



Using the MN.IT Mall Online

A user guide for MN.IT Customers
for Service Request Management (SRM)
Revised April, 2014

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Introduction

The information in this user guide provides an overview of the MN.IT Mall and helpful tips for navigating the site and finding what you need. The MN.IT (pronounced like "minute") Mall offers a convenient way for our customers and staff to order and manage services, submit service requests, report incidents and get technical support.

Managing IT services is a complex operation that may involve many tasks from different support groups to accomplish a single request. The MN.IT Mall Online is powered by a sophisticated tool that manages the entire process, from submission to resolution. This allows us to provide more efficient, timely service resolution for our customers.

Authorized users of MN.IT Mall

MN.IT Services provides technical support for authorized customer groups, including:

- MN.IT Services' agency-based help desks
- IT administrators who provide local support for a MN.IT hosted service
- Agency-based CIOs and other executive leadership
- IT Directors
- Purchasing Managers
- Telecom Coordinators
- MN.IT Services employees
- Customers of MN.IT Services and support

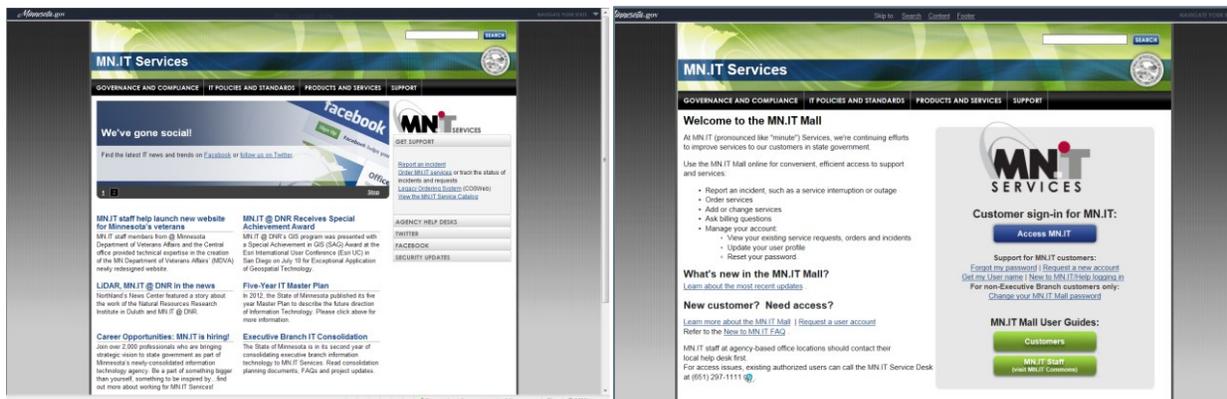
Accessing the MN.IT Mall Online

Requirements for using MN.IT Mall Online

- **HTTP Version 1.1** required
- **Adobe Flash Player 10.1.82.72** or higher is required
- For optimal browser colors in system forms, set the color depth to at least 24 bits
- **Disable pop-up blockers:** If pop-up blocking is enabled for your browser, some features in the Request Entry console will not function. For optimal viewing and functionality, either disable pop-up blocking or modify the pop-up blocker setting to add https://*.onbmc.com to the exception list.
- **Browser compatibility**
 - While aspects of MN.IT Mall Online may function correctly with other browsers, the site has been tested with, and is fully supported for, only the listed browsers. *
 - Mozilla Firefox version 3.6 or higher
 - Safari version 4.0.5 or higher (minimum Macintosh OS X 10.5)
 - Microsoft Internet Explorer IE 8, IE9 or IE10. To enable compatibility mode in Internet Explorer:
 1. Click Tools.
 2. Choose Compatibility View Settings.
 3. Verify that the "Add this website" field contains https://*.onbmc.com
 4. Click the Add button.
 5. Click Close.

Log In

1. To log into the MN.IT Mall, visit the MN.IT Services website at mn.gov/mnit (pictured below left) Click on the link [Visit the MN.IT Mall Online--Report an incident or request services.](#)
2. Click on the Access MN.IT button to enter the MN.IT Mall Online (pictured below, right).



The MN.IT Mall uses a robust method of authentication and authorization that is based on your assigned user group role. Most users will be authenticated automatically, and will not be prompted for a user ID or password. However, if you are a new customer, you'll need to contact the MN.IT Service Desk to set up an account. You can find instructions and frequently asked questions on our website:

<http://mn.gov/oet/service-management/faq.jsp>

Navigating the MN.IT Mall

The Request Entry console provides an easy-to-use user interface with three main categories:

- Shop or Request: Order services and browse all the available services.
- Support: Report a service outage, interruption, or something that is “broken”.
- Questions or Pricing Requests: Get information or a quote for products or services.
- Feedback or Suggestions: Offer general feedback.

Through this console, you can also manage your submitted requests and incidents (create, view status, update, or cancel) and customize your viewing preferences.

TIP: Click on *Sub-Categories* to get a high-level list of categories. Remember, since the MN.IT Mall is based on your role and authorization, your view may be different from that of another user.

