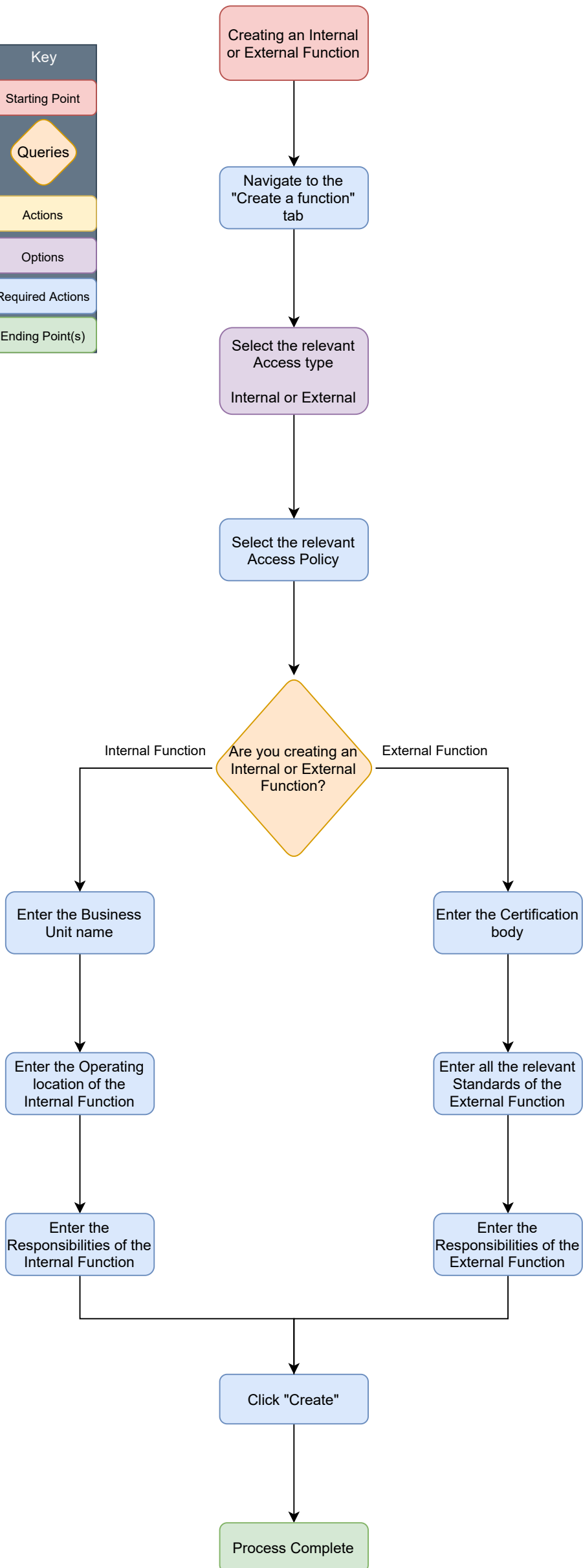
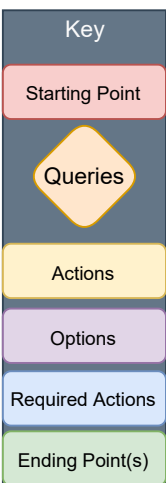


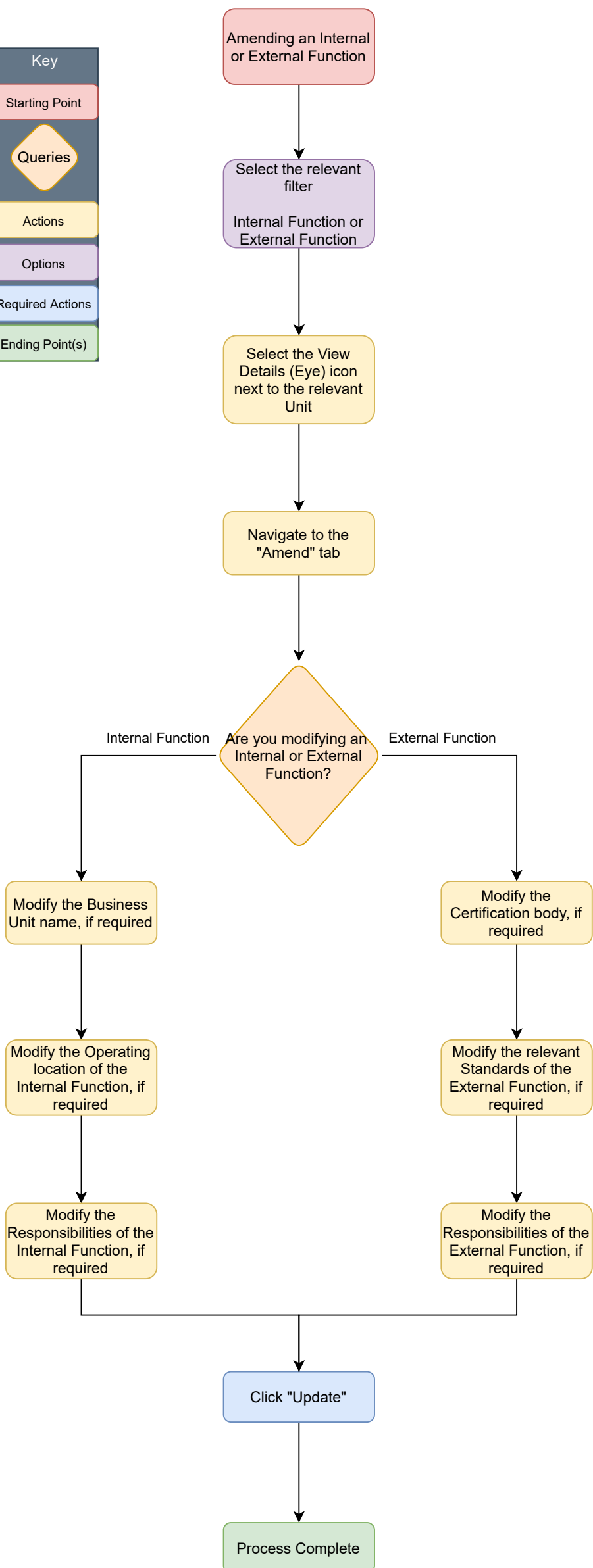
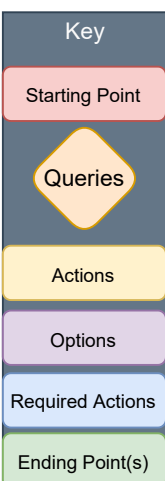


