

HP PPM Apps for Smartphone

for the Android and iOS mobile operating systems

Software Version: PPM Requests for Smartphone 2.10, 2.00, 1.01

TM Approval for Smartphone 2.10, 2.00, 1.00

TM Submission for Smartphone 1.10, 1.00

Getting Started Guide

Document Release Date: June 2014

Software Release Date: June 2014



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This manual's title page contains the following identifying information:

- Software version number, which indicates the software version
- Document release date, which changes each time the document is updated
- Software release date, which indicates the release date of this version of the software

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1 Welcome to This Guide

Welcome to the *HP PPM Apps Getting Started Guide*.

PPM Center now includes mobile capabilities, powered by HP Anywhere. Now, you can manage requests and timesheets from your iPhone or Android smartphones. With this new functionality, PMOs and managers can be more productive—working on the go in a secured, personalized and intuitive way.

Audience

This document is designed for the end users who use PPM apps from their mobile devices. For information about using the app of your choice, follow the links below:

If you use HP Anywhere 10.x for PPM apps,

- [*Using PPM Requests for Smartphone 2.10 or 2.00*](#)
- [*Using TM Approval for Smartphone 2.10 or 2.00*](#)
- [*Using TM Submission for Smartphone 1.10 or 1.00*](#)

If you use HP Anywhere 9.00 or 9.01 for PPM apps,

- [*Using PPM Requests for Smartphone 1.01*](#)
- [*Using TM Approval for Smartphone 1.00*](#)

System Requirements

Before installing the apps on your smartphones, make sure that you meet the following requirements:

Software Version:

- For PPM Requests for Smartphone 2.10, TM Approval for Smartphone 2.10, or TM Submission for Smartphone 1.10:
 - HP Anywhere 10.11 (on the server and on the mobile device)
 - HP Project and Portfolio Management Center 9.22

You should apply patch 0002 on top of PPM Center 9.22 to use TM Submission for Smartphone 1.10.

For instructions about installing PPM Center 9.22.0002, see *PPM Center 9.22.0002 Release Notes*.

- For PPM Requests for Smartphone 2.00, TM Approval for Smartphone 2.00, or TM Submission for Smartphone 1.00:
 - HP Anywhere 10.00 (on the server and on the mobile device)
 - HP Project and Portfolio Management Center 9.21
- For PPM Requests for Smartphone 1.01, or PPM TM Approval for Smartphone 1.00:
 - HP Anywhere 9.00 or 9.01 (on the server and on the mobile device)
 - HP Project and Portfolio Management Center 9.13 or 9.14

Supported devices:

- Smartphone

Device operating system (on recommended devices):

- For PPM Requests for Smartphone 2.10 or 2.00, TM Approval for Smartphone 2.10 or 2.00, or TM Submission for Smartphone 1.10 or 1.00:
 - iOS 5 (on iPhone 4/4S), or iOS 6 (on iPhone 5)

- Android 2.3.5 (on Samsung Galaxy S2), or Android 4.0.4 (on Samsung Galaxy S3)
- For PPM Requests for Smartphone 1.01, or TM Approval for Smartphone 1.00:
 - iOS 4.0 and above
 - Android 2.2 and above

Mobile connectivity:

- Standard communication with the HP Anywhere Server, such as Wi-Fi or 3G

Overview of PPM Apps

As of June 2014, there are three PPM apps available:

- **PPM Requests** — The mobilized version of the HP Project and Portfolio Management Center (PPM Center) product, available only for workflow decision steps of the HP Demand Management module of PPM Center.

PPM Center users who are working outside of an office or without VPN access can act on request approval workflow steps from their smartphones, without having to connect to the standard PPM user interface.

PPM Center supports the following versions of PPM Requests app:

- HP Anywhere 10.x app for PPM Request Management:
 - PPM Requests for Smartphone 2.10 — available only on HP Anywhere 10.11.
 - PPM Request for Smartphone 2.00 — available only on HP Anywhere 10.00.



PPM Request for Smartphone 2.10 is powered by HP Anywhere 10.11, while PPM Request for Smartphone 2.00 is powered by HP Anywhere 10.00. They have no differences in terms of functionalities.

Compared with version 1.01, PPM Requests for Smartphone 2.10 and 2.00 does not support the alert and notification functionality.

- PPM Requests for Smartphone 1.01 — available only on HP Anywhere 9.00 or 9.01.



Compared with version 1.00, PPM Requests for Smartphone 1.01 added MLU support.

- **TM Approval** — The mobilized version of the HP Project and Portfolio Management Center (PPM Center) product, available only for timesheet approval actions of the HP Time Management module of PPM Center.

PPM Center users, or more specifically, TM approvers, who are working outside of an office or without VPN access can approve or reject timesheets from their smartphones, without having to connect to the standard PPM user interface.

PPM Center supports the following versions of TM Approval app:

- HP Anywhere 10.x app for PPM Time Management Approval:
 - TM Approval for Smartphone 2.10 — available only on HP Anywhere 10.11.
 - TM Approval for Smartphone 2.00 — available only on HP Anywhere 10.00.



TM Approval for Smartphone 2.10 is powered by HP Anywhere 10.11, while TM Approval for Smartphone 2.00 is powered by HP Anywhere 10.00. They have no differences in terms of functionalities.

Both versions of TM Approval app do not offer Front Page view, and as a result, the alert and notification functionality is not available.

- TM Approval for Smartphone 1.00 — available only on HP Anywhere 9.00 or 9.01.

- **TM Submission** — The mobilized version of the HP Project and Portfolio Management Center (PPM Center) product, available for timesheet creating, editing and submission action of the HP Time Management module of PPM Center.

PPM Center users who are working outside of an office or without VPN access can create, edit, or submit timesheets from their smartphones, without having to connect to the standard PPM user interface.

PPM Center supports the following versions of TM Submission app:

HP Anywhere 10.x app for PPM Time Management Submission:

- TM Submission for Smartphone 1.10 — available only on HP Anywhere 10.11
- TM Submission for Smartphone 1.00 — available only on HP Anywhere 10.00.

TM Submission for Smartphone 2.10 is powered by HP Anywhere 10.11, while TM Submission for Smartphone 2.00 is powered by HP Anywhere 10.00. They have no differences in terms of functionalities.

TM Submission app does not offer Front Page view, and as a result, the alert and notification functionality is not available.

PPM apps are powered by HP Anywhere, it is required to install and configure HP Anywhere. For more information, see *HP Anywhere Installation Guide and Configuration Guide*, and *HP Anywhere Administrator Guide*.

Once end users have downloaded and installed HP Anywhere client, they can log in to HP Anywhere to install available apps, including PPM Requests, TM Approval, and TM Submission, and access available services.

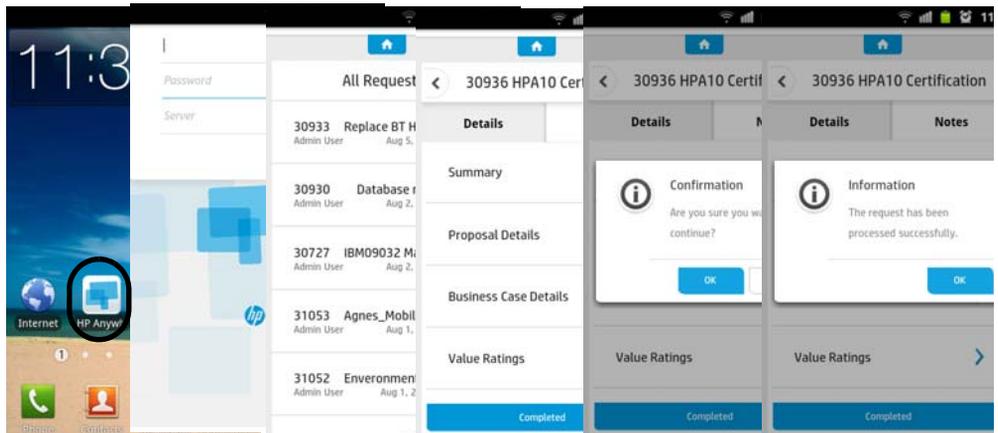
Figure 1-1 illustrates how PPM Requests app works.

Figure 1-1. How PPM Requests app works



Figure 1-2 illustrates a typical example of approving a request from smartphone via PPM Requests app.

Figure 1-2. Example of approving a request from smartphone



Supported Languages

PPM apps support all languages that PPM Center supports:

- English (en)
- Russian (ru)
- Portuguese (pt_BR)

- Spanish (es)
- Chinese (zh_CN)
- German (de)
- French (fr)
- Korean (ko)
- Turkish (tr)
- Italian (it)
- Japanese (ja)
- Dutch (nl)



HP Anywhere may not support some languages listed above. As a result, after logging on to HP Anywhere on a non-English language, you may see some screens with English words.

Related Information

For information about how to use HP Demand Management and HP Time Management, see the following PPM Center documents:

- *Release Notes*
- *HP Demand Management User's Guide*
- *HP Demand Management Configuration Guide*
- *Tracking and Managing IT Demand Configuration Guide*
- *Tracking and Managing IT Demand User's Guide*
- *Commands, Tokens, and Validations Guide and Reference*
- *HP Time Management User's Guide*
- *HP Time Management Configuration Guide*

- *Reports Guide and Reference*
- *Getting Started*
- *What's New and What's Changed*
- *HP Project Management User's Guide*
- *HP-Supplied Entities Guide* (includes descriptions of all HP Demand Management portlets, request types, and workflows)

2 Using PPM Requests for Smartphone 2.10 or 2.00

This chapter provides instructions about setting and using PPM Requests for Smartphone 2.10 or 2.00 (HP Anywhere 10.x app for PPM Request Management) from mobile devices.



PPM Request for Smartphone 2.10 is powered by HP Anywhere 10.11, while PPM Request for Smartphone 2.00 is powered by HP Anywhere 10.00. They have no differences in terms of functionalities.

PPM Requests for Smartphone 2.10 or 2.00

This section contains the following information:

- *Prerequisites*
- *Configuring App Settings on Your Smartphone*
- *Viewing and Approving Requests*
- *Limitations*

Prerequisites

Before logging in to HP Anywhere from your smartphone, make sure you meet the following prerequisites:

- You have a PPM Center user account with necessary access grants to the HP Demand Management module of PPM Center.

- Your administrator already assigned you an HP Anywhere user account with which to log in to HP Anywhere client from your smartphone, including such information as username, password, HP Anywhere server address and port number.



If your organization implements LWSSO user authentication, as an existing PPM Center user, you would only need the HP Anywhere server address and port number.

- Your mobile device has Internet connection.

Configuring App Settings on Your Smartphone

If you are a first time user, go to *Completing Settings As a First Time User*.

If you need to modify the app settings on your smartphone, go to *Modifying Settings As an Existing User* on page 21.

Completing Settings As a First Time User

As a smartphone user, when you log on to HP Anywhere from your smartphone for the first time, you need to “initialize” or complete some required settings on your smartphone before you can continue to access an app.

To do so, follow the instructions below,

1. Check and make sure that you already have HP Anywhere installed on your smartphone.

If you do not see the icon, you need to install the HP Anywhere client software.

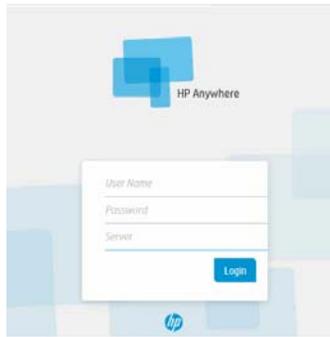
Follow the download URL that your administrator provided to you to download and install HP Anywhere client onto your smartphone.

Your administrator may send the download URL in one of the following ways: SMS, Email, or QR code.

You can also download HP Anywhere client from AppStore or Google Play.

2. Tap the HP Anywhere icon.

The HP Anywhere login page opens.

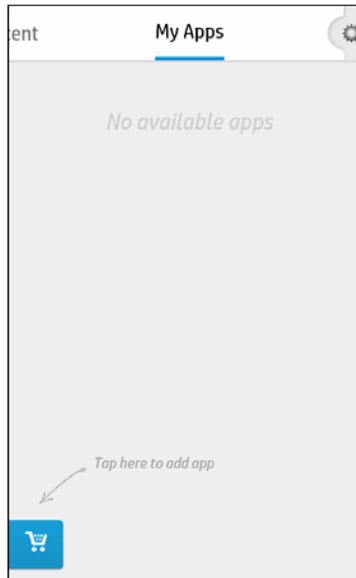


3. Provide the required information for the fields described in the table below:

| Field | Description, Sample Value |
|----------|---|
| Username | User name for the HP Anywhere account that your administrator assigned to you. |
| Password | Password for the HP Anywhere account that your administrator assigned to you. |
| Server | <p>The HP Anywhere server address that your administrator provided to you. Server address format: <code>http://<HPA_Server_IP>:<Port></code>, or, <code>http://<HPA_Server_Hostname>:<Port></code></p> <p>If HP Anywhere uses SSL, enter server address and port number in the following format: <code>https://<HPA_Server_IP>:<Port></code>, or, <code>https://<HPA_Server_Hostname>:<Port></code></p> <p>Note: After the first access, you can tap Edit Server on your screen to change the server information.</p> |

4. Tap **Login**.
5. Go to My Apps page to install the app on your smartphone.
- Tap **My Apps** in the quick launch bar.

The My Apps page opens.



- b. Tap  in the lower-left corner of your screen.
The Catalog page opens.
- c. Tap **PPM Requests**.
The PPM Requests Info page opens.
- d. Tap **ON** in the upper-right corner of your screen.
HP Anywhere 10.x app for the PPM Request Management is installed.
You may tap **OFF** to remove the app from your smartphone later when necessary.



