

# ITSM Self Service Incident Management (CCSSIM) - Quick Reference Guide

## CCSSIM INTRODUCTION

CCSSIM or Computacenter Self Service Incident Management is a Web Interface Tool. It enables its users raising Incident tickets on their own, updating and monitoring tickets without having the need to phone the Service Desk.

## CCSSIM LOGIN

- Users can access CCSSIM using the following URL via Web browser:

<https://ccssim.computacenter.com>

Internet Explorer is the supported and recommended browser for CCSSIM.

- The following window is displayed:

Customer Web Logging

Enter your username and password and click the Login button. If you don't know your username or password click the Password Reset link below.

Username:

Password:

- Please enter your user name in upper case letters.
- Please enter your password.
- Click on  (or press <ENTER>).
- CCSSIM's Incident Console is displayed:

Flag	Details	Incident Number	Company	Customer	Equipment	Status	Home	Date Reported	Product	Prod Code
	Helpdesk	INC0001971063	KRZN [CNE] (0001015719)	Quinn Lennahan	CC2800226	Assigned	No	14/10/2020 07:34	HP D1460 64-BD-2013A 64-bit 4GB 2TB	0706
	Helpdesk	INC0001971062	KRZN [CNE] (0001015719)	Ben Hala	12145	Assigned	No	14/10/2020 07:31	CS50 384724 CAT 3845 8 1010A - 110087	0170
	Helpdesk	INC0001971061	KRZN [CNE] (0001015719)	Ben Hala	493	Assigned	No	14/10/2020 14:34	CS50 384724 CAT 3845 8 1010A - 110087	0170
	Helpdesk	INC0001971060	KRZN [CNE] (0001015719)	Ben Hala	493	Assigned	No	14/10/2020 14:34	HP Pavilion APE 14-1075LA 7 Page 278	0810
	Helpdesk	INC0001971059	KRZN [CNE] (0001015719)	Ben Hala	12145	Assigned	No	14/10/2020 14:34	CS50 384724 CAT 3845 8 1010A - 110087	0170
	Helpdesk	INC0001971058	KRZN [CNE] (0001015719)	Ben Hala	12145	Assigned	No	14/10/2020 14:34	CS50 384724 CAT 3845 8 1010A - 110087	0170
	Helpdesk	INC0001971057	KRZN [CNE] (0001015719)	Ben Hala	12145	Assigned	No	14/10/2020 14:34	CS50 384724 CAT 3845 8 1010A - 110087	0170
	Helpdesk	INC0001971056	KRZN [CNE] (0001015719)	Ben Hala	493	Assigned	No	14/10/2020 14:34	HP Pavilion APE 14-1075LA 7 Page 278	0810
	Helpdesk	INC0001971055	KRZN [CNE] (0001015719)	Ben Hala	493	Assigned	No	14/10/2020 14:34	HP Pavilion APE 14-1075LA 7 Page 278	0810
	Helpdesk	INC0001971054	KRZN [CNE] (0001015719)	Ben Hala	12145	Assigned	No	14/10/2020 14:34	CS50 384724 CAT 3845 8 1010A - 110087	0170
	Helpdesk	INC0001971053	KRZN [CNE] (0001015719)	Ben Hala	12145	Assigned	No	14/10/2020 14:34	CS50 384724 CAT 3845 8 1010A - 110087	0170
	Helpdesk	INC0001971052	KRZN [CNE] (0001015719)	Ben Hala	12145	Assigned	No	14/10/2020 14:34	CS50 384724 CAT 3845 8 1010A - 110087	0170
	Helpdesk	INC0001971051	KRZN [CNE] (0001015719)	Ben Hala	12145	Assigned	No	14/10/2020 14:34	CS50 384724 CAT 3845 8 1010A - 110087	0170
	Helpdesk	INC0001971050	KRZN [CNE] (0001015719)	Ben Hala	12145	Assigned	No	14/10/2020 14:34	CS50 384724 CAT 3845 8 1010A - 110087	0170
	Helpdesk	INC0001971049	KRZN [CNE] (0001015719)	Ben Hala	12145	Assigned	No	14/10/2020 14:34	CS50 384724 CAT 3845 8 1010A - 110087	0170
	Helpdesk	INC0001971048	KRZN [CNE] (0001015719)	Ben Hala	12145	Assigned	No	14/10/2020 14:34	CS50 384724 CAT 3845 8 1010A - 110087	0170
