

# **ISUPPORT OVERVIEW GUIDE**

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Charles Messina

1/17/23

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# Logging In



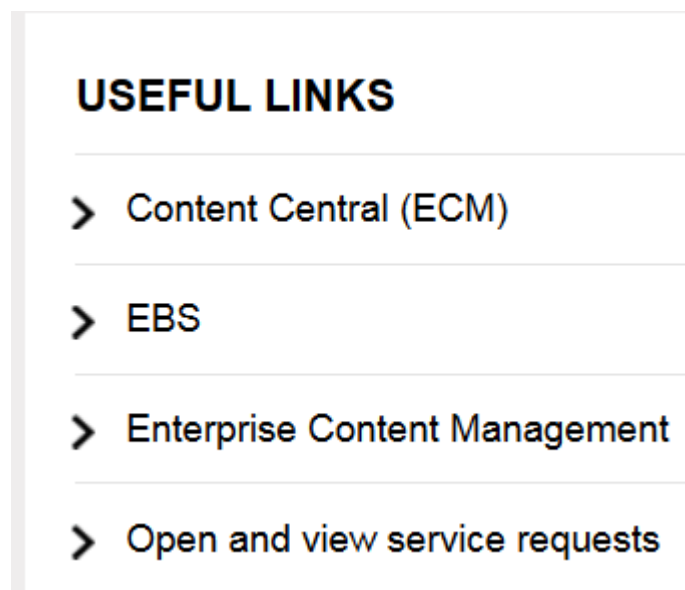
From the web address [www.toshibacommerce.com](http://www.toshibacommerce.com) click on Sign In in the upper right corner.

Scroll to the bottom of the page under Useful Links to find:

- 1) Open and view service requests

Next, we will walk through “Submit a service request” and in the middle of that task, discuss sharing files.

The web pages change a lot so if this isn’t your exact experience and you need help, please email [Support@Toshibagcs.com](mailto:Support@Toshibagcs.com)



Submit a Service Request will open a new window that looks like this:

ORACLE

Welcome to TGCS, Inc. Portal

Home

Account

Support

Quick Find

Search By Service Requests

Go

Logged In As

USER2@TOYSRUS.COM

Active Party: Toys R Us Inc

Welcome user Two, 18-FEB-2015

Personalize: [Content](#) [Layout](#)

Support Resources

Navigate quickly using these links.

- Create SERVICE REQUEST
- Update Your Personal Information
- Analytics Report
- Install Base Update Template

Service Requests - Testing all but closed

Request Number	Product	Serial Number	Account Number	Problem Summary	Request Type	Status	Reported On	Last Updated On	Urgency	Task Number	Task Status	Incident Address	Severity
<a href="#">7560</a>	5639-BA1-9999		T0BDSPC	We are having problems with stuff	Software	Cust Updated	17-FEB-2015	18-FEB-2015	Sev 3				
<a href="#">7604</a>			T0BDSPC	testing on creation using oracle app	Software	Open	18-FEB-2015	18-FEB-2015	Sev 4				
<a href="#">7605</a>	5639-BA1		T0BDSPC	Testing to see what group it assigns this to	Software	Open	18-FEB-2015	18-FEB-2015	Sev 4				
<a href="#">7607</a>	5639-BA1-9999		T0BDSPC	Testing to see what group it assigns this to - 5639-BA1-9999	Software	Open	18-FEB-2015	18-FEB-2015	Sev 4				
<a href="#">7608</a>	5639-BA2		T0BDSPC	Testing to see what group it assigns this to - 5639-BA2	Software	Open	18-FEB-2015	18-FEB-2015	Sev 4				
<a href="#">7609</a>	5639-BA2-9999		T0BDSPC	Testing to see what group it assigns this to - 5639-BA2-9999	Software	Open	18-FEB-2015	18-FEB-2015	Sev 4				
<a href="#">7610</a>	5648-D32		T0BDSPC	Testing to see what group it assigns this to - 5648-D32	Software	Technical Support	18-FEB-2015	18-FEB-2015	Sev 3				
<a href="#">7611</a>	5639-CC6		T0BDSPC	Testing to see what group it assigns this to - NRSC SIGUI	Software	Open	18-FEB-2015	18-FEB-2015	Sev 4				
<a href="#">7613</a>	5639-GG5		T0BDSPC	Testing to see what group it assigns this to - 5639-GG5 Toshiba Data Integration	Software	Open	18-FEB-2015	18-FEB-2015	Sev 4				
<a href="#">7614</a>	5639-GG5-9999		T0BDSPC	Testing to see what group it assigns this to - 5639-GG5-9999	Software	Open	18-FEB-2015	18-FEB-2015	Sev 4				
<a href="#">7615</a>	5639-I66		T0BDSPC	Testing to see what group it assigns this to - 5639-I66	Software	Open	18-FEB-2015	18-FEB-2015	Sev 4				
<a href="#">7616</a>	5639-I67		T0BDSPC	Testing to see what group it assigns this to - 5639-I67	Software	Open	18-FEB-2015	18-FEB-2015	Sev 4				
<a href="#">7617</a>	5639-MS1		T0BDSPC	Testing to see what group it assigns this to - 5639-MS1	Software	Open	18-FEB-2015	18-FEB-2015	Sev 4				
<a href="#">7618</a>	5639-P65		T0BDSPC	Testing to see what group it assigns this to - 5639-P65	Software	Open	18-FEB-2015	18-FEB-2015	Sev 4				
<a href="#">7619</a>	5639-P70		T0BDSPC	Testing to see what group it assigns this to - 5639-P70	Software	Open	18-FEB-2015	18-FEB-2015	Sev 4				