Removing an app from your smartphone does not remove it from HP Anywhere server.

6. Tap  to return to the quick launch bar, and then tap  to access the Settings page.
7. Provide the required information as described in the table below.

Table 2-1. PPM Requests app settings

| Field (*Required) | Description |
|-------------------------------|--|
| PPM Requests | |
| Requests | |
| In last period (days) | Specifies duration of the last period (in days) for PPM Requests app to display eligible requests from. Default: 30 (days) |
| PPM Server Information | |
| Data Source* | The PPM Center instance you want to connect to. |
| Username* | User name for your PPM Center user account. HP Anywhere is connected to the backend PPM Center system via the PPM Request app using this account. This field is required if your organization uses basic user authentication mode. |
| Password* | Password for your PPM Center user account. This field is required if your organization uses basic user authentication mode. |



If you want to configure settings for **User Profile** and **General** fields, see *HP Anywhere Installation and Configuration Guide*.

Your input is saved automatically when you leave the Settings page.

8. Return to the quick launch bar. Your settings are saved automatically.

Modifying Settings As an Existing User

As an existing user, you may access the Settings page by tapping  in the quick launch bar on your mobile device.

To modify a setting,

1. Tap  in the quick launch bar on your mobile device.
2. Tap **PPM Requests**.

3. Tap the desired item and modify your settings.

Your changes are saved automatically.

Viewing and Approving Requests

After you have completed the settings for the PPM Requests app, you are ready to view and approve PPM Center requests from your smartphone.

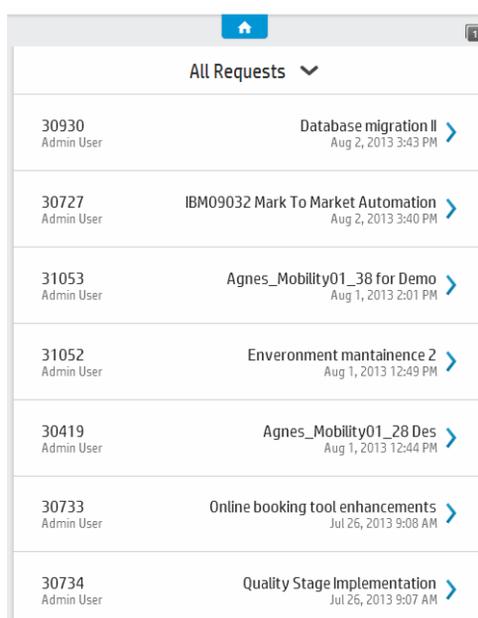
Viewing Requests

Normally a request may contain the following pages:

- *Request List Page*
- *Request Detail Page*
- *Request Section Details Page*
- *Request Notes*
- *Approval Actions*
- *Reconfirmation Page*
- *Requests with Empty Required Fields*

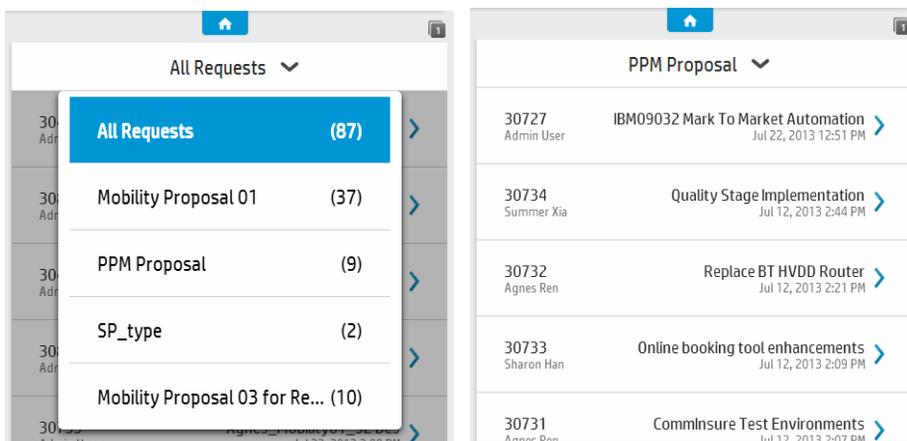
Request List Page

When you open the PPM Requests app, you come to the Request List page.



This page lists all eligible requests awaiting for your actions in the order of last update time, with the latest listed on the top. Request ID, request subject, and request creator are also displayed. Swipe up or down to view more requests.

To list requests of a certain request type, tap **All Requests** above the requests list, and then tap the desired request type.



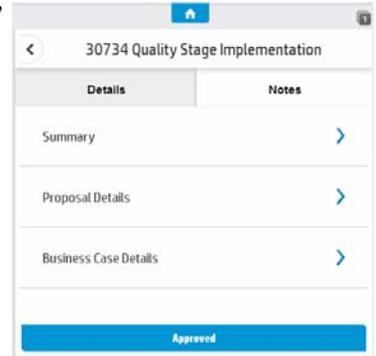
Request Detail Page

When you tap a request in the Request List page, the Request Detail page opens, listing all sections of the request along with available action buttons at the bottom.

To view details of a section, tap on it.

Swipe up or down to view more sections.

To go back to the previous page, tap  in the top left corner of the screen.



Request Section Details Page

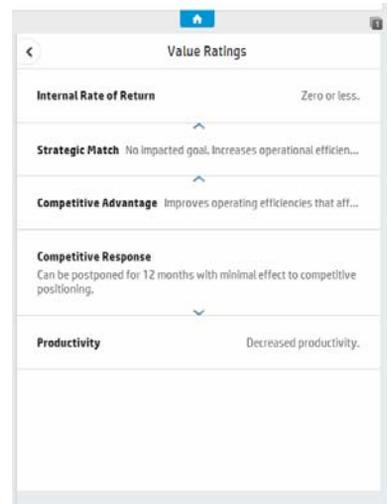
Tap a section on the Request Detail page to open the corresponding section details page for the request.

To expand field details, tap .

To collapse field details, tap .

Swipe up or down to view more fields.

To go back to the previous page, tap  in the top left corner of the screen.

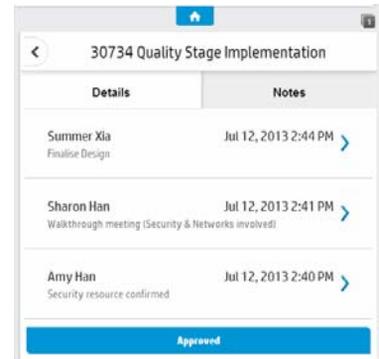


Request Notes

The Notes tab in the Request Detail page lists all notes of a request, including such information as note creator and note subject. Notes are ordered by last update time, with the latest one listed on top.

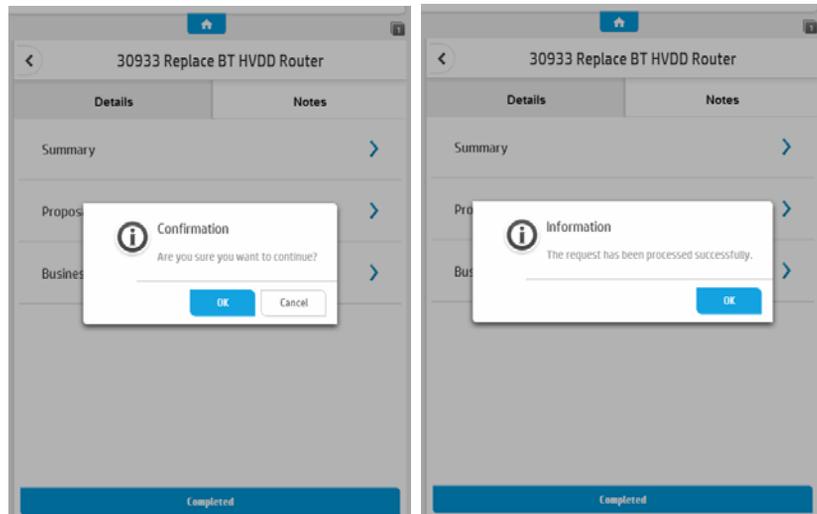
To view detailed content of a note, tap on the note.

To go back to the previous page, tap  in the top left corner of the screen.



Approval Actions

Specific approval actions available for requests depend on the specific request approval workflow steps your PPM Center administrator configured in PPM Workbench for the corresponding request types. Therefore, you might see different action buttons for different requests.



When you tap on an action button at the bottom of the screen, a message pops up asking for your confirmation. Tap **OK** to continue, or tap **Cancel**. If the action you performed is successfully processed, you receive a success message.

You are back to the Request List page after tapping **OK** in the Information dialog box.

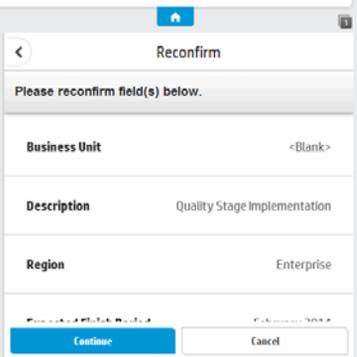
Reconfirmation Page

If a reconfirmation step is configured for a request type in PPM Workbench, when you tap an approval action button, you are brought to the Reconfirm page. This gives you an opportunity to review all important fields before you proceed.

Tap **Continue** to proceed after you have reviewed all fields again.

Swipe up or down to view more fields.

To go back to the previous page, tap  in the top left corner of the screen.

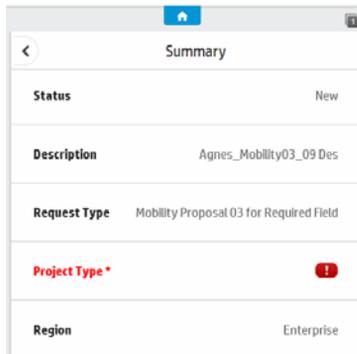
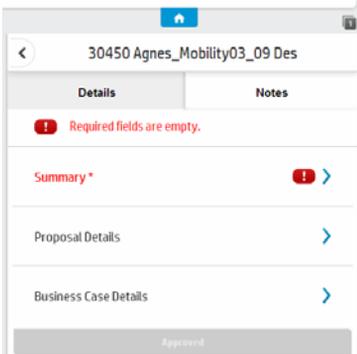


Requests with Empty Required Fields

If there are any empty required fields in the current step of a request, an error message displays at the top of a request summary page with corresponding action button(s) disabled. The request cannot be processed until the required fields are completed from Web interface.

Tap a highlighted section to view details.

Empty required fields are highlighted in red, with an asterisk and an exclamation mark.



Approving Requests

To do so,

1. Tap an available action button on the Request Detail page for a desired request.

The Confirmation dialog pops up, asking for your confirmation.

2. Tap **OK**. Otherwise, tap **Cancel**.

The Reconfirm page displays if a reconfirmation step is configured for the request type.

3. Tap **Continue**.

If the action you performed is successfully processed by the backend system, an Information dialog box pops up informing you of the success.

4. Tap **OK** to complete this step.

5. Tap  in the top left corner of the screen to go back to the previous page, or the Request List page to view and approve another request.

Limitations

As the mobilized version of the HP Demand Management module of PPM Center, PPM Requests app is designed primarily for stakeholders to perform request approval actions. Therefore, not all features and functionality available with the full version of HP Demand Management module of PPM Center are available with the app:

- The following component types are not supported:
 - Staffing profile: Only displays staffing profile ID.
 - Table component: Only displays number of entries.
 - URL and Link: Content of the URL or Link is displayed, but clicking the URL or Link content does not bring users to the desired page as expected.
 - Attachment: Only displays attachment filename.

- Rule events not supported for request type rules:
 - Apply on creation
 - Apply on field change
 - Apply on copy

To perform approval actions on requests with the above unsupported rule events, you need to access the full version of PPM Center.

- Requests accessed from mobile devices are not editable and not searchable.
- Only eligible requests are visible to end users. Requests awaiting approval actions are considered eligible.
- End users cannot process request approval workflow actions successfully in the following situations:
 - A workflow step requires authentication.
 - A workflow transition requires notes but there are no notes to the requests.
 - Required fields are empty on look-ahead pages.
 - Required fields are empty on the request detail page.

3 Using PPM Requests for Smartphone 1.01

This chapter provides instructions about setting and using PPM Requests for Smartphone 1.01 from mobile devices.

PPM Requests for Smartphone 1.01

This section contains the following information:

- *Prerequisites*
- *Configuring app Settings on Your Smartphone*
- *Viewing and Approving Requests*
- *Configuring Alerts and Viewing Notifications*
- *Limitations*

Prerequisites

Before logging in to HP Anywhere from your smartphone, make sure you meet the following prerequisites:

- You have a PPM Center user account with necessary access grants to the HP Demand Management module of PPM Center.
- Your administrator already assigned you an HP Anywhere user account with which to log in to HP Anywhere client from your smartphone,

including such information as username, password, HP Anywhere server address and port number.



If your organization implements LWSSO user authentication, as an existing PPM Center user, you would only need the HP Anywhere server address and port number.

- Your mobile device has Internet connection.

Configuring app Settings on Your Smartphone

If you are a first time user, go to *Completing Settings As a First Time User*.

If you need to modify the app settings on your smartphone, go to *Modifying Settings As an Existing User* on page 37.

Completing Settings As a First Time User

As a smartphone user, when you log on to HP Anywhere from your smartphone for the first time, you need to “initialize” or complete some required settings on your smartphone before you can continue to access an app. Such settings include backend PPM Center system that you want to access via the app.

