

# Enseva Support Portal

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# Managing Preferences

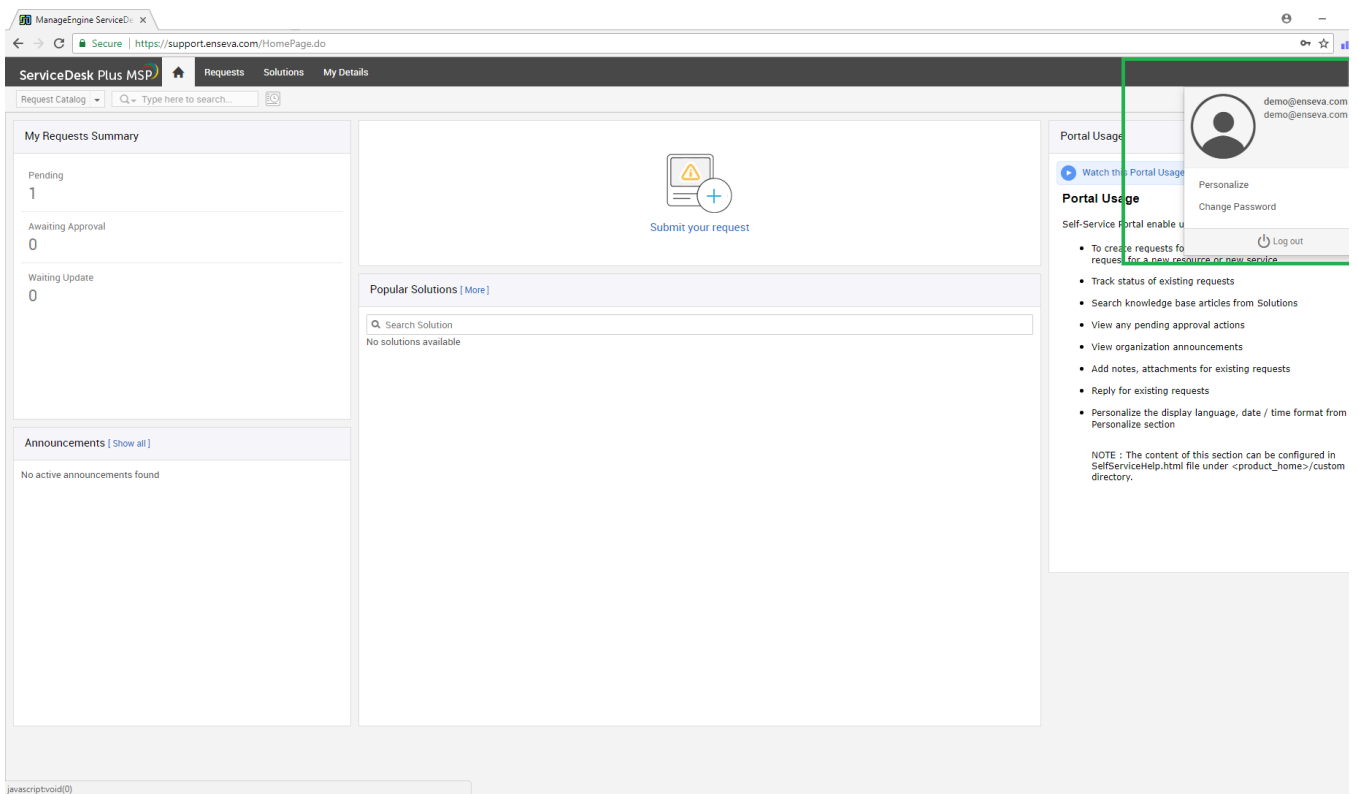
# Changing Your Password

We recommend updating your password regularly to keep your account secure.

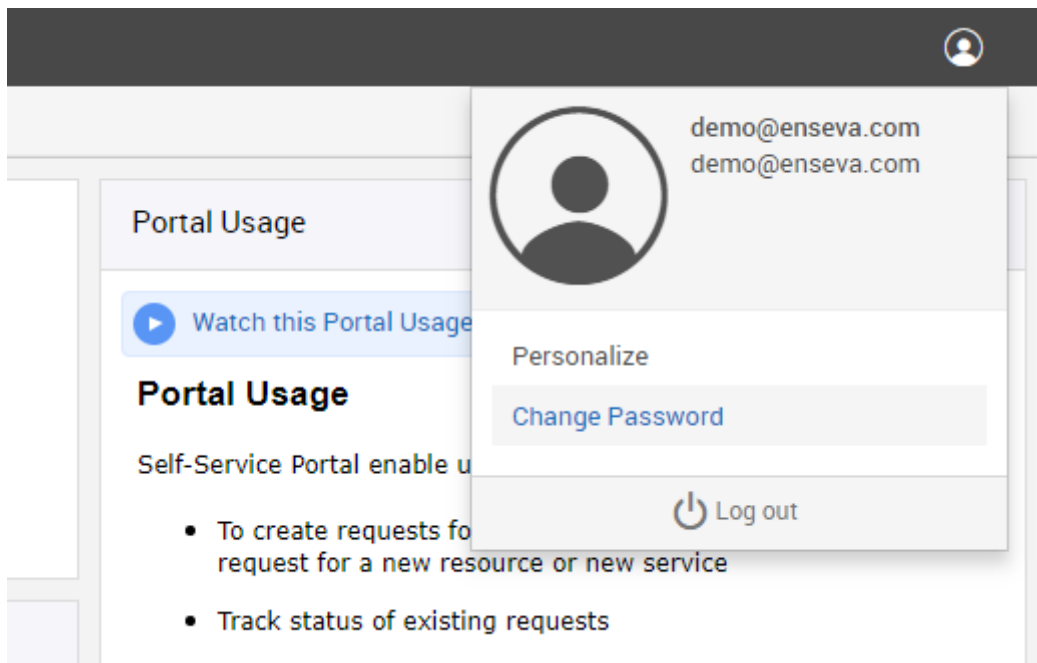
In this tutorial we will review how to update your password from your Enseva account.

## Changing Your Password

1. To change your password while logged in, click on your User Menu in the upper-right corner of your account home page.



2. Click on Change Password.



3. You'll see a pop-up window as shown below.

ManageEngine ServiceDesk Plus - MSP - Personalize - Google Chrome

Secure | <https://support.enseva.com/Language.do#password>

Personalize Change Password

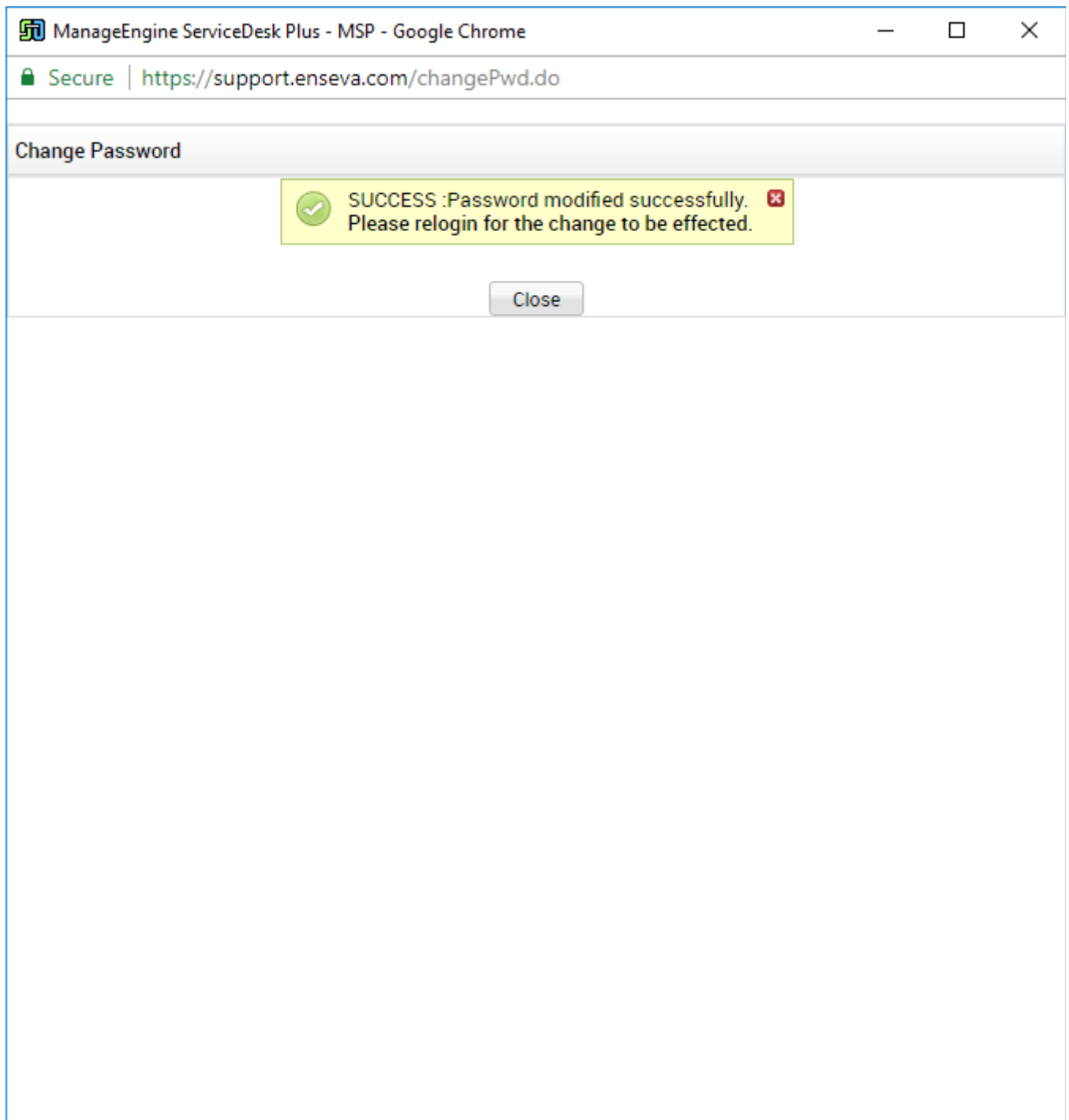
\* Current Password

\* New Password

\* Confirm New Password

Save Close

4. After you click Save you'll see a success screen confirming you've updated your password.



# Resetting a Forgotten Password

We all forget our passwords sometimes, but it's easy to reset if you do. Follow the tutorial below to reset your forgotten password.

