

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 do not alter.**

Service Console Login - Microsoft Internet Explorer

File Edit View Favorites Tools Help

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

UNISYS

Login New User Registration Frequently Asked Questions

t! Doing what we do best! So you can focus on what you do best

Unisys Support Services

Welcome to Unisys Global Infrastructure Services. This web portal provides Unisys' clients quick and easy access to Unisys services.

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.

To access the Services, you must be logged in. If you do not currently have a user login please Sign-Up now!

If you experience any problems using the Web interface, please let us know by calling the Service Desk at the regular toll-free phone number.

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.

customer login

Enter your user name and password to login.

User Name:

Password:

Remember

[Need Help](#) logging in?

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click on the tab that says "Main"

Service Console Home - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address https://portal.unisys.com/portal/page/portal/ESERVICE_PGR/global/SERVICE_CONSOLE_LOGIN/SERVICE_CONSOLE_HOME_PGE Go Links

UNISYS PDA Logout English
Shawn Moore is logged in

Service Console Partner Services Profile Administration

Hint: To reload the top menu of each tab, click on the tab's label again. [Portal Service Console Overview](#)

Main

Account: unisys_na_nv
Subaccount: <none>

I 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

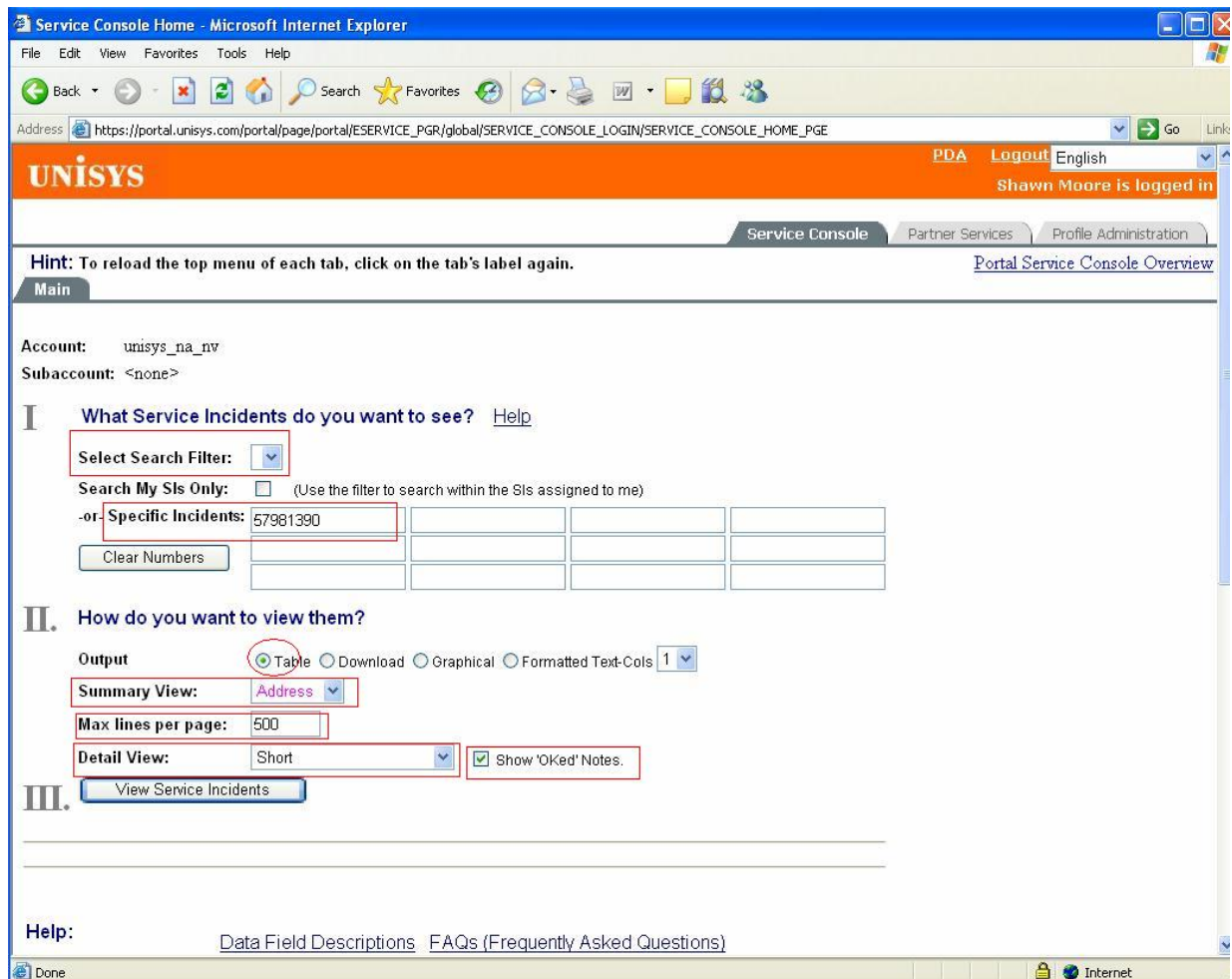
Output should be "table"

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"



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

Service Console Home - Microsoft Internet Explorer

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

UNISYS PDA Logout English Shawn Moore is logged in

Service Console Partner Services Profile Administration

Hint: To reload the top menu of each tab, click on the tab's label again. Portal Service Console Overview

Main

Select sections to display: Events Parts Notes Related Resolution Print

Service Incident 57981390 (Client Ref: 00094940286)

Updated: 07/10/08@14:52 (Viewer Local Time) / 07/10/08@15:52 (Site Local Time)

Status: C Submitted Date: 07/09/29@01:55 (CST) Elapsed: 2,790:56
 CIR ETA: 07/10/08@15:51 (CST) Schedule Date: 07/10/08@17:00 (CST) CUIIC: 0007
 Parts ETA: 07/10/01@09:00 (CST) Complete Date: 07/10/08@18:10 (CST) Parts Avail: A
 CIR Onsite: 07/10/08@17:10 (CST)
 Response: 07/10/08@22:00 (CST)

Customer: DELL.RENT A CENTER Dept: 32768
 Address: 11062 HIGHWAY 62 WEST HARRISON State/Prov: AR
 City: HARRISON Postal Code: 7260100
 Product: PC586 Time Zone: CST
 Headline: DVD DRIVE HAS ISSUE // SENDING
 Phone: 870 427 3516 X00000 Contact: CANDIDA SLECHTA
 Telephone 2: Contact 2: 083289840NDU
 UES Account: dell_us
 UES Subacct:
 UES User:

| | | | | | |
|----------------------|----------------|-----------------------|-----|------------|------|
| Customer Reference # | 00094940286 | SLA Code | C38 | CUIIC | 0007 |
| SRMS CO/CL | 92956-84 | Urgency Code | ND | Region/OPs | 411 |
| Natl/Global Acct | 0045100371 | MA Plan | | Brn | 6963 |
| Customer IA | 00389397-7007 | MA Status | M | Terr | 0104 |
| Manufacturer Model | DIMENSION C521 | Dispatch | | | |
| Reported Serial | 9P22LC1 | Dispatch Acknowledged | | | |

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.



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.