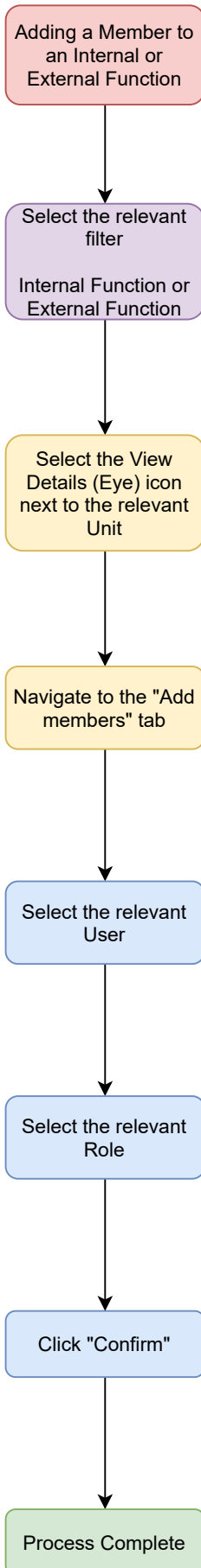
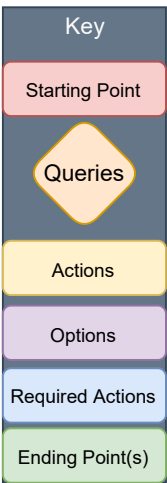
Powered By

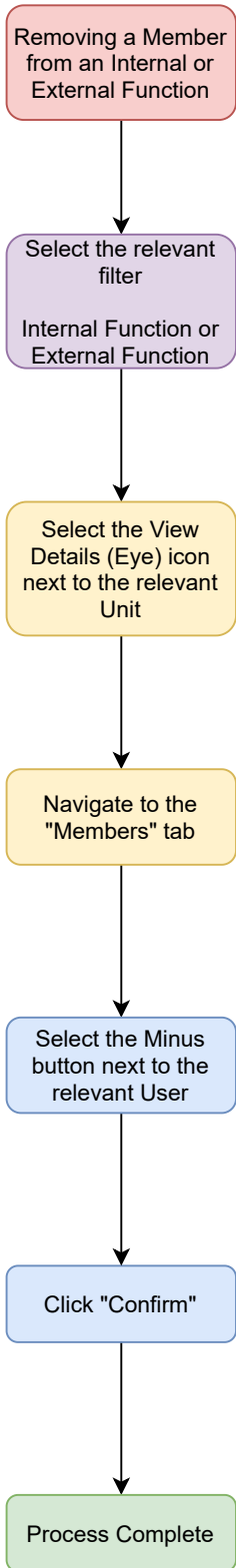
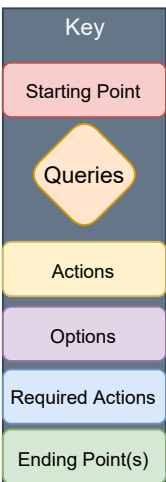