More

Home

Account

Support

Home

Sites

Profile

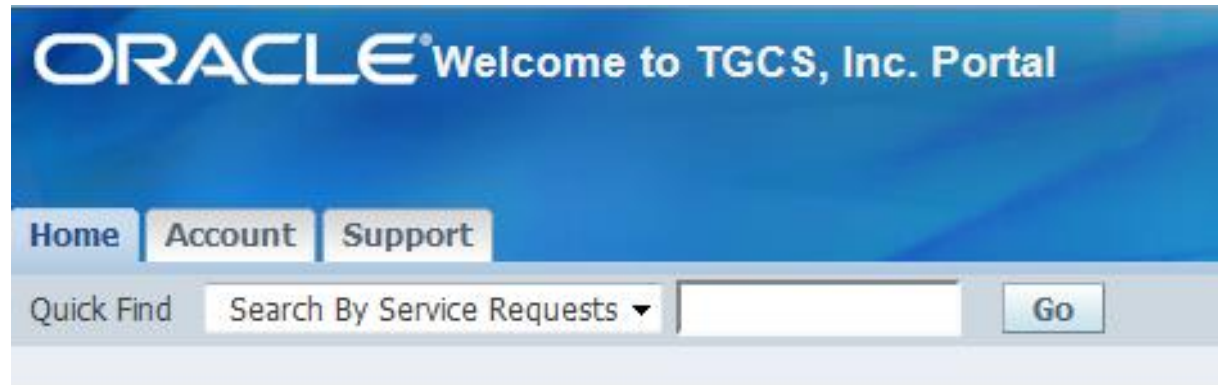
Sign Out

Help

Copyright 2008, Oracle Corporation. All rights reserved.

This is an overall view of the Home page. More detailed information will be provided in the next few slides.

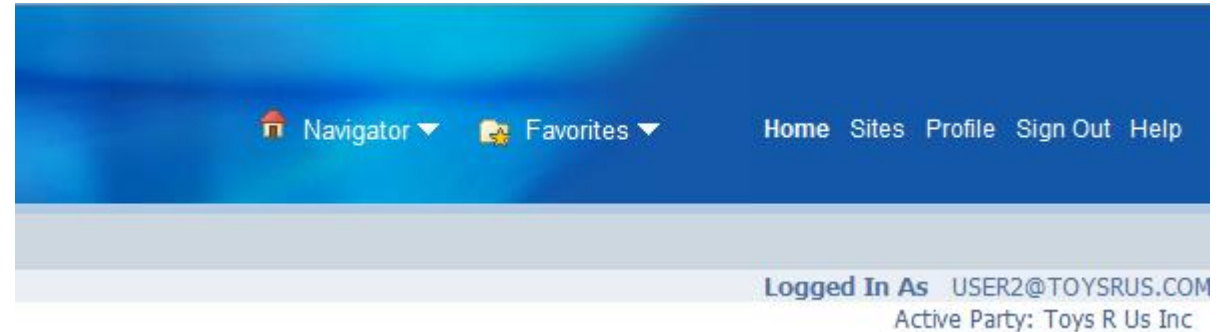
# Home



When logged into the main site this menu will be displayed in the upper left corner of the screen.

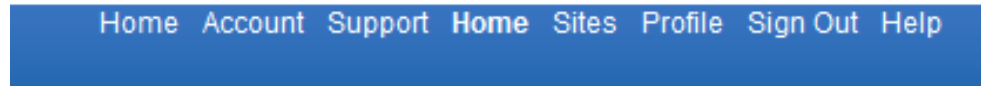
- Home – Opens the Home page
- Account – Opens a page with details about the specific account
- Support – Opens a page displaying a list of SRs

# Home



In the upper right side of the screen will be a view similar to what is shown above

- Navigator – Allows the user to change which role they are currently using
- Favorites – Allows the customer to create quick links to areas they visit frequently
- Home – Opens the Home Page
- Site – Opens the Sites Page
- Profile – Opens the page where personal settings and information can be edited
- Sign Out – Signs out the user from iSupport



This bar will be displayed on the bottom of all pages

Clicking on the links will do the same as the links in mentioned above in this and the previous slide.



In the Support Resources Menu there are several options

- Create SERVICE REQUEST (No longer called PMRs. May also be called SRs)
  - This will open a new page where a new Service Request can be created
- Install Base Update Template
  - Will open a window for the user to download the “TGCS Install Base Update Template.xls” file
  - This can then be completed / modified and sent back to Toshiba by clicking on the Create SERVICE REQUEST link and clicking Update Install Base Request
    - The completed .xls file should then be attached and submitted

