

## Viewpoint Mobile 1.0: Quick Start Guide

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Viewpoint Mobile is your gateway to an easy-to-use ticketing system for tracking service requests and managing ticket life cycles.

### Requirements

- iOS 8.0 or later
- iPhone 5 or later

### Install the app

**Note:** Before you install the app, make sure to uninstall the previous version.

Visit the [OSS Engineering Mobile Application Deployment site](#) and press **Install Sungard AS Viewpoint App** to download and install Viewpoint Mobile on your device. After the installation, exit your browser.

If this is your first installation, or if you have deleted the Viewpoint app, the Sungard Availability Services profile is not installed on your device. To trust Sungard Availability Services:

- 1 Launch Viewpoint Mobile on your device and press **Cancel** at the Untrusted Enterprise Developer dialog that appears. This step adds *Device Management* to your settings.
- 2 Tap Settings > General > Device Management. Note: If profiles are installed on your device, the setting is called *Profiles & Device Management*.
- 3 Under **Enterprise App**, tap **Sungard Availability Services**.
- 4 Tap Trust “Sungard Availability Services”.
- 5 Tap **Trust** at the dialog box that appears.

# Launch the app

1

To log into Viewpoint Mobile, tap its icon at the Home screen



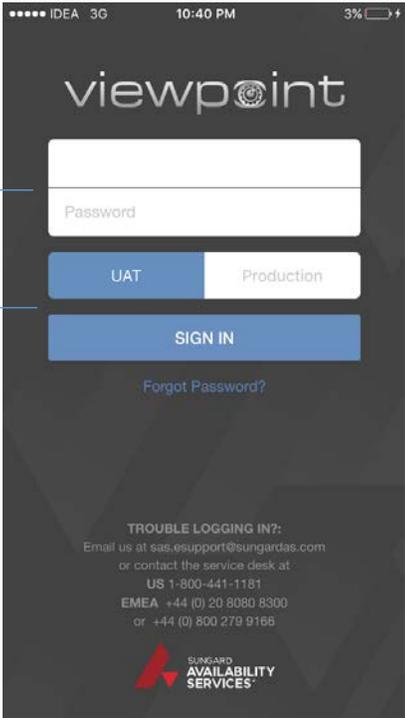
2

Type your email and password in the corresponding fields

For Sungard AS personnel, use your Sungard AS network credentials

3

Press **UAT** or **Production** to select the environment to use and press **SIGN IN**



# View tickets

Once you've logged in successfully, the system displays a list of all tickets as the default view.