Our IMS Business Units







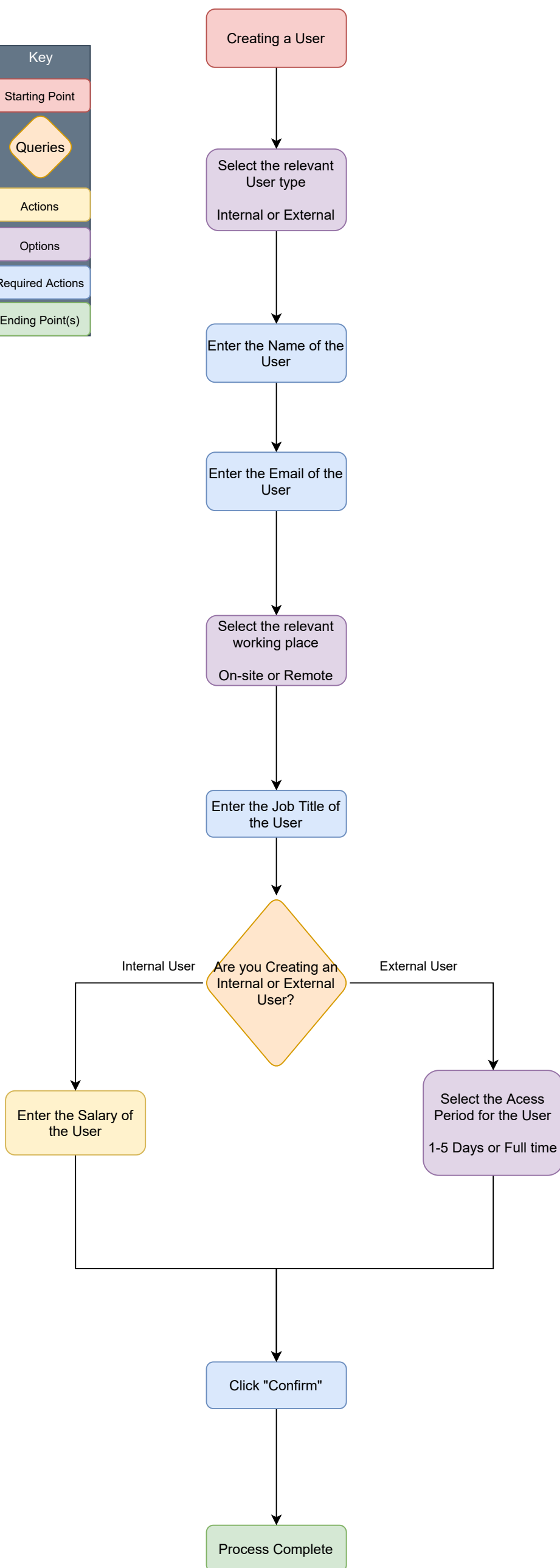
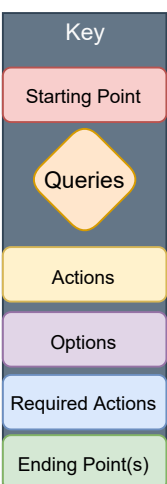


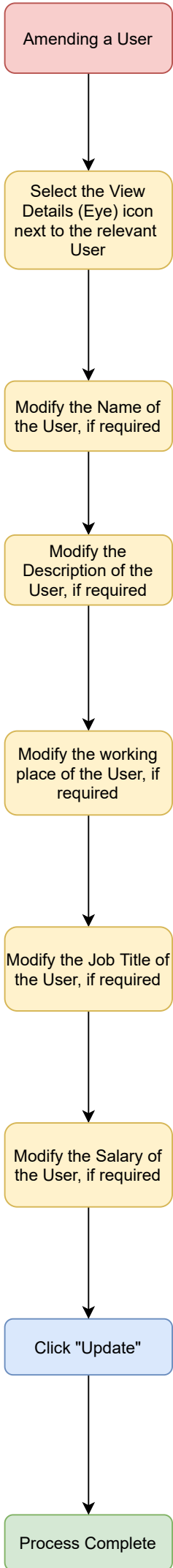
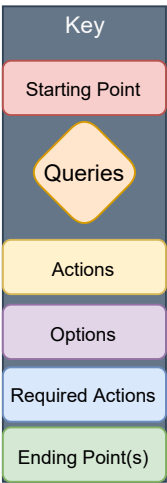


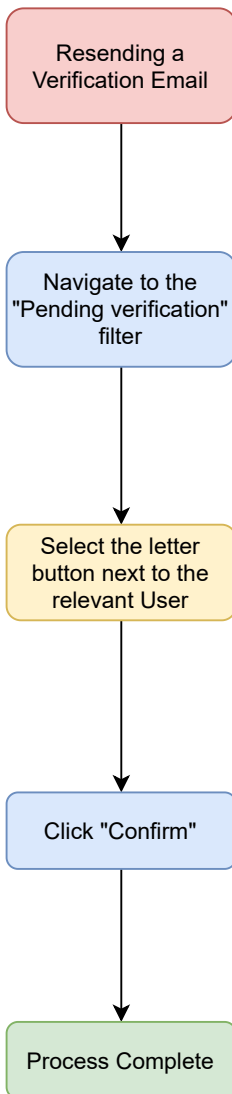
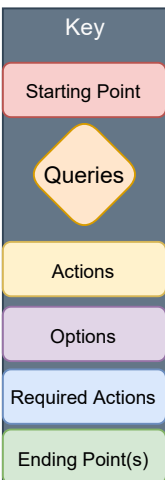
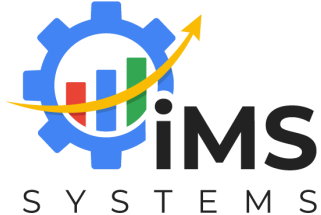
Powered By

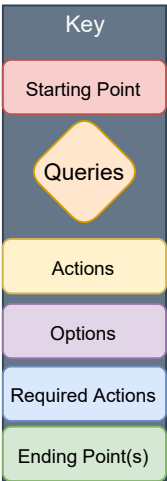


Our IMS Users









Granting Access to a User

Navigate to the "Users" tab

Has the relevant User verified their account?

