

# MY SUPPORT LINK TRAINING MANUAL

February, 2018

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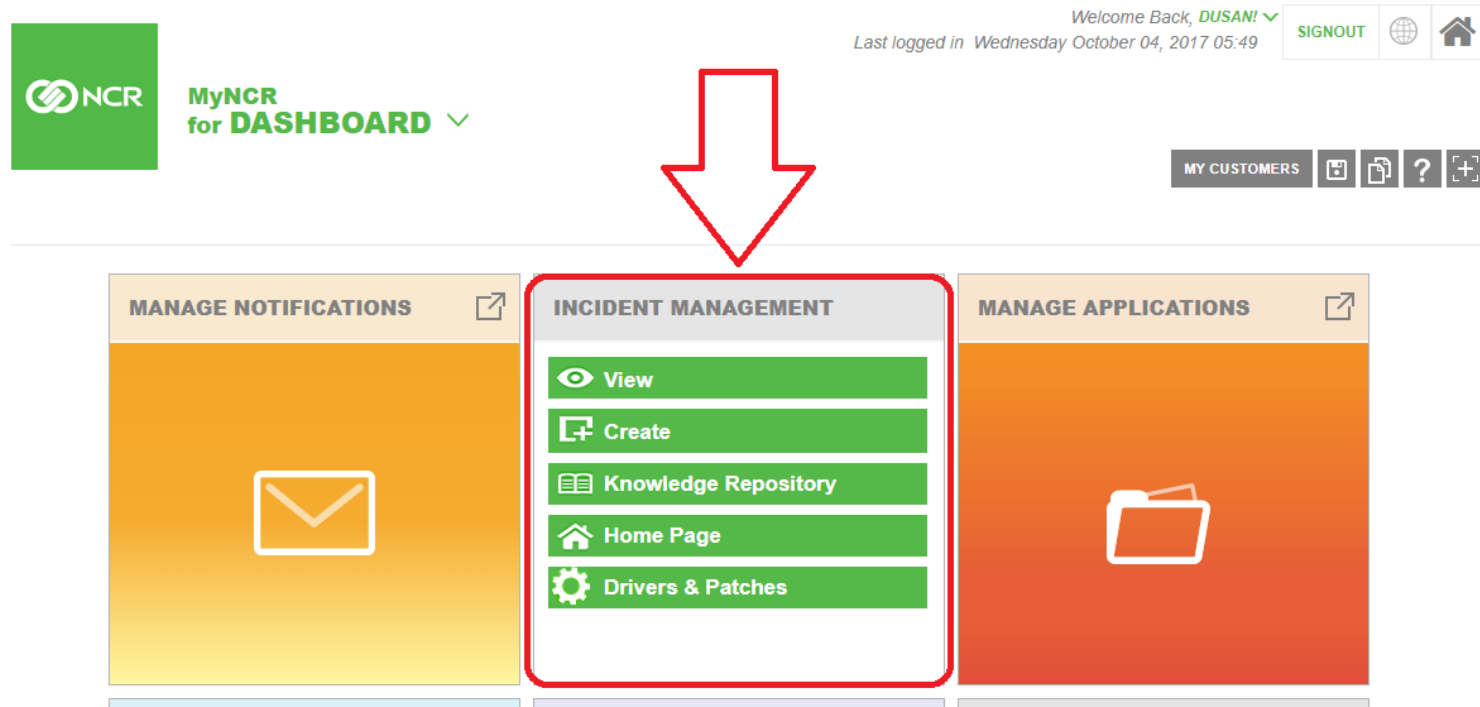
# What is My Support Link?