Click on a Request Number  
to view or modify the SR

Click to change the  
options for the display of  
the SRs

Service Requests - ALL													
Request Number	Product	Serial Number	Account Number	Problem Summary	Request Type	Status	Reported On	Last Updated On	Task Number	Task Status	Incident Address	Severity	
<a href="#">7560</a>	5639-BA1-9999		T0BDSPC	We are having problems with stuff	Software	Cust Updated	17-FEB-2015	18-FEB-2015					
<a href="#">7604</a>			T0BDSPC	testing on creation using oracle app	Software	Open	18-FEB-2015	18-FEB-2015					
<a href="#">7605</a>	5639-BA1		T0BDSPC	Testing to see what group it assigns this to	Software	Open	18-FEB-2015	18-FEB-2015					
<a href="#">7607</a>	5639-BA1-9999		T0BDSPC	Testing to see what group it assigns this to - 5639-BA1-9999	Software	Open	18-FEB-2015	18-FEB-2015					
<a href="#">7608</a>	5639-BA2		T0BDSPC	Testing to see what group it assigns this to - 5639-BA2	Software	Open	18-FEB-2015	18-FEB-2015					
<a href="#">7609</a>	5639-BA2-9999		T0BDSPC	Testing to see what group it assigns this to - 5639-BA2-9999	Software	Open	18-FEB-2015	18-FEB-2015					
<a href="#">7610</a>	5648-D32		T0BDSPC	Testing to see what group it assigns this to - 5648-D32	Software	Technical Support	18-FEB-2015	18-FEB-2015					
<a href="#">7611</a>	5639-CC6		T0BDSPC	Testing to see what group it assigns this to - NRSC SIGUI	Software	Open	18-FEB-2015	18-FEB-2015					
<a href="#">7612</a>	5639-CC8		T0BDSPC	Testing to see what group it assigns this to - NRSC SCS Custom Support	Software	Closed	18-FEB-2015	18-FEB-2015					
<a href="#">7613</a>	5639-GG5		T0BDSPC	Testing to see what group it assigns this to - 5639-GG5 Toshiba Data Integration	Software	Open	18-FEB-2015	18-FEB-2015					
<a href="#">7614</a>	5639-GG5-9999		T0BDSPC	Testing to see what group it assigns this to - 5639-GG5-9999	Software	Open	18-FEB-2015	18-FEB-2015					
<a href="#">7615</a>	5639-I66		T0BDSPC	Testing to see what group it assigns this to - 5639-I66	Software	Open	18-FEB-2015	18-FEB-2015					
<a href="#">7616</a>	5639-I67		T0BDSPC	Testing to see what group it assigns this to - 5639-I67	Software	Open	18-FEB-2015	18-FEB-2015					
<a href="#">7617</a>	5639-MS1		T0BDSPC	Testing to see what group it assigns this to - 5639-MS1	Software	Open	18-FEB-2015	18-FEB-2015					
<a href="#">7618</a>	5639-P65		T0BDSPC	Testing to see what group it assigns this to - 5639-P65	Software	Open	18-FEB-2015	18-FEB-2015					
													<a href="#">More</a>



# Create Service Request

Select the type of service request that needs to be created.

Clicking Cancel will return to the Home page

## Create Service Request

You can start creating a service request by selecting a request type or by using one of your saved service request templates.

Cancel

## Select Request Type

To help us resolve your problem efficiently, please select the correct request type.

### Hardware Warranty/Maintenance

#### [Hardware](#)

Onsite Hardware Support/Self Service - Break Fix/Depot /Advanced Exchange/FRU

#### [Update Install Base Request](#)

Submit request to get your machine(s) locations created/updated by attaching a downloadable template from home page

### Software, Pre-Sale and General

#### [Software](#)

Software Support for Applications and 4690 OS/Linux Support

#### [Pre-Sales Support](#)

Techline / Pre-Sale Support

#### [General Support](#)

System Unit, POS Drivers, Windows OS Preloads, RMA

#### [SW Upgrade Request](#)

Software Upgrade Requests

## Use a Saved Service Request Template

You can also create a service request by using a service request template. After you select a template, its data provides default values for the corresponding fields of the service request that you are creating.

\*Template



Go

Cancel

## Create Service Request – Products to use

5639-P70 4690 Operating System V6  
4690-SK1 4690 SKY V1  
7501-BA1 SurePOS Ace V8  
7501-BA2 SurePOS Ace EPS V8  
5648-D32 NRSC ACE  
5639-HA1 Store Integrator V4  
5639-CC6 NRSC SIGUI  
7701-Z01 CHEC V7 Enterprise BOSS  
7701-N94 CHEC V7 - Backoffice  
7701-P01 CHEC V7 - Client  
5639-TR8 NRSC CHEC  
5639-J21 Data Integration(DIF)V3  
5639-TR9 NRSC DIF  
7201-ELV Toshiba TCx Elevate  
7201-ELN NRSC Toshiba TCx Elevate  
7202-ILA Elevate InLane Lottery  
7201-MO3 Elevate MOM  
7101-PAY TCxPay Store  
7101-HST TCxPay Host  
5639-TK0 Program Loyalty & Mgmt(Vector)  
5639-MS1 TCxAmplify  
5639-TK1 NRSC Mobile Shopper

5799-HRL Support for SLEPOS 11  
5639-TK4 RMA V4  
7305-RM1 REMS Ret Ent Mgmt Srvc  
7305-RS2 RSMP V2.1  
7305-CF1 Cloud Forwarder  
5696-192 CBASIC V3 Compiler  
5648-A86 RCO Retail Connectivity Option  
5639-I67 NRSC EME  
7201-RT1 Elera  
7201-NG2 Elera product  
7211-NG1 Elera Services  
7201-PR2 Produce Recognition

# Create Service Request

Create Service Request: Identify Problem

Create Service Request: Problem Details

Create Service Request: Identify Problem

Please provide the following information to enable us to resolve your problem.

Cancel

Previous

Step 1 of 2

Next

\*Indicates required field

Identify Software Product

\*Software Products

Problem Summary

For Store Down Severity requiring immediate assistance, please refer to the "Handling Store Down and Critical Situations" section of the TGCS SW Support Handbook at : [www.toshibacommerce.com/support/software/documents/handbook](http://www.toshibacommerce.com/support/software/documents/handbook)

Request Type **Software**

Severity

\*Problem Summary

Attachments

Please attach a file (.xls, .doc, or .pdf) with following information: Machine Type Model, Serial Number (if serialized), Quantity, Customer Name, Account Number, Installed Location

Add Attachment

Attachment	Type	Category	Description	Remove
Please associate attachments with the service request.				

