Unisys Portal Instructions

You will use this site to find your **PARTS ETA**, parts **TRACKING NUMBERS** and **ADDRESS** of where your parts are shipping to. You will also be able to see if an **Appointment Booking** has been scheduled.

Go to this site:

https://portal.unisys.com/portal/page/portal/ESERVICE_PGR/global/SERVICE_CONSOLE_LOGIN

Log in using:

smartech@smartech-csi.com

Use password:

smartech1

**This is everyone's log-in to <u>do not</u> alter.

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Unisys Support Services	customer login
Welcome to Unisys Global Infrastructure Services. This web portal provides Unisys' clients quick and easy access to Unisys services.	Enter your user name and password to login.
Unisys clients can submit incidents to the Unisys Service Desk or check incident status via the web portal as an easy alternative to using the telephone.	Password:
To access the Services, you must be logged in. If you do not currently have a user login please Sign-Up now!	Remember
If you experience any problems using the Web interface, please let us know by calling the Service Desk at the regular to the tegular to the service Desk at the regular to the tegular	Log In Help
Why am I signing in?	
To protect your information, you need to sign in to gain site entry and to access advanced functions.	
 Access information and documentation. Use applications from anywhere, anytime. 	
	Copyright © Unisys 2007 Privacy Policy 🔡
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click on the tab that says "Main"

Service Console Home - Microsoft Internet Explorer				
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Service Console	Partner Sei	rvices	Profile Administ	tration
Hint: To reload the top menu of each tab, click on the tab's label again.	Ī	Portal Serv	rice Console (<u>Dverview</u>
Main				
Account: unisys_na_nv				
Subaccount: <none></none>				
What Service Incidents do you want to see? Help				
Select Search Filter:				
Search My SIs Only: 🔲 (Use the filter to search within the SIs assigned to me)				

Next to Roman numeral 1

Select Search Filter: should default to "Closed less than 7 days" or it may be blank, next to "Specific Incidents" type in your call# (example 57981390)

Next to Roman numeral 2

Output should be "table" Summary View should default to "Address" Max lines per page should be "500" Detail view should be "short" and "Show Ok'ed Notes" should be checked

Hit "View Service Incidents"

Service Console Home - Microsoft Internet Explorer	
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Service Console	Partner Services Profile Administration
Hint: To reload the top menu of each tab, click on the tab's label again. Main	Portal Service Console Overview
Account: unisys_na_nv Subaccount: <none> What Service Incidents do you want to see? <u>Help</u></none>	
Select Search Filter: v Search My Sis Only: (Use the filter to search within the Sis assigned to me)	
-or-Specific Incidents: 57981390 Clear Numbers	
II. How do you want to view them?	
Summary View: Address Max lines per page: 500	
Detail View: Short Short Show 'OKed' Notes.	
Help: Data Field Descriptions FAQs (Frequently Asked Questions)	S Internet

On the next screen next to "Select sections to display:" place a check mark in front of the boxes that says: Parts, Notes, Related, Resolution

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		ne) / 07/10/08@15:52 (Site	Incal	Time)								
Status: C		ibmitted Date: 07/09/29@			2,790:56							
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Product: PC586		Time Zon	e: CS	т								
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You want to look for **PARTS ETA** for the date and time when parts should be arriving. Next you want to scroll down and look for **Manufacturer Model** to know what type of computer you will be working on. Just below that you will see **Category Notes** with **Sequence #'s**. You are looking for any comments that describe problems the end user is having with the computer and for any **alternate contact names and phone numbers**. You will also be looking for **Appt Bookings** (ex. 930am-530pm). This means that Dell has already scheduled with the end user to have a technician at their location anytime between these hours.

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LGOK: 581708 DA 1015627 00 001 ETA 0900 0110 DHL E 35221581581 SITE: 020561 S	TC: E	
Category: Note Seq #: 12 Date/Time Updated: 07/09/29@16:11 (CST)		
LGOK: 581708 DA 1015627 00 1 MPN=MY531		
Category: OKed Seq #: 11 Date/Time Updated: 07/09/29@16:11 (CST)		
	ISTO TO SMARTEON DECY VIELAGE THAT HOULDS,	
Category: Note Seq #: 10 pate/nine opdated: 07/09/29@01:56 (CS1) SHIPPING INFO: Unisys GLS Site # 20561, Dell site # 02211 Parts will be shipped to: UN	ISYS / CO SMARTECH 5204 VILLAGE PKWY ROGERS	AR. 72758
Category: Note Seg #: 10 Date/Time Updated: 07/09/29@01:56 (CST)		
LGOK: 581708 DA 1015627 00 1 SRC DELL-AMERICAS(DA)		
Category: OKed Seq #: 9 Date/Time Updated: 07/09/29@16:10 (CST)		
LGOK: 581708 DA 1015627 00 001 ACK 0656 2909 SRMS O		
Category: OKed Seq #: 8 Date/Time Updated: 07/09/29@01:56 (CST)		
THE FOLLOWING PARTS HAVE BEEN AUTOMATICALLY ORDERED Qty 01 Unisys # DA 1	015627-00,Vendor#MY531 DESC=INFO,INTG,REQUIREI	D
Category: Note Seq #: 7 Date/Time Updated: 07/09/29@01:56 (CST)		
Dell Msg: burn cd.s., Dell Msg: dvd drive has issue $\#$ sending all the cds for the		
Category: Note Seq #: 6 Date/Time Updated: 07/09/29@01:56 (CST)		
VENDOR MODEL = DIMENSION C521 SERIAL NO = 9P22LC1 SUB ITEM CLASS CODE = 9 4161465Then Dell Msg: 8704273516pls make sure the cust is able to	dvd drive has issue //sending all the cds for the Dell	Msg: :GEN:FIRST CALL ACN-870-
Category: Note Seq #: 5 Date/Time Updated: 07/09/29@01:56 (CST)		
PARTS HAVE BEEN ORDERED FOR THIS CALL OUTSTANDING ORDERS=01 ALLOCATED	ORDERS=00 REFERENCE NO. IS 000094940286	
Category: OKed Seq #: 4 Date/Time Updated: 07/09/29@16:11 (CST)		
AUTO NOTE: OUESTIONS REGARDING TECH SUPPORT, PARTS OR CLIENT CONTACT IS IF NO RETURN ARBILL IS IN THE BOX, WRITE CUSTOMER REFERENCE # ON OUTSIDE O ***** CHECK BILL TO RECEIVER BOX, *****		
Category: Note Seq #: 3 Date/Time Updated: 07/09/29@01:55 (CST)		
CLIENT WAS CALLED		
AUTO NOTE : THE ENDUSER MUST BE CALLED BEFORE NOON THE DAY THE PART ARRI	VED IN THE CITY. A NOTE MUST BE ADDED TO THE CA	LL INDICATING THE TIME THE

You scroll down a bit more and are looking for **Shipping Info** that has the **address** of where parts are shipping to. Below that you are looking for a **DHL**, **Fedex or UPS tracking number** so that you can take that tracking number to the DHL, Fedex or UPS website and track your parts. **THE WAYBILL # OR AIRBILL # IS ALWAYS LOCATED AFTER THE WORD "PRIOR" IN THIS SYSTEM.**

You should then be able to know what parts are shipping and what are not so that you can call your customers and schedule your calls.