Yes

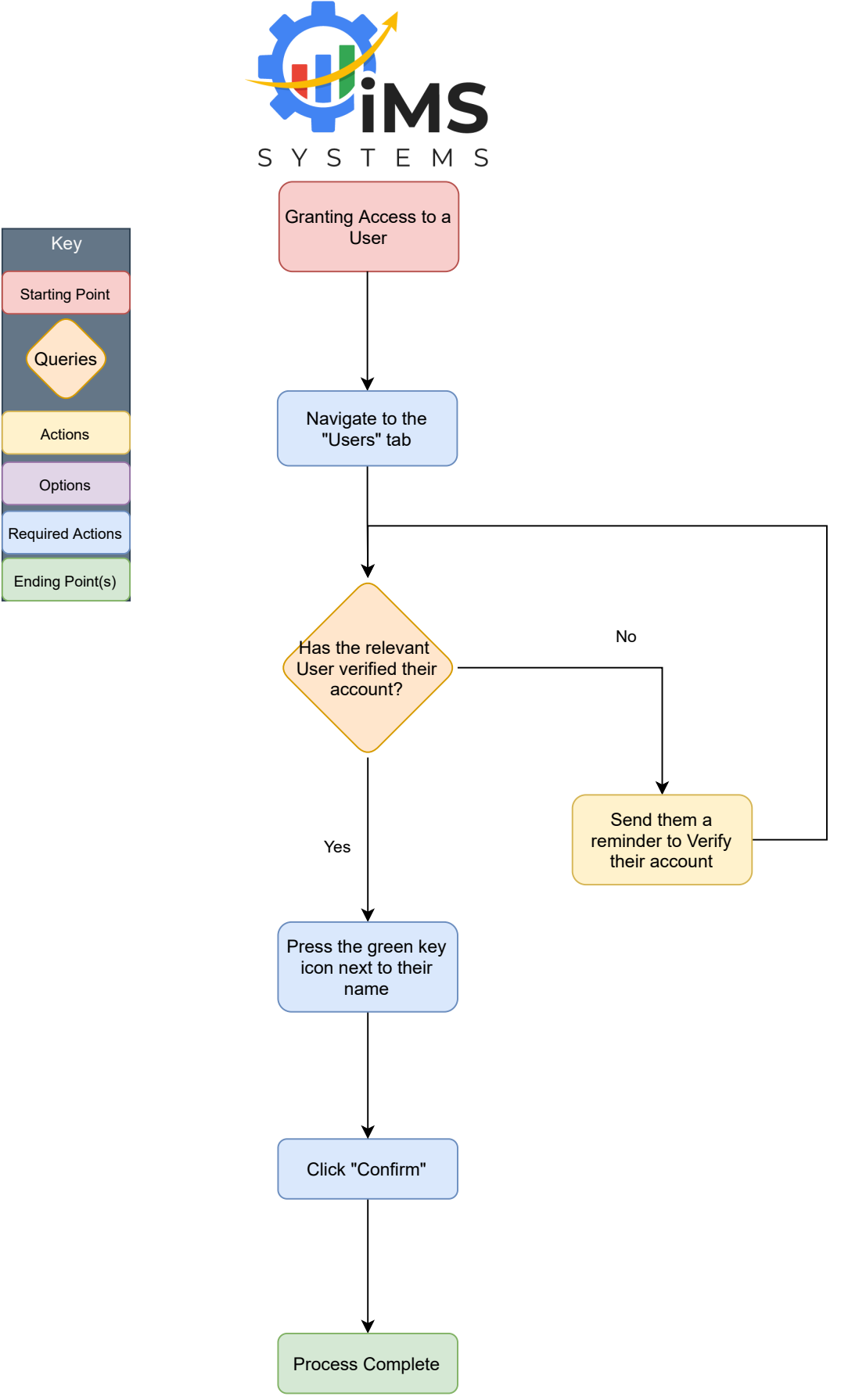
Press the green key icon next to their name

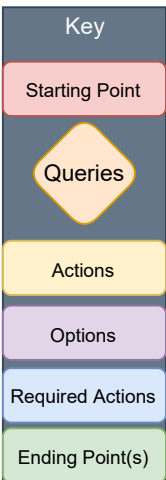
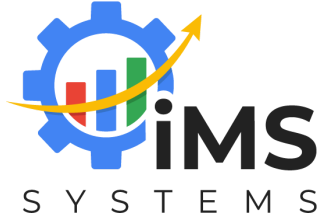
Click "Confirm"

Process Complete

No

Send them a reminder to Verify their account





Revoking Access to a User



Navigate to the "Users" tab



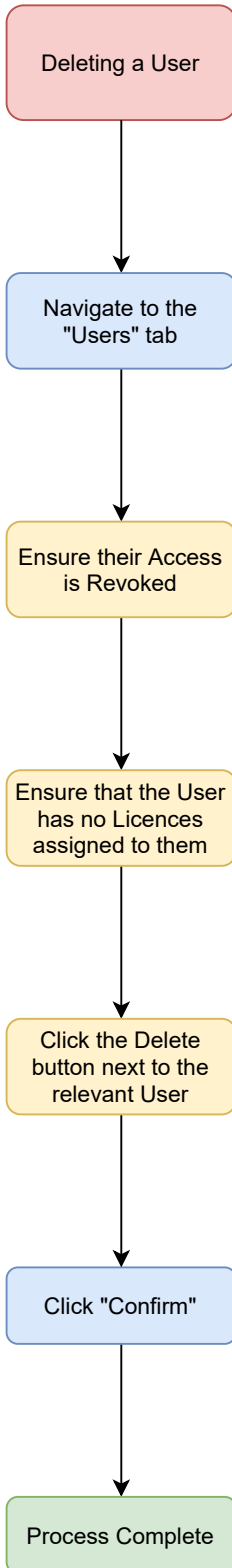
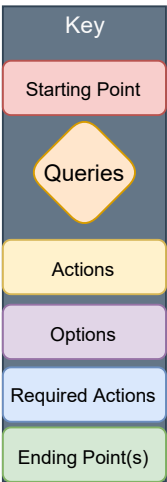
Select the Revoke button next to the relevant User



