



# BUSINESS

Engage – Simplifying the Change  
Request Experience

Document Owner: Engage Product Owner

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PUBLIC

# Getting Started

The screenshot shows the top navigation bar of the Engage portal. It includes links for SITE MAP, GLOSSARY, HELP, HOME, MY PROFILE, and LOG OUT. The Virgin Media logo is on the left, followed by the word 'BUSINESS' in large white letters. Below this, there are links for My Accounts, Serviceability, My Documents, Orders, Quotes, Incidents & Queries, and a new 'Change Request' link. A dropdown menu is open under 'Change Request', listing options: Modify LAN Port, ACL Modification, DHCP Helper Modification, DHCP Pool Modification, Add/Remove Netflow, Add/Remove SNMP, and Submitted and saved requests. A purple arrow points from the text on the right to the 'Change Request' link in the menu.

We've added a new option called Change Request to the Engage portal.

*This isn't all about us... it's all about you.*



You'll be able to action the following types of change requests for **IPVPN** and **MIA** products:

The screenshot shows the 'Change Request' form page. At the top, there's a 'Change Request' header. Below it, the title 'Change Request' is followed by the question 'What change do you require?'. A paragraph explains that users can configure and submit a range of request changes to manage their sites networks. A list of steps is provided: select the request area, determine if it needs to be added or removed, choose the product, set configuration details if required, add helpful notes, notify the right people, and review/submit. A note states that requests have a 10 working day lead time. Below this, there's a section for 'Submitted and saved requests' with a red button. Two main sections are highlighted with purple bars: 'Routing Changes & LAN Features' and 'Monitoring'. The 'Routing Changes & LAN Features' section lists: LAN Port Configuration, DHCP Pool Configuration, DHCP Helper Configuration, and Access Control List Configuration. The 'Monitoring' section lists: Netflow Configuration and SNMP Configuration. Purple arrows point from the text on the right to these two sections.

**Routing Changes & LAN Features** - edit the Local Area Network ports for sites and features.

- LAN (Local Area Network) Port Configuration
- ACL (Access Control List) Modification
- DHCP (Dynamic Host Control Protocol) Helper Modification
- DHCP Pool Modification.

**Monitoring** - add or remove the Network & IP (Internet Protocol) Traffic configuration tools.

- Add/Remove Netflow
- Add/Remove SNMP (Simple Network Management Protocol).

# Routing Changes & LAN (Local Area Network) Features

There are 4 types of routing and LAN feature changes:

- LAN (Local Area Network) Port Configuration
- ACL (Access Control List) Modification
- DHCP (Dynamic Host Control Protocol) Helper Modification
- DHCP Pool Modification.

## LAN (Local Area Network) Port Configuration

LAN Port > 2 Site Selection > 3 Configuration > 4 Customer Details > 5 Supporting Notes > 6 Order Review

Product \*  
 IPVPN  MIA

**Choose sites**  
Find & select sites from below or add manually.

Show All Stored Sites

Please select search Search Clear  
Add \* for wildcard

Postcode	Site Name	CAL Reference	Circuit Bandwidth	Bearer Bandwidth	Hostname	Model	Management Flag	LAN Network IP
No data available in table								

Select All Sites Deselect All Sites  
Max 0 sites selectable.  
Choose Selected Sites

LAN Port > 2 Site Selection > 3 Configuration > 4 Customer Details > 5 Supporting Notes > 6 Order Review

Product \*  
 IPVPN  MIA

**Choose sites**  
Find & select sites from below or add manually.

Show All Stored Sites

Please select search Search Clear  
Add \* for wildcard

Show 10 entries Filter

Postcode	Site Name	CAL Reference	Circuit Bandwidth	Bearer Bandwidth	Hostname	Model	Management Flag	LAN Network IP
CF1 7WW	TEST ACCOUNT				TEST	TSET		
CF1 7WW	TEST ACCOUNT				TEST	TEST		
CF1 7WW	TEST ACCOUNT				TEST	TEST1244		

Showing 1 to 10 of 44 entries  
2 rows selected

Select All Sites Deselect All Sites  
Max 50 sites selectable.  
Choose Selected Sites

First Previous 1 2 3 4 5 Next Last

**Site not found?** [Manually Add Site - Hide](#)

Please make sure site details you enter are accurate. If we're unable to find any site(s), we will not be able to apply this change to those site(s).

