singlePoint ™

By Systems Maintenance Services, Inc.

Your Self Service Guidebook for Controlling your IT Maintenance Costs

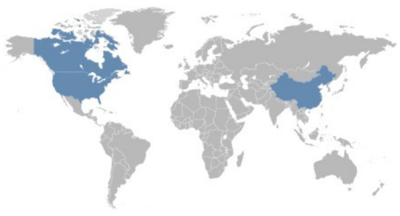
SinglePoint™, designed by Systems Maintenance Services, Inc., will help you control the high costs of IT maintenance, give you more control over your assets, and enter and track service calls.

This guide to show you:

1. A general overview of your “Activity Board”.
2. Viewing your contract lines.
3. Ticketing~~:~~, entering and tracking service calls.

If you ever have a question, we are always available to assist you.

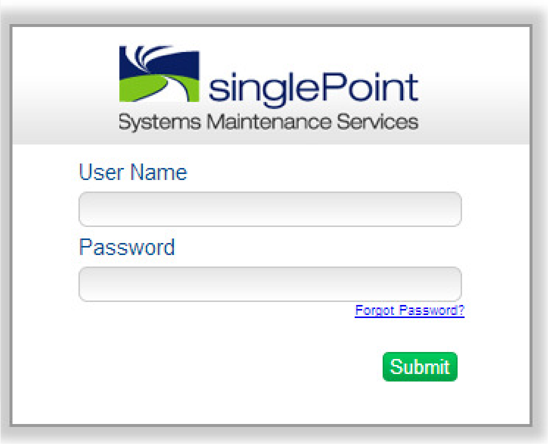
Client Services Representative
Systems Maintenance Services, SMS



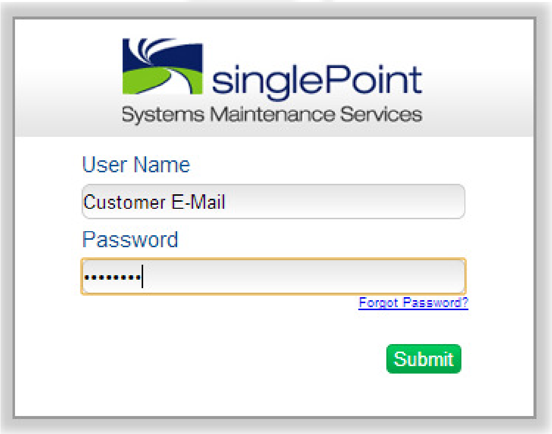
SMS Change Request Manual

Logging into SinglePoint® – Entering Customer Portal

1. Go to www.mysplogon.com and log in using your log in information that was provided. To obtain a user name and password, fill out the form on the last page and contact your CSR or Sales Rep.



2. Enter your User Name and Password provided. Click “Submit” Once you are logged in you will be routed directly to the “Activity Board”



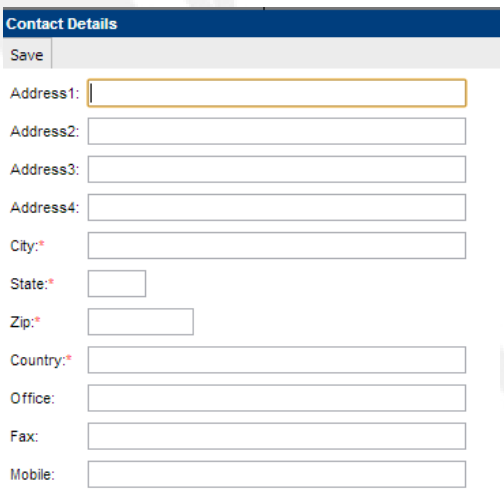
Your Account

1. Click on Green “Your Account” tab

Updating Contact Information – <u>For first time log in</u> or to update contact details

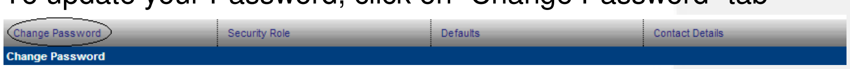
1. To update Contact Details, click on “Contact Details”

2. Fill in the necessary information and click on save.

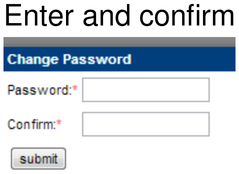


Changing Your Password

1. To update your Password, click on “Change Password” tab



2. Enter and confirm you new password and click submit**



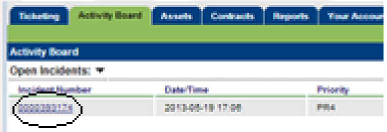
**Password must have at least 8 characters including 1 lower case letter, 1 upper case letter, and 1 digit.

