

How to subscribe/unsubscribe to service notifications on the IT Service Portal?

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Introduction:

In order to be informed about upcoming maintenances and current service interruptions you can subscribe to Service Notifications, or in case you don't want to be informed any longer you can unsubscribe from them.

Note: the Service Notification Tool (SNT) works best with browsers like MS Edge, Firefox version 68 (or higher) or Chrome.

Basic information:

The following steps describe how to subscribe/unsubscribe to Service Notifications:

1. Go to the IT Service Portal
2. Click on "Service Status - View all services"

Note: You can subscribe/unsubscribe to individual services or a service group (e.g. Office 365)

4. Click on the envelope icon in front of the service name or group name to subscribe or unsubscribe
5. Another way is to click on the service name
6. The service details view will be displayed, please click on "Subscribe to Updates"

In case you want to stop receiving notification, please click on "Unsubscribe from Updates"

6. You are now subscribed/unsubscribed to the respective service and "My Subscriptions" view will be updated.

In case of questions or additional needs related to Service Notification Tool, please raise a ticket to Int_WW_ServiceNotification_SLS_FDT or contact:GlobalDTIServiceDesk@freseniusmedicalcare.com