Postcode *	Site Name *	CAL Reference	Circuit Bandwidth	Bearer Bandwidth	Hostname	Model	Management Flag	LAN Network IP
B28 8SE	Test	CAL1234	100mb	1Gb	Host	Model	Mgmt	192.11.123.9

Update Add

**Selected Sites**

Postcode	Site Name	CAL Reference	Circuit Bandwidth	Bearer Bandwidth	Hostname	Model	Management Flag	LAN Network IP
B28 8SE	Test	CAL1234	100mb	1Gb	Host	Model	Mgmt	192.11.123.98

Exit Previous Save Next

You can modify LAN ports for both **MIA** and **IPVPN** products.

Use the **Search** feature to find and **Select** the sites for which you wish to configure changes.

If your sites are not showing, you can manually enter them.

# LAN (Local Area Network) Port Configuration (Cont'd...)

1 LAN Port 2 Site Selection 3 Configuration 4 Customer Details 5 Supporting Notes 6 Order Review

### Configure Sites

Choose sites to configure

Product: IPVPN

Select site from table below, then apply its configuration

Postcode	Site Name	CAL Reference	Circuit Bandwidth	Bearer Bandwidth	Hostname	Model	Management Flag	LAN Network IP	Configuration status
CF1 7WW	TEST ACCOUNT				TEST	TEST			

[Search & add/remove/sites](#)

### Apply configuration

Add  Modify  Remove

Port Type \*

Interface description   
Max 32 characters

VLAN ID \*

### LAN Features

The following LAN features can be added, removed or modified or leave unselected if no changes required

HSRP  DHCP Helper  DHCP Pool  ACL

[Reset form](#)

This will clear the form but maintain your site(s) selection

Once you have selected your site(s) you have the option to add/modify/remove configurations for each of your chosen site(s).

You can also amend LAN features for each site(s).

The following feature changes can be requested:

- HSRP
- DHCP Helper (**IPVPN Only**)
- DHCP Pool (**IPVPN Only**)
- ACL (**IPVPN Only**).

# LAN (Local Area Network) Port Configuration (Cont'd...)

**Technical Contact**

You must provide at least 1 technical contact & max of 3.

First Name \*

Last Name \*

Email \*

Contact Tel \*

Mobile

**Add Another Contact +**

**Pre-change Notification Contact**

You must provide at least 1 pre-change contact & max of 3.

First Name \*

Last Name \*

Email \*

Contact Tel \*

Mobile

**Add Another Contact +**

**Testing Notification Contact**

You must provide at least 1 Testing contact & max of 3.

First Name \*

Last Name \*

Email \*

Contact Tel \*

Mobile

**Add Another Contact +**

In addition to company details and billing contact information you will need to provide:

- Technical Contact details
- Pre-Change Notification Contact details
- Testing Notification details.

You must provide **at least one** entry for each of these contacts, and a **maximum of three**.

**Schedule**

Request Date \*  A minimum of 10+ working days lead time applies from submission date.

Preferred Start Time \*

**Late Night Hours** - between midnight to 7:00 AM, change request charged at £750.00 per site.

**Out of Hours** - between 5:30 PM to midnight and 7:00 AM to 9:00 AM on weekdays or any time (excluding midnight to 7:00 AM) during weekends or public holidays, change request charged at £750.00 per site.

**In Hours** - between 9:00 AM to 5:30 PM on weekdays (excluding bank holidays), change request charged at £500.00 per site.

You'll need to select the date you wish your changes to take effect.

***Please note changes must be scheduled at least 10 working days in advance of the date required.***

You'll also need to select the preferred start time for your change:

- Late Night Hours
- Out of Hours
- In Hours.

