used for Office 365 environments.Service ManagementArchivedDetermine UniDesk Logins - Operator and SSPIf we want to determine the number of logins for operator interface or SSP.Service ManagementArchivedFeedback field in UniDeskEnquiry regarding the usage of the feedback field and how it works.Service ManagementArchivedUniDesk Accessibility queryGeneral statement on UniDesk's accessibility and what has been worked on to improve this.Service ManagementArchivedUniDesk and Operator FiltersInstitution has requested feasibility of using Operator Filters.Service ManagementArchivedUniDesk Autoclosure mechanism not working (Events and Actions)If an institution reports that their autoclosure mechanism is not working then it is likely that a few things will need checked. Symptoms could include the 14-day day autoclosure not automatically closing calls from 1st line confirmed resolution to closed without confirmation. I181030-3042 was the call that prompted this solution.Service ManagementArchivedUniDesk Demonstration EnvironmentWe often receive requests for access to a UniDesk Demonstration or Trial Environment. Normally this is part of some discussion about features or pricing and some discussion has already taken place. If the enquiry has not yet started please refer to the Service Owners or SOM firstly so they can kick start the conversation. If this has already taken place this Standard Solution will give you the steps required to supply access.Service ManagementArchivedUniDesk Email Size LimitsUniDesk Email size limitationsService ManagementArchivedUniDesk enquiryTemplate email to be adapted for incoming UniDesk prospective member enquiries - likely there are questions needing embedded in the response so needs amended....Service ManagementArchivedUniDesk Logon error with Azure ADUniDesk institutions who use Azure AD as their authentication method (rather than Shibboleth) may encounter a role-based error when trying to access either Operator or Self Service functionality."The signed in user X@institution.ac.uk is not assigned to a role for the application".Service ManagementArchivedUniDesk Mail imports failingERROR:~~~~~~Mail imports were failing for Napier with the below message:Connection failed: The request failed. The request failed. java.lang.RuntimeException: Unexpected error: java.security.InvalidAlgorithmParameterException: the trustAnchors parameter must be non-emptyService ManagementArchivedUniDesk

MobileCustomer enquiring about the availability or plans for a mobile app.Service ManagementArchived16. Visitor Registration SystemUniDesk Category: Core Services and SystemsUniDesk Subcategory: Visitor Registration SystemObject ID: Visitor RegistrationTag: [VRS]Organisational User-facing documentation: https://www.ed.ac.uk/information-services/computing/application-development/vrsVendor User-facing documentation: N/AService manager's documentation: Visitor RegistrationRequestProcessRequestProcessVRS Approvers - EUSA and EIEdinburgh University Students Association and the Edinburgh Innovations teams are all Visiting Staff. Typically we would ask that a permanent (non-Visiting-Staff) person is the Approver for their area however none exist. We have a deal with these two areas that they can do Approval but not themselves.Edinburgh Innovations IT Manager (David Montreuil) has the following people as Approvers and IDMCO personnel:Gillian Ferguson - v1gferguAlasdair MacLeod - v1amacl7Kris McQuade - v1kmcquaDavid Montreuil - v1dbouazVRS AccessApplication FormVRS - VisitorRegistrationAccesshttps://uoe.sharepoint.com/sites/office365serv/SitePages/IDM-VRS-Authorised-Users-List.aspxMailing listhttps://mlist.is.ed.ac.uk/lists/info/vrs-usersChanging a visitor's Org UnitKnown Error vrs and idm org unit don't match causing permissions to drop. Fix using following documentation:Changing the "Authorisation" tab Org UnitAdding authorising for VRS/IDMHow to give VRS/IDM authorisationEnding a visitEnding a visitRejecting an application formHello APPROVERS_NAME,The application for REQUESTORS NAME’s access to the Visitor Registration System (VRS) & Identity Management System (IDM) has been rejected. This is because no options were selected in the Application Form. Should they still require VRS / IDM access, please provide the level needed:VRS: Originator/Sponsor OR Approver OR No VRS Access RequiredIDM: IDMCO or No IDM Access RequiredDeleting a VisitA visit must be ended by the VRS admins for the department. We can end visits in certain circumstances '(see Ending a visit' above). However, if a Visit MUST be deleted immediatley (with no suspension period) we can do this:Get approval from HR / The VRS Admin and confirm the reason for deletingLog into VRS and search for the Visitor IDEdit the visit and set the end date to todaySave and then go back to the visit and click DeletePlease note - If a visit is deleted, the suspension period will last until the visit end date NOT after the 30 day suspension period.Missing Services for VisitorComplete the following steps if the cases below are trueVisitor account has missing servicesThe services have been correctly selected in the current active visitConfirm the users have Group Memberships listed. i.e Visitor Staff and ORG Code. If they do not, raise the call to Application Management.The selected missing services have 'Unknown' status under the the 'Associated Groups' i.eCheck the visitor's selected services from the latest visit and make a note.Compare the selected services to visitor's current services within IDM.Add missing services through 'Manage Services' section, all users should have AD selected.Confirm the missing services now have an Associated Group against the required services.Re-provision (insert) the updated Change Based Services as well, listed below:CCDVPNCAUTHMyEDWIKILapLanLearnLibFeedSATPebblepadStaffmailEASERenaming a VisitorVisitors cannot be renamed. The current visit must be ended and a new one created with the correct spelling / new name.Request for Visitor Registration ReportRequest for Visitor Registration Report

ProcessService Team Request for Visitor Registration Report ProcessNEW: Service Team Service Request for Visitor Registration Report ProcessAD Access when Creating a Visitor When someone selects Wireless, VPN or LAPLAN when creating a visitor, they also get AD17. Web HostingUniDesk Category: Core Services and SystemsUniDesk SubCategory: Collaboration ToolsObject ID: Web and Application HostingTag: [Web Hosting]Organisational User-facing documentation: https://www.ed.ac.uk/information-services/computing/audio-visual-multi-media/web-hostingVendor User-facing documentation: https://docs.cpanel.net/cpanel/Service manager's documentation: Web Hosting SupportSOM: IS Apps Service Management - Alain ForresterService Outage/Disruption Contacts: csgdocs_users@mlist.is.ed.ac.uk, csgscripts_users@mlist.is.ed.ac.uk, hssdocs_users@mlist.is.ed.ac.uk, isdocs_users@mlist.is.ed.ac.uk, sasgdocs_users@mlist.is.ed.ac.uk, sasgscripts_users@mlist.is.ed.ac.uk, C.J.Henderson@ed.ac.uk, Callum.Kerr@ed.ac.ukProcessLinkProcessLinkcPanel Hosting DocumentationcPanel Hosting - HomeHow to EASE protect a directory or domainEASE ProtectingHow to setup a new DomainDomain Setup ProcedureKB-IIS-1 Server (the O drive)https://www.wiki.ed.ac.uk/display/ISHelpKB/KB-IIS-1+Server+%28the+O+drive%29Hosting R filesR is a separate package, for statistical analysis and not something we can install on our serviceRequest to develop a siteThis is not a Service Management task. Direct the user to the 'Website Development Service' here:https://www.ed.ac.uk/information-services/computing/audio-visual-multi-media/web-development-service where the requester can fill out the 'Service Enquiry Form' Change Web Hosting PackageChange Web Hosting Package InstructionsAdd a RedirectHow to add a redirectCosts to host a siteAvailability, Entitlement & Charges - Note from Alain regarding costs for research purposes below:"For a basic hosting account - Free. Provided it fits into any of the basic options available.Historically we had it as POA because many research projects need to consider funding and would enter into discussions with us which might surface other costs elsewhere, such as ongoing maintenance, that would otherwise not be considered. The basic cost of the hosting itself is free given it keeps the website on the University's infrastructure and it's of little overhead given that we're running the service anyway."Known error - SSL Certificate didn't renew automaticallySSL Certificate did not renew automaticallyListing of hosted siteshttps://webhosting.is.ed.ac.uk/websites/Blocking and unblocking IP on hosting machinesStandard SolutionsNameDescriptionAudienceStatusNameDescriptionAudienceStatus18. Wiki ServiceUniDesk Category: UniDesk SubCategory: Object ID: Identity Management (IDM)Tag: [IDM]Organisational User-facing documentation: https://www.ed.ac.uk/information-services/computing/comms-and-collab/central-wikiVendor User-facing documentation: https://confluence.atlassian.com/doc/confluence-data-center-and-server-documentation-135922.htmlService manager's documentation: Wiki ServiceSOM: IS Apps Service Management - Alain ForresterProcessLinkProcessLinkEASE Friend AccessBrowse -> Confluence Admin -> Users Management.Search for the EASE friend by their email address to check that they are not already in the Wiki.Select Add User and use their email address for the Username, Full Name and Email fields. (Do not tick the box for sending an email to the user) The password is not important as they will use EASE to authenticate but one does need to be set.Then edit the groups for this user, first adding them to the 'evisitor-users' group and then removing them from 'confluence-users'.Resolve the UniDesk request using the standard solution.Faster to do this diretctly in Crowd:Service Team Ease Friend Wiki accessRemove/Rename/Copy/Backup a WikiCloning or Renaming a wiki spaceGoogle AnalyticsGoogle Analytics OverviewSetting up a Theme Builder space/userAdministration of TBviewing users accounts on the Wikiview users account set up - impersonation toolCreate Footnote / Footnote DisplayThe easier way to do this would be to edit the page, find the text you would like to make a footnote for, and then start typing {footnote and select the Footnote macro that appears, then enter the text to be used for the footnote and click save. The foot note will then be created however will not be displayed until a Footnote Display is created. They can then set-up a Footnote Display at the bottom of the page by typing {footnotes and click on Footnotes Display macro.WIS Wiki Space AccessAny request from a user outside of IS for wiki access to WIS wiki space should be advise to contact PMO (Glenda) regarding request.Edit / Delete page that won't renderhttps://confluence.atlassian.com/confkb/cannot-edit-page-editing-or-deleting-a-page-that-won-t-render-167608440.htmlCan we get WIki Space stats such as edits?No, there is a Confluence Usage app but that is disabled on our environment since it causes performance issues on an environment of our size.Wiki Macros display Asian characters rather than EnglishIf a user is trying to add Macros to their pages and see the description in Asian characters then do the following.1) Manage Apps (top-right cog when logged in as Admin)2) Give it a wee minute to load and you'll see ScriptRuner as an option:3) Expand that and there's a grey 'Disable button'. Click that and confirm if asked (just click the don't give feedback link when it asks you why) 4) Wait for the plugin to be greyed out and the previous disable button becomes "enable".5) Click that to turn it back onBanners for outages and at riskWiki banners for outages and at riskAdditional informationHow to get a reference in on the WIKI page? - please use the footnote macro after the word you want your foot note to attach to, and the display footnote at the end under reference.That works better than anchors but still is not referencing and bibtex macro doesn't display correctlyStandard SolutionsNameDescriptionAudienceStatusNameDescriptionAudienceStatus[Wiki] Create Groups of Users in Wiki SpacesA Wiki Space Owner can create groups of people to be used on the Space.This group can then be added to the permissions of the Space or specific, restricted Pages.The Group can also be used on other Spaces if needed.If a Group is required to be set up across many different Spaces, Service Management can create these. To create a Group for a specific Space, or a set of similar Spaces, the below steps can be used.Service ManagementArchived[Wiki] Granting Wiki Page Access for Restricted Child Page / PagesRequest to grant access for restricted child page / pages within a ed.ac.uk wiki space.Service ManagementArchived19. Test RailUniDesk Category: Core Services and SystemsUniDesk SubCategory: Collaboration ToolsObject ID: User TestingTag: [Test Rail]Organisational User-facing documentation: https://www.ed.ac.uk/finance/about/sections/sas/efinancials-upgrade/testrailVendor User-facing documentation: https://support.gurock.com/hc/en-us/Service manager's documentation: TestRail ProceduresSOM: IS Apps Service Management - Alain ForresterProcessLinkProcessLinkService Statushttps://testrail.statuspage.io/(First Step) Adding Project in TestRail Admin toolhttps://testrail-admin.is.ed.ac.uk (Second

Step) Create a TestRail Project (service)https://uoe.testrail.comProcessing Daily TasksAll daily Tasks done here: https://uoe.testrail.net/Adding Users to TestRailProject managers should usehttps://testrail-admin.is.ed.ac.uk to go in and add a list of users that they want to give access to with a role and start/end dates. That way, we can get an aggregated list of the changes that need made and action them once per day - the daily tasksTestRail BillingIf the Project is marked as compliance, there is no charge processed, however the system will still indicate that there is a cost to IS Apps and therefore an overhead that could be factored in when calculating the cost associated with delivering the project. Provided there are no codes provided and that the project is marked in compliance in the system, there will be nothing charged to the project or business area.Displaying the cost to the University is also a useful incentive to help people keep the costs down.User Management Tool Administration20. OneTrustMinimal support as a technical service with Service Owner (currently Susan Cooke) taking on majority of support with the supplier. Data Protection Office are the frontline so tasks are limited.Susan Cooke has created some Visio flows so that we have a graphical overview of support procedures and is available here:https://uoe.sharepoint.com/sites/SMEDSTeam/Shared%20Documents/Forms/AllItems.aspx?id=%2Fsites%2FSMEDSTeam%2FShared%20Documents%2FService%20%2D%20DPIA%20OneTrust%2FStandard%20Solutions&p=true&originalPath=aHR0cHM6Ly91b2Uuc2hhcmVwb2ludC5jb20vOmY6L3MvU01FRFNUZWFtL0V0ZTZZaTNhVndKS3Nhb1BQcVRQZTRRQkVCTmxZVlZrdm9WVlpfUDVkdmxBS2c_cnRpbWU9MTVyb3ZTWEUxMGcThe direct login for the service is at: https://app-eu.onetrust.com/auth/loginTaskDetailsTaskDetailsEnd user supportWe are not involved. Data protection office (DPO@ed.ac.uk) should handle all user queries. DPO manage training and end user documentation and should be maintained by them.Individual login problemAll users will use UUN@ed.ac.uk for logging in.Service Owner may request new administrators to be added.Can be done within the tool itself via the Launch menu then “Users and Groups”.The role is "Site Admin".DPO may ask for senior support since they are the frontline.These requests go straight to the Service Owner.Service unavailable (non-EASE issue)Call to be raised to OneTrust via Service Owner. Raise IS Alert. Inform DPO@ed.ac.uk with the IS Alert URL. DPO to inform end users.Service unavailable (EASE issue)Call to be raised to Development Services via Service Owner. Raise IS Alert. Inform DPO@ed.ac.uk with the IS Alert URL. DPO to inform end users.Service unavailable (due to maintenance period)Scheduled maintenance is advertised inside the tool itself. The Service Management daily service checks will now check this service each day and post IS Alerts for any maintenance. Our user logins (as admins) will show these on login. End users also see these. DPO to inform end users if they choose to.Standard SolutionsOnly one Standard Solution is available which IS Helpline will use to refer end users on to the DPO team.OneTrust enquiry (Data Protection Impact Assessment)Backup accountGiven that this is an EASE-protected service a backup Gmail account is on Password Manager Pro. Susan Cooke is the owner of that Gmail account. This will only be used as a backup account if SSO (EASE) goes down and we need to go in for support purposes.21. Managed APIs ServiceThe Managed APIs service provides a centralized solution for the creation, consumption, hosting and management of University-produced APIs. In basic terms, APIs (‘application programming interfaces’) are bits of code that let applications speak to / integrate with each other.This is a technical service, expected only to be used by software developers. This service is delivered via a cloud-hosted product called “WSO2 API Gateway”, which developers will access through a web browser. Developers can request access to WSO2, but what they can see or do in WSO2 will be dependent on a) data steward approval, b) and what they need to use WSO2 for (e.g. API consumption or creation).TaskDetailsTaskDetailsWSO2 Service unavailableRaise IS Alert and speak to Service ManagerUser requests WSO2 accountRefer to Service Manager. This is a task that will gradually transition to the Service Team.User requests help with their WSO2 accountRefer to Service Manager.User requests training in WSO2.Point at SharePoint site: https://uoe.sharepoint.com/sites/is-apps/service/api/SitePages/API-Home.aspxUser requests training in how to consume / produce an API through WSO2. Refer to Service Manager.User requests client secret and client ID needed to consume an API. If WSO2 access is already in place they can generate the login tokens and self-serve on WSO2.Instructions are on SharePoint and in WSO2 itself.User requests a change to an API on WSO2.Refer to Service Manager.User reports a fault / problem with an API on WSO2.Refer to Service Manager.User reports a fault / problem with WSO2 functionality.Refer to Service Manager.Identifying who owns API (I.e. Service or Business Owner) before referral to IS Apps Service Management.Use API Register to establish contacts and who owns.https://www.wiki.ed.ac.uk/pages/viewpage.action?spaceKey=insite&title=API+Registry22. Apple App StoreTaskDetailsTaskDetailsRequest to access the App Store or seek guidance on how to use itSend all calls to Alain Forrester about this. We do not participate in any App Store activity.23. IRMTaskDetailsTaskDetailsLoggin InIRM SalesForce Instance is available at:We have a Service Account: errit@ed.ac.uk (Login available in PMP)SalesForce Forces you to enable MFA SalesForce will force you to set up MFA on first login and this cannot be bypassed. Just set it up and remember to disable it when logged in. Instructions below.You can disconnect MFA before logging out with:Settings -> Advanced User Details -> App Registration: Salesforce Authenticator: Disconnect24. Service AlertsUniDesk Category: Core Services and SystemsUniDesk SubCategory: Collaboration ToolsObject ID: Service AlertsTag: [Alerts]Organisational User-facing documentation: https://alerts.is.ed.ac.uk/help Admin User Interface: https://alerts.is.ed.ac.uk/adminSOM: IS Apps Service Management - Alain Forrester (TBC)RequestProcessGrant 'Raise Alerts' permission to Visitor StaffUniDesk form: https://edin.ac/3uaiwxqEnsure the request is from a Team Manager or Section Head Check the requester to ensure they are a Team manager or section head and not simply the visitor themselves requesting access Users must visit Alerts and Log In first in order to create their accountStepsLog into Service Alerts Admin and navigate to Users optionFind and select the user in questionAdd the user to the appropriate group(s) by moving the CA Visitor Staff group to the right-hand pane.DO NOT ASSIGN PERMISSIONS DIRECTLY Ignore the permissions pane below. Permissions are set using groups only!4. Click 'Save'Grant 'Advanced Permissions' to usersUniDesk form: https://edin.ac/468lKPlEnsure the request is from a Team Manager or Section Head Check the requester to ensure they are a Team manager, Section Head or existing member of the authoriser group (where required) and not simply the user themselves requesting access Users must visit

Alerts and Log In first in order to create their accountPermissions and associated groupsPermissionGroupRaise unplanned alertsSupportAuthorise alertsApproversEnsure Approval Group is set selected Publish AlertsHelplineStepsLog into Service Alerts Admin and navigate to Users optionFind and select the user in questionAdd the user to the appropriate group(s) by moving the required group to the right-hand pane. In the case of Authorisers (approvers) ensure the appropriate Authoriser groups is selected from the dropdown list in the details panel above.DO NOT ASSIGN PERMISSIONS DIRECTLY Ignore the permissions pane below. Permissions are set using groups only!4. Click 'Save'Grant access to Admin UI (Currently for Service Man and Apps Man only)StepsLog into Service Alerts Admin and navigate to Users optionFind and select the user in questionSelect the 'Staff Status' box under permissionsClick 'Save'Add/Edit/Remove ServicesManaging ServicesServices can be added or edited from the select list under the 'Services' optionRemoving a serviceServices can be removed from the select list when raising an alert by simply setting the Priority to '0'DO NOT DELETE SERVICES Deleting will also delete the availability history and/or break referential integrity25. Additional TasksThese are general admin tasks. There is no need to change the category or add tags to these requests.RequestProcessRequestProcessIS AlertsService Team raise Alerts for our services normally for outages, degrades or planned work discussed with Service Managers. Some IS Planned Alerts have not been approved in a timely manner on behalf of Service Management. Applications Management have always been the approvers of planned alerts due to most services historically being on-premises. But with the moves towards SaaS/cloud providers there are certain services which have no reliance or involvement from Applications Management. Hence Service Management can now self-approve but with some conditions. Steve Hall and Wassim Demnati are the approvers in the Service Team. Service Management can approve their own alerts (i.e. Steve and Wassim) and the Section has been notified with the following conditions.If your Planned Alert:- Has Applications/Production Management involvement- Affects on-premises infrastructure such as EASE, Exchange, data imports, data warehouses, etc- Is a project Then Planned Alerts should still go via Applications Management as the approver. They need to see these due to involvement or from a QA perspective.If your Planned Alert:- Resides solely within the control of Service Management/your supplier- Is not a projectThen it will be approved by us. To exemplify, if our cloud-based platform is receiving a change that the supplier is making, and is outside of our control, and has no effect on how anything on-premises is run, then a Service Management alert will be approved by us. Zoom, UniDesk, TestRail and most (but not all) of the M365 arena are good examples where new product/component changes are released and we cannot influence or specify the nature of the release. The following is a list of services that can have Planned Alerts approved by us:- UniDesk- EventsAir- Zoom- Microsoft Dynamics- Mobile telephony- OneTrust- Test Rail- JournyXThese platforms are excluded since the platform is within our control on-premises and Production Management are in the driving seat. These will always go through as Applications Management as the approver:Event BookingIDMVRSJiraWikiWeb HostingRemove password from UniDesk incidentHelpline staff remove the sensitive information from action fields and pass the call to us to remove the emails attached under the Notes tab in the Emails and Document Overview sections.Unable to view the original incidentA reply to a hidden incident has created a new incident.

Follow the original incident reference (usually found in the subject of the users email) and assign the call to that team.UniDesk mail loopGuidanceFind the generated incidents and remove them from UniDesk.Object IDWhere possible insert an Object ID for relevant system or service that the call is about.Remote Session AccessBomgar InformationService ReportsService Management Service Reports (monthly)Service Team Reports (calls handled per month)Setting our phones to divertSet Service Management Support phones to divertSQL Server Connection DetailsLiveIDM Live(DESCRIPTION = (ADDRESS = (PROTOCOL = TCP)(HOST = ora-idm-kb1live.is.ed.ac.uk)(PORT = 1839)) (ADDRESS = (PROTOCOL = TCP)(HOST = ora-idm-at1live.is.ed.ac.uk)(PORT = 1839)) (CONNECT_DATA = (SERVICE_NAME = IDMLIVE_PRMY.is.ed.ac.uk)))TestTNSName was IDMTEST.WORLD and is now IDMTEST.(DESCRIPTION = (ADDRESS = (PROTOCOL = TCP)(HOST = ora-idm-kb1test.is.ed.ac.uk)(PORT = 1839)) (ADDRESS = (PROTOCOL = TCP)(HOST = ora-idm-at1test.is.ed.ac.uk)(PORT = 1839)) (CONNECT_DATA = (SERVICE_NAME = IDMTEST_PRMY.is.ed.ac.uk)))Working with dataUseful tips for Data clean-upGitlab accessGitLab gitlab.is.ed.ac.uk - Note: Only accessible on campus or via the VPN (SSL).EventBriteReference ticket - I231030-1323This is mostly relevant to organising events with more than 30 attendees until we have an official roll out of EventBrite in the Uni.If users setup an EventBrite account or have an account already we need the email address for the account (don't need to know every user of the account, just the email address used to set it up). They can use the following form:Existing Eventbrite User:https://forms.office.com/e/3iXJZpjHv7New to Eventbrite:https://forms.office.com/e/gYTXeJBukvUsers will be contacted in due course, once the service is ready to useDoing this allows us to have Eventbrite fees waived so that the event organiser can increase the number of tickets available for the event. If they use the form we get notified and pass details to Eventbrite as soon as they come in. If it takes a day or two to get Eventbrite to process the account but the event organiser needs to publish their event - they can do it with 24 tickets and a wait list - once processed, the organiser can then increase the number of tickets, even after the event is published:Changing ticket capacity and adding wait list info here:Change your event capacity | Eventbrite Help Center(a more extensive list of typical service requests can be found here)26. SOM availabilitySOMAvailabilityServicesSOMAvailabilityServicesStephen SmithMon-Fri 8-4Email & Diary (Exchange/Exchange Online, Teams, Calsync), Office 365 Subscription & Licensing (Azure AD, AADConnect), Online Voting & Counting Systems for Uni Elections (EVES).Alain ForresterMon + Wed 8:30-4:30, Tue + Thu 8:30-5:30, Fri 8:30-1:30Wiki, Jira, Hosting, Test RailClaire BradfordMon-Fri 9-5SharePoint, Document ManagementAndrew MacFarlaneTue-Fri 09:00-17:30Enterprise APIsRob O'BrienMon-Fri 09:00-17:00Reporting & Analytics (Power BI)Susan CookeMonday - Thursday 8:15 - 4:30Friday 8- 12OnetrustSteph HayMonday-Thursday 07:45 - 17:30M365 SOMTBCIDM SOMTBC27. Helpline Shadowing28. MiroUniDesk Category: Core Services and SystemsUniDesk SubCategory: Collaboration ToolsObject ID: TBATag: MiroOrganisational User-facing documentation: TBAVendor User-facing documentation: Miro Help CenterService manager's documentation: TBASOM: IS Apps Service Management - Duncan WilsonRequestProcessRequestProcessContact listMailing lists and primary stakeholder mail addresses go here..Documentation for first lineMiro first line troubleshootingStandard holding response for Miro supportHi,Miro Enterprise is not yet established as a centrally-supported service. To date, however, it has been used and supported locally by some areas within the University. Currently, ISG are working on a project to roll out Miro to the University community as a fully supported service but we are not in a position to provide any support for Miro just yet.As the project is already well underway we expect it will be available within the next few weeks, comms and guidance will be issued when the service is in place.Miro soft release 2023 checklistChecklist for soft release.Form for requesting access to Mirohttps://forms.office.com/Pages/DesignPageV2.aspx?prevorigin=shell&origin=NeoPortalPage&subpage=design&id=sAafLmkWiUWHiRCgaTTcYXylMiWSKn5MtQB95h1HHphURVNPUzRXMjdUVTYyVEZXWVcyNkxZVkUzViQlQCN0PWcuCommunicationsMiro-Designers - This list is for operators who have the ability to create teams. For example the Learning Technologists at ECA.miro-designers@mlist.is.ed.ac.ukFrom <https://mlist.is.ed.ac.uk/lists/admin/miro-designers> Miro-Users - This is our user community list, users can subscribe and receive publications from the SoM and show off anything they've created and want to share.miro-users@mlist.is.ed.ac.ukFrom <https://mlist.is.ed.ac.uk/lists/admin/miro-users>

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Created by Unknown User (nscott23), last modified by Wassim Demnati on Dec 21, 2023
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Dec 21, 2023
11. Power Apps and Power Automate22. EventsAir33. Zoom44. Microsoft Dynamics CRM55. Event Booking66. IDM (Identity Management System)77. JIRA88. Managed Mobile Service99. Office 365 - Email1010. Office 365 - OneDrive 1111. Office 365 - Power BI1212. Office 365 - SharePoint / Group Sites1313. Office 365 - Microsoft Stream1414. Office 365 - Teams1515. SAP Business Objects1616. Visitor Registration System1717. Web Hosting1818. Wiki Service1919. Test Rail2020. OneTrust2121. Managed APIs Service2222. Apple App Store2323. IRM2424. Service Alerts2525. Additional Tasks2626. SOM availability2727. Helpline Shadowing2828. MiroService Outage ProceduresZoomDynamics CRMEvent BookingIDM/VRSJIRAManaged Mobile ServiceOffice 365 componentsOffice 365 (Email)Edinburgh UniDeskNational UniDeskSAP BI SuiteWikiTestRailOneTrustWeb HostingLink to Service Outage Procedures Document1. Power Apps and Power AutomateUniDesk Category: InfrastructureUniDesk SubCategory: Software ServicesObject ID: None as yeOrganisational User-facing documentation: NoneVendor User-facing documentation: https://powerautomate.microsoft.com/en-au/Service manager's documentation: Power Apps and Power Automate (Power Platform)SOM: IS Apps Sharepoint - Non specificRequestProcessRequestProcessCreate Power Automate Flow to receive an email when an MS Forms response has been submitted.Email the user with the following instructions:"Thanks for your email.You can configure something like this using Power Automate by creating a Flow.To begin, please visit the link below (you may want to sign in as the shared mailbox so that the Flow you create is attached to the shared mailbox and not your own personal account).https://emea.flow.microsoft.com/manage/environments/Default-2e9f06b0-1669-4589-8789-10a06934dc61/createOnce in here, please select to create an 'Automated Cloud Flow'. Give it a name and select the 'When a new response is submitted option' as shown in the screenshot 'Create Flow.png'.Next, you will need to put in the ID of the form to specify which form you would like to receive an email from. Start typing the name of the form and results will be returned for you to select the required form. Then you will need to select 'Next Step' and search for outlook and scroll down to the 'Send an email (V2)' action and select is. Please refer to the screenshot 'Populate Flow.png'.Finally, you will simply need to configure the email such as filling in what address you would like the emails to be sent to, the subject and body of the email etc. - if you would like information from the response to be included in the email, there will be a pop-up box to the right, presenting fields that are in the form that you can select to be included in the email. Please note there is an 'advanced settings' drop down if you would like to make the responses marked as 'Low' importance etc. For this last step, please refer to the screenshot 'Configure the email.png'. Once done, you can

select 'Save'.Hope this helps. Please let me know how you get on."Screenshots:Create FlowPopulate FlowConfigure the emailError: You don't have appropriate permissions to create a portal in this environment. Try selecting another environment or create new environment. If that doesn't help, contact your global administrator.This is a Power Apps error that tends to appear when attempting to create a new blank app within Power Apps.This is because creating a portal requires dataverse = cost/licenses etc. and isn't enabled in the default environment.The user should follow the various guides to create a canvas Power App: https://learn.microsoft.com/en-us/power-apps/maker/canvas-apps/get-started-test-driveIRM requestThese requests go to Alasdair MacLeod in IS Apps Service Management (in Unidesk).Mail forwarding approvalMail Forwarding Approval FlowBypass The Power Apps Permissons FormMessage similar to the following: "Almost there...###name of app### needs your permission to use the following. Please allow the permissions to proceed."2. EventsAirUniDesk Category: Core Services and SystemsUniDesk SubCategory: Event BookingObject ID: EventsAirOrganisational User-facing documentation: https://www.ed.ac.uk/information-services/computing/comms-and-collab/eventsairVendor User-facing documentation: NoneService manager's documentation: EventsAir or EventsAIR Service or EventsAIR3. ZoomUniDesk Category: Core Services and SystemsUniDesk SubCategory: Collaboration ToolsObject ID: ZoomOrganisational User-facing documentation: https://www.ed.ac.uk/information-services/computing/comms-and-collab/zoomVendor User-facing documentation: https://support.zoom.us/hc/en-usService manager's documentation: Zoom Video ConferencingSOM: IS Apps Service Management - Stephen Smith4. Microsoft Dynamics CRMUniDesk Category: Core Services and SystemsUniDesk SubCategory: Collaboration ToolsObject ID: Enquiry Management CRMOrganisational User-facing documentation: NoneVendor User-facing documentation: N/AService manager's documentation: Microsoft Dynamics CRMSOM: IS Apps SharePoint - Steph HayEnquiry Management Handover DocumentIntroduction, Links and EnvironmentsKey ContactsUnideskUser ManagementService Team Dynamics CRM service requests5. Event BookingUniDesk Category: Core Services and SystemsUniDesk SubCategory: Event BookingObject ID: Event BookingTag: [Event Booking]Organisational User-facing documentation: https://www.ed.ac.uk/information-services/computing/comms-and-collab/event-bookingVendor User-facing documentation: N/AService manager's documentation: Event Booking Service PagesSOM: IS Apps Application Management - Andrew HobdenProcessLinkProcessLinkCreating New Service ProviderCreating New Service ProviderView 'Booking Questions'These can be viewed in BI Suite > ISG: Event BookingSteps:Request approval from IAD to add the userIn BI Suite Admin, add them to 'ISG > Event Booking' group in BI SuitePoint the user to the correct report to view this information:ISG: Event Booking > IAD > IAD responses to booking questionsAmending AudiencesEvent Booking - Amend AudiencesAttendance RecorderEvent Booking - Attendance Recorder application6. IDM (Identity Management System)UniDesk Category: InfrastructureUniDesk SubCategory:See Linked ObjectObject ID: Identity Management (IDM)Tag: [IDM]Organisational User-facing documentation: N/AVendor User-facing documentation: N/AService manager's documentation: IDM System DocumentationSOM: IS Apps Enterprise Data Services - RequestProcessRequestProcessIDM overview - Technical ArchitectureThis link is the technical architecture at quite a detailed level. While

probably not used much by Service Management is can give us hints at where issues
reside. https://www.wiki.ed.ac.uk/display/insite/New+Identity+Management+%28IDM%29+systemCOMP/AUTH IT DISCONNECTIONSStudent UUN SuspensionIS Helpline's ProcedureOpen IDM and search for user. Change Identity Status from 'Active' to 'Suspended'.Pass call to Finance Income for completion.Post a message in the IS Helpline Teams area in the dedicated channel for Finance Suspensions.This is done by Student SystemsCOMP/AUTH IT RECONNECTIONSOpen IDM and search for user. Change Identity Status from 'Suspended' to 'Active'.Pass call to Finance Income for completion.No need to advise IS Helpline.Account ReconcileStaff to staff ReconcileReconcile Process GuideRequests should be submitted using the standard solution in this category, recorded and resolved using another standard solution. These are typically completed by Helpline unless the situation is complex or the reconcile is between two staff accounts rather than a staff and a visitor account (see HR Purged Records).Needs confirmed with HR for the main staff number before doing the reconcile Apps Man can carry out this process.As long as the account to be reconciled against is live, Apps Man can carry out this process.HR Purged RecordStandard solution for purged recordUUN ChangeIDM UUN Change ProcessIDM AccessApplication FormService Team - IDM Access IDM policiesAging policyService Eligibility PolicyService EntitlementTest IDM / Test EASE account creationService documentation: IDM Test Staff Account Creation Process and VRS Test Visit Creation Process'Service Team: Service Team Test IDM Test EASE account creation procedureNote that this is being done by Service Team from April 2019.IDM Dashboard access(https://dashboard.apps.is.ed.ac.uk/)Only those in the following AD groups get access to this: Help Services, Operational Services, Production Management, Service Management. This means without any intervention support staff will automatically have access to more detailed service monitoring. We can do user management via https://www.idm.is.ed.ac.uk/idm/userAdminhttps://www.wiki.ed.ac.uk/display/IDMDashboard/DashboardIDM Exclusion ListApps have a massive batch of accounts that are “excluded” from use within IDM. Mainly due to them being some form of system-reserved account (like “root”), fixed test accounts or some kind of banned terminology. Attached is the latest copy = 07-01-2020.IDMUUNExclusion20200107.xlsxSome teams outside of Apps (like CO teams) may ask for this. It's fine to hand it over.you can obtain an updated list via the following query run against the IDSTORE schema:select * from IDSTORE.idstore_uunexclusionlist order by idstoreuid;Full List of IDM/VRS UsersThe query, (run against the APPSLIVE VRS schema), is as follows:select vu.user_id, vu.surname, vu.forename, vu.title, vo.org_unit_no, va.access_id, va.access_lvlfrom vrs_user vu, vrs_user_orgdetails vo, vrs_access2user vau, vrs_access vawhere vo.user_id = vu.user_idand vau.user_id = vu.user_idand va.access_id = vau.access_idorder by vu.user_id, access_id;Full list of Staff, VisitorStaff, PGR and Functionals createdWe needed a list of all Staff, Visitor Staff, PGR and Functional accounts created within the last 24 hours to help resolve some Major Incident fallout. Basically we needed to see which Staff-like accounts had come through so we could correct the O365 A1 Plus licence. The code for this can be run against IDM Live in the attached file.allstaffin24hours.txtUUN Reconcile in IDM - P&M not yet updatedAfter a reconcile is performed, then the 'OracleHR' service needs reprovisioned (Add Identity). Worth also reprovisioning the Central Auth

service as this can sometimes go out of sync from IDM.Card numbers in IDM and Front Office don't matchPass to Production ManagementA note about Front Office calls211005-2985 staff details not updated on Front Office. A new People and Money to CARD integration went Live in August. We are aware of an issue of missing Location details in People and Money and we have been told by CARD that we cannot default the address to something else. Users seem to think if they are in IDM, then they must also be in CARD Front Office which should be true. Just pass them onto IS Apps and we will forward onto HR (depending on the issue)Death In Service guidancehttps://www.ed.ac.uk/files/atoms/files/death_in_service_guidance_0.pdfAging Functional AccountsAgeing is disabled for functional accounts.Functionals can be aged manually by setting the end date to 1949UUN in Test doesn't match liveChange the UUN in test, there's an option to do this when you search for the ID using the reference number.Then re-provision Cauth and Ease, they will then need to register the ID in test using: www-test.ease.ed.ac.uk/registerCard pin not showing in MyEdServices showing as unknown in IDM. Re-provision the following services by selecting 'add' in IDM:ADWikiWirelessMyEdIf still not showing pass call to IS Apps Application Management for investigation.7. JIRAUniDesk Category: Core Services and SystemsUniDesk SubCategory: Collaboration ToolsObject ID: JIRATag: [JIRA]Organisational User-facing documentation: https://www.jira.is.ed.ac.uk/secure/Dashboard.jspaVendor User-facing documentation: https://www.atlassian.com/software/jira/guides/getting-started/introduction#dig-into-specific-featuresService manager's documentation: JIRASOM: IS Apps Service Management - Alain ForresterProcessLinkProcessLinkJIRA Announcement BannerJIRA Announcement BannerNew Department Onboarding RequestEmail the user the following:"Dear (user),We use Jira mainly for development projects within Information Services but we have made it available to a few other areas on request, provided our service meets their requirements. If you think Jira might be a good option for you, it might be worth us arranging a little chat for you with the Service Manager to discuss your requirements?It's also worth noting from the outset that Jira's developer, Atlassian, recently announced the discontinuation of Jira Server (from 2024) in favour of their other, much more expensive Cloud or Data Center alternatives. We're preceding as normal with Jira Server for now but may look to review other alternatives in future following our talk with Altassian and a review of the likely costs associated with their other Jira products. You can chat more about that with the Service Manager if you're happy to have a look at Jira.Please let me know if you would like to discuss it further."Remove license from userIf a user is asked to be deleted, we'd rather keep the user there for auditing purposes (if you try deleting, you may also get a message saying that they have associations with other projects and these need to be reassigned before they are able to be deleted), therefore simply search for the user > click on their profile and remove them from any groups and untick the 'Application access' checkbox as shown below. This will free up a license whilst removing their access.Jira upgrade tasks2023 Jira Upgrade tasksStandard SolutionsNameDescriptionAudienceStatusNameDescriptionAudienceStatus[JIRA] Enable Backlog for Kanban BoardsProject Leads may request for 'Backlog' to be enabled on their Kanban Boards. Only JIRA Admins are able to do this.Service ManagementArchived8. Managed Mobile ServiceUniDesk Category: InfrastructureUniDesk SubCategory: TelephonesObject ID: Managed

Mobile ServiceTag: [Mobile]Organisational User-facing documentation: https://www.ed.ac.uk/information-services/computing/comms-and-collab/is-managed-mobile/introductionVendor User-facing documentation: N/AService manager's documentation: Below.SOM: IS Apps Service Management - Stevie AllisonCritical Success FactorProvide a catalogue of devices and plans suitable for University business that have granular connection options for calling & data usage.Key performance indicators:1) Mobile connection availability - Vodafone signal uptime in an area with "good" connection coverage.2) SLA on open support callsTargets:1) Vodafone connection service window remains above 99.99% uptime availability.2) Service Management resolves 95% of normal impact support calls within 8 working days.Escalation threshold:1 hour of wide-scale unplanned Vodafone service outage (to Account Manager).ProcessLinkManaged Mobile Service - Service OverviewService OverviewNew Connection RequestNew Connection Request and UpgradesBolt on requestService Team Managed Mobile Bolt On requestNumber Transfer RequestsNumber Transfer RequestsDisconnection RequestDisconnection RequestSim Swap RequestSim Swap RequestConvert to an eSIMConvert to an eSIM (similar to swapping the SIM in the column above)Managed Mobile Service - BillingBillingMonthly Billing Process - Making sure Vodafone get paidVodafone Equipment Invoice ProcedureStudent Mifi Billing ProcedureUpdating the DashboardManaged Mobile - Updating the DashboardManaged Mobile Service - OrdersOrdersSrvMan VCOL user set upHow to set up a SrvMan user on VCOLCredit NotesManaged Mobile Credit Note ProcedureMonthly Capping CheckMonthly Capping Check - Monthly check to ensure all our numbers are set up for data cappingData Capping Add-onsIf the service PCAPON is added to a mobile number then this will alert the network to bar the user for further data use once they hit their price plan data allowance.DATACAPUK is the bar automatically applied when the user hits their allowance. This will automatically remove on the first day of the next month when the data allowance is refreshedNon-Planned Expenditure ReportNon-Planned Expenditure Report - A report to be done at billing time to see spending on Premium Calls and Data, outside of what's included in our plans.Creating Customer Reports on VCOLExample List of Price plans for a specific DeptCreating Custom Reports on VCOLUsage Report Guide &ExemptionsMobiles usage report / DataAny No's that we receive that are to be exempt should be added to the Spreadsheet (List Of Numbers Exempt from Price Plan Reductions) stored on the Billing PageHere: https://uoe.sharepoint.com/sites/is-apps/service/ismm/billing/SitePages/Home.aspx?InitialTabId=Ribbon%2ERead&VisibilityContext=WSSTabPersistenceCredit / Connection Limit + Available PlansVodafone imposes a limit on the number of connections we can have active.The current limit can be found on the Credit Limit and Vodafone Plan Pricing page.Sure Signal RegistrationIf a user wants to activate a Sure Signal Device, we need the following details:Sure Signal name (if known)Sure Signal Serial NumberMain Phone Number to be registered to it (The 'lead number')User name for this numberPostcode for where it is going to be used (or most likely to be used if not immediately known)Other numbers to register to the Sure Signal (if any)Once we have the above information, please email this to Vodafone. A useful table to use in the email:Phone NumberFirst NameSurnameSure Signal NameSure Signal SerialPost CodeLead User (Yes / No)Please note, only Vodafone numbers can connect to these devices (Corporate or Personal Vodafone SIMs will work).Change of Number Request- A number change can be carried out on the contract at a charge of £25 ex. VAT- The number change would be free if

it was because of SPAM / unsolicited / illegal texts or calls. If we can get 3 examples of calls / texts received and the date + time of each, Vodafone will waive the cost. If it is just one number, this number may be able to be blocked instead. - It would also be free if the scam / illegal texts were serious enough to be reported to the police and we receive the crime reference number- Finally, if the person is on a 30 day contract, you could cancel the contract and then take out a new one. The termination would occur after 30 days so you'd be charged for that month, however the new number could be used as soon as the new SIM arrives. Phone Lost or StolenIf a phone is lost or stolen, the user will usually inform us of this, or request the number is suspended. The following should be completed / advised:Suspend the number in VCOLIf the user has supplied the IMEI, or knows it, we can ask if they would like the device blocked too. We can request the device is blocked via VCOL Chat.We need to inform the user that the number is now suspended, that if any Uni data is on the device this should be reported to Data Protection Champion / Records Management and that if they have Find My iPhone / Find My Device enabled they should use this to remotely wipe the device. They should not use this feature to attempt to retrieve the device.They can place an order for another device if required via the 'Upgrade Request' form. Charges may apply for upgrading early.List of Data Protection Champions:
https://www.wiki.ed.ac.uk/display/FoIP/Data+Protection+ChampionsExample email (please modify as appropriate):Thank you for reporting this [lost / stolen] device. This number has been suspended now. If you have ordered a replacement device, please let us know when it arrives and we'll unsuspend this for you. If [you / the user] has 'Find my iPhone' or 'Find My Device' enabled, they should use it to remotely wipe the device. They should not use this information to attempt to retrieve it. If there is any University data on the phone, please refer to your Data Protection Champion for further advice. For further assistance with this, please see the guidance from Records Management: https://www.ed.ac.uk/records-managementStudent MiFi DevicesThese are ordered via a separate contract to the Managed Mobile service. For ordering and billing:https://uoe.sharepoint.com/sites/is-apps/service/ismm/Shared%20Documents/Student%20MiFi%20Documentation/Student Mifi Billing Guide & Equipment InvoiceStudent Mifi Usage Report GuideStudent Mifi sim Activation/ Set Up ProcedureWhen doing Mifi Orders for students there is a small change please add the details to the Mifi cost Codes DB found under Student mifi Billing use the Mifi Cost Codes TableShort URL for UniDesk Order Form (for use by USD personnel): https://edin.ac/3niuNZLPhone not receiving incoming callsIf a phone is not receiving incoming calls, a handy thing for the user to try is the following:The user calls this number on the affected phone: #330*1919#This is the command to cancel any bars set up on the phone directly.If the problem persists and the affected phone was transferred/ported in, then there may be some corruption with the port-in files in which Vodafone can call the Porting Team to resolve this.Manual RoamManual Roam is one the the first troubleshooting steps Vodafone will ask us to do if a user has network or data issues. If you've confirmed that the user has not hit the data limit, ask them to follow these steps.Grant access to Managed Mobile Dashboardhttps://uoe.sharepoint.com/:w:/r/sites/is-apps/service/ismm/_layouts/15/Doc.aspx?sourcedoc=%7B155931FF-E949-450A-