Cancel

Previous

Step 1 of 2

Next

Directly enter the product's number from the previous page. e.g. 5639-P70 for 4690 OS

Remember to set the severity

Don't forget to add necessary attachments! If you need to provide large attachments (greater than 500MB), see slide 32.

This is the Software Service Request Page. When the information on this page is complete, click next.

Items marked with an asterisk (\*) are required.

# Create Service Request

## Problem Details

\*Scope?

<Select One> ▼

\*Frequency?

<Select One> ▼

\*Recreatable ?

<Select One> ▼

\*Provide detailed problem description

\*What changes were recently made before this started? What is the business impact?

\*Driver/Version/Level of OS and Applications

\*What was the incident date/time?

Continue filling out the required information.

Remember the more detail put into the SR the less likely a technical support specialist will request additional information which results in the SR being resolved in less time.

When everything has been filled everything, find a Submit button in either the top right or bottom right of the page. The SR will not be sent until the Submit button is clicked.

It is especially important to know the Software Version being used in order to resolve the matter.

When the process has been completed and the Submit button has been clicked a message similar to the one below will be displayed.

Service Request [7659](#) has been created. You can make updates to the service request and also review the updates by the service organization.

# Viewing Existing SRs

Service Request: 7560 - We are having problems with stuff

Click Update to save any changes.

CancelUpdate

Request Number 7560

Problem Summary We are having problems with stuff

Severity Standard

Description SurePOS ACE V7 R4 AIG / AIR KIT

Account Number

Status Cust Updated

Product 5639-BA1-9999

Customer Toys R Us Inc

Contact user one

OverviewContacts

Preferred Language American English

Service Agreement

Time Zone Eastern Time

General Information

Reported On 17-FEB-2015 09:14:58

Created By user one

Last Updated On 18-FEB-2015 12:23:18

Closed Date

Attachments

Please attach a file (.xls, .doc, or .pdf) with following information: Machine Type Model, Serial Number (if serialized), Quantity, Customer Name, Account Number, Installed Location

Add Attachment

Attachment	Type	Category	Description	View Attachment
ITEMS.xlsx	File	Miscellaneous		📄
ADXEEECF.DAT	File	Miscellaneous		📄

Progress

ExpandCollapse

Creation Date ▲

Updated By

18-FEB-2015 12:23:18

Messina, Charles

We are going to close this SR now due to customer request

18-FEB-2015 12:20:58

user Two

Let's shut this puppy down

18-FEB-2015 12:18:47

Messina, Charles

Added Attachment ITEMS.xlsx

18-FEB-2015 10:58:40

user Two

Status changes from "Open" to "Cust Updated".

18-FEB-2015 10:58:30

user Two

Added Attachment ADXEEECF.DAT

18-FEB-2015 08:02:25

Messina, Charles

Here is a screenshot of an existing SR. We will go over each section in the next few slides.

## Viewing Existing SRs

- The first section is details about the SR which include a summary of the problem, the current status of the SR, which product the SR was created for, etc.
- The second section contains general information such as when the problem was reported and by whom. When the SR was last updated and what date it was closed.
- The third section would contain all attachments to the SR both from the customer and from Toshiba. If additional attachments are needed, this is where they would be added.
- The fourth section displays the progress of the SR. This will contain comments and updates from the customer and Toshiba.

## Viewing Existing SRs

### Add a Note

Provide us with any additional information that may help us in resolving your issue quickly.

The section at the very bottom is where the customer would put in updates or requests regarding the SR. Once again, the more detail that is provided, the better Technical Support will be able to assist in finding a resolution to the problem.

Note Type

Note

It is very important to remember to click one of the two Update buttons found in the top right and bottom right of the page. If this is not done, the SR will remain unchanged.

## Viewing Existing SRs

There are different Note Types the customer may submit.

- Customer Update – Default, for sending in general information requested from technical support
- Escalation Request –to request management review the SR. An explanation would be expected to accompany the request.
- Request Closure – to request the SR be closed
  - If the customer resolved the issue on their end, please provide a detailed description of what was done. Technical Support will request this information in not provided in such an instance.
- Request Severity Change – to request that the severity be level be changed. An explanation would be expected to accompany the request.

Note Type	Customer Update
Note	<div>Customer Update Escalation Requested Problem Description Request Closure Request Severity Change Resolution Description</div>




# Creating New SR Views

A view is the display layout of the SRs

A new view can be created by:

1. Clicking on the Edit View button in the top left corner of the view on the Home page

Service Requests - ALL													
Request Number	Product	Serial Number	Account Number	Problem Summary	Request Type	Status	Reported On	Last Updated On	Task Number	Task Status	Incident Address	Severity	
<a href="#">7614</a>	5639-GG5-9999		T0BDSPC	Testing to see what group it assigns this to - 5639-GG5-9999	Software	Customer	18-FEB-2015	19-FEB-2015					
<a href="#">7659</a>	5639-BA1		T0BDSPC	creating how to guide	Software	Closed	18-FEB-2015	19-FEB-2015					

[Edit Service Requests Content](#)

- a) This will open the Edit Service Requests Content page
- b) Next click on Create View

Views    

## Creating New SR Views

2. From the Support Page click on the Personalize Button

a) This will open the page with a list of all existing views

### Service Requests

You can define your personalized views (saved searches) of service requests.

View All but closed ▾

Go

Personalize

b) On the Personalize Service Request Views page click either of the Create View buttons on the right side

### Personalize Service Request Views

You can save your searches as personalized service request views.