# Routing Changes & LAN Features

The remaining routing and LAN feature changes are only applicable for **IPVPN** products:

- ACL (Access Control List) Modification
- DHCP (Dynamic Host Control Protocol) Helper Modification
- DHCP Pool Modification

For each change type selected, you'll need to:

- **Select your sites**
- **Configure each site**
- **Enter contact details**

## DHCP Pool Configuration

*DHCP Pool*

Network Range & Subnet Mask

Exclude IP/Range \*

IP Address 1

IP Address 2

Min of 1 & Max of 2 IP Addresses

DHCP Option Number \*    [+ Add Another](#)

Min 1 pair & Max of 255 pairs

Domain name \*

DNS Servers \*

Min 1 & Max of 4

Default Gateway \*

## ACL Modification

*ACL*

ACL Mode  Basic  Advanced

Action \*  Deny  Permit

Transport Values \*  TCP  UDP  
 IP  ICMP

Source IP Range \*

Destination IP Range \*

[+ Add Another](#)

## DHCP Pool Helper Configuration

*DHCP Helper*

DHCP Helpers \*

Min 1 & Max of 4

# Monitoring

There are 2 types of monitoring changes where you can add or remove the Network & IP (Internet Protocol) Traffic configuration tools:

- Add/Remove Netflow
- Add/Remove SNMP (Simple Network Management Protocol).

## Add/Remove Network & IP Traffic Configs

Choose Product & Type

Product \*

IPVFN  MIA

What type of change is required\*

Add  Remove

Choose sites

Find & select sites from below or add manually.

Show All Stored Sites

Please select

search

Add \* for wildcard

Search Clear

Postcode	Site Name	CAL Reference	Circuit Bandwidth	Bearer Bandwidth	Hostname	Model	Management Flag	LAN Network IP
No data available in table								

Select All Sites Deselect All Sites

Max 0 sites selectable.

Choose Selected Sites

You can modify Netflow and SNMP for both **MIA** and **IPVPN** products.

Use the **Search** feature to find and **Select** the sites for which you wish to configure changes.

Choose Product & Type

Product \*

IPVFN  MIA

What type of change is required\*

Add  Remove

Choose sites

Find & select sites from below or add manually.

Show All Stored Sites

Please select

search

Add \* for wildcard

Search Clear

Show 10 entries

Filter

Postcode	Site Name	CAL Reference	Circuit Bandwidth	Bearer Bandwidth	Hostname	Model	Management Flag	LAN Network IP
CF1 7WW	TEST ACCOUNT				TEST	TSET		
CF1 7WW	TEST ACCOUNT				TEST	TEST		
CF1 7WW	TEST ACCOUNT				TEST	TEST1244		
CH48 4EF	LEES SOLICITORS - GRANGE RD							

Showing 1 to 10 of 44 entries  
1 row selected

Select All Sites Deselect All Sites

Max 500 sites selectable.

Choose Selected Sites

First Previous 1 2 3 4 5 Next Last

Site not found? **Manually Add Site - Hide**

Please make sure site details you enter are accurate. If we're unable to find any site(s), we will not be able to apply this change to those site(s).

Postcode \* Site Name \* CAL Reference Circuit Bandwidth Bearer Bandwidth Hostname Model Management Flag LAN Network IP

B28 8SE Test CAL1234 100mb 1Gb Host Model Mgmt 192.11.123.9

Update

Add +

Selected Sites

Postcode	Site Name	CAL Reference	Circuit Bandwidth	Bearer Bandwidth	Hostname	Model	Management Flag	LAN Network IP
B28 8SE	Test	CAL1234	100mb	1Gb	Host	Model	Mgmt	192.11.123.98

Exit Previous Save Next

If your sites aren't showing, you can manually enter them.