- **My Support Link** provides a web interface which allows customers to create, update and review the status of Service Requests.
- **My Support Link** offers the ability to:
  - ❑ Create new Service Requests
  - ❑ View the status of all Open and any Service Requests closed within the last 60 days
  - ❑ Update any Open Service Request with additional information
  - ❑ Create a Summary List of SRs and additionally export the results to Excel

# How to access My Support Link

- From the MyNCR Home page, click on any of the options under the Incident Management tab:



The screenshot displays the MyNCR dashboard interface. At the top left is the NCR logo and the text "MyNCR for DASHBOARD" with a dropdown arrow. On the top right, there is a user greeting "Welcome Back, DUSAN!" with a dropdown arrow, the text "Last logged in Wednesday October 04, 2017 05:49", and buttons for "SIGNOUT", a globe icon, and a home icon. Below this is a "MY CUSTOMERS" section with icons for a calendar, document, question mark, and plus sign. The main content area features three tabs: "MANAGE NOTIFICATIONS" (with an envelope icon), "INCIDENT MANAGEMENT" (with a list icon and highlighted by a red arrow), and "MANAGE APPLICATIONS" (with a folder icon). The "INCIDENT MANAGEMENT" tab is expanded to show a list of options: "View", "Create", "Knowledge Repository", "Home Page", and "Drivers & Patches".

# How to access My Support Link

- If you click on the Home Page option you will be redirected to the screen below:

The screenshot displays the 'MY SUPPORT LINK' interface. At the top, a green navigation bar contains links for 'Feedback', 'Demo', 'Glossary', and 'FAQs'. The main content area is divided into two sections. On the left, a white sidebar titled 'Options' lists 'Incident Management' (highlighted with a red box), 'Knowledge Repository', 'Drivers & Patches', and 'Service Bulletins'. On the right, a grey header reads 'Welcome to My Support Link - your source for Knowledge, Incident Management and more.' Below this, a green-bordered box highlights the 'Incident Management' section, which includes a green header and three buttons: 'VIEW A CALL', 'OPTIONS PAGE', and 'CREATE A CALL'.

- Click on the Incident Management link.

# Menu Items

- At any time you may find useful links in the page header:



## NCR Incident Management

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- Use **Feedback** to provide any kind of input, suggestions for improvement or any issue you're having with using the application.
- Demo** page contains useful tips on how to use the application.
- Glossary** contains some of the commonly used terms/phrases throughout the portal.
- FAQ** page contains some of the most commonly asked question. Before submitting an issue related to the application we strongly advise to refer to FAQ as the support team is keeping the page updated with any known issues with the application.

# My Support Link Options

## NCR Incident Management

Options Page

### Option 1 - Create a Call

Please select whether you need assistance with a hardware or software issue before clicking the **Go** button to proceed with creating a call.

Create Call for:  Hardware  Software

**Go**

### Option 2 - View a Specific Call

Enter the Call Number or the Customer Reference Number of the desired call then click the **Go** button.

Call Number  **Go** **Clear**

### Option 3 - View a Summary of Calls - Advanced Search

Construct your query using the steps below. To see a list of ALL OPEN CALLS skip step 1.

**Go**

#### Step 1. (optional) [ - [Click here to hide Advanced Search Options](#) ]

Select the desired Filters (more than one can be selected) and input/select values for each. Then select the Sort Order and number of calls displayed per page.

Display  Display  Display calls where  Display calls where

Display calls where  Display calls where  Display calls where

Display calls where

Sort Results by  Calls per Page

All Open Calls

Only Software Calls

Site Name  is

Country is

Postal Code  is

Priority/Call Type is  1  2  3  4  FLM1  FLM2  FLM3  FLM4  DEPO  PM  CHGC

Open Date  is

Problem Code  is

Update Date

#### Step 2.

Click the **Go** button to initiate your query. Use the **Clear** button to clear the input areas.

**Go** **Clear**

**Note:** Do not use the Browser **Back** and **Forward** buttons. Use the following buttons to navigate the application:  and

### Option 4 - Preferences Section

Click on the button below to set your preferences.

**Go**

- Option 1 - Create a Call
- Option 2 - View a Specific Call
- Option 3 - View a Summary of Calls - Advanced Search
- Option 4 - Preferences Section

# Option 1 – Create a Call

- In order to create a call, first you need to select whether the issue is Hardware or Software related:

## Option 1 - Create a Service Request

Please select whether you need assistance with a hardware or software issue before clicking the **Go** button to proceed with creating a Service Request.

Create Service Request for:  Hardware  Software

Go

- If your profile is entitled for Hardware or Software only you'll only have one option available:

## Option 1 - Create a Call

Click on the button below to Create a Call.