## Changing Your Password (Forgot Password)

1. If you've forgotten your password, start by visiting Enseva Support and click the Forgot Password link.



ManageEngine  
ServiceDesk Plus MSP

Username

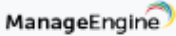
Password

☐ Keep me signed in

[Forgot Password?](#)

ManageEngine | Copyright © 2018 ZOH0 Corporation. All rights reserved. Help Desk Software by ManageEngine ServiceDesk Plus - MSP

2. On the Forgot Password screen, enter your Login/User Name and choose Not in Domain in the For Domain field. Then click Send Email.

**ServiceDesk Plus MSP**

## Forgot Password?

Please enter the Login Name and Domain Name used to login to the account. A link to reset your password will be sent to your primary e-mail ID. Password can be reset only for local Authentication.

\* Login Name

\* For Domain

-- Choose --

-- Choose --

Not in Domain

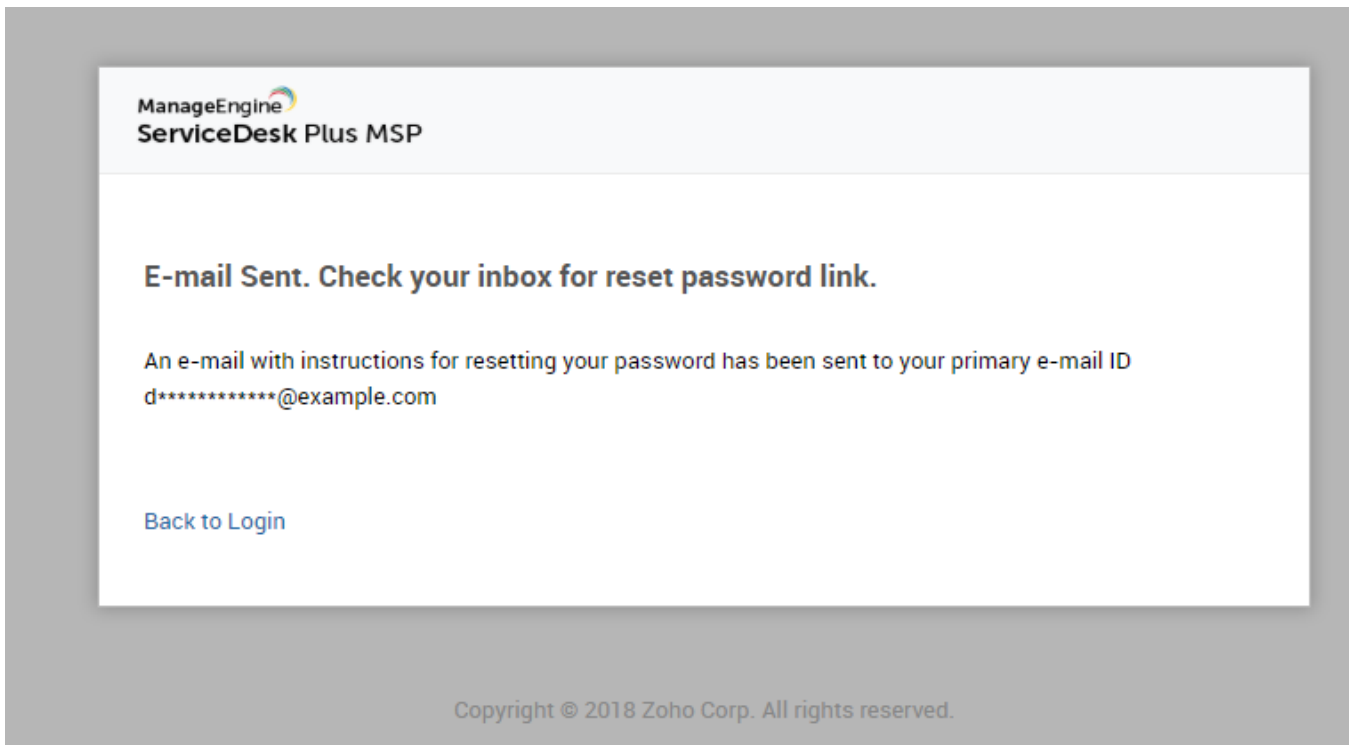
Send E-mail

Back to Login

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3. You'll receive a confirmation that an email will be sent to the address on file and that you will need to open this email to continue the password reset process.



4. Open this email and click the link provided.

Reply Reply All Forward IM



Tue 5/8/2018 5:56 PM

Support

Password Reset Assistance

To: User Name

Dear User Name,

To reset the password for the user associated with this e-mail id, click the link below:

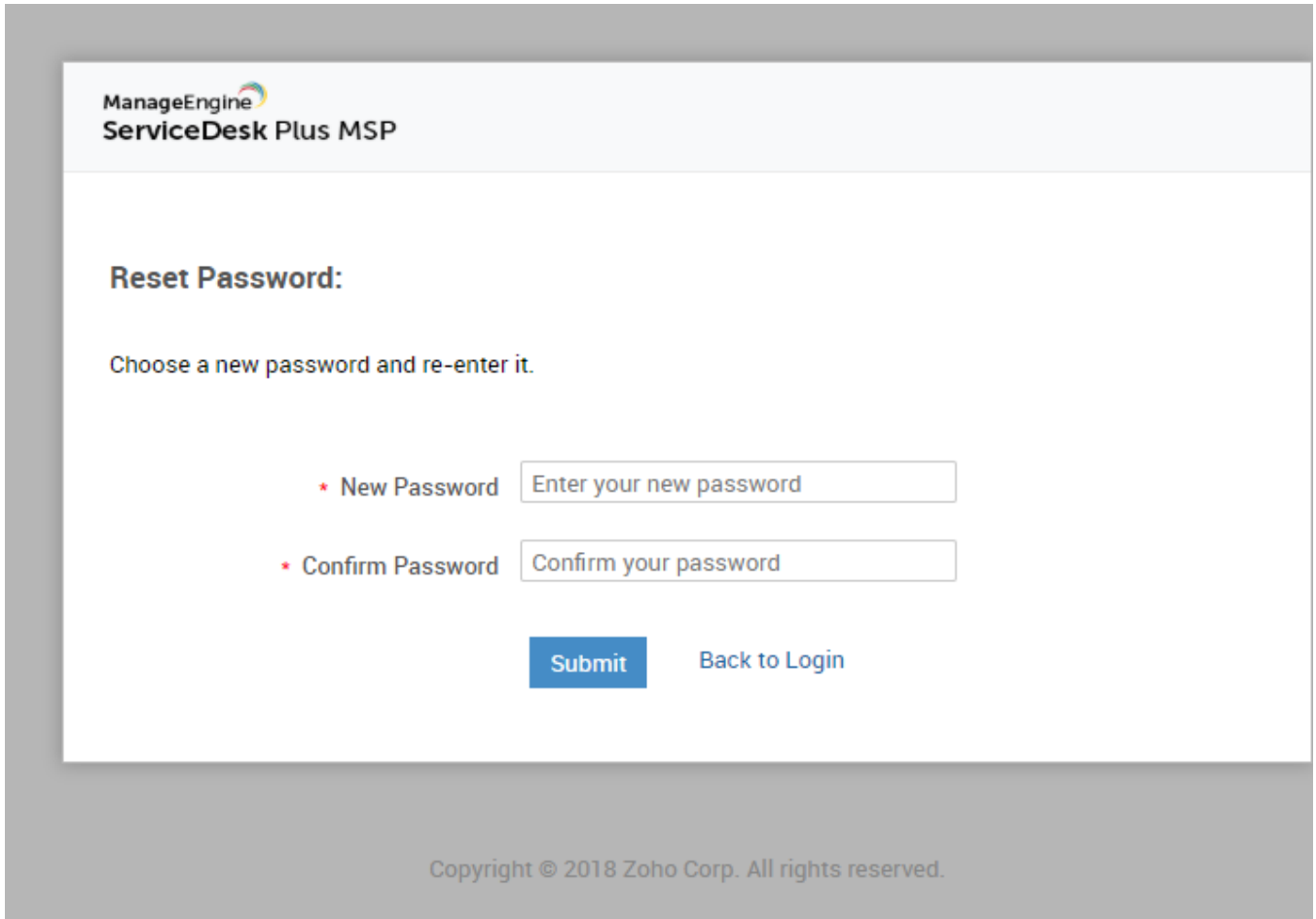
<https://support.enseva.com/ResetPassword.sdmisp?uuid=c91e1507-11b3-4ce6-1234-ac56174f00a0>

Note:The link will expire in 30 minutes from the time of receiving this mail.