Click "Confirm"



Process Complete



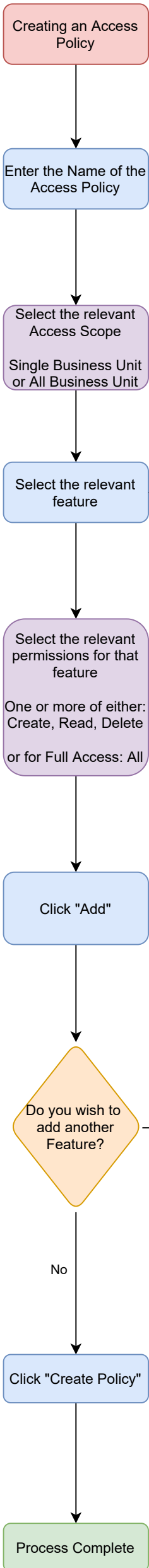
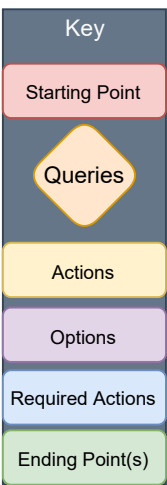


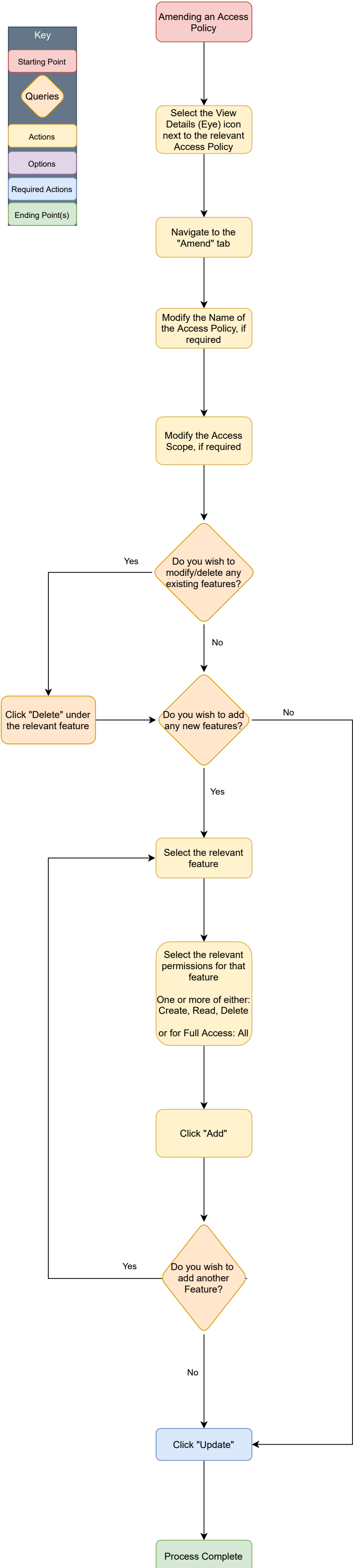
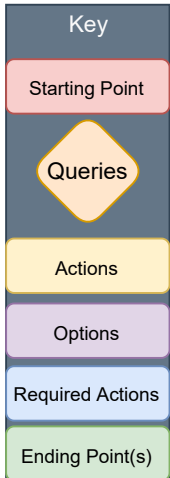
Powered By



Our IMS

Access Policies



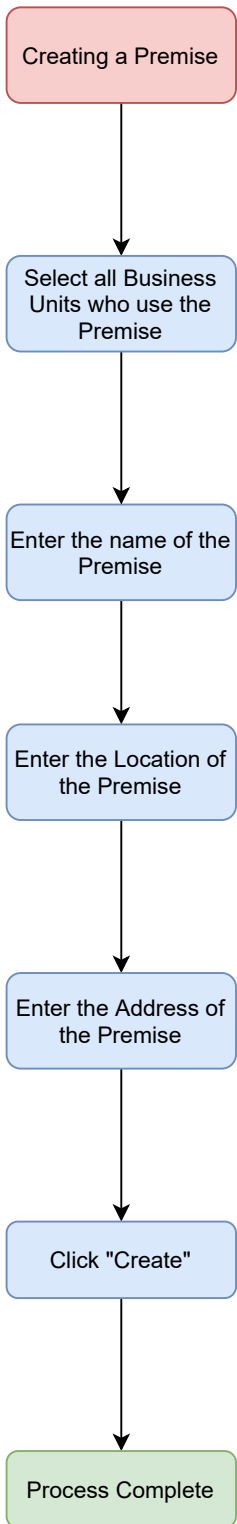
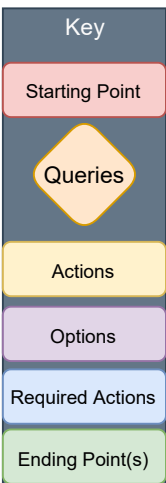
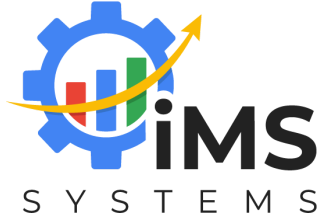