Go

**NOTE:** If your profile is not entitled for Call Creation, Option 1 will not be displayed

# Option 1 – Create a Call (Hardware)

- To create a **Hardware call**, select Hardware and click on Go:

## Option 1 - Create a Service Request

Please select *whether* you need assistance with a hardware or software issue before clicking the **Go** button to proceed with creating a Service Request.

Create Service Request for:  Hardware  Software  Set as default

**Go**

# Option 1 – Create a Call (Hardware)

- Next step is to identify the Site that the issue is related to. You can search for sites by multiple filters:

**Search By Site**  **Search By Equipment**

Click on the Checkbox above to toggle between displaying and hiding the Search By Equipment options.

[Options Page](#)

### Search By Site

Follow the steps below to search for specific Sites. To display a list of all Sites, Skip step 1.

**Step 1. (optional) [ + Click here to display Additional Search Options ]**  
Select the desired Filters (more than one can be selected) and input/select values for each. Also, optionally select the sort Order and sites to display per page.

|   |   |   |                      |
|---|---|---|----------------------|
| <input type="checkbox"/> Site Code/ID is      | = | ▼ | <input type="text"/> |
| <input type="checkbox"/> NCR Site Number is = |   |   | <input type="text"/> |
| <input type="checkbox"/> Site Name is         | = | ▼ | <input type="text"/> |
| <input type="checkbox"/> Product ID is        | = | ▼ | <input type="text"/> |

**Step 2.**  
Click on the **Go** button below to initiate the query. Use the **Clear** button to clear the input areas and deselect all checkboxes. Click the **Cancel** button to cancel out and go back to the options page.

# Option 1 – Create a Call (Hardware)

- Once the Search is initiated you will be presented with the list of Sites available. Click on the **Site Code/ID field** next to the site you wish to select:

**Select Site**

To select a Site, click on the **Site Code/ID** in the table below. If you cannot find the site for which you would like to create a Service Request, please call your established **NCR Support Line**.

Options Page Sites Found: 669 1-50

|          | Site Code/ID | NCR Customer Number | Site Name            | NCR Site Number | Equip. Avail. | Address   |
|----------|--------------|---------------------|----------------------|-----------------|---------------|---|
| <u>1</u> | <u>#3097</u> | ████                | ████████████████████ | ████            | No            | 688 WYE RD<br><br>SHERWOOD PARK, AB T8A 6G3<br>CANADA<br>UNKNOWN              |
| <u>2</u> | <u>10048</u> | ████                | ████████████████████ | ████            | No            | 66 LUCRENE AVE<br><br>POINTE-CLAIRE, QC H9R 2V2<br>CANADA<br>514696-6666      |
| <u>3</u> | <u>10081</u> | ████                | ████████████████████ | ████            | No            | 5028 50TH ST<br><br>ROCKY MOUNTAIN HOUSE, AB T4T 1A3<br>CANADA<br>403846-0038 |
| <u>4</u> | <u>10089</u> | ████                | ██████████           | ████            | No            | 5027 50TH ST<br><br>STETTLER, AB T0C 2L0<br>CANADA<br>403742-5025             |
| <u>5</u> | <u>101</u>   | ████                | ████████████████████ | ████            | No            | 100 RANCH MARKET  |

# Option 1 – Create a Call (Hardware)

- Now you need to select the Equipment you are requesting assistance for. Select a piece of Equipment by clicking on the **Product ID** link:

| Site List |                                | Equipment Items Found: 21                                    |
|-----------|--------------------------------|--|
|           | Product ID                     | Description  |
| <u>1</u>  | <a href="#">3221-1200-8090</a> | NCR 3221 Retail Desktop PC                                   |
| <u>2</u>  | <a href="#">3550-1032-8090</a> | Dell Power Edge T430, Intel Xeon E5-2620 2.4GHz, 32GB memory |
| <u>3</u>  | <a href="#">4072-0750-7194</a> | Eaton 5115 Line Interactive UPS, 750VA,110-127V, 50/60 HZ    |
| <u>4</u>  | <a href="#">4084-1500-7194</a> | Powerware Logoed 9125 Online UPS,1500 VA, 100-127 VOLTS      |
| <u>5</u>  | <a href="#">5900-0042-9690</a> | Cisco WS-C2950-24 24 Port Switch Standard Image - Consigned  |

# Option 1 – Create a Call (Hardware)

- Fill in the required information and select Go:

## Step 2.

Please complete the following form. Mandatory fields are designated by a red asterisk (\*).