	Helpdesk	INC0001971047	KRZN [CNE] (0001015719)	Ben Hala	12145	Assigned	No	14/10/2020 14:34	CS50 384724 CAT 3845 8 1010A - 110087	0170
	Helpdesk	INC0001971046	KRZN [CNE] (0001015719)	Ben Hala	12145	Assigned	No	14/10/2020 14:34	CS50 384724 CAT 3845 8 1010A - 110087	0170
	Helpdesk	INC0001971045	KRZN [CNE] (0001015719)	Ben Hala	12145	Assigned	No	14/10/2020 14:34	CS50 384724 CAT 3845 8 1010A - 110087	0170
	Helpdesk	INC0001971044	KRZN [CNE] (0001015719)	Ben Hala	12145	Assigned	No	14/10/2020 14:34	CS50 384724 CAT 3845 8 1010A - 110087	0170
	Helpdesk	INC0001971043	KRZN [CNE] (0001015719)	Ben Hala	12145	Assigned	No	14/10/2020 14:34	CS50 384724 CAT 3845 8 1010A - 110087	0170
	Helpdesk	INC0001971042	KRZN [CNE] (0001015719)	Ben Hala	12145	Assigned	No	14/10/2020 14:34	CS50 384724 CAT 3845 8 1010A - 110087	0170
	Helpdesk	INC0001971041	KRZN [CNE] (0001015719)	Ben Hala	12145	Assigned	No	14/10/2020 14:34	CS50 384724 CAT 3845 8 1010A - 110087	0170
	Helpdesk	INC0001971040	KRZN [CNE] (0001015719)	Ben Hala	12145	Assigned	No	14/10/2020 14:34	CS50 384724 CAT 3845 8 1010A - 110087	0170
	Helpdesk	INC0001971039	KRZN [CNE] (0001015719)	Ben Hala	12145	Assigned	No	14/10/2020 14:34	CS50 384724 CAT 3845 8 1010A - 110087	0170
	Helpdesk	INC0001971038	KRZN [CNE] (0001015719)	Ben Hala	12145	Assigned	No	14/10/2020 14:34	CS50 384724 CAT 3845 8 1010A - 110087	0170
	Helpdesk	INC0001971037	KRZN [CNE] (0001015719)	Ben Hala	12145	Assigned	No	14/10/2020 14:34	CS50 384724 CAT 3845 8 1010A - 110087	0170
	Helpdesk	INC0001971036	KRZN [CNE] (0001015719)	Ben Hala	12145	Assigned	No	14/10/2020 14:34	CS50 384724 CAT 3845 8 1010A - 110087	0170
	Helpdesk	INC0001971035	KRZN [CNE] (0001015719)	Ben Hala	12145	Assigned	No	14/10/2020 14:34	CS50 384724 CAT 3845 8 1010A - 110087	0170
	Helpdesk	INC0001971034	KRZN [CNE] (0001015719)	Ben Hala	12145	Assigned	No	14/10/2020 14:34	CS50 384724 CAT 3845 8 1010A - 110087	0170
	Helpdesk	INC0001971033	KRZN [CNE] (0001015719)	Ben Hala	12145	Assigned	No	14/10/2020 14:34	CS50 384724 CAT 3845 8 1010A - 110087	0170
	Helpdesk	INC0001971032	KRZN [CNE] (0001015719)	Ben Hala	12145	Assigned	No	14/10/2020 14:34	CS50 384724 CAT 3845 8 1010A - 110087	0170
	Helpdesk	INC0001971031	KRZN [CNE] (0001015719)	Ben Hala	12145	Assigned	No	14/10/2020 14:34	CS50 384724 CAT 3845 8 1010A - 110087	0170
	Helpdesk	INC0001971030	KRZN [CNE] (0001015719)	Ben Hala	12145	Assigned	No	14/10/2020 14:34	CS50 384724 CAT 3845 8 1010A - 110087	0170
	Helpdesk	INC0001971029	KRZN [CNE] (0001015719)	Ben Hala	12145	Assigned	No	14/10/2020 14:34	CS50 384724 CAT 3845 8 1010A - 110087	0170
	Helpdesk	INC0001971028	KRZN [CNE] (0001015719)	Ben Hala	12145	Assigned	No	14/10/2020 14:34	CS50 384724 CAT 3845 8 1010A - 110087	0170
	Helpdesk	INC0001971027	KRZN [CNE] (0001015719)	Ben Hala	12145	Assigned	No	14/10/2020 14:34	CS50 384724 CAT 3845 8 1010A - 110087	0170
	Helpdesk	INC0001971026	KRZN [CNE] (0001015719)	Ben Hala	12145	Assigned	No	14/10/2020 14:34	CS50 384724 CAT 3845 8 1010A - 110087	0170
	Helpdesk	INC0001971025	KRZN [CNE] (0001015719)	Ben Hala	12145	Assigned	No	14/10/2020 14:34	CS50 384724 CAT 3845 8 1010A - 110087	0170
	Helpdesk	INC0001971024	KRZN [CNE] (0001015719)	Ben Hala	12145	Assigned	No	14/10/2020 14:34	CS50 384724 CAT 3845 8 1010A - 110087	0170
