



## Frequently Asked Questions

### **When does the transition occur?**

- The migration to our new ServiceCOMMAND portal is scheduled for Sunday, October 9th. The new portal will require users to re-register their account with new credentials (User ID and Password).

### **Can I pre-register on the new portal prior to the transition date?**

- Yes. Call 800.228.3628 and ask to pre-register for the new ServiceCOMMAND portal.

### **Why do I need to change my credentials?**

- Heightened security architecture was designed into the new portal. The opportunity for stronger credentials is part of that architecture.

### **Can my new User ID be my customer number as it has been historically?**

- Yes. However, we recommend an alpha-numeric User ID for heightened security and ease of use (example: Bestcorp#1).

### **How do I register new credentials on the new portal?**

- Go to [www.harlandts.com](http://www.harlandts.com)
- Click ServiceCOMMAND
- Click Registration in the upper right corner
- Step 1 of 3: Enter your HTS Customer number and click Continue
- Step 2 of 3: Enter the new User ID for this HTS Customer number and click Check Availability
  - 5 to 20 non-blank characters
  - May not contain the Password
- Step 3 of 3: Complete the final screen including password selection and confirmation
  - 7 to 15 non-blank characters
  - Must contain an uppercase, a lowercase and a number
  - May not contain the User Name
- Inform all other account users of the new credentials

### **How does our account administrator re-establish administrative rights in the new portal?**

- Call 800.228.3628 during the general account registration process or thereafter. Our ServiceCOMMAND support team can set up administrative access for your account and explain credential management features. The account administrator's credentials will be different than the general account credentials.

**Are there any changes to ServiceCOMMAND that will impact me beyond the new credentials?**

- A session timeout has been added as an additional security measure (30 minutes of inactivity).
- Pagination logic has been added to speed display of large result tables.
- During service ticket entry, the contact and phone number fields will no longer be populated with a default and will require data entry (this is to ensure proper communication with the appropriate ticket contact and speed service delivery).

**Have any new features been added?**

- The initial transition to the new portal was intended to deliver the same functionality on a new platform. The enhancements you will notice are an improved look and feel and universal sort capabilities via column headings.

**Will the HTS corporate website change in conjunction with the new ServiceCOMMAND portal?**

- Yes! After the transition, we invite you to peruse our new website at [www.harlandts.com](http://www.harlandts.com) and familiarize yourself with our growing suite of IT infrastructure services.

**How should I contact HTS if I'm having trouble or have any questions, comments or concerns?**

- You can email us at [hts.webmaster@harlandts.com](mailto:hts.webmaster@harlandts.com) or call our Contact Center at 800.228.3628.