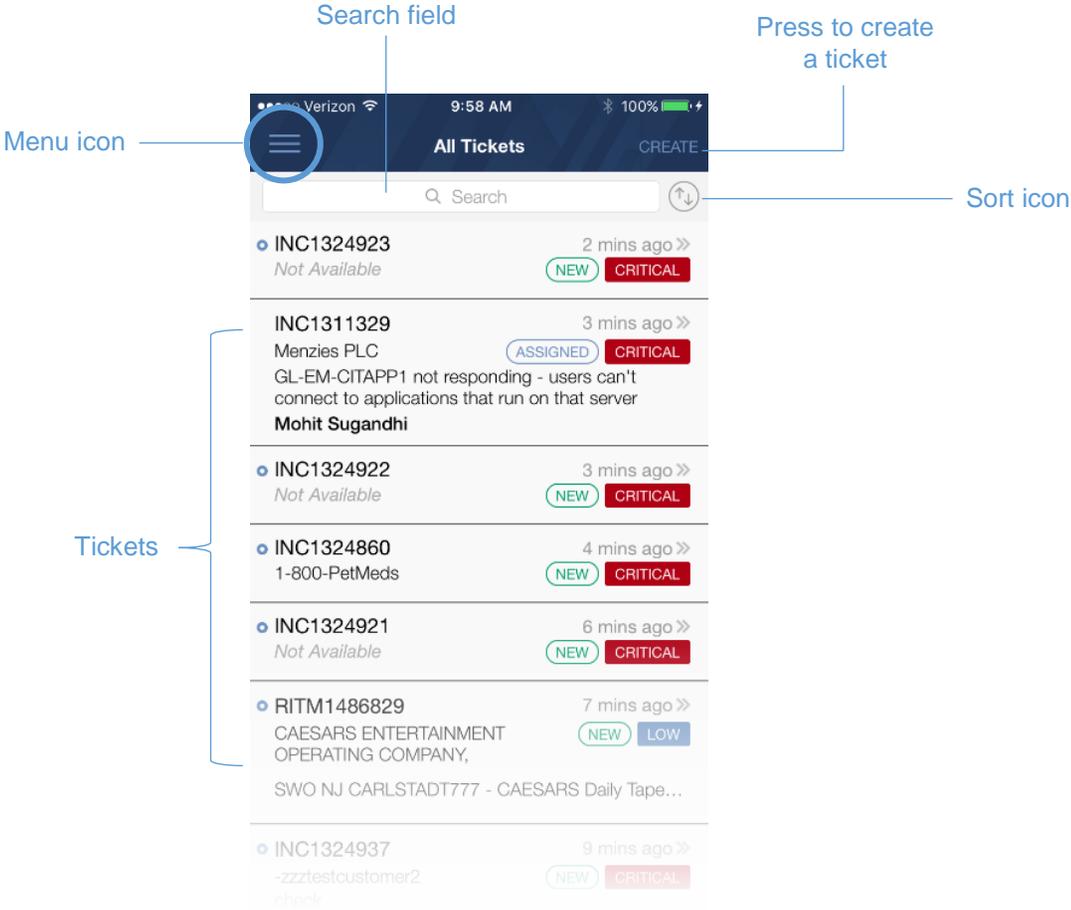


Figure 1. All Tickets screen

Tap a ticket in the list to view additional information about the ticket.

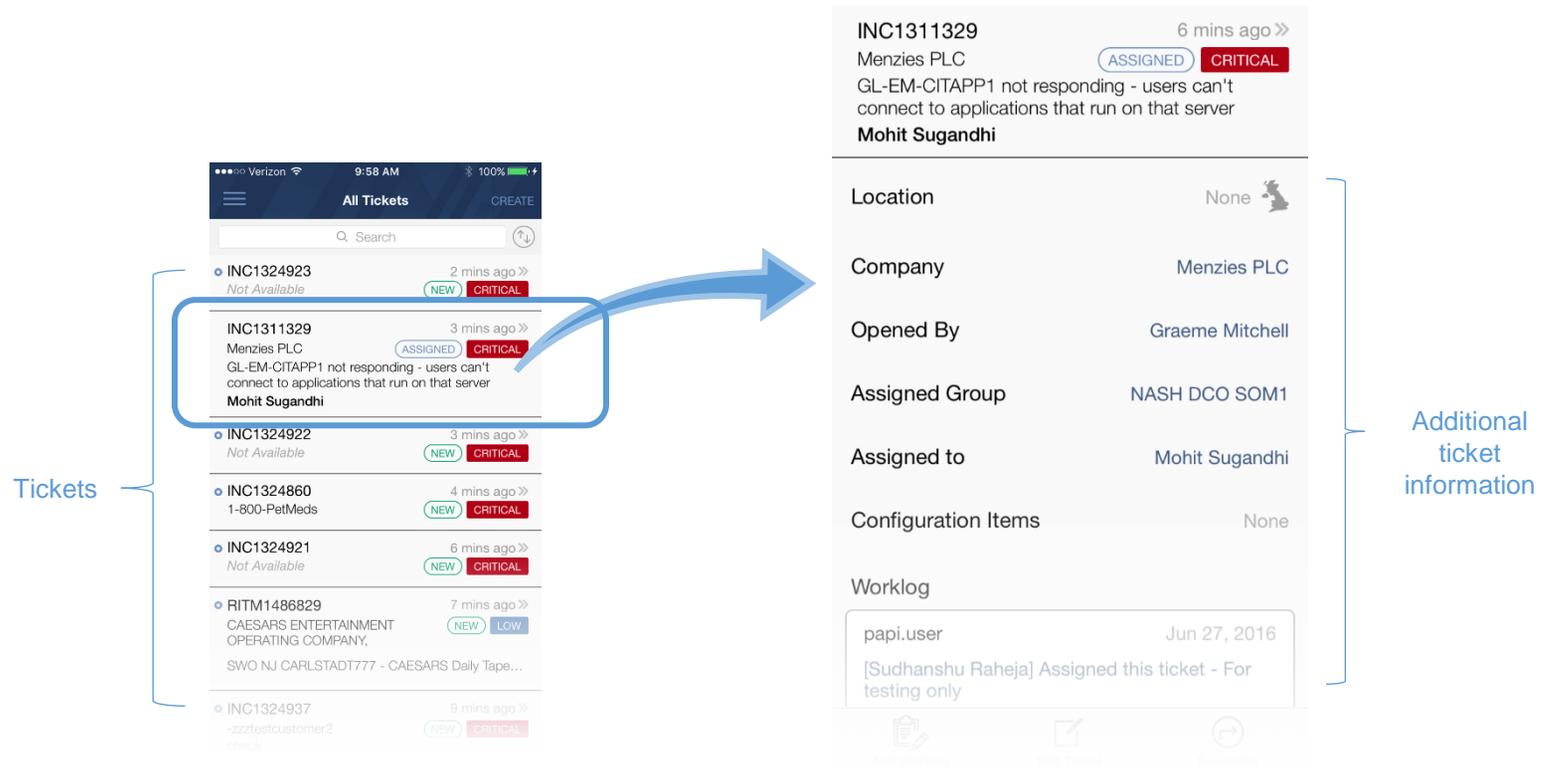
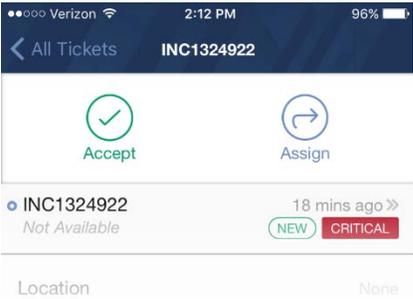