	Helpdesk	INC0001971023	KRZN [CNE] (0001015719)	Ben Hala	12145	Assigned	No	14/10/2020 14:34	CS50 384724 CAT 3845 8 1010A - 110087	0170
	Helpdesk	INC0001971022	KRZN [CNE] (0001015719)	Ben Hala	12145	Assigned	No	14/10/2020 14:34	CS50 384724 CAT 3845 8 1010A - 110087	0170
	Helpdesk	INC0001971021	KRZN [CNE] (0001015719)	Ben Hala	12145	Assigned	No	14/10/2020 14:34	CS50 384724 CAT 3845 8 1010A - 110087	0170
	Helpdesk	INC0001971020	KRZN [CNE] (0001015719)	Ben Hala	12145	Assigned	No	14/10/2020 14:34	CS50 384724 CAT 3845 8 1010A - 110087	0170
	Helpdesk	INC0001971019	KRZN [CNE] (0001015719)	Ben Hala	12145	Assigned	No	14/10/2020 14:34	CS50 384724 CAT 3845 8 1010A - 110087	0170
	Helpdesk	INC0001971018	KRZN [CNE] (0001015719)	Ben Hala	12145	Assigned	No	14/10/2020 14:34	CS50 384724 CAT 3845 8 1010A - 110087	0170
	Helpdesk	INC0001971017	KRZN [CNE] (0001015719)	Ben Hala	12145	Assigned	No	14/10/2020 14:34	CS50 384724 CAT 3845 8 1010A - 110087	0170
	Helpdesk	INC0001971016	KRZN [CNE] (0001015719)	Ben Hala	12145	Assigned	No	14/10/2020 14:34	CS50 384724 CAT 3845 8 1010A - 110087	0170
	Helpdesk	INC0001971015	KRZN [CNE] (0001015719)	Ben Hala	12145	Assigned	No	14/10/2020 14:34	CS50 384724 CAT 3845 8 1010A - 110087	0170
	Helpdesk	INC0001971014	KRZN [CNE] (0001015719)	Ben Hala	12145	Assigned	No	14/10/2020 14:34	CS50 384724 CAT 3845 8 1010A - 110087	0170
	Helpdesk	INC0001971013	KRZN [CNE] (0001015719)	Ben Hala	12145	Assigned	No	14/10/2020 14:34	CS50 384724 CAT 3845 8 1010A - 110087	0170
	Helpdesk	INC0001971012	KRZN [CNE] (0001015719)	Ben Hala	12145	Assigned	No	14/10/2020 14:34	CS50 384724 CAT 3845 8 1010A - 110087	0170
	Helpdesk	INC0001971011	KRZN [CNE] (0001015719)	Ben Hala	12145	Assigned	No	14/10/2020 14:34	CS50 384724 CAT 3845 8 1010A - 110087	0170
	Helpdesk	INC0001971010	KRZN [CNE] (0001015719)	Ben Hala	12145	Assigned	No	14/10/2020 14:34	CS50 384724 CAT 3845 8 1010A - 110087	0170
	Helpdesk	INC0001971009	KRZN [CNE] (0001015719)	Ben Hala	12145	Assigned	No	14/10/2020 14:34	CS50 384724 CAT 3845 8 1010A - 110087	0170
	Helpdesk	INC0001971008	KRZN [CNE] (0001015719)	Ben Hala	12145	Assigned	No	14/10/2020 14:34	CS50 384724 CAT 3845 8 1010A - 110087	0170
	Helpdesk	INC0001971007	KRZN [CNE] (0001015719)	Ben Hala	12145	Assigned	No	14/10/2020 14:34	CS50 384724 CAT 3845 8 1010A - 110087	0170
	Helpdesk	INC0001971006	KRZN [CNE] (0001015719)	Ben Hala	12145	Assigned	No	14/10/2020 14:34	CS50 384724 CAT 3845 8 1010A - 110087	0170
	Helpdesk	INC0001971005	KRZN [CNE] (0001015719)	Ben Hala	12145	Assigned	No	14/10/2020 14:34	CS50 384724 CAT 3845 8 1010A - 110087	0170
	Helpdesk	INC0001971004	KRZN [CNE] (0001015719)	Ben Hala	12145	Assigned	No	14/10/2020 14:34	CS50 384724 CAT 3845 8 1010A - 110087	0170
	Helpdesk	INC0001971003	KRZN [CNE] (0001015719)	Ben Hala	12145	Assigned	No	14/10/2020 14:34	CS50 384724 CAT 3845 8 1010A - 110087	0170
	Helpdesk	INC0001971002	KRZN [CNE] (0001015719)	Ben Hala	12145	Assigned	No	14/10/2020 14:34	CS50 384724 CAT 3845 8 1010A - 110087	0170
	Helpdesk	INC0001971001	KRZN [CNE] (0001015719)	Ben Hala	12145	Assigned	No	14/10/2020 14:34	CS50 384724 CAT 3845 8 1010A - 110087	0170