To do so, follow the instructions below,

1. Check and make sure that you already have the HP Anywhere icon on your smartphone.



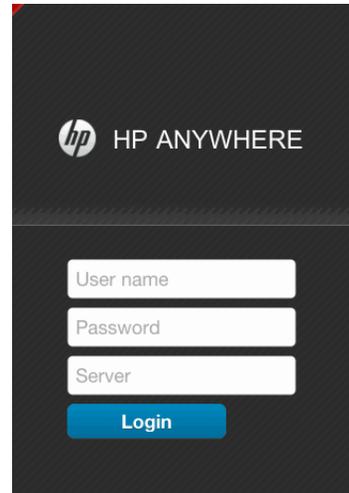
If you do not see the icon, you need to install the HP Anywhere client software.

Follow the download URL that your administrator provided to you to download and install HP Anywhere client onto your smartphone.

Your administrator may send the download URL in one of the following ways: SMS, Email, or QR code.

2. Tap the HP Anywhere icon.

The HP Anywhere login page displays.



3. Provide the required information for the fields described in the table below:

| Field | Description, Sample Value |
|----------|--|
| Username | User name for the HP Anywhere account that your administrator assigned to you. |
| Password | Password for the HP Anywhere account that your administrator assigned to you. |
| Server | <p>The HP Anywhere server address that your administrator provided to you. Server address format: <code>http://<HPA_Server_IP>:<Port></code>, or, <code>http://<HPA_Server_Hostname>:<Port></code></p> <p>If HP Anywhere uses SSL, enter server address and port number in the following format: <code>https://<HPA_Server_IP>:<Port></code>, or, <code>https://<HPA_Server_Hostname>:<Port></code></p> <p>Note: After first access, you can tap Change Server in the lower left corner of your screen to change the server information.</p> |

Once you log in to HP Anywhere on your smartphone, your smartphone is “registered” in HP Anywhere server system with the username and password you used. This ensures that the HP Anywhere system is accessible to “you” only from your smartphone. Using a different user account to access the HP Anywhere system from your smartphone thus becomes impossible.

Note that HP Anywhere user account is unique.

4. Tap **Login**.
5. (Optional) If the app you try to access is not available, go to Catalog page to install it.
 - a. Tap **Catalog** in the quick launch bar.

The Catalog page of HP Anywhere client displays.



- b. Tap **PPM Requests**.

The Info page for the PPM Requests app displays.

- c. Tap **Install**.

The app is installed instantly.

- d. In the installation success dialog that pops up, tap **OK**.

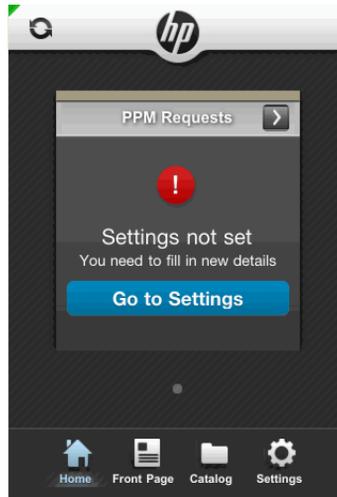
The available action button on app Info page now changes to **Uninstall**. You may click **Uninstall** to remove the app from your smartphone later when necessary.



Removing an app from your smartphone does not remove the app from HP Anywhere server.

6. Tap .

While attempting to load the app for you, HP Anywhere displays “Settings not set” warning message on app cards that require additional settings for connecting to the backend systems, prompting you to provide more details and complete the settings.



7. Tap **Go to Settings**.

The Settings page displays.



8. Provide required information as described in the table below.

Table 3-1 describes common PPM Server information shared among all PPM apps. *Table 3-2* describes settings specific to the PPM Requests app.

Table 3-1. PPM Server Information

| Field (*Required) | Description |
|-------------------|--|
| Common with: | Indicates that this app shares the same PPM server information with another PPM app, represented by the color block. |
| *Data Source | The PPM Center instance you want to connect to. Select a desired instance from a list of available PPM Center instances that your administrator configured for you. |
| *Username | User name for your PPM Center user account. HP Anywhere connects to the backend PPM Center system via the PPM Requests app using this account. This field is required if your organization uses basic user authentication mode. Note: If your organization uses LWSSO user authentication mode, this field is not visible, as you should have already logged in to HP Anywhere using your PPM Center user account. |
| *Password | Password for your PPM Center user account. Note: If your organization uses LWSSO user authentication mode, this field is not visible, as you should have already logged in to HP Anywhere with your PPM Center user account. |
| Validate | Click to validate whether the data source you selected is valid and available. |

Table 3-2. PPM Requests app-specific settings

| Field (*Required) | Description |
|-------------------|-------------|
| Front Page | |

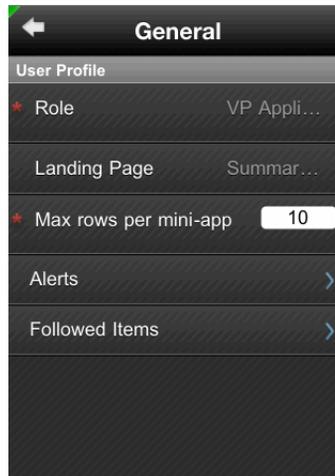
Table 3-2. PPM Requests app-specific settings

| Field (*Required) | Description |
|-----------------------|---|
| No. of Requests | Specifies number of eligible PPM requests you want to display on the Front Page. Default: 25 (requests) |
| Requests | |
| In last period (days) | Specifies duration of the last period (in days) for PPM Requests app to display eligible requests from. Default: 30 (days) |

Your input are saved automatically when you leave the Settings page.

9. Tap  in the upper left corner of your screen.
10. Tap **General**.

The General settings page displays. The settings on this page apply to all apps.



11. Provide required information as described in the tables below.

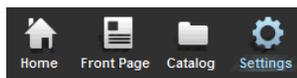
Table 3-3. General user profile settings

| Field (*Required) | Description |
|---------------------|--|
| User Profile | |
| * Role | Select your role from a list of pre-defined roles. This is your HP Anywhere account user role. |
| Landing Page | Select the default view for your apps. Valid values: <i>Summary Page</i> , <i>Front Page</i> |
| * Max rows per app | Specifies the maximum rows to display on the landing page you specified for each of the PPM apps. Valid value range: 5~50; Default: 50 |
| Alerts | View and edit alerts. For details on configuring and viewing alerts, see Configuring Alerts and Viewing Notifications on page 46. |
| Followed Items | Displays the items that you are following. For details, see Create Alerts and Follow Items from Front Page Context Menu on page 50. |

12. Return to the Home page. Your settings are saved automatically.

Modifying Settings As an Existing User

As an existing user, you may access the Settings page by tapping **Settings** in the quick launch bar on your mobile device.



The Settings page comprises two parts:

- **General** — General user profile settings, including user role. For details, see [Table 3-3](#) on page 37.
- Backend systems, including **PPM**.

PPM — PPM Center-specific settings, including username and password for your PPM Center account, PPM Center data source instance, and other settings. For details, see *Table 3-1 on page 35* and *Table 3-2 on page 35*.

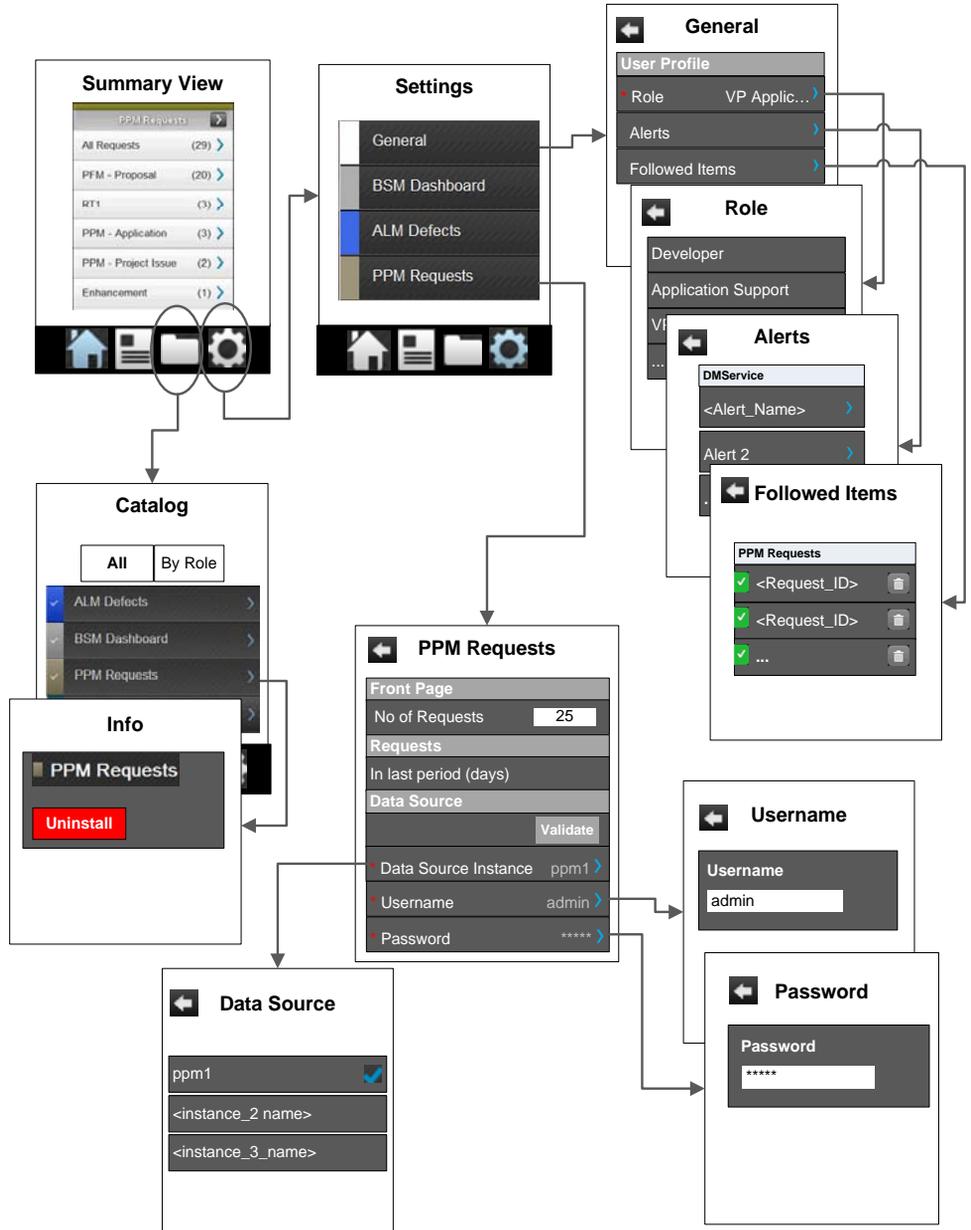
To modify a setting,

1. Tap **Settings** in the quick launch bar on your mobile device.
2. Tap **General** or **PPM**, depending on which setting you want to modify.
3. Tap the desired item and modify your setting.

Your changes are saved automatically.

Figure 3-1 provides a quick overview of what you can access via **Catalog** and **Settings** in the quick launch bar on your mobile device.

Figure 3-1. Quick Launch Bar — Catalog and Settings



Viewing and Approving Requests

After you have completed the PPM Requests app settings, you are ready to view and approve PPM Center requests from your smartphone.

Viewing Requests

You can access eligible requests awaiting for your approval actions from either **Home** or **Front Page** in the quick launch bar of your smartphone.



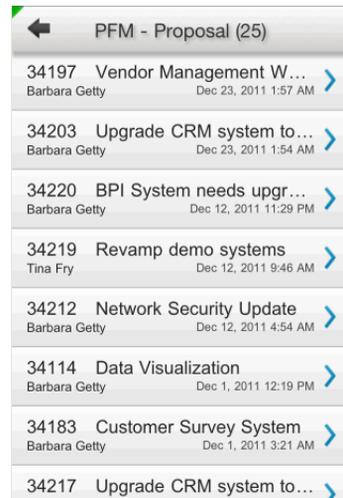
Normally a request may contain the following pages:

- *Summary View and Request List Page*
- *Request Detail Page*
- *Request Section Details Page*
- *Request Notes*
- *Approval Actions*
- *Reconfirmation Page*
- *Requests with Empty Required Fields*

Summary View and Request List Page

The summary view on **Home** page for PPM Requests app displays eligible requests grouped by request types awaiting for your actions, with request count displayed on the right side.

This view provides enough information at a glance for you to make quick decisions and decide if you need to look at more data. You can then drill down to more details of a request and act on the request by tapping the available action buttons. The > sign at the right end of an item indicates more data available, you can always tap the item to view more details.



- List all requests — Tap **All Requests** or  in the top right corner of the PPM Requests card view to list all requests.
- List requests of a certain request type — Tap the desired request type to list all requests of that request type.

Request list page lists requests in the order of last update time, with the latest listed on the top. Request ID, request subject, and request creator are also displayed. Scroll up or down to view more requests.

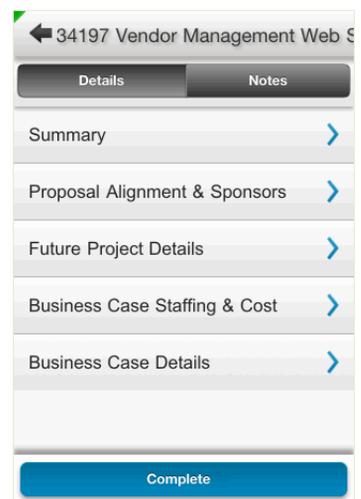
Request Detail Page

When you tap a request in the request list page, the request detail page displays, listing all sections of the request along with available action buttons at the bottom.

To view details of a section, tap on it.

Scroll up or down to view more sections.

To go back to the previous page, tap  in the top left corner of the screen.



