

# Corporate Search – User Documentation

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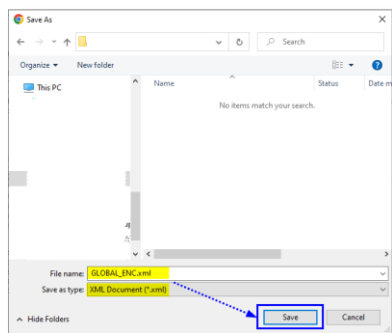
## Download the Corporate Search browser extension

- Visit <https://chrome.google.com/webstore/detail/corporate-search/bladdcabojnnfnkdgcchokolbmjeogda>
- Install the extension to the browser and grant any permissions if asked.

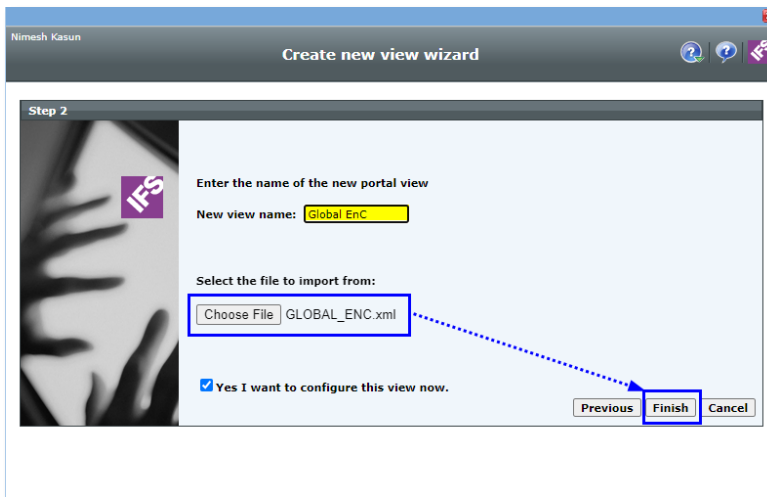
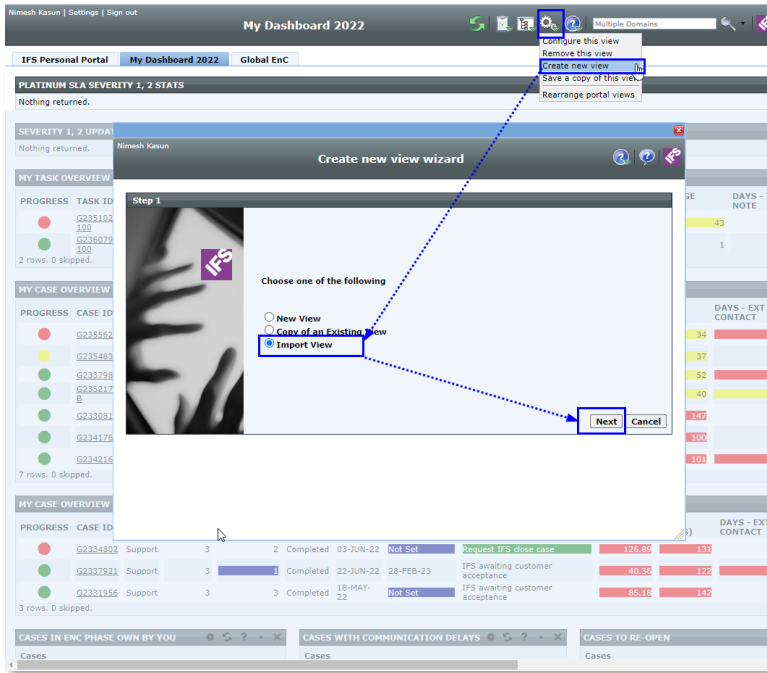
Recommended web browsers: Google Chrome, Microsoft Edge

## Download and Import GLOBAL\_ENC view to LCS Web

- Visit [https://raw.githubusercontent.com/nimeshkasun/Corporate-Search---Chrome-Extension---Backgrounds/main/download/GLOBAL\\_ENC.xml](https://raw.githubusercontent.com/nimeshkasun/Corporate-Search---Chrome-Extension---Backgrounds/main/download/GLOBAL_ENC.xml)
  - Right Click and select ‘Save as...’