## RAISE A NEW INCIDENT

- Click on  at the top of the Incident Console.
- A new window is displayed to log the incident:

Log New Incident

Customer Details Description Additional Information

Customer Details

Company Web Site: KRZN [CNE] (0001015719)

Logging For: Myself Someone else

Title:

Address:

Additional Location Details

Business Phone Number:

Mobile Phone Number:

Email Address:

Log By: Log By Category

Equipment Reference:

Product:

Contact:

Contact Line:

Printer Page Count:

Purchased From Computer:  No  Yes  Unknown

## RAISE AN INCIDENT ON YOUR BEHALF

- The right Company will be displayed automatically depending upon your access credentials.
- Please select the person on behalf of who you are going to raise the incident:  Myself  Someone else
- If you select **Myself**, your own data will be displayed.
- If you are not located at your default site, click on  to amend your address.
- If you are raising an incident located at a big site, please specify additional location details to enable our engineers to find you quicker.

**Please note:** All address amendments are only recorded temporarily for this incident. Your master data are not being amended permanently.

## RAISE AN INCIDENT ON BEHALF OF SOMEONE ELSE

- Please specify **First Name** and **Last Name** (or if you are unsure specify only a part of first and/or last name) of the person you are raising the incident for:

Search Users

Company: KRZN [CNE] (0001015719)

First name:

Last name:

Title	FirstName	LastName
No records found. Please use new search criteria or create a new user		

- Click on .
- A list of names will be displayed matching your search criteria:

Search Users

Company: KRZN [CNE] (0001015719)

First name:

Last name: Le

Select	Title
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## CREATE A NEW USER

If you are not able to lookup a user you are going to raise an incident for, you will be displayed a message that no matching user records can be found:

1. Please select a **Title** from the drop-down menu.
2. Specify the user's **First Name**.
3. Specify the user's **Last Name**.
4. Please specify the user's **Business Phone Number**.
5. Optionally, please specify the user's:
  - **Mobile Phone Number**.
  - **E-mail Address** – if not specified during record creation, CCSSIM will generate a temporary e-mail address.
6. Please select the user's **Location** by clicking on **Sites...**
7. Please specify the exact **Post Code** or parts of it.
8. Please specify any prefix of City and/or Street.
9. Click on **Search...**

**Please note:** If you do not specify the exact post code, CCSSIM will display any site matching your provided data as part of the post code, city and streets field.

	Site Name	Post Code
Select	50170 Kerpen Test,Computacenter Park 2-4 1015719	50170
Select	50170 Kerpen,Computacenter Park 1 1015719	50170
Select	50170 Kerpen,Computacenter Park 2-4 1015719	50170
Select	501701 St Peter Por,Computacenter Park 1 1015719	501701

10. Please navigate through the list of search results by using **1** to find the correct **Site**.
11. Click on **Select**, if you have found the correct site.
12. If you are not able to find the correct address, please specify all address details and click on **Create** to add a new site.
13. Click on **Close** to continue with the user creation step.
14. Click on **Create** to add the new user record and to return to the Logging form.