General Overview of Activity Board

Click on the "Activity Board" tab (link) in the upper left hand corner.

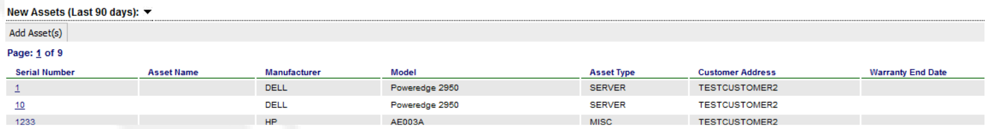
Open Incidents

This section shows all of the Open Incidents that have been created. This is a general overview of all open tickets with SMS, when they were opened and the priority level of each incident. To view more information regarding the incident, click on the blue incident number link.



New Assets

This section shows the last five (5) assets that were added to SinglePoint®. This view will also show which items have SMS coverage indicated by the blue SMS logo.


New Assets (Last 90 days):

Add Asset(s)

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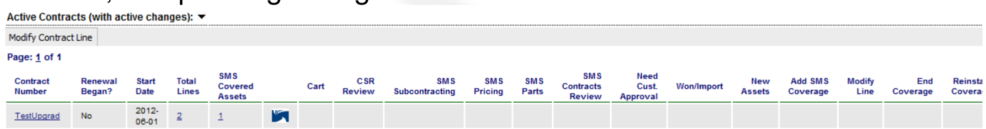
Serial Number	Asset Name	Manufacturer	Model	Asset Type	Customer Address	Warranty End Date
1		DELL	Poweredge 2950	SERVER	TESTCUSTOMER2	
10		DELL	Poweredge 2950	SERVER	TESTCUSTOMER2	
1233		HP	AE003A	MISC	TESTCUSTOMER2	

Active Contracts

In this section you can view all of your active contracts, how many items are on each contract, and pending changes for each contract.


Active Contracts (with active changes):

Modify Contract Line

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Contract Number	Renewal Began?	Start Date	Total Lines	SMS Covered Assets		Cart	CSR Review	SMS Subcontracting	SMS Pricing	SMS Parts	SMS Contracts Review	Need Cust. Approval	Won/Import	New Assets	Add SMS Coverage	Modify Line	End Coverage	Reinsta Covera
TestUpgrad	No	2012-06-01	2	1														

Pending Contract Change Requests

This section is a broad overview of any pending requests that have not been submitted. You can submit the changes to SMS by clicking on the contract number and "Submitting a Quote". See "Submitting Assets for a Quote" section.

In Process Contract Change Request

This section is an overview of any requests that have been submitted to SMS and are in the process. You should receive PDF quote document with any changes in pricing or modifications to the equipment.

Pending Activity and Expirations

This section will show you any assets or contracts that are coming up for expiration or have expired. This information is entered manually in the asset screen, the information does not automatically populate.

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Contract Management

Selecting the Contract

1. From the "Activity Board", find the "Active Contracts" section.

2. Click on the blue "Contract Number" link.

Active Contracts (with active cha

Page: 1 of 1

Contract Number	Renewal Began?	Start Date
TestUpgrad	No	2012-06-01

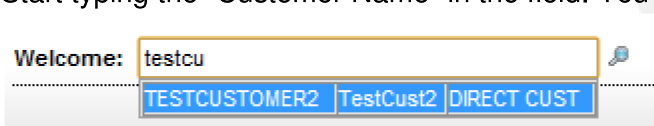
3. This will route you to the contract information where you will be able to view the items currently on contract.