Figure 2. View additional ticket information

The ticket information displays icons at the bottom (Table 1):

Table 1. Icons for editing a ticket

Option	Description
 Add Worklog	Tap to display the <b>Add Comments</b> field where you can type additional comments about the ticket.
 Edit Ticket	Tap to display the fields of the ticket. Complete the fields as necessary and press <b>SAVE</b> when you're done.
 Re-assign	<p>Tap to display the <b>Accept</b> and <b>Assign</b> icons:</p>  <p>The Accept icon appears if the ticket is currently unassigned. You can accept the ticket or assign it to another person.</p>

# Menu

Tap  to open the menu.

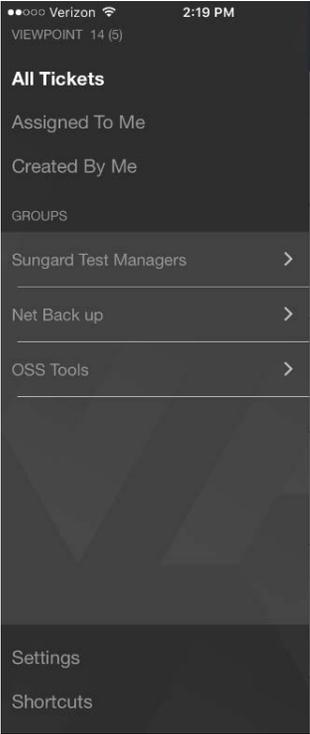


Figure 3. Menu

The menu contains options for filters and settings:

Option	Description
<b>All Tickets</b>	Tap to display all tickets.
<b>Assigned To Me</b>	Tap to display the tickets assigned to you.
<b>Created By Me</b>	Tap to display the tickets you created.
<b>Groups</b>	View tickets by group. Tap the group name to view the corresponding tickets.
<b>Settings</b>	Tap to display the <b>Log Out</b> button.
<b>Shortcuts</b>	Tap to display the shortcuts you created.

Tap outside the menu to close it.

# Search tickets

You can look up a ticket by its number. Type the ticket number in the **Search** field. If there's a match, the corresponding ticket appears.