Create View

⏪ Previous 1 - 2 of 2 ▾ Next ⏩		
Service Request View	Default	Edit Remove
All but closed	Yes	 
ALL	No	 
⏪ Previous 1 - 2 of 2 ▾ Next ⏩		

Create View

# Creating New SR Views

## Create Service Request View

---

You can use this page to create and save personalized service request views, which are also known as saved searches.


View Name	<input type="text"/>	<input type="checkbox"/> Default Service Request View
Rows Per Page	<input type="text" value="15"/>	

**Each view MUST have a unique name.** The number of rows displayed on each page may also be modified. Any view may also be set as the default view. This will be the view displayed on the Home page every time the user logs in.

# Creating New SR Views

**Filter Criteria**


Project Number	<input type="text"/>	Help Desk Number	<input type="text"/>
Request Number	<input type="text"/>		
Reported On	Any Date ▼	Last Updated On	Any Date ▼
Account Number	<div>All TOBDSPC</div>	Request Type	<div>All General Support Hardware Pre-Sales Support Software</div>
Urgency	<div>All Standard Sev 4 - Low Sev 3 - Medium Sev 2 - High</div>	Status	<div>All Approved - Status used to Approve Business Partner / WSM Claims Cancelled - Status for Cancelling a Ticket/ Call on Customer request or to handle exceptions Closed - Ticket/ Call Closed Cust Contact - Customer is Contacted for Information</div>

☒ **Machine Type**  

Serial Number

Tip: Format is NNNNNNN. There are at least 7 digits in the value.

☐ Registered Product





\*Machine Type Model  

The criteria for the view can be customized for the needs of the user. Multiple items may be chosen from list by holding either Shift or Ctrl while selecting the desired items for the view.

## Creating New SR Views

In addition to what is displayed in a given view, how the view is displayed may be modified for the needs of the user. The user may add or remove columns from the view as well as have the view sorted by up to three specified columns.

### Display Options

Available Options		Selected Options
Product	 <a href="#">Move</a>  <a href="#">Move All</a>  <a href="#">Remove</a>  <a href="#">Remove All</a>	Request Number
Serial Number		Problem Summary
Tag		Request Type
Urgency		Status
Account Number		Reported On
Project Number		Last Updated On
Help Desk Number		

### Sort Options

Sort By	Request Number ▼	Ascending ▼
Then By	<Select One> ▼	Ascending ▼
Finally By	<Select One> ▼	Ascending ▼

## Recommended SR Views

There are 4 views recommended for creation and how to create them

1.ALL – This will display all the SRs in the system for the customer

a) In the Status Section – Only Select “All”

2.All Closed – This will display all the closed SRs

1. In the Status section – Only Select “Closed”

3.All Customer – This will display only the SRs that are waiting for action from the customer

a) In the Status Section – Only Select “Customer”

4.All Not Closed – This will display all the SRs that are in any state except closed

a) In the Status section - Select the first option below “All”

b) Scroll to the bottom of the list – While holding Shift select the very last item

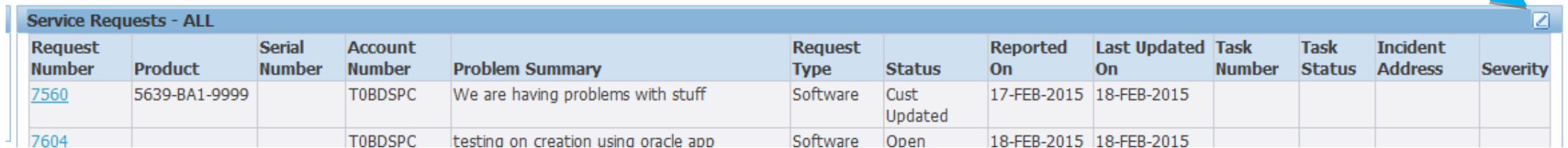
c) Scroll back up and locate “Closed”

d) Hold Ctrl and select “Closed – This will remove “Closed” from the status criteria

# Changing SR Views

## From the Home Page

Click to change the options for the display of the SRs




Service Requests - ALL													
Request Number	Product	Serial Number	Account Number	Problem Summary	Request Type	Status	Reported On	Last Updated On	Task Number	Task Status	Incident Address	Severity	
<a href="#">7560</a>	5639-BA1-9999		TOBDSPC	We are having problems with stuff	Software	Cust Updated	17-FEB-2015	18-FEB-2015					
7604			TOBDSPC	testing on creation using oracle app	Software	Open	18-FEB-2015	18-FEB-2015					

A new page will open that allows the selection if the view to be displayed on the Home

Edit Service Requests Content

Cancel Save Selection

Views ALL  Create View Edit View

- ALL
- All Closed
- All Customer
- All but closed

Cancel Save Selection

Select the View to be displayed from the dropdown and click Save Selection on the right side of the page

The options to create new views or modify existing ones may also be chosen from this page

# Changing SR Views

## From the Support Page

**Service Requests**

You can define your personalized views (saved searches) of service requests.

View

ALL

All open

Testing all but closed

Request ID	Request
<a href="#">7560</a>	We are having problems with stuff
<a href="#">7604</a>	testing on creation using oracle app

On the Support page there is a dropdown list of the available views. Select the view desired and click Go.

The view can be modified temporarily by clicking Search Service Requests on the Support page. This will alter which SRs are displayed in the list but will not create a view to be reused.

**Service Requests**

You can define your personalized views (saved searches) of service requests.