Thanks and Regards,  
IT Admin

NOTICE: This message is covered by the Electronic Communications Privacy Act, Title 18, United States Code, Sections 2510-2521. This e-mail and any attached files are the exclusive property of Enseva LLC, are deemed privileged and confidential, and are intended solely for the use of the individual(s) or entity to whom this e-mail is addressed. If you are not one of the named recipient(s) or believe that you have received this message in error, please delete this e-mail and any attachments and notify the sender immediately. Any other use, re-creation, dissemination, forwarding or copying of this e-mail is strictly prohibited and may be unlawful.

5. You will be taken to a page where you can now set a new password. Enter the new password, then repeat it in the next field to confirm. Click Submit.



The screenshot shows a web interface for ManageEngine ServiceDesk Plus MSP. At the top left is the logo with the text "ManageEngine ServiceDesk Plus MSP". Below this, the heading "Reset Password:" is displayed. A sub-instruction reads "Choose a new password and re-enter it." There are two input fields: the first is labeled with a red asterisk and "New Password" and contains the placeholder text "Enter your new password"; the second is labeled with a red asterisk and "Confirm Password" and contains the placeholder text "Confirm your password". Below the input fields are two buttons: a blue "Submit" button and a blue "Back to Login" link. At the bottom center of the page, the copyright notice "Copyright © 2018 Zoho Corp. All rights reserved." is visible.

6. You'll receive confirmation that you've reset your password. You should now be able to return to the Enseva Support page at <https://support.enseva.com> and login with your new password.

# Setting Time Zone and Date/Time Formats

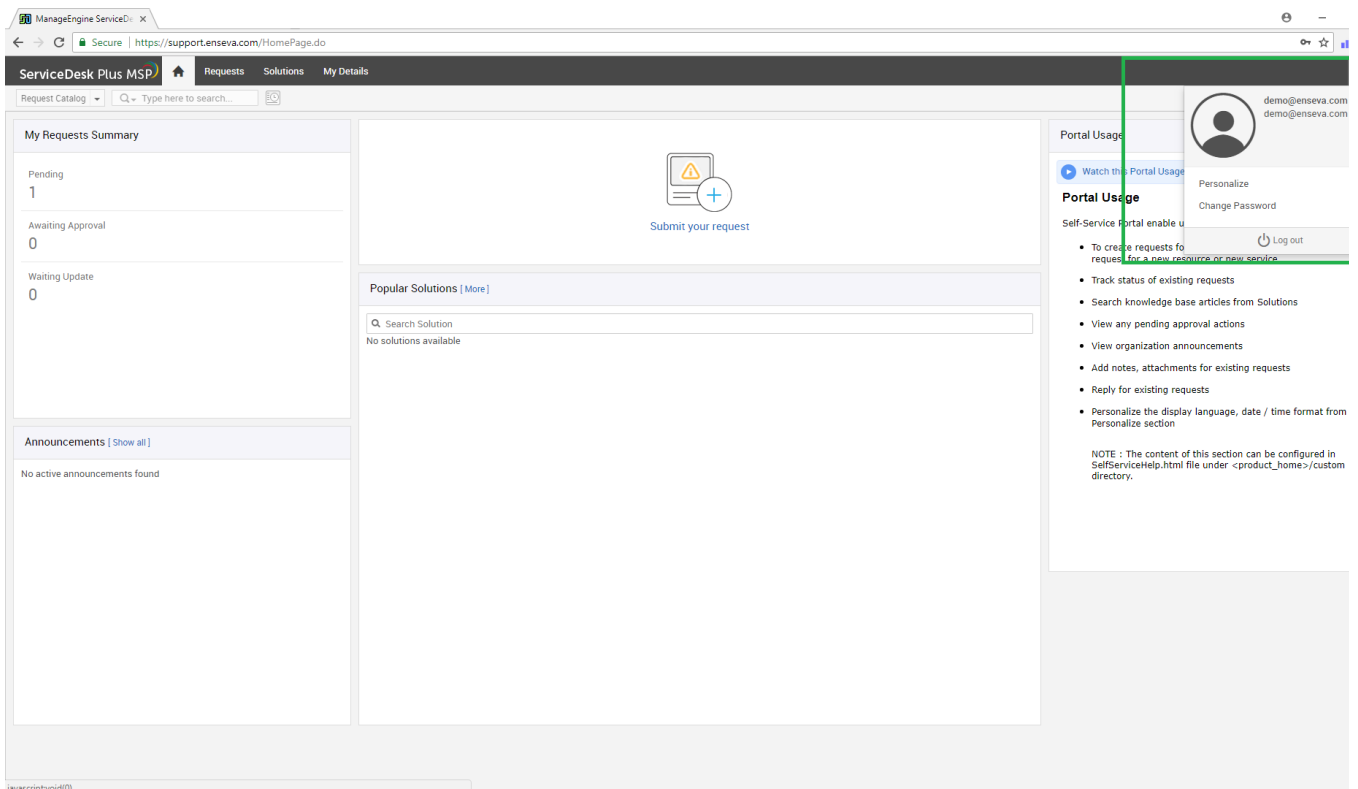
To make your account easier to manage it is important to be able to properly recognize date and time where it is displayed across the account.

For example, when making a service request, the time stamp shown for the due date and creation date can be formatted to your preference and based on your region.

We will discuss how to modify these settings in this tutorial.

## Setting Time Zone and Date/Time Formats

1. Start by clicking on the User Menu in the upper-right corner of your account home page.



2. Click on Personalize.

The screenshot displays a user interface with a dark header bar at the top right containing a user icon. Below this, a user profile section shows a circular avatar placeholder, the email address 'demo@enseva.com', and a 'Personalize' button. A 'Log out' button with a power icon is also visible. The main content area is titled 'Portal Usage' and includes a 'Watch this Portal Usage' button. Below the title, it states 'Self-Service Portal enable u' and lists several features:

- To create requests for a new resource or new service
- Track status of existing requests
- Search knowledge base articles from Solutions
- View any pending approval actions
- View organization announcements
- Add notes, attachments for existing requests
- Reply for existing requests
- Personalize the display language, date / time format from Personalize section

A note at the bottom states: 'NOTE : The content of this section can be configured in SelfServiceHelp.html file under <product\_home>/custom directory.'

3. On the pop-up window you will see where you can adjust the following settings

The screenshot shows a web browser window titled "ManageEngine ServiceDesk Plus - MSP - Personalize - Google Chrome". The address bar shows a secure connection to <https://support.enseva.com/Language.do>. The page has two tabs: "Personalize" (active) and "Change Password". Under the "Personalize" tab, there are three dropdown menus: "Select Time Zone" set to "(GMT-6:00) Central Standard Time(America/Chicago)\*", "Set Date format" set to "May 8, 2018", and "Set Time Format" set to "May 8, 2018 01:43 PM". At the bottom are "Save" and "Close" buttons.

4. Time Zone

Set the value for your region

This screenshot shows the same "Personalize" window, but the "Select Time Zone" dropdown menu is open, displaying a list of available time zones. The list includes: "(GMT-6:00) Central Standard Time(America/Chicago)\*", "(GMT-6:00) Central Standard Time(America/Costa\_Rica)" (which is highlighted in blue), "(GMT-6:00) Central Standard Time(America/El\_Salvador)", "(GMT-6:00) Central Standard Time(America/Guatemala)", "(GMT-6:00) Central Standard Time(America/Indiana/Knox)\*", "(GMT-6:00) Central Standard Time(America/Knox\_IN)\*", "(GMT-6:00) Central Standard Time(America/Managua)", "(GMT-6:00) Central Standard Time(America/Menominee)\*", "(GMT-6:00) Central Standard Time(America/Merida)\*", and "(GMT-6:00) Central Standard Time(America/Mexico\_City)\*". The other settings and buttons remain the same as in the previous screenshot.