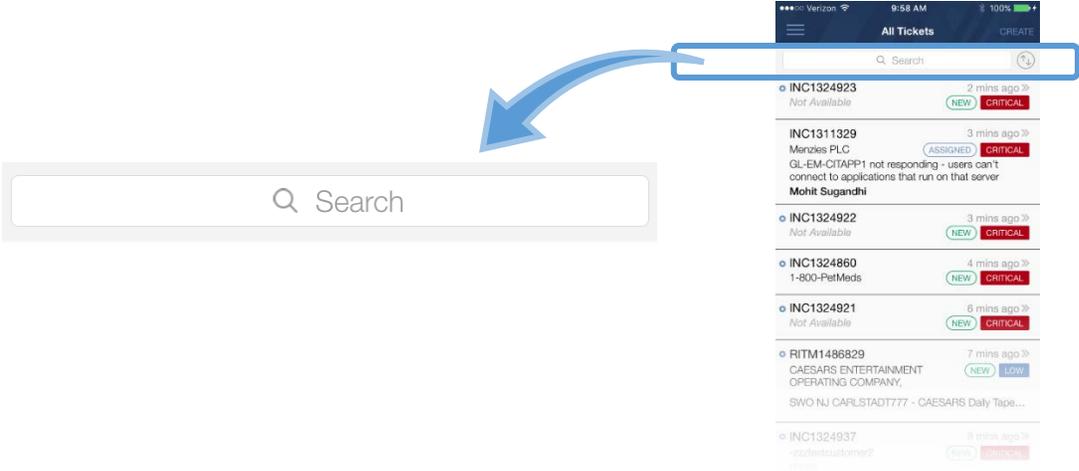


Figure 4. Search for a ticket

## Sort tickets

At the list of tickets, press  to display the sort options. Then tap a sort method to change the sort order of the tickets.

You can sort by *Date Updated*, *Date Created*, *Status*, and *Priority*.

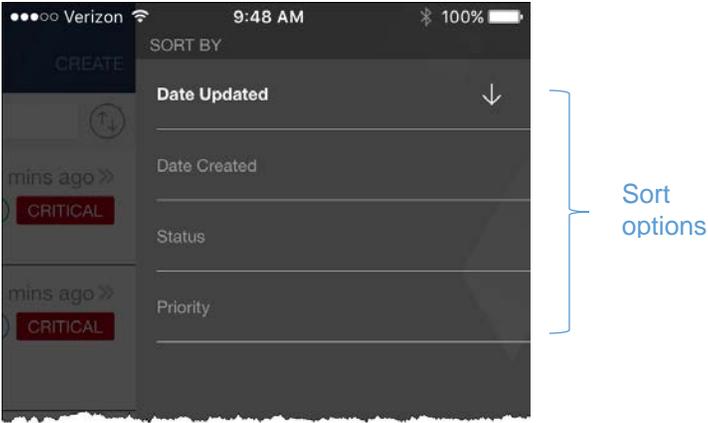


Figure 5. Sort tickets

## Accept or assign a ticket

Depending on the ticket, you can assign it to another person or group. You can also accept it, essentially assigning the ticket to yourself.

In the following example (Figure 6), a ticket at the screen **Assigned To Me** can be assigned to another person. To do this, slide the ticket to the left and tap the **Assign** icon.