8378-
3C7A0DFC5D7F%7D&file=Grant%20access%20to%20Dashboard.docx&action=default&mobileredirect=trueUpdate Managed Mobile Dashboard with new datahttps://uoe.sharepoint.com/:w:/r/sites/is-apps/service/ismm/_layouts/15/Doc.aspx?sourcedoc=%7B8B891858-B120-4FC0-BC19-FFD62C3BD90D%7D&file=Update%20Dashboard%20with%20new%20data.docx&action=default&mobileredirect=trueInternational Calling from UKIf a user needs to make International Calls from the UK, then they will need the 'International / Premium' Price plan added to their connection. Navigate to their connection by going to 'Admin' > 'Connection Admin' > 'Edit connection details' > Enter the mobile number.Vodafone confirmed that for the user to call internationally from the UK they are charged the normal rate. It is the person they are calling that are charged the higher rate.Roaming Data CAPS(Why can't I use DATA abroad even if I have a Bolt on?)by default, all mobile connections have a regulatory 50 EUR data cap assigned (100 EUR for roaming outside of the EU). This means that if the line uses more than this amount on data abroad, their usage will be capped. When a roaming Bolt-on is added to the line, any spending should automatically be covered by it, but sometimes the usage is charged anyway and is discounted from the total bill later on. This can trigger a Data Cap being added to the line.To opt out of this cap, you need to select the data cap opt-out on the price plan options (DCOO):You can add in a date for the cap to activate again (calendar icon), so this can be added at the same time as the Bolt-on for the same dates. Bolt Ons for USA & CanadaIf adding a bolt on for North America & Canada add the ones named North AmericaFaulty deviceFaulty Managed Mobile Device Device recyclingDevice recyclingOrders with a Project Code/ No cost codesThese should be added with our Codes 110, 110002, 35012001, 2341 and then added to the Spreadsheet on the Billing Site Page named Project Code Billing https://uoe.sharepoint.com/:x:/r/sites/is-apps/service/ismm/billing/Shared%20Documents/Project%20Code%20Billing.xlsx?d=wf21e9aacec41421fbd919d82ddad373a&csf=1&web=1Every July & December The 6 monthly amount should be emailed to Grant McAllister Finance Business Partner grant.mcallister@ed.ac.uk and ask for the amount to be transferred from our codes to the Project Code listed in the spreadsheet.Equipment & Accessory Orders OnlyUp till December 2023 add Purchase Order No: UOE1344796 to the order This will appear in the Billing account screenStandard SolutionsNameDescriptionAudienceStatusNameDescriptionAudienceStatusManaged Mobile Service EnquiryUser requests information on Managed Mobile ServiceHelplineActive[Mobile]Managed Mobile New OrderInstructions on how to place an order in VCOLService ManagementArchived[Mobile]Managed Mobile Update Cost CodesHow to update Cost Codes for a mobile numberService ManagementActiveEquipment & Accessory OrdersUp till December 2023 add Purchase Order No: UOE1344796 to the orderService ManagementActive9. Office 365 - EmailUniDesk Category: Core Services and SystemsUniDesk SubCategory: Email and DiaryObject ID: Email and DiaryTag: [O365]Organisational User-facing documentation: https://www.ed.ac.uk/information-services/computing/comms-and-collab/office365/email-calendarVendor User-facing documentation: https://support.microsoft.com/en-us/outlook Service manager's documentation: Office 365 Service WikiSOM: IS Apps Service Management - Seye KutiRequestProcessCommon Service RequestsService RequestsList of

domainsDomainsPower-shellUseful PowerShell commandsOrg Units Default mail systemDefault mail system by org. unitUpdate Student licensesLicensing guidelinesNote: Maths & Physics often request A5 licences for InTune ad-hoc for students. The A1 should be removed and 'A5 for student use benefit' license applied. Within the Apps these should be removed: Education Analytics, Kaizala, Minecraft, Windows 10 Enterprise.Fix mailboxes for returning studentsFix mailboxes for returning studentsMigrate users from Staffmail to O365InstructionsOffice 365 Account ProvisioningOffice 365 Account ProvisioningRecover deleted mailbox/itemsRecover deleted mailbox stepsOffice 365 Service WikiFurther guidance on O365Mail Enable AD groupMail Enable AD Group ProcessCreating a room listOffice 365 Creating Room ListsRecovering .pst files using eDiscoveryRecovering .pst Files Using eDiscoveryAdding Room Mailbox to a Room ListAdding Room Mailbox to a Room ListCalSync Opt Out RequestsOur process: CalSync Opt Out Request ProcessService documentation: CalSync Opt Out RequestsScenario based issues / requestsDiagnosing the issueHow to analysis bounce backsDiagnosing bounce back messagesCalendar isn't available error when a user tries to access the Calendar in Outlook on the webhttps://learn.microsoft.com/en-us/exchange/troubleshoot/outlook-on-the-web-issues/this-calendar-not-available-error-when-accessing-calendar) though the CalCheck thing doesn't run via CMD (just seems to create an excel file with the contained error info).Access to Office 365 appsCheck the product is available to the University's Office 365 subscription. The Service Owner for O365 can help confirm this. If it isn't available:"This product isn't available on the University's Office 365 subscription and we can only offer apps if they are currently available, or via early release. We frequently review this release schedule and will advertise anything significant for University wide evaluation appropriately.Unfortunately, we do not have any means of operating an 'on-demand' software evaluation outside of the current subscription terms and early release programme, and therefore we cannot offer access to this product at this time.If it is available, we need to review the process with Service Owner / Managers. Stephen Smith will have more details as the Service Owner for Office 365.Installing Add-ins as a delegateAttempting to install add-ins to a mailbox as a delegate will present the following error message: "Sorry, we can't complete this operation right now. Please try again later"The mailbox needs to be signed into, in order to install the add-ins initially. Once installed, all delegates will be able to use the add-ins when opening the mailbox as a delegate.Search & Delete Phishing emailsITI Enterprise may send us calls to search and delete specific Phishing emails. For example "X is sending phishing spam to university users with the subject "BLAH". Please can this message be deleted from all user mailboxes."Procedure for Search & Delete Phishing emailsRecover orphaned mailbox / deleted or incorrect AD mail object E.g. consequently the result of reconciles, re-provisions and other funny business.Orphaned MailboxEncrypt emails E.g. user is liaising via email with an organisation who can only accept encrypted emailsTroubleshooting rule based email/calendar issues.Office365 - Missing Calendar Invites, Hidden Rules, MFCMapiExport Mailbox DetailsExchange Management ConsoleOn premise connection for Exchange on the cloudhttps://hbdkb3.is.ed.ac.uk/ecp/ (You may need to open this link up in Explorer)Litigation hold on user's mailbox who has leftLitigation Hold in eDiscoveryDe-Duplication of Emails in Officereceiving more than one email from mailing lists etcIf a user is emailed multiple times by a mailing list The user will only receive one message. This is similar to having an out of office set. If you email an user who is out of office you will only receive one notification.The reason it will only deliver once to the mailbox is based on the message ID to prevent a system overload or loops etc.Receive emails sent to 365 group in InboxEnabling this in the group settings in the 365 admin centre would only fix the notifications for new members added to the group.The best way to achieve this is for each member that would like to receive notifications to go to https://www.office365.ed.ac.uk/ and scroll down the left-hand side to your groups where you'll find the '[GROUP]' group. Click that group and click the ellipses to go into the Settings as shown in my 'Group settings.png' screenshot.Next, select the 'Receive all email and events' option under the 'Follow in Inbox' section as shown in my 'Follow in Inbox.png' screenshot.No Exchange online mailbox OnPrem exists and License assigned error on Mail: user's on-premises mailbox hasn't been migrated to Exchange Online. The Exchange Online mailbox will be available after migration is completedMay happen with restored accounts. First we will disable the remote mailbox. Connect to Exchange OnPrem. $UserCredential = Get-Credential $Session = New-PSSession -ConfigurationName Microsoft.Exchange -ConnectionUri http://hbdkb3.is.ed.ac.uk/powershell/ -Authentication Kerberos -Credential $UserCredentialImport-PSSession $SessionDisable-RemoteMailbox -Identity sbeames@ed.ac.ukWait for AAD Sync. To check this go to office365 Admin and select Directory Sync Status Bottom Left. Once Sync has updated.Enable-RemoteMailbox -Identity sbeames@ed.ac.uk -RemoteRoutingAddress sbeames@uoe.onmicrosoft.comMailbox should now be restored.If this fails may need to log a Support call with Microsoft.Some mail fails to reach the mailboxThe remote routing address must be set in on premesis Exchange to: smtp:uun@uoe.onmicrosoft.comIt will then take an hour or so for it to sync to Exchange Online.Freedom of Information RequestsService team FOI Freedom of Information RequestSIP address showing in contact cardUpdate the user principal name:Connect-MsolServiceSet-MsolUserPrincipalName -UserPrincipalName UUN@ed.ac.uk -NewUserPrincipalName UUN@uoe.onmicrosoft.comRemoval of functional mailboxesRemoval of functional mailboxesMail is delivered internally but doesn't receive external mailUpdate the remote routing addressCalsync calendar opt out requestsCalSync Opt Out Request Process User mailbox appears in Exchange Online but not in Hybrid ExchangeMailbox appears in Exchange Online but not Hybrid ExchangeFix calendar processing issuesCalender is not processing bookingsCalendar View Defaults Permission MatrixF/B = Free/BusyR = ReviewerFurther InformationMail Relay Flagshid = Hiddendel = Set for deletionpref = preference email choice (this is need for the update to be triggered to IDM)Microsoft BookingsOverall an unsupported component of Office 365 but AHSS have a set of licences that can be used. Software Services manage the licences and we will support the small group who are using it. The A5 for Faculty licence that you see in the O365 admin portal is the licence. It is not managed in there but instead is an Azure AD group. https://aad.portal.azure.com/#blade/Microsoft_AAD_IAM/LicensesMenuBlade/OverviewGroup name: MS365 Staff AdvancedAdd-Ons for Microsoft products (mainly Outlook)As of March 2020 the Service Manager is looking at implementing a process for Add-On requests. C2003-014 is a lead change record to track these and link any calls. Calls should be resolved when linked to the change and the end user informed of this standard text:Thanks for your request. Service Management are currently reviewing the process for Add-Ons requests via our Change process (Reference C2003-011). Your request has been linked to this record to allow us to review all suggestions. You will be informed once a suitable process and technical solution is in place for managing these Add-On requests.Hard delete of emailHard delete of emailsVerify accepted domain in 365Verify domainsNameDescriptionAudienceStatusNameDescriptionAudienceStatus[O365] Assign Licenses to usersStandard solution to assign license to users in Office 365.   Typically these are purchased licenses such as Power BI Pro, Project Online Premium.Service ManagementArchived[O365] change of display nameThe customer is asking if their Display name in O365 can be adjusted to reflect [Firstname SURNAME] rather than [SURNAME Firstname].Service ManagementArchived[O365] Email account investigation (hold or PST)A user may approach for an email account to be supplied for investigation purposes (for example if someone has left the organisation, checked for an internal conduct issue or possibly more serious external investigations. The user will have two choices which are outlined below.Helpline/Service ManagementArchived[O365] Hide Office365 Group From GALHide Group from GALService ManagementArchived[O365] Hiding Office 365 Group From GALAn group that is created within O365 (Cloud Only) is visible within the GAL as a contact, previously group owners had the option to hide the group but this hasn't been the case with pure Office 365 unified groups (Cloud Only)Service ManagementArchived[O365] O365 Account Litigation HoldsAccount litigation holdsService ManagementArchived[O365] O365 Email Delegate PermissionsPrevious delegate users still have access to Mailbox however they are not listed permission section.The total number of users is normally different to the number of users listed.Service ManagementArchived[O365] O365 Licence Applied - Missing ServicesA user has the correct O365 licence applied however is only licensed for Power BI Free and Microsoft TeamsService ManagementArchived[O365] Recovering an O365 Account from Deleted Users (O365 Admin)A users account has closed down and is still in the deleted users within O365 and we need to recover the contents from the account.Service ManagementArchived[O365] Verify accepted Domain in Office 365Request to verify a domain as an accepted domain to Office 365. E.g. we verify with Office 365 that we have permission to use the domain name space. We're not handing off the domain to the remote Microsoft Exchange host.Service ManagementArchived[O365] Missing Routable @uoe.onmicrosoft.com AddressFor when the @uoe.onmicrosoft.com address is set in on-prem Exchange but not on Exchange online and the account is therefore experiencing routing issues. Immutable ID script.Service ManagementArchived[O365] Azure - B2B Collaboration Guest User Profiles - Wrong EmailWhen a B2B Collaboration Guest user of another Azure tenant is added to our Azure directory, the email contact address in the guest user profile takes on the UPN value instead of the guest users primary SMTP address used to accept the invitation to join our tenancy.The result is that when a user in our domain attempts to email them, the guest object is used and sets the email address to the UPN of the guest user object.Service ManagementArchived[O365] Hide Bookings Calendar From GALHide Bookings Calendar From GAL.Service ManagementArchived[O365] Update A1toA5 License for Bookings, Intune, Teams WebinarsRequest to update user licenses *A1-A5, including Intune (E.g. mostly via Desktop Services for Sci-Eng iPads for teaching etc) Or requests for **MS Bookings or requests for Teams Webinars.Run the script at the bottom if you just need to enable Intune on a user who is already inheriting an A5 license from the 'CAHSS-College-MSBookings' group ('users.csv' file is needed).Service ManagementArchived10. Office 365 - OneDrive UniDesk Category: Core Services and SystemsUniDesk SubCategory: Collaboration ToolsObject ID: Office365Tag: [O365]Organisational User-facing documentation: https://www.ed.ac.uk/information-services/computing/comms-and-collab/office365/onedrive-for-businessVendor User-facing documentation: https://support.microsoft.com/en-us/onedrive and https://support.microsoft.com/en-au/office/Troubleshoot-issues-with-OneDrive-3db87243-ed3b-46f5-ace6-518db68429b1Service manager's documentation: Office 365 Service WikiRequestProcessRequestProcessShare File with othersIf a team needs to share files, it may be best to create a Group / SharePoint site. If OneDrive is to be used, you can:Open OneDrive app on the taskbar (OneDrive may need to be installed)Create the folder and add the fileRight click on the file you want to share (or the full folder) and click 'Share'Choose your sharing option, add the persons name and click 'send'This will send a link via email, when this is opened it will load the OneDrive web location where the file / folder can be accessed. From here, it can then also be synced to the OneDrive app, depending on Sharing settings.Add yourself to a user's personal OneDriveIf you need to add yourself to a personal OneDrive space, to investigate issues, you can do this like so (make sure the user is aware that you are doing this):Sign into O365 adminOpen the SharePoint Admin CenterClick 'User Profiles'Select 'Manage User Profiles'Search for the user and in the drop down beside their Account name, click 'Manage site collection owners'Add your name to the Site Collection AdministratorsOnce saved you should then have full access to investigate OneDrive issues. You must remove this access immediately after your investigation.Permissions Reset of OneDriveTo perform a Permissions Reset of OneDrive:In Office 365:1. Go to SharePoint Admin Center > More features > User profiles > Manage User Profiles2. Look for the affected user, right click over the profile and select “Manage Site Collection Owners”3. Remove the affected user from both fields (Primary Administrator and Site Collection Administrator)4. Add yourself as Primary Administrator and Site Collection Administrator and click “OK” to save changes.In another tab:1. Browse to the OneDrive site and edit the URL by adding the following string to the end of it: /_layouts/15/people.aspx?MembershipGroupId=0For example, the full URL will resemble the following: https://uoe-my.sharepoint.com/personal/UUN_ed_ac_uk/_layouts/15/people.aspx/membershipGroupId=02. Select the person from the list, and then on the Actions menu, select Delete Users from Site Collection.3. Check if their name is added anywhere else on their OneDrive site and remove them from there as well. (For example, the Documents Library)4. Go back to the “Manage Site collection Owners" option in O365 and set the affected user as the Primary Administrator and Site Collection Administrator of their Site Collection (removing yourself too)Restore a deleted OneDrive sitehttps://support.office.com/en-gb/article/restoring-a-deleted-onedrive-for-business-site-c5595183-a1ef-4931-8201-48a62134f5afIf it is leaver's data, this would need to be approved.Recovering a onedrive folder using eDiscoveryRecovering a onedrive folder using eDiscoveryRequest FilesRequest to enable Request FilesUser unable to access their own OneDriveSymptoms: User gets access denied message on their own OneDriveRun this in the Microsoft admin centre, click help and support and type the below in and press enter: Diag: Check SharePoint User AccessFollow the instructions to the end and the user will then have accessStandard SolutionsNameDescriptionAudienceStatusNameDescriptionAudienceStatus[OneDrive] Missing 'New', 'Upload' and 'Sync' options in OneDrive for BusinessHow to restore the missing options in OneDrive for BusinessService ManagementArchived11. Office 365 - Power BIUniDesk Category: Core Services and SystemsUniDesk SubCategory: Business Reporting & AnalyticsObject ID: Power BITag: [Power BI]Organisational User-facing documentation: https://www.ed.ac.uk/information-services/computing/comms-and-collab/reporting-and-analytics/power-biVendor User-facing documentation: https://learn.microsoft.com/en-us/training/powerplatform/power-biService manager's documentation: BelowSupplier support is from Microsoft themselves but they do not accept Power BI service requests via the normal O365 Admin Portal (https://portal.office.com/adminportal). Instead Power BI support is delivered via the Power Platform Admin Portal: https://admin.powerplatform.microsoft.com/support. The tickets are logged in the same manner as other O365 products where appropriate descriptive information and nomination of contacts are required. We should use this portal for cases that the Service Team need to escalate and no Service Manager is available.ProcessLinkProcessLinkLicence requestSee belowPower BI Pro License RequestsWe now have a new method for requesting Power BI Pro Licences. If you have any colleagues that require a licence they can fill out the form on our Ed Web pages or via the direct link to the form:Power BI LicencesPower BI Pro Licence FormA Power BI Pro Licence is required to publish and share content and if you already have a licence, you do not need to fill out the form. For new requests please provide a business reason for the licence and this will help with our understanding of the use cases for Power BI.'Publish to Web' requestPower BI Publish to web requestsGrant access to Managed Mobile Dashboardhttps://uoe.sharepoint.com/:w:/r/sites/is-apps/service/ismm/_layouts/15/Doc.aspx?sourcedoc=%7B155931FF-E949-450A-8378-3C7A0DFC5D7F%7D&file=Grant%20access%20to%20Dashboard.docx&action=default&mobileredirect=trueUpdate Managed Mobile Dashboard with new datahttps://uoe.sharepoint.com/:w:/r/sites/is-apps/service/ismm/_layouts/15/Doc.aspx?sourcedoc=%7B8B891858-B120-4FC0-BC19-FFD62C3BD90D%7D&file=Update%20Dashboard%20with%20new%20data.docx&action=default&mobileredirect=trueAnalyze in ExcelThe analyse functionality is enabled for the University, hence you can see the option but it is greyed out. The analyse in excel feature is only available when the dataset is made available as part of the published Power BI Dashboard. Most university data will be restricted for download by the owner or publisher of the dataset, therefore Analyse in excel will not be availble to users and greyed out. The user does not need to "install" anything. It the publisher of the workspace has allowed for their data to be analysed in excel, and presented it within the application in the appropriate format, then the user will be able to access the Analyze in excel functionality.Standard SolutionsNameDescriptionAudienceStatusNameDescriptionAudienceStatusHow do I install Power BI?Steps to install the Desktop AppHelplineActiveUser request new feature or functionality in Power BIResponse for queries on installing new featuresService ManagementActiveUndefined errors throughout report / dashboardUndefined errors in Power BI when using FirefoxHelplineActiveImage file not appearing in AppSteps to resolve image file errors in PBI AppHelpline / Service ManagementActiveI don't have a Power BI AccountA response to requests to get a PBI accountHelplineActivePower BI is downChecks to complete for when Power BI is downHelpline / Service ManagementActiveCan I user Power BI if I have a Mac?Desktop does not work, but can still use the browserHelpline / Service ManagementActiveI want to share my Power BI reportAdvice on sharing reports (Pro Licence or use App)Helpline / Service ManagementActiveHow can I get started with Power BI?Training linksHelplineActiveHow do I get a Pro Licence?Information on how to get a Pro LicenceService ManagementNeeds UpdatingI’ve shared my Power BI report and X person cannot see itinformation on how to resolve thisHelpline / Service ManagementActiveCan I use the Power BI gateway?Pass to Service ManagementHelplineActiveHow to remove a Power BI Licencesteps to remove licenceHelpline / Service ManagementActiveWhere can I learn more about Power BI?Training linksHelplineActivePower BI content won't embed onto SharePointinstruct the user to try the App URL (not sharing URL)HelplineActivePower BI refreshes in my Desktop file, but not onlinecheck to see if credentials are set correctlyHelplineActiveAssign a licence to a Userhow to assign the licenceService ManagementActive12. Office 365 - SharePoint / Group SitesUniDesk Category: Core Services and SystemsUniDesk SubCategory: Collaboration ToolsObject ID: SharePointTag: [O365]Organisational User-facing documentation: https://uoe.sharepoint.com/sites/is-apps/service/SharepointSites/SitePages/Home.aspxVendor User-facing documentation: https://support.microsoft.com/en-us/sharepointService manager's documentation: BelowSOM: IS Apps SharepointProcessLinkProcessLinkSharePoint Support Team Documentationhttps://www.wiki.ed.ac.uk/display/SharePoint/SharePointCurrent solutions site: https://uoe.sharepoint.com/sites/is-apps/service/SharepointSites/SitePages/Home.aspx (new site is in development)Email functional accounts from WorkflowsPlease note the functional account must have a valid email address before changes to SharePoint will allow this to work.SharePoint 2013 Workflows do not allow workflow emails to be sent to non-authenticated users of the site. Before this can work, add the functional account to the list of Members / Visitors (depending on the level of access allowed)for the site. Then, re-add the email address into the workflow.A workaround for this is to use a 2010 workflow instead. This may mean functionality is not the same, and it will be less secure as 2010 workflows have no email validation, so this is not the reccommended option.SharePoint Enhancement Requestshttps://uoe.sharepoint.com/sites/is-apps/service/SharepointSites/Lists/enhancements/AllItems.aspxRecover Office 365 Group SiteIf it is not the owner that has requested this, confirm with them before restoring.Open Office 365 Exchange AdminClick on 'Recipients > Groups'Search for the deleted group and it will appear if it is available to recoverClick 'restore' in the Status section on the right hand sideAdd external users to Group SiteIt is possible to add external users to Office 365 Group sites, however, O365 Group sites do not currently have the ability to share individual files with external users. Therefore, it is reccommended that users use their department /

team's SharePoint site collection to grant external access.SharePoint Site Collections have much better control of external sharing as this can be completed at a site level, or indvidual Library / file level.If external sharing is not enabled on the Site Collection, the Site Collection admin will need to approve this to be allowed.File Size LimitFiles of up to 10GB can be uploaded via the browser, and 2GB is the maximum when dragging and dropping via explorer.Check Site TypeView source for HomepageSearch for g_wsaSiteTemplateIdMatch ID against the following: https://absolute-sharepoint.com/2013/06/sharepoint-2013-site-template-id-list-for-powershell.htmlHR Payroll and Pensions Document Management ServiceQueries will come through UniDesk and categorised as SharePoint - HRPP as the top level category. Subcategories include User Access, User Support and Systems Issues.Link to Claire's SharePoint site: https://uoe.sharepoint.com/sites/is-apps/service/SharepointSites/Shared%20Documents/Forms/Projectdocs.aspx?viewpath=%2Fsites%2Fis-apps%2Fservice%2FSharepointSites%2FShared%20Documents%2FForms%2FProjectdocs%2Easpx&useFiltersInViewXml=1&FilterField1=Project_x002f_Service&FilterValue1=HR%20Digitisation%20%28Service%20Excellence%29%20%5BHRP001%5D&FilterType1=ChoiceRecords Management Sharing of Subject Access RequestsLink to Claire's SharePoint site: https://uoe.sharepoint.com/sites/is-apps/service/SharepointSites/Shared%20Documents/Forms/AllItems.aspx?viewid=0d535a67-d17c-4bc1-bddf-8e0ee9f8790bSharePoint Site Creation QuestionsThe first thing we must check is if their department or college already has a SharePoint Site. If they do the first thing they must do is check with their department admins / IT support / owner for the site and ask for a SubSite. If the SubSite is not appropriate, we can create a new site, but we need confirmation that the SubSite isn't suitable and why this is. If it is confirmed that they do require a full Site Collection, we can ask the following:Thank you for your request for a new SharePoint Site. In order for us to fulfill this request, and to create the most appropriate site for your needs, please can you confirm the following:Site Name (a short name with no symbols is most suitable):Please describe the proposed use(s) for the new site:Please describe the target audience (and if there should be any access restrictions for the site):Site Members (if any) - These people will be given Document Upload / Edit rights:Site Owner(s) - Full Control of the site:Please note that the Owner(s) will be responsible for managing access and the design of the site, and will be contacted if requests for access or amendments are raised to us / the Helpline. SharePoint Troubleshooting For MicrosoftAction Plan:Navigate to the SharePoint Admin Center & create a new classic site collection >> check the behavior.Use a standalone network like Wi-Fi or home network to check the delay while loading the sites.Perform the action plan using In-Private browsing.Also please collect some Fiddler Traces if you experience significant delay.Please follow the below action plan to collect the Fiddler Trace (network traffic) while reproducing the issue;Download and install Fiddler from https://www.telerik.com/download/fiddler.Open Fiddler > click Tools > click Fiddler Options... > at HTTPS tab, tick Capture HTTPS CONNECTS, and Decrypt HTTPS traffic > tick Ignore server certificate errors > OK.Close all browsers and all running applications including Fiddler.Restart Fiddler, click File > untick Capture Traffic, and then, click Edit > Remove > All Sessions.Now Fiddler is ready. We will start to reproduce the issue to capture the logs.Navigate to the affected site.Switch to Fiddler, click File > tick Capture Traffic.Go back to the webpage, click on the SharePoint Tile.When you see the error message, capture a screenshot.Wait for the Fiddler to finish capturing the current traffic.From the Fiddler, click File > Save > All Sessions... > store the captured logs as a .saz file.Enable External Sharing on a Communication SiteThe SharePoint Site Administrator must approve for external sharing to be enabled. Once this approval has been given, the call can be passed to Service Management. Action for Service Management:- Sign into Office 365 Admin portal- Choose 'SharePoint'- In the ‘Active sites’ screen, search for the Site- Select the Site and click 'Settings' > 'More settings'- Edit the External sharing settings and select ‘New and existing guests’- Scroll down and click 'Save' Further Information================ ‘New and existing guests’ is the sharing option that we must choose. This means external users will need to sign in and authenticate onto our system.Permissions reset for a user of a SharePoint siteIf a user is not able to access a SharePoint site that they in fact have permissions for, resetting their permissions for the site can resolve the issue.To perform a permissions reset for a user of a SharePoint site:1. Go to SharePoint Admin Center and add youself as a 'Site Collection Administrator' of the site.2. Remove the user from any permission groups they are a member of in the site.3. Add the string '/_layouts/15/people.aspx?MembershipGroupId=0' to the end of the site URL and then go to the resulting page.4. Select the user from the list, and then on the 'Actions' menu, select 'Delete Users from Site Collection'.5. Re-add the user to the relevant permission group in the site. The user should now be able access the site as normal.Removing Committee SitesSee Standard Solution: Core Services and Systems > Collaboration Tools > [SharePoint] Unpublish Committee Papers & MeetingsView Site Usage AnalyticsAdd the string '/_layouts/15/siteanalytics.aspx?view=19' to the end of the site URL and then go to the resulting page.Link to Building Occupancy AppIf a smartphone user can't use the Building Occupancy App (compatability, storage requirements, etc) then they can use direct URLs:BuildingOccupancy App: https://apps.powerapps.com/play/f3f78854-08c1-4ce3-87dd-f814f5cdef2b?tenantId=2e9f06b0-1669-4589-8789-10a06934dc61https://edin.ac/3Ccf98GEntry and Exit App:https://apps.powerapps.com/play/49aee1a2-a16d-4775-bf76-e2b20d15a561?tenantId=2e9f06b0-1669-4589-8789-10a06934dc61http://edin.ac/3bW78rPRetention Labels (Example Call: I210908-1876)Hi (user),Unfortunately, the retention labels have to be set up at the O365 tenancy level before they can be used in a SharePoint library (or in any other O365 application), and I am afraid no retention labels have been set up in our tenancy so far.However, it might be possible to achieve something similar to the retention-label process using Power Automate (which all UoE members can use as part of our O365 licence). For example, there is the Update and delete items in a SharePoint list on a recurring basis Power-Automate flow template, which you could adapt to work with your library (along with perhaps adding some appropriate columns to your library) to delete files that have elapsed their retention period. (You also of course could build a flow from scratch to meet your needs.)Would you like to have a look at Power Automate to see if that could work for you?Kind regards,(NAME)SharePoint AuditingAll sites should be audited and logs can be returned for the last 90 days as standard. You should be able to search on actions based on filename, folder or site.https://compliance.microsoft.com/auditlogsearch?viewid=Test%20TabCommittees Site Publish Button not VisibleHelpline staff should be in this AD group 'IS Helpline Permissions' in order to publish committee sites. However, this doesn't always seem to make the 'Publish' button visible to them on new committee sites. Therefore, you can add them in manually at: https://uoe.sharepoint.com/sites/committees/_layouts/15/mngsiteadmin.aspxThis will allow them to see the 'Publish' button.Access to Sharepoint sites for former employees who have returnedrelates to the person being a former employee who has come back. SharePoint stores the old uun account in a hidden list (in each site). Problem happens because we reuse uuns, Active Directory deletes acount after certain number of days and then when person comes back if uun is re-used the account is recreated in AD but it has a different guid or object ID, so SharePoint gets confused as it is clinging on to the old object id.Only solution is to remove the person from the site (where given access) and from the hidden list:https://uoe.sharepoint.com/sites/[entersitename]/_layouts/15/people.aspx?membershipGroupId=0These steps need to be done for all sites where the user has a problem accessing.Copying permissions of existing SharePoint site to a new siteThere's an API to get permissions group membership - for most purposes people call it from Excel as a 'Get Data' > 'From Other Sources' > 'From OData Feed'. See screenshot below:To find the URL, first you'll need the group ID of the desired permission group. To get this, first navigate to the group and copy the ID in the URL like so:Next, append '/_api/Web/SiteGroups/GetByID([GROUP ID GOES HERE])/Users' at the end of the site root address (replace where it says '[GROUP ID GOES HERE]' with the Group ID you copied in the previous step (keep the '()' brackets in. For the example above, it would be: https://uoe.sharepoint.com/sites/WassimPlaygroundSite/_api/Web/SiteGroups/GetByID(5)Then concatenate the emails with '; ' between each; copy & paste them into the new permissions group in the new site.Known errorsWhen installing the SharePoint Application Catalog / Apps for SharePoint the 'Save this site as template' and 'Delete this site' options are removed.If the App Catalog is installed, and the 'Delete this site' is missing, the following workaround will allow Site Owners to delete the Site when needed:- Navigate to the Site / Subsite you wish to delete- Click Settings > Site Settings- The URL should now have _layouts/15/settings.aspx? and characters after this- Remove everything after _layouts/15/- Add deleteweb.aspxThen click 'Delete'.Sharepoint site shows as user is editing this pageSharepoint site shows user is editing this pageStandard SolutionsNameDescriptionAudienceStatusNameDescriptionAudienceStatusDelete a SharePoint SiteInstructions on how to delete a siteHelplineActiveiFrame into SharePointHow to embed video / content into SharePointHelplineActive[SharePoint] Delete Committees SharePoint SiteSteps to delete a committeeService ManagementArchivedFile/Site Access RequestsInformation on how to contact if we get access requestsHelplineActiveFaulty WebpartHow to remove a faulty webpartHelplineActiveInformation gathering for SharePoint callsBasic information gatheringHelplineActiveShare site with everyone in UoEInstructions to add all users to SharePoint sitesHelplineActive[SharePoint] Opening files from SharePoint in Visio crashes the clientSteps to resolve Visio crashingHelplineArchivedSite creation request/enquiryInformation gathering to get a SharePoint site createdHelpline / Service ManagementActiveExternal accessSteps to share a file externallyHelplineActiveData Protection and Backup InformationSharePoint Data Protection and Backup information requests.Helpline / Service ManagementActive[SharePoint] Add External Sharing to Site CollectionA user requests for a full SharePoint Site Collection to have External Sharing enabled.Helpline / Service ManagementArchivedfile path too longAdvice on the steps a user can take if the file path for a document is too longHelplineActive[SharePoint] Permanently Delete Site from Recycle BinSteps to permanently delete a site if requestedService ManagementArchivedOpen with Explorer greyed outInstructions to use IEHelplineActive[SharePoint] All Staff Group in SharePointIf a user wants to add All Staff and not Students, the group "All UoE Staff" can be used.HelplineArchivedUnpublish Committee Paper & MeetingsSteps to unpublish SharePoint committeeHelpline / Service ManagementActiveSite design/content/layout technical issueSteps for when content requests are raisedHelplineActiveEditing default blog page fix in Modern Teams siteSteps to fix 'edit page' missing in blog pagesService ManagementActive13. Office 365 - Microsoft StreamUniDesk Category: Core Services and SystemsUniDesk SubCategory: Collaboration ToolsObject ID: Office 365Organisational User-facing documentation: http://www.ed.ac.uk/streamVendor User-facing documentation: https://learn.microsoft.com/en-us/stream/Service manager's documentation: NoneMicrosoft Stream has been enabled on our tenancy and will be classed as a supported component of Office 365. Nothing for us to do since Stephen and Eilidh will be picking up all the support requests until a handover is proposed.Our process: If you see “Stream” in the call fire it off to Stephen and he can then triage to Eilidh if required. We don’t touch it.--------------------The background from Stephen:Gavin and the Principal are expecting MS Stream to be enabled this week in an effort to mitigate the issue whereby people are complaining that without it, they're being forced to upload their Teams meeting recordings to social media platforms for sharing.   This is a deliverable of DTI053 project which reports weekly to Gavin and the Principal. We will 'silently' enable Stream in that we're deliberately not broadcasting to everyone that it's available all at once. We have getting started, FAQ and How To guidance, including privacy and policy in place at: https://www.edweb.ed.ac.uk/information-services/computing/comms-and-collab/office365/microsoft-streamEilidh and I will pick up queries raised through IS Helpline. Although there's not much there to configure - Microsoft has it packaged up tightly - it's basically like having a Youtube-esq account.We will continue to work in the background to build service documentation covering service design, support flows, status alerts etc. with a view to build knowledge transfer. However, this will take us through September.--------------------Service requestLink or responseService requestLink or responseQuestions about Microsoft Stream classic closureHello USER,Content in 'Stream Classic' will be migrated to 'Stream on SharePoint' and we're currently working through plans and processes for this so content owners, including NAME will be contacted in due course.Existing content can continue to be accessed normally and users do not need to take any action but we do recommend they familiarise with the Stream on SharePoint sooner rather than later: https://stream.office.com/. This new version lets you upload videos to platforms across Microsoft 365 and access them from one central location.The closure of 'Stream Classic' has been extended to 15 April 2024, and as I said users will be contacted regarding migration before then. Storage quota on this platform isn't an issue.Best regards,OPERATORService Operations CoordinatorIS Apps Service Management14. Office 365 - TeamsUniDesk Category: Core Services and SystemsUniDesk SubCategory: Collaboration ToolsObject ID: Teams on Office365Organisational User-facing documentation:: https://www.ed.ac.uk/teamsVendor User-facing documentation: https://support.microsoft.com/en-us/teamsService manager's documentation: https://uoe.sharepoint.com/sites/OnlineandDigitalEventsSOM: IS Apps Service Management - Stephen SmithRequestProcessRequestProcessMS Graph: Deleting a Teams Channel Event SeriesMS Graph: Deleting a Teams Channel Event SeriesScheduling Meeting in Teams ChannelUser scheduled meeting within a Teams channel and is not receiving response notifications: https://www.wiki.ed.ac.uk/display/ser/%5BO365%5D+Scheduling+Meeting+in+Teams+ChannelRecovering a Teams recording that is failing to upload to OneDrive/SharePoint Possible workaround steps:O365 Admin - Open the "Support" dialog box at admin.microsoft.comClick "New service request"Type: "Diag: Missing Recording" in the search bar & returnenter URL & date of meeting in the supplied fieldsIf successful:- This will generate a URL. Go to the URL and the meeting recording will download.- Share to the meeting host to re-share with participantsIf not successful:- It’ll tell you to log a ticket with MicrosoftNote: when logging a ticket with Microsoft, ensure that you have the following information:UPN of the organiser and the user who initiated the recordingDate and time in which the meeting took placeMeeting linkYou will then receive a link for each recording that the organiser or the person who started the recording will be able to use to download the recording as long as they are signed into Teams on the web in a different tab.Teams Premium licenceFrom Teams Premium Licensing details from Microsoft:At general release, Microsoft won't offer an EDU-specific license or EDU discounts for Teams Premium.Checking with our license reseller, they confirm that the Teams Premium license add-on is not available to Higher Education at this time.Sharegate migration tool moving Teams channelsUse of the Sharegate Migration Tool for copying Teams channels to another team.15. SAP Business ObjectsUniDesk Category: Core Services and SystemsUniDesk SubCategory: Business Reporting & AnalyticsObject ID: Business Objects BI Launchpad, Business Objects Explorer ,Business Reporting and AnalyticsTag: [BI Suite]Organisational User-facing documentation:: https://www.ed.ac.uk/information-services/computing/comms-and-collab/reporting-and-analytics/businessobjects-overviewVendor User-facing documentation: https://support.sap.com/en/my-support/knowledge-base.htmlService manager's documentation: BI Tools: SAP BusinessObjects Service PageSOM: IS Apps Enterprise Data Services - Andrew McFarlaneProcessLinkProcessLinkAdvanced, Standard, and Restrict to StandardAdvanced groups give users the ability to amend and create reports within a universe,Standard groups give the user 'Read Only' access to the universe. They can run a report, but they cannot edit the queries.The Restrict to Standard group does what it says on the tin. It operates across all universes, restricting access to Read Only. Historically, when an access request for a particular universe came in, the user would be added to Advanced, Standard, and the general Restrict to Standard group. The idea behind this was that we could easily remove the Restrict to Standard group if/when the user did the training to get Advanced access. What this means is that there will be users listed in

the Advanced groups who do not actually have the ability to amend or write reports. If you see a user in the Advanced groups who you think shouldn't have edit access, assume that they're not in the Restrict to Standard group.Processing BI Suite requestsBI Suite Call RoutingService Team adding users to BI Suite and to GroupsArea authorisersBi Suite WikiBI Suite general informationAdvanced UsersBI Suite Advanced Users ListService Team BIS Advanced Licence RequestLicense swapsBusinessObject Routine Service Activities (Revised May 2019)Editing message in BI launch padEditing Bi launch pad messagesBI Suite general callsGuide general callsBI Suite New Access GroupFor any calls that require an access group to be created the call should be passed to The BI Service Manager to be createdBI Suite TrainingUsers must request access via the relevant Content Provider first:https://www.ed.ac.uk/information-services/computing/comms-and-collab/reporting-and-analytics/accessBI Suite Mailing Listsbi_ug@mlist - all active users should be on this; we use it to communicate about service outagesbi_areas@mlist - for key service stakeholders; for policy changes and discussions etc.BI Suite Scheduled ReportsIf a user is trying to run a scheduled report, through explorer, they will need the BI Password set.Request for secure foldersThis is not something we can do currently:Response for someone requesting this for Student Systems folders:"There is no secure college/school space in BusinessObjects just yet. Teams use Student Systems > Locally Developed, to store their reports, but there is no security on those in the sense that each folder is not locked down so that only that team can see it.However, on each folder Advanced and Standard rights do apply as normal. So users accessing a folder who have Standard rights will only be able to view the report and save it to their favorites (where they an edit it) , but they can't delete it or make and save changes to either query or formatting.At the moment there is no resource to implement secure college/school space because this would require a lot of resource that isn't available just now.We hope the Locally space can offer you a half-way house until we can roll-out something more fitting."I can see "#TOARCHIVE" in front of some of my reports. Will it be archived?It's an automated flag put into the description of a report if it's more than 6 months old. Reports won't actually be archived or deleted so they're perfectly safe. Access to BI Suite TestTest BI Suite / Test Business Objects does not work via EASE or Test myed. Instead the user must be given a Test Password and then sent the following URLs:Modern Launchpad: https://www-test.bobi.is.ed.ac.uk/BOE/BILaunchpadClassic Launchpad: https://www-test.bobi.is.ed.ac.uk/BOE/BITo set their password, log into Test CMC via: https://www-test.bobi.is.ed.ac.uk/BOE/CMCThen, search for the User (via Users and Groups > User list)Here, set a password and choose the options 'Password never expires' and 'User must change password at next login':Click 'Save and close' and send the password to the user securely.Accidentally sent a report to 'Everyone'The report will need to be removed from all user BI Suite inboxes (2000+) - Ticket for reference: I220105-2234Steps taken to remove the reports:- Open BI Suite QMC- Select the 'Inboxes' option from the drop down- Search for the file name minus the numbers* - in this case Coursework Extensions : - Confirm the results are the specific report in question. Note - there is not a lot of information here so you may need to search individual inboxes to get more data to help narrow down the deletion. - Select all reports to be deleted - Right click and 'Delete' - Repeat this in 500 batches at a

time. - useful tip is to pick a username from this batch and confirm it is deleted before moving to the next 500.*Every report in a user's inbox gets a different number when sending in bulk. eg Coursework Extensions : 1008001, 1008002 etc.). This number is useful for determining if the file was sent earlier than the bulk send. Eg. Coursework Extensions 670001 would be a number earlier sent report than 1008001. So, we can search Coursework Extension : 1008 to find only those sent in this run (or later).Example of the search:The user can then be advised to report it as a breach via the DPO if they consider the data sensitive: https://www.ed.ac.uk/data-protection/breach-procedureBI Suite incorrect date formatTickets for reference: I201022-1810 & I220915-1211Get the user to try the following:Click on 'Locale and Time Zone' and try the following combination of settings:Preferred Viewing Locale: "English (United Kingdom)"Current Time Zone: "Greenwich Mean Time: Dublin, Edinburgh, ..."Product Locale: EnglishRestart BI Suite after this, double check the settings have saved, and then try the export again. BI Visitor reporthttps://www.wiki.ed.ac.uk/display/ser/Service+Team+Request+for+Visitor+Registration+Report+ProcessGroup membershipSAP Group membershipStandard SolutionsNameDescriptionAudienceStatusNameDescriptionAudienceStatus[BI Suite] Restart Web Intelligence Processing ServerA user gets the error message 'Illegal Access to the viewer, please user a valid URL' in Web Intelligence.Service ManagementArchived[BIS] BI Suite error - "You do not have access to one or more data providers"User opens / refreshes a report, and gets this 'permissions' error:"You do not have access to one or more data providers. Only the data providers to which you have access will be refreshed. Do you want to continue? Yes/No"Service ManagementArchivedSerengetiUniDesk Category: UniDesk SubCategory: Object ID: SerengetiTag: Organisational User-facing documentation: https://www.ed.ac.uk/information-services/computing/application-development/doc-managementVendor User-facing documentation: ?Service manager's documentation: SerengetiProcessProcessProcessProcessSerengeti is DownSerengeti is DownSerengeti - Adding UsersAdding users to SerengetiUniDeskUniDesk Category: UK and International ServicesUniDesk SubCategory: UniDeskObject ID: UniDesk Institution Tag: [UDSK]Organisational User-facing documentation: https://www.ed.ac.uk/information-services/computing/comms-and-collab/unideskVendor User-facing documentation: ?Service manager's documentation: UniDeskRequestProcessRequestProcessBasic Service OverviewGuidanceEverythingAdmin GuideMost UDSK SR are documented here, including Operators/Operator Groups/Hidden Teams/Categories and Mail Loops.Operator card managementAdding and removing an operator to an operator groupHow to add an operatorIncident ManagementIncident Management OverviewCategory ManagementManaging categories and subcategoriesPermissionspermissions explainedMail import set upMail importDiagnosticsdiagnostics pageUniversity of Abertay password re-setpassword re-setSetting ManagementUniDesk Admin Settings (Settings Management Client)Password removeDeleting Inappropriate Information from IncidentsCreate Operator Group with Mail Import RequiredCreate a new Operator Group with Mailbox in UnideskDaily Person Import failuresUniDesk Person Import Failure ProcessStandard SolutionsNameDescriptionAudienceStatusNameDescriptionAudienceStatus[Unidesk] Update Mail Import CertificatesShould UniDesk Mail Imports fail for an institution, this process can be used to check and get it working again. This can be used for Office 365 environments.Service ManagementArchivedDetermine UniDesk Logins - Operator and SSPIf we want to determine the number of logins for operator interface or SSP.Service ManagementArchivedFeedback field in UniDeskEnquiry regarding the usage of the feedback field and how it works.Service ManagementArchivedUniDesk Accessibility queryGeneral statement on UniDesk's accessibility and what has been worked on to improve this.Service ManagementArchivedUniDesk and Operator FiltersInstitution has requested feasibility of using Operator Filters.Service ManagementArchivedUniDesk Autoclosure mechanism not working (Events and Actions)If an institution reports that their autoclosure mechanism is not working then it is likely that a few things will need checked. Symptoms could include the 14-day day autoclosure not automatically closing calls from 1st line confirmed resolution to closed without confirmation. I181030-3042 was the call that prompted this solution.Service ManagementArchivedUniDesk Demonstration EnvironmentWe often receive requests for access to a UniDesk Demonstration or Trial Environment. Normally this is part of some discussion about features or pricing and some discussion has already taken place. If the enquiry has not yet started please refer to the Service Owners or SOM firstly so they can kick start the conversation. If this has already taken place this Standard Solution will give you the steps required to supply access.Service ManagementArchivedUniDesk Email Size LimitsUniDesk Email size limitationsService ManagementArchivedUniDesk enquiryTemplate email to be adapted for incoming UniDesk prospective member enquiries - likely there are questions needing embedded in the response so needs amended....Service ManagementArchivedUniDesk Logon error with Azure ADUniDesk institutions who use Azure AD as their authentication method (rather than Shibboleth) may encounter a role-based error when trying to access either Operator or Self Service functionality."The signed in user X@institution.ac.uk is not assigned to a role for the application".Service ManagementArchivedUniDesk Mail imports failingERROR:~~~~~~Mail imports were failing for Napier with the below message:Connection failed: The request failed. The request failed. java.lang.RuntimeException: Unexpected error: java.security.InvalidAlgorithmParameterException: the trustAnchors parameter must be non-emptyService ManagementArchivedUniDesk MobileCustomer enquiring about the availability or plans for a mobile app.Service ManagementArchived16. Visitor Registration SystemUniDesk Category: Core Services and SystemsUniDesk Subcategory: Visitor Registration SystemObject ID: Visitor RegistrationTag: [VRS]Organisational User-facing documentation: https://www.ed.ac.uk/information-services/computing/application-development/vrsVendor User-facing documentation: N/AService manager's documentation: Visitor RegistrationRequestProcessRequestProcessVRS Approvers - EUSA and EIEdinburgh University Students Association and the Edinburgh Innovations teams are all Visiting Staff. Typically we would ask that a permanent (non-Visiting-Staff) person is the Approver for their area however none exist. We have a deal with these two areas that they can do Approval but not themselves.Edinburgh Innovations IT Manager (David Montreuil) has the following people as Approvers and IDMCO personnel:Gillian Ferguson - v1gferguAlasdair MacLeod - v1amacl7Kris McQuade - v1kmcquaDavid Montreuil - v1dbouazVRS AccessApplication FormVRS -