5. Date Format

This will adjust the appearance of dates across your account (exa. 5 May, 2018 vs. May 5th, 2018)

ManageEngine ServiceDesk Plus - MSP - Personalize - Google Chrome

Secure | <https://support.enseva.com/Language.do>

Personalize Change Password

Select Time Zone (GMT-6:00) Central Standard Time(America/Chicago)\*

Set Date format May 8, 2018

Set Time Format

- 2018.05.08
- 08.05.2018
- 2018, May 08
- Tue, 8 May 2018
- 08 May, 2018
- May 8, 2018

#### 6. Time Format

This will adjust the appearance of date and time across your account. In most cases, this will take precedence over the Date Format setting

ManageEngine ServiceDesk Plus - MSP - Personalize - Google Chrome

Secure | <https://support.enseva.com/Language.do>

Personalize Change Password

Select Time Zone (GMT-6:00) Central Standard Time(America/Chicago)\*

Set Date format May 8, 2018

Set Time Format

- May 8, 2018 01:38 PM
- 08/05/2018 01:38 PM
- 05/08/2018 01:38 PM
- 2018/05/08 01:38 PM
- 08/05/2018 13:38
- 05/08/2018 13:38

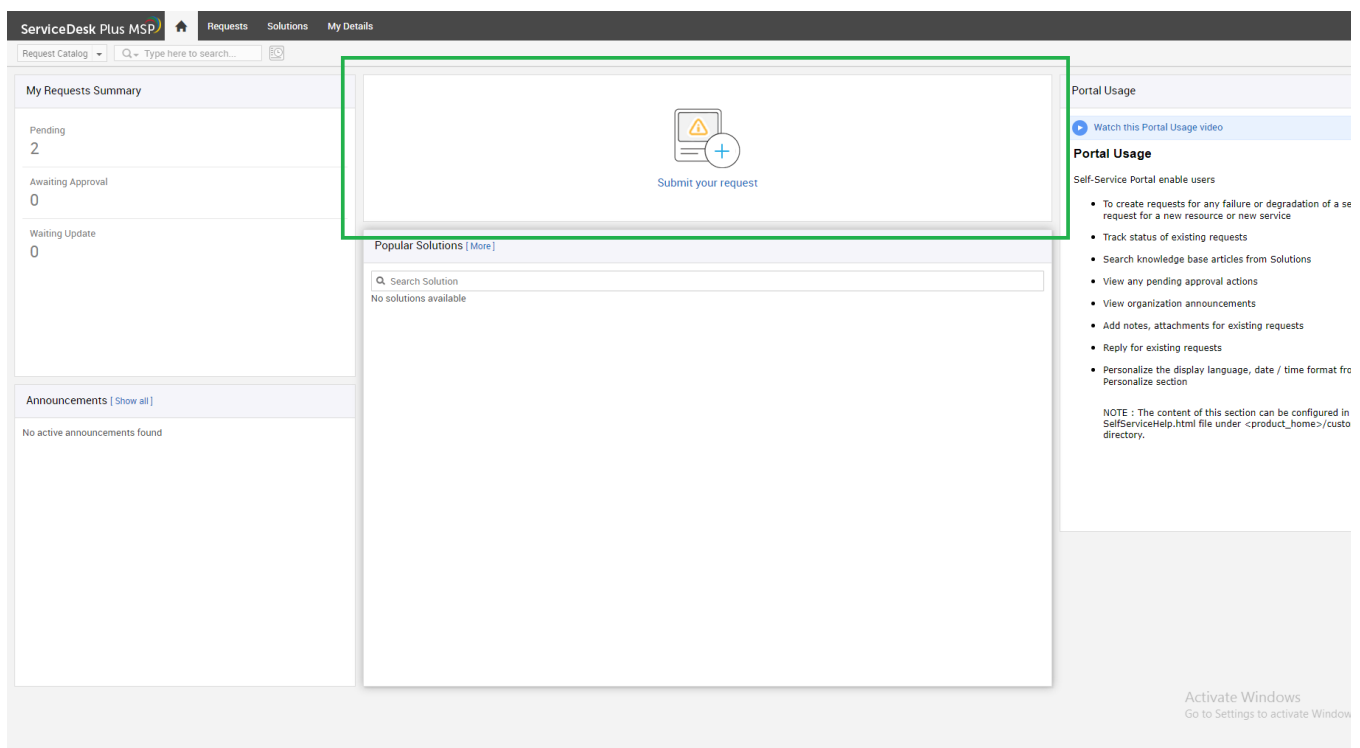
# Managing Requesters

# Adding a Support Requester

We all need tech support on occasion, and Enseva is here to help. A Requester is a person you allow to open technical support requests on behalf of your organization or company. You can add a new Requester using this tutorial.

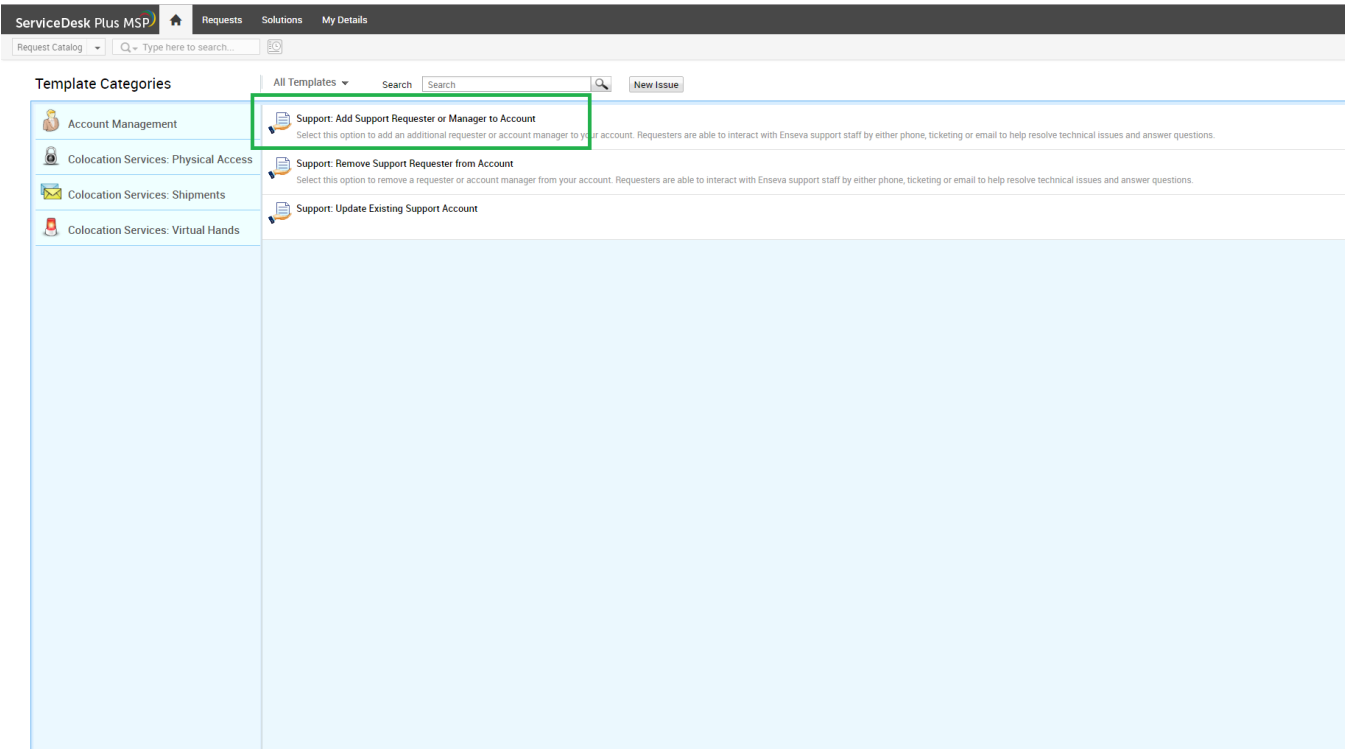
## Adding a Support Requester to Your Account

1. From your account home page, click on Submit your request .





2. Now, click on Support: Add Support Requester or Manager to Account .



3. You will be taken to the ticket screen you see below. We will review each section in the steps below.

ServiceDesk Plus MSP

RequestsMy Details

Request CatalogType here to search...🔍

Support: Add Support Requester or Manager to Account

Requester Details

NameDemo UserAsset(s)Search and associate assets here🔗

SiteSample Site

SubjectAdd Requester to Account

Description

**Important:** Adding a new requester to an account requires the approval of an account Manager.

**Account Details (Required)**  
These fields provide basic information about the person being added to our support portal. All fields must be accurately completed prior to the requests implementation.

**Additional Account Details (Optional)**  
These fields provide additional information about the person being added to our support portal but are not required. The Secondary E-Mail and Phone number fields can provide additional communication options should primary methods be unavailable.

**Account Manager**  
Should the new requester need Account Manager permissions, complete the fields and the appropriate permissions the Account Manager should have.

**Approval Permissions**  
Should the new requester have the ability to approve purchases on behalf of the organization in the form of new services or one-time service requests, complete the appropriate fields.

Request TypeRequest▼

Asset Details

Account Details (Required)

First Name

Last Name

Primary E-Mail Address

Primary Phone Number

Additional Account Details (Optional)

Employee ID

Secondary E-Mail Address

Secondary Phone Number

Account Manager

Configure new requester as account manager  

--- Select Item ---

Account Manager Permissions

- ☐ Changes
- ☐ Problems
- ☐ Work Logs

Approval Permissions

Service Request Approver  

--- Select Item ---

Purchase Approver  

--- Select Item ---

Attachments : Attach file

Submit RequestResetCancel

4. At the top of the request form you will see basic instructions on how to use this form.  
Note: You do not need to edit information in this area.

ServiceDesk Plus MSP

RequestsSolutionsMy Details

Request CatalogType here to search...

Support: Add Support Requester or Manager to Account

Requester Details

NameDemo UserAsset(s)Search and associate assets here

SiteSample Site

SubjectAdd Requester to Account

Description

This request will add an additional representative from your or other organizations to gain access to [Enseva's](#) Support Portal and allow them to submit support requests on behalf of your organization.

**Important:** Adding a new requester to an account requires the approval of an account Manager.

**Account Details (Required)**  
These fields provide basic information about the person being added to our support portal. All fields must be accurately completed prior to the requests implementation.

**Additional Account Details (Optional)**  
These fields provide additional information about the person being added to our support portal but are not required. The Secondary E-Mail and Phone number fields can provide additional communication options should primary methods be unavailable.

**Account Manager**  
Should the new requester need Account Manager permissions, complete the fields and the appropriate permissions the Account Manager should have.