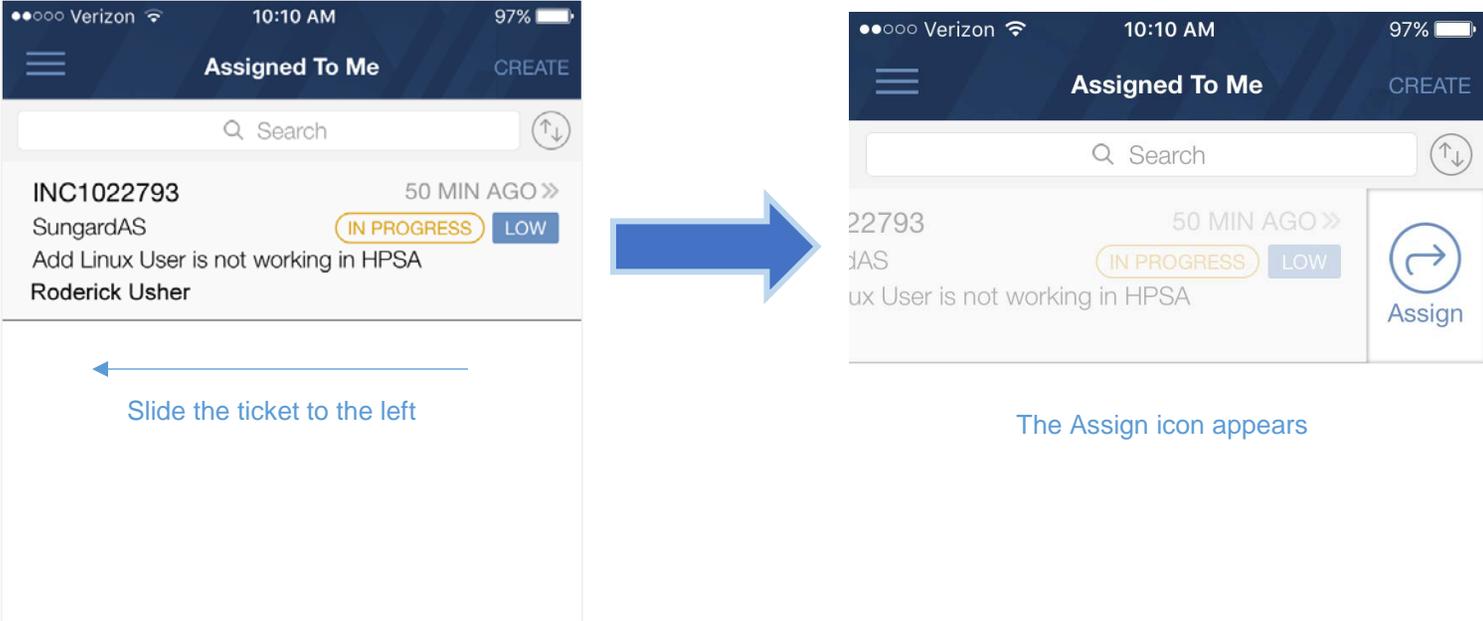


Figure 6. Assign a ticket to another person

When you tap the **Assign** icon, a list of users (members of the group) appears (Figure 7). Select a user from the list.

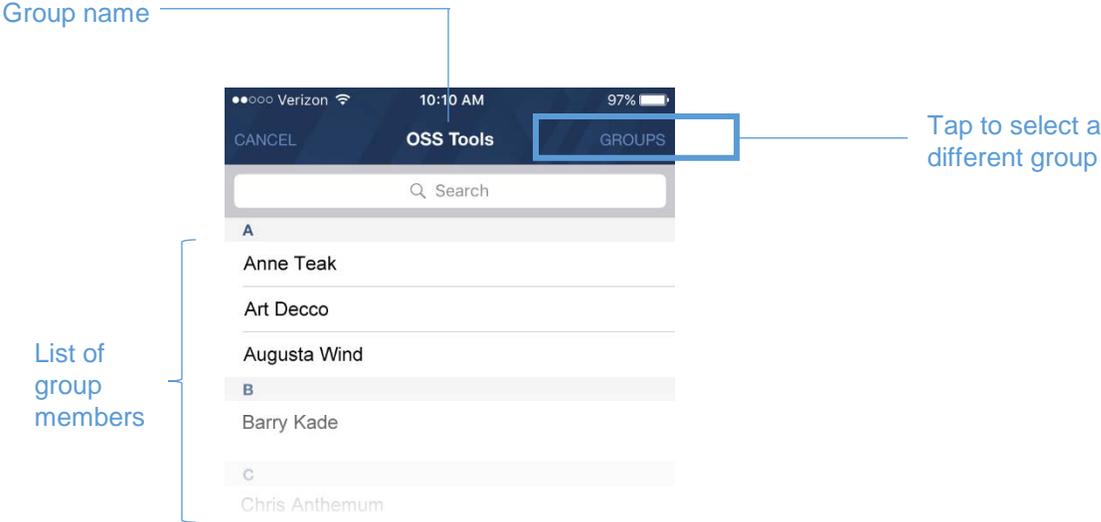


Figure 7. Example of a group members screen

In Figure 8, you can tap icons to accept or assign the corresponding ticket.