Switching Between Customer Names

If you have more than one Customer ID or Customer Name assigned to your User Name, use this section to toggle between the two Customer Names.

1. In the upper right hand corner, click on the current "Customer Name" (in blue).

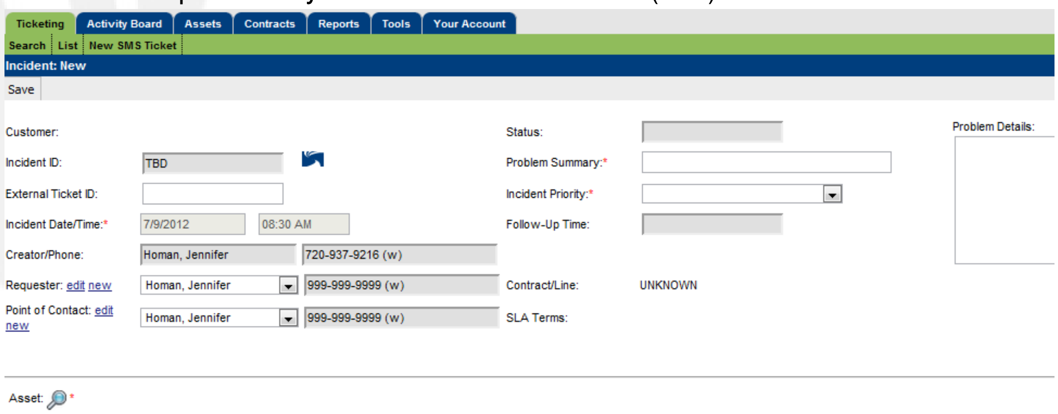
2. Start typing the "Customer Name" in the field. You can use the * for wildcards.



3. Select the appropriate "Customer Name" and you will be routed to the "Activity Board" of that customer.

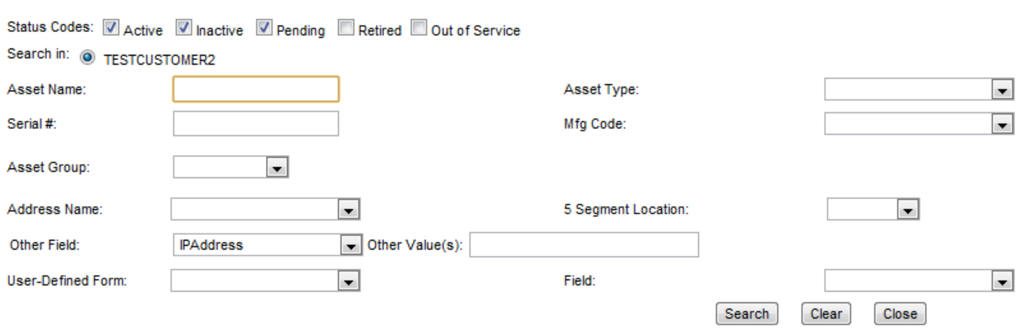
Ticketing - Opening a New SMS Ticket

1. Click on the "Ticketing" tab in the upper left hand corner.
2. Click on the Green "New SMS Ticket" button. *Note: if the "New SMS Ticket" does not appear, zoom out to 100% or contact your CSR or Sales rep.* To search for a specific Ticket, click "Search" to list all Tickets, click "List".
3. Fill in the appropriate information as noted by an asterisk.
   i. Problem Summary
   ii. Incident Priority – Please note if this is a PR1 and your system is down, we request that you call the Call Center at (877) 405-0330

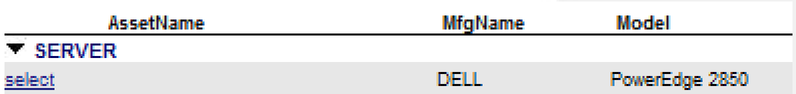


4. Once you have filled out this information, click on the magnifying glass in the bottom section.

5. The search feature will pop up.



6. You can search by the Asset Name, Serial Number, Type of asset, etc. and click search.
7. Once you have found your asset, click "Select".



8. Fill out any additional information and then click "Save" in the upper left hand corner. After you submit your ticket, a ticket number will be automatically generated and a Field Engineer will be in touch within 15 minutes.