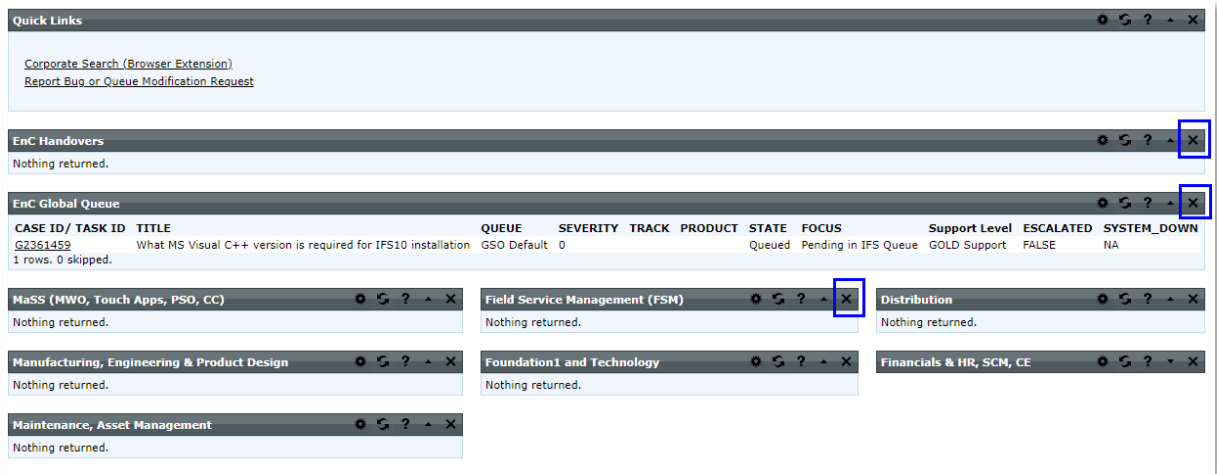
- Recommending not to change name strings taken by default.
  - Click ‘Save’
- Visit <http://lcs.corpnet.ifsworld.com> or <http://support.ifsworld.com> and follow the below steps in the images



**Important:** Notification will not work if your EnC VIEW name was changed during the import. The view should contain the default name: **GLOBAL\_ENC**

## Customize GLOBAL\_ENC view of LCS Web

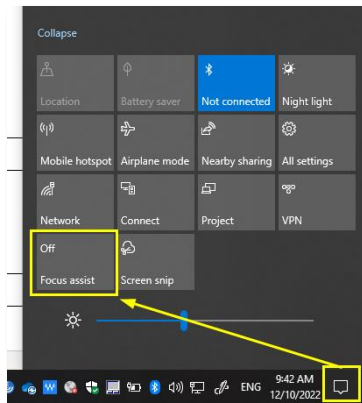
- EnC queues will be refreshed, and notifications will be sent out every **2 mins** until cases are accepted and queue(s) is emptied.
- Use the **X** option in each card to remove unnecessary cards. Recommended to remove the cards not relevant to your product to avoid unnecessary notifications.



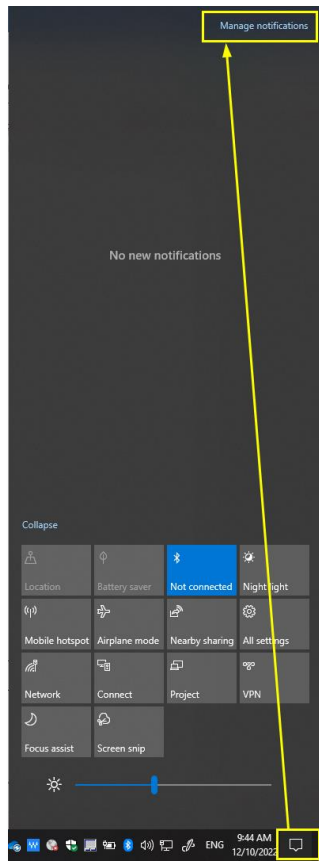
- **EnC Handovers** card will be having all EnC Handover cases of all products.
- **EnC Global Queue** card will be having all queued cases of all products. Recommended to remove this if you're not interested in receiving notifications for other products.
- Each product-wise cards will contain both newly queued cases and EnC handovers.