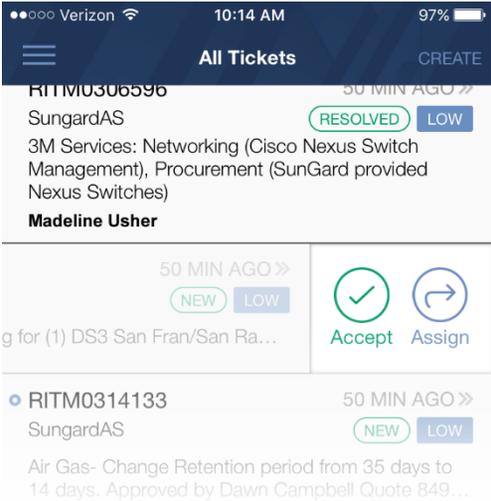


Figure 8. Accept or assign a ticket

# Create a ticket

Tap **CREATE** to create a ticket. The Create New screen appears:

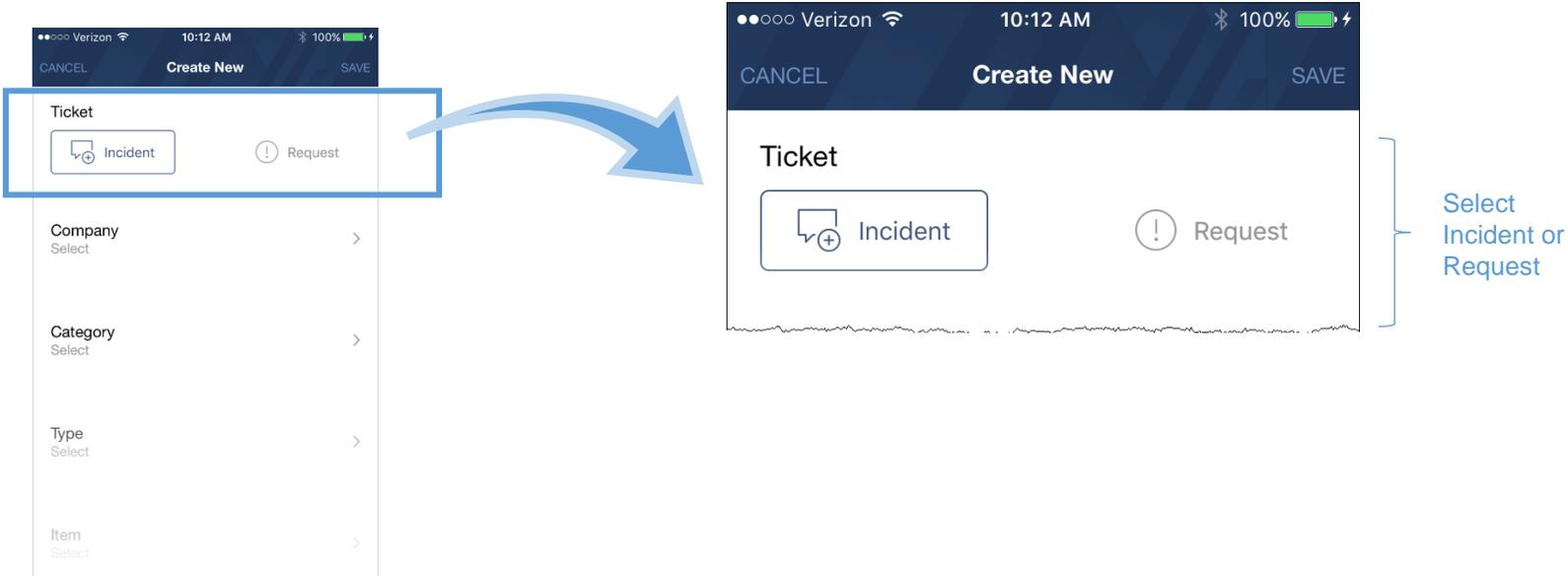


Figure 9. Screen for creating a ticket

Complete the fields, as described in Table 2, and press **Save**.