Request TypeRequest

5. Enter the new user Account Details and Additional Account Details  
Provide the relevant information about the new Requester you would like to add.  
Note the fields marked as Required and Optional.

Asset Details

Account Details (Required)

First Name

Last Name

Primary E-Mail Address

Primary Phone Number

Additional Account Details (Optional)

Employee ID

Secondary E-Mail Address

Secondary Phone Number

6. Select your settings for "Configure new requester as account manager"

Select No on the drop-down menu.

You do not need to make a selection on the Account Manager Permissions when adding Requesters.

**Account Manager**

**Configure new requester as account manager**

--- Select Item ---

**Account Manager Permissions**

☐ Changes

☐ Problems

☐ Work Logs

7. Under Approval Permission, select the options you prefer for the new Requester.

Account Manager

Configure new requester as account manager

--- Select Item ---

---

No

Yes

☐ Work Logs

Approval Permissions

Service Request Approver

--- Select Item ---

---

No

Yes

8. When you are finished, click Submit Request at the bottom.  
You will receive a response within 24 hours confirming your request has been completed.

Submit Request

Reset

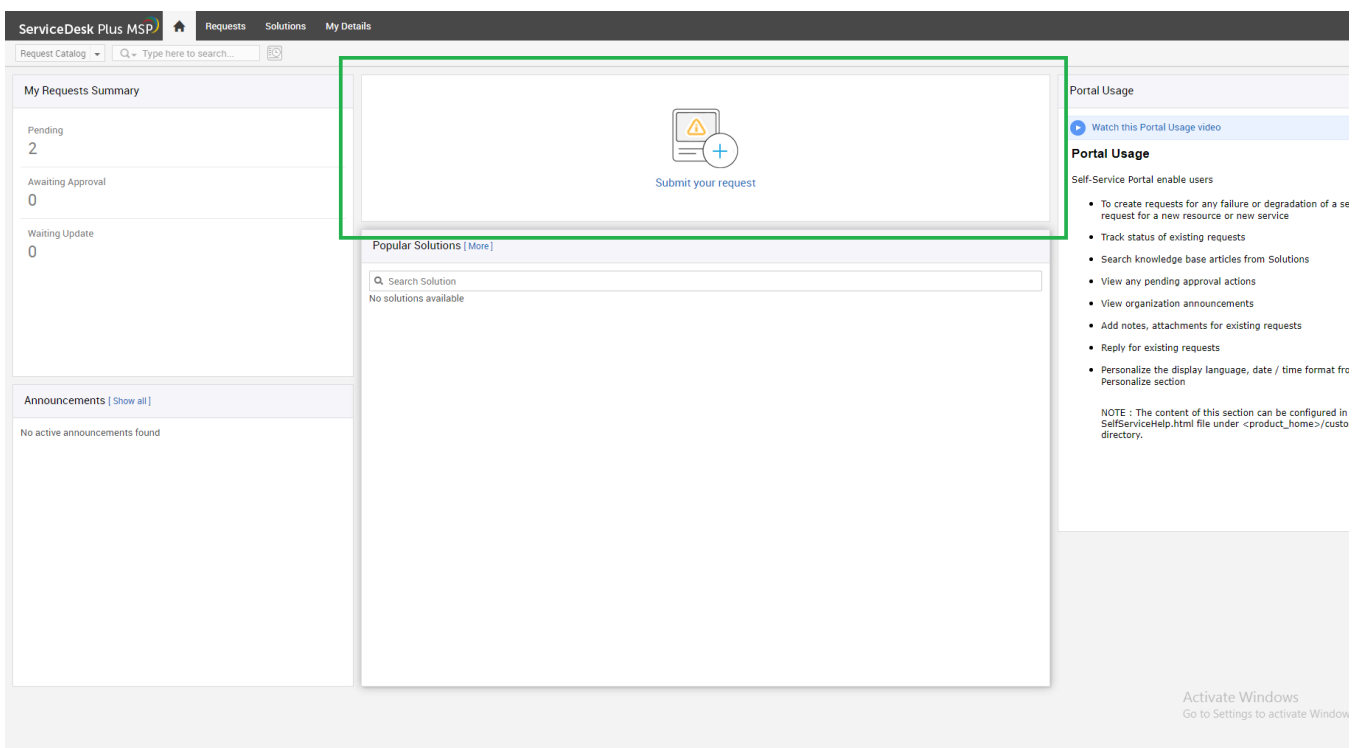
Cancel

# Adding an Account Manager

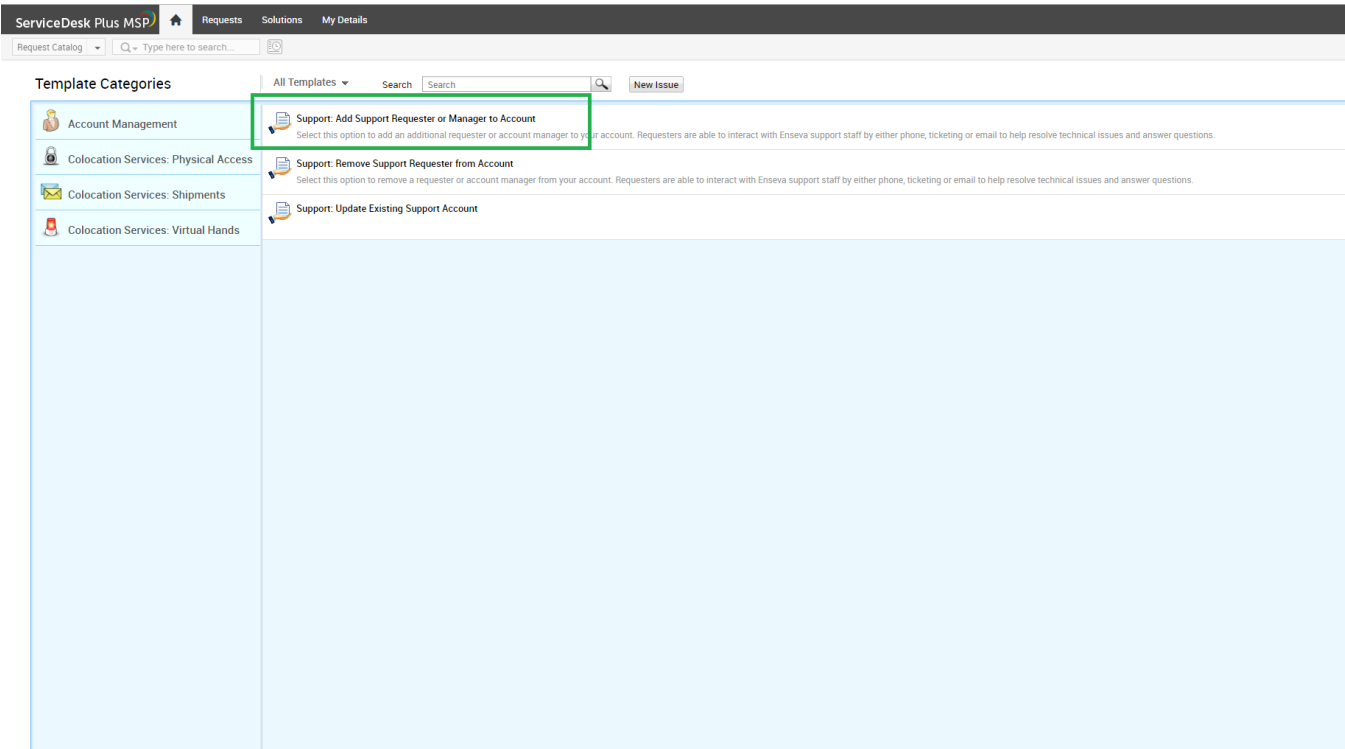
An Account Manager can be given access to make purchases, account changes, modify the level of access for other users and request technical assistance on behalf of your organization or company. You can add a new Account Manager and set their level of permission by following the steps below.

## Adding an Account Manager to Your Account

1. From your account home page, click on Submit your request



2. Now click on Support: Add Support Requester or Manager to Account



3. You will be taken to the ticket screen you see below. We will review each section in the steps below.

ServiceDesk Plus MSP

RequestsMy Details

Request CatalogType here to search...🔍

Support: Add Support Requester or Manager to Account

Requester Details

NameDemo UserAsset(s)Search and associate assets here🔗

SiteSample Site

SubjectAdd Requester to Account

Description

**Important:** Adding a new requester to an account requires the approval of an account Manager.

**Account Details (Required)**  
These fields provide basic information about the person being added to our support portal. All fields must be accurately completed prior to the requests implementation.

**Additional Account Details (Optional)**  
These fields provide additional information about the person being added to our support portal but are not required. The Secondary E-Mail and Phone number fields can provide additional communication options should primary methods be unavailable.

**Account Manager**  
Should the new requester need Account Manager permissions, complete the fields and the appropriate permissions the Account Manager should have.

**Approval Permissions**  
Should the new requester have the ability to approve purchases on behalf of the organization in the form of new services or one-time service requests, complete the appropriate fields.