VisitorRegistrationAccesshttps://uoe.sharepoint.com/sites/office365serv/SitePages/IDM-VRS-Authorised-Users-List.aspxMailing listhttps://mlist.is.ed.ac.uk/lists/info/vrs-usersChanging a visitor's Org UnitKnown Error vrs and idm org unit don't match causing permissions to drop. Fix using following documentation:Changing the "Authorisation" tab Org UnitAdding authorising for VRS/IDMHow to give VRS/IDM authorisationEnding a visitEnding a visitRejecting an application formHello APPROVERS_NAME,The application for REQUESTORS NAME's access to the Visitor Registration System (VRS) & Identity Management System (IDM) has been rejected. This is because no options were selected in the Application Form. Should they still require VRS / IDM access, please provide the level needed:VRS: Originator/Sponsor OR Approver OR No VRS Access RequiredIDM: IDMCO or No IDM Access RequiredDeleting a VisitA visit must be ended by the VRS admins for the department. We can end visits in certain circumstances '(see Ending a visit' above). However, if a Visit MUST be deleted immediatley (with no suspension period) we can do this:Get approval from HR / The VRS Admin and confirm the reason for deletingLog into VRS and search for the Visitor IDEdit the visit and set the end date to todaySave and then go back to the visit and click DeletePlease note - If a visit is deleted, the suspension period will last until the visit end date NOT after the 30 day suspension period.Missing Services for VisitorComplete the following steps if the cases below are trueVisitor account has missing servicesThe services have been correctly selected in the current active visitConfirm the users have Group Memberships listed. i.e Visitor Staff and ORG Code. If they do not, raise the call to Application Management.The selected missing services have 'Unknown' status under the the 'Associated Groups' i.eCheck the visitor's selected services from the latest visit and make a note.Compare the selected services to visitor's current services within IDM.Add missing services through 'Manage Services' section, all users should have AD selected.Confirm the missing services now have an Associated Group against the required services.Re-provision (insert) the updated Change Based Services as well, listed below:CCDVPNCAUTHMyEDWIKILapLanLearnLibFeedSATPebblepadStaffmailEASERenaming a VisitorVisitors cannot be renamed. The current visit must be ended and a new one created with the correct spelling / new name.Request for Visitor Registration ReportRequest for Visitor Registration Report ProcessService Team Request for Visitor Registration Report ProcessNEW: Service Team Service Request for Visitor Registration Report ProcessAD Access when Creating a Visitor When someone selects Wireless, VPN or LAPLAN when creating a visitor, they also get AD17. Web HostingUniDesk Category: Core Services and SystemsUniDesk SubCategory: Collaboration ToolsObject ID: Web and Application HostingTag: [Web Hosting]Organisational User-facing documentation: https://www.ed.ac.uk/information-services/computing/audio-visual-multi-media/web-hostingVendor User-facing documentation: https://docs.cpanel.net/cpanel/Service manager's documentation: Web Hosting SupportSOM: IS Apps Service Management - Alain ForresterService Outage/Disruption Contacts: csgdocs_users@mlist.is.ed.ac.uk, csgscripts_users@mlist.is.ed.ac.uk, hssdocs_users@mlist.is.ed.ac.uk, isdocs_users@mlist.is.ed.ac.uk, sasgdocs_users@mlist.is.ed.ac.uk, sasgscripts_users@mlist.is.ed.ac.uk, C.J.Henderson@ed.ac.uk, Callum.Kerr@ed.ac.ukProcessLinkProcessLinkcPanel Hosting DocumentationcPanel Hosting - HomeHow to EASE protect a directory or domainEASE ProtectingHow to setup a new DomainDomain Setup ProcedureKB-IIS-1 Server (the O drive)https://www.wiki.ed.ac.uk/display/ISHelpKB/KB-IIS-1+Server+%28the+O+drive%29Hosting R filesR is a separate package, for statistical analysis and not something we can install on our serviceRequest to develop a siteThis is not a Service Management task. Direct the user to the 'Website Development Service' here:https://www.ed.ac.uk/information-services/computing/audio-visual-multi-media/web-development-service where the requester can fill out the 'Service Enquiry Form' Change Web Hosting PackageChange Web Hosting Package InstructionsAdd a RedirectHow to add a redirectCosts to host a siteAvailability, Entitlement & Charges - Note from Alain regarding costs for research purposes below:"For a basic hosting account - Free. Provided it fits into any of the basic options available.Historically we had it as POA because many research projects need to consider funding and would enter into discussions with us which might surface other costs elsewhere, such as ongoing maintenance, that would otherwise not be considered. The basic cost of the hosting itself is free given it keeps the website on the University's infrastructure and it's of little overhead given that we're running the service anyway."Known error - SSL Certificate didn't renew automaticallySSL Certificate did not renew automaticallyListing of hosted siteshttps://webhosting.is.ed.ac.uk/websites/Blocking and unblocking IP on hosting machinesStandard SolutionsNameDescriptionAudienceStatusNameDescriptionAudienceStatus18. Wiki ServiceUniDesk Category: UniDesk SubCategory: Object ID: Identity Management (IDM)Tag: [IDM]Organisational User-facing documentation: https://www.ed.ac.uk/information-services/computing/comms-and-collab/central-wikiVendor User-facing documentation: https://confluence.atlassian.com/doc/confluence-data-center-and-server-documentation-135922.htmlService manager's documentation: Wiki ServiceSOM: IS Apps Service Management - Alain ForresterProcessLinkProcessLinkEASE Friend AccessBrowse -> Confluence Admin -> Users Management.Search for the EASE friend by their email address to check that they are not already in the Wiki.Select Add User and use their email address for the Username, Full Name and Email fields. (Do not tick the box for sending an email to the user) The password is not important as they will use EASE to authenticate but one does need to be set.Then edit the groups for this user, first adding them to the 'evisitor-users' group and then removing them from 'confluence-users'.Resolve the UniDesk request using the standard solution.Faster to do this diretctly in Crowd:Service Team Ease Friend Wiki accessRemove/Rename/Copy/Backup a WikiCloning or Renaming a wiki spaceGoogle AnalyticsGoogle Analytics OverviewSetting up a Theme Builder space/userAdministration of TBviewing users accounts on the Wikiview users account set up - impersonation toolCreate Footnote / Footnote DisplayThe easier way to do this would be to edit the page, find the text you would like to make a footnote for, and then start typing {footnote and select the Footnote macro that appears, then enter the text to be used for the footnote and click save. The foot note will then be created however will not be displayed until a Footnote Display is created. They can then set-up a Footnote Display at the bottom of the page by typing {footnotes and click on Footnotes Display macro.WIS Wiki Space AccessAny request from a user outside of IS for wiki access to WIS wiki space should be advise to contact PMO (Glenda) regarding request.Edit / Delete page that won't renderhttps://confluence.atlassian.com/confkb/cannot-edit-page-editing-or-deleting-a-page-that-won-t-render-167608440.htmlCan we get WIki Space stats such as edits?No, there is a Confluence Usage app but that is disabled on our environment since it causes performance issues on an environment of our size.Wiki Macros display Asian characters rather than EnglishIf a user is trying to add Macros to their pages and see the description in Asian characters then do the following.1) Manage Apps (top-right cog when logged in as Admin)2) Give it a wee minute to load and you'll see ScriptRuner as an option:3) Expand that and there's a grey 'Disable button'. Click that and confirm if asked (just click the don't give feedback link when it asks you why) 4) Wait for the plugin to be greyed out and the previous disable button becomes "enable".5) Click that to turn it back onBanners for outages and at riskWiki banners for outages and at riskAdditional informationHow to get a reference in on the WIKI page? - please use the footnote macro after the word you want your foot note to attach to, and the display footnote at the end under reference.That works better than anchors but still is not referencing and bibtex macro doesn't display correctlyStandard SolutionsNameDescriptionAudienceStatusNameDescriptionAudienceStatus[Wiki] Create Groups of Users in Wiki SpacesA Wiki Space Owner can create groups of people to be used on the Space.This group can then be added to the permissions of the Space or specific, restricted Pages.The Group can also be used on other Spaces if needed.If a Group is required to be set up across many different Spaces, Service Management can create these. To create a Group for a specific Space, or a set of similar Spaces, the below steps can be used.Service ManagementArchived[Wiki] Granting Wiki Page Access for Restricted Child Page / PagesRequest to grant access for restricted child page / pages within a ed.ac.uk wiki space.Service ManagementArchived19. Test RailUniDesk Category: Core Services and SystemsUniDesk SubCategory: Collaboration ToolsObject ID: User TestingTag: [Test Rail]Organisational User-facing documentation: https://www.ed.ac.uk/finance/about/sections/sas/efinancials-upgrade/testrailVendor User-facing documentation: https://support.gurock.com/hc/en-us/Service manager's documentation: TestRail ProceduresSOM: IS Apps Service Management - Alain ForresterProcessLinkProcessLinkService Statushttps://testrail.statuspage.io/(First Step) Adding Project in TestRail Admin toolhttps://testrail-admin.is.ed.ac.uk (Second Step) Create a TestRail Project (service)https://uoe.testrail.comProcessing Daily TasksAll daily Tasks done here: https://uoe.testrail.net/Adding Users to TestRailProject managers should usehttps://testrail-admin.is.ed.ac.uk to go in and add a list of users that they want to give access to with a role and start/end dates. That way, we can get an aggregated list of the changes that need made and action them once per day - the daily tasksTestRail BillingIf the Project is marked as compliance, there is no charge processed, however the system will still indicate that there is a cost to IS Apps and therefore an overhead that could be factored in when calculating the cost associated with delivering the project. Provided there are no codes provided and that the project is marked in compliance in the system, there will be nothing charged to the project or business area.Displaying the cost to the University is also a useful incentive to help people keep the costs down.User Management Tool Administration20. OneTrustMinimal support as a technical service with Service Owner (currently Susan Cooke) taking on majority of support with the supplier. Data Protection Office are the frontline so tasks are limited.Susan Cooke has created some Visio flows so that we have a graphical overview of support procedures and is available here:https://uoe.sharepoint.com/sites/SMEDSTeam/Shared%20Documents/Forms/AllItems.aspx?id=%2Fsites%2FSMEDSTeam%2FShared%20Documents%2FService%20%2D%20DPIA%20OneTrust%2FStandard%20Solutions&p=true&originalPath=aHR0cHM6Ly91b2Uuc2hhcmVwb2ludC5jb20vOmY6L3MvU01FRFNUZWFtL0V0ZTZZaTNhVndKS3Nhb1BQcVRQZTRRQkVCTmxZVlZrdm9WVlpfUDVkdmxBS2c_cnRpbWU9MTVyb3ZTWEUxMGcThe direct login for the service is at: https://app-eu.onetrust.com/auth/loginTaskDetailsTaskDetailsEnd user supportWe are not involved. Data protection office (DPO@ed.ac.uk) should handle all user queries. DPO manage training and end user documentation and should be maintained by them.Individual login problemAll users will use UUN@ed.ac.uk for logging in.Service Owner may request new administrators to be added.Can be done within the tool itself via the Launch menu then “Users and Groups”.The role is "Site Admin".DPO may ask for senior support since they are the frontline.These requests go straight to the Service Owner.Service unavailable (non-EASE issue)Call to be raised to OneTrust via Service Owner. Raise IS Alert. Inform DPO@ed.ac.uk with the IS Alert URL. DPO to inform end users.Service unavailable (EASE issue)Call to be raised to Development Services via Service Owner. Raise IS Alert. Inform DPO@ed.ac.uk with the IS Alert URL. DPO to inform end users.Service unavailable (due to maintenance period)Scheduled maintenance is advertised inside the tool itself. The Service Management daily service checks will now check this service each day and post IS Alerts for any maintenance. Our user logins (as admins) will show these on login. End users also see these. DPO to inform end users if they choose to.Standard SolutionsOnly one Standard Solution is available which IS Helpline will use to refer end users on to the DPO team.OneTrust enquiry (Data Protection Impact Assessment)Backup accountGiven that this is an EASE-protected service a backup Gmail account is on Password Manager Pro. Susan Cooke is the owner of that Gmail account. This will only be used as a backup account if SSO (EASE) goes down and we need to go in for support purposes.21. Managed APIs ServiceThe Managed APIs service provides a centralized solution for the creation, consumption, hosting and management of University-produced APIs. In basic terms, APIs (‘application programming interfaces’) are bits of code that let applications speak to / integrate with each other.This is a technical service, expected only to be used by software developers. This service is delivered via a cloud-hosted product called “WSO2 API Gateway”, which developers will access through a web browser. Developers can request access to WSO2, but what they can see or do in WSO2 will be dependent on a) data steward approval, b) and what they need to use WSO2 for (e.g. API consumption or creation).TaskDetailsTaskDetailsWSO2 Service unavailableRaise IS Alert and speak to Service ManagerUser requests WSO2 accountRefer to Service Manager. This is a task that will gradually transition to the Service Team.User requests help with their WSO2 accountRefer to Service Manager.User requests training in WSO2.Point at SharePoint site: https://uoe.sharepoint.com/sites/is-apps/service/api/SitePages/API-Home.aspxUser requests training in how to consume / produce an API through WSO2. Refer to Service Manager.User requests client secret and client ID needed to consume an API. If WSO2 access is already in place they can generate the login tokens and self-serve on WSO2.Instructions are on SharePoint and in WSO2 itself.User requests a change to an API on WSO2.Refer to Service Manager.User reports a fault / problem with an API on WSO2.Refer to Service Manager.User reports a fault / problem with WSO2 functionality.Refer to Service Manager.Identifying who owns API (I.e. Service or Business Owner) before referral to IS Apps Service Management.Use API Register to establish contacts and who owns.https://www.wiki.ed.ac.uk/pages/viewpage.action?spaceKey=insite&title=API+Registry22. Apple App StoreTaskDetailsTaskDetailsRequest to access the App Store or seek guidance on how to use itSend all calls to Alain Forrester about this. We do not participate in any App Store activity.23. IRMTaskDetailsTaskDetailsLoggin InIRM SalesForce Instance is available at:We have a Service Account: errit@ed.ac.uk (Login available in PMP)SalesForce Forces you to enable MFA SalesForce will force you to set up MFA on first login and this cannot be bypassed. Just set it up and remember to disable it when logged in. Instructions below.You can disconnect MFA before logging out with:Settings -> Advanced User Details -> App Registration: Salesforce Authenticator: Disconnect24. Service AlertsUniDesk Category: Core Services and SystemsUniDesk SubCategory: Collaboration ToolsObject ID: Service AlertsTag: [Alerts]Organisational User-facing documentation: https://alerts.is.ed.ac.uk/help Admin User Interface: https://alerts.is.ed.ac.uk/adminSOM: IS Apps Service Management - Alain Forrester (TBC)RequestProcessGrant 'Raise Alerts' permission to Visitor StaffUniDesk form: https://edin.ac/3uaiwxqEnsure the request is from a Team Manager or Section Head Check the requester to ensure they are a Team manager or section head and not simply the visitor themselves requesting access Users must visit Alerts and Log In first in order to create their accountStepsLog into Service Alerts Admin and navigate to Users optionFind and select the user in questionAdd the user to the appropriate group(s) by moving the CA Visitor Staff group to the right-hand pane.DO NOT ASSIGN PERMISSIONS DIRECTLY Ignore the permissions pane below. Permissions are set using groups only!4. Click 'Save'Grant 'Advanced Permissions' to usersUniDesk form: https://edin.ac/468lKPlEnsure the request is from a Team Manager or Section Head Check the requester to ensure they are a Team manager, Section Head or existing member of the authoriser group (where required) and not simply the user themselves requesting access Users must visit Alerts and Log In first in order to create their accountPermissions and associated groupsPermissionGroupRaise unplanned alertsSupportAuthorise alertsApproversEnsure Approval Group is set selected Publish AlertsHelplineStepsLog into Service Alerts Admin and navigate to Users optionFind and select the user in questionAdd the user to the appropriate group(s) by moving the required group to the right-hand pane. In the case of Authorisers (approvers) ensure the appropriate Authoriser groups is selected from the dropdown list in the details panel above.DO NOT ASSIGN PERMISSIONS DIRECTLY Ignore the permissions pane below. Permissions are set using groups only!4. Click 'Save'Grant access to Admin UI (Currently for Service Man and Apps Man only)StepsLog into Service Alerts Admin and navigate to Users optionFind and select the user in questionSelect the 'Staff Status' box under permissionsClick 'Save'Add/Edit/Remove ServicesManaging ServicesServices can be added or edited from the select list under the 'Services' optionRemoving a serviceServices can be removed from the select list when raising an alert by simply setting the Priority to '0'DO NOT DELETE SERVICES Deleting will also delete the availability history and/or break referential integrity25. Additional TasksThese are general admin tasks. There is no need to change the category or add tags to these requests.RequestProcessRequestProcessIS AlertsService Team raise Alerts for our services normally for outages, degrades or planned work discussed with Service Managers. Some IS Planned Alerts have not been approved in a timely manner on behalf of Service Management. Applications Management have always been the approvers of planned alerts due to most services historically being on-premises. But with the moves towards SaaS/cloud providers there are certain services which have no reliance or involvement from Applications Management. Hence Service Management can now self-approve but with some conditions. Steve Hall and Wassim Demnati are the approvers in the Service Team. Service Management can approve their own alerts (i.e. Steve and Wassim) and the Section has been notified with the following conditions.If your Planned Alert:- Has Applications/Production Management involvement- Affects on-premises infrastructure such as EASE, Exchange, data imports, data warehouses, etc- Is a project Then Planned Alerts should still go via Applications Management as the approver. They need to see these due to involvement or from a QA perspective.If your Planned Alert:- Resides solely within the control of Service Management/your supplier- Is not a projectThen it will be approved by us. To exemplify, if our cloud-based platform is receiving a change that the supplier is making, and is outside of our control, and has no effect on how anything on-premises is run, then a Service Management alert will be approved by us. Zoom, UniDesk, TestRail and most (but not all) of the M365 arena are good examples where new product/component changes are released and we cannot influence or specify the nature of the release. The following is a list of services that can have Planned Alerts approved by us:- UniDesk- EventsAir- Zoom- Microsoft Dynamics- Mobile telephony- OneTrust- Test Rail- JournyXThese platforms are excluded since the platform is within our control on-premises and Production Management are in the driving seat. These will always go through as Applications Management as the approver:Event BookingIDMVRSJiraWikiWeb HostingRemove password from UniDesk incidentHelpline staff remove the sensitive information from action fields and pass the call to us to remove the emails attached under the Notes tab in the Emails and Document Overview sections.Unable to view the original incidentA reply to a hidden incident has created a new incident. Follow the original incident reference (usually found in the subject of the users email) and assign the call to that team.UniDesk mail loopGuidanceFind the generated incidents and remove them from UniDesk.Object IDWhere possible insert an Object ID for relevant system or service that the call is about.Remote Session AccessBomgar InformationService ReportsService Management Service Reports (monthly)Service Team Reports (calls handled per month)Setting our phones to divertSet Service Management Support phones to divertSQL Server Connection DetailsLiveIDM Live(DESCRIPTION = (ADDRESS = (PROTOCOL = TCP)(HOST = ora-idm-kb1live.is.ed.ac.uk)(PORT = 1839)) (ADDRESS = (PROTOCOL = TCP)(HOST = ora-idm-at1live.is.ed.ac.uk)(PORT = 1839)) (CONNECT_DATA = (SERVICE_NAME = IDMLIVE_PRMY.is.ed.ac.uk)))TestTNSName was IDMTEST.WORLD and is now IDMTEST.(DESCRIPTION = (ADDRESS = (PROTOCOL = TCP)(HOST = ora-idm-kb1test.is.ed.ac.uk)(PORT = 1839)) (ADDRESS = (PROTOCOL = TCP)(HOST = ora-idm-at1test.is.ed.ac.uk)(PORT = 1839)) (CONNECT_DATA = (SERVICE_NAME = IDMTEST_PRMY.is.ed.ac.uk)))Working with dataUseful tips for Data clean-upGitlab accessGitLab gitlab.is.ed.ac.uk -

Note: Only accessible on campus or via the VPN (SSL).EventBriteReference ticket - I231030-1323This is mostly relevant to organising events with more than 30 attendees until we have an official roll out of EventBrite in the Uni.If users setup an EventBrite account or have an account already we need the email address for the account (don't need to know every user of the account, just the email address used to set it up). They can use the following form:Existing Eventbrite User:https://forms.office.com/e/3iXJZpjHv7New to Eventbrite:https://forms.office.com/e/gYTXeJBukvUsers will be contacted in due course, once the service is ready to useDoing this allows us to have Eventbrite fees waived so that the event organiser can increase the number of tickets available for the event. If they use the form we get notified and pass details to Eventbrite as soon as they come in. If it takes a day or two to get Eventbrite to process the account but the event organiser needs to publish their event - they can do it with 24 tickets and a wait list - once processed, the organiser can then increase the number of tickets, even after the event is published:Changing ticket capacity and adding wait list info here:Change your event capacity | Eventbrite Help Center(a more extensive list of typical service requests can be found here)26. SOM availabilitySOMAvailabilityServicesSOMAvailabilityServicesStephen SmithMon-Fri 8-4Email & Diary (Exchange/Exchange Online, Teams, Calsync), Office 365 Subscription & Licensing (Azure AD, AADConnect), Online Voting & Counting Systems for Uni Elections (EVES).Alain ForresterMon + Wed 8:30-4:30, Tue + Thu 8:30-5:30, Fri 8:30-1:30Wiki, Jira, Hosting, Test RailClaire BradfordMon-Fri 9-5SharePoint, Document ManagementAndrew MacFarlaneTue-Fri 09:00-17:30Enterprise APIsRob O'BrienMon-Fri 09:00-17:00Reporting & Analytics (Power BI)Susan CookeMonday - Thursday 8:15 - 4:30Friday 8- 12OnetrustSteph HayMonday-Thursday 07:45 - 17:30M365 SOMTBCIDM SOMTBC27. Helpline Shadowing28. MiroUniDesk Category: Core Services and SystemsUniDesk SubCategory: Collaboration ToolsObject ID: TBATag: MiroOrganisational User-facing documentation: TBAVendor User-facing documentation: Miro Help CenterService manager's documentation: TBASOM: IS Apps Service Management - Duncan WilsonRequestProcessRequestProcessContact listMailing lists and primary stakeholder mail addresses go here..Documentation for first lineMiro first line troubleshootingStandard holding response for Miro supportHi,Miro Enterprise is not yet established as a centrally-supported service. To date, however, it has been used and supported locally by some areas within the University. Currently, ISG are working on a project to roll out Miro to the University community as a fully supported service but we are not in a position to provide any support for Miro just yet.As the project is already well underway we expect it will be available within the next few weeks, comms and guidance will be issued when the service is in place.Miro soft release 2023 checklistChecklist for soft release.Form for requesting access to Mirohttps://forms.office.com/Pages/DesignPageV2.aspx?prevorigin=shell&origin=NeoPortalPage&subpage=design&id=sAafLmkWiUWHiRCgaTTcYXylMiWSKn5MtQB95h1HHphURVNPUzRXMjdUVTYyVEZXWVcyNkxZVkUzViQlQCN0PWcuCommunicationsMiro-Designers - This list is for operators who have the ability to create teams. For example the Learning Technologists at ECA.miro-designers@mlist.is.ed.ac.ukFrom <https://mlist.is.ed.ac.uk/lists/admin/miro-designers> Miro-Users - This is our user community list, users can subscribe and receive publications from the SoM and show off anything they've created and want to share.miro-users@mlist.is.ed.ac.ukFrom <https://mlist.is.ed.ac.uk/lists/admin/miro-users>

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11. Power Apps and Power Automate
11. Power Apps and Power Automate
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1. Power Apps and Power Automate
22. EventsAir
22. EventsAir
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2. EventsAir
33. Zoom
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44. Microsoft Dynamics CRM
44. Microsoft Dynamics CRM
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4. Microsoft Dynamics CRM
55. Event Booking
55. Event Booking
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5. Event Booking
66. IDM (Identity Management System)
66. IDM (Identity Management System)
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6. IDM (Identity Management System)
77. JIRA
77. JIRA
7
7. JIRA
88. Managed Mobile Service
88. Managed Mobile Service
8
8. Managed Mobile Service

99. Office 365 - Email
99. Office 365 - Email
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9. Office 365 - Email
1010. Office 365 - OneDrive
1010. Office 365 - OneDrive
10
10. Office 365 - OneDrive
1111. Office 365 - Power BI
1111. Office 365 - Power BI
11
11. Office 365 - Power BI
1212. Office 365 - SharePoint / Group Sites
1212. Office 365 - SharePoint / Group Sites
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12. Office 365 - SharePoint / Group Sites
1313. Office 365 - Microsoft Stream
1313. Office 365 - Microsoft Stream
13
13. Office 365 - Microsoft Stream
1414. Office 365 - Teams
1414. Office 365 - Teams
14
14. Office 365 - Teams
1515. SAP Business Objects
1515. SAP Business Objects
15
15. SAP Business Objects
1616. Visitor Registration System
1616. Visitor Registration System
16
16. Visitor Registration System
1717. Web Hosting
1717. Web Hosting
17
17. Web Hosting
1818. Wiki Service
1818. Wiki Service
18
18. Wiki Service
1919. Test Rail
1919. Test Rail
19
19. Test Rail
2020. OneTrust
2020. OneTrust
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20. OneTrust
2121. Managed APIs Service
2121. Managed APIs Service
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21. Managed APIs Service
2222. Apple App Store
2222. Apple App Store

Service Outage Procedures
Service Outage Procedures
Service Outage Procedures
ZoomDynamics CRMEvent BookingIDM/VRSJIRAManaged Mobile ServiceOffice 365 componentsOffice 365 (Email)Edinburgh UniDeskNational UniDeskSAP BI SuiteWikiTestRailOneTrustWeb Hosting
ZoomDynamics CRMEvent BookingIDM/VRSJIRAManaged Mobile ServiceOffice 365 componentsOffice 365 (Email)Edinburgh UniDeskNational UniDeskSAP BI SuiteWikiTestRailOneTrustWeb Hosting

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ZoomDynamics CRMEvent BookingIDM/VRSJIRA
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Dynamics CRM
Event Booking
Event Booking

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Managed Mobile ServiceOffice 365 componentsOffice 365 (Email)Edinburgh UniDeskNational UniDesk
Managed Mobile Service
Managed Mobile Service
Office 365 components
Office 365 components
Office 365 (Email)
Office 365 (Email)
Edinburgh UniDesk
Edinburgh UniDesk
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SAP BI SuiteWikiTestRailOneTrustWeb Hosting
SAP BI Suite
SAP BI Suite
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Wiki
TestRail
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Web Hosting
Web Hosting

Link to Service Outage Procedures Document
Link to Service Outage Procedures Document
Link to Service Outage Procedures Document

<h1>1. Power Apps and Power Automate</h1>
1.
Power Apps and Power Automate
UniDesk Category: Infrastructure
UniDesk Category
UniDesk SubCategory: Software Services
UniDesk SubCategory

Object ID: None as ye
Object ID

Organisational User-facing documentation: None
Organisational User-facing documentation:
Vendor User-facing documentation: https://powerautomate.microsoft.com/en-au/
Vendor User-facing documentation
https://powerautomate.microsoft.com/en-au/
Service manager's documentation: Power Apps and Power Automate (Power Platform)
Service manager's documentation:

Power Apps and Power Automate (Power Platform)
SOM: IS Apps Sharepoint - Non specific
SOM:
RequestProcessRequestProcessCreate Power Automate Flow to receive an email when an MS Forms response has been submitted.Email the user with the following instructions:"Thanks for your email.You can configure something like this using Power Automate by creating a Flow.To begin, please visit the link below (you may want to sign in as the shared mailbox so that the Flow you create is attached to the shared mailbox and not your own personal account).https://emea.flow.microsoft.com/manage/environments/Default-2e9f06b0-1669-4589-8789-10a06934dc61/createOnce in here, please select to create an 'Automated Cloud Flow'. Give it a name and select the 'When a new response is submitted option' as shown in the screenshot 'Create Flow.png'.Next, you will need to put in the ID of the form to specify which form you would like to receive an email from. Start typing the name of the form and results will be returned for you to select the required form. Then you will need to select 'Next Step' and search for outlook and scroll down to the 'Send an email (V2)' action and select is. Please refer to the screenshot 'Populate Flow.png'.Finally, you will simply need to configure the email such as filling in what address you would like the emails to be sent to, the subject and body of the email etc. - if you would like information from the response to be included in the email, there will be a pop-up box to the right, presenting fields that are in the form that you can select to be included in the email. Please note there is an 'advanced settings' drop down if you would like to make the responses marked as 'Low' importance etc. For this last step, please refer to the screenshot 'Configure the email.png'. Once done, you can select 'Save'.Hope this helps. Please let me know how you get on."Screenshots:Create FlowPopulate FlowConfigure the emailError: You don't have appropriate permissions to create a portal in this environment. Try selecting another environment or create new environment. If that doesn't help, contact your global administrator.This is a Power Apps error that tends to appear when attempting to create a new blank app within Power Apps.This is because creating a portal requires dataverse = cost/licenses etc. and isn't enabled in the default environment.The user should follow the various guides to create a canvas Power App: https://learn.microsoft.com/en-us/power-apps/maker/canvas-apps/get-started-test-driveIRM requestThese requests go to Alasdair MacLeod in IS Apps Service Management (in Unidesk).Mail forwarding approvalMail Forwarding Approval FlowBypass The Power Apps Permissons FormMessage similar to the following: "Almost there...###name of app### needs your permission to use the following. Please allow the permissions to proceed."
RequestProcessRequestProcessCreate Power Automate Flow to receive an email when an MS Forms response has been submitted.Email the user with the following instructions:"Thanks for your email.You can configure something like this using Power Automate by creating a Flow.To begin, please visit the link below (you may want to sign in as the shared mailbox so that the Flow you create is attached to the shared mailbox and not your own personal account).https://emea.flow.microsoft.com/manage/environments/Default-2e9f06b0-1669-4589-8789-10a06934dc61/createOnce in here, please select to create an 'Automated Cloud Flow'. Give it a name and select the 'When a

new response is submitted option' as shown in the screenshot 'Create Flow.png'.Next, you will need to put in the ID of the form to specify which form you would like to receive an email from. Start typing the name of the form and results will be returned for you to select the required form. Then you will need to select 'Next Step' and search for outlook and scroll down to the 'Send an email (V2)' action and select is. Please refer to the screenshot 'Populate Flow.png'.Finally, you will simply need to configure the email such as filling in what address you would like the emails to be sent to, the subject and body of the email etc. - if you would like information from the response to be included in the email, there will be a pop-up box to the right, presenting fields that are in the form that you can select to be included in the email. Please note there is an 'advanced settings' drop down if you would like to make the responses marked as 'Low' importance etc. For this last step, please refer to the screenshot 'Configure the email.png'. Once done, you can select 'Save'.Hope this helps. Please let me know how you get on."Screenshots:Create FlowPopulate FlowConfigure the emailError: You don't have appropriate permissions to create a portal in this environment. Try selecting another environment or create new environment. If that doesn't help, contact your global administrator.This is a Power Apps error that tends to appear when attempting to create a new blank app within Power Apps.This is because creating a portal requires dataverse = cost/licenses etc. and isn't enabled in the default environment.The user should follow the various guides to create a canvas Power App: https://learn.microsoft.com/en-us/power-apps/maker/canvas-apps/get-started-test-driveIRM requestThese requests go to Alasdair MacLeod in IS Apps Service Management (in Unidesk).Mail forwarding approvalMail Forwarding Approval FlowBypass The Power Apps Permissons FormMessage similar to the following: "Almost there...###name of app### needs your permission to use the following. Please allow the permissions to proceed."

RequestProcess
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Process
Create Power Automate Flow to receive an email when an MS Forms response has been submitted.Email the user with the following instructions:"Thanks for your email.You can configure something like this using Power Automate by creating a Flow.To begin, please visit the link below (you may want to sign in as the shared mailbox so that the Flow you create is attached to the shared mailbox and not your own personal

account).https://emea.flow.microsoft.com/manage/environments/Default-2e9f06b0-1669-4589-8789-10a06934dc61/createOnce in here, please select to create an 'Automated Cloud Flow'. Give it a name and select the 'When a new response is submitted option' as shown in the screenshot 'Create Flow.png'.Next, you will need to put in the ID of the form to specify which form you would like to receive an email from. Start typing the name of the form and results will be returned for you to select the required form. Then you will need to select 'Next Step' and search for outlook and scroll down to the 'Send an email (V2)' action and select is. Please refer to the screenshot 'Populate Flow.png'.Finally, you will simply need to configure the email such as filling in what address you would like the emails to be sent to, the subject and body of the email etc. - if you would like information from the response to be included in the email, there will be a pop-up box to the right, presenting fields that are in the form that you can select to be included in the email. Please note there is an 'advanced settings' drop down if you would like to make the responses marked as 'Low' importance etc. For this last step, please refer to the screenshot 'Configure the email.png'. Once done, you can select 'Save'.Hope this helps. Please let me know how you get on."Screenshots:Create FlowPopulate FlowConfigure the emailError: You don't have appropriate permissions to create a portal in this environment. Try selecting another environment or create new environment. If that doesn't help, contact your global administrator.This is a Power Apps error that tends to appear when attempting to create a new blank app within Power Apps.This is because creating a portal requires dataverse = cost/licenses etc. and isn't enabled in the default environment.The user should follow the various guides to create a canvas Power App: https://learn.microsoft.com/en-us/power-apps/maker/canvas-apps/get-started-test-driveIRM requestThese requests go to Alasdair MacLeod in IS Apps Service Management (in Unidesk).Mail forwarding approvalMail Forwarding Approval FlowBypass The Power Apps Permissons FormMessage similar to the following: "Almost there...###name of app### needs your permission to use the following. Please allow the permissions to proceed."

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Email the user with the following instructions:

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You can configure something like this using Power Automate by creating a Flow.

To begin, please visit the link below (you may want to sign in as the shared mailbox so that the Flow you create is attached to the shared mailbox and not your own personal account).

https://emea.flow.microsoft.com/manage/environments/Default-2e9f06b0-1669-4589-8789-10a06934dc61/create

Once in here, please select to create an 'Automated Cloud Flow'. Give it a name and select the 'When a new response is submitted option' as shown in the screenshot 'Create Flow.png'.

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Flow.png'.

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done, you can select 'Save'.

Hope this helps. Please let me know how you get on."

Screenshots:
Screenshots:
Screenshots:
Create Flow
Create Flow
Create Flow
Create Flow
Populate Flow
Populate Flow
Populate Flow
Populate Flow
Configure the email
Configure the email
Configure the email
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Error: You don't have appropriate permissions to create a portal in this environment. Try selecting another environment or create new environment. If that doesn't help, contact your global administrator.This is a Power Apps error that tends to appear when attempting to create a new blank app within Power Apps.This is because creating a portal requires dataverse = cost/licenses etc. and isn't enabled in the default environment.The user should follow the various guides to create a canvas Power App: https://learn.microsoft.com/en-us/power-apps/maker/canvas-apps/get-started-test-drive
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This is a Power Apps error that tends to appear when attempting to create a new blank app within Power Apps.
This is because creating a portal requires dataverse = cost/licenses etc. and isn't enabled in the default environment.The user should follow the various guides to create a canvas Power App:
https://learn.microsoft.com/en-us/power-apps/maker/canvas-apps/get-started-test-drive

https://learn.microsoft.com/en-us/power-apps/maker/canvas-apps/get-started-test-drive
IRM requestThese requests go to Alasdair MacLeod in IS Apps Service Management (in Unidesk).
IRM request
IRM request
These requests go to Alasdair MacLeod in IS Apps Service Management (in Unidesk).
Mail forwarding approvalMail Forwarding Approval Flow
Mail forwarding approval
Mail Forwarding Approval Flow
Mail Forwarding Approval Flow
Bypass The Power Apps Permissons FormMessage similar to the following: "Almost there...###name of app### needs your permission to use the following. Please allow the permissions to proceed."
Bypass The Power Apps Permissons Form
Bypass The Power Apps Permissons Form
Message similar to the following: "Almost there...###name of app### needs your permission to use the following. Please allow the permissions to proceed."
"Almost there...