Many of the fields display a screen from which you can select a value from the list. Scroll and tap a value to select it. For example, the following illustration (Figure 10) depicts a list of companies. Tap a company name to select it, or search for the company by typing its name in the **Search** field. If there is a match, the corresponding company appears.

**Note about the Search feature:** If you previously searched for a company, it will stay in your device's cache. Otherwise, press the Search button on your device to display the result.



Table 2. Fields applicable to creating a ticket

Field	Description
<b>Ticket</b>	Tap <b>Incident</b> or <b>Request</b> to specify the type of ticket you want to create.
<b>Company</b>	Specify the requester's organization. Tap to specify an organization.
<b>Category</b>	Tap to select a category that relates to the incident or request. The categories are organized in alphabetical order.
<b>Type</b>	Tap to select the type that relates to the ticket.
<b>Item</b>	Tap to select an item that relates to the ticket.
<b>Location</b>	Tap to select the location affected by the ticket.
<b>Impact</b>	Select <i>Service Outage</i> , <i>Partial Service</i> , or <i>No/Limited</i> .
<b>Urgency</b>	Select <i>High</i> , <i>Medium</i> , or <i>Low</i> .
<b>Configuration Item</b>	Tap to select the configuration item.
<b>Summary</b>	Type a brief summary that describes the incident or request.
<b>Assigned to group</b>	Specify the group to which the ticket will be assigned.
<b>Assigned to member</b>	Specify the member to which the ticket will be assigned.

When you're done, make sure to press **Save**.

# Create a shortcut

When you create a ticket, you can save its data as a shortcut (essentially a template) for time-saving ticket creation. Tap **Shortcuts** at the menu to view the shortcuts you have created.

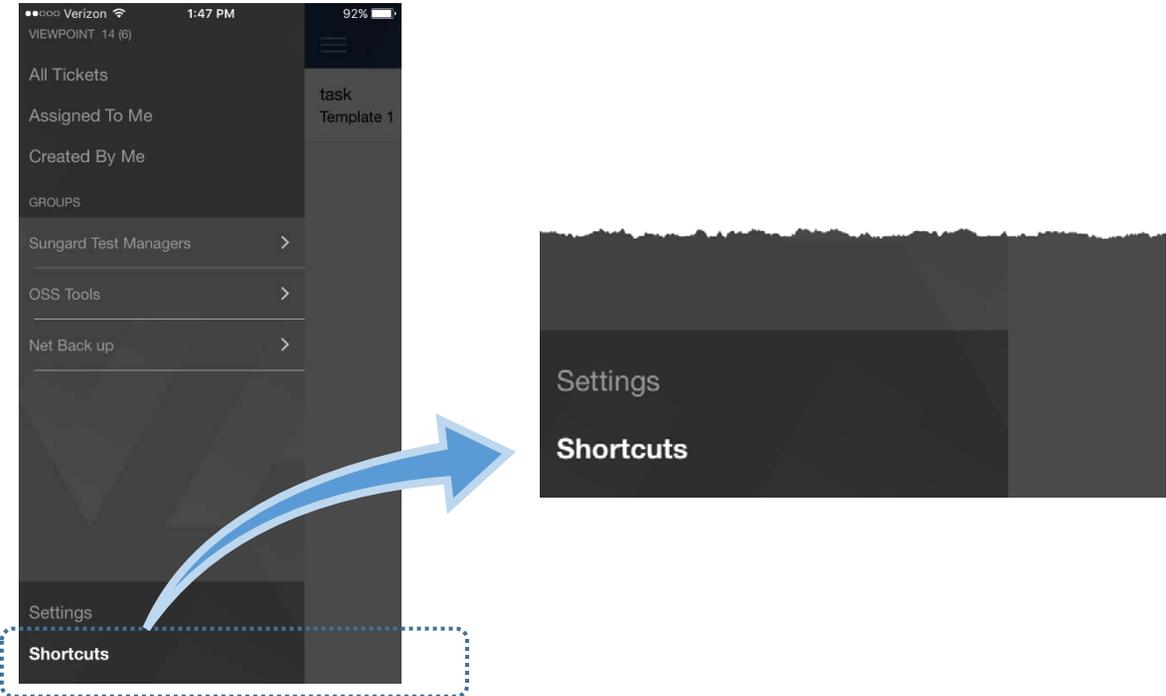


Figure 11. Shortcuts submenu

You create a shortcut when you finish creating a ticket and save it (Figure 12).