## UPDATE USER DATA

15. Click on **Update Person** if you need to amend the user data permanently.
16. A dialog box containing the current user data pops up. You are now able to make your amendments.

17. Please click on **Update** to save your amendments.

## LOGGING ABOUT

18. Please select how you are going to raise the incident:
  - Log By CI**  **Log By Category**
  - **CI** – e.g. serial number as printed on the asset tag of your laptop
  - **Category** – e.g. Software with issues in data or functionality

## LOGGING BY CI

19. Please specify the **Serial Number** or **Equipment Reference (CI)** of your device (at minimum the first five characters).
20. Click on **Search**.

	Sernr	Description	Matrnr	Mgmtnr	Sold To Customer	Sold To Company	Guarantee Date (Gwtdt)
Select	CZJ5500J0X	KRZN\HPCTO DL380 G9 BFF	3400073	0484848	KRZN	0001015719	2015-12-21
Select	CZJ5500J0Y	KRZN\HPCTO DL380 G9 BFF	3400073	0484848	KRZN	0001015719	2015-12-21
Select	CZJ5500J09	HP DL380 G9 E5-2620V3 BASE	3224206	0727272	KRZN	0001015719	2015-12-30
Select	CZJ5500J0H	HP DL380 G9 E5-2620V3 BASE	3224206	0727272	KRZN	0001015719	2015-12-30

21. If you have found your Serial Number or Equipment Reference, click on **Select**. The device will be selected and populated into the Logging form.
22. If you have contracted support, **Product, Contract** and **Contract Line** will be displayed in the Logging form.
23. Please specify if the device have been sold by Computacenter:  **Yes**  **No**  **Unknown**

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## LOGGING BY CATEGORY

Please select this option if you are not able to log the incident via serial number (CI):

24. Click on the drop-down menu next to **Tier 1** and select from the list.
25. Click on the drop-down menu next to **Tier 2** and select from the list.
26. Click on the drop-down menu next to **Tier 3**. Select a **Product** from the list. **Contract** und **Contract Line** will be displayed. (Optionally, you need to select a further value for **Tier 4**.)
27. Please specify the **Product** (e.g. MS Word).
28. Please specify **Model / Version** (z.B. 7).
29. Please select if the product has been purchased from **Computacenter**:  Yes  No  Unknown

Logging About	
Log By:	<input type="radio"/> Log By CI <input checked="" type="radio"/> Log By Category
Tier 1:	Hardware
Tier 2:	Workstation
Tier 3:	Desktop
Tier 4:	HP
Product:	HP Pavilion HPE h8-1075uk i7 8gb 2TB
Model / Version:	V 7
Equipment Reference:	123456789
Contract:	11068563 - 3502 - KRZN SLA
Contract Line:	3900 - HP_ETS8x5xNBD HP CP 5
Printer Page Count:	150
Purchased From Computacenter:	<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Unknown

## DESCRIPTION OF INCIDENT / REQUIREMENT

30. Please provide us with a summary and describe as detailed as possible of your issue or requirement. This will allow us to increase accuracy and speed of fulfilment of your contracted Service Levels:

**Summary**

<Describe Summary of the Incident>

198 character(s) left

**Description**

<Describe the Symptoms>

<Error Codes and Messages Displayed on Screen, Any Power Indications>

<Additional Information Regarding Fault>

<How long resource is required for, what skills are needed>

2000 character(s) left

## USER AVAILABILITY IN CASE OF ENGINEER VISIT

31. Please tell us your working hours or unavailability times. This enables us to fit your needs with regards to scheduling of an onsite visit if required:

**User availability if engineer visit required**

<Please specify your work availability period>

2000 character(s) left

## ADDITIONAL INFORMATION

Additional information are non-mandatory data, but allows you to add a file – or more than one file in a ZIP archive – to your incident data.