Request Section Details Page

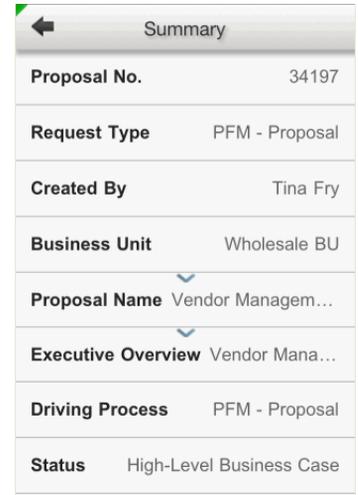
Tap a section on the request summary page to open the corresponding section details page for the request.

To expand field details, tap .

To collapse field details, tap .

Scroll up or down to view more fields.

To go back to the previous page, tap  in the top left corner of the screen.



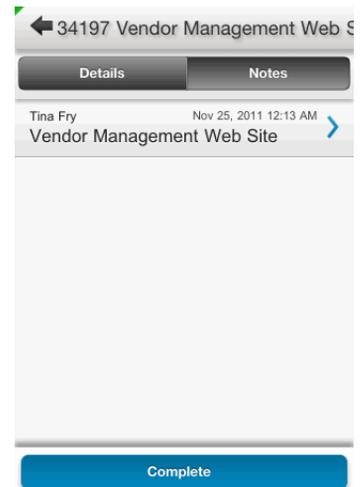
| Summary | |
|--------------------|--------------------------|
| Proposal No. | 34197 |
| Request Type | PFM - Proposal |
| Created By | Tina Fry |
| Business Unit | Wholesale BU |
| Proposal Name | Vendor Managem... |
| Executive Overview | Vendor Mana... |
| Driving Process | PFM - Proposal |
| Status | High-Level Business Case |

Request Notes

The Notes tab in the request summary page lists all notes of a request, including such information as note creator and note subject. Notes are ordered by last update time, with the latest one listed on top.

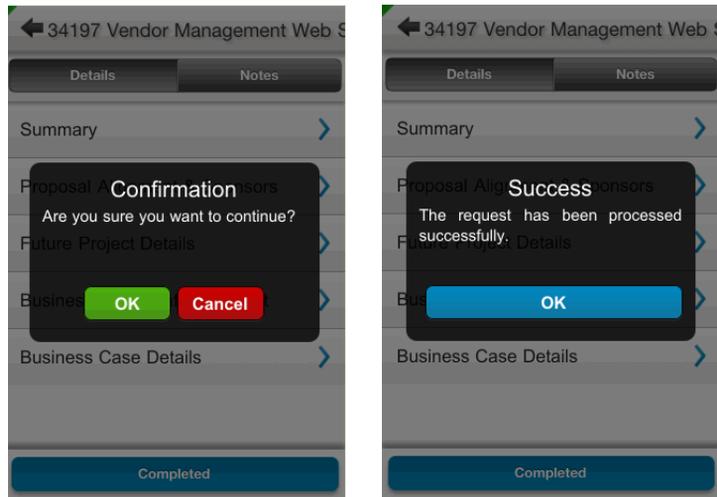
To view detailed content of a note, tap on the note.

To go back to the previous page, tap  in the top left corner of the screen.



Approval Actions

Specific approval actions available for requests depend on the specific request approval workflow steps your PPM Center administrator configured in PPM Workbench for the corresponding request types. Therefore, you might see different action buttons for different requests.



When you tap on an action button at the bottom of the screen, a message pops up asking for your confirmation. Tap **OK** to continue, or tap **Cancel**. If the action you performed is successfully processed, you receive a success message.

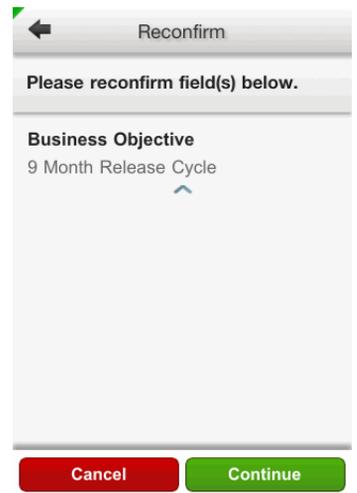
Reconfirmation Page

If a reconfirmation step is configured for a request type in PPM Workbench, when you tap an approval action button, you are brought to the Reconfirm page. This gives you an opportunity to review all important fields before you proceed.

Tap **Continue** to proceed after you have reviewed all fields again.

Scroll up or down to view more fields.

To go back to the previous page, tap  in the top left corner of the screen.

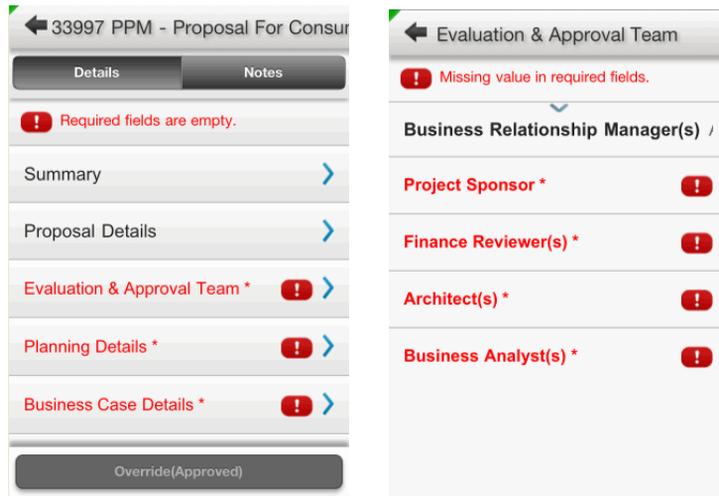


Requests with Empty Required Fields

If there are any empty required fields in the current step of a request, an error message displays at the top of a request summary page with corresponding action button(s) disabled. The request cannot be processed until the required fields are completed from Web interface.

Tap a highlighted section to view details.

Empty required fields are highlighted in red, with an asterisk and an exclamation mark.



Approving Requests

To do so,

1. Tap an available action button on the summary page for a desired request.

The Confirmation dialog pops up, asking for your confirmation.

2. Tap **OK**. Otherwise, tap **Cancel**.

The Reconfirm page displays if a reconfirmation step is configured for the request type.

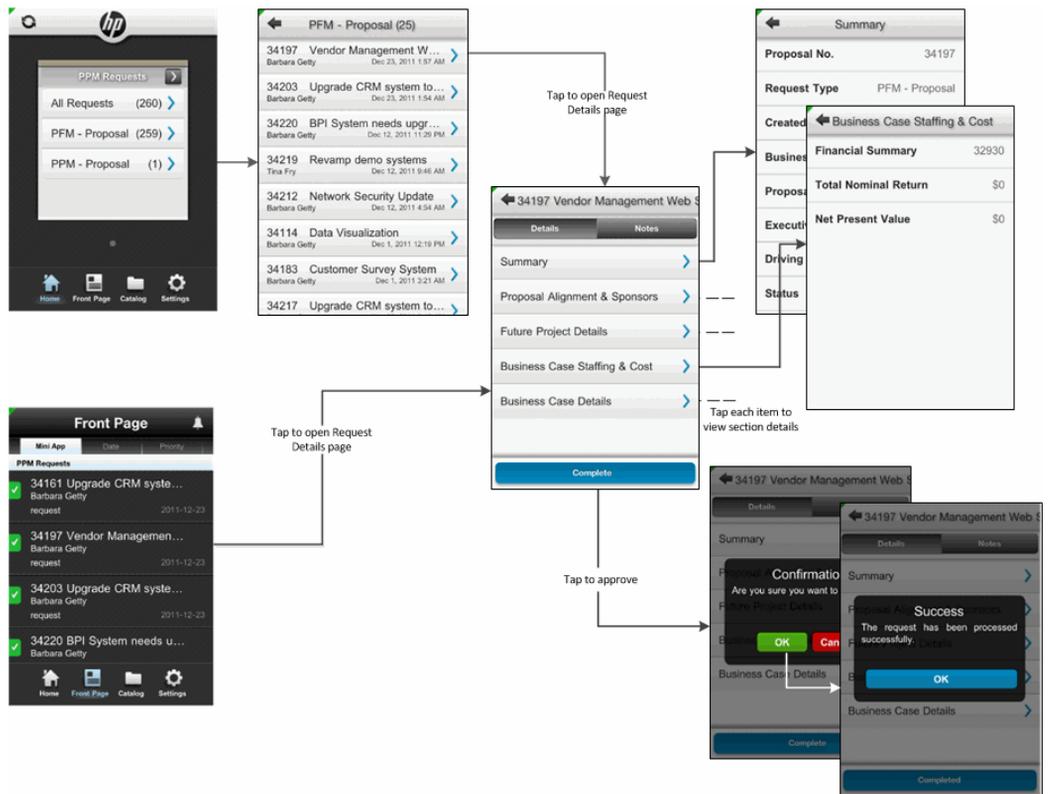
3. Tap **Continue**.

If the action you performed is successfully processed by the backend system, a Success dialog box pops up.

4. Tap **OK** to complete this step.
5. Tap **←** in the top left corner of the screen to go back to the previous page, or the request list page to view and approve another request.

Figure 3-2 illustrates an example of viewing and approving a request.

Figure 3-2. Overview of Viewing and Approving a Request



Configuring Alerts and Viewing Notifications

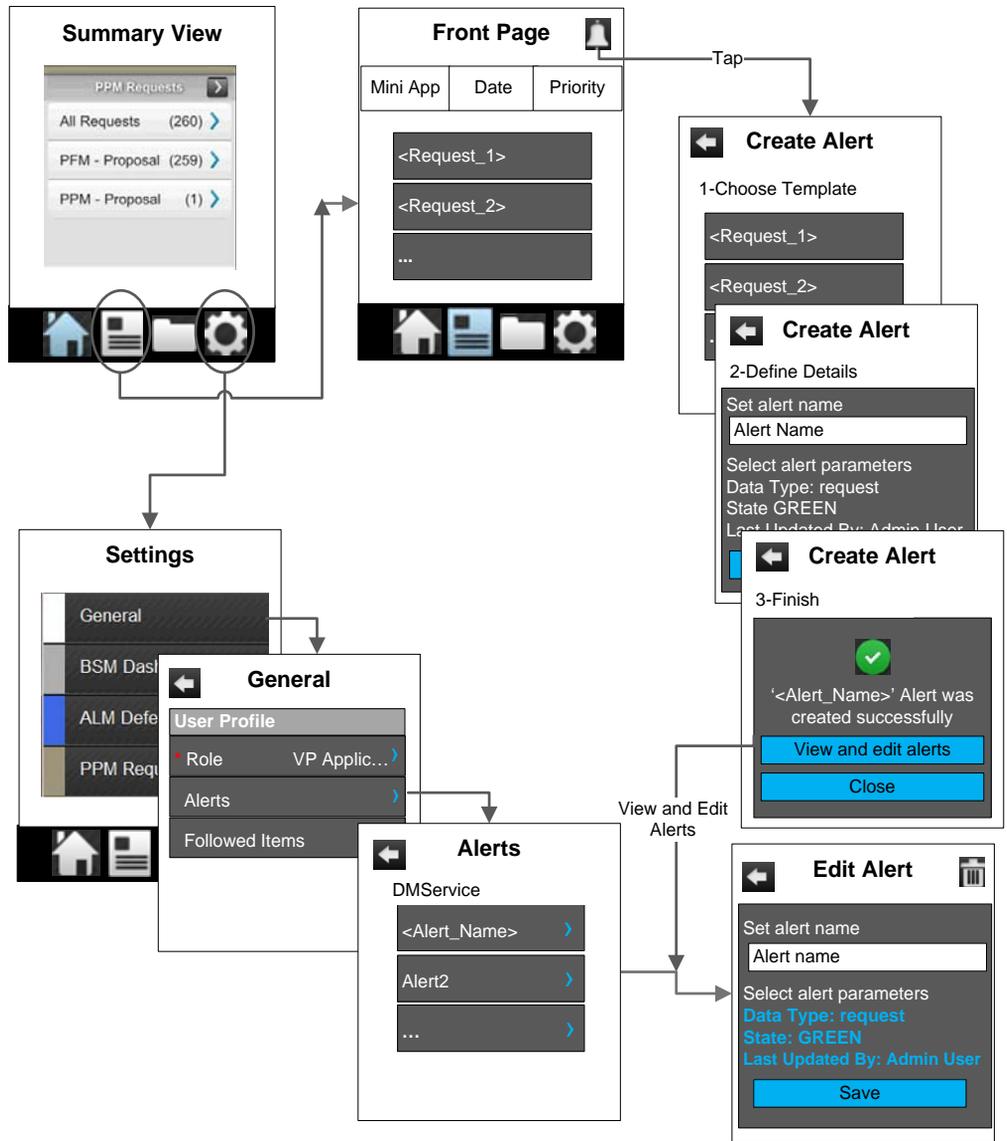
You can create alerts from Front Page to follow requests that are updated by a person you specified. You can also follow a specific request simply by “following” it on Front Page. Then, you can receive notifications on the requests you are following when updates are made to them.

This section covers the following topics:

- *Create Alerts*
- *View and Edit Alerts*
- *Create Alerts and Follow Items from Front Page Context Menu*
- *View Notifications*

Figure 3-3 illustrates how to create, view, and edit alerts.

Figure 3-3. Creating, Viewing, and Editing Alerts



Create Alerts

To create an alert,

1. Log in to HP Anywhere.
2. Locate PPM Requests app card.
3. Tap  in the quick launch bar on your smartphone screen.

The Front Page displays.