## Setup the Windows PC for Notifications

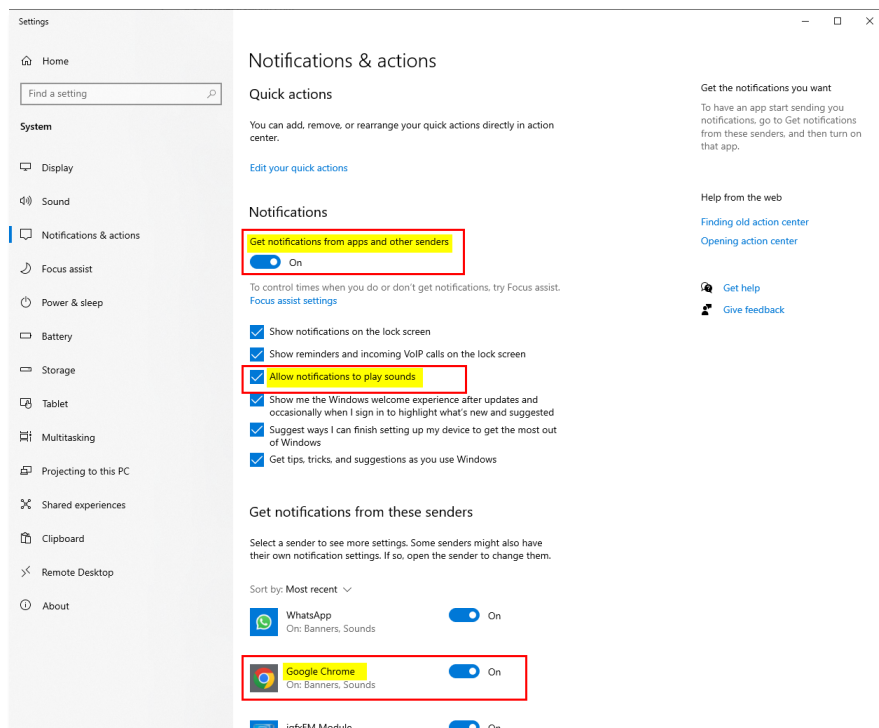
- Recommended to set the *Focus assist* to **OFF**



- Click on *Manage notifications*



- Make sure the following recommended settings are set.



## Setup Web Browser EnC Notifications

- I) Copy and paste below in browser (Chrome /Edge).

<chrome://flags/#unsafely-treat-insecure-origin-as-secure>

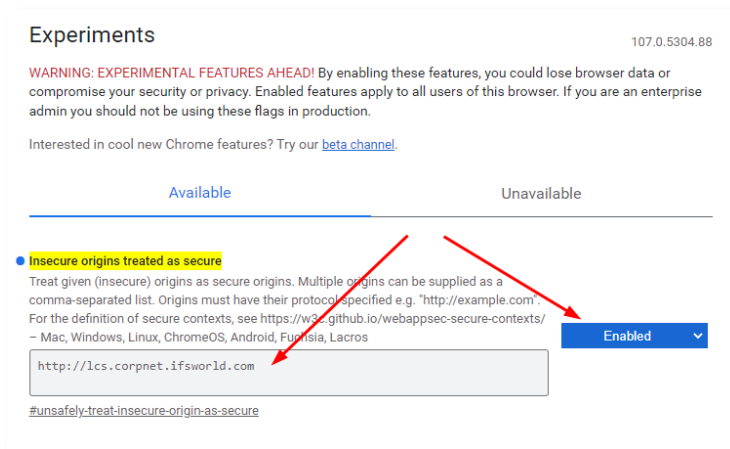
<edge://flags/#unsafely-treat-insecure-origin-as-secure>