The Shop or Request category

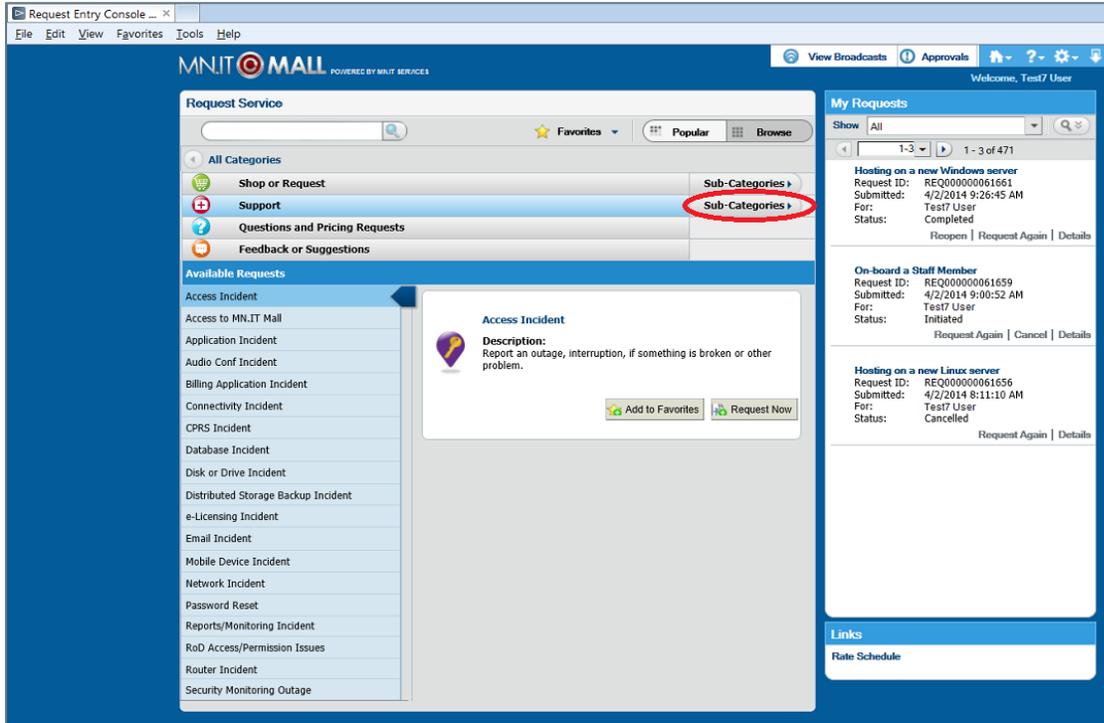
Use this option to order new services or make changes to your existing services.

The screenshot displays the MN.IT Mall Request Entry Console. The interface is divided into several sections:

- Navigation Menu (Left):** Lists categories such as "Shop or Request", "Support", "Questions and Pricing Requests", and "Feedback or Suggestions".
- Main Content Area (Center):** Shows "Available Requests" with a card for "Access to Outlook". The card includes a description: "Synchronize Microsoft Outlook with an individually owned mobile device." and buttons for "Add to Favorites" and "Request Now".
- Right Sidebar (My Requests):** Displays a list of submitted requests with details like Request ID, Submitted date, For (Test7 User), and Status (Completed, Initiated, Cancelled).
- Top Bar:** Includes the MN.IT MALL logo, user name "Welcome, Test7 User", and navigation links like "View Broadcasts" and "Approvals".

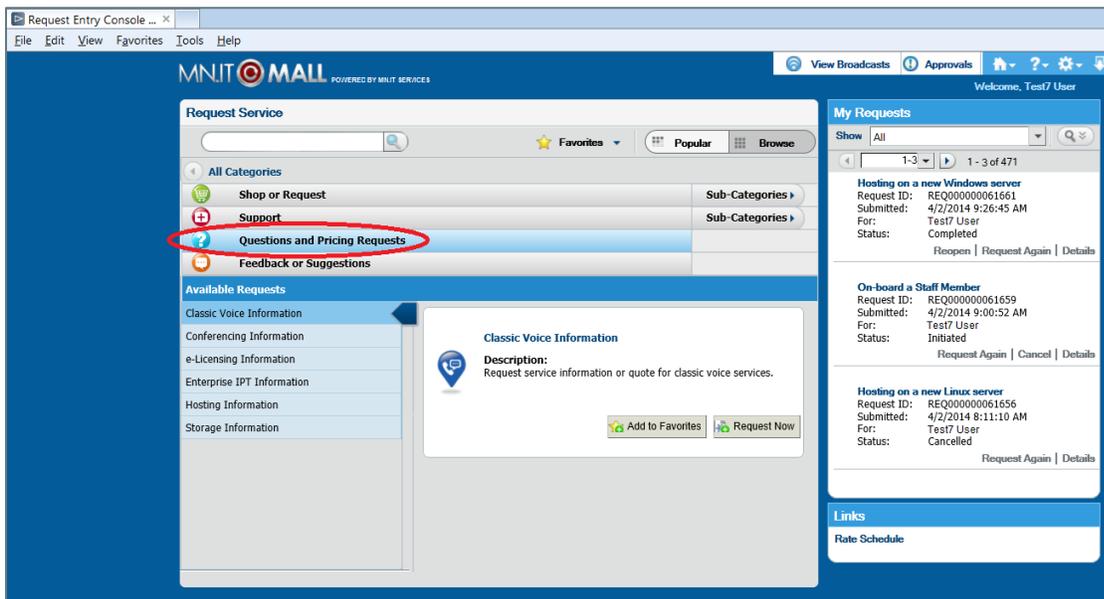
The Support category

This is how to report something that is “broken” and needs to be fixed: a service outage or interruption, if you have a problem or need support.