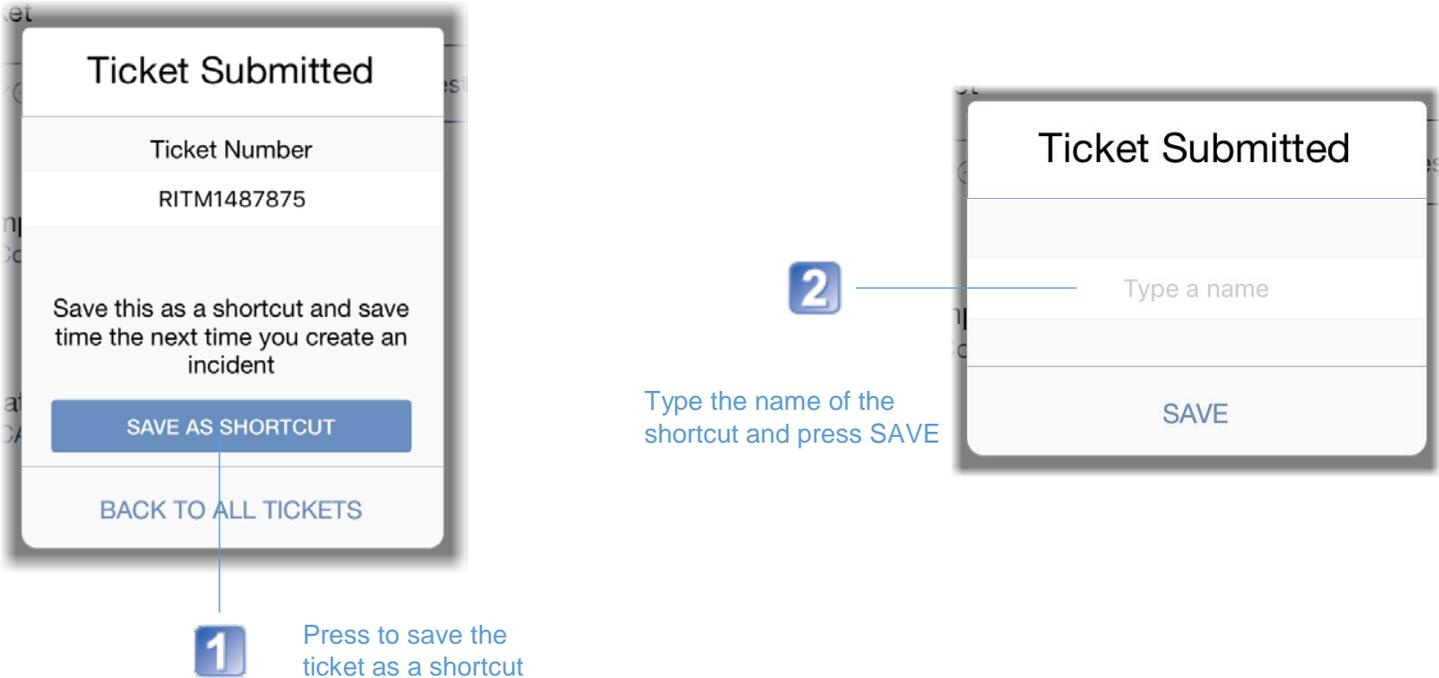


Figure 12. Save a ticket as a shortcut

To apply a shortcut to a ticket:

- 1 Open the menu and tap **Shortcuts**. This displays a list of the shortcuts you have created.
- 2 Tap a shortcut from the list to select it. The Create New screen appears with pre-populated fields, based on the data in the shortcut.
- 3 Modify the fields as necessary and press **Save**.

## Log out

Tap  to open the side menu and press **Settings**. This displays the Logout screen. Press **Log Out**. The system displays a confirmation popover to log out or cancel. Press **Log Out**.