Brief Problem Description: \*

(max. chars.: 80)

Reference Number:

(Your Company's Ref. Number: max. chars. 20)

Site Contact Name: \*

Site Contact Phone: \*

Equipment Location:

(i.e. Lane 2 - max. chars.: 25)

Submitter Name: \*

Submitter Phone: \*

Submitter Email Address: \*

Service Request Priority: \*

Check here to be notified by email of updates to this Service Request

Remarks:

(max. chars.: 870)

## Step 3.

Click on the **Go** button to submit. Click on the **Clear** button to clear the fields. Click on the **Cancel** button to cancel this request.

Go

Clear

Cancel

# Option 1 – Create a Call (Hardware)

- On this screen you'll be presented with the information you have provided regarding Site, Equipment and additional details. Click on **Create Call** to submit your incident:

### Create Call for SECU MD ITM 668

Follow the steps below to create the call.

**Create Call**

**Step 1.**  
Review Site and Equipment Information. Call will be created in **Standard D1 system**.

| Site   | Equipment  |
|--|--|
| Site Name: [REDACTED]<br>NCR Site Number: [REDACTED]<br>Address: [REDACTED]<br>City: COLUMBIA<br>State: MD<br>Postal Code: 21045-1971<br>Country: UNITED STATES<br>Phone Number: UNKNOWN | Serial Number: [REDACTED]<br>Product ID: [REDACTED]<br>Product Reference: [REDACTED]<br>Description: SelfServ34 Interactive Teller<br>Coverage Description: 5 Days a week 8am-8pm 1hr resp |

**Call Details**

|                            |  |
|----------------------------|--|
| Brief Problem Description: | [SPD:SS ATM/ABM:PRINTER:PRINTER-JOURNAL:ELECTRONIC JOURNAL FAULT:::] |
| Reference Number:          |  |
| Site Contact Name:         | Manager on Duty  |
| Site Contact Phone:        | UNKNOWN  |
| Submitter Name:            | dusan ivkovic  |
| Submitter Phone:           | 1234567  |
| Submitter Email Address:   | dusan.ivkovic@ncr.com  |
| Call Priority:             | 2  |
| Receive Notification:      | N  |
| Remarks:                   | test   |

**Step 2.**  
Click on the **Create Call** button to create this call. Click on the **Cancel** button to cancel this request.

**Create Call** **Cancel**

# Option 1 – Create a Call (Hardware)

- Once you get the Incident number your incident has been submitted. You will also receive an email confirmation with incident details.

Options Page Create Call Form

### Create Call - Confirmation

Call has been created. The Call Number for this request is **7805253434** **Incident/Call Number**

Projected Arrival Time: 02/21/18 16:00 (Site) Projected Fix Time: 02/21/18 20:00 (Site)

[Click here to go back to the Options Page.](#)

| Site  | Equipment  |
|---|--|
| Site Name: SECU MD ITM 668<br>NCR Site Number: 9047754<br>Address: 8630 SNOWDEN RIVER PKWY<br>City: COLUMBIA<br>State: MD<br>Postal Code: 21045-1971<br>Country: UNITED STATES<br>Phone Number: UNKNOWN | Serial Number: 30-52556807<br>Product ID: 6634-7000-6005<br>Product Reference:<br>Description: SelfServ34 Interactive Teller<br>Coverage Description: 5 Days a week 8am-8pm 1hr resp |

### Call Details

|                            |  |
|----------------------------|--|
| Brief Problem Description: | [SPD;SS ATM/ABM;PRINTER;PRINTER-JOURNAL:ELECTRONIC JOURNAL FAULT:::] |
| Reference Number:          |  |
| Site Contact Name:         | Manager on Duty  |
| Site Contact Phone:        | UNKNOWN  |
| Submitter Name:            | dusan ivkovic  |
| Submitter Phone:           | 1234567  |
| Submitter Email Address:   | dusan.ivkovic@ncr.com  |
| Call Priority:             | 2  |
| Receive Notification:      | N  |
| Remarks:                   | test   |

## Option 1 – Create a Call (Software)

- To create a **Software** call, select Software, choose a Software Solution from the dropdown menu and click on Go:

**Option 1 - Create a Call**

Please select whether you need assistance with a hardware or software issue before clicking the **Go** button to proceed with creating a call.