4. Tap  in the top right corner of the screen.

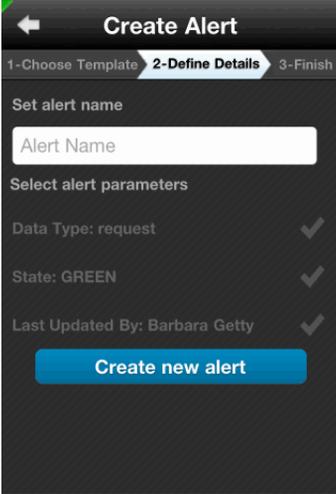
The Create Alert page opens to **1-Choose Template** tab.

5. Choose an item from the list to set as template for your new alert.

The Create Alert page goes to **2-Define Details** tab.

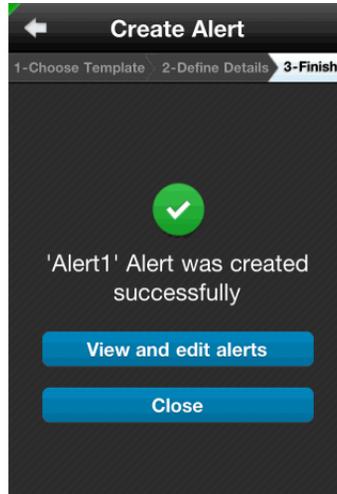
6. Tap in the **Alert Name** field and enter a name for your alert.

7. Select alert parameters from the list for your alert.



8. Tap **Create new alert**.

The Create Alert page goes to **3-Finish** tab, displaying a creation success message.



9. Tap **View and edit alerts** to view and edit alerts.

For details, see [step 4](#) to [step 6](#) in the *View and Edit Alerts* section.

10. Tap **Close**.

You return to the request list page.

View and Edit Alerts

You can view and edit alerts from **Settings > General > Alerts**,

1. Log in to HP Anywhere and locate PPM Requests app card.

2. Tap  in the quick launch bar.

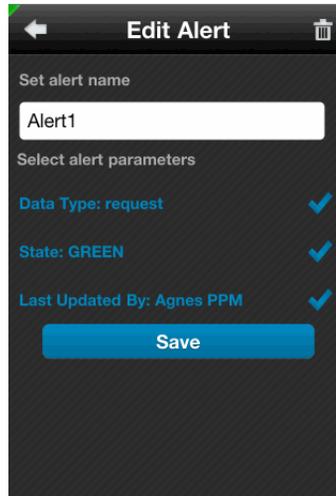
The Settings page for PPM Requests displays.

3. Tap **General > Alerts**.

The Alerts page displays all alerts, grouped by app service.

4. Tap the alert you want to edit.

The Edit Alert page displays.



5. You can do the following:
 - Modify the alert name.
 - Deselect or select alert parameters.
 - Tap  in the top right corner of the screen to remove the alert.
6. Tap **Save** to save your changes.

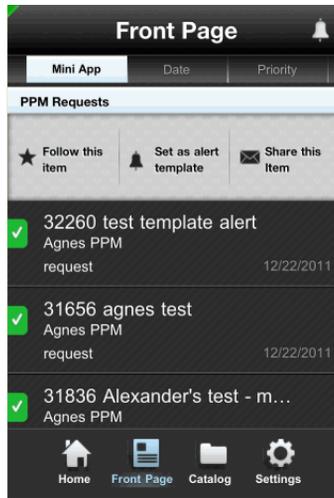
Create Alerts and Follow Items from Front Page Context Menu

You can also create alerts or follow a specific request from the context menu available on the Front Page.

To do so,

1. Log in to HP Anywhere and locate PPM Requests app card.
2. Tap  in the quick launch bar.
3. Locate the request of your choice and swipe from left to right on it.

The context menu displays.



4. You can do the following:

- **Follow this item** — Tap to follow this item.

The context menu option then changes to **Un-Follow this item**.

- To un-follow this item, simply tap **Un-Follow this item**.
- To view all followed items, go to **Settings > General > Followed Items**. You can also tap  to the right side of each followed item to un-follow an item.

- **Set as alert template** — Tap to create an alert with this item as your alert template.

The Create Alert page opens to **2-Define Details** tab directly. For more details, see [step 6 to step 10](#) in *Create Alerts on page 48*.

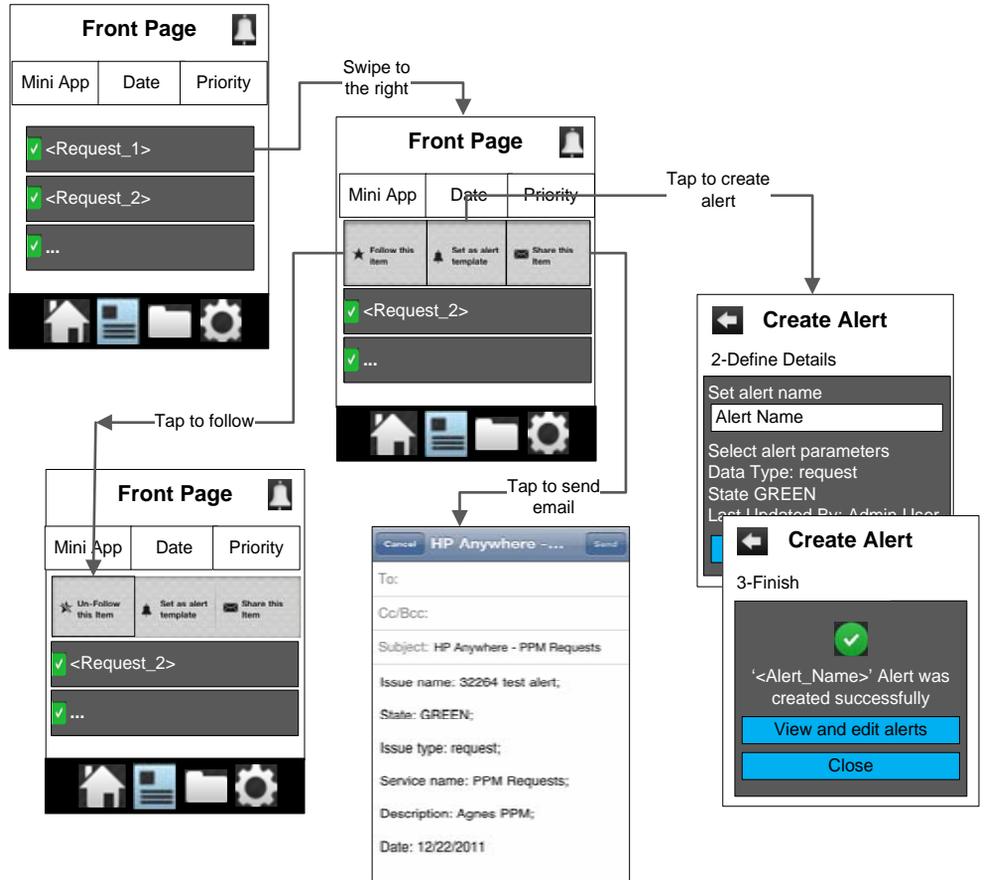
- **Share this item** — Tap to send an email to other stakeholders.

The email page opens.

In the **To** and **Cc/Bcc** fields, enter contacts. Then, tap **Send**.

Figure 3-4 shows an overview of the Front Page context menu.

Figure 3-4. Overview of Front Page Context Menu



View Notifications

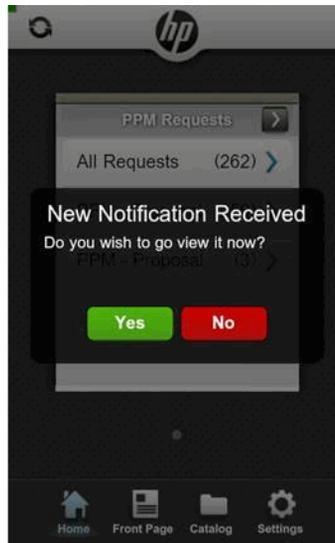
After you have configured alerts to follow requests you are interested in, you can receive notifications on those requests when they are updated by the person you specified.

For those specific requests you followed, you also receive notifications when there are changes to the requests.

Normally when a notification arrives, you should find an HP notification icon  in the left side of the status bar on your mobile device screen.

To view the notification,

1. Depending on your mobile device notification functionality, open the notification list or tap the notification icon directly.
2. Tap the notification.
 - If you already logged in to HP Anywhere, tapping the notification brings you to HP Anywhere directly with a confirmation prompt.



Tap **Yes** to view the request.

- If you are not logged in to HP Anywhere, tapping the notification brings you to the HP Anywhere login page.

Enter your username and password to log in before you can view the request.

Limitations

As the mobilized version of the HP Demand Management module of PPM Center, PPM Requests app is designed primarily for stakeholders to perform request approval actions. Therefore, not all features and functionality available with the full version of HP Demand Management module of PPM Center are available with the app:

- The following component types are not supported:
 - Staffing profile: Only displays staffing profile ID.
 - Table component: Only displays number of entries.
 - URL and Link: Content of the URL or Link is displayed, but clicking the URL or Link content does not bring users to the desired page as expected.
 - Attachment: Only displays attachment filename.
- Rule events not supported for request type rules:
 - Apply on creation
 - Apply on field change
 - Apply on copy

To perform approval actions on requests with the above unsupported rule events, you need to access the full version of PPM Center.

- Requests accessed from mobile devices are not editable and not searchable.
- Only eligible requests are visible to end users. Requests awaiting approval actions are considered eligible.
- End users cannot process request approval workflow actions successfully in the following situations:
 - A workflow step requires authentication.
 - A workflow transition requires notes but there are no notes to the requests.
 - Required fields are empty on look-ahead pages.
 - Required fields are empty on the request detail page.

4 Using TM Approval for Smartphone 2.10 or 2.00

This chapter provides instructions about setting and using TM Approval for Smartphone 2.10 or 2.00 (HP Anywhere 10.x app for PPM Time Management Approval) on mobile devices.



TM Approval for Smartphone 2.10 is powered by HP Anywhere 10.11, while TM Approval for Smartphone 2.00 is powered by HP Anywhere 10.00. They have no differences in terms of functionalities.

TM Approval for Smartphone 2.10 or 2.00

This section contains the following information:

- *Prerequisites*
- *Configuring App Settings on Your Smartphone*
- *Viewing and Approving Time Sheets*

Prerequisites

Before logging in to HP Anywhere from your smartphone, make sure you meet the following prerequisites:

- You have a PPM Center user account with necessary access grants to the HP Time Management module of PPM Center.
- Your administrator already assigned you an HP Anywhere user account with which to log in to HP Anywhere client from your mobile device,

including such information as username, password, HP Anywhere server address and port number.



If your organization implements LWSSO user authentication, as an existing PPM Center user, you would only need the HP Anywhere server address and port number.

- Your mobile device has Internet connection.

Configuring App Settings on Your Smartphone

If you are a first time user, go to *Completing Settings As a First Time User*.

For details on modifying app settings, go to *Modifying Settings As an Existing User*.

Completing Settings As a First Time User

As a smartphone user, when you log on to HP Anywhere from your smartphone for the first time, you need to “initialize” or complete some required settings on your smartphone before you can continue to access an app.

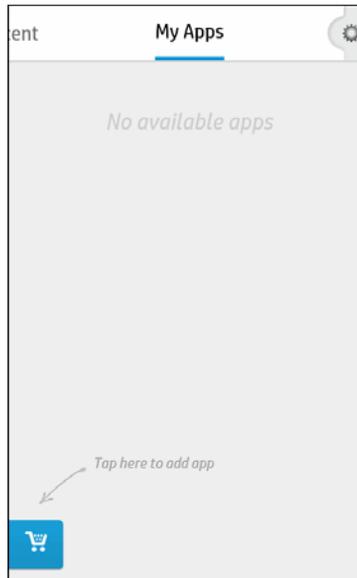
To do so, follow the instructions below,

1. Check and make sure that you already have HP Anywhere installed on your smartphone.

For more information, see [step 1 on page 18](#) through [step 4 on page 19](#).

2. Go to My Apps page to install the app on your smartphone.
 - a. Tap **My Apps** in the quick launch bar.

The My Apps page opens.



- b. Tap  in the lower-left corner of your screen.

The Catalog page opens.

- c. Tap **TM Approval**.

The TM Approval Info page opens.

- d. Tap **ON** in the upper-right corner of your screen.

HP Anywhere 10.x app for PPM Time Management Approval is installed.

You may tap **OFF** to remove the app from your smartphone later when necessary.



Removing an app from your smartphone does not remove it from HP Anywhere server.

3. Tap  to return to the quick launch bar, and then tap  to access the Settings page.
4. Provide the required information as described in the table below.

Table 4-1. TM Approval app settings

| Field (*Required) | Description |
|-------------------------------|--|
| TM Approval | |
| PPM Server Information | |
| Data Source* | The PPM Center instance you want to connect to. |
| Username* | User name for your PPM Center user account. HP Anywhere is connected to the backend PPM Center system via the TM Approval app using this account. This field is required if your organization uses basic user authentication mode. |
| Password* | Password for your PPM Center user account. This field is required if your organization uses basic user authentication mode. |
| Application Settings | |
| Past Periods | Specifies the number of past periods you want to display on the All Timesheets page. You should set the value to a number between 1 and 10, and the default value is 5 . |
| Upcoming Periods | Specifies the number of upcoming periods you want to display on the All Timesheets page. You should set the value to a number between 1 and 5, and the default value is 2 . |



If you want to configure settings for **User Profile** and **General** fields, see *HP Anywhere Installation and Configuration Guide*.

Your input is saved automatically when you leave the Settings page.

5. Return to the quick launch bar. Your settings are saved automatically.

Modifying Settings As an Existing User

As an existing user, you may access the Settings page by tapping  in the quick launch bar on your mobile device.