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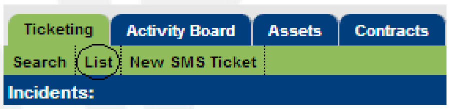
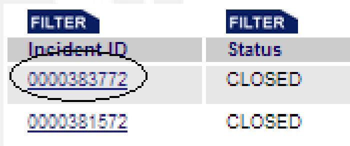
Tracking an Existing SMS Ticket

1. You can view open tickets on “Activity Board” or click on the “Ticketing” tab in the upper left hand corner.

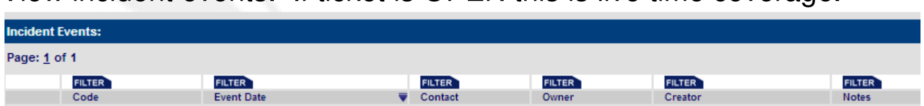
2. To view all incidents, including closed Incidents, Click on “Ticketing” tab and then click on “List” in the green section. This will show all Open or Closed incidents.



3. Click on Incident # to review the details of the incident.

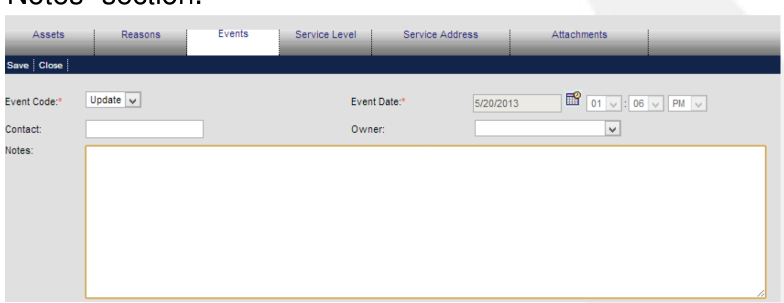


4. View incident events. If ticket is OPEN this is live time coverage.

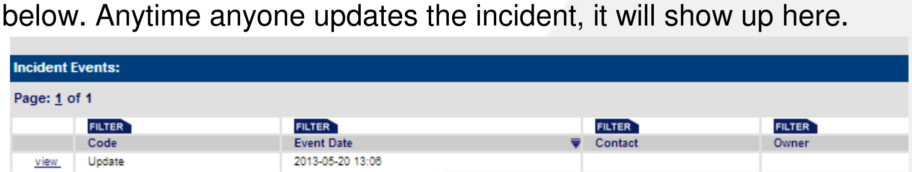


Updating an Existing SMS Ticket

1. To update an Incident, open up the appropriate Incident
2. Make sure the “Events” tab is showing and enter the information needed in the “Notes” section.



3. Click “Save” the note just saved should show up in the “Incident Events” section below. Anytime anyone updates the incident, it will show up here.



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Extras

Contracts
This will show you a list of all of your contracts and the current status, billing, start/end dates.

Reports
Here you can run reports on Incidents, Assets, Contracts and other reports. Click on the link to the report that you would like to see.

Your Account (more)
1. Security Role – You can view your current permissions and a description of each role.
2. Defaults – You can also set how many items show up in your dashboards.

Export to Excel

Anywhere you find one of these logos you can export all the details to excel

Collapse
Anywhere you see this logo you can collapse the data

Change Icons
Changing an asset

Adding an asset

Deleting an asset

User Name Request Sheet

Fill this sheet out and return back to your CSR or Sales Rep. Once you have been set up in our system, you will receive an email with your User name and Password.

Company Name:

Customer Name:

Customer Email:

Permissions: System Admin Requestor Approver

Read Only Incident Only

System Admin – Will have rights to change address info, change asset names, etc.

Requestor – Will be able to request a change to an asset. When the change has been requested, the system will email the approver set up for the company.

Approver – Will be able to approve any changes that have been made to the contract. They will also receive copies of the modifications sent out.

Read Only – Will have read only access, will be able to view contracts, incidents, assets, etc. Will not be able to make any changes to contracts, assets or incidents.

Incident Only – Will only be allowed to create incidents but will be able to view all other areas.