Create Call for:  Hardware  Software

Product requiring assistance:

- Gasper Vantage
- NCR APTRA Exchange
- NCR APTRA Vision Enhanced
- Product not Listed
- Test Solution

**Go**

**Option 2 - View a Specific Call**

# Option 1 – Create a Call (Software)

- Fill in the required information and select Go:

**Step 2.**  
Please complete the following form. Mandatory fields are designated by a red asterisk (\*).

|                              |   |
|------------------------------|---|
| Brief Problem Description: * | <input type="text" value="Test brief problem description"/> |
|                              | (max. chars.: 150)  |
| Reference Number:            | <input type="text"/>  |
|                              | (Your Company's Ref. Number: max. chars. 25)                |
| Submitter Name: *            | <input type="text" value="dusan ivkovic"/>                  |
| Submitter Phone: *           | <input type="text" value="1234567"/>                        |
| Submitter Email Address: *   | <input type="text" value="dusan.ivkovic@ncr.com"/>          |
| Secondary Email Addresses:   | <input type="text"/> (multiple allowed; comma separated)    |
| Call Priority: *             | <input type="button" value="1 - Critical"/>                 |

Please answer the following questions regarding the problem being experienced. Please limit your answers to 2375 characters.

What software are you having issues with? \*

What is the software version? \*

Is the system operational? \*

**NOTE:** Questions may vary depending on the selected Software Solution

# Option 1 – Create a Call (Software)

- On this screen you'll be presented with the information you have provided. Click on Create Call to submit your incident:

### Create Call for Gasper Vantage

Follow the steps below to create the call.

**Create Call**

**Step 1.**  
Review Solution information.

**Solution**  
Name: Gasper Vantage

**Call Details**

|                            |   |
|----------------------------|---|
| Brief Problem Description: | Test brief problem description  |
| Reference Number:          |   |
| Submitter Name:            | dusan ivkovic   |
| Submitter Phone:           | 1234567   |
| Submitter Email Address:   | dusan.ivkovic@ncr.com   |
| Call Priority:             | 1   |
| Remarks:                   | [Software Questions<br>Q->What software are you having issues with: test.<br>Q->What is the software version: tes.<br>Q->Is the system operational: test.<br>Q->Were there any error messages: test.<br>Q->Was there anything specific about the system performance before during or after the issue was encountered: test.<br>Q->Have there been any changes recently to the system: test.<br>Q->Have the critical services been validated-restarted in an effort to resolve this issue: test.<br>Q->Other Information: test.<br>] |

**Step 2.**  
Click on the **Create Call** button to create this call. Click on the **Cancel** button to cancel this request.

**Create Call** **Cancel**

# Option 1 – Create a Call (Software)

- Once you get the Incident number your incident has been submitted. You will also receive an email confirmation with incident details.

## Create Call - Confirmation

Call has been created. The Call Number for this request is **778009227** Incident/Call number

Click here to go back to the [Options Page](#).