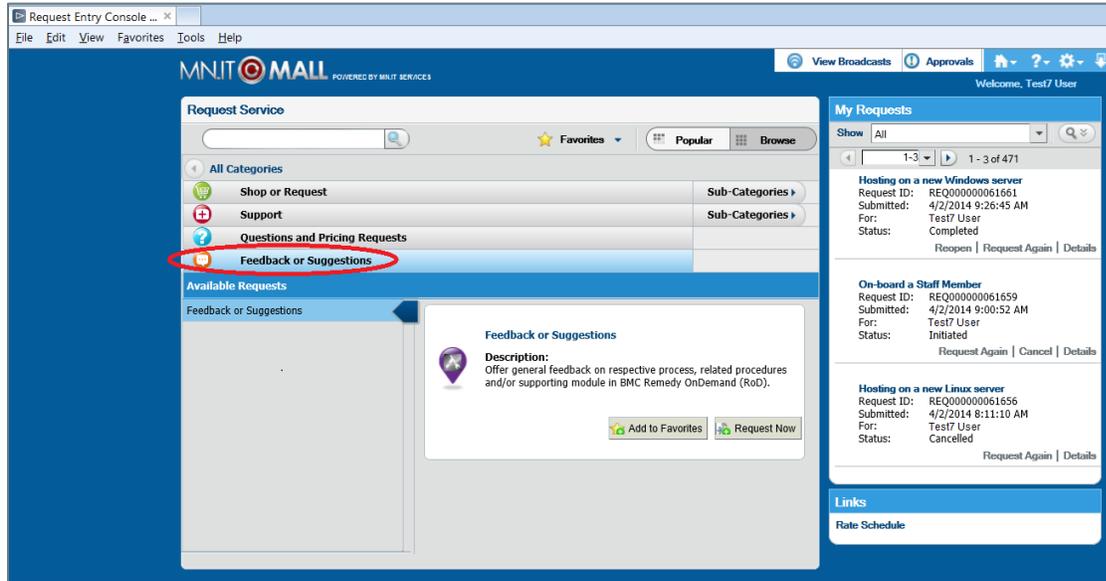
The Questions and Pricing Requests category

If you have a question about services or need more information about Voice, Conferencing, e-Licensing, Enterprise IPT, Hosting or Storage service, use the Questions option.



The Feedback or Suggestions category

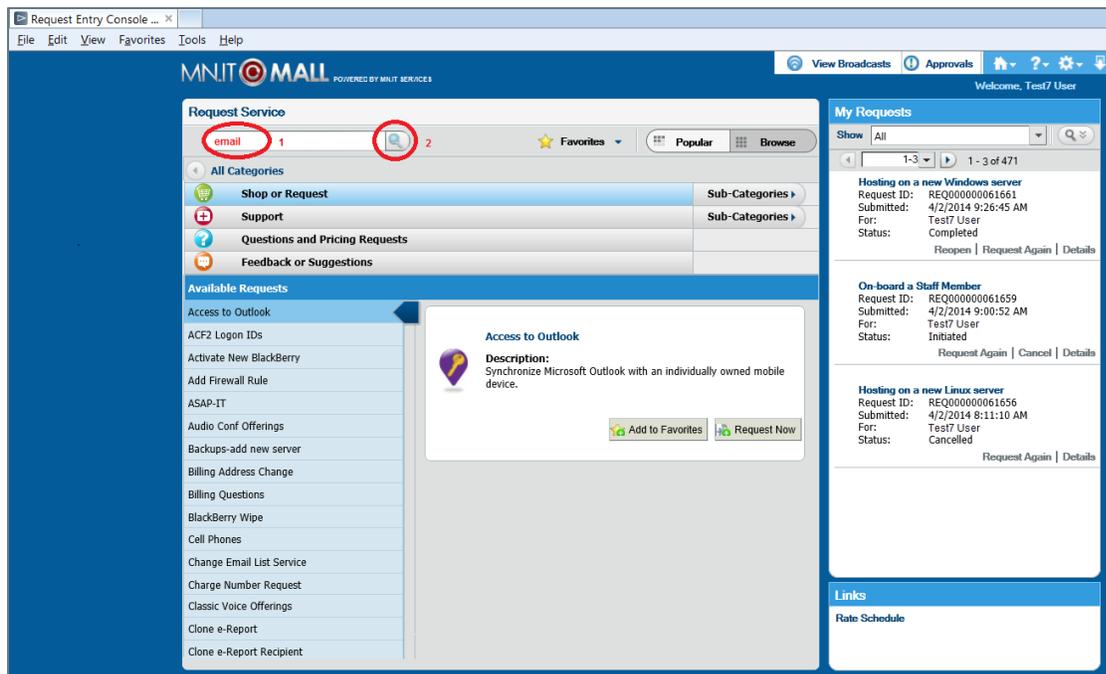
Offer general feedback on respective process, related procedures and/or supporting modules.