- II) Under '*Insecure origins treated as secure*', copy and paste the LCS web URL, and it set to **Enabled**

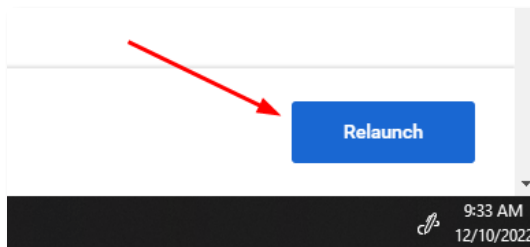
<http://lcs.corpnet.ifsworld.com>

Or if Autopilot users, then

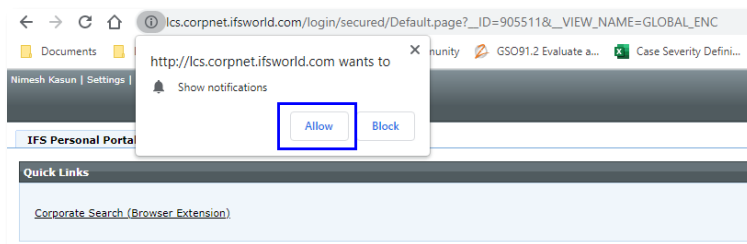
<http://support.ifsworld.com>



- III) Click on the '**Relaunch**' after the above settings. This will restart the browser.



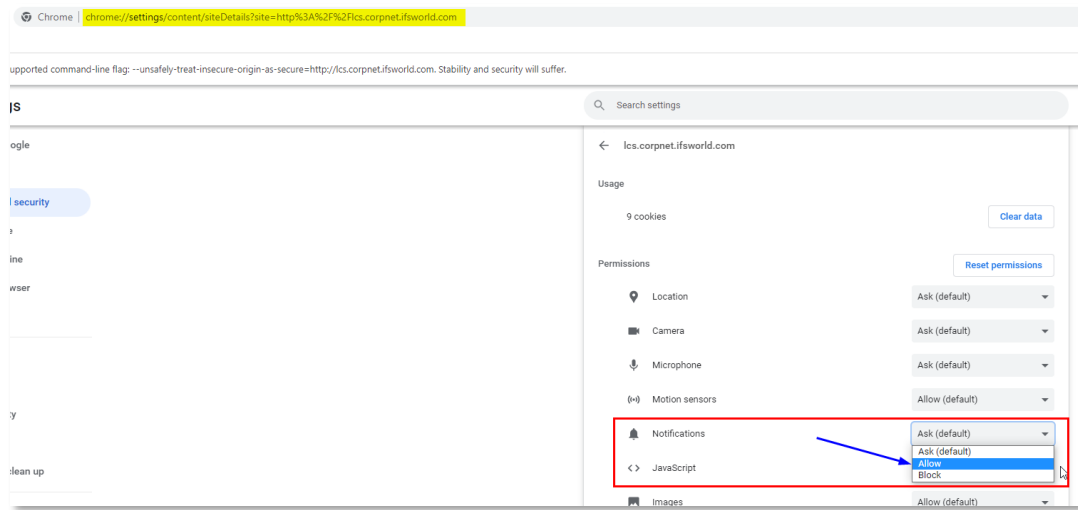
- IV) Go to the EnC Dashboard via LCS web and **Allow** notifications.



- a. If the site didn't ask for permissions, you might check and allow notifications manually using the below URI via the browser.