To modify a setting,

1. Tap  in the quick launch bar on your mobile device.
2. Tap **TM Approval**.
3. Tap the desired item and modify your settings.

Your changes are saved automatically.

Viewing and Approving Time Sheets

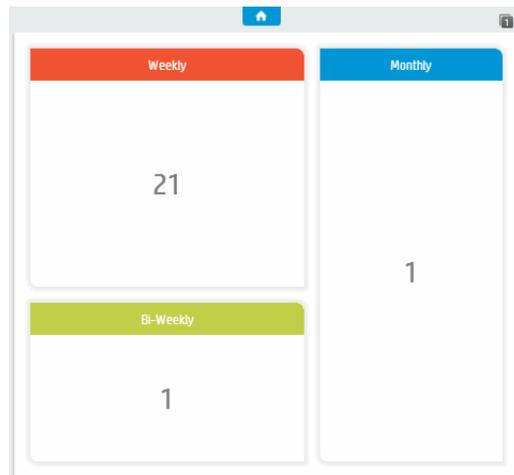
With the HP Anywhere 10.x app for PPM Time Management Approval, you can do the follows:

- *Approve All Time Sheets*
- *Approve Selected Time Sheets*
- *Reject Selected Time Sheets*
- *View Detail Page of a Time Sheet*



The TM Approval app does not offer time line approval or rejection functionality.

When you open the TM Approval app, the Summary View page opens.



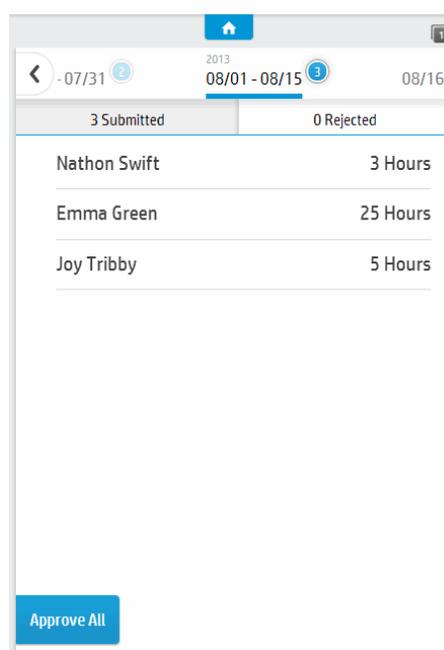
Tapping  or , you are back to the My Apps page.

The time sheets awaiting approval are categorized by period type, that is, weekly, semi-monthly, bi-weekly, and monthly. The number in each of the boxes indicates the amount of time sheets available for approval.



If the number of time sheets of a certain period type is 0, the corresponding box would not appear in this page. For example, in the screenshot above, the box for the period type semi-monthly does not appear in this page, because there are no time sheets of this period type available for approval.

Tapping any of the category, you come to the All Timesheets page.



There are two tabs on the All Timesheets page:

- **<number> Submitted:** Displays all submitted time sheets.
- **<number> Rejected:** Displays all time sheets that were previously rejected, including time sheets that contain rejected time sheet lines.

The number in the blue bubble to the right of the time period above the tabs indicates the amount of time sheets eligible for your approval.

Swiping right above the tabs, you can switch to time sheets of earlier time periods, and swiping left, you can switch to time sheets of later time periods.

Approve All Time Sheets

To do so,

1. Tap your desired period type from the Summary View page.

The All Timesheets page opens.

2. On the Submitted tab or the Rejected tab, tap **Approve All**.

The Confirmation prompt pops up.

3. Tap **OK**.

Successfully processed time sheets would disappear from the screen. The tab page should display “No timesheets for approval. Please switch to another period for actions.”.

4. Swipe left or right above the two tabs to view and approve time sheets of other time periods

5. Tap  in the top left corner of the screen to go back to the Summary View page.

6. Repeat [step 2](#) through [step 3](#) to approve other time sheets.

Approve Selected Time Sheets

To do so,

1. Go to the All Timesheets page for the period type you selected.
2. On the Submitted tab or the Rejected tab, press and hold a time sheet.

The Actions dialog box opens.



3. Tap **Multi Select**.

4. Tap the time sheets you want to approve.
5. Tap **Approve**.
6. Tap  in the top left corner of the screen to go back to the previous page to view and approve more time sheets.

Reject Selected Time Sheets

To do so,

1. Go to the All Timesheets page for the period type you selected.
2. On the Submitted tab or the Rejected tab, press and hold a time sheet.

The Actions dialog box opens.

3. Tap the time sheets you want to reject.
4. Tap **Reject**.

The Confirmation prompt pops up.



Reject This Timesheet

Are you sure you want to continue?

Yes No

5. Add some note in the text box to indicate reasons for rejection.
6. Tap **Yes**.

The rejected time sheets are moved to the **<number> Rejected** tab.

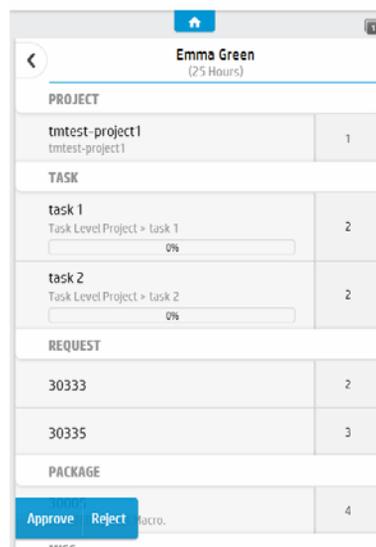
7. Tap  in the top left corner of the screen to go back to the previous page to view and reject more time sheets.



You can come back later to approve the rejected time sheets when time sheet submitters have corrected or provided more information as you requested.

View Detail Page of a Time Sheet

If you wish to view the detail page of a time sheet, simply tap the desired time sheet on the Submitted tab or the Rejected tab of the All Timesheets page.



| Emma Green (25 Hours) | |
|---|---|
| PROJECT | |
| tmtest-project1 tmtest-project1 | 1 |
| TASK | |
| task 1 Task Level Project > task 1 0% | 2 |
| task 2 Task Level Project > task 2 0% | 2 |
| REQUEST | |
| 30333 | 2 |
| 30335 | 3 |
| PACKAGE | |
| Approve Reject macro. | 4 |



Progress bar is displayed for task items only.

Swipe up to view details of other work items.

5 Using TM Approval for Smartphone 1.00

This chapter provides instructions about setting and using TM Approval for Smartphone 1.00 on mobile devices.

TM Approval for Smartphone 1.00

This section contains the following information:

- *Prerequisites*
- *Configuring app Settings on Your Smartphone*
- *Viewing and Approving Time Sheets*

Prerequisites

Before logging in to HP Anywhere from your smartphone, make sure you meet the following prerequisites:

- You have a PPM Center user account with necessary access grants to the HP Time Management module of PPM Center.
- Your administrator already assigned you an HP Anywhere user account with which to log in to HP Anywhere client from your mobile device, including such information as username, password, HP Anywhere server address and port number.



If your organization implements LWSSO user authentication, as an existing PPM Center user, you would only need the HP Anywhere server address and port number.

- Your mobile device has Internet connection.

Configuring app Settings on Your Smartphone

If you are a first time user, go to *Completing Settings As a First Time User*.

For details on modifying app settings, go to *Modifying Settings As an Existing User* on page 37.

Completing Settings As a First Time User

As a smartphone user, when you log on to HP Anywhere from your smartphone for the first time, you need to “initialize” or complete some required settings on your smartphone before you can continue to access an app. Such settings include backend PPM Center system that you want to access via the app.

To do so, follow the instructions below,

1. Check and make sure that you already have HP Anywhere installed on your smartphone.

For more information, see [step 1 on page 30](#) through [step 4 on page 32](#)

2. (Optional) If the TM Approval app is not available, go to Catalog page to install it.

- a. Tap **Catalog** in the quick launch bar.

The Catalog page of HP Anywhere client displays.

- b. Tap **TM Approval**.

The Info page for the TM Approval app displays.

- c. Tap **Install**.

The app is installed instantly.

- d. In the installation success dialog that pops up, tap **OK**.

The available action button on app Info page now changes to **Uninstall**. You may click **Uninstall** to remove the app from your smartphone later when necessary.



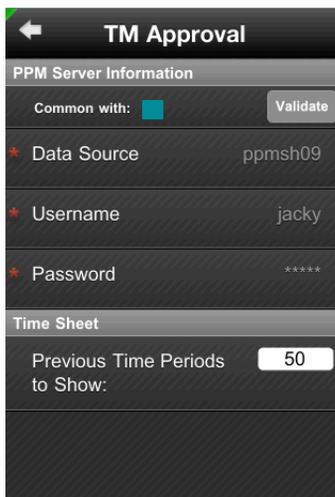
Removing an app from your smartphone does not remove the app from HP Anywhere server.

3. Tap .

While attempting to load the app for you, HP Anywhere displays “Settings not set” warning message on app cards that require additional settings for connecting to the backend systems, prompting you to provide more details and complete the settings.

4. Tap **Go to Settings**.

The Settings page displays.



5. Provide required information as described in the table below.

Table 5-1 describes settings specific to the TM Approval app.

Table 5-1. TM Approval app-specific settings

| Field (*Required) | Description |
|-------------------------------|---|
| Time Sheet | |
| Previous Time Periods to Show | Specifies number of time periods from which TM Approval app displays eligible time sheets. Default: 4 (time periods) |

For details of common PPM Server information shared among all PPM apps, see [Table 3-1 on page 35](#).

Your input are saved automatically when you leave the Settings page.

1. Tap  in the upper left corner of your screen.
2. Tap **General** and complete general user profile settings.

The General settings page displays. This page is common to all apps.



3. Provide required information as described in [Table 5-2](#).

Table 5-2. General user profile settings

| Field (*Required) | Description |
|---------------------|--|
| User Profile | |
| * Role | Select your role from a list of pre-defined roles. This is your HP Anywhere account user role. |
| Landing Page | Select the default view for your apps. Valid values: Summary Page, Front Page Note: TM Approval app does not offer Front Page view. |
| * Max rows per app | Specifies the maximum rows to display on the landing page you specified for each of the PPM apps. Valid value range: 5~50; Default: 50 |
| Alerts | Not supported by the TM Approval app. |
| Followed Items | Not supported by the TM Approval app. |

4. Return to the Home page. Your settings are saved automatically.

Modifying Settings As an Existing User

As an existing user, you may modify the settings as needed.

For details, see *Modifying Settings As an Existing User* on page 37.

Viewing and Approving Time Sheets

With the TM Approval app, you can do the follows:

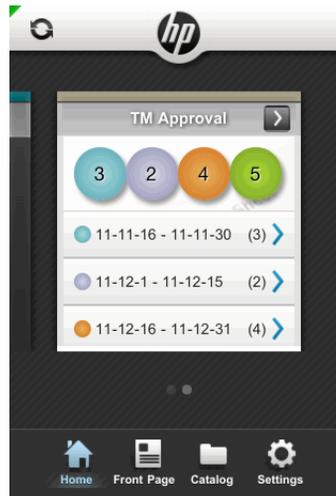
- *Approve all time sheets*
- *Approve selected time sheets*
- *Reject selected time sheets and add note*
- *View detail page of a time sheet*



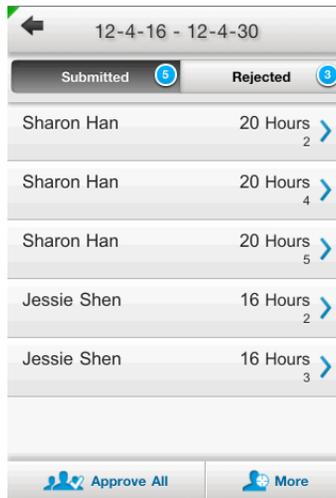
The TM Approval app does not offer time line approval or rejection functionality.

The summary view on **Home** page for TM Approval app displays eligible time sheets grouped by time periods awaiting your approval, with time sheet count displayed on the right side.

The time periods are displayed in ascending order, with the oldest time period on the top. The top four time periods are also displayed in color bubbles in the upper section of the summary view, with time sheet count on the bubbles.



You can tap a bubble or an entry below to enter All Timesheets page for the time period you selected.



There are two tabs on the All Timesheets page:

- **Submitted** — Displays all submitted time sheets.
- **Rejected** — Displays all time sheets that were previously rejected, including time sheets that contain rejected time lines.

The number in the blue bubble on each tab title indicates the total number of time sheets eligible for your approval actions.

You can do the follows with these time sheets:

Approve all time sheets

To do so,

1. On the Submitted tab or the Rejected tab, tap **Approve All**.

The Confirmation prompt pops up.

2. Tap **OK**.

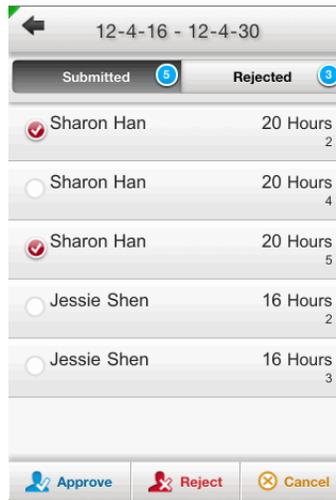
Successfully processed time sheets would disappear from the screen. The tab page should display “No timesheets for approval”.

3. Tap  in the top left corner of the screen to go back to the summary view to view and approve time sheets of another time period.

Approve selected time sheets

4. On the Submitted tab or the Rejected tab, tap **More**.

More approval actions are available: Approve, Reject, and Cancel on the Submitted tab; Approve and Cancel on the Rejected tab.