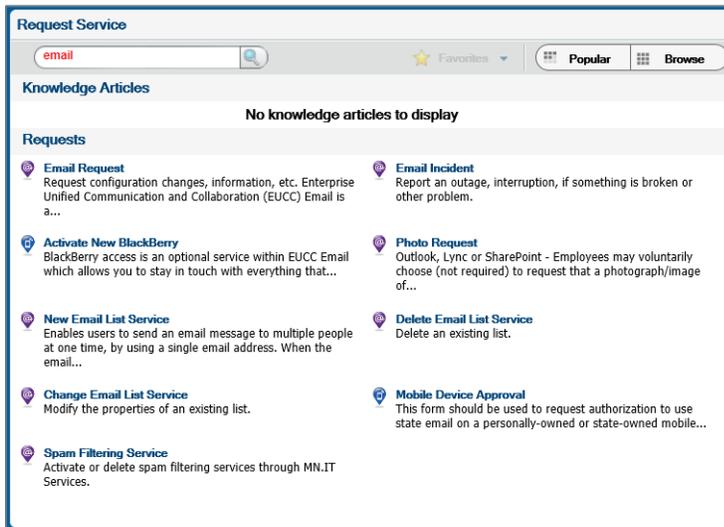


Tips and shortcuts

Search

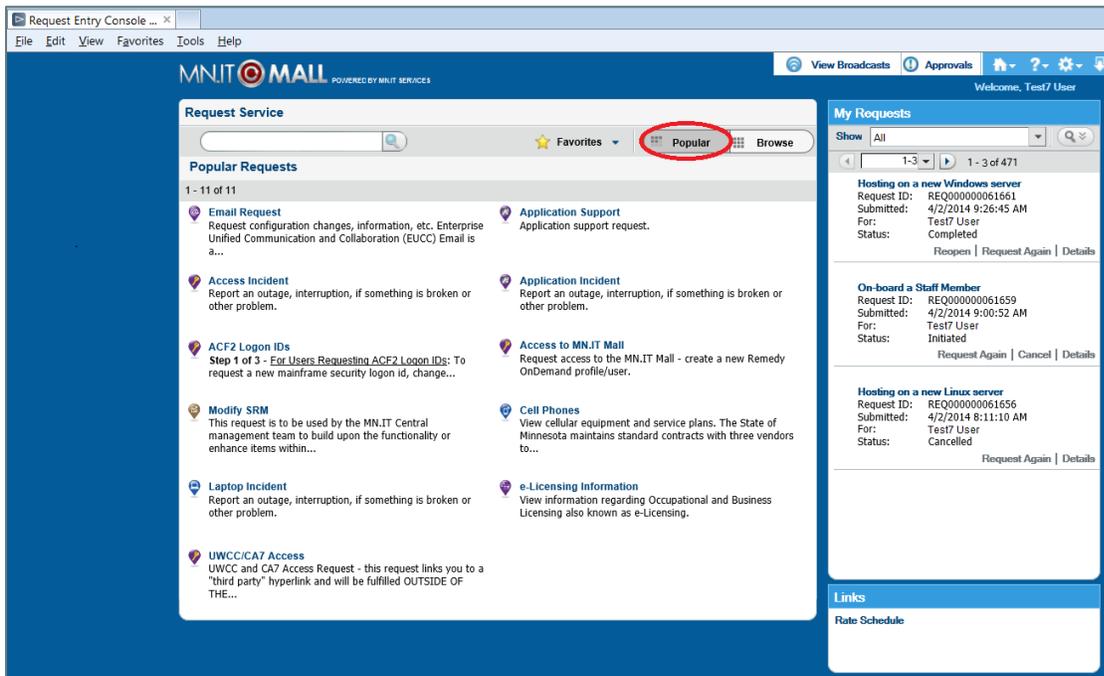
Use this shortcut to find what you need. Enter the search term and click on the magnifying glass.





