Order of Contents

1. Logging In
2. Opening iSupport
3. Home – 5 slides
4. Create Service Request – 5 slides
5. Viewing Existing SRs – 4 slides
6. Creating New SR Views – 5 slides
7. Recommended Views
8. Changing SR Views – 2 slides
9. Modifying SR Lists Views – 3 slides
10. Business Partners – 3 slides
11. Added Aspera as an alternate for large files it is faster than ECM
12. ECM usage slides
Logging In

From the web address 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
Submit a Service Request will open a new window that looks like this:

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
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

<table>
<thead>
<tr>
<th>Request Number</th>
<th>Product</th>
<th>Serial Number</th>
<th>Account Number</th>
<th>Problem Summary</th>
<th>Request Type</th>
<th>Status</th>
<th>Reported On</th>
<th>Last Updated On</th>
<th>Task Number</th>
<th>Task Status</th>
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<td>T6BSPC</td>
<td>We are having problems with stuff</td>
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<td>Cust Updated</td>
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<td>18-FEB-2015</td>
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</table>
Create Service Request

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

Clicking Cancel will return to the Home page.
<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
<th>Code</th>
<th>Description</th>
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<tr>
<td>5639-P70</td>
<td>4690 Operating System V6</td>
<td>5799-HRL</td>
<td>Support for SLEPOS 11</td>
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<tr>
<td>4690-SK1</td>
<td>4690 SKY V1</td>
<td>5639-TK4</td>
<td>RMA V3</td>
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<tr>
<td>7501-BA1</td>
<td>SurePOS Ace V8</td>
<td>7305-RM1</td>
<td>REMS Ret Ent Mgmt Srvc</td>
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<tr>
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<td>SurePOS Ace EPS V8</td>
<td>7305-RS2</td>
<td>RSMP V2.1</td>
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<td>NRSC ACE</td>
<td>7305-CF1</td>
<td>Cloud Forwarder</td>
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<td>Store Integrator V4</td>
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<td>NRSC SIGUI</td>
<td>5696-192</td>
<td>CBASIC V3 Compiler</td>
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<td>5648-A86</td>
<td>RCO Retail Connectivity Option</td>
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<td>5696-536</td>
<td>Supermarket Application</td>
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<td>IBM CHEC V7 - Client</td>
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<td>5669-212</td>
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<td>5696-546</td>
<td>General Sales Application</td>
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<td>Toshiba TCx Elevate</td>
<td>7201-RT1</td>
<td>Elera</td>
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<td>7201-NG2</td>
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<td>Elevate InLane Lottery</td>
<td>7211-NG1</td>
<td>Elera Services</td>
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<tr>
<td>5639-TK0</td>
<td>Program Loyalty &amp; Mgmt(Vector)</td>
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<td>TCxAmplify</td>
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<tr>
<td>5639-TK1</td>
<td>NRSC Mobile Shopper</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Create Service Request

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

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

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 is 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

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.

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.
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
   a) This will open the Edit Service Requests Content page
   b) Next click on Create View
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
   b) On the Personalize Service Request Views page click either of the Create View buttons on the right side
Creating New SR Views

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

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.
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

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

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

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.
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

   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
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  Save As

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 business partners to switch between different customers.

The Active Party shows which customer you currently have selected.
Business Partners

Select which customer you need

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 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:
- 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.