###name of app### needs your permission to use the following. Please allow the permissions to proceed."
<h1>2. EventsAir</h1>
2.
EventsAir
UniDesk Category: Core Services and Systems
UniDesk Category
UniDesk SubCategory: Event Booking
UniDesk SubCategory

Object ID: EventsAir
Object ID

Organisational User-facing documentation:
https://www.ed.ac.uk/information-services/computing/comms-and-collab/eventsair
Organisational User-facing documentation:
https://www.ed.ac.uk/information-services/computing/comms-and-collab/eventsair
Vendor User-facing documentation: None
Vendor User-facing documentation:
Service manager's documentation: EventsAir or EventsAIR Service or EventsAIR
Service manager's documentation:
EventsAir
EventsAIR Service
EventsAIR
<h1>3. Zoom</h1>
3.
Zoom
UniDesk Category: Core Services and Systems
UniDesk Category
UniDesk SubCategory: Collaboration Tools
UniDesk SubCategory

Object ID: Zoom
Object ID

Organisational User-facing documentation:
https://www.ed.ac.uk/information-services/computing/comms-and-collab/zoom
Organisational User-facing documentation:
https://www.ed.ac.uk/information-services/computing/comms-and-collab/zoom
Vendor User-facing documentation: https://support.zoom.us/hc/en-us
Vendor User-facing documentation:
https://support.zoom.us/hc/en-us
Service manager's documentation: Zoom Video Conferencing
Service manager's documentation:
Zoom Video Conferencing
SOM: IS Apps Service Management - Stephen Smith
SOM:
<h1>4. Microsoft Dynamics CRM</h1>
4.
Microsoft Dynamics CRM
UniDesk Category: Core Services and Systems
UniDesk Category
UniDesk SubCategory: Collaboration Tools
UniDesk SubCategory

Object ID: Enquiry Management CRM
Object ID
Organisational User-facing documentation: None
Organisational User-facing documentation:
Vendor User-facing documentation: N/A
Vendor User-facing documentation:
Service manager's documentation: Microsoft Dynamics CRM
Service manager's documentation:
Microsoft Dynamics CRM

SOM: IS Apps SharePoint - Steph Hay
SOM:
Enquiry Management Handover Document

Enquiry Management Handover Document
Enquiry Management Handover Document
Enquiry Management Handover Document
Introduction, Links and Environments

Introduction, Links and Environments
Key Contacts
Key Contacts
Unidesk
Unidesk
User Management
User Management
Service Team Dynamics CRM service requests
Service Team Dynamics CRM service requests
<h1>5. Event Booking</h1>
5.
Event Booking
UniDesk Category: Core Services and Systems
UniDesk Category
UniDesk SubCategory: Event Booking
UniDesk SubCategory

Object ID: Event Booking
Object ID

Tag: [Event Booking]
Tag
Organisational User-facing documentation:
https://www.ed.ac.uk/information-services/computing/comms-and-collab/event-booking
Organisational User-facing documentation
https://www.ed.ac.uk/information-services/computing/comms-and-collab/event-booking
Vendor User-facing documentation: N/A
Vendor User-facing documentation:
Service manager's documentation: Event Booking Service Pages
Service manager's documentation:
Event Booking Service Pages
SOM: IS Apps Application Management - Andrew Hobden
SOM:
ProcessLinkProcessLinkCreating New Service ProviderCreating New Service ProviderView 'Booking Questions'These can be viewed in BI Suite > ISG: Event BookingSteps:Request approval from IAD to add the userIn BI Suite Admin, add them to 'ISG > Event Booking' group in BI SuitePoint the user to the correct report to view this information:ISG: Event Booking > IAD > IAD responses to booking questionsAmending AudiencesEvent Booking - Amend AudiencesAttendance RecorderEvent Booking - Attendance Recorder application
ProcessLinkProcessLinkCreating New Service ProviderCreating New Service ProviderView 'Booking Questions'These can be viewed in BI Suite > ISG:

Event BookingSteps:Request approval from IAD to add the userIn BI Suite Admin, add them to 'ISG > Event Booking' group in BI SuitePoint the user to the correct report to view this information:ISG: Event Booking > IAD > IAD responses to booking questionsAmending AudiencesEvent Booking - Amend AudiencesAttendance RecorderEvent Booking - Attendance Recorder application

ProcessLink
ProcessLink
Process
Process
Link
Link
Link
ProcessLink
ProcessLink
Process
Process
Link
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Link
Creating New Service ProviderCreating New Service ProviderView 'Booking Questions'These can be viewed in BI Suite > ISG: Event BookingSteps:Request approval from IAD to add the userIn BI Suite Admin, add them to 'ISG > Event Booking' group in BI SuitePoint the user to the correct report to view this information:ISG: Event Booking > IAD > IAD responses to booking questionsAmending AudiencesEvent Booking - Amend AudiencesAttendance RecorderEvent Booking - Attendance Recorder application
Creating New Service ProviderCreating New Service Provider
Creating New Service Provider
Creating New Service Provider
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Creating New Service Provider
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View 'Booking Questions'
These can be viewed in BI Suite > ISG: Event BookingSteps:Request approval from IAD to add the userIn BI Suite Admin, add them to 'ISG > Event Booking' group in BI SuitePoint the user to the correct report to view this information:ISG: Event Booking > IAD > IAD responses to booking questions
These can be viewed in BI Suite > ISG: Event Booking
Steps:
Request approval from IAD to add the userIn BI Suite Admin, add them to 'ISG > Event Booking' group in BI SuitePoint the user to the correct report to view this information:
Request approval from IAD to add the user
In BI Suite Admin, add them to 'ISG > Event Booking' group in BI Suite

Point the user to the correct report to view this information:
ISG: Event Booking > IAD > IAD responses to booking questions

Amending AudiencesEvent Booking - Amend Audiences
Amending Audiences
Event Booking - Amend Audiences
Event Booking - Amend Audiences
Attendance RecorderEvent Booking - Attendance Recorder application
Attendance Recorder
Event Booking - Attendance Recorder application
Event Booking - Attendance Recorder application
<h1>6. IDM (Identity Management System)</h1>
6.
IDM (Identity Management System)
UniDesk Category: Infrastructure
UniDesk Category
UniDesk SubCategory:See Linked Object
UniDesk SubCategory
Object ID: Identity Management (IDM)
Object ID

Tag: [IDM]
Tag
Organisational User-facing documentation: N/A
Organisational User-facing documentation
Vendor User-facing documentation: N/A
Vendor User-facing documentation:
Service manager's documentation: IDM System Documentation
Service manager's documentation:
IDM System Documentation
SOM: IS Apps Enterprise Data Services -
SOM:
RequestProcessRequestProcessIDM overview - Technical ArchitectureThis link is the technical architecture at quite a detailed level. While probably not used much by Service Management is can give us hints at where issues
reside. https://www.wiki.ed.ac.uk/display/insite/New+Identity+Management+%28IDM%29+systemCOMP/AUTH IT DISCONNECTIONSStudent UUN SuspensionIS Helpline's ProcedureOpen IDM and search for user. Change Identity Status from 'Active' to 'Suspended'.Pass call to Finance Income for completion.Post a message in the IS Helpline Teams area in the dedicated channel for Finance Suspensions.This is done by Student SystemsCOMP/AUTH IT RECONNECTIONSOpen IDM and search for user. Change Identity Status from 'Suspended' to 'Active'.Pass call to Finance Income for completion.No need to advise IS Helpline.Account ReconcileStaff to staff ReconcileReconcile Process GuideRequests should be submitted using the standard solution in this category, recorded and resolved using another standard solution. These are typically completed by Helpline unless the situation is complex or the reconcile is between two staff accounts rather than a staff and a visitor account (see HR Purged Records).Needs confirmed with HR for the main staff number before doing the reconcile Apps Man can carry out this process.As long as the account to be reconciled against is live, Apps Man can carry out this process.HR

Purged RecordStandard solution for purged recordUUN ChangeIDM UUN Change ProcessIDM AccessApplication FormService Team - IDM Access IDM policiesAging policyService Eligibility PolicyService EntitlementTest IDM / Test EASE account creationService documentation: IDM Test Staff Account Creation Process and VRS Test Visit Creation Process'Service Team: Service Team Test IDM Test EASE account creation procedureNote that this is being done by Service Team from April 2019.IDM Dashboard access(https://dashboard.apps.is.ed.ac.uk/)Only those in the following AD groups get access to this: Help Services, Operational Services, Production Management, Service Management. This means without any intervention support staff will automatically have access to more detailed service monitoring. We can do user management via https://www.idm.is.ed.ac.uk/idm/userAdminhttps://www.wiki.ed.ac.uk/display/IDMDashboard/DashboardIDM Exclusion ListApps have a massive batch of accounts that are “excluded” from use within IDM. Mainly due to them being some form of system-reserved account (like “root”), fixed test accounts or some kind of banned terminology. Attached is the latest copy = 07-01-2020.IDMUUNExclusion20200107.xlsxSome teams outside of Apps (like CO teams) may ask for this. It's fine to hand it over.you can obtain an updated list via the following query run against the IDSTORE schema:select * from IDSTORE.idstore_uunexclusionlist order by idstoreuid;Full List of IDM/VRS UsersThe query, (run against the APPSLIVE VRS schema), is as follows:select vu.user_id, vu.surname, vu.forename, vu.title, vo.org_unit_no, va.access_id, va.access_lvlfrom vrs_user vu, vrs_user_orgdetails vo, vrs_access2user vau, vrs_access vawhere vo.user_id = vu.user_idand vau.user_id = vu.user_idand va.access_id = vau.access_idorder by vu.user_id, access_id;Full list of Staff, VisitorStaff, PGR and Functionals createdWe needed a list of all Staff, Visitor Staff, PGR and Functional accounts created within the last 24 hours to help resolve some Major Incident fallout. Basically we needed to see which Staff-like accounts had come through so we could correct the O365 A1 Plus licence. The code for this can be run against IDM Live in the attached file.allstaffin24hours.txtUUN Reconcile in IDM - P&M not yet updatedAfter a reconcile is performed, then the 'OracleHR' service needs reprovisioned (Add Identity). Worth also reprovisioning the Central Auth service as this can sometimes go out of sync from IDM.Card numbers in IDM and Front Office don't matchPass to Production ManagementA note about Front Office calls211005-2985 staff details not updated on Front Office. A new People and Money to CARD integration went Live in August. We are aware of an issue of missing Location details in People and Money and we have been told by CARD that we cannot default the address to something else. Users seem to think if they are in IDM, then they must also be in CARD Front Office which should be true. Just pass them onto IS Apps and we will forward onto HR (depending on the issue)Death In Service guidancehttps://www.ed.ac.uk/files/atoms/files/death_in_service_guidance_0.pdfAging Functional AccountsAgeing is disabled for functional accounts.Functionals can be aged manually by setting the end date to 1949UUN in Test doesn't match liveChange the UUN in test, there's an option to do this when you search for the ID using the reference number.Then re-provision Cauth and Ease, they will then need to register the ID in test using: www-test.ease.ed.ac.uk/registerCard pin not showing in MyEdServices showing as unknown in IDM. Re-provision the following services by selecting 'add' in IDM:ADWikiWirelessMyEdIf still not showing pass call to IS Apps Application Management for investigation.

RequestProcessRequestProcessIDM overview - Technical ArchitectureThis link is the technical architecture at quite a detailed level. While probably not used much by Service Management is can give us hints at where issues reside. https://www.wiki.ed.ac.uk/display/insite/New+Identity+Management+%28IDM%29+systemCOMP/AUTH IT DISCONNECTIONSStudent UUN SuspensionIS Helpline's ProcedureOpen IDM and search for user. Change Identity Status from 'Active' to 'Suspended'.Pass call to Finance Income for completion.Post a message in the IS Helpline Teams area in the dedicated channel for Finance Suspensions.This is done by Student SystemsCOMP/AUTH IT RECONNECTIONSOpen IDM and search for user. Change Identity Status from 'Suspended' to 'Active'.Pass call to Finance Income for completion.No need to advise IS Helpline.Account ReconcileStaff to staff ReconcileReconcile Process GuideRequests should be submitted using the standard solution in this category, recorded and resolved using another standard solution. These are typically completed by Helpline unless the situation is complex or the reconcile is between two staff accounts rather than a staff and a visitor account (see HR Purged Records).Needs confirmed with HR for the main staff number before doing the reconcile Apps Man can carry out this process.As long as the account to be reconciled against is live, Apps Man can carry out this process.HR Purged RecordStandard solution for purged recordUUN ChangeIDM UUN Change ProcessIDM AccessApplication FormService Team - IDM Access IDM policiesAging policyService Eligibility PolicyService EntitlementTest IDM / Test EASE account creationService documentation: IDM Test Staff Account Creation Process and VRS Test Visit Creation Process'Service Team: Service Team Test IDM Test EASE account creation procedureNote that this is being done by Service Team from April 2019.IDM Dashboard access(https://dashboard.apps.is.ed.ac.uk/)Only those in the following AD groups get access to this: Help Services, Operational Services, Production Management, Service Management. This means without any intervention support staff will automatically have access to more detailed service monitoring. We can do user management via https://www.idm.is.ed.ac.uk/idm/userAdminhttps://www.wiki.ed.ac.uk/display/IDMDashboard/DashboardIDM Exclusion ListApps have a massive batch of accounts that are “excluded” from use within IDM. Mainly due to them being some form of system-reserved account (like “root”), fixed test accounts or some kind of banned terminology. Attached is the latest copy = 07-01-2020.IDMUUNExclusion20200107.xlsxSome teams outside of Apps (like CO teams) may ask for this. It's fine to hand it over.you can obtain an updated list via the following query run against the IDSTORE schema:select * from IDSTORE.idstore_uunexclusionlist order by idstoreuid;Full List of IDM/VRS UsersThe query, (run against the APPSLIVE VRS schema), is as follows:select vu.user_id, vu.surname, vu.forename, vu.title, vo.org_unit_no, va.access_id, va.access_lvlfrom vrs_user vu, vrs_user_orgdetails vo, vrs_access2user vau, vrs_access vawhere vo.user_id = vu.user_idand vau.user_id = vu.user_idand va.access_id = vau.access_idorder by vu.user_id, access_id;Full list of Staff, VisitorStaff, PGR and Functionals createdWe needed a list of all Staff, Visitor Staff, PGR and Functional accounts created within the last 24 hours to help resolve some Major Incident fallout. Basically we needed to see which Staff-like accounts had come through so we could correct the O365 A1 Plus licence. The code for this can be run against IDM Live in the attached file.allstaffin24hours.txtUUN Reconcile in IDM - P&M not yet updatedAfter a reconcile is performed, then the 'OracleHR' service needs reprovisioned (Add Identity). Worth also reprovisioning the Central Auth service as this can sometimes go out of sync from IDM.Card numbers in IDM and Front Office don't matchPass to Production ManagementA note about Front Office calls211005-2985 staff details not updated on Front Office. A new People and Money to CARD integration went Live in August. We are aware of an issue of missing Location details in People and Money and we have been told by CARD that we cannot default the address to something else. Users seem to think if they are in IDM, then they must also be in CARD Front Office which should be true. Just pass them onto IS Apps and we will forward onto HR (depending on the issue)Death In Service guidancehttps://www.ed.ac.uk/files/atoms/files/death_in_service_guidance_0.pdfAging Functional AccountsAgeing is disabled for functional accounts.Functionals can be aged manually by setting the end date to 1949UUN in Test doesn't match liveChange the UUN in test, there's an option to do this when you search for the ID using the reference number.Then re-provision Cauth and Ease, they will then need to register the ID in test using: www-test.ease.ed.ac.uk/registerCard pin not showing in MyEdServices showing as unknown in IDM. Re-provision the following services by selecting 'add' in IDM:ADWikiWirelessMyEdIf still not showing pass call to IS Apps Application Management for investigation.

RequestProcess
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Process

IDM overview - Technical ArchitectureThis link is the technical architecture at quite a detailed level. While probably not used much by Service Management is can give us hints at where issues reside. https://www.wiki.ed.ac.uk/display/insite/New+Identity+Management+%28IDM%29+systemCOMP/AUTH IT DISCONNECTIONSStudent UUN SuspensionIS Helpline's ProcedureOpen IDM and search for user. Change Identity Status from 'Active' to 'Suspended'.Pass call to Finance Income for completion.Post a message in the IS Helpline Teams area in the dedicated channel for Finance Suspensions.This is done by Student SystemsCOMP/AUTH IT RECONNECTIONSOpen IDM and search for user. Change Identity Status from 'Suspended' to 'Active'.Pass call to Finance Income for completion.No need to advise IS Helpline.Account ReconcileStaff to staff ReconcileReconcile Process GuideRequests should be submitted using the standard solution in this category, recorded and resolved using another standard solution. These are typically completed by Helpline unless the situation is complex or the reconcile is between two staff accounts rather than a staff and a visitor account (see HR Purged Records).Needs confirmed with HR for the main staff number before doing the reconcile Apps Man can carry out this process.As long as the account to be reconciled against is live, Apps Man can carry out this process.HR Purged RecordStandard solution for purged recordUUN ChangeIDM UUN Change ProcessIDM AccessApplication FormService Team - IDM Access IDM policiesAging policyService Eligibility PolicyService EntitlementTest IDM / Test EASE account creationService documentation: IDM Test Staff Account Creation Process and VRS Test Visit Creation Process'Service Team: Service Team Test IDM Test EASE account creation procedureNote that this is being done by Service Team from April 2019.IDM Dashboard access(https://dashboard.apps.is.ed.ac.uk/)Only those in the following AD groups get access to this: Help Services, Operational Services, Production Management, Service Management. This means without any intervention support staff will automatically have access to more detailed service monitoring. We can do user management via https://www.idm.is.ed.ac.uk/idm/userAdminhttps://www.wiki.ed.ac.uk/display/IDMDashboard/DashboardIDM Exclusion ListApps have a massive batch of accounts that are “excluded” from use within IDM. Mainly due to them being some form of system-reserved account (like “root”), fixed test accounts or some kind of banned terminology. Attached is the latest copy = 07-01-2020.IDMUUNExclusion20200107.xlsxSome teams outside of Apps (like CO teams) may ask for this. It's fine to hand it over.you can obtain an updated list via the following query run against the IDSTORE schema:select * from IDSTORE.idstore_uunexclusionlist order by idstoreuid;Full List of IDM/VRS UsersThe query, (run against the APPSLIVE VRS schema), is as follows:select vu.user_id, vu.surname, vu.forename, vu.title, vo.org_unit_no, va.access_id, va.access_lvlfrom vrs_user vu, vrs_user_orgdetails vo, vrs_access2user vau, vrs_access vawhere vo.user_id = vu.user_idand vau.user_id = vu.user_idand va.access_id = vau.access_idorder by vu.user_id, access_id;Full list of Staff, VisitorStaff, PGR and Functionals createdWe needed a list of all Staff, Visitor Staff, PGR and Functional accounts created within the last 24 hours to help resolve some Major Incident fallout. Basically we needed to see which Staff-like accounts had come through so we could correct the O365 A1 Plus licence. The code for this can be run against IDM Live in the attached file.allstaffin24hours.txtUUN Reconcile in IDM - P&M not yet updatedAfter a reconcile is performed, then the 'OracleHR' service needs reprovisioned (Add Identity). Worth also reprovisioning the Central Auth service as this can sometimes go out of sync from IDM.Card numbers in IDM and Front Office don't matchPass to Production ManagementA note about Front Office calls211005-2985 staff details not updated on Front Office. A new People and Money to CARD integration went Live in August. We are aware of an issue of missing Location details in People and Money and we have been told by CARD that we cannot default the address to something else. Users seem to think if they are in IDM, then they must also be in CARD Front Office which should be true. Just pass them onto IS Apps and we will forward onto HR (depending on the issue)Death In Service guidancehttps://www.ed.ac.uk/files/atoms/files/death_in_service_guidance_0.pdfAging Functional AccountsAgeing is disabled for functional accounts.Functionals can be aged manually by setting the end date to 1949UUN in Test doesn't match liveChange the UUN in test, there's an

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Account ReconcileStaff to staff ReconcileReconcile Process GuideRequests should be submitted using the standard solution in this category, recorded and resolved using another standard solution. These are typically completed by Helpline unless the situation is complex or the reconcile is between two staff accounts rather than a staff and a visitor account (see HR Purged Records).Needs confirmed with HR for the main staff number before doing the reconcile Apps Man can carry out this process.As long as the account to be reconciled against is live, Apps Man can carry out this process.

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Reconcile Process Guide

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HR Purged RecordStandard solution for purged record

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UUN Change

UUN Change
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IDM AccessApplication FormService Team - IDM Access
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Service Team - IDM Access
IDM policiesAging policy
IDM policies
Aging policy
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Service Eligibility PolicyService Entitlement
Service Eligibility Policy
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Test IDM / Test EASE account creationService documentation: IDM Test Staff Account Creation Process and VRS Test Visit Creation Process'Service Team: Service Team Test IDM Test EASE account creation procedureNote that this is being done by Service Team from April 2019.
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IDM Dashboard access(https://dashboard.apps.is.ed.ac.uk/)
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IDM Exclusion ListApps have a massive batch of accounts that are “excluded” from use within IDM. Mainly due to them being some form of system-reserved account (like “root”), fixed test accounts or some kind of banned terminology. Attached is the latest copy = 07-01-2020.IDMUUNExclusion20200107.xlsxSome teams outside of Apps (like CO teams) may ask for this. It's fine to hand it over.you can obtain an updated list via the following query run against the IDSTORE schema:select * from IDSTORE.idstore_uunexclusionlist order by idstoreuid;
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Full List of IDM/VRS UsersThe query, (run against the APPSLIVE VRS schema), is as follows:select vu.user_id, vu.surname, vu.forename, vu.title, vo.org_unit_no, va.access_id, va.access_lvlfrom vrs_user vu, vrs_user_orgdetails vo, vrs_access2user vau, vrs_access vawhere

vo.user_id = vu.user_idand vau.user_id = vu.user_idand va.access_id = vau.access_idorder by vu.user_id, access_id;
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select vu.user_id, vu.surname, vu.forename, vu.title, vo.org_unit_no, va.access_id, va.access_lvl

from vrs_user vu, vrs_user_orgdetails vo, vrs_access2user vau, vrs_access va

where vo.user_id = vu.user_id

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Death In Service guidancehttps://www.ed.ac.uk/files/atoms/files/death_in_service_guidance_0.pdf
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https://www.ed.ac.uk/files/atoms/files/death_in_service_guidance_0.pdf
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Aging Functional AccountsAgeing is disabled for functional accounts.Functionals can be aged manually by setting the end date to 1949
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Wiki

Wireless

MyEdIf still not showing pass call to IS Apps Application Management for investigation.

<h1>7. JIRA</h1>
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JIRA
UniDesk Category: Core Services and Systems
UniDesk Category
UniDesk SubCategory: Collaboration Tools
UniDesk SubCategory

Object ID: JIRA
Object ID
JIRA
Tag: [JIRA]
Tag
Organisational User-facing documentation: https://www.jira.is.ed.ac.uk/secure/Dashboard.jspa
Organisational User-facing documentation
https://www.jira.is.ed.ac.uk/secure/Dashboard.jspa

Vendor User-facing documentation:
https://www.atlassian.com/software/jira/guides/getting-started/introduction#dig-into-specific-features
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https://www.atlassian.com/software/jira/guides/getting-started/introduction#dig-into-specific-features
Service manager's documentation: JIRA
Service manager's documentation:
JIRA
SOM: IS Apps Service Management - Alain Forrester
SOM:
ProcessLinkProcessLinkJIRA Announcement BannerJIRA Announcement BannerNew Department Onboarding RequestEmail the user the following:"Dear (user),We use Jira mainly for development projects within Information Services but we have made it available to a few other areas on request, provided our service meets their requirements. If you think Jira might be a good option for you, it might be worth us arranging a little chat for you with the Service Manager to discuss your requirements?It's also worth noting from the outset that Jira's developer, Atlassian, recently announced the discontinuation of Jira Server (from 2024) in favour of their other, much more expensive Cloud or Data Center alternatives. We're preceding as normal with Jira Server for now but may look to review other alternatives in future following our talk with Altassian and a review of the likely costs associated with their other Jira products. You can chat more about that with the Service Manager if you're happy to have a look at Jira.Please let me know if you would like to discuss it further."Remove license from userIf a user is asked to be deleted, we'd rather keep the user there for auditing purposes (if you try deleting, you may also get a message saying that they have associations with other projects and these need to be reassigned before they are able to be deleted), therefore simply search for the user > click on their profile and remove them from any groups and untick the 'Application access' checkbox as shown below. This will free up a license whilst removing their access.Jira upgrade tasks2023 Jira Upgrade tasks
ProcessLinkProcessLinkJIRA Announcement BannerJIRA Announcement BannerNew Department Onboarding RequestEmail the user the following:"Dear (user),We use Jira mainly for development projects within Information Services but we have made it available to a few other areas on request, provided our service meets their requirements. If you think Jira might be a good option for you, it might be worth us arranging a little chat for you with the Service Manager to discuss your requirements?It's also worth noting from the outset that Jira's developer, Atlassian, recently announced the discontinuation of Jira Server (from 2024) in favour of their other, much more expensive Cloud or Data Center alternatives. We're preceding as normal with Jira Server for now but may look to review other alternatives in future following our talk with Altassian and a review of the likely costs associated with their other Jira products. You can chat more about that with the Service Manager if you're happy to have a look at Jira.Please let me know if you would like to discuss it further."Remove license from userIf a user is asked to be deleted, we'd rather keep the user there for auditing purposes (if you try deleting, you may also get a message saying that they have associations with other projects and these need to be reassigned before they are able to be deleted), therefore simply search for the user > click on their profile and remove them from

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JIRA Announcement BannerJIRA Announcement BannerNew Department Onboarding RequestEmail the user the following:"Dear (user),We use Jira mainly for development projects within Information Services but we have made it available to a few other areas on request, provided our service meets their requirements. If you think Jira might be a good option for you, it might be worth us arranging a little chat for you with the Service Manager to discuss your requirements?It's also worth noting from the outset that Jira's developer, Atlassian, recently announced the discontinuation of Jira Server (from 2024) in favour of their other, much more expensive Cloud or Data Center alternatives. We're preceding as normal with Jira Server for now but may look to review other alternatives in future following our talk with Altassian and a review of the likely costs associated with their other Jira products. You can chat more about that with the Service Manager if you're happy to have a look at Jira.Please let me know if you would like to discuss it further."Remove license from userIf a user is asked to be deleted, we'd rather keep the user there for auditing purposes (if you try deleting, you may also get a message saying that they have associations with other projects and these need to be reassigned before they are able to be deleted), therefore simply search for the user > click on their profile and remove them from any groups and untick the 'Application access' checkbox as shown below. This will free up a license whilst removing their access.Jira upgrade tasks2023 Jira Upgrade tasks

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Service Management
Archived

<h1>8. Managed Mobile Service</h1>
8.
Managed Mobile Service
UniDesk Category: Infrastructure
UniDesk Category
UniDesk SubCategory: Telephones
UniDesk SubCategory

Object ID: Managed Mobile Service
Object ID
 Managed Mobile Service

Tag: [Mobile]
Tag
Organisational User-facing documentation:
https://www.ed.ac.uk/information-services/computing/comms-and-collab/is-managed-mobile/introduction
Organisational User-facing documentation
https://www.ed.ac.uk/information-services/computing/comms-and-collab/is-managed-mobile/introduction
Vendor User-facing documentation: N/A
Vendor User-facing documentation:
Service manager's documentation: Below.
Service manager's documentation:
SOM: IS Apps Service Management - Stevie Allison
SOM:
Critical Success FactorProvide a catalogue of devices and plans suitable for University business that have granular connection options for calling & data usage.

Key performance indicators:1) Mobile connection availability - Vodafone signal uptime in an area with "good" connection coverage.2) SLA on open support calls

Targets:1) Vodafone connection service window remains above 99.99% uptime availability.2) Service Management resolves 95% of normal impact support calls within 8 working days.

Escalation threshold:1 hour of wide-scale unplanned Vodafone service outage (to Account Manager).

ProcessLinkManaged Mobile Service - Service OverviewService OverviewNew Connection RequestNew Connection Request and UpgradesBolt on requestService Team Managed Mobile Bolt On requestNumber Transfer RequestsNumber Transfer RequestsDisconnection RequestDisconnection RequestSim Swap RequestSim Swap RequestConvert to an eSIMConvert to an eSIM (similar to swapping the SIM in the column above)Managed Mobile Service - BillingBillingMonthly Billing Process - Making sure Vodafone get paidVodafone Equipment Invoice ProcedureStudent Mifi Billing ProcedureUpdating the DashboardManaged Mobile - Updating the DashboardManaged Mobile Service - OrdersOrdersSrvMan VCOL user set upHow to set up a SrvMan user on VCOLCredit NotesManaged Mobile Credit Note ProcedureMonthly Capping CheckMonthly Capping Check - Monthly check to ensure all our numbers are set up for data cappingData Capping Add-onsIf the service PCAPON is added to a mobile number then this will alert the network to bar the user for further data use once they hit their price plan data allowance.DATACAPUK is the bar automatically applied when the user hits their allowance. 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Charges may apply for upgrading early.List of Data Protection Champions: https://www.wiki.ed.ac.uk/display/FoIP/Data+Protection+ChampionsExample email (please modify as appropriate):Thank you for reporting this [lost / stolen] device. This number has been suspended now. If you have ordered a replacement device, please let us know when it arrives and we'll unsuspend this for you. If [you / the user] has 'Find my iPhone' or 'Find My Device' enabled, they should use it to remotely wipe the device. They should not use this information to attempt to retrieve it. If there is any University data on the phone, please refer to your Data Protection Champion for further advice. For further assistance with this, please see the guidance from Records Management: https://www.ed.ac.uk/records-managementStudent MiFi DevicesThese are ordered via a separate contract to the Managed Mobile service. For ordering and billing:https://uoe.sharepoint.com/sites/is-apps/service/ismm/Shared%20Documents/Student%20MiFi%20Documentation/Student Mifi Billing Guide & Equipment InvoiceStudent Mifi Usage Report GuideStudent Mifi sim Activation/ Set Up ProcedureWhen doing Mifi Orders for students there is a small change please add the details to the Mifi cost Codes DB found under Student mifi Billing use the Mifi Cost Codes TableShort URL for UniDesk Order Form (for use by USD personnel): https://edin.ac/3niuNZLPhone not receiving incoming callsIf a phone is not receiving incoming calls, a handy thing for the user to try is the following:The user calls this number on the affected phone: #330*1919#This is the command to cancel any bars set up on the phone directly.If the problem persists and the affected phone was transferred/ported in, then there may be some corruption with the port-in files in which Vodafone can call the Porting Team to resolve this.Manual RoamManual Roam is one the the first troubleshooting steps Vodafone will ask us to do if a user has network or data issues. 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transferred from our codes to the Project Code listed in the spreadsheet.Equipment & Accessory Orders OnlyUp till December 2023 add Purchase Order No: UOE1344796 to the order This will appear in the Billing account screen
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https://www.wiki.ed.ac.uk/display/FoIP/Data+Protection+ChampionsExample email (please modify as appropriate):Thank you for reporting this [lost / stolen] device. This number has been suspended now. If you have ordered a replacement device, please let us know when it arrives and we'll unsuspend this for you. If [you / the user] has 'Find my iPhone' or 'Find My Device' enabled, they should use it to remotely wipe the device. They should not use this information to attempt to retrieve it. If there is any University data on the phone, please refer to your Data Protection Champion for further advice. For further assistance with this, please see the guidance from Records Management: https://www.ed.ac.uk/records-managementStudent MiFi DevicesThese are ordered via a separate contract to the Managed Mobile service. For ordering and billing:https://uoe.sharepoint.com/sites/is-apps/service/ismm/Shared%20Documents/Student%20MiFi%20Documentation/Student Mifi Billing Guide & Equipment InvoiceStudent Mifi Usage Report GuideStudent Mifi sim Activation/ Set Up ProcedureWhen doing Mifi Orders for students there is a small change please add the details to the Mifi cost Codes DB found under Student mifi Billing use the Mifi Cost Codes TableShort URL for UniDesk Order Form (for use by USD personnel): https://edin.ac/3niuNZLPhone not receiving incoming callsIf a phone is not receiving incoming calls, a handy thing for the user to try is the following:The user calls this number on the affected phone: #330*1919#This is the command to cancel any bars set up on the phone directly.If the problem persists and the affected phone was transferred/ported in, then there may be some corruption with the port-in files in which Vodafone can call the Porting Team to resolve this.Manual RoamManual Roam is one the the first troubleshooting steps Vodafone will ask us to do if a user has network or data issues. If you've confirmed that the user has not hit the data limit, ask them to follow these steps.Grant access to Managed Mobile Dashboardhttps://uoe.sharepoint.com/:w:/r/sites/is-apps/service/ismm/_layouts/15/Doc.aspx?sourcedoc=%7B155931FF-E949-450A-8378-3C7A0DFC5D7F%7D&file=Grant%20access%20to%20Dashboard.docx&action=default&mobileredirect=trueUpdate Managed Mobile Dashboard with new datahttps://uoe.sharepoint.com/:w:/r/sites/is-apps/service/ismm/_layouts/15/Doc.aspx?sourcedoc=%7B8B891858-B120-4FC0-BC19-FFD62C3BD90D%7D&file=Update%20Dashboard%20with%20new%20data.docx&action=default&mobileredirect=trueInternational Calling from UKIf a user needs to

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stolen] device. This number has been suspended now. If you have ordered a replacement device, please let us know when it arrives and we'll unsuspend this for you. If [you / the user] has 'Find my iPhone' or 'Find My Device' enabled, they should use it to remotely wipe the device. They should not use this information to attempt to retrieve it. If there is any University data on the phone, please refer to your Data Protection Champion for further advice. For further assistance with this, please see the guidance from Records Management: https://www.ed.ac.uk/records-managementStudent MiFi DevicesThese are ordered via a separate contract to the Managed Mobile service. For ordering and billing:https://uoe.sharepoint.com/sites/is-apps/service/ismm/Shared%20Documents/Student%20MiFi%20Documentation/Student Mifi Billing Guide & Equipment InvoiceStudent Mifi Usage Report GuideStudent Mifi sim Activation/ Set Up ProcedureWhen doing Mifi Orders for students there is a small change please add the details to the Mifi cost Codes DB found under Student mifi Billing use the Mifi Cost Codes TableShort URL for UniDesk Order Form (for use by USD personnel): https://edin.ac/3niuNZLPhone not receiving incoming callsIf a phone is not receiving incoming calls, a handy thing for the user to try is the following:The user calls this number on the affected phone: #330*1919#This is the command to cancel any bars set up on the phone directly.If the problem persists and the affected phone was transferred/ported in, then there may be some corruption with the port-in files in which Vodafone can call the Porting Team to resolve this.Manual RoamManual Roam is one the the first troubleshooting steps Vodafone will ask us to do if a user has network or data issues. If you've confirmed that the user has not hit the data limit, ask them to follow these steps.Grant access to Managed Mobile Dashboardhttps://uoe.sharepoint.com/:w:/r/sites/is-apps/service/ismm/_layouts/15/Doc.aspx?sourcedoc=%7B155931FF-E949-450A-8378-3C7A0DFC5D7F%7D&file=Grant%20access%20to%20Dashboard.docx&action=default&mobileredirect=trueUpdate Managed Mobile Dashboard with new datahttps://uoe.sharepoint.com/:w:/r/sites/is-apps/service/ismm/_layouts/15/Doc.aspx?sourcedoc=%7B8B891858-B120-4FC0-BC19-FFD62C3BD90D%7D&file=Update%20Dashboard%20with%20new%20data.docx&action=default&mobileredirect=trueInternational Calling from UKIf a user needs to make International Calls from the UK, then they will need the 'International / Premium' Price plan added to their connection. Navigate to their connection by going to 'Admin' > 'Connection Admin' > 'Edit connection details' > Enter the mobile number.Vodafone confirmed that for the user to call internationally from the UK they are charged the normal rate. It is the person they are calling that are charged the higher rate.Roaming Data CAPS(Why can't I use DATA abroad even if I have a Bolt on?)by default, all mobile connections have a regulatory 50 EUR data cap assigned (100 EUR for roaming outside of the EU). This means that if the line uses more than this amount on data abroad, their usage will be capped. When a roaming Bolt-on is added to the line, any spending should automatically be covered by it, but sometimes the usage is charged anyway and is discounted from the total bill later on. This can trigger a Data Cap being added to the line.To opt out of this cap, you need to select the data cap opt-out on the price plan options (DCOO):You can add in a date for the cap to activate again (calendar icon), so this can be added

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Bolt on requestService Team Managed Mobile Bolt On request
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Billing

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Student Mifi Billing Procedure
Student Mifi Billing Procedure
Updating the DashboardManaged Mobile - Updating the Dashboard
Updating the Dashboard
Managed Mobile - Updating the Dashboard
Managed Mobile - Updating the Dashboard
Managed Mobile - Updating the Dashboard
Managed Mobile Service - OrdersOrders
Managed Mobile Service - Orders
Orders
Orders
SrvMan VCOL user set upHow to set up a SrvMan user on VCOL
SrvMan VCOL user set up
How to set up a SrvMan user on VCOL
How to set up a SrvMan user on VCOL
Credit NotesManaged Mobile Credit Note Procedure
Credit Notes
Managed Mobile Credit Note Procedure
Managed Mobile Credit Note Procedure
Managed Mobile Credit Note Procedure
Monthly Capping CheckMonthly Capping Check - Monthly check to ensure all our numbers are set up for data capping
Monthly Capping Check
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Monthly Capping Check
Data Capping Add-onsIf the service PCAPON is added to a mobile number then this will alert the network to bar the user for further data use once they hit their price plan data allowance.DATACAPUK is the bar automatically applied when the user hits their allowance. This will automatically remove on the first day of the next month when the data allowance is refreshed
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If the service

PCAPON

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DATACAPUK

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Non-Planned Expenditure ReportNon-Planned Expenditure Report - A report to be done at billing time to see spending on Premium Calls and Data, outside of what's included in our plans.
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Non-Planned Expenditure Report
Creating Customer Reports on VCOLExample List of Price plans for a specific DeptCreating Custom Reports on VCOL
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Creating Customer Reports on VCOL
Example List of Price plans for a specific Dept
Creating Custom Reports on VCOL
Creating Custom Reports on VCOL
Creating Custom Reports on VCOL

Usage Report Guide &ExemptionsMobiles usage report / DataAny No's that we receive that are to be exempt should be added to the Spreadsheet (List Of Numbers Exempt from Price Plan Reductions) stored on the Billing PageHere: https://uoe.sharepoint.com/sites/is-apps/service/ismm/billing/SitePages/Home.aspx?InitialTabId=Ribbon%2ERead&VisibilityContext=WSSTabPersistence
Usage Report Guide &Exemptions
Usage Report Guide &
Exemptions
Mobiles usage report / DataAny No's that we receive that are to be exempt should be added to the Spreadsheet (List Of Numbers Exempt from Price Plan Reductions) stored on the Billing PageHere: https://uoe.sharepoint.com/sites/is-apps/service/ismm/billing/SitePages/Home.aspx?InitialTabId=Ribbon%2ERead&VisibilityContext=WSSTabPersistence
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Here: https://uoe.sharepoint.com/sites/is-apps/service/ismm/billing/SitePages/Home.aspx?InitialTabId=Ribbon%2ERead&VisibilityContext=WSSTabPersistence

https://uoe.sharepoint.com/sites/is-apps/service/ismm/billing/SitePages/Home.aspx?InitialTabId=Ribbon%2ERead&VisibilityContext=WSSTabPersistence

Credit / Connection Limit + Available PlansVodafone imposes a limit on the number of connections we can have active.The current limit can be found on the Credit Limit and Vodafone Plan Pricing page.

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Credit Limit and Vodafone Plan Pricing

Sure Signal RegistrationIf a user wants to activate a Sure Signal Device, we need the following details:Sure Signal name (if known)Sure Signal Serial NumberMain Phone Number to be registered to it (The 'lead number')User name for this numberPostcode for where it is going to be used (or most likely to be used if not immediately known)Other numbers to register to the Sure Signal (if any)Once we have the above information, please email this to Vodafone. A useful table to use in the email:Phone NumberFirst NameSurnameSure Signal NameSure Signal SerialPost CodeLead User (Yes / No)Please note, only Vodafone numbers can connect to these devices (Corporate or Personal Vodafone SIMs will work).

Sure Signal Registration

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Sure Signal name (if known)Sure Signal Serial NumberMain Phone Number to be registered to it (The 'lead number')User name for this numberPostcode for where it is going to be used (or most likely to be used if not immediately known)Other numbers to register to the Sure Signal (if any)

Sure Signal name (if known)

Sure Signal Serial Number

Main Phone Number to be registered to it (The 'lead number')

User name for this number

Postcode for where it is going to be used (or most likely to be used if not immediately known)

Other numbers to register to the Sure Signal (if any)

Once we have the above information, please email this to Vodafone. A useful table to use in the email:

Phone NumberFirst NameSurnameSure Signal NameSure Signal SerialPost CodeLead User (Yes / No)

Phone NumberFirst NameSurnameSure Signal NameSure Signal SerialPost CodeLead User (Yes / No)

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Sure Signal Serial
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Post Code
Lead User (Yes / No)
Lead User (Yes / No)
Lead User
(Yes / No)

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Change of Number Request- A number change can be carried out on the contract at a charge of £25 ex. VAT- The number change would be free if it was because of SPAM / unsolicited / illegal texts or calls. If we can get 3 examples of calls / texts received and the date + time of each, Vodafone will waive the cost. If it is just one number, this number may be able to be blocked instead. - It would also be free if the scam / illegal texts were serious enough to be reported to the police and we receive the crime reference number- Finally, if the person is on a 30 day contract, you could cancel the contract and then take out a new one. The termination would occur after 30 days so you'd be charged for that month, however the new number could be used as soon as the new SIM arrives.
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however the new number could be used as soon as the new SIM arrives.
Phone Lost or StolenIf a phone is lost or stolen, the user will usually inform us of this, or request the number is suspended. The following should be completed / advised:Suspend the number in VCOLIf the user has supplied the IMEI, or knows it, we can ask if they would like the device blocked too. We can request the device is blocked via VCOL Chat.We need to inform the user that the number is now suspended, that if any Uni data is on the device this should be reported to Data Protection Champion / Records Management and that if they have Find My iPhone / Find My Device enabled they should use this to remotely wipe the device. They should not use this feature to attempt to retrieve the device.They can place an order for another device if required via the 'Upgrade Request' form. Charges may apply for upgrading early.List of Data Protection Champions: https://www.wiki.ed.ac.uk/display/FoIP/Data+Protection+ChampionsExample email (please modify as appropriate):Thank you for reporting this [lost / stolen] device. This number has been suspended now. If you have ordered a replacement device, please let us know when it arrives and we'll unsuspend this for you. If [you / the user] has 'Find my iPhone' or 'Find My Device' enabled, they should use it to remotely wipe the device. They should not use this information to attempt to retrieve it. If there is any University data on the phone, please refer to your Data Protection Champion for further advice. For further assistance with this, please see the guidance from Records Management: https://www.ed.ac.uk/records-management
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List of Data Protection Champions:

https://www.wiki.ed.ac.uk/display/FoIP/Data+Protection+Champions

https://www.wiki.ed.ac.uk/display/FoIP/Data+Protection+Champions

Example email (please modify as appropriate):

Thank you for reporting this [lost / stolen] device. This number has been suspended now. If you have ordered a replacement device, please let us know when it arrives and we'll unsuspend this for you. If [you / the

user] has 'Find my iPhone' or 'Find My Device' enabled, they should use it to remotely wipe the device. They should not use this information to attempt to retrieve it. If there is any University data on the phone, please refer to your Data Protection Champion for further advice. For further assistance with this, please see the guidance from Records Management: https://www.ed.ac.uk/records-management
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https://www.ed.ac.uk/records-management
Student MiFi DevicesThese are ordered via a separate contract to the Managed Mobile service. For ordering and billing:https://uoe.sharepoint.com/sites/is-apps/service/ismm/Shared%20Documents/Student%20MiFi%20Documentation/Student Mifi Billing Guide & Equipment InvoiceStudent Mifi Usage Report GuideStudent Mifi sim Activation/ Set Up ProcedureWhen doing Mifi Orders for students there is a small change please add the details to the Mifi cost Codes DB found under Student mifi Billing use the Mifi Cost Codes TableShort URL for UniDesk Order Form (for use by USD personnel): https://edin.ac/3niuNZL
Student MiFi Devices
Student MiFi Devices
These are ordered via a separate contract to the Managed Mobile service. For ordering and billing:https://uoe.sharepoint.com/sites/is-apps/service/ismm/Shared%20Documents/Student%20MiFi%20Documentation/Student Mifi Billing Guide & Equipment InvoiceStudent Mifi Usage Report GuideStudent Mifi sim Activation/ Set Up ProcedureWhen doing Mifi Orders for students there is a small change please add the details to the Mifi cost Codes DB found under Student mifi Billing use the Mifi Cost Codes TableShort URL for UniDesk Order Form (for use by USD personnel): https://edin.ac/3niuNZL
These are ordered via a separate contract to the Managed Mobile service. For ordering and billing:https://uoe.sharepoint.com/sites/is-apps/service/ismm/Shared%20Documents/Student%20MiFi%20Documentation/

https://uoe.sharepoint.com/sites/is-apps/service/ismm/Shared%20Documents/Student%20MiFi%20Documentation/
Student Mifi Billing Guide & Equipment Invoice
Student Mifi Billing Guide
& Equipment Invoice
Student Mifi Usage Report Guide
Student Mifi Usage Report Guide
Student Mifi sim Activation/ Set Up Procedure
Student Mifi sim Activation/ Set Up Procedure
When doing Mifi Orders for students there is a small change please add the details to the Mifi cost Codes DB found under Student mifi Billing use the Mifi Cost Codes Table

Short URL for UniDesk Order Form (for use by USD personnel): https://edin.ac/3niuNZL
https://edin.ac/3niuNZL
Phone not receiving incoming callsIf a phone is not receiving incoming calls, a handy thing for the user to try is the following:The user calls this number on the affected phone: #330*1919#This is the command to cancel any bars set up on the phone directly.If the problem persists and the affected phone was transferred/ported in, then there may be some corruption with the port-in files in which Vodafone can call the Porting Team to resolve this.
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Manual RoamManual Roam is one the the first troubleshooting steps Vodafone will ask us to do if a user has network or data issues. If you've confirmed that the user has not hit the data limit, ask them to follow these steps.
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Manual Roam
Grant access to Managed Mobile Dashboardhttps://uoe.sharepoint.com/:w:/r/sites/is-apps/service/ismm/_layouts/15/Doc.aspx?sourcedoc=%7B155931FF-E949-450A-8378-3C7A0DFC5D7F%7D&file=Grant%20access%20to%20Dashboard.docx&action=default&mobileredirect=true
Grant access to Managed Mobile Dashboard
https://uoe.sharepoint.com/:w:/r/sites/is-apps/service/ismm/_layouts/15/Doc.aspx?sourcedoc=%7B155931FF-E949-450A-8378-3C7A0DFC5D7F%7D&file=Grant%20access%20to%20Dashboard.docx&action=default&mobileredirect=true
https://uoe.sharepoint.com/:w:/r/sites/is-apps/service/ismm/_layouts/15/Doc.aspx?sourcedoc=%7B155931FF-E949-450A-8378-3C7A0DFC5D7F%7D&file=Grant%20access%20to%20Dashboard.docx&action=default&mobileredirect=true

Update Managed Mobile Dashboard with new datahttps://uoe.sharepoint.com/:w:/r/sites/is-apps/service/ismm/_layouts/15/Doc.aspx?sourcedoc=%7B8B891858-B120-4FC0-BC19-FFD62C3BD90D%7D&file=Update%20Dashboard%20with%20new%20data.docx&action=default&mobileredirect=true

Update Managed Mobile Dashboard with new data

https://uoe.sharepoint.com/:w:/r/sites/is-apps/service/ismm/_layouts/15/Doc.aspx?sourcedoc=%7B8B891858-B120-4FC0-BC19-FFD62C3BD90D%7D&file=Update%20Dashboard%20with%20new%20data.docx&action=default&mobileredirect=true

https://uoe.sharepoint.com/:w:/r/sites/is-apps/service/ismm/_layouts/15/Doc.aspx?sourcedoc=%7B8B891858-B120-4FC0-BC19-FFD62C3BD90D%7D&file=Update%20Dashboard%20with%20new%20data.docx&action=default&mobileredirect=true

International Calling from UKIf a user needs to make International Calls from the UK, then they will need the 'International / Premium' Price plan added to their connection. Navigate to their connection by going to 'Admin' > 'Connection Admin' > 'Edit connection details' > Enter the mobile number.Vodafone confirmed that for the user to call internationally from the UK they are charged the normal rate. It is the person they are calling that are charged the higher rate.