**Additional Information**

My Reference:

My PO Number:

Select files... Drop files here to upload

(Only .txt, .doc, .docx, .xls, .xlsx, .jpg, .gif, .png, .pdf, .zip extensions allowed)

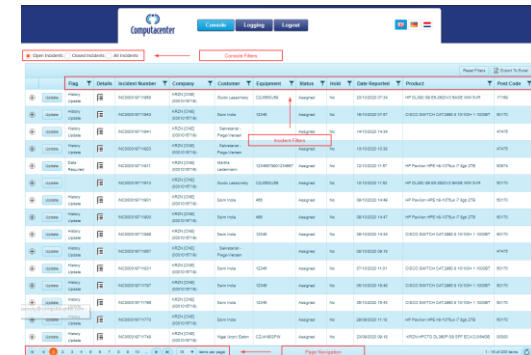
32. Specify your own reference number in **My Reference**.
33. Specify your own **PO Number** if required.
34. Depending upon your requirements, you can provide us with a file attachment of one of the file types specified by clicking on Select files....
35. Click on Submit. After the incident has been successfully submitted, you will be displayed the following message:

✔ Successfully created Incident: INC000019711115

An Incident Number has been assigned to your incident or requirement (see above) and thus confirms, that the incident has been submitted for further processing. You can find the new incident in the CCSSIM Console as well.

## INCIDENT CONSOLE

The Incident Console allows you to access incidents or requirements already raised. You can sort and apply filters fitting your needs:



Incident Number	Company	Customer	Equipment	Status	Product
INC000019711115	HP Pavilion HPE h8-1075uk	HP Pavilion HPE h8-1075uk	HP Pavilion HPE h8-1075uk	Assigned	HP Pavilion HPE h8-1075uk
INC000019711116	HP Pavilion HPE h8-1075uk	HP Pavilion HPE h8-1075uk	HP Pavilion HPE h8-1075uk	Assigned	HP Pavilion HPE h8-1075uk
INC000019711117	HP Pavilion HPE h8-1075uk	HP Pavilion HPE h8-1075uk	HP Pavilion HPE h8-1075uk	Assigned	HP Pavilion HPE h8-1075uk

The set of incidents accessible to you is displayed dependent upon selection in Console Filter:

- Open Incidents
  Closed Incidents
  All Incidents

The progress of incident processing is described in the Status column of the Incident Console, please see below the most important status values:

- **New** – Incident recorded in system.
- **Assigned** – Incident under evaluation of the Service Desk to derive the most appropriate solution approach.
- **In Progress** – Incident under investigation.
- **Awaiting Scheduling** – Scheduling in preparation.
- **Scheduled** – Onsite visit scheduled.
- **With Engineer** – Onsite visit in processing.
- **Resolved** – Incident has been resolved.
- **Closed** – Incident has been closed in system.
- **Cancelled** – Incident has been cancelled in system.

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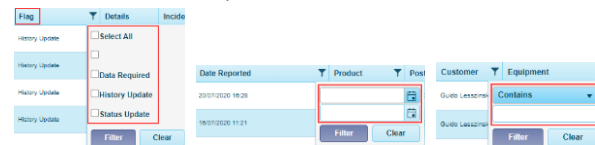
## SORTING INCIDENTS

Please click on the column headings to sort incidents in the Console:

- Flag
- Incident
- Company
- Customer
- Equipment
- Status
- Hold
- Date reported
- Product
- Post Code

## FILTERING INCIDENTS

Please click on the drop-down menu of a column filter:

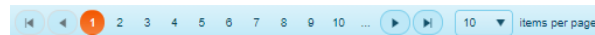


1. Select the filter values as appropriate by ticking one or more options, specifying some input data like dates (from-to) or substrings.
2. Click on **Filter** to apply a column filter. You can apply multiple filters one after another. Depending upon your selections the console view refreshes automatically.
3. Click on **Clear** to reset a filter.

**Please note:** Filters are independent upon others, you need to set / reset them individually. Clicking the button **Reset Filters** resets them all.