View

< Previous 1 - 47 of 47 Next >


Request	Request	Request	Request	Request	Request	Request	Request
---------	---------	---------	---------	---------	---------	---------	---------



## Modifying SR Views

The view of the list displaying the SRs can be modified by

1. Clicking on the edit button in the top right corner of the list on the Home page

Service Requests - ALL													
Request Number	Product	Serial Number	Account Number	Problem Summary	Request Type	Status	Reported On	Last Updated On	Task Number	Task Status	Incident Address	Severity	
<a href="#">7614</a>	5639-GG5-9999		T0BDSPC	Testing to see what group it assigns this to - 5639-GG5-9999	Software	Customer	18-FEB-2015	19-FEB-2015					
<a href="#">7659</a>	5639-BA1		T0BDSPC	creating how to guide	Software	Closed	18-FEB-2015	19-FEB-2015					

- a) This will open the Edit Service Requests Content page
- b) Find the view to be edited in the dropdown and click Edit View
- c) If no views exist one will need to be created

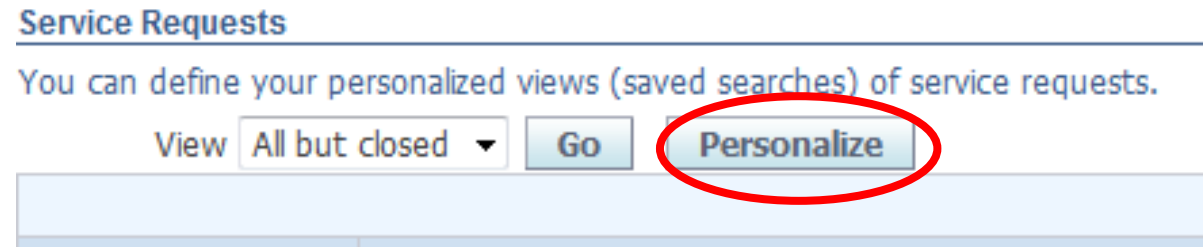
[Edit Service Requests Content](#)

Views ALL ▼ Create View Edit View

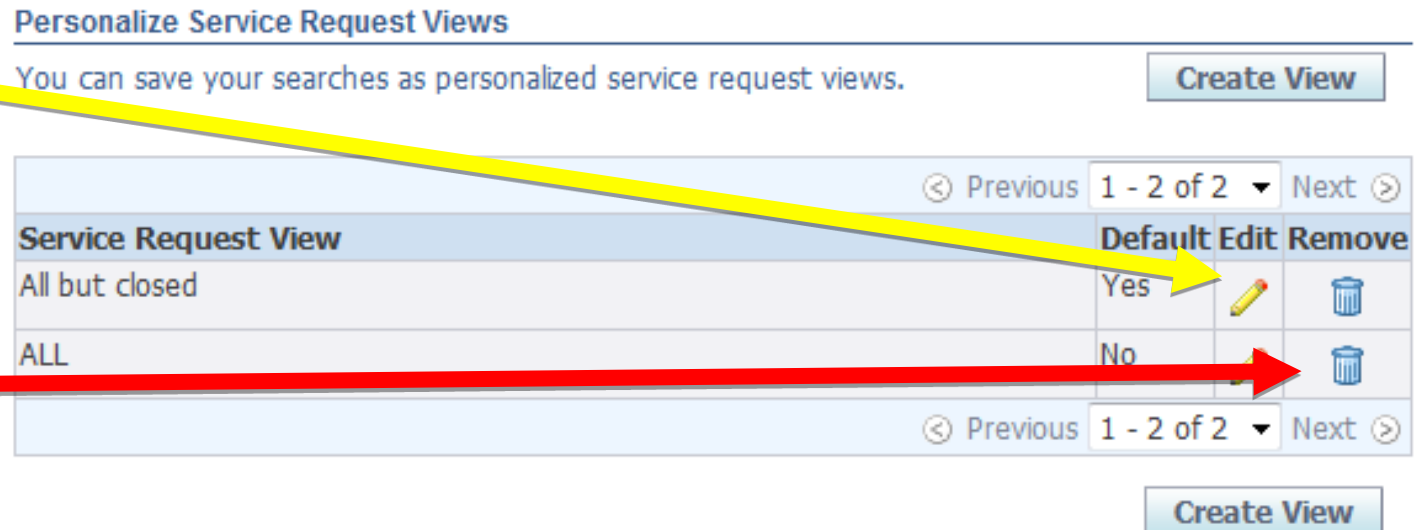
## Modifying SR Views

2. From the Support Page click on the Personalize Button

a) This will open the page with a list of all existing views



b) On the next page find the view to be modified in the list and click on the edit icon (pencil) in the same row



c) The views may also be deleted from this page by clicking on the remove icon (trash can)

## Modifying SR Views

All of the same settings that were able to be selected when creating a view are used when modifying a view.

The option to copy an existing view can be done while modifying a view.

This option is found at the very bottom of the Update Service Request View page.

### Save As a Copy

To make a copy of an existing view as a new service request view, enter a new View name. You can then modify the copy of the view to change any parameters.