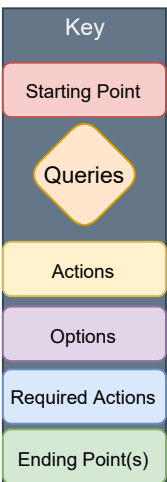


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Our IMS Business Premises





Amending a Premise

Select the View Details (Eye) icon next to the relevant Premise

Navigate to the "Amend premise" tab

Modify the Business Unit(s) using this Premise, if required

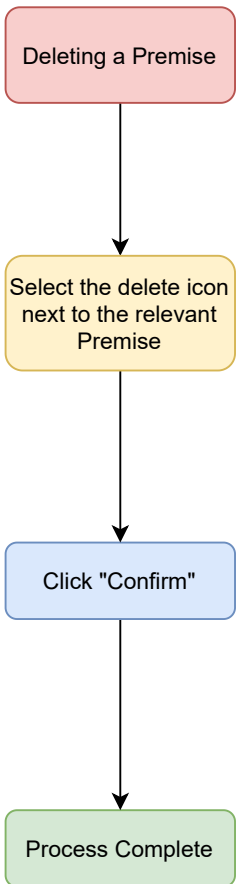
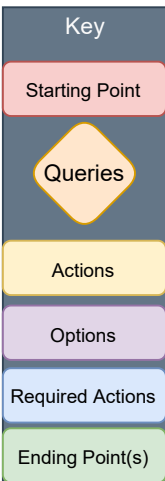
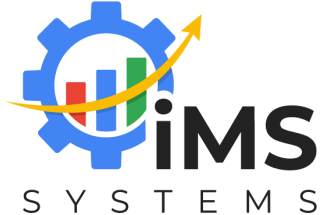
Modify the name of the Premise, if required

Modify the Location of the Premise, if required

Modify the Address of the Premise, if required

Click "Create"

Process Complete



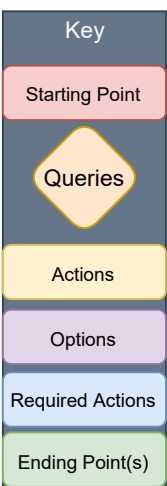


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Our IMS

Licence Management



Managing Internal
and External
Functions Licences

Select the relevant
filter
Internal Function or
External Function

Select the View
Details (Eye) icon
next to the relevant
Function

Navigate to the
"Manage licences"
tab

Enter the number of
Head of Service
Licences, if required

Enter the number of
Basic User Licences,
if required

Are you Assigning
or Removing the
Licences?