## PAGE NAVIGATION

The CCSSIM Console can have multiple pages of incidents. Please use the navigation pane to flip between pages:



## EXPORTING TO EXCEL

1. Click on **Export To Excel** in the upper right corner of the CCSSIM Console.
2. Click on Save in the dialog box displayed. This stores the filtered list of Console incidents into a spreadsheet file:

ID	Service	Company	Customer	Service / CI Status	Resolution	Product	Post Code
1	History Update	INC000019718758	KRZN [CNE] (0001015719)	Susanne Dykardt	Awaiting Scheduling	No	29.05.2020
2	History Update	INC000019718756	KRZN [CNE] (0001015719)	Dennis Porschen	Awaiting Scheduling	No	29.05.2020
3	History Update	INC000019718677	KRZN [CNE] (0001015719)	Ssm India	52345	Awaiting Scheduling	No
4	History Update	INC000019718620	KRZN [CNE] (0001015719)	Dennis Porschen	Awaiting Scheduling	No	14.05.2020
5	History Update	INC000019718602	KRZN [CNE] (0001015719)	Dennis Porschen	Awaiting Scheduling	No	13.05.2020

3. Please use Microsoft Excel's capabilities to process the incident data fitting to your needs.

## VIEW INCIDENT DETAILS

You can see all the incident details as described as follows:

1. Click on **Details** in column Details for the incident you would like to see the details.
2. The detailed incident information will be displayed in a new browser tab or window:

Company with Issue: KRZN [CNE] (0001015719)      Our reference: INC000019711115  
 Status: Assigned      Your reference No:  
 On Hold: No      PO Number: No  
 Reported Date: 20/07/2020 14:28

Customer Details			Contact Details		
Hr.	First name	Last name	Title	First name	Last name
	Guido	Lesszinsky		Guido	Lesszinsky
Address: Computacenter Park 2-4 Kerpen Germany 50170			Address: Computacenter Park 2-4 Kerpen Germany 50170		
Customer Tel Number Alt Customer Tel Number +49 2273 597 7177 +49 172 825			Contact Tel Number Alt Contact Tel Number +49 2273 597 7177 +49 172 825		
Email Address guido.lesszinsky@computacenter.com			Email Address guido.lesszinsky@computacenter.com		

Summary  
 Equipment Reference: 123456789  
 Contract Header: 3502 - KRZN SLA  
 Contract Line: HP\_ET58x5NBD HP CP 5  
 Product: HP Pavilion HPE h8-1075uk i7 8gb 2TB  
 Manufacturer: HP  
 Service Type: User Service Request  
 Print Count: N/A

Current Diagnosis:      Current Solution:

Engineer Repair Information  
 There is no engineer repair information

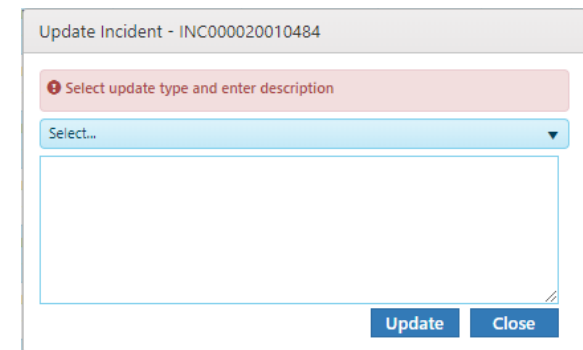
Resolution Information  
 Resolution: N/A  
 Completion date: N/A  
 Actual resolution date: N/A

3. Please scroll down if required to see the details of your own updates or work log information of analysts.
4. Close the browser tab / window by simply clicking on **X**.

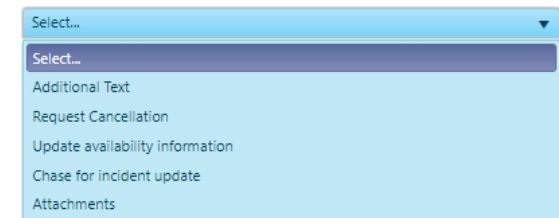
## UPDATE INCIDENT

You can add additional information to any incident after it has been raised via the console:

1. Lookup the incident you want to update in the CCSSIM Console.
2. Click on **Update**.



3. Please select an update reason from the drop-down menu first:




4. After that please specify your additional information in the text field.
5. Click on **Update**. Your additional information will be recorded as work logs inside the Incident Management tool.

# ITSM Self Service Incident Management (CCSSIM) - Quick Reference Guide


## INCIDENT SUMMARY


After the incident has been updated, you can make visible the new work log using the console. You can also see, when and by whom your update message has been confirmed:

1. Click on  to the left of the incident record to expand a **short summary** of the incident. The **most recent details** about work logs and engineer activities or visits are being displayed:

Detail info for Customer:

Summary					
Summarizing					
Work Log					
Type	Submit date	Acknowledged on	Acknowledged by	Scheduled start date	Notes
Details	Status reason			Signed off by	


**Please note:** If you need to see **all** incident details, please click on  instead (as already been described under **View Incident Details**).