Request TypeRequest▼

Asset Details

Account Details (Required)

First Name

Last Name

Primary E-Mail Address

Primary Phone Number

Additional Account Details (Optional)

Employee ID

Secondary E-Mail Address

Secondary Phone Number

Account Manager

Configure new requester as account manager  

--- Select Item ---

Account Manager Permissions

- ☐ Changes
- ☐ Problems
- ☐ Work Logs

Approval Permissions

Service Request Approver  

--- Select Item ---

Purchase Approver  

--- Select Item ---

Attachments : Attach file

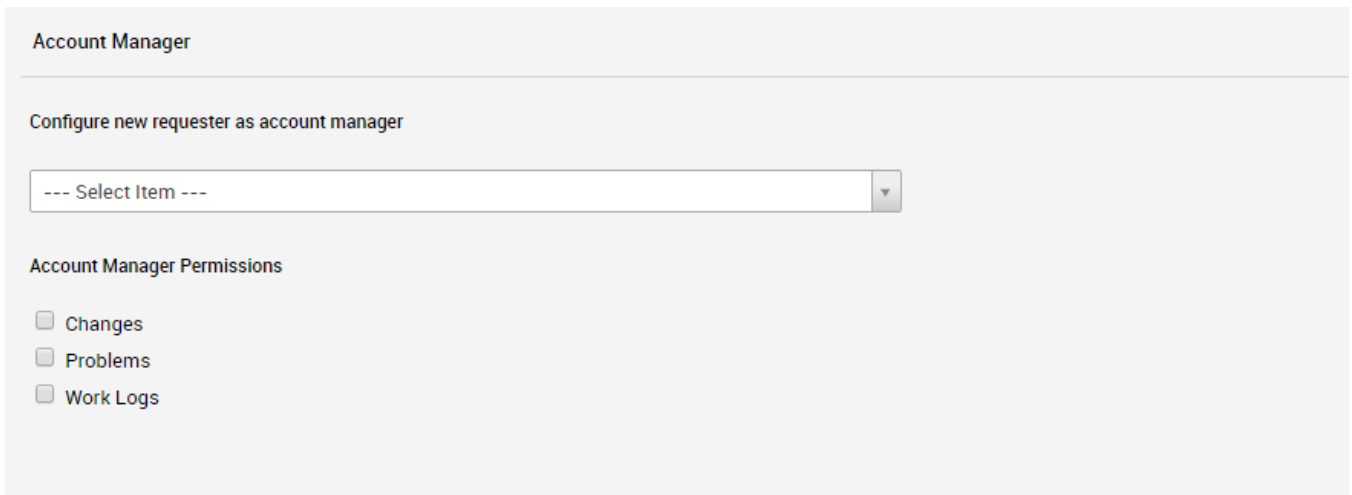
Submit RequestResetCancel



5. Under Account Details and Additional Account Details, provide the relevant information about the new Account Manager you would like to add. Note the fields marked as Required and Optional.

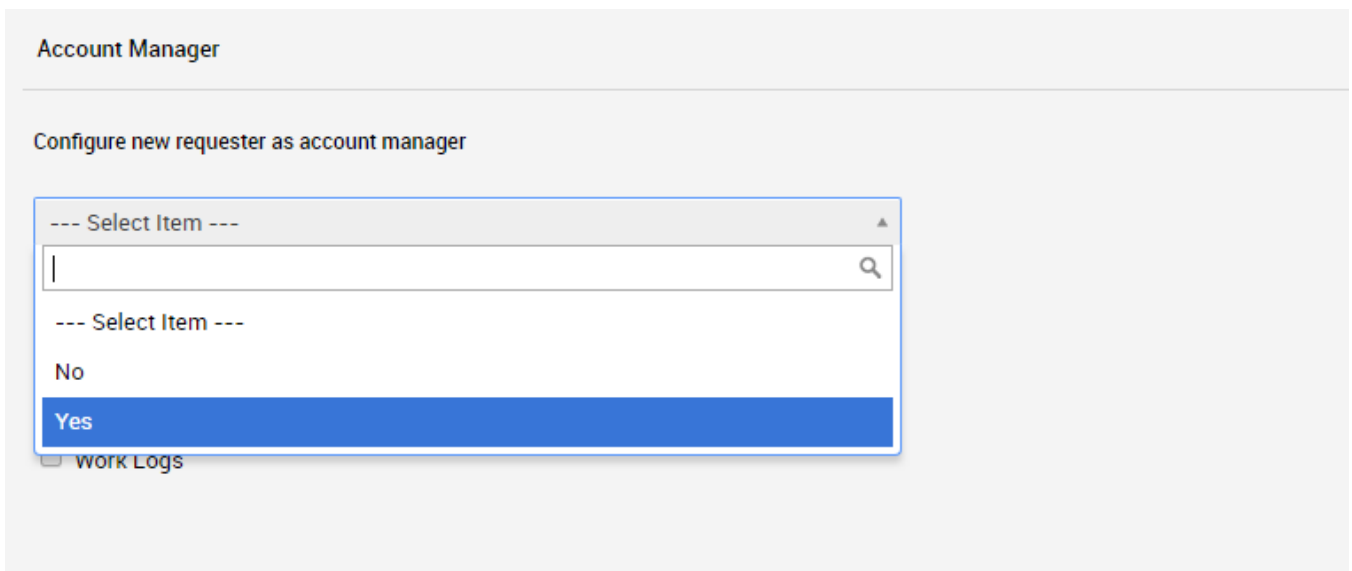
Asset Details	
<div>Account Details (Required)</div> <div>First Name</div> <div></div> <div>Last Name</div> <div></div> <div>Primary E-Mail Address</div> <div></div> <div>Primary Phone Number</div> <div></div>	<div>Additional Account Details (Optional)</div> <div>Employee ID</div> <div></div> <div>Secondary E-Mail Address</div> <div></div> <div>Secondary Phone Number</div> <div></div>

6. In the Account Manager section, under "Configure new requester as account manager" select Yes on the drop-down menu.



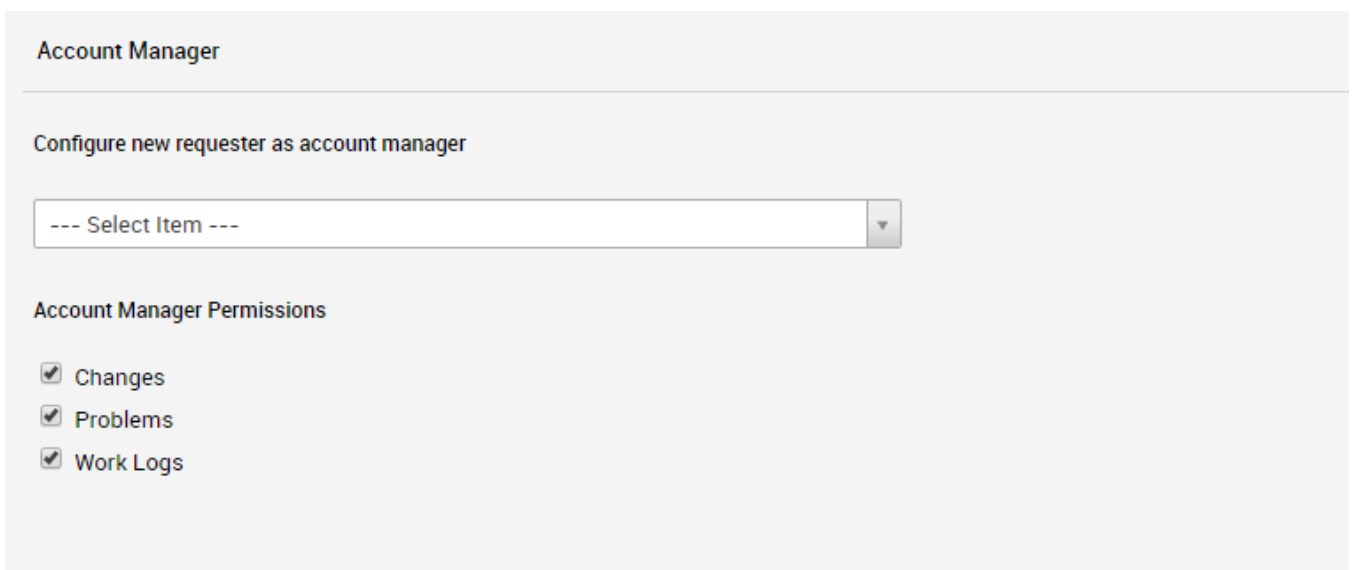
The screenshot shows the 'Account Manager' section of a web interface. Under the heading 'Configure new requester as account manager', there is a dropdown menu with the text '--- Select Item ---'. Below this, under the heading 'Account Manager Permissions', there are three unchecked checkboxes: 'Changes', 'Problems', and 'Work Logs'.

7. Under "Account Manager Permissions" select the check boxes for the permissions you would like to set for the new Account Manager.



This screenshot shows the same 'Account Manager' configuration page, but the dropdown menu for 'Configure new requester as account manager' is open. The menu displays '--- Select Item ---' at the top, followed by a search bar, another '--- Select Item ---' placeholder, and two options: 'No' and 'Yes'. The 'Yes' option is highlighted in blue, indicating it is the selected choice. The 'Work Logs' checkbox under 'Account Manager Permissions' is partially visible at the bottom of the dropdown.

8. Under Approval Permission, select the options you prefer for the new Account Manager.



The screenshot shows the 'Account Manager' configuration page with all three checkboxes under 'Account Manager Permissions' selected: 'Changes', 'Problems', and 'Work Logs'. The 'Configure new requester as account manager' dropdown menu remains closed and shows '--- Select Item ---'.

## Approval Permissions

### Service Request Approver

--- Select Item ---

---

Select Item

---

No

Yes

9. When you are finished, click Submit Request at the bottom. You will receive a response within 24 hours confirming your request has been completed.