\*View Name

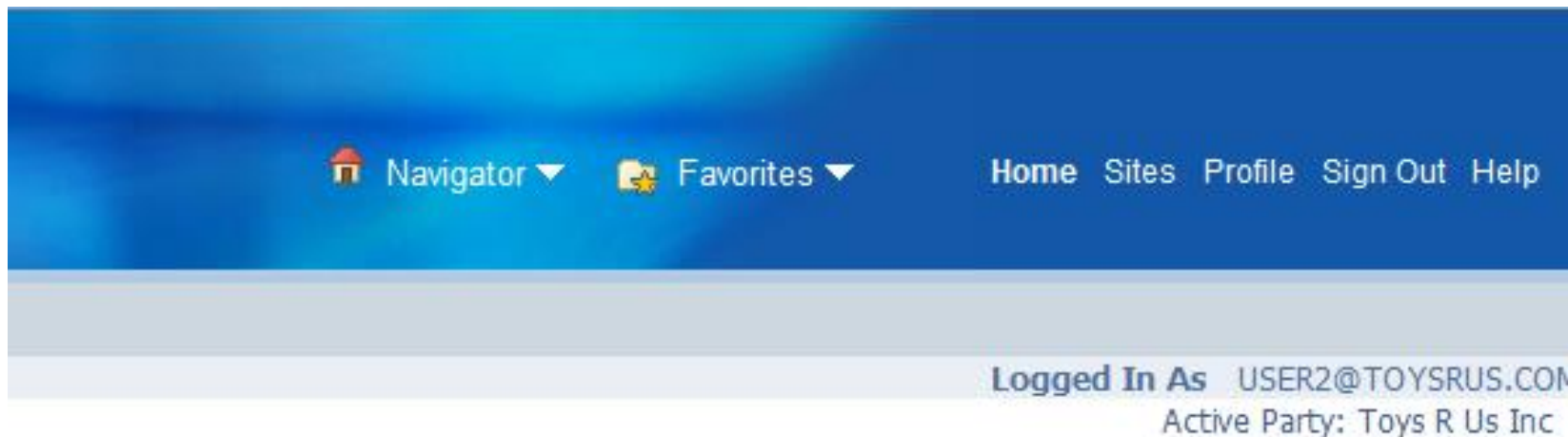
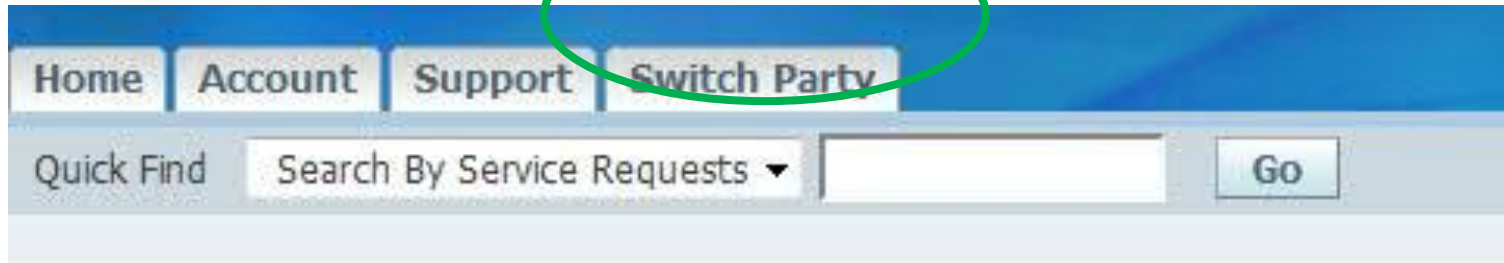
☐ Make it Default Service Request View

When the view has been created it must be saved. This is done by clicking the Update or Update and Search buttons found in the top right and bottom right corners of the page.

- The button displayed will depend on the path taken to get to the list modification page

## Business Partners

The screen for a Business Partner will look slightly different from a direct customer. They will have an additional tab labeled “Switch Party.” This allows that business partners to switch between different customers.



The Active Party shows which customer you currently have selected

# Business Partners

Select  
which  
customer  
you need

Home

Account

Support

Switch Party

Switch Party

Quick Find

Search By Service Requests

Go

Logged In As USER1@ARROW.COM  
Active Party: Arrow Electronics, Inc.

Party Context

Please select a party and click on Set Party Context button to activate the selected party. Party context for the selected party will be set and you will be able to view or do transaction for the active party in all the iSupport pages.

Set Party Context

Your current party is: **Arrow Electronics, Inc.**  
Your default party is: **Arrow Electronics, Inc.**

<div>Previous1 - 3 of 3Next</div>		
Select	Party Name	Party Number
<input checked="" type="radio"/>	Arrow Electronics, Inc.	10829
<input type="radio"/>	Big Lots Stores Inc	11181
<input type="radio"/>	Sears Canada Inc	42031
<div>Previous1 - 3 of 3Next</div>		

Set Party Context

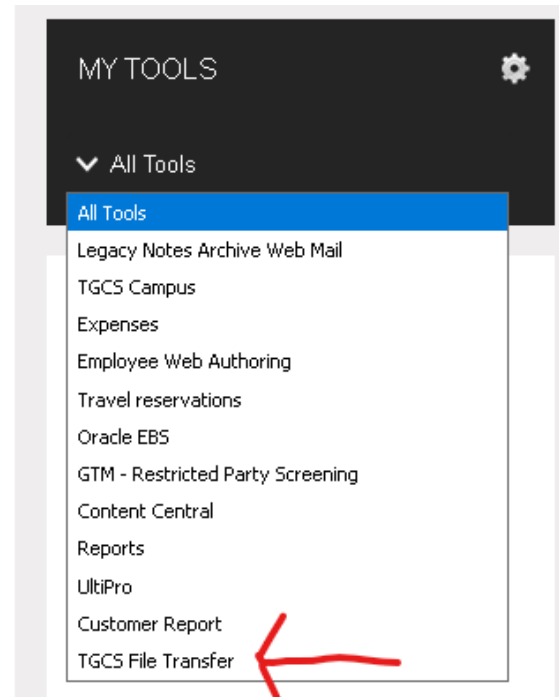
You must click  
here of the  
change will not  
take affect

# Attachments

- Please make sure that you add a text update when you add attachments so that we know why the SR has been brought to our queue.
- Also note that if you add an attachment and don't hit update, the attachment will be lost.
- iSupport does offer the ability to Add Attachments.
- The size limitation may be a challenge for some tickets. Our recommendation is to Add Attachments within iSupport up to 500 MB.
- For attachments greater than 500MB, we have set up an alternative for you to using IBM Aspera.
- The next few slides provide guidance on getting to the tool for attachments and making us aware that you did put attachments in Aspera
- NOTE: This requires that you have already submitted your Service Request so you have a number.