5. Tap a time sheet to select it.
6. After you have finished selecting the time sheets you want to approve, tap **Approve**.

The Confirmation prompt pops up.

7. Tap **OK**.

Successfully processed time sheets would disappear from the screen. The tab page should display “No timesheets for approval”.

8. Tap  in the top left corner of the screen to go back to the previous page to view and approve more time sheets.

Reject selected time sheets and add note

9. On the Submitted tab, tap **More**.
10. Tap and select time sheets you are sure you want to reject.
11. Tap **Reject**.

The Add Note dialog pops up.

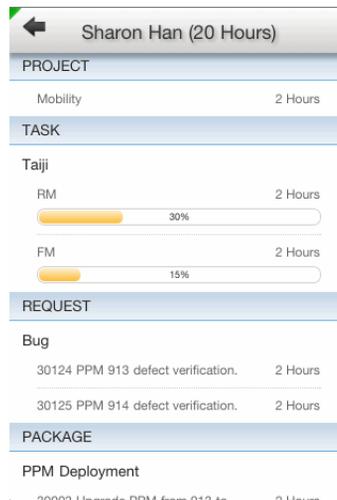
12. Add some note to indicate reasons for rejection. Tap **OK**.

The rejected time sheets are moved to the **Rejected** tab.

13. You can come back later to approve the rejected time sheets when time sheet submitters have corrected or provided more information as you requested.

View detail page of a time sheet

If you wish to view the detail page of a time sheet, simply tap the desired time sheet on the Submitted tab or the Rejected tab.



Progress bar is displayed for task items only.

Swipe up to view more details.

6 Using TM Submission for Smartphone 1.10 or 1.00

This chapter provides instructions about setting and using TM Submission for Smartphone 1.10 or 1.00 (HP Anywhere 10.x app for PPM Time Management Submission) from mobile devices.



TM Submission for Smartphone 2.10 is powered by HP Anywhere 10.11, while TM Submission for Smartphone 2.00 is powered by HP Anywhere 10.00. They have no differences in terms of functionalities.

TM Submission for Smartphone 1.10 or 1.00

This section contains the following information:

- *Prerequisites*
- *Configuring App Settings on Your Smartphone*
- *Creating, Editing, and Submitting Time Sheets*

Prerequisites

Before logging in to HP Anywhere from your smartphone, make sure you meet the following prerequisites:

- You have a PPM Center user account with necessary access grants to the HP Time Management module of PPM Center.
- Your administrator already assigned you an HP Anywhere user account with which to log in to HP Anywhere client from your mobile device,

including such information as username, password, HP Anywhere server address and port number.



If your organization implements LWSSO user authentication, as an existing PPM Center user, you would only need the HP Anywhere server address and port number.

- Your mobile device has Internet connection.

Configuring App Settings on Your Smartphone

If you are a first time user, go to *Completing Settings As a First Time User*.

For details on modifying app settings, go to *Modifying Settings As an Existing User*.

Completing Settings As a First Time User

As a smartphone user, when you log on to HP Anywhere from your smartphone for the first time, you need to “initialize” or complete some required settings on your smartphone before you can continue to access an app. Such settings include backend PPM Center system that you want to access via the app.

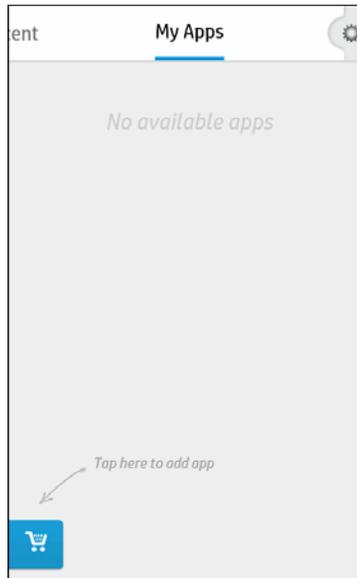
To do so, follow the instructions below,

1. Check and make sure that you already have HP Anywhere installed on your smartphone.

For more information, see [step 1 on page 18](#) through [step 4 on page 19](#)

2. Go to My Apps page to install the app on your smartphone.
 - a. Tap **My Apps** in the quick launch bar.

The My Apps page opens.



- b. Tap  in the lower-left corner of your screen.

The Catalog page opens.

- c. Tap **Timesheet Submission**.

The Timesheet Submission Info page opens.

- d. Tap **ON** in the upper-right corner of your screen.

HP Anywhere 10.x app for PPM Time Management Submission is installed.

You may tap **OFF** to remove the app from your smartphone later when necessary.



Removing an app from your smartphone does not remove it from HP Anywhere server.

3. Tap  to return to the quick launch bar, and then tap  to access the Settings page.
4. Provide the required information as described in the table below.

Table 6-1. TM Submission app settings

| Field (*Required) | Description |
|-------------------------------|--|
| Timesheet Submission | |
| PPM Server Information | |
| Data Source* | The PPM Center instance you want to connect to. |
| Username* | User name for your PPM Center user account. HP Anywhere is connected to the backend PPM Center system via the TM Submission app using this account. This field is required if your organization uses basic user authentication mode. |
| Password* | Password for your PPM Center user account. This field is required if your organization uses basic user authentication mode. |



If you want to configure settings for **User Profile** and **General** fields, see *HP Anywhere Installation and Configuration Guide*.

Your input is saved automatically when you leave the Settings page.

5. Return to the quick launch bar. Your settings are saved automatically.

Modifying Settings As an Existing User

As an existing user, you may access the Settings page by tapping  in the quick launch bar on your mobile device.

To modify a setting,

1. Tap  in the quick launch bar on your mobile device.
2. Tap **Timesheet Submission**.
3. Tap the desired item and modify your settings.

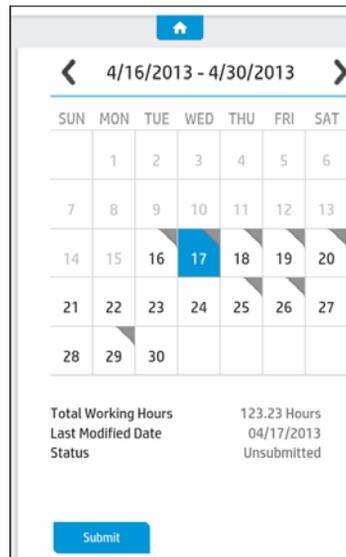
Your changes are saved automatically.

Creating, Editing, and Submitting Time Sheets

With the HP Anywhere 10.x app for PPM Time Management Submission, you can do the following:

- *Create a Time Sheet*
- *Edit a Time Sheet*
- *Submit a Time Sheet*

When you open the TM Submission app, the Calendar View page opens.



Tapping , you are back to the quick launch bar.

Above the calendar displays the current time period. Tapping  switches to an earlier time period, while tapping  switches to a later time period.

The dates within the time period are black, and the current date is highlighted in blue. The days with actual time effort have gray angles in the upper-right corner of the date cells.

Below the calendar displays the general information of the time sheet: Total Working Hours, Last Modified Date, and Status.

Tapping the **Submit** button at the bottom submits the time sheet.

If you want to see time sheet details for a particular day, tap that date in the calendar. The Daily Time Sheet View page opens.



| 2013-04-18 | |
|---|---|
| Total: 4 Hours | |
| Project | |
| CMS - MDL CMS - MDL | 0 |
| MS Mail Strategy MS Mail Strategy | 2 |
| Execute - Procurement ... | 2 |
| Task | |
| IPS - Interest Rate Risk Man... ESO PBS GMGI BB-Flexi Loan R20 ... | 1 |
| Execute - Benefits Reall... | 1 |
| Execute - Risk Managem... | 0 |
| Request | |
| 194552 | |

This page lists the work items information of the time sheet. You can swipe up to see more work items.

Tapping **<** beside the date at the top of the page switches to daily time sheet view page for the previous day, and tapping **>** switches to that for the following day.

Tapping **<** in the upper-left corner on your screen brings you back to the Calendar View page.

The following two buttons are displayed at the bottom of this page:

- **Save:** Tapping it saves the changes you have done to efforts.
- **Edit Lines:** Tapping it brings you to the Edit Work Item View page.

Create a Time Sheet

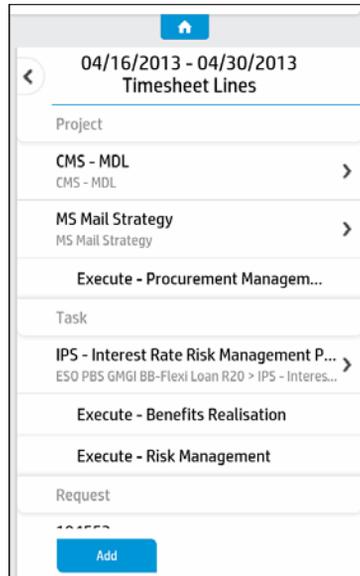
If there are no time sheets in a time period, following the instructions below automatically creates a time sheet for this time period:

1. Go to the Calendar View page.

The **Submit** button at the bottom is not enabled, which means the time sheet for this time period is not created.

2. Tap any date in the calendar to open the Daily Time Sheet View page
3. Tap **Edit Lines** at the bottom.

The Edit Work Item View page opens.



The time sheet is already pre-populated with work items from previous time sheets.

4. (Optional) If you find no work items on the Edit Work Item View page, it suggests that you have not created any time sheets previously. You may have to add work items manually.

For information about adding work items, see [Add work items](#).

5. Return to the Calendar View page.

The time sheet is created automatically. And the **Submit** button is enabled.

Edit a Time Sheet

You can do one or all of the following to edit a time sheet:

- *Add work items*
- *Delete work items*
- *Add activities*
- *Delete Activities*
- *Edit charge codes*
- *Edit effort*

You can edit a time sheet line only when its status is Unsubmit or Reject. When it is editable, you can edit its charge codes and effort, and add or delete activities.



You can edit a time sheet only when its status is Unsubmit or Rework. When it is editable, you can work on editable time sheet lines and add work items.

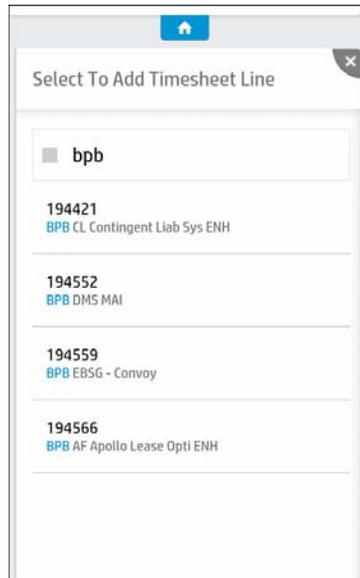
For more information about the time sheet line statuses and time sheet statuses, see *HP Time Management User's Guide*.

Add work items

To add work items for a time sheet,

1. Go to the Edit Work Item View page.
2. Tap **Add** at the bottom of the page.

The Add Work Item View page opens.



If you want to leave this page, tap  in the upper-right corner on your screen.

3. Tap the work item of interest.

The work item is added to the time sheet, and you are back to the Daily Time Sheet View page.



To find the work item of interest more quickly, you can type the key word of the work item in the text field. The work item would filter itself out.

4. If you want to add more work items, repeat [step 1](#) through [step 3](#).

If you add a work item that exists in a previous time sheet, and the work item contains activities or charge codes that follow policies of the previous time sheet as well, which are different from how the current time sheet policies are set, you may find that these activities or charge codes are added into the current time sheet as they were in the previous time sheet. In this case, the activities or charge codes may go against the current time sheet policies.

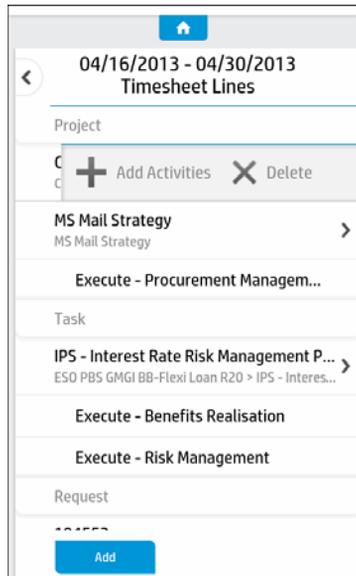


To address this issue, delete this work item from the current time sheet and then add it back using your PC.

Delete work items

To delete work items,

1. Go to the Edit Work Item View page.
2. Swipe left on the work item you want to delete.



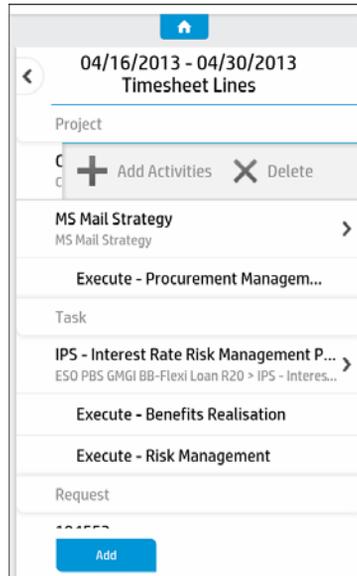
3. Tap **Delete**.

All your changes are saved automatically.

Add activities

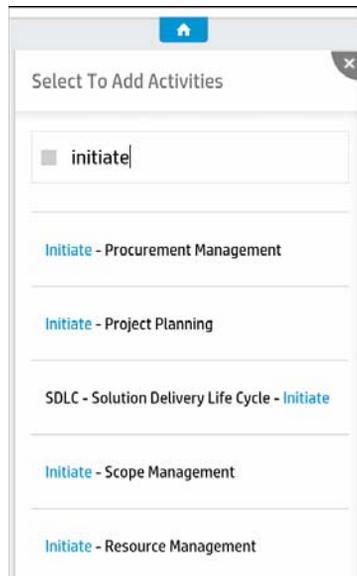
To add activities for a work item,

1. Go to the Edit Work Item View page.
2. Swipe left on the work item for which you want to add activities.



3. Tap **Add activities**.

The Add Activities View page opens.