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Roaming Data CAPS(Why can't I use DATA abroad even if I have a Bolt on?)by default, all mobile connections have a regulatory 50 EUR data cap assigned (100 EUR for roaming outside of the EU). This means that if the line uses more than this amount on data abroad, their usage will be capped. When a roaming Bolt-on is added to the line, any spending should automatically be covered by it, but sometimes the usage is charged anyway and is discounted from the total bill later on. This can trigger a Data Cap being added to the line.To opt out of this cap, you need to select the data cap opt-out on the price plan options (DCOO):You can add in a date for the cap to activate again (calendar icon), so this can be added at the same time as the Bolt-on for the same dates.

Roaming Data CAPS(Why can't I use DATA abroad even if I have a Bolt on?)

Roaming Data CAPS

(Why can't I use DATA abroad even if I have a Bolt on?)

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Bolt Ons for USA & CanadaIf adding a bolt on for North America & Canada add the ones named North America

Bolt Ons for USA & Canada

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Faulty deviceFaulty Managed Mobile Device

Faulty device

Faulty Managed Mobile Device

Faulty Managed Mobile Device

Device recyclingDevice recycling

Device recycling

Device recycling

Device recycling

Device recycling

Orders with a Project Code/ No cost codesThese should be added with our Codes 110, 110002, 35012001, 2341 and then added to the Spreadsheet on the Billing Site Page named Project Code Billing

https://uoe.sharepoint.com/:x:/r/sites/is-apps/service/ismm/billing/Shared%20Documents/Project%20Code%20Billing.xlsx?d=wf21e9aacec41421fbd919d82ddad373a&csf=1&web=1Every July & December The 6 monthly amount should be emailed to Grant McAllister Finance Business Partner grant.mcallister@ed.ac.uk and ask for the amount to be transferred from our codes to the Project Code listed in the spreadsheet.
Orders with a Project Code/ No cost codes
These should be added with our Codes 110, 110002, 35012001, 2341 and then added to the Spreadsheet on the Billing Site Page named Project Code Billing https://uoe.sharepoint.com/:x:/r/sites/is-apps/service/ismm/billing/Shared%20Documents/Project%20Code%20Billing.xlsx?d=wf21e9aacec41421fbd919d82ddad373a&csf=1&web=1Every July & December The 6 monthly amount should be emailed to Grant McAllister Finance Business Partner grant.mcallister@ed.ac.uk and ask for the amount to be transferred from our codes to the Project Code listed in the spreadsheet.
These should be added with our Codes 110, 110002, 35012001, 2341 and then added to the Spreadsheet on the Billing Site Page named Project Code Billing https://uoe.sharepoint.com/:x:/r/sites/is-apps/service/ismm/billing/Shared%20Documents/Project%20Code%20Billing.xlsx?d=wf21e9aacec41421fbd919d82ddad373a&csf=1&web=1
https://uoe.sharepoint.com/:x:/r/sites/is-apps/service/ismm/billing/Shared%20Documents/Project%20Code%20Billing.xlsx?d=wf21e9aacec41421fbd919d82ddad373a&csf=1&web=1
Every July & December The 6 monthly amount should be emailed to Grant McAllister Finance Business Partner grant.mcallister@ed.ac.uk and ask for the amount to be transferred from our codes to the Project Code listed in the spreadsheet.
grant.mcallister@ed.ac.uk
Equipment & Accessory Orders OnlyUp till December 2023 add Purchase Order No: UOE1344796 to the order This will appear in the Billing account screen
Equipment & Accessory Orders Only
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Standard Solutions
Standard Solutions
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NameDescriptionAudienceStatusNameDescriptionAudienceStatusManaged Mobile Service EnquiryUser requests information on Managed Mobile ServiceHelplineActive[Mobile]Managed Mobile New OrderInstructions on how to place an order in VCOLService ManagementArchived[Mobile]Managed Mobile

Update Cost CodesHow to update Cost Codes for a mobile numberService ManagementActiveEquipment & Accessory OrdersUp till December 2023 add Purchase Order No: UOE1344796 to the orderService ManagementActive

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Managed Mobile Service EnquiryUser requests information on Managed Mobile ServiceHelplineActive[Mobile]Managed Mobile New OrderInstructions on how to place an order in VCOLService ManagementArchived[Mobile]Managed Mobile Update Cost CodesHow to update Cost Codes for a mobile numberService ManagementActiveEquipment & Accessory OrdersUp till December 2023 add Purchase Order No: UOE1344796 to the orderService ManagementActive
Managed Mobile Service EnquiryUser requests information on Managed Mobile ServiceHelplineActive
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Service Management
Active

<h1>9. Office 365 - Email</h1>
9.
Office 365 - Email
UniDesk Category: Core Services and Systems
UniDesk Category
UniDesk SubCategory: Email and Diary
UniDesk SubCategory

Object ID: Email and Diary
Object ID
Tag: [O365]
Tag
Organisational User-facing documentation: https://www.ed.ac.uk/information-services/computing/comms-and-collab/office365/email-calendar
Organisational User-facing documentation
https://www.ed.ac.uk/information-services/computing/comms-and-collab/office365/email-calendar
Vendor User-facing documentation: https://support.microsoft.com/en-us/outlook
Vendor User-facing documentation:
https://support.microsoft.com/en-us/outlook
Service manager's documentation: Office 365 Service Wiki
Service manager's documentation:
Office 365 Service Wiki
SOM: IS Apps Service Management - Seye Kuti
SOM:

RequestProcessCommon Service RequestsService RequestsList of domainsDomainsPower-shellUseful PowerShell commandsOrg Units Default mail systemDefault mail system by org. unitUpdate Student licensesLicensing guidelinesNote: Maths & Physics often request A5 licences for InTune ad-hoc for students. The A1 should be removed and 'A5 for student use benefit' license applied. Within the Apps these should be removed: Education Analytics, Kaizala, Minecraft, Windows 10 Enterprise.Fix mailboxes for returning studentsFix mailboxes for returning studentsMigrate users from Staffmail to O365InstructionsOffice 365 Account ProvisioningOffice 365 Account ProvisioningRecover deleted mailbox/itemsRecover deleted mailbox stepsOffice 365 Service WikiFurther guidance on O365Mail Enable AD groupMail Enable AD Group ProcessCreating a room listOffice 365 Creating Room ListsRecovering .pst files using eDiscoveryRecovering .pst Files Using eDiscoveryAdding Room Mailbox to a Room ListAdding Room Mailbox to a Room ListCalSync Opt Out RequestsOur process: CalSync Opt Out Request ProcessService documentation: CalSync Opt Out RequestsScenario based issues / requestsDiagnosing the issueHow to analysis bounce backsDiagnosing bounce back messagesCalendar isn't available error when a user tries to access the Calendar in Outlook on the webhttps://learn.microsoft.com/en-us/exchange/troubleshoot/outlook-on-the-web-issues/this-calendar-not-available-error-when-accessing-calendar) though the CalCheck thing doesn't run via CMD (just seems to create an excel file with the contained error info).Access to Office 365 appsCheck the product is available to the University's Office 365 subscription. The Service Owner for O365 can help confirm this. If it isn't available:"This product isn't available on the University's Office 365 subscription and we can only offer apps if they are currently available, or via early release. We frequently review this release schedule and will advertise anything significant for University wide evaluation appropriately.Unfortunately, we do not have any means of operating an 'on-demand' software evaluation outside of the current subscription terms and early release programme, and therefore we cannot offer access to this product at this time.If it is available, we need to review the process with Service Owner / Managers. Stephen Smith will have more details as the Service Owner for Office 365.Installing Add-ins as a delegateAttempting to install add-ins to a mailbox as a delegate will present the following error message: "Sorry, we can't complete this operation right now. Please try again later"The mailbox needs to be signed into, in order to install the add-ins initially. Once installed, all delegates will be able to use the add-ins when opening the mailbox as a delegate.Search & Delete Phishing emailsITI Enterprise may send us calls to search and delete specific Phishing emails. For example "X is sending phishing spam to university users with the subject "BLAH". Please can this message be deleted from all user mailboxes."Procedure for Search & Delete Phishing emailsRecover orphaned mailbox / deleted or incorrect AD mail object E.g. consequently the result of reconciles, re-provisions and other funny business.Orphaned MailboxEncrypt emails E.g. user is liaising via email with an organisation who can only accept encrypted emailsTroubleshooting rule based email/calendar issues.Office365 - Missing Calendar Invites, Hidden Rules, MFCMapiExport Mailbox DetailsExchange Management ConsoleOn premise connection for Exchange on the cloudhttps://hbdkb3.is.ed.ac.uk/ecp/ (You may need to open this link up in Explorer)Litigation hold on user's mailbox who has leftLitigation Hold in eDiscoveryDe-Duplication of Emails in Officereceiving more than one email from mailing lists etcIf a user is emailed multiple times by a mailing list The user will only receive one message. This is similar to having an out of office set. If you email an user who is out of office you will only receive one notification.The reason it will only deliver once to the mailbox is based on the message ID to prevent a system overload or loops etc.Receive emails sent to 365 group in InboxEnabling this in the group settings in the 365 admin centre would only fix the notifications for new members added to the group.The best way to achieve this is for each member that would like to receive notifications to go to https://www.office365.ed.ac.uk/ and scroll down the left-hand side to your groups where you'll find the '[GROUP]' group. Click that group and

click the ellipses to go into the Settings as shown in my 'Group settings.png' screenshot.Next, select the 'Receive all email and events' option under the 'Follow in Inbox' section as shown in my 'Follow in Inbox.png' screenshot.No Exchange online mailbox OnPrem exists and License assigned error on Mail: user's on-premises mailbox hasn't been migrated to Exchange Online. The Exchange Online mailbox will be available after migration is completedMay happen with restored accounts. First we will disable the remote mailbox. Connect to Exchange OnPrem. $UserCredential = Get-Credential $Session = New-PSSession -ConfigurationName Microsoft.Exchange -ConnectionUri http://hbdkb3.is.ed.ac.uk/powershell/ -Authentication Kerberos -Credential $UserCredentialImport-PSSession $SessionDisable-RemoteMailbox -Identity sbeames@ed.ac.ukWait for AAD Sync. To check this go to office365 Admin and select Directory Sync Status Bottom Left. Once Sync has updated.Enable-RemoteMailbox -Identity sbeames@ed.ac.uk -RemoteRoutingAddress sbeames@uoe.onmicrosoft.comMailbox should now be restored.If this fails may need to log a Support call with Microsoft.Some mail fails to reach the mailboxThe remote routing address must be set in on premesis Exchange to: smtp:uun@uoe.onmicrosoft.comIt will then take an hour or so for it to sync to Exchange Online.Freedom of Information RequestsService team FOI Freedom of Information RequestSIP address showing in contact cardUpdate the user principal name:Connect-MsolServiceSet-MsolUserPrincipalName -UserPrincipalName UUN@ed.ac.uk -NewUserPrincipalName UUN@uoe.onmicrosoft.comRemoval of functional mailboxesRemoval of functional mailboxesMail is delivered internally but doesn't receive external mailUpdate the remote routing addressCalsync calendar opt out requestsCalSync Opt Out Request Process User mailbox appears in Exchange Online but not in Hybrid ExchangeMailbox appears in Exchange Online but not Hybrid ExchangeFix calendar processing issuesCalender is not processing bookingsCalendar View Defaults Permission MatrixF/B = Free/BusyR = ReviewerFurther InformationMail Relay Flagshid = Hiddendel = Set for deletionpref = preference email choice (this is need for the update to be triggered to IDM)Microsoft BookingsOverall an unsupported component of Office 365 but AHSS have a set of licences that can be used. Software Services manage the licences and we will support the small group who are using it. The A5 for Faculty licence that you see in the O365 admin portal is the licence. It is not managed in there but instead is an Azure AD group. https://aad.portal.azure.com/#blade/Microsoft_AAD_IAM/LicensesMenuBlade/OverviewGroup name: MS365 Staff AdvancedAdd-Ons for Microsoft products (mainly Outlook)As of March 2020 the Service Manager is looking at implementing a process for Add-On requests. C2003-014 is a lead change record to track these and link any calls. Calls should be resolved when linked to the change and the end user informed of this standard text:Thanks for your request. Service Management are currently reviewing the process for Add-Ons requests via our Change process (Reference C2003-011). Your request has been linked to this record to allow us to review all suggestions. You will be informed once a suitable process and technical solution is in place for managing these Add-On requests.Hard delete of emailHard delete of emailsVerify accepted domain in 365Verify domains
RequestProcessCommon Service RequestsService RequestsList of domainsDomainsPower-shellUseful PowerShell commandsOrg Units
Default mail systemDefault mail system by org. unitUpdate Student

licensesLicensing guidelinesNote: Maths & Physics often request A5 licences for InTune ad-hoc for students. The A1 should be removed and 'A5 for student use benefit' license applied. 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If you email an user who is out of office you will only receive one notification.The reason it will only deliver once to the mailbox is based on the message ID to prevent a system overload or loops etc.Receive emails sent to 365 group in InboxEnabling this in the group settings in the 365 admin centre would only fix the notifications for new members added to the group.The best way to achieve this is for each member that would like to receive notifications to go to https://www.office365.ed.ac.uk/ and scroll down the left-hand side to your groups where you'll find the '[GROUP]' group. Click that group and click the ellipses to go into the Settings as shown in my 'Group settings.png' screenshot.Next, select the 'Receive all email and events' option under the 'Follow in Inbox' section as shown in my 'Follow in Inbox.png' screenshot.No Exchange online mailbox OnPrem exists and License assigned error on Mail: user's on-premises mailbox hasn't been migrated to Exchange Online. The Exchange Online mailbox will be available after migration is completedMay happen with restored accounts. First we will disable the remote mailbox. Connect to Exchange OnPrem. $UserCredential = Get-Credential $Session = New-PSSession -ConfigurationName Microsoft.Exchange -ConnectionUri http://hbdkb3.is.ed.ac.uk/powershell/ -Authentication Kerberos -Credential $UserCredentialImport-PSSession $SessionDisable-RemoteMailbox -Identity sbeames@ed.ac.ukWait for AAD Sync. To check this go to office365 Admin and select Directory Sync Status Bottom Left. Once Sync has updated.Enable-RemoteMailbox -Identity sbeames@ed.ac.uk -RemoteRoutingAddress sbeames@uoe.onmicrosoft.comMailbox should now be restored.If this fails may need to log a Support call with Microsoft.Some mail fails to reach the mailboxThe remote routing address must be set in on premesis Exchange to: smtp:uun@uoe.onmicrosoft.comIt will then take an hour or so for it to sync to Exchange Online.Freedom of Information RequestsService team FOI Freedom of Information RequestSIP address showing in contact cardUpdate the user principal name:Connect-MsolServiceSet-MsolUserPrincipalName -UserPrincipalName UUN@ed.ac.uk -NewUserPrincipalName UUN@uoe.onmicrosoft.comRemoval of functional mailboxesRemoval of functional mailboxesMail is delivered internally but doesn't receive external mailUpdate the remote routing addressCalsync calendar opt out requestsCalSync Opt Out Request Process User mailbox appears in Exchange Online but not in Hybrid ExchangeMailbox appears in Exchange Online but not Hybrid ExchangeFix calendar processing issuesCalender is not processing bookingsCalendar View Defaults Permission MatrixF/B = Free/BusyR = ReviewerFurther InformationMail Relay Flagshid = Hiddendel = Set for deletionpref = preference email choice (this is need for the update to be triggered to IDM)Microsoft BookingsOverall an unsupported component of Office 365 but AHSS have a set of licences that can be used. Software Services manage the licences and we will support the small group who are using it. The A5 for Faculty licence that you see in the O365 admin portal is the licence. It is not managed in there but instead is an Azure AD group. https://aad.portal.azure.com/#blade/Microsoft_AAD_IAM/LicensesMenuBlade/OverviewGroup name: MS365 Staff AdvancedAdd-Ons for Microsoft products (mainly Outlook)As of March 2020 the Service Manager is looking at implementing a process for Add-On requests. C2003-014 is a lead change record to track these and link any calls. Calls should be resolved when linked to the change and the end user informed of this standard text:Thanks for your request. Service Management are currently reviewing the process for Add-Ons requests via our Change process (Reference C2003-

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appears in Exchange Online but not in Hybrid ExchangeMailbox appears in Exchange Online but not Hybrid ExchangeFix calendar processing issuesCalender is not processing bookingsCalendar View Defaults Permission MatrixF/B = Free/BusyR = ReviewerFurther InformationMail Relay Flagshid = Hiddendel = Set for deletionpref = preference email choice (this is need for the update to be triggered to IDM)Microsoft BookingsOverall an unsupported component of Office 365 but AHSS have a set of licences that can be used. Software Services manage the licences and we will support the small group who are using it. The A5 for Faculty licence that you see in the O365 admin portal is the licence. It is not managed in there but instead is an Azure AD group.
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Migrate users from Staffmail to O365Instructions
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Instructions
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Office 365 Account ProvisioningOffice 365 Account Provisioning
Office 365 Account Provisioning
Office 365 Account Provisioning
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Recover deleted mailbox/itemsRecover deleted mailbox steps
Recover deleted mailbox/items
Recover deleted mailbox steps
Recover deleted mailbox steps
Office 365 Service WikiFurther guidance on O365
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Mail Enable AD groupMail Enable AD Group Process
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Creating a room listOffice 365 Creating Room Lists
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Recovering .pst files using eDiscoveryRecovering .pst Files Using eDiscovery
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Scenario based issues / requestsDiagnosing the issue
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How to analysis bounce backsDiagnosing bounce back messages
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Calendar isn't available error when a user tries to access the Calendar in Outlook on the webhttps://learn.microsoft.com/en-us/exchange/troubleshoot/outlook-on-the-web-issues/this-calendar-not-available-error-when-accessing-calendar) though the CalCheck thing doesn't run via CMD (just seems to create an excel file with the contained error info).
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Installing Add-ins as a delegateAttempting to install add-ins to a mailbox as a delegate will present the following error message: "Sorry, we can't complete this operation right now. Please try again later"The mailbox needs to be signed into, in order to install the add-ins initially. Once installed, all delegates will be able to use the add-ins when opening the mailbox as a delegate.
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Recover orphaned mailbox / deleted or incorrect AD mail object E.g. consequently the result of reconciles, re-provisions and other funny business.Orphaned Mailbox
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Orphaned Mailbox

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Encrypt emails E.g. user is liaising via email with an organisation who can only accept encrypted emails

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Troubleshooting rule based email/calendar issues.Office365 - Missing Calendar Invites, Hidden Rules, MFCMapi

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Export Mailbox DetailsExchange Management Console

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Exchange Management Console

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On premise connection for Exchange on the cloudhttps://hbdkb3.is.ed.ac.uk/ecp/ (You may need to open this link up in Explorer)

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Litigation hold on user's mailbox who has leftLitigation Hold in eDiscovery

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De-Duplication of Emails in Officereceiving more than one email from mailing lists etcIf a user is emailed multiple times by a mailing list The user will only receive one message. This is similar to having an out of office set. If you email an user who is out of office you will only receive one notification.The reason it will only deliver once to the mailbox is based on the message ID to prevent a system overload or loops etc.

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Receive emails sent to 365 group in InboxEnabling this in the group settings in the 365 admin centre would only fix the notifications for new members added to the group.The best way to achieve this is for each

member that would like to receive notifications to go to https://www.office365.ed.ac.uk/ and scroll down the left-hand side to your groups where you'll find the '[GROUP]' group. Click that group and click the ellipses to go into the Settings as shown in my 'Group settings.png' screenshot.Next, select the 'Receive all email and events' option under the 'Follow in Inbox' section as shown in my 'Follow in Inbox.png' screenshot.
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Follow in Inbox.png
No Exchange online mailbox OnPrem exists and License assigned error on Mail: user's on-premises mailbox hasn't been migrated to Exchange Online. The Exchange Online mailbox will be available after migration is completedMay happen with restored accounts. First we will disable the remote mailbox. Connect to Exchange OnPrem. $UserCredential = Get-Credential $Session = New-PSSession -ConfigurationName Microsoft.Exchange -ConnectionUri http://hbdkb3.is.ed.ac.uk/powershell/ -Authentication Kerberos -Credential $UserCredentialImport-PSSession $SessionDisable-RemoteMailbox -Identity sbeames@ed.ac.ukWait for AAD Sync. To check this go to office365 Admin and select Directory Sync Status Bottom Left. Once Sync has updated.Enable-RemoteMailbox -Identity sbeames@ed.ac.uk -RemoteRoutingAddress sbeames@uoe.onmicrosoft.comMailbox should now be restored.If this fails may need to log a Support call with Microsoft.
No Exchange online mailbox OnPrem exists and License assigned error on Mail: user's on-premises mailbox hasn't been migrated to Exchange Online. The Exchange Online mailbox will be available after migration is completed
user's on-premises mailbox hasn't been migrated to Exchange Online. The Exchange Online mailbox will be available after migration is completed May happen with restored accounts. First we will disable the remote mailbox. Connect to Exchange OnPrem. $UserCredential = Get-Credential $Session = New-PSSession -ConfigurationName Microsoft.Exchange -ConnectionUri http://hbdkb3.is.ed.ac.uk/powershell/ -Authentication Kerberos -Credential $UserCredentialImport-PSSession $SessionDisable-RemoteMailbox -Identity sbeames@ed.ac.ukWait for AAD Sync. To check this

go to office365 Admin and select Directory Sync Status Bottom Left. Once Sync has updated.Enable-RemoteMailbox -Identity sbeames@ed.ac.uk -RemoteRoutingAddress sbeames@uoe.onmicrosoft.comMailbox should now be restored.If this fails may need to log a Support call with Microsoft. May happen with restored accounts. First we will disable the remote mailbox. Connect to Exchange OnPrem.
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$UserCredential = Get-Credential $Session = New-PSSession -ConfigurationName Microsoft.Exchange -ConnectionUri http://hbdkb3.is.ed.ac.uk/powershell/ -Authentication Kerberos -Credential $UserCredentialImport-PSSession $Session
$UserCredential = Get-Credential $Session = New-PSSession -ConfigurationName Microsoft.Exchange -ConnectionUri http://hbdkb3.is.ed.ac.uk/powershell/ -Authentication Kerberos -Credential $UserCredentialImport-PSSession $Session
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Disable-RemoteMailbox -Identity sbeames@ed.ac.uk
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Enable-RemoteMailbox -Identity sbeames@ed.ac.uk -RemoteRoutingAddress sbeames@uoe.onmicrosoft.com
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Mailbox should now be restored.
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Some mail fails to reach the mailboxThe remote routing address must be set in on premesis Exchange to: smtp:uun@uoe.onmicrosoft.comIt will then take an hour or so for it to sync to Exchange Online.
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Freedom of Information RequestsService team FOI Freedom of Information Request
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SIP address showing in contact cardUpdate the user principal name:Connect-MsolServiceSet-MsolUserPrincipalName -UserPrincipalName UUN@ed.ac.uk -NewUserPrincipalName UUN@uoe.onmicrosoft.com
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Removal of functional mailboxesRemoval of functional mailboxes
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Removal of functional mailboxes
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Mail is delivered internally but doesn't receive external mailUpdate the remote routing address
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User mailbox appears in Exchange Online but not in Hybrid ExchangeMailbox appears in Exchange Online but not Hybrid Exchange
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Mailbox appears in Exchange Online but not Hybrid Exchange
Mailbox appears in Exchange Online but not Hybrid Exchange
Fix calendar processing issuesCalender is not processing bookings
Fix calendar processing issues
Fix calendar processing issues
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Calendar View Defaults Permission Matrix
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F/B = Free/BusyR = Reviewer

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Mail Relay Flagshid = Hiddendel = Set for deletionpref = preference email choice (this is need for the update to be triggered to IDM)
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Microsoft BookingsOverall an unsupported component of Office 365 but AHSS have a set of licences that can be used. Software Services manage the licences and we will support the small group who are using it. The A5 for Faculty licence that you see in the O365 admin portal is the licence. It is not managed in there but instead is an Azure AD group. https://aad.portal.azure.com/#blade/Microsoft_AAD_IAM/LicensesMenuBlade/OverviewGroup name: MS365 Staff Advanced
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https://aad.portal.azure.com/#blade/Microsoft_AAD_IAM/LicensesMenuBlade/OverviewGroup name: MS365 Staff Advanced
https://aad.portal.azure.com/#blade/Microsoft_AAD_IAM/LicensesMenuBlade/Overview

Add-Ons for Microsoft products (mainly Outlook)As of March 2020 the Service Manager is looking at implementing a process for Add-On requests. C2003-014 is a lead change record to track these and link any calls. Calls should be resolved when linked to the change and the end user informed of this standard text:Thanks for your request. Service Management are currently reviewing the process for Add-Ons requests via our Change process (Reference C2003-011). Your request has been linked to this record to allow us to review all suggestions. You will be informed once a suitable process and technical solution is in place for managing these Add-On requests.
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Hard delete of emailHard delete of emails
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Verify accepted domain in 365Verify domains
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NameDescriptionAudienceStatusNameDescriptionAudienceStatus[O365] Assign Licenses to usersStandard solution to assign license to users in Office 365.   Typically these are purchased licenses such as Power BI Pro, Project Online Premium.Service ManagementArchived[O365] change of display nameThe customer is asking if their Display name in O365 can be adjusted to reflect [Firstname SURNAME] rather than [SURNAME Firstname].Service ManagementArchived[O365] Email account investigation (hold or PST)A user may approach for an email account to be supplied for investigation purposes (for example if someone has left the organisation, checked for an internal conduct issue or possibly more serious external investigations. The user will have two choices which are outlined below.Helpline/Service ManagementArchived[O365] Hide Office365 Group From GALHide Group from GALService ManagementArchived[O365] Hiding Office 365 Group From GALAn group that is created within O365 (Cloud Only) is visible within the GAL as a contact, previously group owners had the option to hide the group but this hasn't been the case with pure Office 365 unified groups (Cloud Only)Service ManagementArchived[O365] O365 Account Litigation HoldsAccount litigation holdsService ManagementArchived[O365] O365 Email Delegate PermissionsPrevious delegate users still have access to Mailbox however they are not listed permission section.The total number of users is normally different to the number of users listed.Service ManagementArchived[O365] O365 Licence Applied - Missing ServicesA user has the correct O365 licence applied however is only licensed for Power BI Free and Microsoft TeamsService

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Run the script at the bottom if you just need to enable Intune on a user who is already inheriting an A5 license from the 'CAHSS-College-MSBookings' group ('users.csv' file is needed).
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Service Management
Archived

<h1>10. Office 365 - OneDrive </h1>
10.
UniDesk Category: Core Services and Systems
UniDesk Category
UniDesk SubCategory: Collaboration Tools
UniDesk SubCategory

Object ID: Office365
Object ID

Tag: [O365]
Tag
Organisational User-facing documentation: https://www.ed.ac.uk/information-services/computing/comms-and-collab/office365/onedrive-for-business
Organisational User-facing documentation
https://www.ed.ac.uk/information-services/computing/comms-and-collab/office365/onedrive-for-business
Vendor User-facing documentation: https://support.microsoft.com/en-us/onedrive and https://support.microsoft.com/en-au/office/Troubleshoot-issues-with-OneDrive-3db87243-ed3b-46f5-ace6-518db68429b1
Vendor User-facing documentation:
https://support.microsoft.com/en-us/onedrive

https://support.microsoft.com/en-au/office/Troubleshoot-issues-with-OneDrive-3db87243-ed3b-46f5-ace6-518db68429b1

Service manager's documentation: Office 365 Service Wiki

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Office 365 Service Wiki

RequestProcessRequestProcessShare File with othersIf a team needs to share files, it may be best to create a Group / SharePoint site. If OneDrive is to be used, you can:Open OneDrive app on the taskbar (OneDrive may need to be installed)Create the folder and add the fileRight click on the file you want to share (or the full folder) and click 'Share'Choose your sharing option, add the persons name and click 'send'This will send a link via email, when this is opened it will load the OneDrive web location where the file / folder can be accessed. From here, it can then also be synced to the OneDrive app, depending on Sharing settings.Add yourself to a user's personal OneDriveIf you need to add yourself to a personal OneDrive space, to investigate issues, you can do this like so (make sure the user is aware that you are doing this):Sign into O365 adminOpen the SharePoint Admin CenterClick 'User Profiles'Select 'Manage User Profiles'Search for the user and in the drop down beside their Account name, click 'Manage site collection owners'Add your name to the Site Collection AdministratorsOnce saved you should then have full access to investigate OneDrive issues. You must remove this access immediately after your investigation.Permissions Reset of OneDriveTo perform a Permissions Reset of OneDrive:In Office 365:1. Go to SharePoint Admin Center > More features > User profiles > Manage User Profiles2. Look for the affected user, right click over the profile and select “Manage Site Collection Owners”3. Remove the affected user from both fields (Primary Administrator and Site Collection Administrator)4. Add yourself as Primary Administrator and Site Collection Administrator and click “OK” to save changes.In another tab:1. Browse to the OneDrive site and edit the URL by adding the following string to the end of it: /_layouts/15/people.aspx?MembershipGroupId=0For example, the full URL will resemble the following: https://uoe-my.sharepoint.com/personal/UUN_ed_ac_uk/_layouts/15/people.aspx/membershipGroupId=02. Select the person from the list, and then on the Actions menu, select Delete Users from Site Collection.3. Check if their name is added anywhere else on their OneDrive site and remove them from there as well. (For example, the Documents Library)4. Go back to the “Manage Site collection Owners" option in O365 and set the affected user as the Primary Administrator and Site Collection Administrator of their Site Collection (removing yourself too)Restore a deleted OneDrive sitehttps://support.office.com/en-gb/article/restoring-a-deleted-onedrive-for-business-site-c5595183-a1ef-4931-8201-48a62134f5afIf it is leaver's data, this would need to be approved.Recovering a onedrive folder using eDiscoveryRecovering a onedrive folder using eDiscoveryRequest FilesRequest to enable Request FilesUser unable to access their own OneDriveSymptoms: User gets access denied message on their own OneDriveRun this in the Microsoft admin centre, click help and support and type the below in and press enter: Diag: Check SharePoint User AccessFollow the instructions to the end and the user will then have access

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To perform a Permissions Reset of
OneDrive
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In Office 365:

1. Go to SharePoint Admin Center > More features > User profiles > Manage User Profiles

2. Look for the affected user, right click over the profile and select "Manage Site Collection Owners"

3. Remove the affected user from both fields (Primary Administrator and Site Collection Administrator)

4. Add yourself as Primary Administrator and Site Collection Administrator and click "OK" to save changes.

In another tab:

1. Browse to the
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 site and edit the URL by adding the following string to the end of it: /_layouts/15/people.aspx?MembershipGroupId=0

For example, the full URL will resemble the following: https://uoe-my.sharepoint.com/personal/UUN_ed_ac_uk/_layouts/15/people.aspx/membershipGroupId=0
https://uoe-my.sharepoint.com/personal/UUN_ed_ac_uk/_layouts/15/people.aspx/membershipGroupId=0

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Restore a deleted OneDrive sitehttps://support.office.com/en-gb/article/restoring-a-deleted-onedrive-for-business-site-c5595183-a1ef-4931-8201-48a62134f5afIf it is leaver's data, this would need to be approved.
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Recovering a onedrive folder using eDiscoveryRecovering a onedrive folder using eDiscovery
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Standard Solutions
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NameDescriptionAudienceStatusNameDescriptionAudienceStatus[OneDrive] Missing 'New', 'Upload' and 'Sync' options in OneDrive for BusinessHow to restore the missing options in OneDrive for BusinessService ManagementArchived
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<h1>11. Office 365 - Power BI</h1>
11.
UniDesk Category: Core Services and Systems
UniDesk Category
UniDesk SubCategory: Business Reporting & Analytics
UniDesk SubCategory

Object ID: Power BI
Object ID

Tag: [Power BI]
Tag
Organisational User-facing documentation: https://www.ed.ac.uk/information-services/computing/comms-and-collab/reporting-and-analytics/power-bi
Organisational User-facing documentation
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Vendor User-facing documentation: https://learn.microsoft.com/en-us/training/powerplatform/power-bi
Vendor User-facing documentation:
https://learn.microsoft.com/en-us/training/powerplatform/power-bi
Service manager's documentation: Below
Service manager's documentation:

Supplier support is from Microsoft themselves but they do not accept Power BI service requests via the normal O365 Admin Portal (https://portal.office.com/adminportal). Instead Power BI support is delivered via the Power Platform Admin Portal: https://admin.powerplatform.microsoft.com/support. The tickets are logged in the same manner as other O365 products where appropriate descriptive information and nomination of contacts are required. We should use this portal for cases that the Service Team need to escalate and no Service Manager is available.
https://portal.office.com/adminportal
https://admin.powerplatform.microsoft.com/support

ProcessLinkProcessLinkLicence requestSee belowPower BI Pro License RequestsWe now have a new method for requesting Power BI Pro Licences. If you have any colleagues that require a licence they can fill out the form on our Ed Web pages or via the direct link to the form:Power BI LicencesPower BI Pro Licence FormA Power BI Pro Licence is required to publish and share content and if you already have a licence, you do not need to fill out the form. For new requests please provide a business reason for the licence and this will help with our understanding of the use cases for Power BI.'Publish to Web' requestPower BI Publish to web requestsGrant access to Managed Mobile Dashboardhttps://uoe.sharepoint.com/:w:/r/sites/is-apps/service/ismm/_layouts/15/Doc.aspx?sourcedoc=%7B155931FF-E949-450A-8378-3C7A0DFC5D7F%7D&file=Grant%20access%20to%20Dashboard.docx&action=default&mobileredirect=trueUpdate Managed Mobile Dashboard with new datahttps://uoe.sharepoint.com/:w:/r/sites/is-apps/service/ismm/_layouts/15/Doc.aspx?sourcedoc=%7B8B891858-B120-4FC0-BC19-FFD62C3BD90D%7D&file=Update%20Dashboard%20with%20new%20data.docx&action=default&mobileredirect=trueAnalyze in ExcelThe analyse functionality is enabled for the University, hence you can see the option but it is greyed out. The analyse in excel feature is only available when the dataset is made available as part of the published Power BI Dashboard. Most university data will be restricted for download by the owner or publisher of the dataset, therefore Analyse in excel will not be availble to users and greyed out. The user does not need to "install" anything. It the publisher of the workspace has allowed for their data to be analysed in excel, and presented it within the application in the appropriate format, then the user will be able to access the Analyze in excel functionality.
ProcessLinkProcessLinkLicence requestSee belowPower BI Pro License RequestsWe now have a new method for requesting Power BI Pro Licences. If you have any colleagues that require a licence they can fill out the form on our Ed Web pages or via the direct link to the form:Power BI

LicencesPower BI Pro Licence FormA Power BI Pro Licence is required to publish and share content and if you already have a licence, you do not need to fill out the form. For new requests please provide a business reason for the licence and this will help with our understanding of the use cases for Power BI.'Publish to Web' requestPower BI Publish to web requestsGrant access to Managed Mobile Dashboardhttps://uoe.sharepoint.com/:w:/r/sites/is-apps/service/ismm/_layouts/15/Doc.aspx?sourcedoc=%7B155931FF-E949-450A-8378-3C7A0DFC5D7F%7D&file=Grant%20access%20to%20Dashboard.docx&action=default&mobileredirect=trueUpdate Managed Mobile Dashboard with new datahttps://uoe.sharepoint.com/:w:/r/sites/is-apps/service/ismm/_layouts/15/Doc.aspx?sourcedoc=%7B8B891858-B120-4FC0-BC19-FFD62C3BD90D%7D&file=Update%20Dashboard%20with%20new%20data.docx&action=default&mobileredirect=trueAnalyze in ExcelThe analyse functionality is enabled for the University, hence you can see the option but it is greyed out. The analyse in excel feature is only available when the dataset is made available as part of the published Power BI Dashboard. Most university data will be restricted for download by the owner or publisher of the dataset, therefore Analyse in excel will not be availble to users and greyed out. The user does not need to "install" anything. It the publisher of the workspace has allowed for their data to be analysed in excel, and presented it within the application in the appropriate format, then the user will be able to access the Analyze in excel functionality.