# Adding files to Aspera

If you have access you should see TGCS File Transfer, if you don't see this choice, email [Support@toshibagcs.com](mailto:Support@toshibagcs.com) to get access.



# Adding files to Aspera

Make sure you have popups allowed for our website.

You will need to install the Aspera browser add on and Aspera Connect. These will be prompted when you access the TGCS File Transfer selection to take you to Aspera.

When adding files, please make sure you name the file or folder with the SR number in its name.

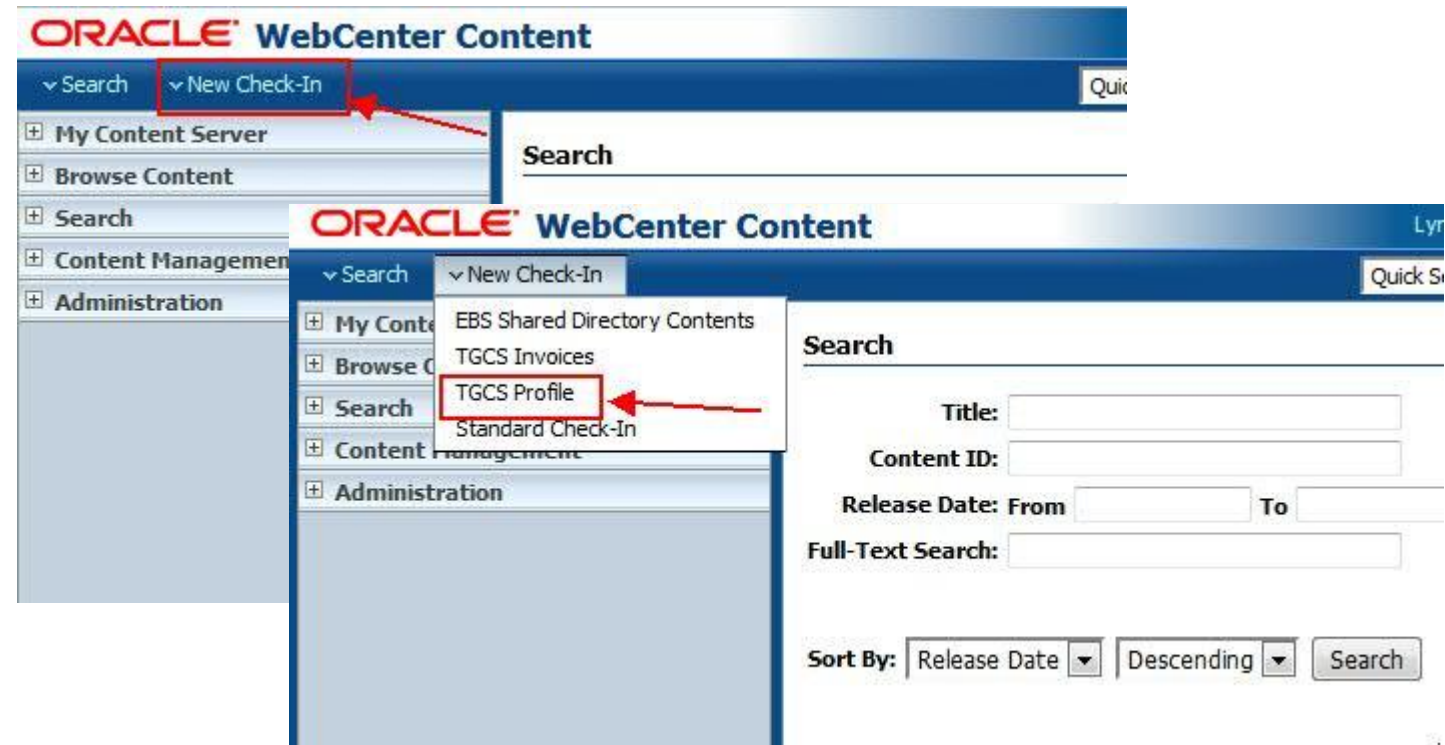
Add an update to the SR with the folder or file name you used in Aspera.



# Leaving Content Central info for now..

## Adding Attachments – Getting to Content Central

- Insure that you are signed into our portal. Open a new tab and point to:
- [https://tgcs04.toshibacommerce.com/cs/idcplg?IdcService=FLD\\_BRrowse&path=%2fParties](https://tgcs04.toshibacommerce.com/cs/idcplg?IdcService=FLD_BRrowse&path=%2fParties)
- You will be placed in your company's folder.
- Select inbox, then service requests.
- From here you can **add content** or create a folder for this specific SR.
- Please either name the files with the SR number in it or create a folder for each SR.



# Adding Attachments into Content Central

- 1) Add new content item
- 2) Load your file by clicking Browse and selecting it.
- 3) Scroll all the way to the bottom
- 4) Check in.

Content Check-In Form for TGCS Profile

Folder

\* Primary File  IMG\_3149.JPG

\* Title

\* Author

\* Security Group

\* Type

\* Release Date 5/7/15 5:44 PM

Expiration Date 5/6/16 5:44 PM

Module Number

Document ID

Vendor Document ID

Comments

Language

User Access List