2. Click on  to collapse the Incident Summary.

## INCIDENT FLAG

Please have a look into the **Flag** column in CCSSIM's Console. Incidents may have one of the following flags (or an empty value):

- Data Required
- History Update
- Status Update

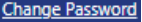
If an incident has one of the flag values as described above, you should click on  and update the incident if required (as already been described under **Update Incident**).

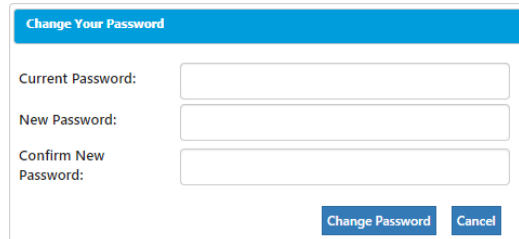
## INCIDENT ON HOLD

If the incident processing has been interrupted for any specific reason, the analyst sets the incident on **'Hold'**. You can identify this by looking into the **Hold** column in the console. Valid reasons for incident suspension may be your own non-availability or the lack of further information required for incident processing.

## CHANGE PASSWORD

If you are logged in into CCSSIM, you are able to change your password at any time by clicking the link **'Change Password'** in the console.

1. Click on  to the lower left of the incident console.
2. Specify your current password in the dialog box:

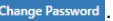


Change Your Password

Current Password:

New Password:

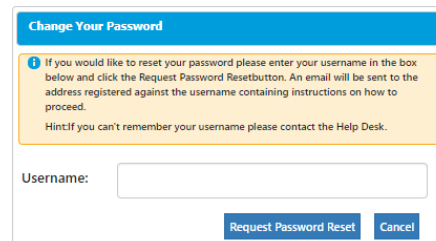
Confirm New Password:

3. Type in your **new password**.
4. Confirm your **new password**.
5. Click on .
6. Please use your new password from now on to log into CCSSIM.


## YOU HAVE FORGOTTEN YOUR PASSWORD

If you feel you have forgotten your password and may not be able to log into CCSSIM, you can request a new password.

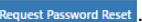
1. Click on  link to the lower left of CCSSIM's login page. A new dialog box displays:



Change Your Password

 If you would like to reset your password please enter your username in the box below and click the Request Password Reset button. An email will be sent to the address registered against the username containing instructions on how to proceed.  
Hint: If you can't remember your username please contact the Help Desk.

Username:

2. Please specify your **Username**.
3. Click on .
4. An e-mail containing a URL link for password reset will be sent to the e-mail address as hold in your person details:

Dear Guido Lesszinsky (test),

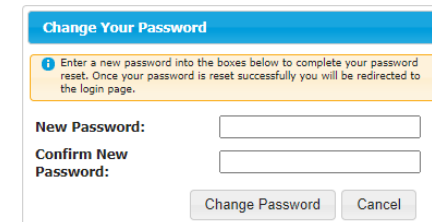
A password reset for SSIM was requested for your account. Please click on the following link to continue with the process to set a new password.

<https://ccssim.computacenter.com/PasswordReset.aspx?875d3842-2caf-43a1-a873-d4466e1a21f>


PLEASE NOTE: This link is only active for a maximum of 15 minutes after the reset was requested. If you click the link after this time you will be prompted to request a password reset again.

If you did not request this password reset please contact your Help Desk.

5. You will be required to specify and confirm a new password when you try to log into CCSSIM the next time:




Change Your Password

 Enter a new password into the boxes below to complete your password reset. Once your password is reset successfully you will be redirected to the login page.

New Password:

Confirm New Password:

6. Specify a new password and confirm it.
7. Click on .


**Please note:** The link to reset your password is only **valid for 10 minutes**. If you haven't used the link in this interval, you need to request a new link to reset your password as you did it previously.

## YOU HAVE FORGOTTEN YOUR USERNAME

If you have forgotten your username, you are required to phone the Service Desk. The phone number is displayed to the lower right on both the CCSSIM Login Page and Console.

**Please note:** Your individual Service Desk phone number may differ from the phone number as it is displayed in CCSSIM.

## LOGOUT

If you would like to logout from CCSSIM, please click on .

**Please note:** After any inactivity in CCSSIM for **more than 20 minutes** you will be **logged out automatically** from CCSSIM for security reasons.