Assign

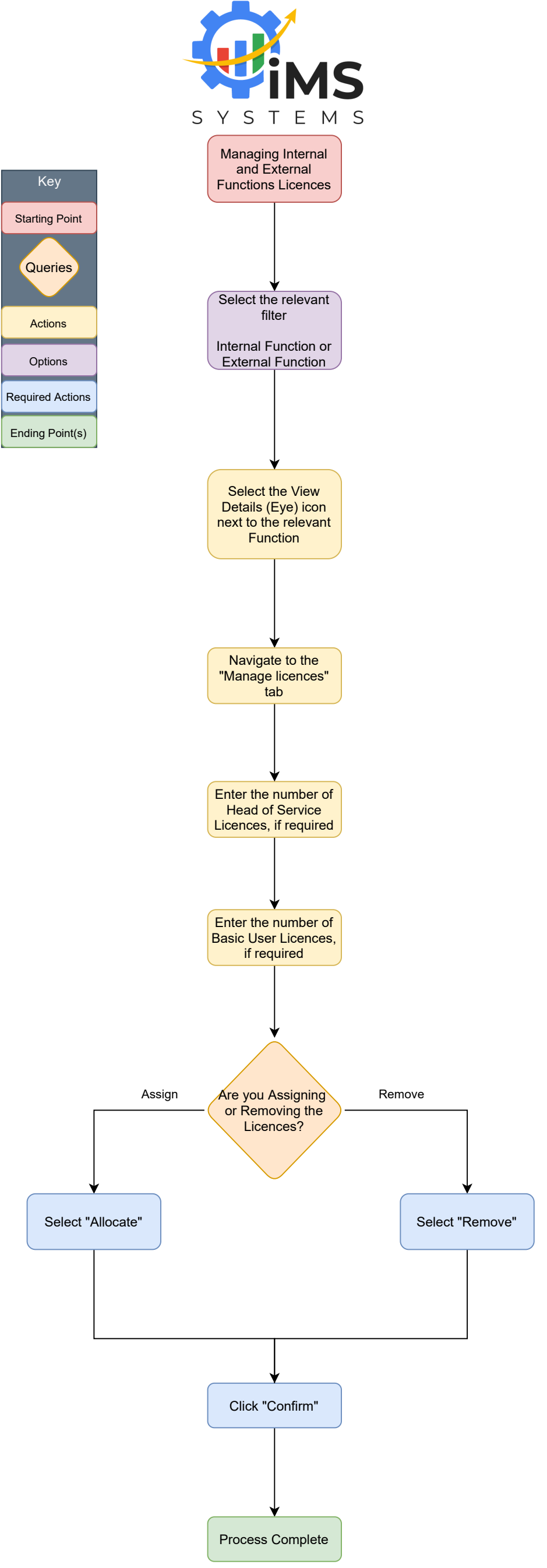
Remove

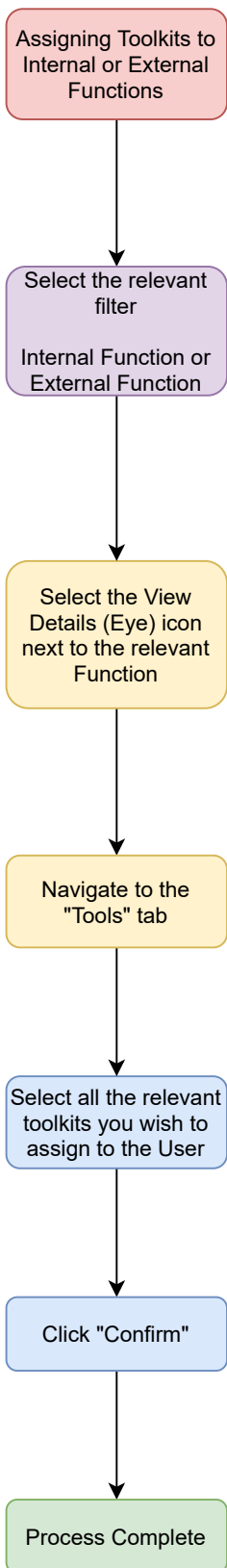
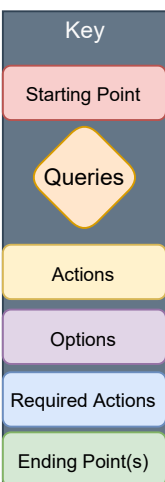
Select "Allocate"

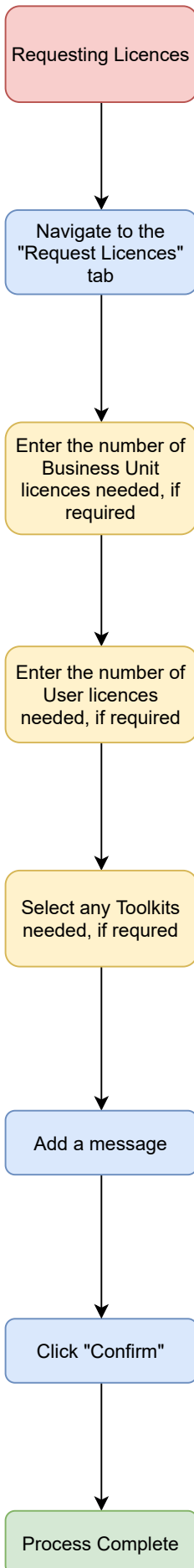
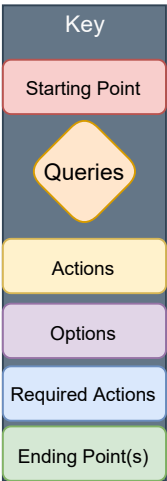
Select "Remove"

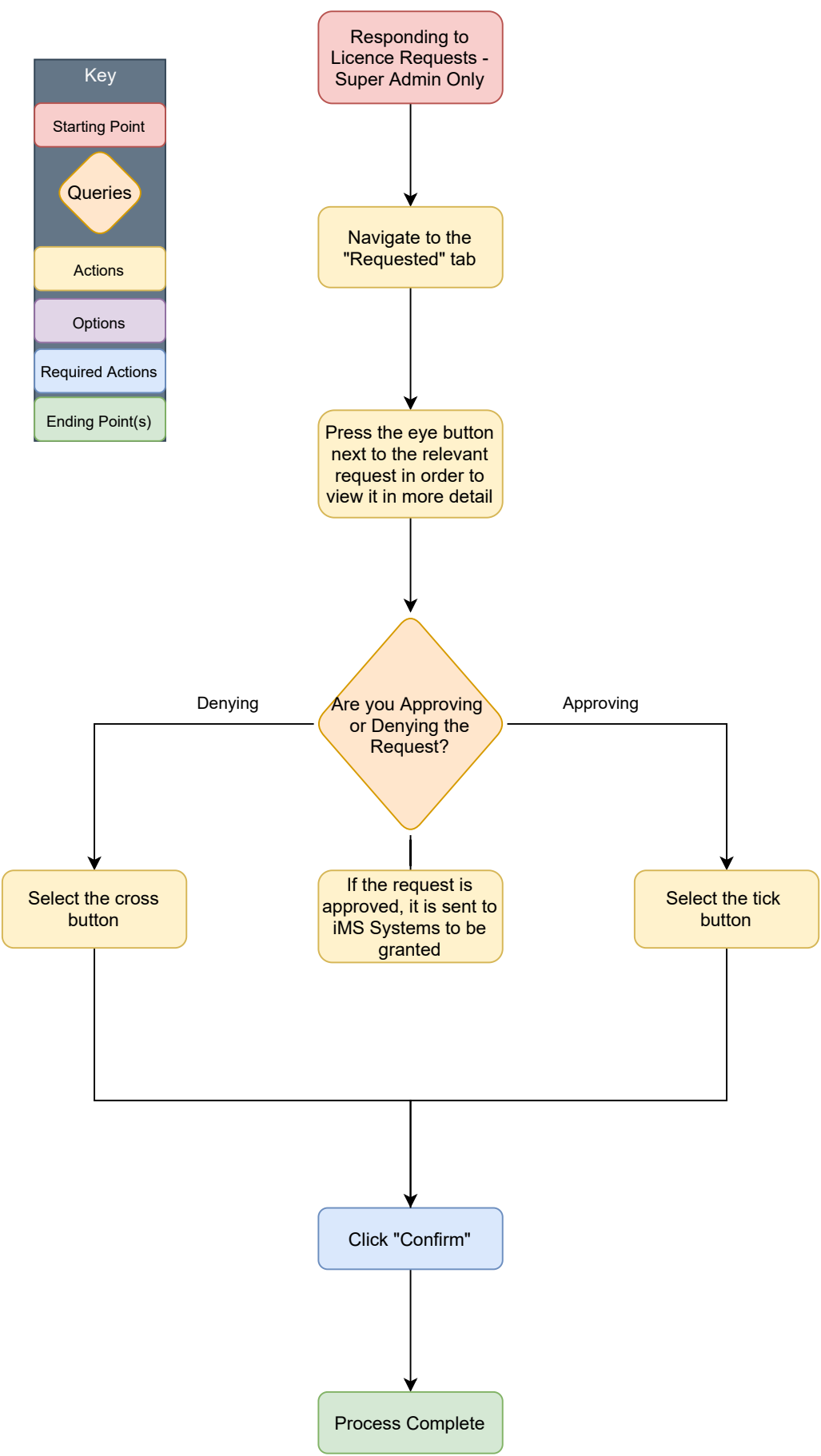
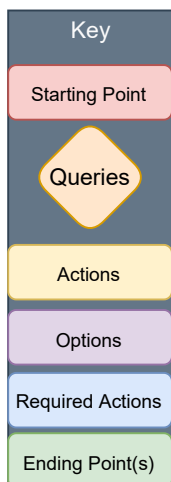
Click "Confirm"