# Add/Remove Network & IP Traffic Configs (Cont'd...)

1 Netflow 2 Site Selection 3 Configuration 4 Customer Details 5 Supporting Notes 6 Order Review

### Configure Sites

Selected Sites

Postcode	Site Name	CAL Reference	Circuit Bandwidth	Bearer Bandwidth	Hostname	Model	Management Flag	LAN Network IP
CF1 7WW	TEST ACCOUNT				TEST	TSET		
CF1 7WW	TEST ACCOUNT				TEST	TEST		
CF1 7WW	TEST ACCOUNT				TEST	TEST1244		

Apply configuration

Product: IPVPN

Which version of NETFLOW is required? \*

Version 5

Enter Server IP Address & UDP Port Number \*

IP Address	UDP Port Number
12.101.135.186	100

Min 1 pair & Max of 3 pairs

Exit Previous Save Next

If you have chosen to 'add' Netflow you'll see this screen

1 SNMP 2 Site Selection 3 Configuration 4 Customer Details 5 Supporting Notes 6 Order Review

### Configure Sites

Selected Sites

Postcode	Site Name	CAL Reference	Circuit Bandwidth	Bearer Bandwidth	Hostname	Model	Management Flag	LAN Network IP
CF1 7WW	TEST ACCOUNT				TEST	TSET		
CF1 7WW	TEST ACCOUNT				TEST	TEST		
CF1 7WW	TEST ACCOUNT				TEST	TEST1244		

Apply configuration

NB: all sites must be in the same VPN

Product: IPVPN

Enter Server IP Address \*


Min 1 & Max of 5

Community String \*

Comm0n1ty-Str1ng-2016-\*

A min of 20 & max of 50 characters long & have all of the following - mixed case, one or more numerical digits.

Exit Previous Save Next

If you have chosen to 'add' SNMP you'll see this screen

1 Netflow 2 Site Selection 3 Configuration 4 Customer Details 5 Supporting Notes 6 Order Review

### Configure Sites

Selected Sites

Postcode	Site Name	CAL Reference	Circuit Bandwidth	Bearer Bandwidth	Hostname	Model	Management Flag	LAN Network IP
CF1 7WW	TEST ACCOUNT				TEST	TSET		
CF1 7WW	TEST ACCOUNT				TEST	TEST		
CF1 7WW	TEST ACCOUNT				TEST	TEST1244		

You are removing Netflow from sites. This change will apply to all the above sites.

Exit Previous Save Next

**N.B. If you make a monitoring change request, the change will be applied to all sites.**

If you have chosen to 'remove' Netflow/SNMP you'll see this screen



# Add/Remove Network & IP Traffic Configs (Cont'd...)

**Technical Contact**

You must provide at least 1 technical contact & max of 3.

First Name \*

Last Name \*

Email \*

Contact Tel \*

Mobile

**Add Another Contact +**

**Pre-change Notification Contact**

You must provide at least 1 pre-change contact & max of 3.

First Name \*

Last Name \*

Email \*

Contact Tel \*

Mobile

**Add Another Contact +**

**Testing Notification Contact**

You must provide at least 1 Testing contact & max of 3.

First Name \*

Last Name \*

Email \*

Contact Tel \*

Mobile

**Add Another Contact +**

In addition to company details and billing contact information you'll need to provide:

- Technical Contact details
- Pre-Change Notification Contact details
- Testing Notification details.

You must provide **at least one** entry for each of these contacts, and a **maximum of three**.

**Schedule**

Request Date \*  A minimum of 10+ working days lead time applies from submission date.

Preferred Start Time \*

**Late Night Hours** - between midnight to 7:00 AM, change request charged at £750.00 per site.

**Out of Hours** - between 5:30 PM to midnight and 7:00 AM to 9:00 AM on weekdays or any time (excluding midnight to 7:00 AM) during weekends or public holidays, change request charged at £750.00 per site.

**In Hours** - between 9:00 AM to 5:30 PM on weekdays (excluding bank holidays), change request charged at £500.00 per site.

You will need to select the date you wish your changes to take effect.

**Please note changes must be scheduled at least 10 working days in advance of the date required.**

You will also need to select the preferred start time for your change:

- Late Night Hours
- Out of Hours
- In Hours.

Contact your Account Manager or Service Relationship Manager to find out how to get access!