Popular Services

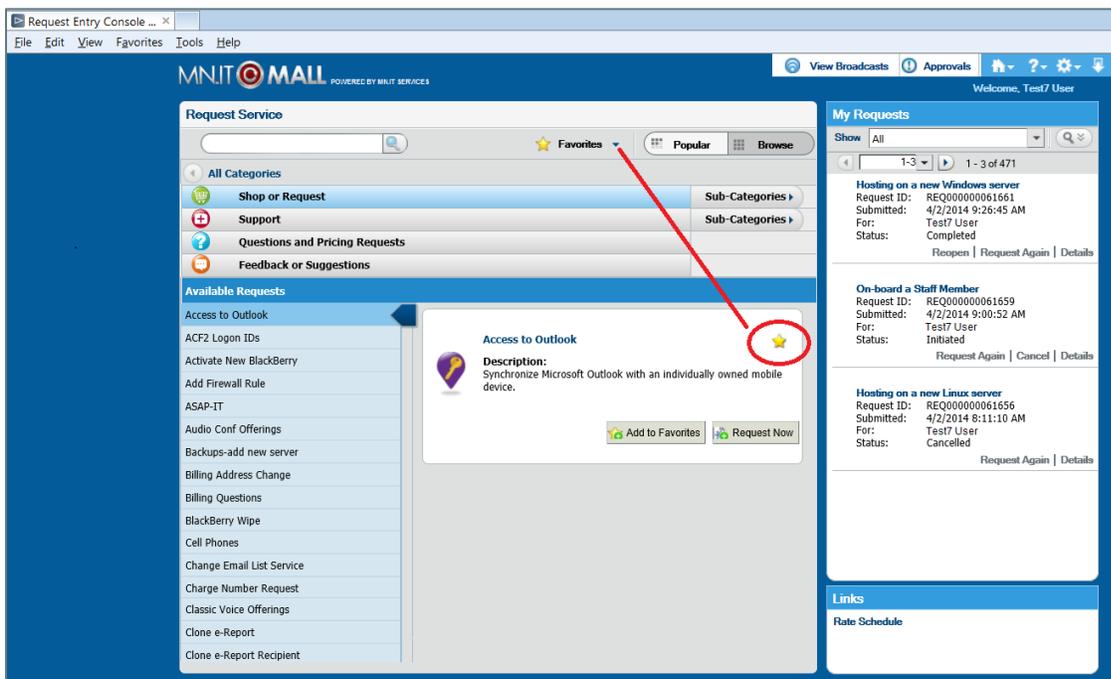
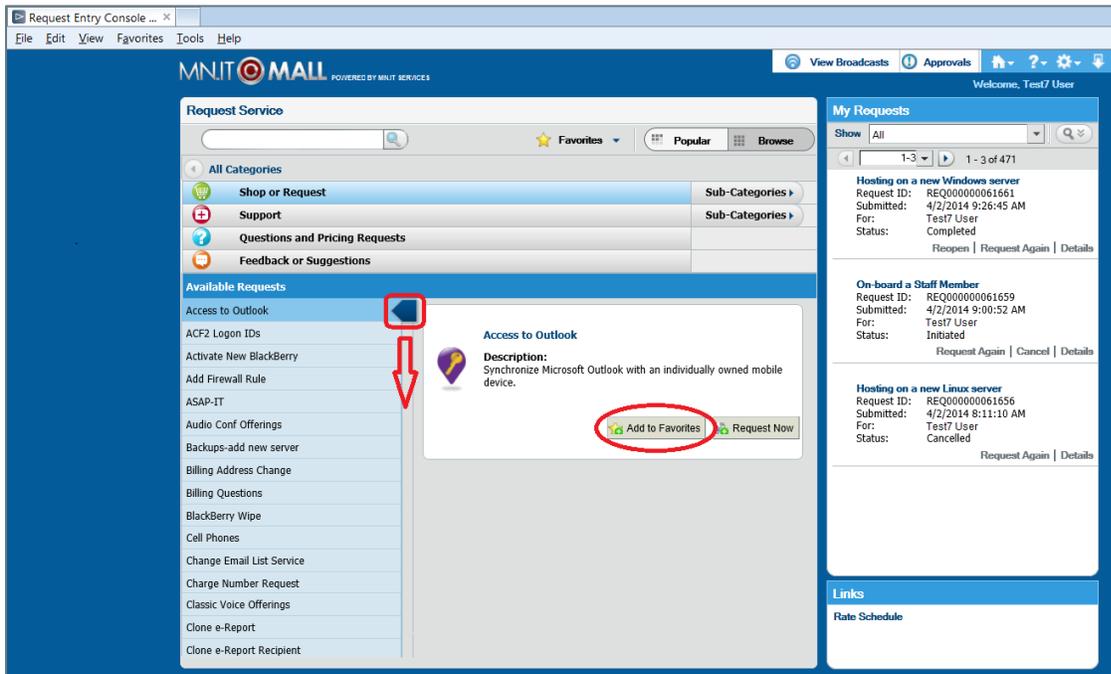
Located toward the top of the Request Service pane, the Popular button shows the top eleven services users are accessing..



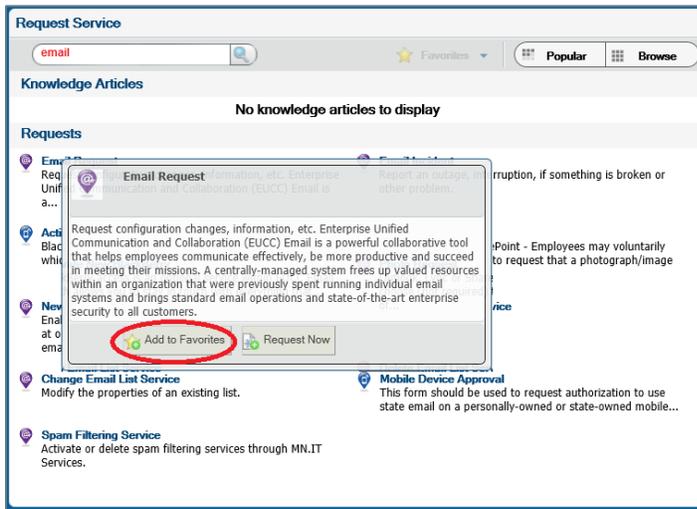
Favorites

There are two ways to add a "Favorite":

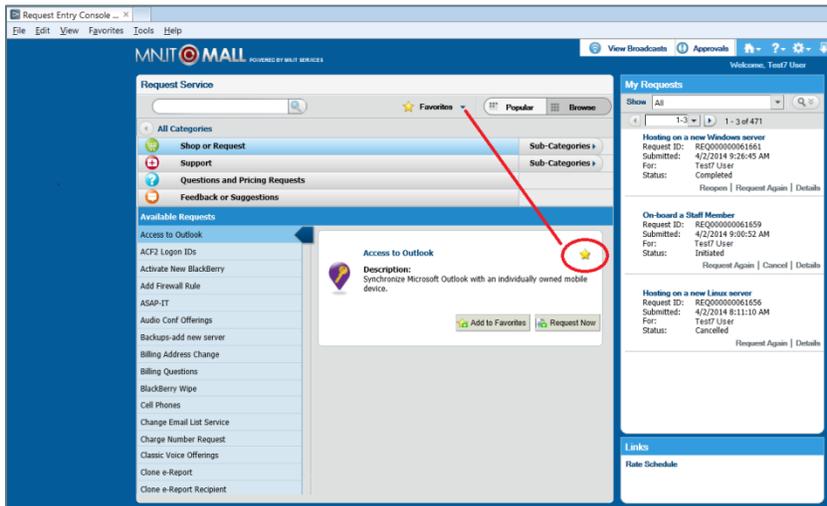
1. Browse for the service using the blue slide ruler in the "Available Requests" section, then click "Add to Favorites"—you'll see a star appear in the top right corner of the service pane.