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'Publish to Web' requestPower BI Publish to web requests

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Analyze in ExcelThe analyse functionality is enabled for the University, hence you can see the option but it is greyed out. The analyse in excel feature is only available when the dataset is made available as part of the published Power BI Dashboard. Most university data will be restricted for download by the owner or publisher of the dataset, therefore Analyse in excel will not be availble to users and greyed out. The user does not need to "install" anything. It the publisher of the workspace has allowed for their data to be analysed in excel, and presented it within the application in the appropriate format, then the user will be able to access the Analyze in excel functionality.
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Standard Solutions
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<h1>12. Office 365 - SharePoint / Group Sites</h1>
12.
UniDesk Category: Core Services and Systems
UniDesk Category
UniDesk SubCategory: Collaboration Tools
UniDesk SubCategory

Object ID: SharePoint
Object ID

Tag: [O365]
Tag
Organisational User-facing documentation: https://uoe.sharepoint.com/sites/is-apps/service/SharepointSites/SitePages/Home.aspx
Organisational User-facing documentation
https://uoe.sharepoint.com/sites/is-apps/service/SharepointSites/SitePages/Home.aspx
Vendor User-facing documentation: https://support.microsoft.com/en-us/sharepoint
Vendor User-facing documentation:
https://support.microsoft.com/en-us/sharepoint
Service manager's documentation: Below
Service manager's documentation:
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ProcessLinkProcessLinkSharePoint Support Team Documentationhttps://www.wiki.ed.ac.uk/display/SharePoint/SharePointCurrent solutions site: https://uoe.sharepoint.com/sites/is-apps/service/SharepointSites/SitePages/Home.aspx (new site is in development)Email functional accounts from WorkflowsPlease note the functional account must have a valid email address before changes to SharePoint will allow this to work.SharePoint 2013 Workflows do not allow workflow emails to be sent to non-authenticated users of the site. Before this can work, add the functional account to the list of Members / Visitors (depending on the level of access allowed)for the site. Then, re-add the email address into the workflow.A workaround for this is to use a 2010 workflow instead. This may mean functionality is not the same, and it will be less secure as 2010 workflows have no email validation, so this is not the reccommended option.SharePoint Enhancement Requestshttps://uoe.sharepoint.com/sites/is-apps/service/SharepointSites/Lists/enhancements/AllItems.aspxRecover Office 365 Group SiteIf it is not the owner that has requested this, confirm with them before restoring.Open Office 365 Exchange AdminClick on 'Recipients > Groups'Search for the deleted group and it will appear if it is available to recoverClick 'restore' in the Status section on the right hand sideAdd external users to Group SiteIt is possible to add external users to Office 365 Group sites, however, O365 Group sites do not currently have the ability to share individual files with external users. Therefore, it is reccommended that users use their department / team's SharePoint site collection to grant external access.SharePoint Site Collections have much better control of external sharing as this can be completed at a site level, or indvidual Library / file level.If external sharing is not enabled on the Site Collection, the Site Collection admin will need to approve this to be allowed.File Size LimitFiles of up to 10GB can be uploaded via the browser, and 2GB is the maximum when dragging and dropping via explorer.Check Site TypeView source for HomepageSearch for g_wsaSiteTemplateIdMatch ID against the following: https://absolute-sharepoint.com/2013/06/sharepoint-2013-site-template-id-list-for-powershell.htmlHR Payroll and Pensions Document Management ServiceQueries will come through UniDesk and categorised as SharePoint - HRPP as the top level category. Subcategories include User Access, User Support and Systems Issues.Link to Claire's SharePoint site: https://uoe.sharepoint.com/sites/is-apps/service/SharepointSites/Shared%20Documents/Forms/Projectdocs.aspx?viewpath=%2Fsites%2Fis-apps%2Fservice%2FSharepointSites%2FShared%20Documents%2FForms%2FProjectdocs%2Easpx&useFiltersInViewXml=1&FilterField1=Project_x002f_Service&FilterValue1=HR%20Digitisation%20%28Service%20Excellence%29%20%5BHRP001%5D&FilterType1=ChoiceRecords Management Sharing of Subject Access RequestsLink to Claire's SharePoint site: https://uoe.sharepoint.com/sites/is-apps/service/SharepointSites/Shared%20Documents/Forms/AllItems.aspx?viewid=0d535a67-d17c-4bc1-bddf-8e0ee9f8790bSharePoint Site Creation QuestionsThe first thing we must check is if their department or college already has a SharePoint Site. If they do the first thing they must do is check with their department admins / IT support / owner for the site and ask for a SubSite. If the SubSite is not appropriate, we can create a new site, but we need confirmation that the SubSite isn't suitable and why this is. If it is confirmed that they do require a full Site Collection, we can ask the following:Thank you for your request for a new SharePoint Site. In order for us to fulfill this request, and to create the most appropriate site for your needs, please can you confirm the following:Site Name (a short name with no symbols is most suitable):Please describe the proposed use(s) for the new site:Please describe the target audience (and if there should be any access restrictions for the site):Site Members (if any) - These people will be given Document Upload / Edit rights:Site Owner(s) - Full Control of the site:Please note that the Owner(s) will be responsible for managing access and the design of the site, and will be contacted if requests for access or amendments are raised to us / the Helpline. SharePoint Troubleshooting For MicrosoftAction Plan:Navigate to the SharePoint Admin Center & create a new classic site collection >> check the behavior.Use a standalone network like Wi-Fi or home network to check the delay while loading the sites.Perform the action plan using In-Private browsing.Also please collect some Fiddler Traces if you experience significant delay.Please follow the below action plan to collect the Fiddler Trace (network traffic) while reproducing the issue;Download and install

Fiddler from https://www.telerik.com/download/fiddler.Open Fiddler > click Tools > click Fiddler Options... > at HTTPS tab, tick Capture HTTPS CONNECTS, and Decrypt HTTPS traffic > tick Ignore server certificate errors > OK.Close all browsers and all running applications including Fiddler.Restart Fiddler, click File > untick Capture Traffic, and then, click Edit > Remove > All Sessions.Now Fiddler is ready. We will start to reproduce the issue to capture the logs.Navigate to the affected site.Switch to Fiddler, click File > tick Capture Traffic.Go back to the webpage, click on the SharePoint Tile.When you see the error message, capture a screenshot.Wait for the Fiddler to finish capturing the current traffic.From the Fiddler, click File > Save > All Sessions... > store the captured logs as a .saz file.Enable External Sharing on a Communication SiteThe SharePoint Site Administrator must approve for external sharing to be enabled. Once this approval has been given, the call can be passed to Service Management. Action for Service Management:- Sign into Office 365 Admin portal- Choose 'SharePoint'- In the ‘Active sites’ screen, search for the Site- Select the Site and click 'Settings' > 'More settings'- Edit the External sharing settings and select ‘New and existing guests’- Scroll down and click 'Save' Further Information================ ‘New and existing guests’ is the sharing option that we must choose. This means external users will need to sign in and authenticate onto our system.Permissions reset for a user of a SharePoint siteIf a user is not able to access a SharePoint site that they in fact have permissions for, resetting their permissions for the site can resolve the issue.To perform a permissions reset for a user of a SharePoint site:1. Go to SharePoint Admin Center and add youself as a 'Site Collection Administrator' of the site.2. Remove the user from any permission groups they are a member of in the site.3. Add the string '/_layouts/15/people.aspx?MembershipGroupId=0' to the end of the site URL and then go to the resulting page.4. Select the user from the list, and then on the 'Actions' menu, select 'Delete Users from Site Collection'.5. Re-add the user to the relevant permission group in the site. The user should now be able access the site as normal.Removing Committee SitesSee Standard Solution: Core Services and Systems > Collaboration Tools > [SharePoint] Unpublish Committee Papers & MeetingsView Site Usage AnalyticsAdd the string '/_layouts/15/siteanalytics.aspx?view=19' to the end of the site URL and then go to the resulting page.Link to Building Occupancy AppIf a smartphone user can't use the Building Occupancy App (compatability, storage requirements, etc) then they can use direct URLs:BuildingOccupancy App: https://apps.powerapps.com/play/f3f78854-08c1-4ce3-87dd-f814f5cdef2b?tenantId=2e9f06b0-1669-4589-8789-10a06934dc61https://edin.ac/3Ccf98GEntry and Exit App:https://apps.powerapps.com/play/49aee1a2-a16d-4775-bf76-e2b20d15a561?tenantId=2e9f06b0-1669-4589-8789-10a06934dc61http://edin.ac/3bW78rPRetention Labels (Example Call: I210908-1876)Hi (user),Unfortunately, the retention labels have to be set up at the O365 tenancy level before they can be used in a SharePoint library (or in any other O365 application), and I am afraid no retention labels have been set up in our tenancy so far.However, it might be possible to achieve something similar to the retention-label process using Power Automate (which all UoE members can use as part of our O365 licence). For example, there is the Update and delete items in a SharePoint list on a recurring basis Power-Automate flow template, which you could adapt to work with your library (along with perhaps adding some

appropriate columns to your library) to delete files that have elapsed their retention period. (You also of course could build a flow from scratch to meet your needs.)Would you like to have a look at Power Automate to see if that could work for you?Kind regards,(NAME)SharePoint AuditingAll sites should be audited and logs can be returned for the last 90 days as standard. You should be able to search on actions based on filename, folder or site.https://compliance.microsoft.com/auditlogsearch?viewid=Test%20TabCommittees Site Publish Button not VisibleHelpline staff should be in this AD group 'IS Helpline Permissions' in order to publish committee sites. However, this doesn't always seem to make the 'Publish' button visible to them on new committee sites. Therefore, you can add them in manually at: https://uoe.sharepoint.com/sites/committees/_layouts/15/mngsiteadmin.aspxThis will allow them to see the 'Publish' button.Access to Sharepoint sites for former employees who have returnedrelates to the person being a former employee who has come back. SharePoint stores the old uun account in a hidden list (in each site). Problem happens because we reuse uuns, Active Directory deletes acount after certain number of days and then when person comes back if uun is re-used the account is recreated in AD but it has a different guid or object ID, so SharePoint gets confused as it is clinging on to the old object id.Only solution is to remove the person from the site (where given access) and from the hidden list:https://uoe.sharepoint.com/sites/[entersitename]/_layouts/15/people.aspx?membershipGroupId=0These steps need to be done for all sites where the user has a problem accessing.Copying permissions of existing SharePoint site to a new siteThere's an API to get permissions group membership - for most purposes people call it from Excel as a 'Get Data' > 'From Other Sources' > 'From OData Feed'. See screenshot below:To find the URL, first you'll need the group ID of the desired permission group. To get this, first navigate to the group and copy the ID in the URL like so:Next, append '/_api/Web/SiteGroups/GetByID([GROUP ID GOES HERE])/Users' at the end of the site root address (replace where it says '[GROUP ID GOES HERE]' with the Group ID you copied in the previous step (keep the '()' brackets in. For the example above, it would be: https://uoe.sharepoint.com/sites/WassimPlaygroundSite/_api/Web/SiteGroups/GetByID(5)Then concatenate the emails with '; ' between each; copy & paste them into the new permissions group in the new site.Known errorsWhen installing the SharePoint Application Catalog / Apps for SharePoint the 'Save this site as template' and 'Delete this site' options are removed.If the App Catalog is installed, and the 'Delete this site' is missing, the following workaround will allow Site Owners to delete the Site when needed:- Navigate to the Site / Subsite you wish to delete- Click Settings > Site Settings- The URL should now have _layouts/15/settings.aspx? and characters after this- Remove everything after _layouts/15/- Add deleteweb.aspxThen click 'Delete'.Sharepoint site shows as user is editing this pageSharepoint site shows user is editing this page
ProcessLinkProcessLinkSharePoint Support Team Documentationhttps://www.wiki.ed.ac.uk/display/SharePoint/SharePointCurrent solutions site: https://uoe.sharepoint.com/sites/is-apps/service/SharepointSites/SitePages/Home.aspx (new site is in development)Email functional accounts from WorkflowsPlease note the functional account must have a valid email address before changes to SharePoint will allow this to work.SharePoint 2013 Workflows do not allow

workflow emails to be sent to non-authenticated users of the site. Before this can work, add the functional account to the list of Members / Visitors (depending on the level of access allowed)for the site. Then, re-add the email address into the workflow.A workaround for this is to use a 2010 workflow instead. This may mean functionality is not the same, and it will be less secure as 2010 workflows have no email validation, so this is not the reccommended option.SharePoint Enhancement Requestshttps://uoe.sharepoint.com/sites/is-apps/service/SharepointSites/Lists/enhancements/AllItems.aspxRecover Office 365 Group SiteIf it is not the owner that has requested this, confirm with them before restoring.Open Office 365 Exchange AdminClick on 'Recipients > Groups'Search for the deleted group and it will appear if it is available to recoverClick 'restore' in the Status section on the right hand sideAdd external users to Group SiteIt is possible to add external users to Office 365 Group sites, however, O365 Group sites do not currently have the ability to share individual files with external users. Therefore, it is reccommended that users use their department / team's SharePoint site collection to grant external access.SharePoint Site Collections have much better control of external sharing as this can be completed at a site level, or indvidual Library / file level.If external sharing is not enabled on the Site Collection, the Site Collection admin will need to approve this to be allowed.File Size LimitFiles of up to 10GB can be uploaded via the browser, and 2GB is the maximum when dragging and dropping via explorer.Check Site TypeView source for HomepageSearch for g_wsaSiteTemplateIdMatch ID against the following: https://absolute-sharepoint.com/2013/06/sharepoint-2013-site-template-id-list-for-powershell.htmlHR Payroll and Pensions Document Management ServiceQueries will come through UniDesk and categorised as SharePoint - HRPP as the top level category. Subcategories include User Access, User Support and Systems Issues.Link to Claire's SharePoint site: https://uoe.sharepoint.com/sites/is-apps/service/SharepointSites/Shared%20Documents/Forms/Projectdocs.aspx?viewpath=%2Fsites%2Fis-apps%2Fservice%2FSharepointSites%2FShared%20Documents%2FForms%2FProjectdocs%2Easpx&useFiltersInViewXml=1&FilterField1=Project_x002f_Service&FilterValue1=HR%20Digitisation%20%28Service%20Excellence%29%20%5BHRP001%5D&FilterType1=ChoiceRecords Management Sharing of Subject Access RequestsLink to Claire's SharePoint site: https://uoe.sharepoint.com/sites/is-apps/service/SharepointSites/Shared%20Documents/Forms/AllItems.aspx?viewid=0d535a67-d17c-4bc1-bddf-8e0ee9f8790bSharePoint Site Creation QuestionsThe first thing we must check is if their department or college already has a SharePoint Site. If they do the first thing they must do is check with their department admins / IT support / owner for the site and ask for a SubSite. If the SubSite is not appropriate, we can create a new site, but we need confirmation that the SubSite isn't suitable and why this is. If it is confirmed that they do require a full Site Collection, we can ask the following:Thank you for your request for a new SharePoint Site. In order for us to fulfill this request, and to create the most appropriate site for your needs, please can you confirm the following:Site Name (a short name with no symbols is most suitable):Please describe the proposed use(s) for the new site:Please describe the target audience (and if there should be any access restrictions for the site):Site Members (if any) - These people will be given Document Upload / Edit rights:Site Owner(s) - Full Control of the site:Please note that the Owner(s) will be responsible for managing access and the design of the site, and will be contacted if requests for access or amendments are raised to us / the Helpline. SharePoint Troubleshooting For MicrosoftAction Plan:Navigate to the SharePoint Admin Center & create a new classic site collection >> check the behavior.Use a standalone network like Wi-Fi or home network to check the delay while loading the sites.Perform the action plan using In-Private browsing.Also please collect some Fiddler Traces if you experience significant delay.Please follow the below action plan to collect the Fiddler Trace (network traffic) while reproducing the issue;Download and install Fiddler from https://www.telerik.com/download/fiddler.Open Fiddler > click Tools > click Fiddler Options... > at HTTPS tab, tick Capture HTTPS CONNECTS, and Decrypt HTTPS traffic > tick Ignore server certificate errors > OK.Close all browsers and all running applications including Fiddler.Restart Fiddler, click File > untick Capture Traffic, and then, click Edit > Remove > All Sessions.Now Fiddler is ready. We will start to reproduce the issue to capture the logs.Navigate to the affected site.Switch to Fiddler, click File > tick Capture Traffic.Go back to the webpage, click on the SharePoint Tile.When you see the error message, capture a screenshot.Wait for the Fiddler to finish capturing the current traffic.From the Fiddler, click File > Save > All Sessions... > store the captured logs as a .saz file.Enable External Sharing on a Communication SiteThe SharePoint Site Administrator must approve for external sharing to be enabled. Once this approval has been given, the call can be passed to Service Management. Action for Service Management:- Sign into Office 365 Admin portal- Choose 'SharePoint'- In the ‘Active sites’ screen, search for the Site- Select the Site and click 'Settings' > 'More settings'- Edit the External sharing settings and select ‘New and existing guests’- Scroll down and click 'Save' Further Information=============== ‘New and existing guests’ is the sharing option that we must choose. This means external users will need to sign in and authenticate onto our system.Permissions reset for a user of a SharePoint siteIf a user is not able to access a SharePoint site that they in fact have permissions for, resetting their permissions for the site can resolve the issue.To perform a permissions reset for a user of a SharePoint site:1. Go to SharePoint Admin Center and add youself as a 'Site Collection Administrator' of the site.2. Remove the user from any permission groups they are a member of in the site.3. 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The user should now be able access the site as normal.Removing Committee SitesSee Standard Solution: Core Services and Systems > Collaboration Tools > [SharePoint] Unpublish Committee Papers & MeetingsView Site Usage AnalyticsAdd the string '/_layouts/15/siteanalytics.aspx?view=19' to the end of the site URL and then go to the resulting page.Link to Building Occupancy AppIf a smartphone user can't use the Building Occupancy App (compatability, storage requirements, etc) then they can use direct URLs:BuildingOccupancy App: https://apps.powerapps.com/play/f3f78854-08c1-4ce3-87dd-f814f5cdef2b?tenantId=2e9f06b0-1669-4589-8789-10a06934dc61https://edin.ac/3Ccf98GEntry and Exit App:https://apps.powerapps.com/play/49aee1a2-a16d-4775-bf76-e2b20d15a561?tenantId=2e9f06b0-1669-4589-8789-

10a06934dc61http://edin.ac/3bW78rPRetention Labels (Example Call: I210908-1876)Hi (user),Unfortunately, the retention labels have to be set up at the O365 tenancy level before they can be used in a SharePoint library (or in any other O365 application), and I am afraid no retention labels have been set up in our tenancy so far.However, it might be possible to achieve something similar to the retention-label process using Power Automate (which all UoE members can use as part of our O365 licence). For example, there is the Update and delete items in a SharePoint list on a recurring basis Power-Automate flow template, which you could adapt to work with your library (along with perhaps adding some appropriate columns to your library) to delete files that have elapsed their retention period. (You also of course could build a flow from scratch to meet your needs.)Would you like to have a look at Power Automate to see if that could work for you?Kind regards,(NAME)SharePoint AuditingAll sites should be audited and logs can be returned for the last 90 days as standard. You should be able to search on actions based on filename, folder or site.https://compliance.microsoft.com/auditlogsearch?viewid=Test%20TabCommittees Site Publish Button not VisibleHelpline staff should be in this AD group 'IS Helpline Permissions' in order to publish committee sites. However, this doesn't always seem to make the 'Publish' button visible to them on new committee sites. Therefore, you can add them in manually at: https://uoe.sharepoint.com/sites/committees/_layouts/15/mngsiteadmin.aspxThis will allow them to see the 'Publish' button.Access to Sharepoint sites for former employees who have returnedrelates to the person being a former employee who has come back. SharePoint stores the old uun account in a hidden list (in each site). Problem happens because we reuse uuns, Active Directory deletes acount after certain number of days and then when person comes back if uun is re-used the account is recreated in AD but it has a different guid or object ID, so SharePoint gets confused as it is clinging on to the old object id.Only solution is to remove the person from the site (where given access) and from the hidden list:https://uoe.sharepoint.com/sites/[entersitename]/_layouts/15/people.aspx?membershipGroupId=0These steps need to be done for all sites where the user has a problem accessing.Copying permissions of existing SharePoint site to a new siteThere's an API to get permissions group membership - for most purposes people call it from Excel as a 'Get Data' > 'From Other Sources' > 'From OData Feed'. See screenshot below:To find the URL, first you'll need the group ID of the desired permission group. To get this, first navigate to the group and copy the ID in the URL like so:Next, append '/_api/Web/SiteGroups/GetByID([GROUP ID GOES HERE])/Users' at the end of the site root address (replace where it says '[GROUP ID GOES HERE]' with the Group ID you copied in the previous step (keep the '()' brackets in. For the example above, it would be: https://uoe.sharepoint.com/sites/WassimPlaygroundSite/_api/Web/SiteGroups/GetByID(5)Then concatenate the emails with '; ' between each; copy & paste them into the new permissions group in the new site.Known errorsWhen installing the SharePoint Application Catalog / Apps for SharePoint the 'Save this site as template' and 'Delete this site' options are removed.If the App Catalog is installed, and the 'Delete this site' is missing, the following workaround will allow Site Owners to delete the Site when needed:- Navigate to the Site / Subsite you wish to delete- Click Settings > Site Settings- The URL should now have _layouts/15/settings.aspx? and characters after this- Remove everything after _layouts/15/- Add deleteweb.aspxThen click 'Delete'.Sharepoint site shows as user is editing this pageSharepoint site shows user is editing this page

ProcessLink
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Documentationhttps://www.wiki.ed.ac.uk/display/SharePoint/SharePointCurrent solutions site: https://uoe.sharepoint.com/sites/is-apps/service/SharepointSites/SitePages/Home.aspx (new site is in development)Email functional accounts from WorkflowsPlease note the functional account must have a valid email address before changes to SharePoint will allow this to work.SharePoint 2013 Workflows do not allow workflow emails to be sent to non-authenticated users of the site. Before this can work, add the functional account to the list of Members / Visitors (depending on the level of access allowed)for the site. Then, re-add the email address into the workflow.A workaround for this is to use a 2010 workflow instead. This may mean functionality is not the same, and it will be less secure as 2010 workflows have no email validation, so this is not the reccommended option.SharePoint Enhancement Requestshttps://uoe.sharepoint.com/sites/is-apps/service/SharepointSites/Lists/enhancements/AllItems.aspxRecover Office 365 Group SiteIf it is not the owner that has requested this, confirm with them before restoring.Open Office 365 Exchange AdminClick on 'Recipients > Groups'Search for the deleted group and it will appear if it is available to recoverClick 'restore' in the Status section on the right hand sideAdd external users to Group SiteIt is possible to add external users to Office 365 Group sites, however, O365 Group sites do not currently have the ability to share individual files with external users. Therefore, it is reccommended that users use their department / team's SharePoint site collection to grant external access.SharePoint Site Collections have much better control of external sharing as this can be completed at a site level, or indvidual Library / file level.If external sharing is not enabled on the Site Collection, the Site Collection admin will need to approve this to be allowed.File Size LimitFiles of up to 10GB can be uploaded via the browser, and 2GB is the maximum when dragging and dropping via explorer.Check Site TypeView source for HomepageSearch for g_wsaSiteTemplateIdMatch ID against the

following: https://absolute-sharepoint.com/2013/06/sharepoint-2013-site-template-id-list-for-powershell.htmlHR Payroll and Pensions Document Management ServiceQueries will come through UniDesk and categorised as SharePoint - HRPP as the top level category. Subcategories include User Access, User Support and Systems Issues.Link to Claire's SharePoint site: https://uoe.sharepoint.com/sites/is-apps/service/SharepointSites/Shared%20Documents/Forms/Projectdocs.aspx?viewpath=%2Fsites%2Fis-apps%2Fservice%2FSharepointSites%2FShared%20Documents%2FForms%2FProjectdocs%2Easpx&useFiltersInViewXml=1&FilterField1=Project_x002f_Service&FilterValue1=HR%20Digitisation%20%28Service%20Excellence%29%20%5BHRP001%5D&FilterType1=ChoiceRecords Management Sharing of Subject Access RequestsLink to Claire's SharePoint site: https://uoe.sharepoint.com/sites/is-apps/service/SharepointSites/Shared%20Documents/Forms/AllItems.aspx?viewid=0d535a67-d17c-4bc1-bddf-8e0ee9f8790bSharePoint Site Creation QuestionsThe first thing we must check is if their department or college already has a SharePoint Site. If they do the first thing they must do is check with their department admins / IT support / owner for the site and ask for a SubSite. If the SubSite is not appropriate, we can create a new site, but we need confirmation that the SubSite isn't suitable and why this is. If it is confirmed that they do require a full Site Collection, we can ask the following:Thank you for your request for a new SharePoint Site. In order for us to fulfill this request, and to create the most appropriate site for your needs, please can you confirm the following:Site Name (a short name with no symbols is most suitable):Please describe the proposed use(s) for the new site:Please describe the target audience (and if there should be any access restrictions for the site):Site Members (if any) - These people will be given Document Upload / Edit rights:Site Owner(s) - Full Control of the site:Please note that the Owner(s) will be responsible for managing access and the design of the site, and will be contacted if requests for access or amendments are raised to us / the Helpline. SharePoint Troubleshooting For MicrosoftAction Plan:Navigate to the SharePoint Admin Center & create a new classic site collection >> check the behavior.Use a standalone network like Wi-Fi or home network to check the delay while loading the sites.Perform the action plan using In-Private browsing.Also please collect some Fiddler Traces if you experience significant delay.Please follow the below action plan to collect the Fiddler Trace (network traffic) while reproducing the issue;Download and install Fiddler from https://www.telerik.com/download/fiddler.Open Fiddler > click Tools > click Fiddler Options... > at HTTPS tab, tick Capture HTTPS CONNECTS, and Decrypt HTTPS traffic > tick Ignore server certificate errors > OK.Close all browsers and all running applications including Fiddler.Restart Fiddler, click File > untick Capture Traffic, and then, click Edit > Remove > All Sessions.Now Fiddler is ready. We will start to reproduce the issue to capture the logs.Navigate to the affected site.Switch to Fiddler, click File > tick Capture Traffic.Go back to the webpage, click on the SharePoint Tile.When you see the error message, capture a screenshot.Wait for the Fiddler to finish capturing the current traffic.From the Fiddler, click File > Save > All Sessions... > store the captured logs as a .saz file.Enable External Sharing on a Communication SiteThe SharePoint Site Administrator must approve for external sharing to be enabled. Once this approval has been given, the call can be passed to Service Management. Action for Service Management:- Sign into Office

365 Admin portal- Choose 'SharePoint'- In the ‘Active sites’ screen, search for the Site- Select the Site and click 'Settings' > 'More settings'- Edit the External sharing settings and select ‘New and existing guests’- Scroll down and click 'Save' Further Information================ ‘New and existing guests’ is the sharing option that we must choose. This means external users will need to sign in and authenticate onto our system.Permissions reset for a user of a SharePoint siteIf a user is not able to access a SharePoint site that they in fact have permissions for, resetting their permissions for the site can resolve the issue.To perform a permissions reset for a user of a SharePoint site:1. Go to SharePoint Admin Center and add youself as a 'Site Collection Administrator' of the site.2. Remove the user from any permission groups they are a member of in the site.3. Add the string '/_layouts/15/people.aspx?MembershipGroupId=0' to the end of the site URL and then go to the resulting page.4. Select the user from the list, and then on the 'Actions' menu, select 'Delete Users from Site Collection'.5. Re-add the user to the relevant permission group in the site. The user should now be able access the site as normal.Removing Committee SitesSee Standard Solution: Core Services and Systems > Collaboration Tools > [SharePoint] Unpublish Committee Papers & MeetingsView Site Usage AnalyticsAdd the string '/_layouts/15/siteanalytics.aspx?view=19' to the end of the site URL and then go to the resulting page.Link to Building Occupancy AppIf a smartphone user can't use the Building Occupancy App (compatability, storage requirements, etc) then they can use direct URLs:BuildingOccupancy App: https://apps.powerapps.com/play/f3f78854-08c1-4ce3-87dd-f814f5cdef2b?tenantId=2e9f06b0-1669-4589-8789-10a06934dc61https://edin.ac/3Ccf98GEntry and Exit App:https://apps.powerapps.com/play/49aee1a2-a16d-4775-bf76-e2b20d15a561?tenantId=2e9f06b0-1669-4589-8789-10a06934dc61http://edin.ac/3bW78rPRetention Labels (Example Call: I210908-1876)Hi (user),Unfortunately, the retention labels have to be set up at the O365 tenancy level before they can be used in a SharePoint library (or in any other O365 application), and I am afraid no retention labels have been set up in our tenancy so far.However, it might be possible to achieve something similar to the retention-label process using Power Automate (which all UoE members can use as part of our O365 licence). For example, there is the Update and delete items in a SharePoint list on a recurring basis Power-Automate flow template, which you could adapt to work with your library (along with perhaps adding some appropriate columns to your library) to delete files that have elapsed their retention period. (You also of course could build a flow from scratch to meet your needs.)Would you like to have a look at Power Automate to see if that could work for you?Kind regards,(NAME)SharePoint AuditingAll sites should be audited and logs can be returned for the last 90 days as standard. You should be able to search on actions based on filename, folder or site.https://compliance.microsoft.com/auditlogsearch?viewid=Test%20TabCommittees Site Publish Button not VisibleHelpline staff should be in this AD group 'IS Helpline Permissions' in order to publish committee sites. However, this doesn't always seem to make the 'Publish' button visible to them on new committee sites. Therefore, you can add them in manually at: https://uoe.sharepoint.com/sites/committees/_layouts/15/mngsiteadmin.aspxThis will allow them to see the 'Publish' button.Access to Sharepoint sites for former employees who have returnedrelates to the person being a

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this page
SharePoint Support Team
Documentationhttps://www.wiki.ed.ac.uk/display/SharePoint/SharePointCurre
nt solutions site: https://uoe.sharepoint.com/sites/is-
apps/service/SharepointSites/SitePages/Home.aspx (new site is in
development)
SharePoint Support Team Documentation
https://www.wiki.ed.ac.uk/display/SharePoint/SharePointCurrent solutions
site: https://uoe.sharepoint.com/sites/is-
apps/service/SharepointSites/SitePages/Home.aspx (new site is in
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Current solutions site: https://uoe.sharepoint.com/sites/is-
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account must have a valid email address before changes to SharePoint will
allow this to work.SharePoint 2013 Workflows do not allow workflow emails
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SharePoint Enhancement Requestshttps://uoe.sharepoint.com/sites/is-apps/service/SharepointSites/Lists/enhancements/AllItems.aspx

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Recover Office 365 Group SiteIf it is not the owner that has requested this, confirm with them before restoring.Open Office 365 Exchange AdminClick on 'Recipients > Groups'Search for the deleted group and it will appear if it is available to recoverClick 'restore' in the Status section on the right hand side

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Add external users to Group SiteIt is possible to add external users to Office 365 Group sites, however, O365 Group sites do not currently have the ability to share individual files with external users. Therefore, it is reccommended that users use their department / team's SharePoint site collection to grant external access.SharePoint Site Collections have much better control of external sharing as this can be completed at a site level, or indvidual Library / file level.If external sharing is not enabled on the Site Collection, the Site Collection admin will need to approve this to be allowed.

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File Size LimitFiles of up to 10GB can be uploaded via the browser, and 2GB is the maximum when dragging and dropping via explorer.

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Queries will come through UniDesk and categorised as SharePoint - HRPP as the top level category. Subcategories include User Access, User Support and Systems Issues.

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SharePoint Site Creation QuestionsThe first thing we must check is if their department or college already has a SharePoint Site. If they do the first thing they must do is check with their department admins / IT support / owner for the site and ask for a SubSite. If the SubSite is not appropriate, we can create a new site, but we need confirmation that the SubSite isn't suitable and why this is. If it is confirmed that they do require a full Site Collection, we can ask the following:Thank you for your request for a new SharePoint Site. In order for us to fulfill this request, and to create the most appropriate site for your needs, please can you confirm the following:Site Name (a short name with no symbols is most suitable):Please describe the proposed use(s) for the new site:Please describe the target audience (and if there should be any access restrictions for the site):Site Members (if any) - These people will be given Document Upload / Edit rights:Site Owner(s) - Full Control of the site:Please note that the Owner(s) will be responsible for managing access and the design of the site, and will be contacted if requests for access or amendments are raised to us / the Helpline.

SharePoint Site Creation Questions

The first thing we must check is if their department or college already has a SharePoint Site. If they do the first thing they must do is check with their department admins / IT support / owner for the site and ask for a SubSite. If the SubSite is not appropriate, we can create a new site, but we need confirmation that the SubSite isn't suitable and why this is. If it is confirmed that they do require a full Site Collection, we can ask the following:Thank you for your request for a new SharePoint Site. In order for us to fulfill this request, and to create the most appropriate site for your needs, please can you confirm the following:Site Name (a short name with no symbols is most suitable):Please describe the proposed use(s) for the new site:Please describe the target audience (and if there should be any access restrictions for the site):Site Members (if any) - These people will be given Document Upload / Edit rights:Site Owner(s) - Full Control of the site:Please note that the Owner(s) will be responsible for managing access and the design of the site, and will be contacted if requests for access or amendments are raised to us / the Helpline.

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If it is confirmed that they do require a full Site Collection, we can ask the following:

Thank you for your request for a new SharePoint Site. In order for us to fulfill this request, and to create the most appropriate site for your needs, please can you confirm the following:

Site Name (a short name with no symbols is most suitable):

Please describe the proposed use(s) for the new site:

Please describe the target audience (and if there should be any access restrictions for the site):
Site Members (if any) - These people will be given Document Upload / Edit rights:
Site Owner(s) - Full Control of the site:
Please note that the Owner(s) will be responsible for managing access and the design of the site, and will be contacted if requests for access or amendments are raised to us / the Helpline.
SharePoint Troubleshooting For MicrosoftAction Plan:Navigate to the SharePoint Admin Center & create a new classic site collection >> check the behavior.Use a standalone network like Wi-Fi or home network to check the delay while loading the sites.Perform the action plan using In-Private browsing.Also please collect some Fiddler Traces if you experience significant delay.Please follow the below action plan to collect the Fiddler Trace (network traffic) while reproducing the issue;Download and install Fiddler from https://www.telerik.com/download/fiddler.Open Fiddler > click Tools > click Fiddler Options... > at HTTPS tab, tick Capture HTTPS CONNECTS, and Decrypt HTTPS traffic > tick Ignore server certificate errors > OK.Close all browsers and all running applications including Fiddler.Restart Fiddler, click File > untick Capture Traffic, and then, click Edit > Remove > All Sessions.Now Fiddler is ready. We will start to reproduce the issue to capture the logs.Navigate to the affected site.Switch to Fiddler, click File > tick Capture Traffic.Go back to the webpage, click on the SharePoint Tile.When you see the error message, capture a screenshot.Wait for the Fiddler to finish capturing the current traffic.From the Fiddler, click File > Save > All Sessions... > store the captured logs as a .saz file.
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Close all browsers and all running applications including Fiddler.
Restart Fiddler, click File > untick Capture Traffic, and then, click Edit > Remove > All Sessions.

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From the Fiddler, click File > Save > All Sessions... > store the captured logs as a .saz file.
Enable External Sharing on a Communication SiteThe SharePoint Site Administrator must approve for external sharing to be enabled. Once this approval has been given, the call can be passed to
Service Management. Action for Service Management:- Sign into Office 365 Admin portal- Choose 'SharePoint'- In the ‘Active sites’ screen, search for the Site- Select the Site and click 'Settings' > 'More settings'- Edit the External sharing settings and select ‘New and existing guests’-

Scroll down and click 'Save' Further Information================ ‘New and existing guests’ is the sharing option that we must choose. This means external users will need to sign in and authenticate onto our system.

Enable External Sharing on a Communication Site

The SharePoint Site Administrator must approve for external sharing to be enabled. Once this approval has been given, the call can be passed to Service Management. Action for Service Management:- Sign into Office 365 Admin portal- Choose 'SharePoint'- In the ‘Active sites’ screen, search for the Site- Select the Site and click 'Settings' > 'More settings'- Edit the External sharing settings and select ‘New and existing guests’- Scroll down and click 'Save' Further Information================ ‘New and existing guests’ is the sharing option that we must choose. This means external users will need to sign in and authenticate onto our system.

The SharePoint Site Administrator must approve for external sharing to be enabled. Once this approval has been given, the call can be passed to Service
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Action for Service Management:

- Sign into Office 365 Admin portal

- Choose 'SharePoint'

- In the ‘Active sites’ screen, search for the Site

- Select the Site and click 'Settings' > 'More settings'

- Edit the External sharing settings and select ‘New and existing guests’

- Scroll down and click 'Save'

Further Information

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‘New and existing guests’ is the sharing option that we must choose. This means external users will need to sign in and authenticate onto our system.

Permissions reset for a user of a SharePoint siteIf a user is not able to access a SharePoint site that they in fact have permissions for, resetting their permissions for the site can resolve the issue.To perform a permissions reset for a user of a SharePoint site:1. Go to SharePoint Admin Center and add youself as a 'Site Collection Administrator' of the site.2. Remove the user from any permission groups they are a member of in the site.3. Add the string '/_layouts/15/people.aspx?MembershipGroupId=0' to the end of the site URL and then go to the resulting page.4. Select the user from the list, and then on the 'Actions' menu, select 'Delete Users from Site Collection'.5.

Re-add the user to the relevant permission group in the site. The user should now be able access the site as normal.
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Removing Committee SitesSee Standard Solution: Core Services and Systems > Collaboration Tools > [SharePoint] Unpublish Committee Papers & Meetings
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View Site Usage AnalyticsAdd the string '/_layouts/15/siteanalytics.aspx?view=19' to the end of the site URL and then go to the resulting page.
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Link to Building Occupancy AppIf a smartphone user can't use the Building Occupancy App (compatability, storage requirements, etc) then they can use direct URLs:BuildingOccupancy App: https://apps.powerapps.com/play/f3f78854-08c1-4ce3-87dd-f814f5cdef2b?tenantId=2e9f06b0-1669-4589-8789-10a06934dc61https://edin.ac/3Ccf98GEntry and Exit App:https://apps.powerapps.com/play/49aee1a2-a16d-4775-bf76-

e2b20d15a561?tenantId=2e9f06b0-1669-4589-8789-10a06934dc61http://edin.ac/3bW78rP
Link to Building Occupancy App
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BuildingOccupancy App:
https://apps.powerapps.com/play/f3f78854-08c1-4ce3-87dd-f814f5cdef2b?tenantId=2e9f06b0-1669-4589-8789-10a06934dc61https://edin.ac/3Ccf98G
https://apps.powerapps.com/play/f3f78854-08c1-4ce3-87dd-f814f5cdef2b?tenantId=2e9f06b0-1669-4589-8789-10a06934dc61

https://edin.ac/3Ccf98G
Entry and Exit App:
https://apps.powerapps.com/play/49aee1a2-a16d-4775-bf76-e2b20d15a561?tenantId=2e9f06b0-1669-4589-8789-10a06934dc61http://edin.ac/3bW78rP
https://apps.powerapps.com/play/49aee1a2-a16d-4775-bf76-e2b20d15a561?tenantId=2e9f06b0-1669-4589-8789-10a06934dc61

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Retention Labels (Example Call: I210908-1876)Hi (user),Unfortunately, the retention labels have to be set up at the O365 tenancy level before they can be used in a SharePoint library (or in any other O365 application), and I am afraid no retention labels have been set up in our tenancy so far.However, it might be possible to achieve something similar to the retention-label process using Power Automate (which all UoE members can use as part of our O365 licence). For example, there is the Update and delete items in a SharePoint list on a recurring basis Power-Automate flow template, which you could adapt to work with your library (along with perhaps adding some appropriate columns to your library) to delete files that have elapsed their retention period. (You also of course could build a flow from scratch to meet your needs.)Would you like to have a look at Power Automate to see if that could work for you?Kind regards,(NAME)
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Power Automate
Update and delete items in a SharePoint list on a recurring basis

Kind regards,
(NAME)
SharePoint AuditingAll sites should be audited and logs can be returned for the last 90 days as standard. You should be able to search on actions based on filename, folder or site.https://compliance.microsoft.com/auditlogsearch?viewid=Test%20Tab
SharePoint Auditing
All sites should be audited and logs can be returned for the last 90 days as standard. You should be able to search on actions based on filename, folder or site.https://compliance.microsoft.com/auditlogsearch?viewid=Test%20Tab
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Committees Site Publish Button not VisibleHelpline staff should be in this AD group 'IS Helpline Permissions' in order to publish committee sites. However, this doesn't always seem to make the 'Publish' button visible to them on new committee sites. Therefore, you can add them in manually at: https://uoe.sharepoint.com/sites/committees/_layouts/15/mngsiteadmin.aspxThis will allow them to see the 'Publish' button.
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Helpline staff should be in this AD group 'IS Helpline Permissions' in order to publish committee sites. However, this doesn't always seem to make the 'Publish' button visible to them on new committee sites. Therefore, you can add them in manually

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Access to Sharepoint sites for former employees who have returnedrelates
to the person being a former employee who has come back. SharePoint
stores the old uun account in a hidden list (in each site). Problem
happens because we reuse uuns, Active Directory deletes acount after
certain number of days and then when person comes back if uun is re-used
the account is recreated in AD but it has a different guid or object ID,
so SharePoint gets confused as it is clinging on to the old object
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Copying permissions of existing SharePoint site to a new siteThere's an API to get permissions group membership - for most purposes people call it from Excel as a 'Get Data' > 'From Other Sources' > 'From OData Feed'. See screenshot below:To find the URL, first you'll need the group ID of the desired permission group. To get this, first navigate to the group and copy the ID in the URL like so:Next, append '/_api/Web/SiteGroups/GetByID([GROUP ID GOES HERE])/Users' at the end of the site root address (replace where it says '[GROUP ID GOES HERE]' with the Group ID you copied in the previous step (keep the '()' brackets in. For the example above, it would be: https://uoe.sharepoint.com/sites/WassimPlaygroundSite/_api/Web/SiteGroups/GetByID(5)Then concatenate the emails with '; ' between each; copy & paste them into the new permissions group in the new site.

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[GROUP ID GOES HERE]

[GROUP ID GOES HERE]

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5

Then concatenate the emails with '; ' between each; copy & paste them into the new permissions group in the new site.

Known errors

Known errors

Known errors

When installing the SharePoint Application Catalog / Apps for SharePoint the 'Save this site as template' and 'Delete this site' options are removed.If the App Catalog is installed, and the 'Delete this site' is missing, the following workaround will allow Site Owners to delete the Site when needed:- Navigate to the Site / Subsite you wish to delete- Click Settings > Site Settings- The URL should now have _layouts/15/settings.aspx? and characters after this- Remove everything after _layouts/15/- Add deleteweb.aspxThen click 'Delete'.

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- Navigate to the Site / Subsite you wish to delete

- Click Settings > Site Settings

- The URL should now have _layouts/15/settings.aspx? and characters after this

- Remove everything after _layouts/15/

- Add deleteweb.aspx

Then click 'Delete'.
Sharepoint site shows as user is editing this pageSharepoint site shows user is editing this page
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Sharepoint site shows user is editing this page
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Standard Solutions
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NameDescriptionAudienceStatusNameDescriptionAudienceStatusDelete a SharePoint SiteInstructions on how to delete a siteHelplineActiveiFrame into SharePointHow to embed video / content into SharePointHelplineActive[SharePoint] Delete Committees SharePoint SiteSteps to delete a committeeService ManagementArchivedFile/Site Access RequestsInformation on how to contact if we get access requestsHelplineActiveFaulty WebpartHow to remove a faulty webpartHelplineActiveInformation gathering for SharePoint callsBasic information gatheringHelplineActiveShare site with everyone in UoEInstructions to add all users to SharePoint sitesHelplineActive[SharePoint] Opening files from SharePoint in Visio crashes the clientSteps to resolve Visio crashingHelplineArchivedSite creation request/enquiryInformation gathering to get a SharePoint site createdHelpline / Service ManagementActiveExternal accessSteps to share a file externallyHelplineActiveData Protection and Backup InformationSharePoint Data Protection and Backup information requests.Helpline / Service ManagementActive[SharePoint] Add External Sharing to Site CollectionA user requests for a full SharePoint Site Collection to have External Sharing enabled.Helpline / Service ManagementArchivedfile path too longAdvice on the steps a user can take if the file path for a document is too longHelplineActive[SharePoint] Permanently Delete Site from Recycle BinSteps to permanently delete a site if requestedService ManagementArchivedOpen with Explorer greyed outInstructions to use IEHelplineActive[SharePoint] All Staff Group in

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iFrame into SharePoint
How to embed video / content into SharePoint
Helpline
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[SharePoint] Delete Committees SharePoint SiteSteps to delete a committeeService ManagementArchived
[SharePoint] Delete Committees SharePoint Site

[SharePoint] Delete Committees SharePoint Site
[SharePoint] Delete Committees SharePoint Site
Steps to delete a committee
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File/Site Access RequestsInformation on how to contact if we get access requestsHelplineActive
File/Site Access Requests
Information on how to contact if we get access requests
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Faulty WebpartHow to remove a faulty webpartHelplineActive
Faulty Webpart
How to remove a faulty webpart
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Information gathering for SharePoint callsBasic information gatheringHelplineActive
Information gathering for SharePoint calls
Basic information gathering
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Share site with everyone in UoEInstructions to add all users to SharePoint sitesHelplineActive
Share site with everyone in UoE
Instructions to add all users to SharePoint sites
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[SharePoint] Opening files from SharePoint in Visio crashes the clientSteps to resolve Visio crashingHelplineArchived
[SharePoint] Opening files from SharePoint in Visio crashes the client
[SharePoint] Opening files from SharePoint in Visio crashes the client
[SharePoint] Opening files from SharePoint in Visio crashes the client
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Site creation request/enquiry
Information gathering to get a SharePoint site created
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External accessSteps to share a file externallyHelplineActive
External access
Steps to share a file externally
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Data Protection and Backup InformationSharePoint Data Protection and Backup information requests.Helpline / Service ManagementActive
Data Protection and Backup Information
SharePoint Data Protection and Backup information requests.
 Data Protection and Backup information requests.
Helpline / Service Management
Helpline / Service Management

Active
[SharePoint] Add External Sharing to Site CollectionA user requests for a full SharePoint Site Collection to have External Sharing enabled.Helpline / Service ManagementArchived
[SharePoint] Add External Sharing to Site Collection
[SharePoint] Add External Sharing to Site Collection
[SharePoint] Add External Sharing to Site Collection
A user requests for a full SharePoint Site Collection to have External Sharing enabled.
A user requests for a full
Site Collection to have External Sharing enabled.
Helpline / Service Management
Archived
file path too longAdvice on the steps a user can take if the file path for a document is too longHelplineActive
file path too long
Advice on the steps a user can take if the file path for a document is too long
Advice on the steps a user can take if the file path for a document is too long
Helpline
Active
[SharePoint] Permanently Delete Site from Recycle BinSteps to permanently delete a site if requestedService ManagementArchived
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[SharePoint] Permanently Delete Site from Recycle Bin
[SharePoint] Permanently Delete Site from Recycle Bin
Steps to permanently delete a site if requested
Service Management
Service Management
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Open with Explorer greyed outInstructions to use IEHelplineActive
Open with Explorer greyed out
Instructions to use IE
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[SharePoint] All Staff Group in SharePointIf a user wants to add All Staff and not Students, the group "All UoE Staff" can be used.HelplineArchived
[SharePoint] All Staff Group in SharePoint
[SharePoint] All Staff Group in SharePoint
[SharePoint] All Staff Group in SharePoint
If a user wants to add All Staff and not Students, the group "All UoE Staff" can be used.
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Helpline
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Unpublish Committee Paper & MeetingsSteps to unpublish SharePoint committeeHelpline / Service ManagementActive
Unpublish Committee Paper & Meetings
Steps to unpublish SharePoint committee
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Active
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Site design/content/layout technical issue
Site design/content/layout technical issue
Steps for when content requests are raised
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Active
Editing default blog page fix in Modern Teams siteSteps to fix 'edit page' missing in blog pagesService ManagementActive
Editing default blog page fix in Modern Teams site
Steps to fix 'edit page' missing in blog pages
Service Management
Active

<h1>13. Office 365 - Microsoft Stream</h1>
13.
UniDesk Category: Core Services and Systems
UniDesk Category
UniDesk SubCategory: Collaboration Tools
UniDesk SubCategory

Object ID: Office 365
Object ID

Organisational User-facing documentation: http://www.ed.ac.uk/stream
Organisational User-facing documentation
http://www.ed.ac.uk/stream
Vendor User-facing documentation: https://learn.microsoft.com/en-us/stream/
Vendor User-facing documentation:
https://learn.microsoft.com/en-us/stream/
Service manager's documentation: None
Service manager's documentation:

Microsoft Stream has been enabled on our tenancy and will be classed as a supported component of Office 365. Nothing for us to do since Stephen and Eilidh will be picking up all the support requests until a handover is proposed.
Our process: If you see “Stream” in the call fire it off to Stephen and he can then triage to Eilidh if required. We don’t touch it.
Our process:

The background from Stephen:
Gavin and the Principal are expecting MS Stream to be enabled this week in an effort to mitigate the issue whereby people are complaining that without it, they're being forced to upload their Teams meeting recordings to social media platforms for sharing.   This is a deliverable of DTI053 project which reports weekly to Gavin and the Principal.
We will 'silently' enable Stream in that we're deliberately not broadcasting to everyone that it's available all at once. We have

getting started, FAQ and How To guidance, including privacy and policy in place at: https://www.edweb.ed.ac.uk/information-services/computing/comms-and-collab/office365/microsoft-stream
https://www.edweb.ed.ac.uk/information-services/computing/comms-and-collab/office365/microsoft-stream
Eilidh and I will pick up queries raised through IS Helpline. Although there's not much there to configure - Microsoft has it packaged up tightly - it's basically like having a Youtube-esq account.
We will continue to work in the background to build service documentation covering service design, support flows, status alerts etc. with a view to build knowledge transfer. However, this will take us through September.

Service requestLink or responseService requestLink or responseQuestions about Microsoft Stream classic closureHello USER,Content in 'Stream Classic' will be migrated to 'Stream on SharePoint' and we're currently working through plans and processes for this so content owners, including NAME will be contacted in due course.Existing content can continue to be accessed normally and users do not need to take any action but we do recommend they familiarise with the Stream on SharePoint sooner rather than later: https://stream.office.com/. This new version lets you upload videos to platforms across Microsoft 365 and access them from one central location.The closure of 'Stream Classic' has been extended to 15 April 2024, and as I said users will be contacted regarding migration before then. Storage quota on this platform isn't an issue.Best regards,OPERATORService Operations CoordinatorIS Apps Service Management
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USER

NAME

https://stream.office.com/

OPERATOR

<h1>14. Office 365 - Teams</h1>
14.