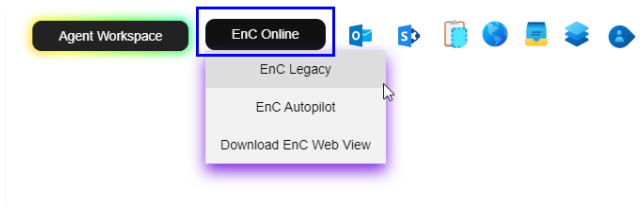
<chrome://settings/content/siteDetails?site=http%3A%2F%2Flcs.corpnet.ifsworld.com>

<edge://settings/content/siteDetails?site=http%3A%2F%2Flcs.corpnet.ifsworld.com>



## Access EnC Web Portal

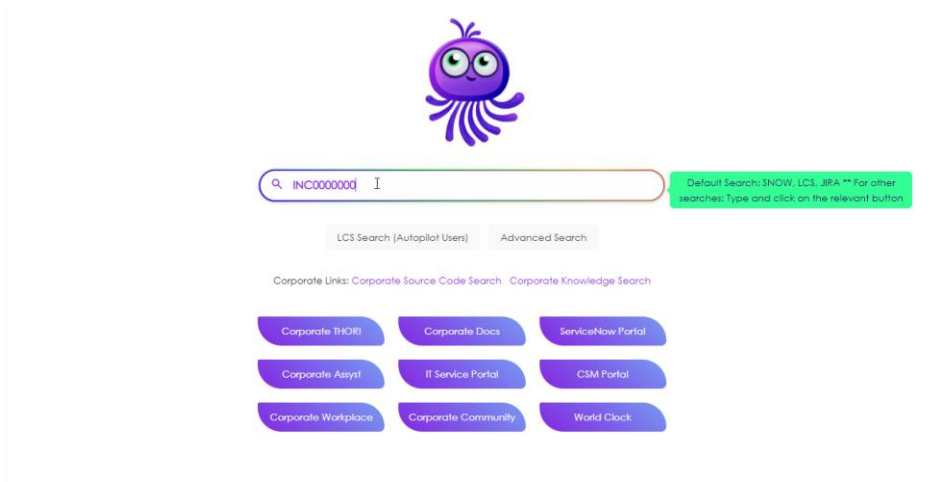
Recommending to access EnC web via Corporate Search new tab.



**Important:** Notification will not work if your EnC VIEW name was changed during the import. The view should contain the default name: **GLOBAL\_ENC**

## Use Corporate Searching

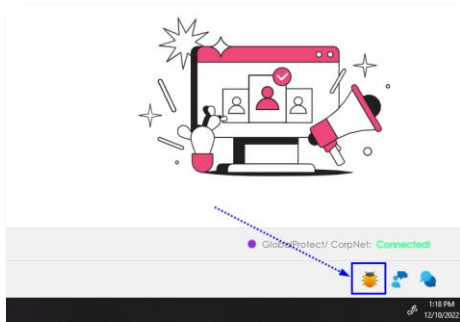
- Type/paste the required SNOW case/incident, LCS Case ID, JIRA ID → press Enter



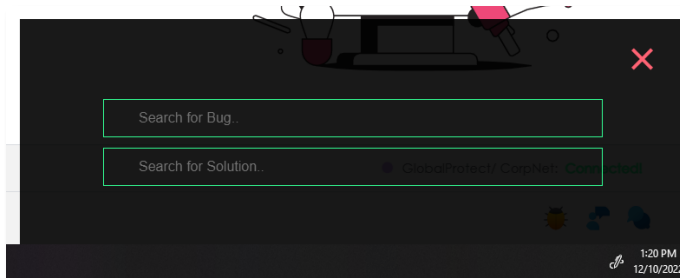
- For Autopilot users (Only for LCS search) → Type/paste the LCS Case ID and click on 'LCS Search (Autopilot Users)' button

## Search for Bug/ Solution

- I) Click the Bug icon in bottom-left corner



- II) Type/paste the Bug ID or the Solution ID in the relevant input field → press Enter



**Limitation:** Autopilot users will have to replace the URL with <http://support.ifsworld.com/>\*