Submit Request

Reset

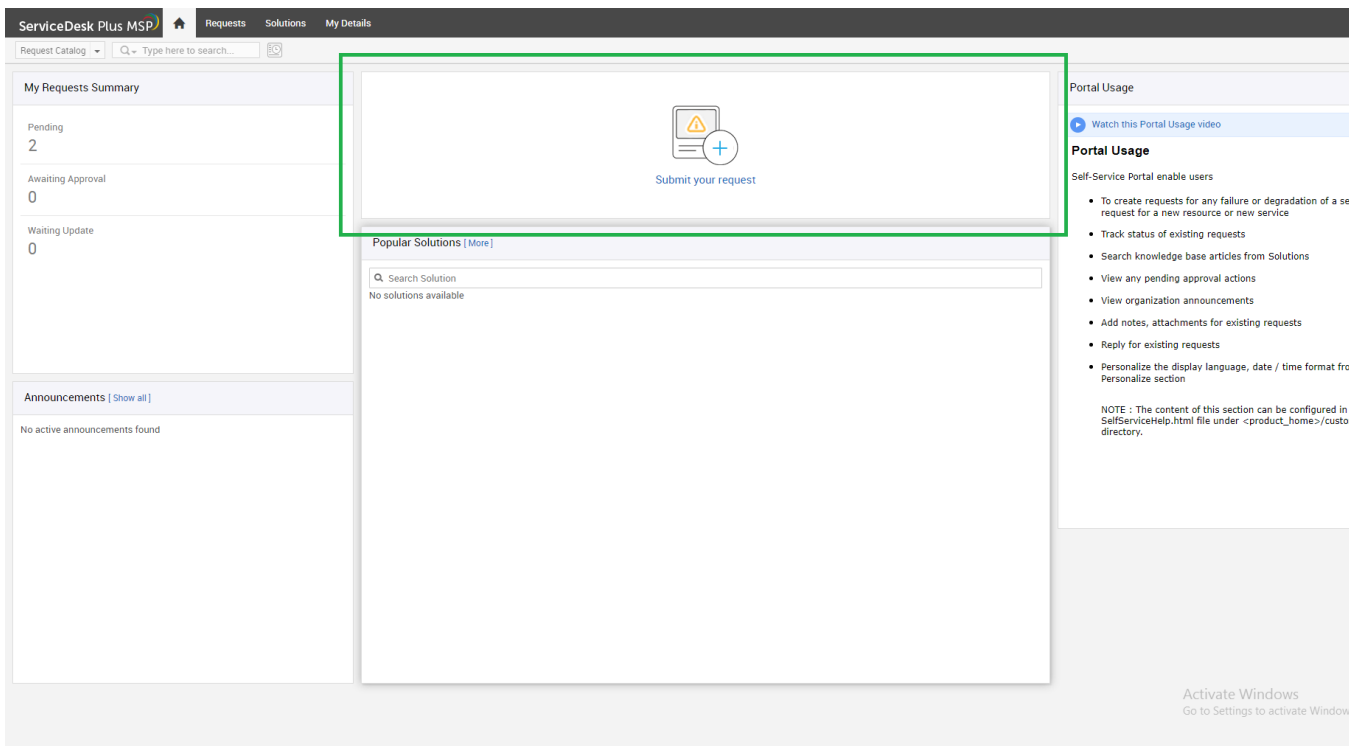
Cancel

# Removing a Support Requester

Any time roles change in your organization, you may need to change who has access to your Enseva account. In order to do so, you can remove a Requester or Account manager using the process in this tutorial.

## Removing a Support Requester from Your Account

1. Start by clicking "Submit your request" from your account home page.



2. Next, click on "Support: Remove Requester from Account"

ServiceDesk Plus MSP

RequestsSolutionsMy Details

Request CatalogType here to search...

Template Categories

All TemplatesSearchSearchNew Issue

Account Management	<div>Support: Add Support Requester or Manager to Account</div> <div>Select this option to add an additional requester or account manager to your account. Requesters are able to interact with Enseva support staff by either phone, ticketing or email to help resolve technical issues and answer questions.</div>
Colocation Services: Physical Access	<div>Support: Remove Support Requester from Account</div> <div>Select this option to remove a requester or account manager from your account. Requesters are able to interact with Enseva support staff by either phone, ticketing or email to help resolve technical issues and answer questions.</div>
Colocation Services: Shipments	<div>Support: Update Existing Support Account</div>
Colocation Services: Virtual Hands	

3. You'll see the following screen with a description of the steps to complete your request.

The screenshot shows the 'ServiceDesk Plus MSP' interface. The top navigation bar includes 'Requests', 'Solutions', and 'My Details'. Below the navigation bar is a search bar with the text 'Request Catalog' and 'Type here to search...'. The main content area is titled 'Support: Remove Support Requester from Account'. It contains several sections: 'Requester Details' with fields for 'Name' (filled with 'Demo User'), 'Site' (filled with 'Sample Site'), and 'Subject' (filled with 'Remove Support Requester from Account'); an 'Asset(s)' field with a search icon; a 'Description' field with a rich text editor containing the text: 'This request will remove a representative from Enseva's Support Portal. They will no longer be able to submit support requests on behalf of your organization. Important: Removing a requester from an account requires the approval of an account Manager. Account Details (Required) These fields provide basic information about the person being removed from our support portal. All fields must be accurately completed prior to the requests implementation.'; an 'Asset Details' section with a sub-section 'Account Details (Required)' containing fields for 'First Name', 'Last Name', and 'Primary E-Mail Address'; and an 'Attachments' section with an 'Attach file' button. At the bottom of the form are three buttons: 'Submit Request', 'Reset', and 'Cancel'.

4. Fill out the required details for the Requester you wish to remove.

This is a close-up view of the 'Account Details (Required)' section of the form. It contains three text input fields: 'First Name', 'Last Name', and 'Primary E-Mail Address'. Each field is currently empty.

5. When you are finished, click Submit Request at the bottom.

You will receive a response within 24 hours confirming your request has been completed.

Submit Request

Reset

Cancel

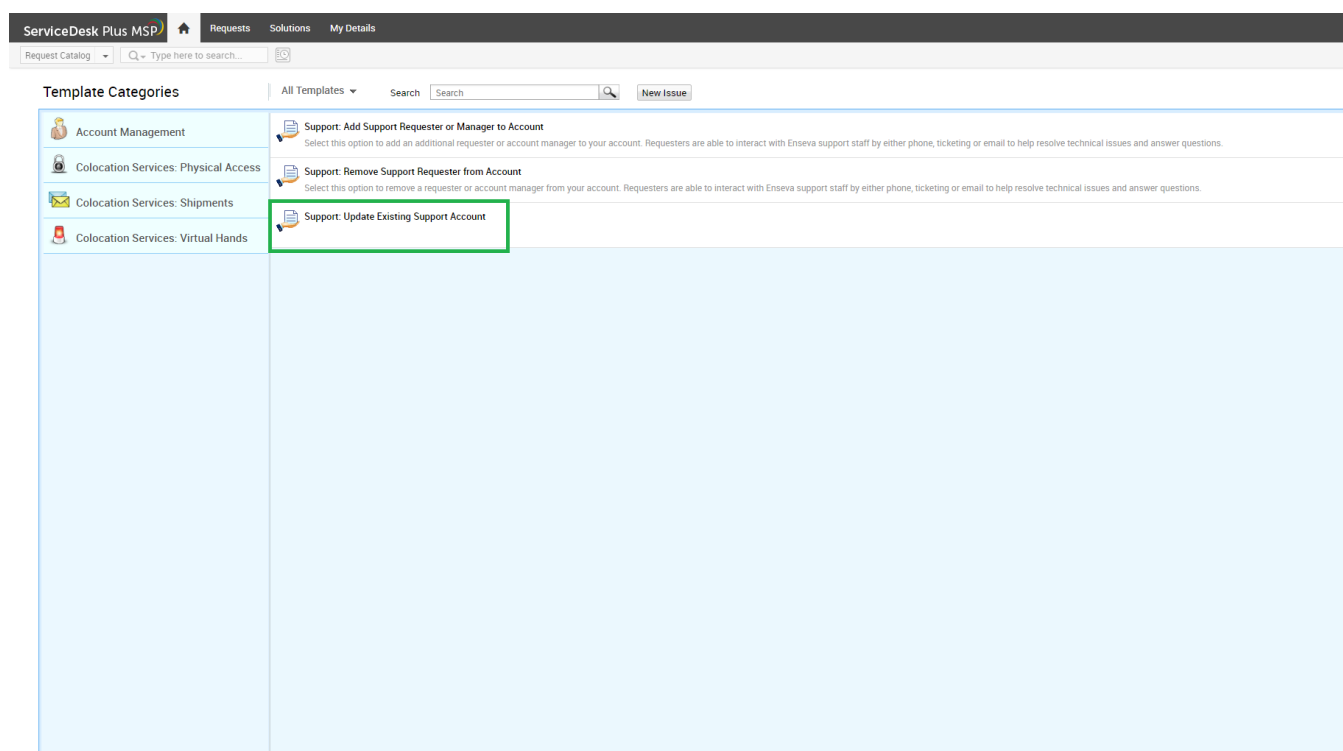
---

# Updating a Support Requester

It is important security practice to maintain control over who has access to your Enseva account. In order to manage the level of access provided to those who manage your account, you can update these settings at any time using the steps below.