### Solution

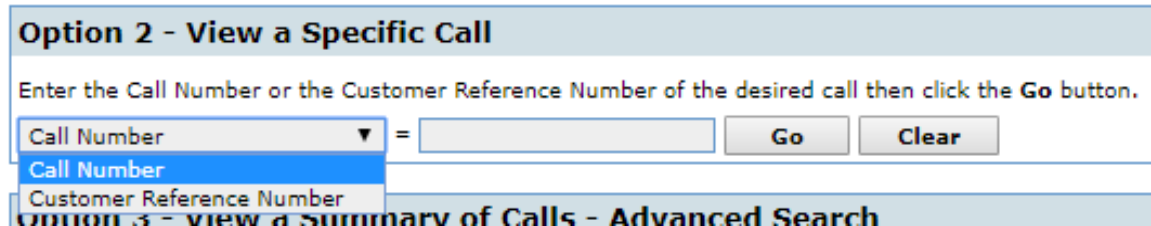
Name: Gasper Vantage

### Call Details

|                            |   |
|----------------------------|---|
| Brief Problem Description: | Test brief problem d  |
| Reference Number:          |   |
| Submitter Name:            | dusan ivkovic   |
| Submitter Phone:           | 1234567   |
| Submitter Email Address:   | dusan.ivkovic@ncr.com   |
| Call Priority:             | 1   |
| Remarks:                   | [Software Questions<br>Q->What software are you having issues with: test.<br>Q->What is the software version: tes.<br>Q->Is the system operational: test.<br>Q->Were there any error messages: test.<br>Q->Was there anything specific about the system performance before during or after the issue was encountered: test.<br>Q->Have there been any changes recently to the system: test.<br>Q->Have the critical services been validated-restarted in an effort to resolve this issue: test.<br>Q->Other Information: test.<br>] |

## Option 2 – View a Specific Call

- To perform a Search for a specific call, you need to enter the Call Number under Option 2 – View a Specific Call. You may input either Call Number or Customer Reference Number and click on Go:



The screenshot shows a web interface for searching for a specific call. At the top, there is a header bar with the text "Option 2 - View a Specific Call". Below this, a instruction reads: "Enter the Call Number or the Customer Reference Number of the desired call then click the Go button." The search area contains a dropdown menu with "Call Number" selected, followed by an equals sign and an empty text input field. To the right of the input field are two buttons: "Go" and "Clear". Below the search area, a partial header for "Option 3 - View a Summary of Calls - Advanced Search" is visible.

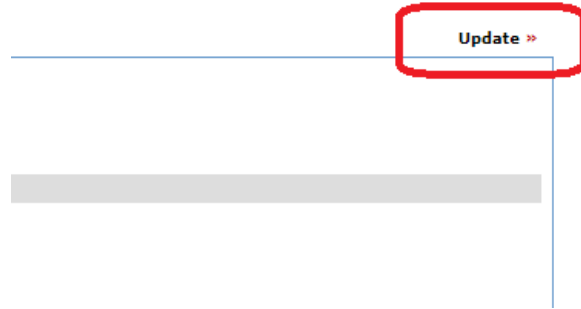
## Option 2 – View a Specific Call

- **Detail View** of the incident will be displayed. Here you can find incident specific information like Site, Equipment, Status details etc.

|                                  |   |                              |                          |
|----------------------------------|---|------------------------------|--------------------------|
| <a href="#">Summary View</a>     |   | <a href="#">Refresh Data</a> | <a href="#">Update »</a> |
| <b>NCR Call Number</b>           | 62114531  |                              |                          |
| <b>Customer Reference Number</b> |   |                              |                          |
| <b>Solution</b>                  | NCR Advanced Checkout Solution  |                              |                          |
| <b>Brief Problem Description</b> | terminal event logs provided we see they are flooded with some CMFILE errors and also TCF File I/O errors as well which indicate a LAN failure for the node since DG56. Stores 201 and 180s101871 |                              |                          |
| <b>Site Location</b>             |   |                              |                          |
| <b>Store Name</b>                |   |                              |                          |
| <b>Site Name</b>                 | NONE_36805  |                              |                          |
| <b>Address</b>                   | Do Not Use<br>NONE<br>US  |                              |                          |
| <b>Site Contact Name</b>         |   |                              |                          |
| <b>Site Contact Phone</b>        | UNKNOWN   |                              |                          |
| <b>Caller Name</b>               | [REDACTED]  |                              |                          |
| <b>Caller Phone</b>              | [REDACTED]  |                              |                          |
| <b>Contact Email Address</b>     | [REDACTED]  |                              |                          |
| <b>Status</b>                    |   |                              |                          |
| <b>Status</b>                    | ASSIGNED  |                              |                          |
| <b>Priority</b>                  | 3   |                              |                          |
| <b>Call Type</b>                 |   |                              |                          |
| <b>Problem Code</b>              | Software  |                              |                          |
| <b>Problem Type</b>              | NCR Advanced Checkout Solution  |                              |                          |
| <b>Problem Sub-Type</b>          | 6.0   |                              |                          |
| <b>Problem Category</b>          | Production  |                              |                          |
| <b>Specialist</b>                |   |                              |                          |
| <b>Assigned To</b>               | sw124775  |                              |                          |
| <b>Open Date</b>                 | 2014-05-13 15:30 (Local)  |                              |                          |
| <b>Update Date</b>               | 2018-02-21 09:40 (Local)  |                              |                          |
| <b>Close Date</b>                |   |                              |                          |

## Option 2 – View a Specific Call

- In order to provide an Update for a specific call, use the **Update** functionality in the upper right side of the screen:



- The update will appear in the Remarks section on the bottom of the screen.