2. Search for the service and hover over it until the details for that request are displayed, then click “Add to Favorites”—you’ll see a star appear in the top right corner of the service pane.



The services you tagged with the star will now display when you expand your “Favorites” list (pictured below).

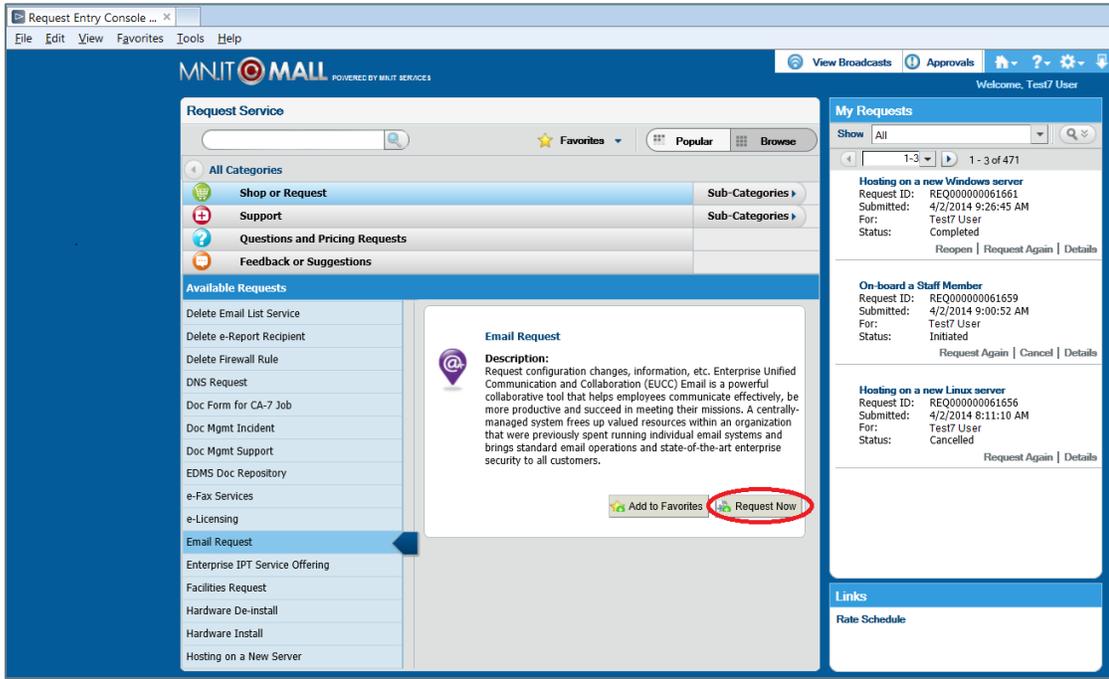


Access to Outlook
Synchronize Microsoft Outlook with an individually owned mobile device.
[Request Now](#) | [Remove](#)

Email Request
Request configuration changes, information, etc. Enterprise Unified Communication and...
[Request Now](#) | [Remove](#)

Submit a Service Request

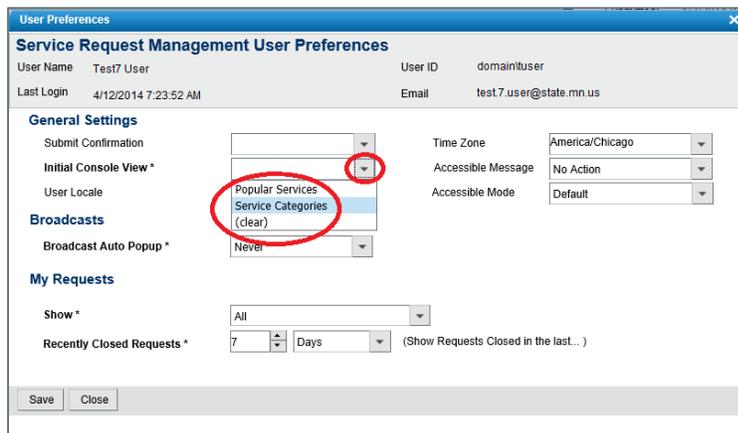
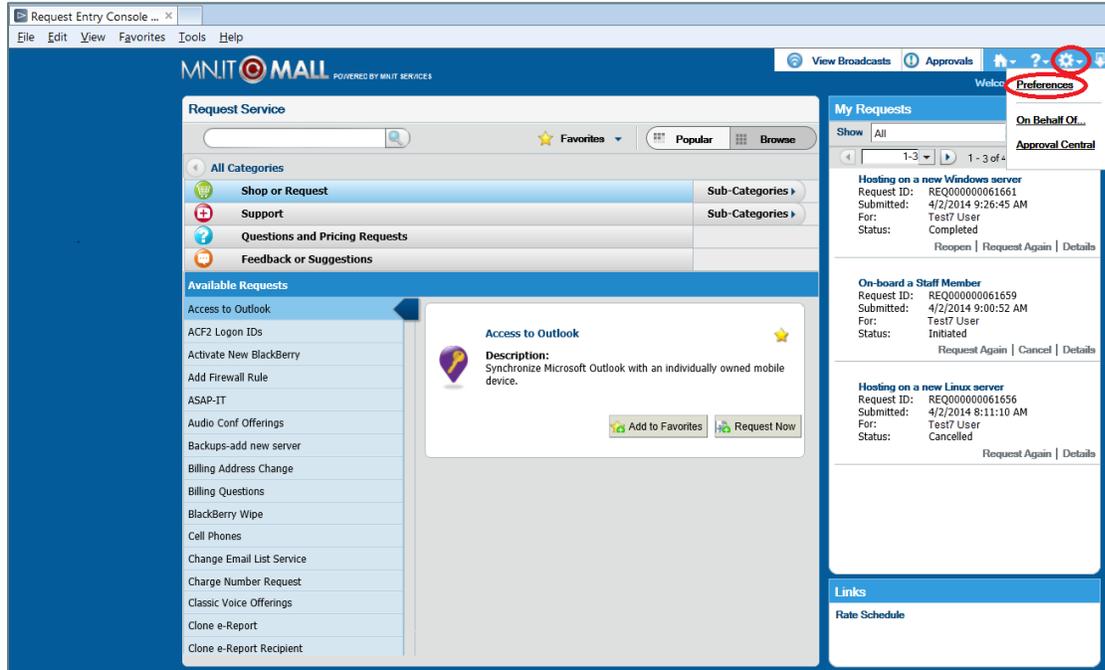
1. Click on the **Request Now** in the service pane.