## Updating a Support Requester or Account Manager

1. From your account home page, click on Submit your request.





2. Now, click on **Support: Update Existing Support Account**

ServiceDesk Plus MSP

RequestsSolutionsMy Details

Request CatalogType here to search...

Support: Add Support Requester or Manager to Account

Requester Details

NameDemo UserAsset(s)Search and associate assets here

SiteSample Site

SubjectAdd Requester to Account

Description

**Important:** Adding a new requester to an account requires the approval of an account manager.

**Account Details (Required)**  
These fields provide basic information about the person being added to our support portal. All fields must be accurately completed prior to the requests implementation.

**Additional Account Details (Optional)**  
These fields provide additional information about the person being added to our support portal but are not required. The Secondary E-Mail and Phone number fields can provide additional communication options should primary methods be unavailable.

**Account Manager**  
Should the new requester need Account Manager permissions, complete the fields and the appropriate permissions the Account Manager should have.

**Approval Permissions**  
Should the new requester have the ability to approve purchases on behalf of the organization in the form of new services or one-time service requests, complete the appropriate fields.

Request TypeRequest

Asset Details

Account Details (Required)

First Name

Last Name

Primary E-Mail Address

Primary Phone Number

Additional Account Details (Optional)

Employee ID

Secondary E-Mail Address

Secondary Phone Number

Account Manager

Configure new requester as account manager

--- Select Item ---

Account Manager Permissions

☐ Changes☐ Problems☐ Work Logs

Approval Permissions

Service Request Approver

--- Select Item ---

Purchase Approver

--- Select Item ---

Attachments: Attach file

Submit RequestResetCancel

3. You will be taken to the ticket screen you see below. We will review each section in the steps below.

ServiceDesk Plus MSP

Requests

Solutions

My Details

Request Catalog

Q

Type here to search...

Support: Update Existing Support Account

Requester Details

Name

Demo User

Asset(s)

Search and associate assets here

Site

Sample Site

Subject

Update existing requester information and/or permissions.

Description

B

I

U

This request will remove an Account Manager from **Enseva's** Support Portal. They will no longer be able to submit support requests or authorize **purchases** on behalf of your organization.

**Important:** Updating a requester requires the approval of an account Manager.

**Account Details (Required)**  
These fields provide basic information about the person being added to our support portal. All fields must be accurately completed prior to the requests implementation.

**Additional Account Details (Optional)**  
These fields provide additional information about the person being added to our support portal but are not required. The Secondary E-Mail and Phone number fields can provide additional communication options should primary methods be unavailable.

**Account Manager**  
Should the new requester need Account Manager permissions, complete the fields and the appropriate permissions the Account Manager should have.

**Approval Permissions**

Asset Details

Account Details (Required)

First Name

Last Name

Additional Account Details (Optional)

Employee ID

Secondary E-Mail Address

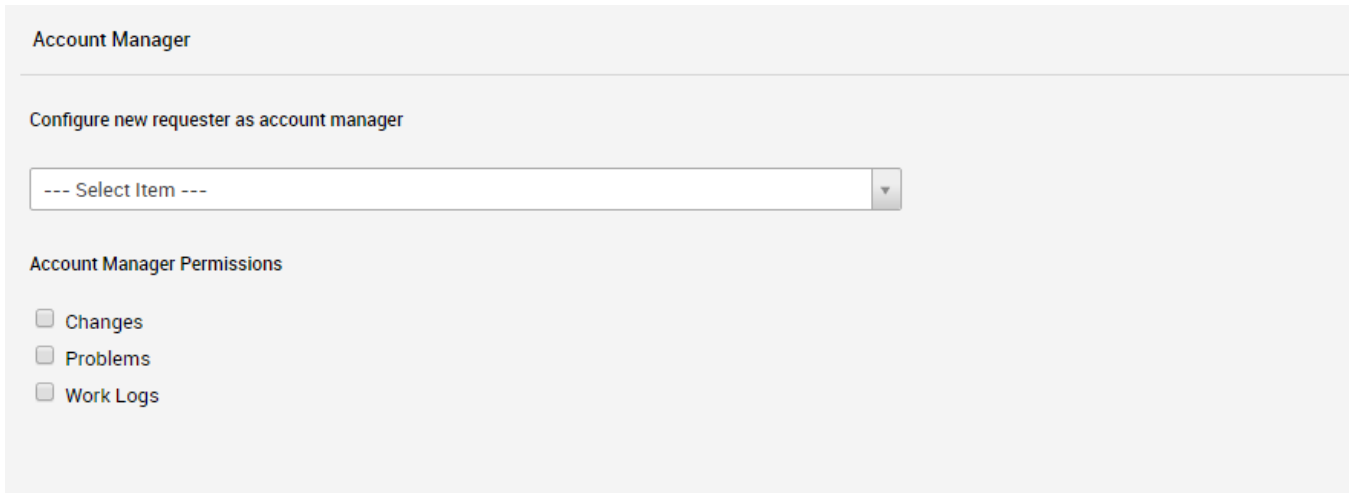
Activate Windows

Go to Settings to activate Window

4. At the top of the request form you will see basic instructions on how to use this form. Note: You do not need to edit information in this area.

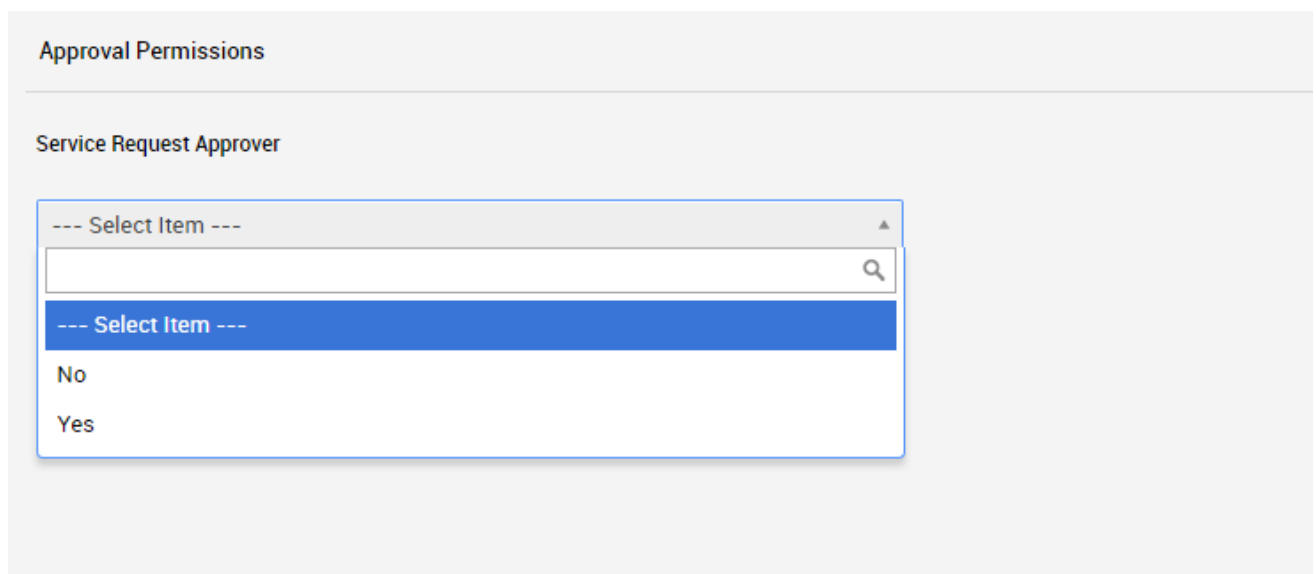
Asset Details	
<div>Account Details (Required)</div> <div><div>First Name</div><div></div></div> <div><div>Last Name</div><div></div></div> <div><div>Primary E-Mail Address</div><div></div></div> <div><div>Primary Phone Number</div><div></div></div>	<div>Additional Account Details (Optional)</div> <div><div>Employee ID</div><div></div></div> <div><div>Secondary E-Mail Address</div><div></div></div> <div><div>Secondary Phone Number</div><div></div></div>

5. Here you can update Account Details and Additional Account Details for the user.  
Provide the relevant information about the Requester or Account Manager you would like to update  
Note the fields marked as Required and Optional



The screenshot shows a form titled "Account Manager". Below the title is a section labeled "Configure new requester as account manager" which contains a dropdown menu with the text "--- Select Item ---". Below this is a section titled "Account Manager Permissions" containing three checkboxes: "Changes", "Problems", and "Work Logs".

6. In the Account Manager section, under "Configure new requester as account manager" select the appropriate setting for the user being updated.
1. Select No for Requester
  2. Select Yes for Account Manager
  3. Be sure to update the check boxes for Changes, Problems and Work Logs as needed if this person is an Account manager



The screenshot shows a dropdown menu titled "Approval Permissions" with the label "Service Request Approver". The dropdown is open, showing a search bar with a magnifying glass icon and a list of options: "No" and "Yes". The "No" option is currently selected and highlighted in blue.

- Under Approval Permission, select the options you prefer to update for the Requester or Account Manager.

**Approval Permissions**

**Service Request Approver**

--- Select Item ---

**Purchase Approver**

--- Select Item ---

--- Select Item ---

No

Yes

- When you are finished, click Submit Request at the bottom.  
You will receive a response within 24 hours confirming your request has been completed.

Submit Request

Reset

Cancel