UniDesk Category: Core Services and Systems
UniDesk Category
UniDesk SubCategory: Collaboration Tools
UniDesk SubCategory

Object ID: Teams on Office365
Object ID

Organisational User-facing documentation:: https://www.ed.ac.uk/teams
Organisational User-facing documentation
https://www.ed.ac.uk/teams
Vendor User-facing documentation: https://support.microsoft.com/en-us/teams
Vendor User-facing documentation:
https://support.microsoft.com/en-us/teams
Service manager's documentation:
https://uoe.sharepoint.com/sites/OnlineandDigitalEvents
Service manager's documentation:
https://uoe.sharepoint.com/sites/OnlineandDigitalEvents
SOM: IS Apps Service Management - Stephen Smith
SOM:
RequestProcessRequestProcessMS Graph: Deleting a Teams Channel Event SeriesMS Graph: Deleting a Teams Channel Event SeriesScheduling Meeting in Teams ChannelUser scheduled meeting within a Teams channel and is not receiving response notifications:
https://www.wiki.ed.ac.uk/display/ser/%5BO365%5D+Scheduling+Meeting+in+Teams+ChannelRecovering a Teams recording that is failing to upload to OneDrive/SharePoint Possible workaround steps:O365 Admin - Open the "Support" dialog box at admin.microsoft.comClick "New service request"Type: "Diag: Missing Recording" in the search bar & returnenter URL & date of meeting in the supplied fieldsIf successful:- This will generate a URL. Go to the URL and the meeting recording will download.- Share to the meeting host to re-share with participantsIf not successful:- It’ll tell you to log a ticket with MicrosoftNote: when logging a ticket with Microsoft, ensure that you have the following information:UPN of the organiser and the user who initiated the recordingDate and time in which the meeting took placeMeeting linkYou will then receive a link for each recording that the organiser or the person who started the recording will be able to use to download the recording as long as they are signed into Teams on the web in a different tab.Teams Premium licenceFrom Teams Premium Licensing details from Microsoft:At general release, Microsoft won't offer an EDU-specific license or EDU discounts for Teams Premium.Checking with our license reseller, they confirm that the Teams Premium license add-on is not available to Higher Education at this time.Sharegate migration tool moving Teams channelsUse of the Sharegate Migration Tool for copying Teams channels to another team.
RequestProcessRequestProcessMS Graph: Deleting a Teams Channel Event SeriesMS Graph: Deleting a Teams Channel Event SeriesScheduling Meeting in Teams ChannelUser scheduled meeting within a Teams channel and is not receiving response notifications:
https://www.wiki.ed.ac.uk/display/ser/%5BO365%5D+Scheduling+Meeting+in+Teams+ChannelRecovering a Teams recording that is failing to upload to OneDrive/SharePoint Possible workaround steps:O365 Admin - Open the

"Support" dialog box at admin.microsoft.comClick "New service request"Type: "Diag: Missing Recording" in the search bar & returnenter URL & date of meeting in the supplied fieldsIf successful:- This will generate a URL. Go to the URL and the meeting recording will download.- Share to the meeting host to re-share with participantsIf not successful:- It’ll tell you to log a ticket with MicrosoftNote: when logging a ticket with Microsoft, ensure that you have the following information:UPN of the organiser and the user who initiated the recordingDate and time in which the meeting took placeMeeting linkYou will then receive a link for each recording that the organiser or the person who started the recording will be able to use to download the recording as long as they are signed into Teams on the web in a different tab.Teams Premium licenceFrom Teams Premium Licensing details from Microsoft:At general release, Microsoft won't offer an EDU-specific license or EDU discounts for Teams Premium.Checking with our license reseller, they confirm that the Teams Premium license add-on is not available to Higher Education at this time.Sharegate migration tool moving Teams channelsUse of the Sharegate Migration Tool for copying Teams channels to another team.

RequestProcess
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MS Graph: Deleting a Teams Channel Event SeriesMS Graph: Deleting a Teams Channel Event SeriesScheduling Meeting in Teams ChannelUser scheduled meeting within a Teams channel and is not receiving response notifications:
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from Microsoft:At general release, Microsoft won't offer an EDU-specific license or EDU discounts for Teams Premium.Checking with our license reseller, they confirm that the Teams Premium license add-on is not available to Higher Education at this time.Sharegate migration tool moving Teams channelsUse of the Sharegate Migration Tool for copying Teams channels to another team.

MS Graph: Deleting a Teams Channel Event SeriesMS Graph: Deleting a Teams Channel Event Series

MS Graph: Deleting a Teams Channel Event Series

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MS Graph: Deleting a Teams Channel Event Series

MS Graph: Deleting a Teams Channel Event Series

Scheduling Meeting in Teams ChannelUser scheduled meeting within a Teams channel and is not receiving response notifications: https://www.wiki.ed.ac.uk/display/ser/%5BO365%5D+Scheduling+Meeting+in+Teams+Channel

Scheduling Meeting in Teams Channel

User scheduled meeting within a Teams channel and is not receiving response notifications: https://www.wiki.ed.ac.uk/display/ser/%5BO365%5D+Scheduling+Meeting+in+Teams+Channel

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Recovering a Teams recording that is failing to upload to OneDrive/SharePoint Possible workaround steps:O365 Admin - Open the "Support" dialog box at admin.microsoft.comClick "New service request"Type: "Diag: Missing Recording" in the search bar & returnenter URL & date of meeting in the supplied fieldsIf successful:- This will generate a URL. Go to the URL and the meeting recording will download.- Share to the meeting host to re-share with participantsIf not successful:- It’ll tell you to log a ticket with MicrosoftNote: when logging a ticket with Microsoft, ensure that you have the following information:UPN of the organiser and the user who initiated the recordingDate and time in which the meeting took placeMeeting linkYou will then receive a link for each recording that the organiser or the person who started the recording will be able to use to download the recording as long as they are signed into Teams on the web in a different tab.

Recovering a Teams recording that is failing to upload to OneDrive/SharePoint

Possible workaround steps:O365 Admin - Open the "Support" dialog box at admin.microsoft.comClick "New service request"Type: "Diag: Missing Recording" in the search bar & returnenter URL & date of meeting in the supplied fieldsIf successful:- This will generate a URL. Go to the URL and the meeting recording will download.- Share to the meeting host to re-share with participantsIf not successful:- It’ll tell you to log a ticket with MicrosoftNote: when logging a ticket with Microsoft, ensure that you have the following information:UPN of the organiser and the user who initiated the recordingDate and time in which the meeting took placeMeeting linkYou will then receive a link for each recording that the

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admin.microsoft.com
Click "New service request"
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If successful:
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- This will generate a URL. Go to the URL and the meeting recording will download.
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Sharegate migration tool moving Teams channels
Use of the Sharegate Migration Tool for copying Teams channels to another team.
Use of the Sharegate Migration Tool for copying Teams channels to another team.

<h1>15. SAP Business Objects</h1>
15.
SAP Business Objects
UniDesk Category: Core Services and Systems
UniDesk Category
UniDesk SubCategory: Business Reporting & Analytics
UniDesk SubCategory

Object ID: Business Objects BI Launchpad, Business Objects Explorer ,Business Reporting and Analytics
Object ID

Tag: [BI Suite]
Tag
Organisational User-facing documentation:: https://www.ed.ac.uk/information-services/computing/comms-and-collab/reporting-and-analytics/businessobjects-overview

Organisational User-facing documentation
https://www.ed.ac.uk/information-services/computing/comms-and-collab/reporting-and-analytics/businessobjects-overview
Vendor User-facing documentation: https://support.sap.com/en/my-support/knowledge-base.html
Vendor User-facing documentation:
https://support.sap.com/en/my-support/knowledge-base.html
Service manager's documentation: BI Tools: SAP BusinessObjects Service Page
Service manager's documentation:
BI Tools: SAP BusinessObjects Service Page
SOM: IS Apps Enterprise Data Services - Andrew McFarlane
SOM:
ProcessLinkProcessLinkAdvanced, Standard, and Restrict to StandardAdvanced groups give users the ability to amend and create reports within a universe,Standard groups give the user 'Read Only' access to the universe. They can run a report, but they cannot edit the queries.The Restrict to Standard group does what it says on the tin. It operates across all universes, restricting access to Read Only. Historically, when an access request for a particular universe came in, the user would be added to Advanced, Standard, and the general Restrict to Standard group. The idea behind this was that we could easily remove the Restrict to Standard group if/when the user did the training to get Advanced access. What this means is that there will be users listed in the Advanced groups who do not actually have the ability to amend or write reports. If you see a user in the Advanced groups who you think shouldn't have edit access, assume that they're not in the Restrict to Standard group.Processing BI Suite requestsBI Suite Call RoutingService Team adding users to BI Suite and to GroupsArea authorisersBi Suite WikiBI Suite general informationAdvanced UsersBI Suite Advanced Users ListService Team BIS Advanced Licence RequestLicense swapsBusinessObject Routine Service Activities (Revised May 2019)Editing message in BI launch padEditing Bi launch pad messagesBI Suite general callsGuide general callsBI Suite New Access GroupFor any calls that require an access group to be created the call should be passed to The BI Service Manager to be createdBI Suite TrainingUsers must request access via the relevant Content Provider first:https://www.ed.ac.uk/information-services/computing/comms-and-collab/reporting-and-analytics/accessBI Suite Mailing Listsbi_ug@mlist - all active users should be on this; we use it to communicate about service outagesbi_areas@mlist - for key service stakeholders; for policy changes and discussions etc.BI Suite Scheduled ReportsIf a user is trying to run a scheduled report, through explorer, they will need the BI Password set.Request for secure foldersThis is not something we can do currently:Response for someone requesting this for Student Systems folders:"There is no secure college/school space in BusinessObjects just yet. Teams use Student Systems > Locally Developed, to store their reports, but there is no security on those in the sense that each folder is not locked down so that only that team can see it.However, on each folder Advanced and Standard rights do apply as normal. So users accessing a folder who have Standard rights will only be able to view the report and save it to their favorites (where they an edit it) , but they can't delete it or make and save changes to either query or formatting.At the moment there is no resource to implement secure college/school space because this would

require a lot of resource that isn't available just now.We hope the Locally space can offer you a half-way house until we can roll-out something more fitting."I can see "#TOARCHIVE" in front of some of my reports. Will it be archived?It's an automated flag put into the description of a report if it's more than 6 months old. Reports won't actually be archived or deleted so they're perfectly safe. Access to BI Suite TestTest BI Suite / Test Business Objects does not work via EASE or Test myed. Instead the user must be given a Test Password and then sent the following URLs:Modern Launchpad: https://www-test.bobi.is.ed.ac.uk/BOE/BILaunchpadClassic Launchpad: https://www-test.bobi.is.ed.ac.uk/BOE/BITo set their password, log into Test CMC via: https://www-test.bobi.is.ed.ac.uk/BOE/CMCThen, search for the User (via Users and Groups > User list)Here, set a password and choose the options 'Password never expires' and 'User must change password at next login':Click 'Save and close' and send the password to the user securely.Accidentally sent a report to 'Everyone'The report will need to be removed from all user BI Suite inboxes (2000+) - Ticket for reference: I220105-2234Steps taken to remove the reports:- Open BI Suite QMC- Select the 'Inboxes' option from the drop down- Search for the file name minus the numbers* - in this case Coursework Extensions : - Confirm the results are the specific report in question. Note - there is not a lot of information here so you may need to search individual inboxes to get more data to help narrow down the deletion. - Select all reports to be deleted - Right click and 'Delete' - Repeat this in 500 batches at a time. - useful tip is to pick a username from this batch and confirm it is deleted before moving to the next 500.*Every report in a user's inbox gets a different number when sending in bulk. eg Coursework Extensions : 1008001, 1008002 etc.). This number is useful for determining if the file was sent earlier than the bulk send. Eg. Coursework Extensions 670001 would be a number earlier sent report than 1008001. So, we can search Coursework Extension : 1008 to find only those sent in this run (or later).Example of the search:The user can then be advised to report it as a breach via the DPO if they consider the data sensitive: https://www.ed.ac.uk/data-protection/breach-procedureBI Suite incorrect date formatTickets for reference: I201022-1810 & I220915-1211Get the user to try the following:Click on 'Locale and Time Zone' and try the following combination of settings:Preferred Viewing Locale: "English (United Kingdom)"Current Time Zone: "Greenwich Mean Time: Dublin, Edinburgh, ..."Product Locale: EnglishRestart BI Suite after this, double check the settings have saved, and then try the export again. BI Visitor reporthttps://www.wiki.ed.ac.uk/display/ser/Service+Team+Request+for+Visitor+Registration+Report+ProcessGroup membershipSAP Group membership ProcessLinkProcessLinkAdvanced, Standard, and Restrict to StandardAdvanced groups give users the ability to amend and create reports within a universe,Standard groups give the user 'Read Only' access to the universe. They can run a report, but they cannot edit the queries.The Restrict to Standard group does what it says on the tin. It operates across all universes, restricting access to Read Only. Historically, when an access request for a particular universe came in, the user would be added to Advanced, Standard, and the general Restrict to Standard group. The idea behind this was that we could easily remove the Restrict to Standard group if/when the user did the training to get Advanced access. What this means is that there will be users listed in

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Advanced UsersBI Suite Advanced Users ListService Team BIS Advanced Licence Request
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Steps taken to remove the reports:
- Open BI Suite QMC- Select the 'Inboxes' option from the drop down- Search for the file name minus the numbers* - in this case Coursework Extensions : - Confirm the results are the specific report in question. Note - there is not a lot of information here so you may need to search individual inboxes to get more data to help narrow down the deletion. - Select all reports to be deleted - Right click and 'Delete' - Repeat this in 500 batches at a time. - useful tip is to pick a username from this batch and confirm it is deleted before moving to the next 500.

*Every report in a user's inbox gets a different number when sending in bulk. eg Coursework Extensions : 1008001, 1008002 etc.). This number is useful for determining if the file was sent earlier than the bulk send. Eg. Coursework Extensions 670001 would be a number earlier sent report than 1008001. So, we can search Coursework Extension : 1008 to find only those sent in this run (or later).
Example of the search:

The user can then be advised to report it as a breach via the DPO if they consider the data sensitive: https://www.ed.ac.uk/data-protection/breach-procedure
https://www.ed.ac.uk/data-protection/breach-procedure
BI Suite incorrect date formatTickets for reference: I201022-1810 & I220915-1211Get the user to try the following:Click on 'Locale and Time Zone' and try the following combination of settings:Preferred Viewing Locale: "English (United Kingdom)"Current Time Zone: "Greenwich Mean Time: Dublin, Edinburgh, ..."Product Locale: EnglishRestart BI Suite after this, double check the settings have saved, and then try the export again.
BI Suite incorrect date format
Tickets for reference: I201022-1810 & I220915-1211Get the user to try the following:Click on 'Locale and Time Zone' and try the following combination of settings:Preferred Viewing Locale: "English (United Kingdom)"Current Time Zone: "Greenwich Mean Time: Dublin, Edinburgh, ..."Product Locale: EnglishRestart BI Suite after this, double check the settings have saved, and then try the export again.
Tickets for reference: I201022-1810 & I220915-1211
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Preferred Viewing Locale: "English (United Kingdom)"Current Time Zone: "Greenwich Mean Time: Dublin, Edinburgh, ..."Product Locale: English

Restart BI Suite after this, double check the settings have saved, and then try the export again.
BI Visitor reporthttps://www.wiki.ed.ac.uk/display/ser/Service+Team+Request+for+Visitor+Registration+Report+Process

BI Visitor report
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UniDesk Category:
UniDesk Category
UniDesk SubCategory:
UniDesk SubCategory

Object ID: Serengeti
Object ID

Tag:
Tag
Organisational User-facing documentation:
https://www.ed.ac.uk/information-services/computing/application-development/doc-management
Organisational User-facing documentation
https://www.ed.ac.uk/information-services/computing/application-development/doc-management
Vendor User-facing documentation: ?
Vendor User-facing documentation: ?
Service manager's documentation: Serengeti
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UniDesk Category: UK and International Services
UniDesk Category
UniDesk SubCategory: UniDesk
UniDesk SubCategory

Object ID: UniDesk Institution
Object ID

Tag: [UDSK]
Tag
Organisational User-facing documentation:
https://www.ed.ac.uk/information-services/computing/comms-and-collab/unidesk
Organisational User-facing documentation
https://www.ed.ac.uk/information-services/computing/comms-and-collab/unidesk
Vendor User-facing documentation: ?
Vendor User-facing documentation:
Service manager's documentation: UniDesk
Service manager's documentation:
UniDesk
RequestProcessRequestProcessBasic Service OverviewGuidanceEverythingAdmin GuideMost UDSK SR are documented here, including Operators/Operator Groups/Hidden Teams/Categories and Mail Loops.Operator card managementAdding and removing an operator to an operator groupHow to add an operatorIncident ManagementIncident Management OverviewCategory ManagementManaging categories and subcategoriesPermissionspermissions explainedMail import set upMail importDiagnosticsdiagnostics pageUniversity of Abertay password re-setpassword re-setSetting ManagementUniDesk Admin Settings (Settings Management Client)Password removeDeleting Inappropriate Information from IncidentsCreate Operator Group with Mail Import RequiredCreate a new Operator Group with Mailbox in UnideskDaily Person Import failuresUniDesk Person Import Failure Process
RequestProcessRequestProcessBasic Service OverviewGuidanceEverythingAdmin GuideMost UDSK SR are documented here, including Operators/Operator Groups/Hidden Teams/Categories and Mail Loops.Operator card managementAdding and removing an operator to an operator groupHow to add an operatorIncident ManagementIncident Management OverviewCategory ManagementManaging categories and subcategoriesPermissionspermissions explainedMail import set upMail importDiagnosticsdiagnostics pageUniversity of Abertay password re-setpassword re-setSetting ManagementUniDesk Admin Settings (Settings Management Client)Password removeDeleting Inappropriate Information from IncidentsCreate Operator

Group with Mail Import RequiredCreate a new Operator Group with Mailbox in UnideskDaily Person Import failuresUniDesk Person Import Failure Process

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Basic Service OverviewGuidance
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Admin Guide

Operator card managementAdding and removing an operator to an operator groupHow to add an operator
Operator card management
Adding and removing an operator to an operator groupHow to add an operator
Adding and removing an operator to an operator group

Adding and removing an operator to an operator group
How to add an operator
How to add an operator
Incident ManagementIncident Management Overview
Incident Management
Incident Management Overview
Incident Management Overview
Category ManagementManaging categories and subcategories
Category Management
Managing categories and subcategories
Managing categories and subcategories
Permissionspermissions explained
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Mail import set upMail import
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Deleting Inappropriate Information from Incidents
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Create a new Operator Group with Mailbox in Unidesk
Create a new Operator Group with Mailbox in Unidesk
Daily Person Import failuresUniDesk Person Import Failure Process
Daily Person Import failures
UniDesk Person Import Failure Process
UniDesk Person Import Failure Process

Standard Solutions
Standard Solutions

NameDescriptionAudienceStatusNameDescriptionAudienceStatus[Unidesk] Update Mail Import CertificatesShould UniDesk Mail Imports fail for an institution, this process can be used to check and get it working again. This can be used for Office 365 environments.Service ManagementArchivedDetermine UniDesk Logins - Operator and SSPIf we want to determine the number of logins for operator interface or SSP.Service ManagementArchivedFeedback field in UniDeskEnquiry regarding the usage of the feedback field and how it works.Service ManagementArchivedUniDesk Accessibility queryGeneral statement on UniDesk's accessibility and what has been worked on to improve this.Service ManagementArchivedUniDesk and Operator FiltersInstitution has requested feasibility of using Operator Filters.Service ManagementArchivedUniDesk Autoclosure mechanism not working (Events and Actions)If an institution reports that their autoclosure mechanism is not working then it is likely that a few things will need checked. Symptoms could include the 14-day day autoclosure not automatically closing calls from 1st line confirmed resolution to closed without confirmation. I181030-3042 was the call that prompted this solution.Service ManagementArchivedUniDesk Demonstration EnvironmentWe often receive requests for access to a UniDesk Demonstration or Trial Environment. Normally this is part of some discussion about features or pricing and some discussion has already taken place. If the enquiry has not yet started please refer to the Service Owners or SOM firstly so they can kick start the conversation. If this has already taken place this Standard Solution will give you the steps required to supply access.Service ManagementArchivedUniDesk Email Size LimitsUniDesk Email size limitationsService ManagementArchivedUniDesk enquiryTemplate email to be adapted for incoming UniDesk prospective member enquiries - likely there are questions needing embedded in the response so needs amended....Service ManagementArchivedUniDesk Logon error with Azure ADUniDesk institutions who use Azure AD as their authentication method (rather than Shibboleth) may encounter a role-based error when trying to access either Operator or Self Service functionality."The signed in user X@institution.ac.uk is not assigned to a role for the application".Service ManagementArchivedUniDesk Mail imports failingERROR:~~~~~~Mail imports were failing for Napier with the below message:Connection failed: The request failed. The request failed. java.lang.RuntimeException: Unexpected error: java.security.InvalidAlgorithmParameterException: the trustAnchors parameter must be non-emptyService ManagementArchivedUniDesk MobileCustomer enquiring about the availability or plans for a mobile app.Service ManagementArchived NameDescriptionAudienceStatusNameDescriptionAudienceStatus[Unidesk] Update Mail Import CertificatesShould UniDesk Mail Imports fail for an institution, this process can be used to check and get it working again. This can be used for Office 365 environments.Service ManagementArchivedDetermine UniDesk Logins - Operator and SSPIf we want to determine the number of logins for operator interface or SSP.Service ManagementArchivedFeedback field in UniDeskEnquiry regarding the usage of the feedback field and how it works.Service ManagementArchivedUniDesk Accessibility queryGeneral statement on UniDesk's accessibility and what has been worked on to improve this.Service ManagementArchivedUniDesk and Operator FiltersInstitution has requested feasibility of using Operator Filters.Service ManagementArchivedUniDesk Autoclosure mechanism not working (Events and Actions)If an institution reports that their autoclosure mechanism is not working then it is likely that a few things will need checked. Symptoms could include the 14-day day autoclosure not

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[Unidesk] Update Mail Import CertificatesShould UniDesk Mail Imports fail for an institution, this process can be used to check and get it working again. This can be used for Office 365 environments.Service

ManagementArchivedDetermine UniDesk Logins - Operator and SSPIf we want to determine the number of logins for operator interface or SSP.Service ManagementArchivedFeedback field in UniDeskEnquiry regarding the usage of the feedback field and how it works.Service ManagementArchivedUniDesk Accessibility queryGeneral statement on UniDesk's accessibility and what has been worked on to improve this.Service ManagementArchivedUniDesk and Operator FiltersInstitution has requested feasibility of using Operator Filters.Service ManagementArchivedUniDesk Autoclosure mechanism not working (Events and Actions)If an institution reports that their autoclosure mechanism is not working then it is likely that a few things will need checked. Symptoms could include the 14-day day autoclosure not automatically closing calls from 1st line confirmed resolution to closed without confirmation. I181030-3042 was the call that prompted this solution.Service ManagementArchivedUniDesk Demonstration EnvironmentWe often receive requests for access to a UniDesk Demonstration or Trial Environment. Normally this is part of some discussion about features or pricing and some discussion has already taken place. If the enquiry has not yet started please refer to the Service Owners or SOM firstly so they can kick start the conversation. If this has already taken place this Standard Solution will give you the steps required to supply access.Service ManagementArchivedUniDesk Email Size LimitsUniDesk Email size limitationsService ManagementArchivedUniDesk enquiryTemplate email to be adapted for incoming UniDesk prospective member enquiries - likely there are questions needing embedded in the response so needs amended....Service ManagementArchivedUniDesk Logon error with Azure ADUniDesk institutions who use Azure AD as their authentication method (rather than Shibboleth) may encounter a role-based error when trying to access either Operator or Self Service functionality."The signed in user X@institution.ac.uk is not assigned to a role for the application".Service ManagementArchivedUniDesk Mail imports failingERROR:~~~~~~Mail imports were failing for Napier with the below message:Connection failed: The request failed. The request failed. java.lang.RuntimeException: Unexpected error: java.security.InvalidAlgorithmParameterException: the trustAnchors parameter must be non-emptyService ManagementArchivedUniDesk MobileCustomer enquiring about the availability or plans for a mobile app.Service ManagementArchived
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UniDesk Accessibility queryGeneral statement on UniDesk's accessibility and what has been worked on to improve this.Service ManagementArchived
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UniDesk Email Size LimitsUniDesk Email size limitationsService ManagementArchived
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UniDesk enquiryTemplate email to be adapted for incoming UniDesk prospective member enquiries - likely there are questions needing embedded in the response so needs amended....Service ManagementArchived
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"The signed in user X@institution.ac.uk is not assigned to a role for the application".
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UniDesk Mail imports failing

UniDesk Mail imports failing
UniDesk Mail imports failing
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Customer enquiring about the availability or plans for a mobile app.
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<h1>16. Visitor Registration System</h1>
16.
Visitor Registration System
Visitor Registration
UniDesk Category: Core Services and Systems
UniDesk Category
UniDesk Subcategory: Visitor Registration System
UniDesk Subcategory
Object ID: Visitor Registration
Object ID

Tag: [VRS]
Tag
Organisational User-facing documentation: https://www.ed.ac.uk/information-services/computing/application-development/vrs
Organisational User-facing documentation
https://www.ed.ac.uk/information-services/computing/application-development/vrs
Vendor User-facing documentation: N/A
Vendor User-facing documentation:
Service manager's documentation: Visitor Registration
Service manager's documentation:
Visitor Registration
RequestProcessRequestProcessVRS Approvers - EUSA and EIEdinburgh University Students Association and the Edinburgh Innovations teams are all Visiting Staff. Typically we would ask that a permanent (non-

Visiting-Staff) person is the Approver for their area however none exist. We have a deal with these two areas that they can do Approval but not themselves.Edinburgh Innovations IT Manager (David Montreuil) has the following people as Approvers and IDMCO personnel:Gillian Ferguson - v1gferguAlasdair MacLeod - v1amacl7Kris McQuade - v1kmcquaDavid Montreuil - v1dbouazVRS AccessApplication FormVRS - VisitorRegistrationAccesshttps://uoe.sharepoint.com/sites/office365serv/SitePages/IDM-VRS-Authorised-Users-List.aspxMailing listhttps://mlist.is.ed.ac.uk/lists/info/vrs-usersChanging a visitor's Org UnitKnown Error vrs and idm org unit don't match causing permissions to drop. Fix using following documentation:Changing the "Authorisation" tab Org UnitAdding authorising for VRS/IDMHow to give VRS/IDM authorisationEnding a visitEnding a visitRejecting an application formHello APPROVERS_NAME,The application for REQUESTORS NAME’s access to the Visitor Registration System (VRS) & Identity Management System (IDM) has been rejected. This is because no options were selected in the Application Form. Should they still require VRS / IDM access, please provide the level needed:VRS: Originator/Sponsor OR Approver OR No VRS Access RequiredIDM: IDMCO or No IDM Access RequiredDeleting a VisitA visit must be ended by the VRS admins for the department. We can end visits in certain circumstances '(see Ending a visit' above). However, if a Visit MUST be deleted immediatley (with no suspension period) we can do this:Get approval from HR / The VRS Admin and confirm the reason for deletingLog into VRS and search for the Visitor IDEdit the visit and set the end date to todaySave and then go back to the visit and click DeletePlease note - If a visit is deleted, the suspension period will last until the visit end date NOT after the 30 day suspension period.Missing Services for VisitorComplete the following steps if the cases below are trueVisitor account has missing servicesThe services have been correctly selected in the current active visitConfirm the users have Group Memberships listed. i.e Visitor Staff and ORG Code. If they do not, raise the call to Application Management.The selected missing services have 'Unknown' status under the the 'Associated Groups' i.eCheck the visitor's selected services from the latest visit and make a note.Compare the selected services to visitor's current services within IDM.Add missing services through 'Manage Services' section, all users should have AD selected.Confirm the missing services now have an Associated Group against the required services.Re-provision (insert) the updated Change Based Services as well, listed below:CCDVPNCAUTHMyEDWIKILapLanLearnLibFeedSATPebblepadStaffmailEASERenaming a VisitorVisitors cannot be renamed. The current visit must be ended and a new one created with the correct spelling / new name.Request for Visitor Registration ReportRequest for Visitor Registration Report ProcessService Team Request for Visitor Registration Report ProcessNEW: Service Team Service Request for Visitor Registration Report ProcessAD Access when Creating a Visitor When someone selects Wireless, VPN or LAPLAN when creating a visitor, they also get AD RequestProcessRequestProcessVRS Approvers - EUSA and EIEdinburgh University Students Association and the Edinburgh Innovations teams are all Visiting Staff. Typically we would ask that a permanent (non-Visiting-Staff) person is the Approver for their area however none exist. We have a deal with these two areas that they can do Approval but not themselves.Edinburgh Innovations IT Manager (David Montreuil) has the following people as Approvers and IDMCO personnel:Gillian Ferguson -

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VRS Approvers - EUSA and EI

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VRS AccessApplication Form

VRS Access

VRS Access

Application Form

Application Form

Application Form

VRS - VisitorRegistrationAccesshttps://uoe.sharepoint.com/sites/office365serv/SitePages/IDM-VRS-Authorised-Users-List.aspx

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Mailing listhttps://mlist.is.ed.ac.uk/lists/info/vrs-users

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Ending a visitEnding a visit

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Rejecting an application formHello APPROVERS_NAME,The application for REQUESTORS NAME’s access to the Visitor Registration System (VRS) & Identity Management System (IDM) has been rejected. This is because no options were selected in the Application Form. Should they still require VRS / IDM access, please provide the level needed:VRS: Originator/Sponsor OR Approver OR No VRS Access RequiredIDM: IDMCO or No IDM Access Required

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APPROVERS_NAME

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REQUESTORS NAME

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Originator/Sponsor

Approver

No VRS Access Required

IDM: IDMCO or No IDM Access Required

IDMCO

No IDM Access Required

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Visitor account has missing services
The services have been correctly selected in the current active visit
Confirm the users have Group Memberships listed. i.e Visitor Staff and ORG Code. If they do not, raise the call to Application Management.
The selected missing services have 'Unknown' status under the the 'Associated Groups' i.e
Unknown
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Confirm the missing services now have an Associated Group against the required services.
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CCDVPNCAUTHMyEDWIKILapLanLearnLibFeedSATPebblepadStaffmailEASE
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VPN
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WIKI

LapLan
Learn
LibFeed
SAT
Pebblepad
Staffmail
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<h1>17. Web Hosting</h1>
17.
Web Hosting
UniDesk Category: Core Services and Systems
UniDesk Category
UniDesk SubCategory: Collaboration Tools
UniDesk SubCategory

Object ID: Web and Application Hosting
Object ID

Tag: [Web Hosting]
Tag
Organisational User-facing documentation: https://www.ed.ac.uk/information-services/computing/audio-visual-multi-media/web-hosting
Organisational User-facing documentation
https://www.ed.ac.uk/information-services/computing/audio-visual-multi-media/web-hosting

Vendor User-facing documentation: https://docs.cpanel.net/cpanel/
Vendor User-facing documentation:
https://docs.cpanel.net/cpanel/
Service manager's documentation: Web Hosting Support
Service manager's documentation: Web Hosting Support
Web Hosting Support
SOM: IS Apps Service Management - Alain Forrester
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Service Outage/Disruption Contacts: csgdocs_users@mlist.is.ed.ac.uk, csgscripts_users@mlist.is.ed.ac.uk, hssdocs_users@mlist.is.ed.ac.uk, isdocs_users@mlist.is.ed.ac.uk, sasgdocs_users@mlist.is.ed.ac.uk, sasgscripts_users@mlist.is.ed.ac.uk, C.J.Henderson@ed.ac.uk, Callum.Kerr@ed.ac.uk
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isdocs_users@mlist.is.ed.ac.uk
sasgdocs_users@mlist.is.ed.ac.uk
sasgscripts_users@mlist.is.ed.ac.uk
C.J.Henderson@ed.ac.uk
Callum.Kerr@ed.ac.uk
ProcessLinkProcessLinkcPanel Hosting DocumentationcPanel Hosting - HomeHow to EASE protect a directory or domainEASE ProtectingHow to setup a new DomainDomain Setup ProcedureKB-IIS-1 Server (the O drive)https://www.wiki.ed.ac.uk/display/ISHelpKB/KB-IIS-1+Server+%28the+O+drive%29Hosting R filesR is a separate package, for statistical analysis and not something we can install on our serviceRequest to develop a siteThis is not a Service Management task. Direct the user to the 'Website Development Service' here:https://www.ed.ac.uk/information-services/computing/audio-visual-multi-media/web-development-service where the requester can fill out the 'Service Enquiry Form' Change Web Hosting PackageChange Web Hosting Package InstructionsAdd a RedirectHow to add a redirectCosts to host a siteAvailability, Entitlement & Charges - Note from Alain regarding costs for research purposes below:"For a basic hosting account - Free. Provided it fits into any of the basic options available.Historically we had it as POA because many research projects need to consider funding and would enter into discussions with us which might surface other costs elsewhere, such as ongoing maintenance, that would otherwise not be considered. The basic cost of the hosting itself is free given it keeps the website on the University's infrastructure and it's of little overhead given that we're running the service anyway."Known error - SSL Certificate didn't renew automaticallySSL Certificate did not renew automaticallyListing of hosted siteshttps://webhosting.is.ed.ac.uk/websites/Blocking and unblocking IP on hosting machines
ProcessLinkProcessLinkcPanel Hosting DocumentationcPanel Hosting - HomeHow to EASE protect a directory or domainEASE ProtectingHow to setup a new DomainDomain Setup ProcedureKB-IIS-1 Server (the O drive)https://www.wiki.ed.ac.uk/display/ISHelpKB/KB-IIS-

1+Server+%28the+O+drive%29Hosting R filesR is a separate package, for statistical analysis and not something we can install on our serviceRequest to develop a siteThis is not a Service Management task. Direct the user to the 'Website Development Service' here:https://www.ed.ac.uk/information-services/computing/audio-visual-multi-media/web-development-service where the requester can fill out the 'Service Enquiry Form' Change Web Hosting PackageChange Web Hosting Package InstructionsAdd a RedirectHow to add a redirectCosts to host a siteAvailability, Entitlement & Charges - Note from Alain regarding costs for research purposes below:"For a basic hosting account - Free. Provided it fits into any of the basic options available.Historically we had it as POA because many research projects need to consider funding and would enter into discussions with us which might surface other costs elsewhere, such as ongoing maintenance, that would otherwise not be considered. The basic cost of the hosting itself is free given it keeps the website on the University's infrastructure and it's of little overhead given that we're running the service anyway."Known error - SSL Certificate didn't renew automaticallySSL Certificate did not renew automaticallyListing of hosted siteshttps://webhosting.is.ed.ac.uk/websites/Blocking and unblocking IP on hosting machines

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cPanel Hosting DocumentationcPanel Hosting - Home
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How to EASE protect a directory or domainEASE Protecting
How to EASE protect a directory or domain
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How to setup a new DomainDomain Setup Procedure
How to setup a new Domain
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Domain Setup Procedure
KB-IIS-1 Server (the O drive)https://www.wiki.ed.ac.uk/display/ISHelpKB/KB-IIS-1+Server+%28the+O+drive%29
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KB-IIS-1 Server (the O drive)
https://www.wiki.ed.ac.uk/display/ISHelpKB/KB-IIS-1+Server+%28the+O+drive%29
https://www.wiki.ed.ac.uk/display/ISHelpKB/KB-IIS-1+Server+%28the+O+drive%29
Hosting R filesR is a separate package, for statistical analysis and not something we can install on our service
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Request to develop a siteThis is not a Service Management task. Direct the user to the 'Website Development Service' here:https://www.ed.ac.uk/information-services/computing/audio-visual-multi-media/web-development-service where the requester can fill out the 'Service Enquiry Form'
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Change Web Hosting PackageChange Web Hosting Package Instructions
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Availability, Entitlement & Charges - Note from Alain regarding costs for research purposes below:
Availability, Entitlement & Charges
"For a basic hosting account - Free. Provided it fits into any of the basic options available.Historically we had it as POA because many research projects need to consider funding and would enter into discussions with us which might surface other costs elsewhere, such as ongoing maintenance, that would otherwise not be considered. The basic cost of the hosting itself is free given it keeps the website on the University's infrastructure and it's of little overhead given that we're running the service anyway."
"For a basic hosting account - Free. Provided it fits into any of the basic options available.

Historically we had it as POA because many research projects need to consider funding and would enter into discussions with us which might surface other costs elsewhere, such as ongoing

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Known error - SSL Certificate didn't renew automaticallySSL Certificate did not renew automatically
Known error - SSL Certificate didn't renew automatically
SSL Certificate did not renew automatically
SSL Certificate did not renew automatically
Listing of hosted siteshttps://webhosting.is.ed.ac.uk/websites/
Listing of hosted sites
https://webhosting.is.ed.ac.uk/websites/
https://webhosting.is.ed.ac.uk/websites/
Blocking and unblocking IP on hosting machines

Blocking and unblocking IP on hosting machines

Blocking and unblocking IP on hosting machines

Standard Solutions
Standard Solutions

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<h1>18. Wiki Service</h1>
18.
Wiki Service
UniDesk Category:
UniDesk Category
UniDesk SubCategory:
UniDesk SubCategory

Object ID: Identity Management (IDM)
Object ID

Tag: [IDM]
Tag
Organisational User-facing documentation:
https://www.ed.ac.uk/information-services/computing/comms-and-collab/central-wiki
Organisational User-facing documentation
https://www.ed.ac.uk/information-services/computing/comms-and-collab/central-wiki
Vendor User-facing documentation:
https://confluence.atlassian.com/doc/confluence-data-center-and-server-documentation-135922.html
Vendor User-facing documentation:
https://confluence.atlassian.com/doc/confluence-data-center-and-server-documentation-135922.html
Service manager's documentation: Wiki Service
Service manager's documentation:
Wiki Service
SOM: IS Apps Service Management - Alain Forrester
SOM:

ProcessLinkProcessLinkEASE Friend AccessBrowse -> Confluence Admin -> Users Management.Search for the EASE friend by their email address to check that they are not already in the Wiki.Select Add User and use their email address for the Username, Full Name and Email fields. (Do not tick the box for sending an email to the user) The password is not important as they will use EASE to authenticate but one does need to be set.Then edit the groups for this user, first adding them to the 'evisitor-users' group and then removing them from 'confluence-users'.Resolve the UniDesk request using the standard solution.Faster to do this diretctly in Crowd:Service Team Ease Friend Wiki accessRemove/Rename/Copy/Backup a

WikiCloning or Renaming a wiki spaceGoogle AnalyticsGoogle Analytics OverviewSetting up a Theme Builder space/userAdministration of TBviewing users accounts on the Wikiview users account set up - impersonation toolCreate Footnote / Footnote DisplayThe easier way to do this would be to edit the page, find the text you would like to make a footnote for, and then start typing {footnote and select the Footnote macro that appears, then enter the text to be used for the footnote and click save. The foot note will then be created however will not be displayed until a Footnote Display is created. They can then set-up a Footnote Display at the bottom of the page by typing {footnotes and click on Footnotes Display macro.WIS Wiki Space AccessAny request from a user outside of IS for wiki access to WIS wiki space should be advise to contact PMO (Glenda) regarding request.Edit / Delete page that won't renderhttps://confluence.atlassian.com/confkb/cannot-edit-page-editing-or-deleting-a-page-that-won-t-render-167608440.htmlCan we get WIki Space stats such as edits?No, there is a Confluence Usage app but that is disabled on our environment since it causes performance issues on an environment of our size.Wiki Macros display Asian characters rather than EnglishIf a user is trying to add Macros to their pages and see the description in Asian characters then do the following.1) Manage Apps (top-right cog when logged in as Admin)2) Give it a wee minute to load and you'll see ScriptRuner as an option:3) Expand that and there's a grey 'Disable button'. Click that and confirm if asked (just click the don't give feedback link when it asks you why) 4) Wait for the plugin to be greyed out and the previous disable button becomes "enable".5) Click that to turn it back onBanners for outages and at riskWiki banners for outages and at risk
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Service Team Ease Friend Wiki access
Remove/Rename/Copy/Backup a WikiCloning or Renaming a wiki space
Remove/Rename/Copy/Backup a Wiki
Remove/Rename/Copy/Backup a Wiki
Cloning or Renaming a wiki space
Cloning or Renaming a wiki space
Cloning or Renaming a wiki space
Google AnalyticsGoogle Analytics Overview
Google Analytics
Google Analytics
Google Analytics Overview
Google Analytics Overview
Google Analytics Overview
Setting up a Theme Builder space/userAdministration of TB
Setting up a Theme Builder space/user
Setting up a Theme Builder space/user
Administration of TB
Administration of TB
Administration of TB
viewing users accounts on the Wikiview users account set up - impersonation tool
viewing users accounts on the Wiki
view users account set up - impersonation tool
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Create Footnote / Footnote DisplayThe easier way to do this would be to edit the page, find the text you would like to make a footnote for, and then start typing {footnote and select the Footnote macro that appears, then enter the text to be used for the footnote and click save. The foot note will then be created however will not be displayed until a Footnote Display is created. They can then set-up a Footnote Display at the bottom of the page by typing {footnotes and click on Footnotes Display macro.
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Edit / Delete page that won't renderhttps://confluence.atlassian.com/confkb/cannot-edit-page-editing-or-deleting-a-page-that-won-t-render-167608440.html

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Banners for outages and at riskWiki banners for outages and at risk
Banners for outages and at risk
Wiki banners for outages and at risk
Wiki banners for outages and at risk
Additional information
Additional information
Additional information
Additional information
How to get a reference in on the WIKI page? - please use the footnote macro after the word you want your foot note to attach to, and the display footnote at the end under reference.
How to get a reference in on the WIKI page
That works better than anchors but still is not referencing and bibtex macro doesn't display correctly

Standard Solutions
Standard Solutions

NameDescriptionAudienceStatusNameDescriptionAudienceStatus[Wiki] Create Groups of Users in Wiki SpacesA Wiki Space Owner can create groups of people to be used on the Space.This group can then be added to the permissions of the Space or specific, restricted Pages.The Group can also be used on other Spaces if needed.If a Group is required to be set up across many different Spaces, Service Management can create these. To create a Group for a specific Space, or a set of similar Spaces, the below steps can be used.Service ManagementArchived[Wiki] Granting Wiki Page Access for Restricted Child Page / PagesRequest to grant access for restricted child page / pages within a ed.ac.uk wiki space.Service ManagementArchived
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Request to grant access for restricted child page / pages within a ed.ac.uk wiki space.
ed.ac.uk
Service Management
Archived

<h1>19. Test Rail</h1>
19.
T
est Rail
UniDesk Category: Core Services and Systems
UniDesk Category
UniDesk SubCategory: Collaboration Tools
UniDesk SubCategory

Object ID: User Testing
Object ID
Tag: [Test Rail]
Tag
Organisational User-facing documentation: https://www.ed.ac.uk/finance/about/sections/sas/efinancials-upgrade/testrail
Organisational User-facing documentation
https://www.ed.ac.uk/finance/about/sections/sas/efinancials-upgrade/testrail
Vendor User-facing documentation: https://support.gurock.com/hc/en-us/
Vendor User-facing documentation:
https://support.gurock.com/hc/en-us/
Service manager's documentation: TestRail Procedures
Service manager's documentation:

TestRail Procedures
SOM: IS Apps Service Management - Alain Forrester
SOM:
ProcessLinkProcessLinkService Statushttps://testrail.statuspage.io/(First Step) Adding Project in TestRail Admin toolhttps://testrail-admin.is.ed.ac.uk (Second Step) Create a TestRail Project (service)https://uoe.testrail.comProcessing Daily TasksAll daily Tasks done here: https://uoe.testrail.net/Adding Users to TestRailProject managers should usehttps://testrail-admin.is.ed.ac.uk to go in and add a list of users that they want to give access to with a role and start/end dates. That way, we can get an aggregated list of the changes that need made and action them once per day - the daily tasksTestRail BillingIf the Project is marked as compliance, there is no charge processed, however the system will still indicate that there is a cost to IS Apps and therefore an overhead that could be factored in when calculating the cost associated with delivering the project. Provided there are no codes provided and that the project is marked in compliance in the system, there will be nothing charged to the project or business area.Displaying the cost to the University is also a useful incentive to help people keep the costs down.User Management Tool Administration
ProcessLinkProcessLinkService Statushttps://testrail.statuspage.io/(First Step) Adding Project in TestRail Admin toolhttps://testrail-admin.is.ed.ac.uk (Second Step) Create a TestRail Project (service)https://uoe.testrail.comProcessing Daily TasksAll daily Tasks done here: https://uoe.testrail.net/Adding Users to TestRailProject managers should usehttps://testrail-admin.is.ed.ac.uk to go in and add a list of users that they want to give access to with a role and start/end dates. That way, we can get an aggregated list of the changes that need made and action them once per day - the daily tasksTestRail BillingIf the Project is marked as compliance, there is no charge processed, however the system will still indicate that there is a cost to IS Apps and therefore an overhead that could be factored in when calculating the cost associated with delivering the project. Provided there are no codes provided and that the project is marked in compliance in the system, there will be nothing charged to the project or business area.Displaying the cost to the University is also a useful incentive to help people keep the costs down.User Management Tool Administration

ProcessLink
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Service Statushttps://testrail.statuspage.io/(First Step) Adding Project in TestRail Admin toolhttps://testrail-admin.is.ed.ac.uk (Second Step) Create a TestRail Project (service)https://uoe.testrail.comProcessing Daily TasksAll daily Tasks done here: https://uoe.testrail.net/Adding Users to TestRailProject managers should usehttps://testrail-admin.is.ed.ac.uk to go in and add a list of users that they want to give access to with a role and start/end dates. That way, we can get an aggregated list of the changes that need made and action them once per day - the daily tasksTestRail BillingIf the Project is marked as compliance, there is no charge processed, however the system will still indicate that there is a cost to IS Apps and therefore an overhead that could be factored in when calculating the cost associated with delivering the project. Provided there are no codes provided and that the project is marked in compliance in the system, there will be nothing charged to the project or business area.Displaying the cost to the University is also a useful incentive to help people keep the costs down.User Management Tool Administration

Service Statushttps://testrail.statuspage.io/

Service Status

https://testrail.statuspage.io/

https://testrail.statuspage.io/

(First Step) Adding Project in TestRail Admin toolhttps://testrail-admin.is.ed.ac.uk

(First Step) Adding Project in TestRail Admin tool

(First Step) Adding Project in TestRail Admin tool

(First Step)

Adding Project in TestRail Admin tool

https://testrail-admin.is.ed.ac.uk

https://testrail-admin.is.ed.ac.uk
https://testrail-admin.is.ed.ac.uk
https://testrail-admin.is.ed.ac.uk

(Second Step) Create a TestRail Project (service)https://uoe.testrail.com

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(Second Step)

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Processing Daily TasksAll daily Tasks done here: https://uoe.testrail.net/

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Adding Users to TestRailProject managers should usehttps://testrail-admin.is.ed.ac.uk to go in and add a list of users that they want to give access to with a role and start/end dates. That way, we can get an aggregated list of the changes that need made and action them once per day - the daily tasks

Adding Users to TestRail

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User Management Tool Administration
User Management Tool Administration
User Management Tool Administration

<h1>20. OneTrust</h1>
20.
OneTrust

Minimal support as a technical service with Service Owner (currently Susan Cooke) taking on majority of support with the supplier. Data Protection Office are the frontline so tasks are limited.
Susan Cooke has created some Visio flows so that we have a graphical overview of support procedures and is available here:
https://uoe.sharepoint.com/sites/SMEDSTeam/Shared%20Documents/Forms/AllItems.aspx?id=%2Fsites%2FSMEDSTeam%2FShared%20Documents%2FService%20%2D%20DPIA%20OneTrust%2FStandard%20Solutions&p=true&originalPath=aHR0cHM6Ly91b2Uuc2hhcmVwb2ludC5jb20vOmY6L3MvU01FRFNUZWFtL0V0ZTZZaTNhVndKS3Nhb1BQcVRQZTRRQkVCTmxZVlZrdm9WVlpfUDVkdmxBS2c_cnRpbWU9MTVyb3ZTWEUxMGc
https://uoe.sharepoint.com/sites/SMEDSTeam/Shared%20Documents/Forms/AllItems.aspx?id=%2Fsites%2FSMEDSTeam%2FShared%20Documents%2FService%20%2D%20DPIA%20OneTrust%2FStandard%20Solutions&p=true&originalPath=aHR0cHM6Ly91b2Uuc2hhcmVwb2ludC5jb20vOmY6L3MvU01FRFNUZWFtL0V0ZTZZaTNhVndKS3Nhb1BQcVRQZTRRQkVCTmxZVlZrdm9WVlpfUDVkdmxBS2c_cnRpbWU9MTVyb3ZTWEUxMGc

The direct login for the service is at: https://app-eu.onetrust.com/auth/login
https://app-eu.onetrust.com/auth/login
TaskDetailsTaskDetailsEnd user supportWe are not involved. Data protection office (DPO@ed.ac.uk) should handle all user queries. DPO manage training and end user documentation and should be maintained by them.Individual login problemAll users will use UUN@ed.ac.uk for logging in.Service Owner may request new administrators to be added.Can be done within the tool itself via the Launch menu then “Users and Groups”.The role is "Site Admin".DPO may ask for senior support since they are the frontline.These requests go straight to the Service Owner.Service unavailable (non-EASE issue)Call to be raised to OneTrust via Service Owner. Raise IS Alert. Inform DPO@ed.ac.uk with the IS Alert URL. DPO to inform end users.Service unavailable (EASE issue)Call to be raised to Development Services via Service Owner. Raise IS Alert. Inform DPO@ed.ac.uk with the IS Alert URL. DPO to inform end users.Service unavailable (due to maintenance period)Scheduled maintenance is advertised inside the tool itself. The Service Management daily service checks will now check this service each day and post IS Alerts for any maintenance. Our user logins (as admins) will show these on login. End users also see these. DPO to inform end users if they choose to.Standard SolutionsOnly one Standard Solution is available which IS Helpline will use to refer end users on to the DPO team.OneTrust enquiry (Data Protection Impact Assessment)Backup accountGiven that this is an EASE-protected service a backup Gmail account is on Password Manager Pro. Susan Cooke is the owner of that Gmail account. This will only be used as a backup account if SSO (EASE) goes down and we need to go in for support purposes.
TaskDetailsTaskDetailsEnd user supportWe are not involved. Data protection office (DPO@ed.ac.uk) should handle all user queries. DPO manage training and end user documentation and should be maintained by them.Individual login problemAll users will use UUN@ed.ac.uk for logging in.Service Owner may request new administrators to be added.Can be done within the tool itself via the Launch menu then “Users and Groups”.The role is "Site Admin".DPO may ask for senior support since they are the frontline.These requests go straight to the Service Owner.Service unavailable (non-EASE issue)Call to be raised to OneTrust via Service

Owner. Raise IS Alert. Inform DPO@ed.ac.uk with the IS Alert URL. DPO to inform end users.Service unavailable (EASE issue)Call to be raised to Development Services via Service Owner. Raise IS Alert. Inform DPO@ed.ac.uk with the IS Alert URL. DPO to inform end users.Service unavailable (due to maintenance period)Scheduled maintenance is advertised inside the tool itself. The Service Management daily service checks will now check this service each day and post IS Alerts for any maintenance. Our user logins (as admins) will show these on login. End users also see these. DPO to inform end users if they choose to.Standard SolutionsOnly one Standard Solution is available which IS Helpline will use to refer end users on to the DPO team.OneTrust enquiry (Data Protection Impact Assessment)Backup accountGiven that this is an EASE-protected service a backup Gmail account is on Password Manager Pro. Susan Cooke is the owner of that Gmail account. This will only be used as a backup account if SSO (EASE) goes down and we need to go in for support purposes.

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<h1>21. Managed APIs Service</h1>
21.
The Managed APIs service provides a centralized solution for the creation, consumption, hosting and management of University-produced APIs. In basic terms, APIs (‘application programming interfaces’) are bits of code that let applications speak to / integrate with each other. This is a technical service, expected only to be used by software developers. This service is delivered via a cloud-hosted product called “WSO2 API Gateway”, which developers will access through a web browser. Developers can request access to WSO2, but what they can see or do in WSO2 will be dependent on a) data steward approval, b) and what they need to use WSO2 for (e.g. API consumption or creation).
TaskDetailsTaskDetailsWSO2 Service unavailableRaise IS Alert and speak to Service ManagerUser requests WSO2 accountRefer to Service Manager. This is a task that will gradually transition to the Service Team.User requests help with their WSO2 accountRefer to Service Manager.User requests training in WSO2.Point at SharePoint site: https://uoe.sharepoint.com/sites/is-apps/service/api/SitePages/API-Home.aspxUser requests training in how to consume / produce an API through WSO2. Refer to Service Manager.User requests client secret and

client ID needed to consume an API. If WSO2 access is already in place they can generate the login tokens and self-serve on WSO2.Instructions are on SharePoint and in WSO2 itself.User requests a change to an API on WSO2.Refer to Service Manager.User reports a fault / problem with an API on WSO2.Refer to Service Manager.User reports a fault / problem with WSO2 functionality.Refer to Service Manager.Identifying who owns API (I.e. Service or Business Owner) before referral to IS Apps Service Management.Use API Register to establish contacts and who owns.https://www.wiki.ed.ac.uk/pages/viewpage.action?spaceKey=insite&title=API+Registry

TaskDetailsTaskDetailsWSO2 Service unavailableRaise IS Alert and speak to Service ManagerUser requests WSO2 accountRefer to Service Manager. This is a task that will gradually transition to the Service Team.User requests help with their WSO2 accountRefer to Service Manager.User requests training in WSO2.Point at SharePoint site: https://uoe.sharepoint.com/sites/is-apps/service/api/SitePages/API-Home.aspxUser requests training in how to consume / produce an API through WSO2. Refer to Service Manager.User requests client secret and client ID needed to consume an API. If WSO2 access is already in place they can generate the login tokens and self-serve on WSO2.Instructions are on SharePoint and in WSO2 itself.User requests a change to an API on WSO2.Refer to Service Manager.User reports a fault / problem with an API on WSO2.Refer to Service Manager.User reports a fault / problem with WSO2 functionality.Refer to Service Manager.Identifying who owns API (I.e. Service or Business Owner) before referral to IS Apps Service Management.Use API Register to establish contacts and who owns.https://www.wiki.ed.ac.uk/pages/viewpage.action?spaceKey=insite&title=API+Registry

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WSO2 Service unavailable
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User requests training in WSO2.Point at SharePoint site: https://uoe.sharepoint.com/sites/is-apps/service/api/SitePages/API-Home.aspx
User requests training in WSO2.
Point at SharePoint site: https://uoe.sharepoint.com/sites/is-apps/service/api/SitePages/API-Home.aspx
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User reports a fault / problem with WSO2 functionality.Refer to Service Manager.
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Use API Register to establish contacts and who owns.https://www.wiki.ed.ac.uk/pages/viewpage.action?spaceKey=insite&title=API+Registry
Use API Register to establish contacts and who owns.

https://www.wiki.ed.ac.uk/pages/viewpage.action?spaceKey=insite&title=API+Registry

<h1>22. Apple App Store</h1>
22.
TaskDetailsTaskDetailsRequest to access the App Store or seek guidance on how to use itSend all calls to Alain Forrester about this. We do not participate in any App Store activity.
TaskDetailsTaskDetailsRequest to access the App Store or seek guidance on how to use itSend all calls to Alain Forrester about this. We do not participate in any App Store activity.

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Request to access the App Store or seek guidance on how to use it

Send all calls to Alain Forrester about this. We do not participate in any App Store activity.
<h1>23. IRM</h1>
23.
TaskDetailsTaskDetailsLoggin InIRM SalesForce Instance is available at:We have a Service Account: errit@ed.ac.uk (Login available in PMP)SalesForce Forces you to enable MFA SalesForce will force you to set up MFA on first login and this cannot be bypassed. Just set it up and remember to disable it when logged in. Instructions below.You can disconnect MFA before logging out with:Settings -> Advanced User Details -> App Registration: Salesforce Authenticator: Disconnect
TaskDetailsTaskDetailsLoggin InIRM SalesForce Instance is available at:We have a Service Account: errit@ed.ac.uk (Login available in PMP)SalesForce Forces you to enable MFA SalesForce will force you to set up MFA on first login and this cannot be bypassed. Just set it up and remember to disable it when logged in. Instructions below.You can disconnect MFA before logging out with:Settings -> Advanced User Details -> App Registration: Salesforce Authenticator: Disconnect

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You can disconnect MFA before logging out with:
Settings -> Advanced User Details -> App Registration: Salesforce Authenticator: Disconnect
App Registration: Salesforce Authenticator: Disconnect

<h1>24. Service Alerts</h1>
24.
Service Alerts
UniDesk Category: Core Services and Systems
UniDesk Category
UniDesk SubCategory: Collaboration Tools
UniDesk SubCategory

Object ID: Service Alerts
Object ID
Tag: [Alerts]
Tag

Organisational User-facing documentation:
https://alerts.is.ed.ac.uk/help
Organisational User-facing documentation:
https://alerts.is.ed.ac.uk/help
Admin User Interface: https://alerts.is.ed.ac.uk/admin
Admin User Interface:
https://alerts.is.ed.ac.uk/admin
SOM: IS Apps Service Management - Alain Forrester (TBC)
SOM:
RequestProcessGrant 'Raise Alerts' permission to Visitor StaffUniDesk form: https://edin.ac/3uaiwxqEnsure the request is from a Team Manager or Section Head Check the requester to ensure they are a Team manager or section head and not simply the visitor themselves requesting access Users must visit Alerts and Log In first in order to create their accountStepsLog into Service Alerts Admin and navigate to Users optionFind and select the user in questionAdd the user to the appropriate group(s) by moving the CA Visitor Staff group to the right-hand pane.DO NOT ASSIGN PERMISSIONS DIRECTLY Ignore the permissions pane below. Permissions are set using groups only!4. Click 'Save'Grant 'Advanced Permissions' to usersUniDesk form: https://edin.ac/468lKPlEnsure the request is from a Team Manager or Section Head Check the requester to ensure they are a Team manager, Section Head or existing member of the authoriser group (where required) and not simply the user themselves requesting access Users must visit Alerts and Log In first in order to create their accountPermissions and associated groupsPermissionGroupRaise unplanned alertsSupportAuthorise alertsApproversEnsure Approval Group is set selected Publish AlertsHelplineStepsLog into Service Alerts Admin and navigate to Users optionFind and select the user in questionAdd the user to the appropriate group(s) by moving the required group to the right-hand pane. In the case of Authorisers (approvers) ensure the appropriate Authoriser groups is selected from the dropdown list in the details panel above.DO NOT ASSIGN PERMISSIONS DIRECTLY Ignore the permissions pane below. Permissions are set using groups only!4. Click 'Save'Grant access to Admin UI (Currently for Service Man and Apps Man only)StepsLog into Service Alerts Admin and navigate to Users optionFind and select the user in questionSelect the 'Staff Status' box under permissionsClick 'Save'Add/Edit/Remove ServicesManaging ServicesServices can be added or edited from the select list under the 'Services' optionRemoving a serviceServices can be removed from the select list when raising an alert by simply setting the Priority to '0'DO NOT DELETE SERVICES Deleting will also delete the availability history and/or break referential integrity
RequestProcessGrant 'Raise Alerts' permission to Visitor StaffUniDesk form: https://edin.ac/3uaiwxqEnsure the request is from a Team Manager or Section Head Check the requester to ensure they are a Team manager or section head and not simply the visitor themselves requesting access Users must visit Alerts and Log In first in order to create their accountStepsLog into Service Alerts Admin and navigate to Users optionFind and select the user in questionAdd the user to the appropriate group(s) by moving the CA Visitor Staff group to the right-hand pane.DO NOT ASSIGN PERMISSIONS DIRECTLY Ignore the permissions pane below. Permissions are set using groups only!4. Click 'Save'Grant 'Advanced Permissions' to usersUniDesk form: https://edin.ac/468lKPlEnsure the request is from a Team Manager or Section Head Check the requester to ensure they are a Team manager, Section Head or existing member of the

authoriser group (where required) and not simply the user themselves requesting access Users must visit Alerts and Log In first in order to create their accountPermissions and associated groupsPermissionGroupRaise unplanned alertsSupportAuthorise alertsApproversEnsure Approval Group is set selected Publish AlertsHelplineStepsLog into Service Alerts Admin and navigate to Users optionFind and select the user in questionAdd the user to the appropriate group(s) by moving the required group to the right-hand pane. In the case of Authorisers (approvers) ensure the appropriate Authoriser groups is selected from the dropdown list in the details panel above.DO NOT ASSIGN PERMISSIONS DIRECTLY Ignore the permissions pane below. Permissions are set using groups only!4. Click 'Save'Grant access to Admin UI (Currently for Service Man and Apps Man only)StepsLog into Service Alerts Admin and navigate to Users optionFind and select the user in questionSelect the 'Staff Status' box under permissionsClick 'Save'Add/Edit/Remove ServicesManaging ServicesServices can be added or edited from the select list under the 'Services' optionRemoving a serviceServices can be removed from the select list when raising an alert by simply setting the Priority to '0'DO NOT DELETE SERVICES Deleting will also delete the availability history and/or break referential integrity
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Grant 'Raise Alerts' permission to Visitor StaffUniDesk form: https://edin.ac/3uaiwxqEnsure the request is from a Team Manager or Section Head Check the requester to ensure they are a Team manager or section head and not simply the visitor themselves requesting access Users must visit Alerts and Log In first in order to create their accountStepsLog into Service Alerts Admin and navigate to Users optionFind and select the user in questionAdd the user to the appropriate group(s) by moving the CA Visitor Staff group to the right-hand pane.DO NOT ASSIGN PERMISSIONS DIRECTLY Ignore the permissions pane below. Permissions are set using groups only!4. Click 'Save'Grant 'Advanced Permissions' to usersUniDesk form: https://edin.ac/468lKPlEnsure the request is from a Team Manager or Section Head Check the requester to ensure they are a Team manager, Section Head or existing member of the authoriser group (where required) and not simply the user themselves requesting access Users must visit Alerts and Log In first in order to create their accountPermissions and associated groupsPermissionGroupRaise unplanned alertsSupportAuthorise alertsApproversEnsure Approval Group is set selected Publish AlertsHelplineStepsLog into Service Alerts Admin and navigate to Users optionFind and select the user in questionAdd the user to the appropriate group(s) by moving the required group to the right-hand pane. In the case of Authorisers (approvers) ensure the appropriate Authoriser groups is selected from the dropdown list in the details panel above.DO NOT ASSIGN PERMISSIONS DIRECTLY Ignore the permissions pane below. Permissions are set using groups only!4. Click 'Save'Grant access to Admin UI (Currently for Service Man and Apps Man only)StepsLog into

Service Alerts Admin and navigate to Users optionFind and select the user in questionSelect the 'Staff Status' box under permissionsClick 'Save'Add/Edit/Remove ServicesManaging ServicesServices can be added or edited from the select list under the 'Services' optionRemoving a serviceServices can be removed from the select list when raising an alert by simply setting the Priority to '0'DO NOT DELETE SERVICES Deleting will also delete the availability history and/or break referential integrity Grant 'Raise Alerts' permission to Visitor StaffUniDesk form: https://edin.ac/3uaiwxqEnsure the request is from a Team Manager or Section Head Check the requester to ensure they are a Team manager or section head and not simply the visitor themselves requesting access Users must visit Alerts and Log In first in order to create their accountStepsLog into Service Alerts Admin and navigate to Users optionFind and select the user in questionAdd the user to the appropriate group(s) by moving the CA Visitor Staff group to the right-hand pane.DO NOT ASSIGN PERMISSIONS DIRECTLY Ignore the permissions pane below. Permissions are set using groups only!4. Click 'Save'

Grant 'Raise Alerts' permission to Visitor StaffUniDesk form: https://edin.ac/3uaiwxq

Grant 'Raise Alerts' permission to Visitor Staff

Grant 'Raise Alerts' permission to Visitor Staff

UniDesk form: https://edin.ac/3uaiwxq

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Ensure the request is from a Team Manager or Section Head Check the requester to ensure they are a Team manager or section head and not simply the visitor themselves requesting access Users must visit Alerts and Log In first in order to create their accountStepsLog into Service Alerts Admin and navigate to Users optionFind and select the user in questionAdd the user to the appropriate group(s) by moving the CA Visitor Staff group to the right-hand pane.DO NOT ASSIGN PERMISSIONS DIRECTLY Ignore the permissions pane below. Permissions are set using groups only!4. Click 'Save'

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Ensure the request is from a Team Manager or Section Head

Check the requester to ensure they are a Team manager or section head and not simply the visitor themselves requesting access

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Users must visit Alerts and Log In first in order to create their account

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Steps
Steps
Log into Service Alerts Admin and navigate to Users optionFind and select the user in questionAdd the user to the appropriate group(s) by moving the CA Visitor Staff group to the right-hand pane.
Log into Service Alerts Admin and navigate to Users option
Service Alerts Admin
Users
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DO NOT ASSIGN PERMISSIONS DIRECTLY Ignore the permissions pane below. Permissions are set using groups only!
DO NOT ASSIGN PERMISSIONS DIRECTLY

Ignore the permissions pane below. Permissions are set using groups only!
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4. Click 'Save'

Grant 'Advanced Permissions' to usersUniDesk form: https://edin.ac/468lKPlEnsure the request is from a Team Manager or Section Head Check the requester to ensure they are a Team manager, Section Head or existing member of the authoriser group (where required) and not simply the user themselves requesting access Users must visit Alerts and Log In first in order to create their accountPermissions and associated groupsPermissionGroupRaise unplanned alertsSupportAuthorise alertsApproversEnsure Approval Group is set selected Publish AlertsHelplineStepsLog into Service Alerts Admin and navigate to Users optionFind and select the user in questionAdd the user to the appropriate group(s) by moving the required group to the right-hand pane. In the case of Authorisers (approvers) ensure the appropriate Authoriser groups is selected from the dropdown list in the details panel above.DO NOT ASSIGN PERMISSIONS DIRECTLY Ignore the permissions pane below. Permissions are set using groups only!4. Click 'Save'
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Permissions and associated groups
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Publish AlertsHelpline

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Log into Service Alerts Admin and navigate to Users option

Service Alerts Admin

Users

Find and select the user in question

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4. Click 'Save'

Grant access to Admin UI (Currently for Service Man and Apps Man only)StepsLog into Service Alerts Admin and navigate to Users optionFind and select the user in questionSelect the 'Staff Status' box under permissionsClick 'Save'

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Service Alerts Admin
Users
Find and select the user in question
Select the 'Staff Status' box under permissions
Click 'Save'
Add/Edit/Remove ServicesManaging ServicesServices can be added or edited from the select list under the 'Services' optionRemoving a serviceServices can be removed from the select list when raising an alert by simply setting the Priority to '0'DO NOT DELETE SERVICES Deleting will also delete the availability history and/or break referential integrity
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<h1>25. Additional Tasks</h1>

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These are general admin tasks. There is no need to change the category or add tags to these requests.
RequestProcessRequestProcessIS AlertsService Team raise Alerts for our services normally for outages, degrades or planned work discussed with Service Managers. Some IS Planned Alerts have not been approved in a timely manner on behalf of Service Management. Applications Management

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up). They can use the following form:Existing Eventbrite User:https://forms.office.com/e/3iXJZpjHv7New to Eventbrite:https://forms.office.com/e/gYTXeJBukvUsers will be contacted in due course, once the service is ready to useDoing this allows us to have Eventbrite fees waived so that the event organiser can increase the number of tickets available for the event. If they use the form we get notified and pass details to Eventbrite as soon as they come in. If it takes a day or two to get Eventbrite to process the account but the event organiser needs to publish their event - they can do it with 24 tickets and a wait list - once processed, the organiser can then increase the number of tickets, even after the event is published:Changing ticket capacity and adding wait list info here:Change your event capacity | Eventbrite Help Center
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Guidance

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SQL Server Connection DetailsLiveIDM Live(DESCRIPTION = (ADDRESS = (PROTOCOL = TCP)(HOST = ora-idm-kb1live.is.ed.ac.uk)(PORT = 1839)) (ADDRESS = (PROTOCOL = TCP)(HOST = ora-idm-at1live.is.ed.ac.uk)(PORT = 1839)) (CONNECT_DATA = (SERVICE_NAME = IDMLIVE_PRMY.is.ed.ac.uk)))TestTNSName was IDMTEST.WORLD and is now IDMTEST.(DESCRIPTION = (ADDRESS = (PROTOCOL = TCP)(HOST = ora-idm-kb1test.is.ed.ac.uk)(PORT = 1839)) (ADDRESS = (PROTOCOL = TCP)(HOST = ora-idm-at1test.is.ed.ac.uk)(PORT = 1839)) (CONNECT_DATA = (SERVICE_NAME = IDMTEST_PRMY.is.ed.ac.uk)))
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(DESCRIPTION = (ADDRESS = (PROTOCOL = TCP)(HOST = ora-idm-kb1live.is.ed.ac.uk)(PORT = 1839)) (ADDRESS = (PROTOCOL = TCP)(HOST = ora-idm-at1live.is.ed.ac.uk)(PORT = 1839)) (CONNECT_DATA = (SERVICE_NAME = IDMLIVE_PRMY.is.ed.ac.uk)))
ora-idm-kb1live.is.ed.ac.uk

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ora-idm-kb1test.is.ed.ac.uk
ora-idm-at1test.is.ed.ac.uk
IDMTEST_PRMY.is.ed.ac.uk
Working with dataUseful tips for Data clean-up
Working with data
Useful tips for Data clean-up
Useful tips for Data clean-up
Gitlab accessGitLab gitlab.is.ed.ac.uk - Note: Only accessible on campus or via the VPN (SSL).
Gitlab access
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GitLab gitlab.is.ed.ac.uk
EventBriteReference ticket - I231030-1323This is mostly relevant to organising events with more than 30 attendees until we have an official roll out of EventBrite in the Uni.If users setup an EventBrite account or have an account already we need the email address for the account (don't need to know every user of the account, just the email address used to set it up). They can use the following form:Existing Eventbrite User:https://forms.office.com/e/3iXJZpjHv7New to Eventbrite:https://forms.office.com/e/gYTXeJBukvUsers will be contacted in due course, once the service is ready to useDoing this allows us to have Eventbrite fees waived so that the event organiser can increase the number of tickets available for the event. If they use the form we get notified and pass details to Eventbrite as soon as they come in. If it takes a day or two to get Eventbrite to process the account but the event organiser needs to publish their event - they can do it with 24 tickets and a wait list - once processed, the organiser can then increase the number of tickets, even after the event is published:Changing ticket capacity and adding wait list info here:Change your event capacity | Eventbrite Help Center
EventBrite
Reference ticket - I231030-1323This is mostly relevant to organising events with more than 30 attendees until we have an official roll out of EventBrite in the Uni.If users setup an EventBrite account or have an account already we need the email address for the account (don't need to know every user of the account, just the email address used to set it up). They can use the following form:Existing Eventbrite User:https://forms.office.com/e/3iXJZpjHv7New to Eventbrite:https://forms.office.com/e/gYTXeJBukvUsers will be contacted in due course, once the service is ready to useDoing this allows us to have Eventbrite fees waived so that the event organiser can increase the number of tickets available for the event. If they use the form we get

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Existing Eventbrite User:

https://forms.office.com/e/3iXJZpjHv7

New to Eventbrite:

https://forms.office.com/e/gYTXeJBukv

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Changing ticket capacity and adding wait list info here:
Changing ticket capacity and adding wait list info here:
Change your event capacity | Eventbrite Help Center
Change your event capacity | Eventbrite Help Center
Change your event capacity | Eventbrite Help Center
(a more extensive list of typical service requests can be found here)
here

<h1>26. SOM availability</h1>
26.
SOM availability
SOMAvailabilityServicesSOMAvailabilityServicesStephen SmithMon-Fri 8-4Email & Diary (Exchange/Exchange Online, Teams, Calsync), Office 365 Subscription & Licensing (Azure AD, AADConnect), Online Voting & Counting Systems for Uni Elections (EVES).Alain ForresterMon + Wed 8:30-4:30, Tue + Thu 8:30-5:30, Fri 8:30-1:30Wiki, Jira, Hosting, Test RailClaire BradfordMon-Fri 9-5SharePoint, Document ManagementAndrew MacFarlaneTue-

Fri 09:00-17:30Enterprise APIsRob O'BrienMon-Fri 09:00-17:00Reporting & Analytics (Power BI)Susan CookeMonday - Thursday 8:15 - 4:30Friday 8-12OnetrustSteph HayMonday-Thursday 07:45 - 17:30M365 SOMTBCIDM SOMTBC SOMAvailabilityServicesSOMAvailabilityServicesStephen SmithMon-Fri 8-4Email & Diary (Exchange/Exchange Online, Teams, Calsync), Office 365 Subscription & Licensing (Azure AD, AADConnect), Online Voting & Counting Systems for Uni Elections (EVES).Alain ForresterMon + Wed 8:30-4:30, Tue + Thu 8:30-5:30, Fri 8:30-1:30Wiki, Jira, Hosting, Test RailClaire BradfordMon-Fri 9-5SharePoint, Document ManagementAndrew MacFarlaneTue-Fri 09:00-17:30Enterprise APIsRob O'BrienMon-Fri 09:00-17:00Reporting & Analytics (Power BI)Susan CookeMonday - Thursday 8:15 - 4:30Friday 8-12OnetrustSteph HayMonday-Thursday 07:45 - 17:30M365 SOMTBCIDM SOMTBC

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Mon + Wed 8:30-4:30, Tue + Thu 8:30-5:30, Fri 8:30-1:30
Wiki, Jira, Hosting, Test Rail
Claire BradfordMon-Fri 9-5SharePoint, Document Management
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Andrew MacFarlaneTue-Fri 09:00-17:30Enterprise APIs
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Rob O'BrienMon-Fri 09:00-17:00Reporting & Analytics (Power BI)
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<h1>27. Helpline Shadowing</h1>
27.
Helpline Shadowing

<h1>28. Miro</h1>
28.
UniDesk Category: Core Services and Systems
UniDesk Category
UniDesk SubCategory: Collaboration Tools
UniDesk SubCategory

Object ID: TBA
Object ID
Tag: Miro

Tag
Miro
Organisational User-facing documentation: TBA
Organisational User-facing documentation
Vendor User-facing documentation: Miro Help Center
Vendor User-facing documentation: Miro Help Center
Miro Help Center
Service manager's documentation: TBA
Service manager's documentation:
T
SOM: IS Apps Service Management - Duncan Wilson
SOM:
RequestProcessRequestProcessContact listMailing lists and primary stakeholder mail addresses go here..Documentation for first lineMiro first line troubleshootingStandard holding response for Miro supportHi,Miro Enterprise is not yet established as a centrally-supported service. To date, however, it has been used and supported locally by some areas within the University. Currently, ISG are working on a project to roll out Miro to the University community as a fully supported service but we are not in a position to provide any support for Miro just yet.As the project is already well underway we expect it will be available within the next few weeks, comms and guidance will be issued when the service is in place.Miro soft release 2023 checklistChecklist for soft release.Form for requesting access to Mirohttps://forms.office.com/Pages/DesignPageV2.aspx?prevorigin=shell&origin=NeoPortalPage&subpage=design&id=sAafLmkWiUWHiRCgaTTcYXylMiWSKn5MtQB95h1HHphURVNPUzRXMjdUVTYyVEZXWVcyNkxZVkUzViQlQCN0PWcuCommunicationsMiro-Designers - This list is for operators who have the ability to create teams. For example the Learning Technologists at ECA.miro-designers@mlist.is.ed.ac.ukFrom <https://mlist.is.ed.ac.uk/lists/admin/miro-designers> Miro-Users - This is our user community list, users can subscribe and receive publications from the SoM and show off anything they've created and want to share.miro-users@mlist.is.ed.ac.ukFrom <https://mlist.is.ed.ac.uk/lists/admin/miro-users>
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Contact listMailing lists and primary stakeholder mail addresses go here..

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Documentation for first lineMiro first line troubleshooting

Documentation for first line

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Standard holding response for Miro supportHi,Miro Enterprise is not yet established as a centrally-supported service. To date, however, it has been used and supported locally by some areas within the University. Currently, ISG are working on a project to roll out Miro to the University community as a fully supported service but we are not in a position to provide any support for Miro just yet.As the project is already well underway we expect it will be available within the next few weeks, comms and guidance will be issued when the service is in place.

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Hi,

Hi,

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Miro soft release 2023 checklistChecklist for soft release.

Miro soft release 2023 checklist

Miro soft release 2023 checklist

Checklist for soft release.

Checklist for soft release.

Checklist for soft release.

Checklist for soft release.

Form for requesting access to Mirohttps://forms.office.com/Pages/DesignPageV2.aspx?prevorigin=shell&origin=NeoPortalPage&subpage=design&id=sAafLmkWiUWHiRCgaTTcYXylMiWSKn5MtQB95h1HHphURVNPUzRXMjdUVTYyVEZXWVcyNkxZVkUzViQlQCN0PWcu

Form for requesting access to Miro

https://forms.office.com/Pages/DesignPageV2.aspx?prevorigin=shell&origin=NeoPortalPage&subpage=design&id=sAafLmkWiUWHiRCgaTTcYXylMiWSKn5MtQB95h1HHphURVNPUzRXMjdUVTYyVEZXWVcyNkxZVkUzViQlQCN0PWcu

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CommunicationsMiro-Designers - This list is for operators who have the ability to create teams. For example the Learning Technologists at ECA.miro-designers@mlist.is.ed.ac.ukFrom <https://mlist.is.ed.ac.uk/lists/admin/miro-designers> Miro-Users - This is our user community list, users can subscribe and receive publications from the SoM and show off anything they've created and want to share.miro-users@mlist.is.ed.ac.ukFrom <https://mlist.is.ed.ac.uk/lists/admin/miro-users>
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https://mlist.is.ed.ac.uk/lists/admin/miro-users

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Edit Labels
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```
(function(i,s,o,g,r,a,m){i['GoogleAnalyticsObject']=r;i[r]=i[r]||function
(){
  (i[r].q=i[r].q||[]).push(arguments)},i[r].l=1*new
Date();a=s.createElement(o),

m=s.getElementsByTagName(o)[0];a.async=1;a.src=g;m.parentNode.insertBefor
e(a,m)
  })(window,document,'script','//www.google-
analytics.com/analytics.js','ga');

// track edits by space key, see http://goo.gl/8NDM1
AJS.$(document).ready(function(){
  var spaceKey = AJS.$('meta[name="confluence-space-
key"]').attr("content");
  ga('create', 'UA-7172113-1', 'ed.ac.uk', {'siteSpeedSampleRate': 5});
  ga('set', 'dimension1', spaceKey);
  ga('send', 'pageview');
  ga('set', 'anonymizeIp', true);
```

```
  AJS.$('#editPageLink').on('click', function(event) {
    var url = $(this).attr("href");
    event.preventDefault();
    ga('send', 'event', 'WikiSpace', 'pageEdit', spaceKey);
    setTimeout( function() { document.location = url; },100);
  });
});


if (window.location.pathname == "/csum/configure.action") {
function buttonEnable() {
AJS.$('#csum-adduser-submit-button').removeAttr('disabled');}
setInterval(buttonEnable,1000);}




AJS.$('document').ready(function checkCookie() {
  var uoewikicookies = getCookie("_uoewikicookies-accepted");
  if (uoewikicookies != "1") {
   AJS.$( "#cookieBanner" ).show()
  }
});
function setCookie(cname, cvalue, exdays) {
  var d = new Date();
  d.setTime(d.getTime() + (exdays*24*60*60*1000));
  var expires = "expires="+ d.toUTCString();
  document.cookie = cname + "=" + cvalue + ";" + expires + ";path=/";
}
AJS.$( "#cookieAccept" ).click(function() {
 AJS.$( "#cookieBanner" ).slideUp(1000)
setCookie("_uoewikicookies-accepted", 1, 365);
});
```

```
(function(i,s,o,g,r,a,m){i['GoogleAnalyticsObject']=r;i[r]=i[r]||function
(){
  (i[r].q=i[r].q||[]).push(arguments)},i[r].l=1*new
Date();a=s.createElement(o),

m=s.getElementsByTagName(o)[0];a.async=1;a.src=g;m.parentNode.insertBefor
e(a,m)
  })(window,document,'script','//www.google-
analytics.com/analytics.js','ga');

// track edits by space key, see http://goo.gl/8NDM1
AJS.$(document).ready(function(){
  var spaceKey = AJS.$('meta[name="confluence-space-
key"]').attr("content");
  ga('create', 'UA-7172113-1', 'ed.ac.uk', {'siteSpeedSampleRate': 5});
  ga('set', 'dimension1', spaceKey);
  ga('send', 'pageview');
  ga('set', 'anonymizeIp', true);
  AJS.$('#editPageLink').on('click', function(event) {
    var url = $(this).attr("href");
    event.preventDefault();
    ga('send', 'event', 'WikiSpace', 'pageEdit', spaceKey);
    setTimeout( function() { document.location = url; },100);
  });
});


if (window.location.pathname == "/csum/configure.action") {
function buttonEnable() {
AJS.$('#csum-adduser-submit-button').removeAttr('disabled');}
setInterval(buttonEnable,1000);}




AJS.$('document').ready(function checkCookie() {
  var uoewikicookies = getCookie("_uoewikicookies-accepted");
  if (uoewikicookies != "1") {
   AJS.$( "#cookieBanner" ).show()
  }
});
function setCookie(cname, cvalue, exdays) {
  var d = new Date();
  d.setTime(d.getTime() + (exdays*24*60*60*1000));
  var expires = "expires="+ d.toUTCString();
  document.cookie = cname + "=" + cvalue + ";" + expires + ";path=/";
}
AJS.$( "#cookieAccept" ).click(function() {
 AJS.$( "#cookieBanner" ).slideUp(1000)
setCookie("_uoewikicookies-accepted", 1, 365);
});
```

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Atlassian News


```
(function(i,s,o,g,r,a,m){i['GoogleAnalyticsObject']=r;i[r]=i[r]||function
(){
  (i[r].q=i[r].q||[]).push(arguments)},i[r].l=1*new
Date();a=s.createElement(o),

m=s.getElementsByTagName(o)[0];a.async=1;a.src=g;m.parentNode.insertBefor
e(a,m)
  })(window,document,'script','//www.google-
analytics.com/analytics.js','ga');

// track edits by space key, see http://goo.gl/8NDM1
AJS.$(document).ready(function(){
  var spaceKey = AJS.$('meta[name="confluence-space-
key"]').attr("content");
  ga('create', 'UA-7172113-1', 'ed.ac.uk', {'siteSpeedSampleRate': 5});
  ga('set', 'dimension1', spaceKey);
  ga('send', 'pageview');
  ga('set', 'anonymizeIp', true);
  AJS.$('#editPageLink').on('click', function(event) {
    var url = $(this).attr("href");
    event.preventDefault();
    ga('send', 'event', 'WikiSpace', 'pageEdit', spaceKey);
    setTimeout( function() { document.location = url; },100);
  });
});
if (window.location.pathname == "/csum/configure.action") {
function buttonEnable() {
AJS.$('#csum-adduser-submit-button').removeAttr('disabled');}
setInterval(buttonEnable,1000);}
AJS.$('document').ready(function checkCookie() {
  var uoewikicookies = getCookie("_uoewikicookies-accepted");
  if (uoewikicookies != "1") {
   AJS.$( "#cookieBanner" ).show()
  }
});
function setCookie(cname, cvalue, exdays) {
  var d = new Date();
  d.setTime(d.getTime() + (exdays*24*60*60*1000));
  var expires = "expires="+ d.toUTCString();
  document.cookie = cname + "=" + cvalue + ";" + expires + ";path=/";
```

```
}
AJS.$( "#cookieAccept" ).click(function() {
 AJS.$( "#cookieBanner" ).slideUp(1000)
setCookie("_uoewikicookies-accepted", 1, 365);
});
```
{"serverDuration": 230, "requestCorrelationId": "b735934e3cab6b4a"}

Service Management Service Team Space

Pages

Service Management Service Team Home

Service Overview

```
    <link rel="stylesheet" href="/s/65dda36618b8799ef17a02db2c365f2c-CDN/6c4ma1/8804/xgjkrn/918fcf5769137c8b4ef3184f2d749a5a/_/download/contextbatch/css/editor-content/batch.css?frontend.editor.v4=true" data-wrm-key="editor-content" data-wrm-batch-type="context" media="all">
<link rel="stylesheet" href="/s/6c4ma1/8804/xgjkrn/14/_/styles/custom.css" media="all">
```

search
recentlyviewed
attachments
weblink
advanced

image-effects
image-attributes

Paragraph

Paragraph

Heading 1

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Heading 3

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Heading 5

Heading 6

Preformatted

Quote

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Underline

Colour pickerMore
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Subscript

Superscript

Monospace

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Task list

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Align center

Align right

Page layout

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Insert

Insert content

Files and images

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Three column (left and right sidebars)

Undo

Redo

Find/Replace

Keyboard shortcuts help

Connecting... EditSaveClosePreviewView changesRevert to last published version

UpdateRevert pageKeep draftClose

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<meta name="ajs-use-inline-tasks" content="true">
<meta name="ajs-heartbeat" content="true">
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confluence.prefs.editor.disable.autoformat" content="false">
```

```
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```

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        <div class="field-group">
            <label for="rows">Rows</label>
            <input id="rows" name="rows" type="text" size="3"
autocomplete="off" value="{0}">
        </div>
        <div class="field-group">
            <label for="cols">Columns</label>
            <input id="cols" name="cols" type="text" size="3"
autocomplete="off" value="{1}">
        </div>
        <div class="field-group hidden">
            <input id="width" type="hidden" name="width" value="">
            <label for="width">Width</label>
        </div>
        <div class="group">
            <div class="checkbox">
                <input id="table-heading-checkbox" class="checkbox"
type="checkbox" name="heading" checked="checked" value="true">
                <label for="table-heading-checkbox">First row is
heading</label>
            </div>
        </div>
        <div class="group hidden">
            <div class="checkbox">
                <input id="table-equal-width-columns-checkbox"
class="checkbox" type="checkbox" name="equal-width-columns"
value="false">
                <label for="table-equal-width-columns-checkbox">Equal
width columns</label>
            </div>
        </div>
    </form>
```

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Service Overview

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Redo

Find/Replace

Keyboard shortcuts help
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Connecting... EditSaveClosePreviewView changesRevert to last published version
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PreviewView changesRevert to last published version
PreviewView changes
PreviewView changes
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View changes
Revert to last published version
Revert to last published version
Revert to last published version
Revert to last published version
UpdateRevert pageKeep draftClose

UpdateRevert pageKeep draftClose
UpdateRevert pageKeep draftClose
Update
Revert page
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Close

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            <meta name="ajs-attachment-source-content-id"
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            <meta name="ajs-heartbeat" content="true">
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        <div class="field-group">
            <label for="cols">Columns</label>
            <input id="cols" name="cols" type="text" size="3"
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        <div class="field-group hidden">
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            <label for="width">Width</label>
        </div>
        <div class="group">
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                <input id="table-heading-checkbox" class="checkbox"
type="checkbox" name="heading" checked="checked" value="true">
                <label for="table-heading-checkbox">First row is
heading</label>
            </div>
        </div>
        <div class="group hidden">
            <div class="checkbox">
                <input id="table-equal-width-columns-checkbox"
class="checkbox" type="checkbox" name="equal-width-columns"
value="false">
                <label for="table-equal-width-columns-checkbox">Equal
width columns</label>
            </div>
        </div>
    </form>
```