

ENGAGE
INCIDENT LOGGING POCKET GUIDE

VERSION 1.0

Hello and welcome

Welcome to Engage. It's great to have the opportunity to work with you.

The world is becoming more complex, you need to extend the reach of your network, control costs and ensure the security of your business – all while adopting new ways of working.

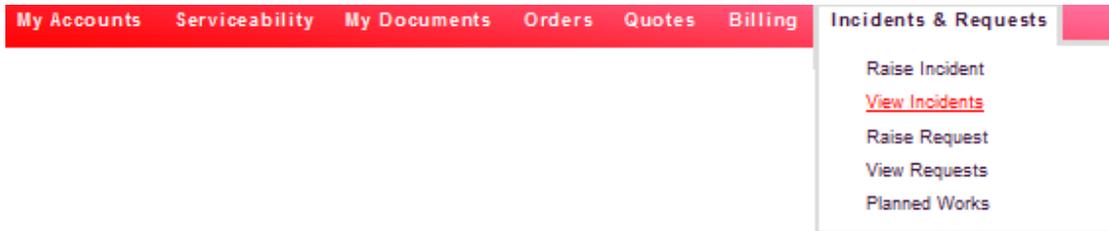
We're not claiming that solving such complexities is simple. But now we're working together we hope that Engage makes it easier and faster for you to get what you need. Then you can use the solutions you choose to turn those everyday complexities into opportunities.

Delve into this guide whenever you need help on the portal.



Incidents and Requests

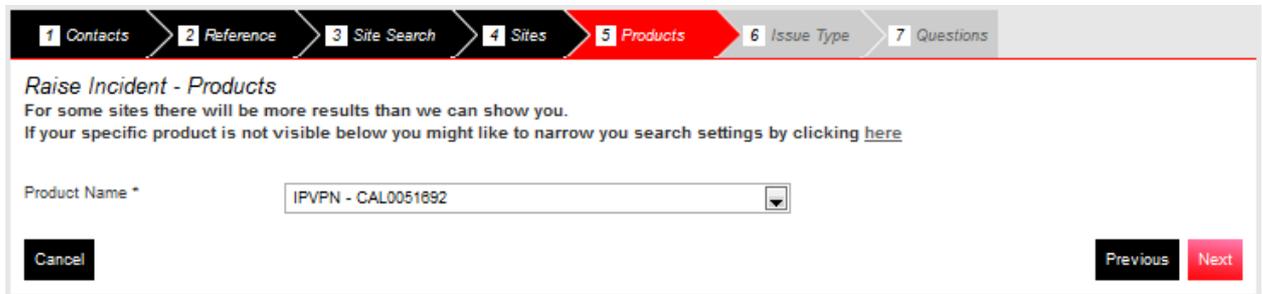
Engage now offers customers the facility to create incidents and request in the event of a fault, or to log a change requirement. You can do this by accessing the new **Incidents & Requests** tab as shown.



In this area, you can raise and track their status. Here's a quick summary of the features:

- **Raise Incident** - should the worst happen, you can log a fault with us by raising an incident for that particular service
- **View Incidents** - search, view and update existing incidents
- **Raise Requests** - raise a request for a minor change to your service
- **View Requests** - search, view and update existing requests
- **Planned Works** - view planned works that may have an impact on your data services with us.

Select **Raise Incident** from the Incidents & Requests tab at the right hand side of the Homepage, then enter the details required to complete.



View incidents

Here you can view the incidents that you have created.

View Incidents

[Raise Incident](#) [Export CSV](#)

Search Date From Date To [Search](#) [Clear](#)

Incident History								Displaying from 02/09/2014 to 13/10/2014	
Incident ID	Site	Product	Created On	Entered By	My Ref	Description	Status		
F003231598	LONDON	IPVPN	13/10/2014 11:03	307451PerrinC	MyRef1234	Intermittent connection	Open		

Raise Requests

Not only are you now able to log faults, you can also log a number of small changes, subject to the conditions below:

- The change has no cost impact
- Requires no Virgin Media Business on-site resource
- Has no impact on other customers
- Does not cause disruption to service
- Can be completed during normal business hours
- Does not require any change to your current design

View Requests

You'll have the facility to view the requests that have been created.

View Requests

[Raise Request](#) [Export CSV](#)

Request History							Displaying from 02/09/2014 to 13/10/2014	
Request ID	Site	Product	Created On	Entered By	My Ref	Description	Status	
F003231599	LONDON	IPVPN	13/10/2014 12:15	307451PerrinC	MyRequest123	New request	Open	

Note: You'll be able to export these details to a spreadsheet by clicking on Export CSV at the top of the page. You'll also be able to click on each of these column titles to sort their results by this field.

Messages

Keeping you informed

To ensure that we communicate effectively, from time to time we'll send you information to keep you up to date with what's going on or about planned changes that may affect you. When you login to Engage, you'll see a message notification on the right hand side of the home page.

When you click on the message link, messages will be displayed in list format.

My Messages		
Date	Subject	Message Status
24/10/2014 11:05	Test Message to Test Account 1	Unread
23/09/2014 17:24	Hello you guys!	Read

Select the message you would like to read by clicking on the subject field.

My Messages

Test Message to Test Account 1

Works like a dream!

[Back](#)

You can now read the content of your message on-screen.

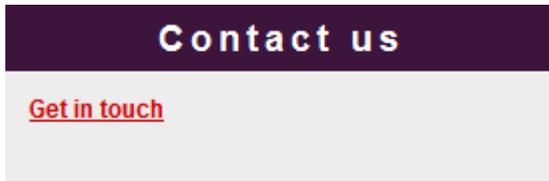
The status of the message will show as having been read and will be automatically stored for future reference.

If your preference is to **Delete** the message, simply select that option from the list, and the message will be removed.

Contact Us?

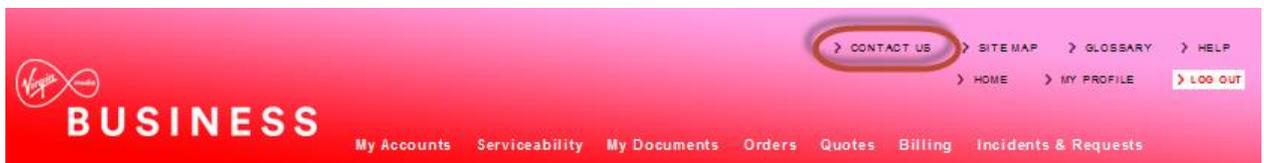
If you need to get in touch, select **Contact us** on the right hand menu.

If you follow **Get in touch** from the link on the home page, it will direct you to a page where your administrator has populated all of the members of your account teams' contact details for your reference.



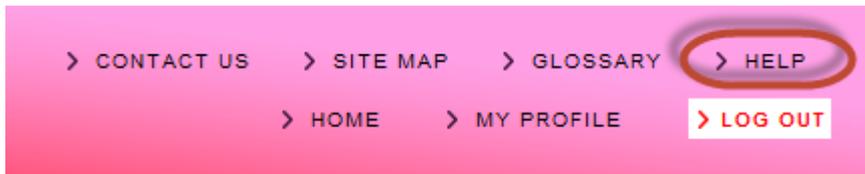
OR

Select **Contact Us** from the right hand side of the top tool bar to send us an email.



Further Help

This document should be a useful guide, but if you need more information then a full version of the reference guide is available to view online. Click **Help** on the top right hand corner of the Engage homepage as shown here.



Once you have launched the site, please follow the on-screen instructions.