# Option 3 – View a Summary of Calls – Advanced Search

- Advanced Search is used to filter the calls by using available filters.

**Option 3 - View a Summary of Calls - Advanced Search**

Construct your query using the steps below. To see a list of ALL OPEN CALLS skip step 1.

**Step 1. (optional) [ - Click here to hide Advanced Search Options ]**  
Select the desired Filters (more than one can be selected) and input/select values for each. Then select the Sort Order and number of calls displayed per page.

Display

Display Only Software Calls

Display calls where  is =

Display calls where Country is =

Display calls where  is =

Display calls where Priority/Call Type is =  1  2  3  4  FLM1  FLM2  FLM3  FLM4  DEPO  PM  CHGC

Display calls where  is >   &

Display calls where  is =

Sort Results by

Calls per Page

**Step 2.**  
Click the **Go** button to initiate your query. Use the **Clear** button to clear the input areas.

- After selecting the filters, click on Go to initiate the Search.

## Option 3 – View a Summary of Calls – Advanced Search

- All the calls under the selected filters should be displayed. This screen is called **Summary View**:

Options Page

Calls Found: 570 [ Status=OPEN ]

Refresh Data Export to Excel Search :: Show/Hide Columns

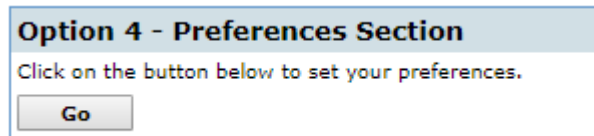
<< < Previous (1 of 12) (Number Per Page: 50) 1 2 3 4 5 6 7 8 9 10 Next > >>

| Call Number                | Customer Reference Number | Status | Open Date               | Associated Calls | Solution           |
|----------------------------|---------------------------|--------|-------------------------|------------------|--------------------|
| <a href="#">7805254015</a> |                           | OPEN   | 2018-02-21 14:12 (Site) |                  |                    |
| <a href="#">7805254014</a> |                           | OPEN   | 2018-02-21 14:08 (Site) |                  |                    |
| <a href="#">778009227</a>  |                           | New    | 2018-02-21 13:47(Local) |                  | Gasper Vantage     |
| <a href="#">7805253434</a> |                           | OPEN   | 2018-02-21 06:21 (Site) |                  |                    |
| <a href="#">7804451542</a> | 12333344                  | OPEN   | 2018-02-13 14:23 (Site) |                  |                    |
| <a href="#">7804451541</a> |                           | OPEN   | 2018-02-13 12:22 (Site) |                  |                    |
| <a href="#">778009045</a>  |                           | New    | 2018-02-06 09:49(Local) |                  | NCR APTRA Exchange |
| <a href="#">202400001</a>  |                           | New    | 2018-02-06 09:48(Local) |                  | Gasper Vantage     |
| <a href="#">678005395</a>  |                           | New    | 2018-02-06 09:14(Local) |                  | Gasper Vantage     |
| <a href="#">778009041</a>  |                           | New    | 2018-02-06 09:12(Local) |                  | NCR APTRA Exchange |
| <a href="#">778009023</a>  |                           | New    | 2018-02-05 10:06(Local) |                  | Gasper Vantage     |

- You may **Show/Hide columns** or **drag & drop** to have better visibility. If you wish to Export the list as a spreadsheet use **Export to Excel** functionality and an Excel file will be generated and downloaded to your PC.

## Option 4 – Preferences Section

- Preferences section is accessed by selecting Go under Option 4 – Preferences Section:



- Here you may set many of the commonly used functionalities such as your preferred search filters used in Advanced Search so anytime you login these filters will be pre-applied.

# THANK YOU