2. **The Provide Information screen opens.** Provide the information needed in the form—**bold** type signifies required information.
3. **You can add an attachment**, such as a spreadsheet or screenshot, to provide any details.
4. Click **Submit**. If you do not have all the information needed for the request, you can save the information you've already added by clicking **Save as Draft**. You can easily find it later in the My Requests pane of the Request Entry console in the Drafts folder.

Customizing your MN.IT Mall preferences

You can customize the default appearance of your MN.IT Mall Request Entry console:



The following instructions can get you started.

1. Click on the **gear icon** in the upper right hand corner.
2. Click on **Preferences**.
3. Expand the Initial Console View field.
4. From the Initial Console View field in the General Settings area, select whether you want the Popular Services or the Service Categories view to appear the next time the Request Entry console opens.
5. Other fields within the User Preferences screen can be set however you prefer.
5. 6. Click on **Save**. Your changes will take affect the next time you log into the MN.IT Mall.

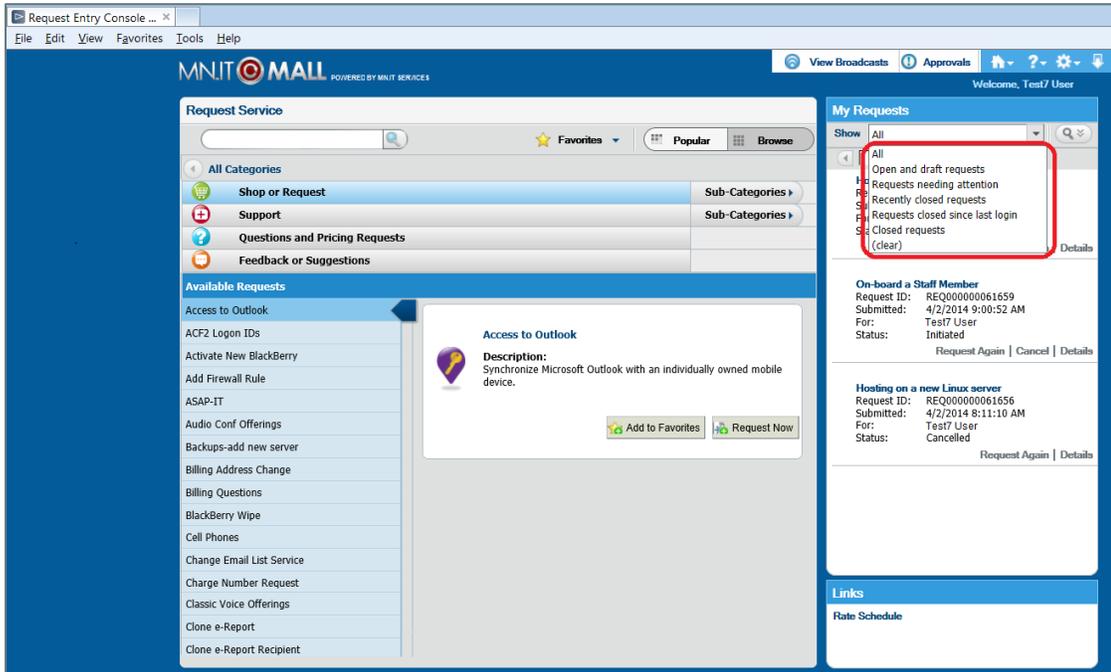
Configuring the application for accessibility users

Accessibility readers can use keyboard and screen-reading software, such as the JAWS for Windows screen reader from Freedom Scientific, to read the Request Entry console. To set your accessibility options, contact the MN.IT Service Desk so they can configure your AR System User Preferences, choosing one of the following accessibility options:

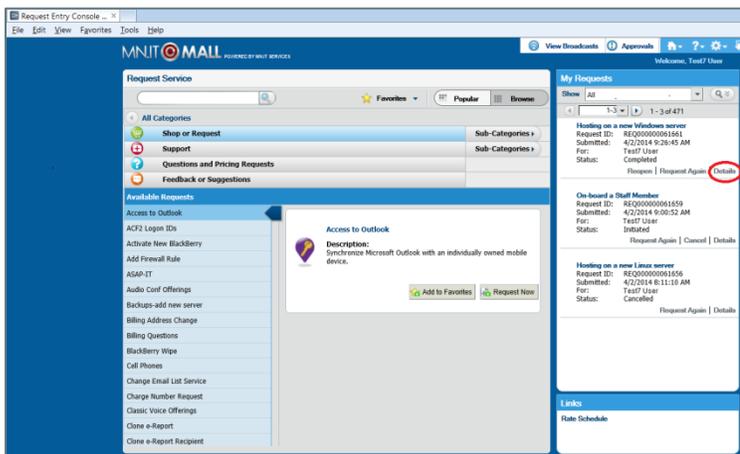
- Accessible Mode – Screen Reader / No Vision.
- Accessible Message – All Actions.

Tracking your service requests

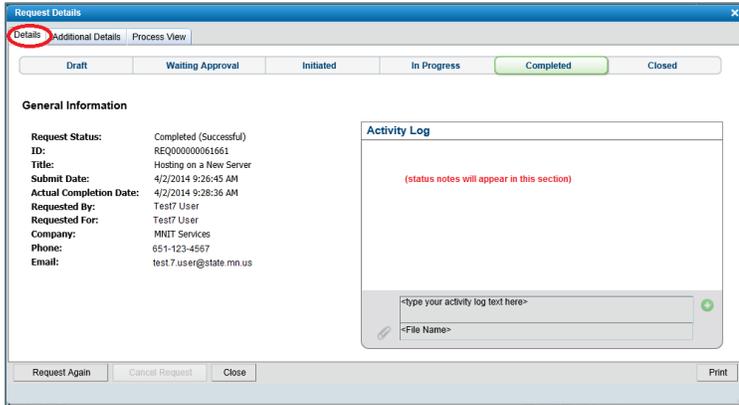
- From the My Requests pane of the Request Entry console, click anywhere within the Show field to select which type of service requests you want displayed: **All, Open and draft requests, Requests needing attention, Recently closed requests, Requests closed since last login, Closed requests.**



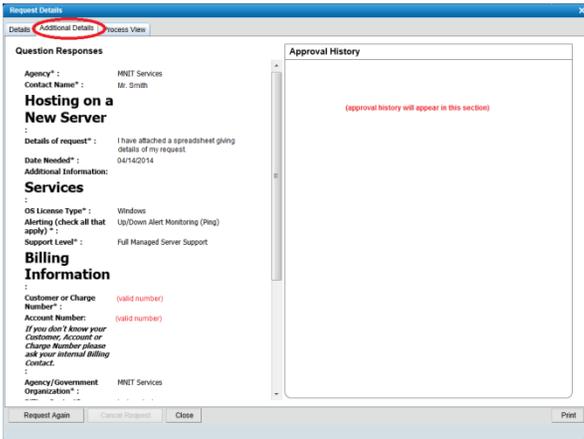
- Click on the **Details** link for more information about your request.



- The **Details** tab shows the general information and the activity log. The Activity Log area is where support staff will record all activity for this specific request. If there are no entries in this section, you can contact the MN.IT Service Desk to find out the status of your ticket.



- The **Additional Details** tab shows the responses entered into the form and approval history.



5. The **Process Overview** tab shows the stages of your request: Planning, In Progress, Pending, Bypassed, Cancelled, or Completed.

The screenshot shows the 'Request Details' window with the 'Process View' tab selected. The process flow diagram is as follows:

```

graph TD
    Start(( )) --> OSWindows{OS=Windows}
    OSWindows -- Yes --> HostWindows[Hosting on a new...]
    OSWindows -- No --> OSLinux{OS=Linux}
    OSLinux -- Yes --> HostLinux[Hosting on a new...]
    OSLinux -- No --> InitBillingLinux[Initiate Billing for...]
    HostWindows --> InitBillingWindows[Initiate Billing for...]
    HostLinux --> InitBillingLinux
    InitBillingWindows --> End(( ))
    InitBillingLinux --> End
  
```

The Fulfillment Details section on the right shows:

- Application: Work Order Application
- ID: **WO0000000028809**
- Summary: Hosting on a new Windows server
- Status: Completed
- Status Reason: Successful

At the bottom, there are buttons for 'Request Again', 'Cancel Request', 'Close', and 'Print'. A status bar at the bottom indicates the request is 'Completed'.

TIP: Managing service requests

- The Request Entry console provides several ways to search for a request.
- If you have a request that you submit over and over again, the **Request Again** option gives you the opportunity to resubmit the request with an option of modifying your responses to prior answered questions before resubmitting. This is a real time saver!
- There is a known application bug where the **Request Again** function does not work when you have navigated to a “third party hyperlink”. BMC is working on a fix.
- Once a request has been **Closed** it cannot be reopened. A new request must be submitted.

Entering requests on behalf of other users

This feature was available in a previous version of the MN.IT Mall. However, in this version, this task is only available for use by MN.IT Service Desk personnel. Please contact them if you need more information.

Proper logout procedure