Process Complete









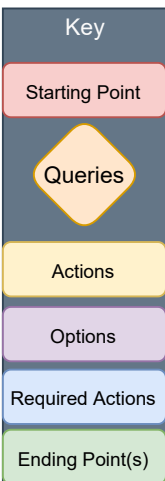
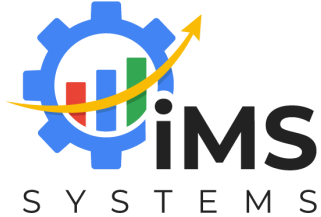


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Our IMS

System Defaults



Setting System Date

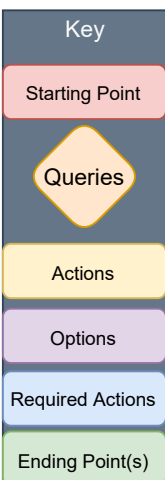
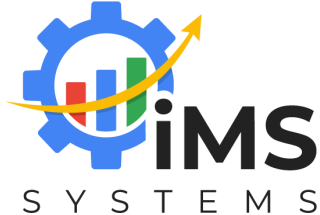
Navigate to the
"System Date" tab

Select the System
Start Date

Select the System
End Date

Click "Confirm"

Process Complete



Setting up Report Intervals

Navigate to the "Report Intervals" tab

Enter the Name of the individual receiving the report

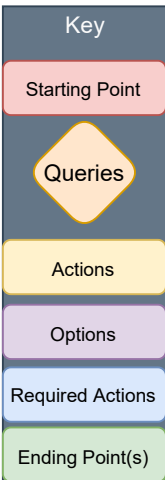
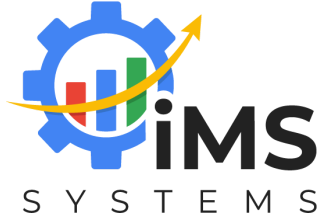
Enter the Email of the individual receiving the report

Select the Issue Date of the report

Select the relevant interval between reports
Monthly, Quarterly, Half Yearly or Yearly

Click "Confirm"

Process Complete



Deleting a Scheduled Report



Navigate to the "Report Intervals" tab



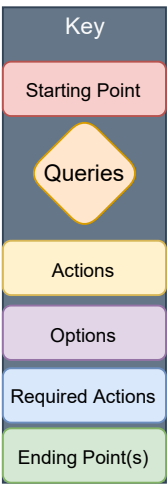
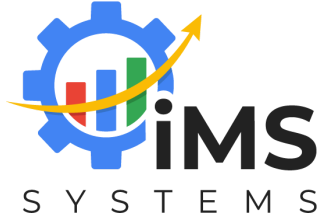
Select the delete icon next to the relevant Report(s)



Click "Confirm"



Process Complete



Setting Incident Resolution Times

Navigate to the "Incident Resolution" tab

Enter the relevant time for resolution of P1 Incidents

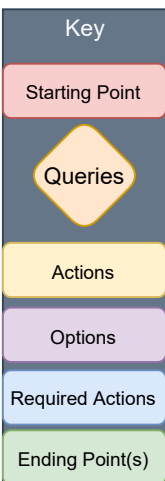
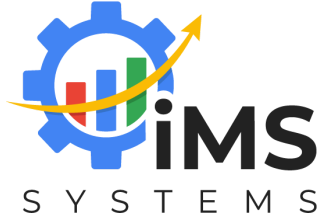
Enter the relevant time for resolution of P2 Incidents

Enter the relevant time for resolution of P3 Incidents

Enter the relevant time for resolution of P4 Incidents

Click "Confirm"

Process Complete



Sending a Push Notification

Navigate to the "Push Notification" tab

Enter the message of the Notification

Select who the notification will be sent to
All users or Heads of Service

Click "Confirm"

Process Complete