If you want to leave this page, tap  in the upper-right corner of this page.

4. Tap the activity of interest.

The activity is added to the work item, and you are back to the Edit Work Item View page.

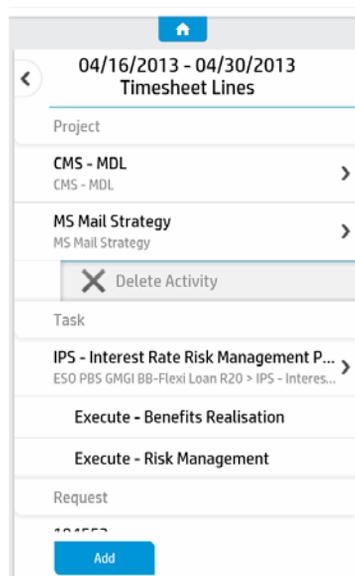


To find the activity of interest more quickly, you can type the key word of the activity in the text field. The activity will filter itself out.

Delete Activities

To delete activities for a work item,

1. Go to the Edit Work Item View page.
2. Swipe left on the activity you want to delete.



3. Tap **Delete activity**.

All changes are automatically saved.

Edit charge codes

You can do one or both of the following to edit charge codes:

- Edit charge codes percentage
- Add charge codes



You may not be able to edit the charge codes of some work items. For more information, see *HP Time Management Configuration Guide*.

To edit charge codes percentage,

1. Go to the Edit Work Item View page.
2. Tap the work item whose charge codes you want to edit.

The Work Item Detail page opens.

The screenshot shows a mobile application interface for editing a work item. At the top, there is a header with a home icon and a close icon. Below the header, the work item ID '30339' is displayed. A section titled 'ChargeCode:' contains a table with the following data:

| ChargeCode | Percentage |
|---------------------|------------|
| ChargeCode01_2q5v7 | 100 % |
| ALF - IS | 0 % |
| ALF - Finance | 0 % |
| ALF - Manufacturing | 0 % |

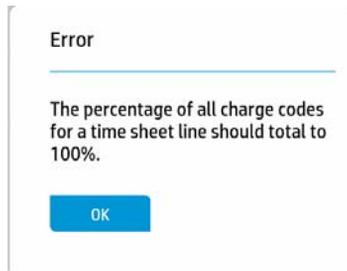
At the bottom of the screen, there are two buttons: 'Save' and 'Add'.

3. Tap the charge code of interest.

The numeric keyboard appears.

4. Tap your desired number, and then tap **Done**.

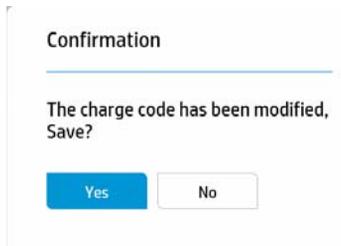
You should make sure that the percentage of all charge codes for this work item totals to 100%, otherwise, the error message window would pop up.



5. Tap **Save** at the bottom of the page.

You are back to the Edit Work Item View page.

If you leave the page without tapping **Save** after editing charge codes percentage, a Confirmation prompt would pop up.



If you tap **Yes**, you leave this page with the changes saved; if you tap **No**, the changes are not saved.

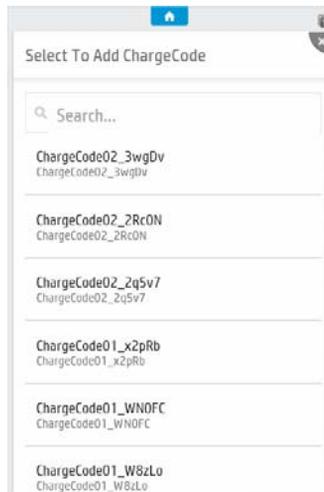
To add charge codes for a work item,

1. Go to the Edit Work Item View page.
2. Tap the work item for which you want to add charge codes.

The Work Item Detail page opens.

3. Tap **Add** at the bottom of the page.

The Add Charge Code View page opens.



If you want to leave this page, tap  in the upper-right corner of this page.

4. Tap the charge code of interest.

The charge code is added to the work item, and you are back to the Edit Charge Code View page.



To find the activity of interest more quickly, you can type the key word of the activity in the text field. The activity will filter itself out.

5. Edit the charge codes percentage to make sure that the percentage of all charge codes for this work item totals to 100%.
6. Tap **Save** at the bottom of the page.

You are back to the Edit Work Item View page.

If you leave the page without tapping **Save** after adding a charge code, a Confirmation prompt would pop up.

If you tap **Yes**, you leave this page with the changes saved; if you tap **No**, the changes are not saved.

Edit effort

You can edit effort by the following units, depending on the time sheet policies you have applied:

- Day in Hours
- Period in Hours
- Period in Percent
- Day in Days
- Period in Days

For more information about time sheet policies, see *HP Time Management Configuration Guide*.

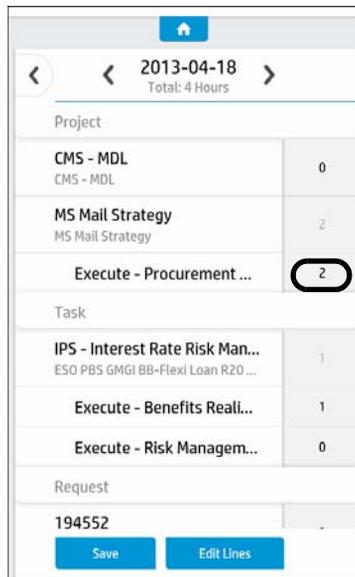
The following instructions are based on editing effort by Day in Hours unit.

To edit effort for a time sheet line,

1. From the Calendar View page, tap the date whose effort you want to edit.

The Daily Time Sheet View page opens.

2. Tap the effort of the time sheet line for which you want to edit effort.



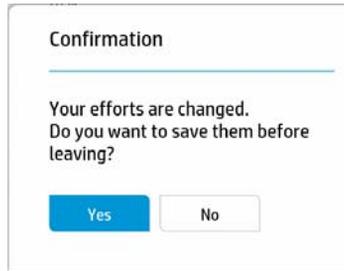
The numeric keyboard appears.

3. Tap the desired number, and tap **Done**.

4. Tap **Save** at the bottom.

You are back to the Calendar View page.

If you leave the page without tapping **Save** after editing efforts, a Confirmation prompt would pop up.



If you tap **Yes**, you leave this page with the changes saved; if you tap **No**, the changes are not saved.

Submit a Time Sheet

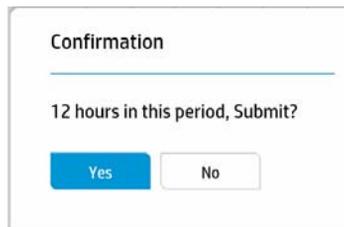
To submit a time sheet,

1. Go to the Calendar View page for the time sheet of interest.
2. (Optional) If you want to edit the time sheet, edit it as you may want.

For more information about editing a time sheet, see [Edit a Time Sheet](#).

3. Tap **Submit** at the bottom.

The Confirmation prompt pops up.



The **Submit** button is enabled when the status of this time sheet is Unsubmit or Rework.

4. Tap **Yes**, and you will submit the time sheet.

The status of this time sheet becomes Pending Approval.

A Troubleshooting

This chapter contains troubleshooting suggestions for issues relating to configuring and working with PPM Requests app.

This chapter includes:

- *Error Message List for Troubleshooting* on page 94
- *Login Failures* on page 96
- *Nothing Displays* on page 98
- *No Data Displayed on Front Page* on page 101
- *Request Approval Process Issues* on page 101
- *Performance Issues* on page 102
- *Alerts and Notifications* on page 103

Error Message List for Troubleshooting

Table A-1 lists all error messages administrators or end users might encounter as well as their possible causes.

Table A-1. Error message list for troubleshooting

| Error Message | Possible Error Causes |
|---|---|
| Go to Settings | Data source deleted. |
| | BasicAuth, PPM user name/password changed. |
| This app is currently unavailable | PPM Server shutdown. |
| | LWSSO, PPM user does not exist. |
| No Data to Display (on Front Page) | Data source deleted. |
| | PPM Server shutdown. |
| | BasicAuth, PPM user name/password changed. |
| | LWSSO, PPM user does not exist. |
| | User loads front page, but the operation times out. |
| An error has occurred. Unable to connect to remote server, check server availability. | User refreshes request summary page, but the operation times out. |
| PPM not responding. Check your settings! | Data source deleted. |
| | PPM Server shutdown. |
| | BasicAuth, PPM user name/password changed. |

| Error Message | Possible Error Causes |
|---|---|
| Loading times out. Please try again later. | User taps into the request list page, but the operation times out. |
| | User refreshes the request list page, but the operation times out. |
| | User loads more requests, but the operation times out. |
| | User taps into the request detail page, but the operation times out. |
| | User taps Notes tab on the request detail page, but the operation times out. |
| | User loads more notes on Notes tab of the request detail page, but the operation times out. |
| Your request is being processed. | User approves a request, but the operation times out. |
| | User taps Continue on reconfirm page, but the operation times out. |
| Session Expired. | Session expired. |
| Validation failed: INTERNAL_ERROR | Data source deleted. |
| Validation failed: Wrong user name or password | BasicAuth, PPM user name/password changed. |
| | LWSSO, PPM user does not exist. |
| | PPM Server shutdown. |
| Validation failed: undefined | Validating data source, but the operation times out. |
| | Session expired while validating data source. |

Login Failures

Wrong Username or Password

Problem Description

Login to HP Anywhere fails with the error message “Login Failed - wrong user-name or password”.

Troubleshooting

In the required **User name** and **Password** fields, enter correct username and password for your HP Anywhere user account that your administrator assigned to you.

If your HP Anywhere server is in a domain, the **Server** field is also required on the login page. Make sure to enter correct full hostname or IP address as well as the port number for the HP Anywhere server in the following format:

```
<HPA_Server_IP>:<Port>, or,  
<HPA_Server_Hostname>:<Port>
```

If HP Anywhere uses SSL, you would need to enter server address and port number in the following format:

```
https://<HPA_Server_IP>:<Port>, or,  
https://<HPA_Server_Hostname>:<Port>
```

Data Not Available

Problem Description

Login to HP Anywhere fails with the error message “This data is currently not available, please go online”.

Troubleshooting

The mobile device is not connected to the HP Anywhere server. Check the connection status indicator in the top left corner of the mobile device screen:

- Red  indicates no connection.

- Green  indicates the mobile device is connected to the HP Anywhere server.

To address this issue,

1. Check and make sure that the mobile device has Internet connection.
2. Enter correct information in the login page, and then tap **Login**.
3. Wait for a while for the connection to be established.

The status indicator turns green when the connection is available.

Device Assigned to Another User Or Already Registered

Problem Description

Login to HP Anywhere fails with the error message “Please note that this device is assigned to another user or you already registered”.

Troubleshooting

Once you log in to HP Anywhere on your mobile device for the first time, the mobile device is “registered” in HP Anywhere server with the username and password the user used. This ensures that the HP Anywhere system is accessible to “you” only from your mobile device. Using a different user account to access the HP Anywhere system via the already registered mobile device thus becomes impossible.

You may log in to HP Anywhere from multiple mobile devices using the same HP Anywhere user account, but note that all those mobile devices will become accessible to the same user account only.

Make sure that you are logging in to HP Anywhere with the correct user account information from your registered mobile devices.

Nothing Displays

Nothing Displays on the Request Summary View

Problem Description

Nothing displays on the request summary view or page after logging in to HP Anywhere.

Troubleshooting

- RESTful web services on PPM Center side might not be configured.

Ask your PPM Center administrator to check whether the following line is present in the `<PPM_Home>/conf/websecurity.conf` file:

```
rest=com.kintana.core.web.servlet.AllAccessURLSecurity
```

If not, simply copy and paste the line into the `websecurity.conf` file to enable the RESTful web services.

- The PPM Request app is not installed on your mobile device.
 - a. Install the PPM Request app onto your mobile device. See [step 5 on page 32](#) for detailed instructions.
 - b. Tap  on the quick launch bar of your mobile device screen to enter Settings page.
 - c. Tap **PPM Requests** and complete initial settings on your mobile device to access the app service.

For detailed instructions, see [Completing Settings As a First Time User on page 30](#).

- d. Tap  on the quick launch bar of your mobile device screen.

The request summary view shall display properly for you.

- You have not specified your job role.

To do so,

- a. Tap  on the quick launch bar to enter Settings page.

- b. Tap **General**.
- c. Tap **role**.
- d. Select your role from the list of available roles other than **Default**.
- e. Tap  in the top left corner twice.
- f. Tap  on the quick launch bar.

The request summary view shall display properly for you.

PPM Requests Card Not Available

Problem Description

After logging in to HP Anywhere from the mobile device, there is no PPM Requests card.

Troubleshooting

Check for the following possible causes and corresponding troubleshooting solutions.

- RESTful web services on PPM Center side might not be configured.

Check whether the following line is present in the `<PPM_Home>/conf/websecurity.conf` file:

```
/rest=com.kintana.core.web.servlet.AllAccessURLSecurity
```

If not, simply copy and paste the line into the `websecurity.conf` file to enable the RESTful web services.

- The PPM Request app is not installed on users' mobile devices.

For details, see the *PPM for Smartphone Getting Started Guide*.

- Users have not specified their roles on their mobile devices.

For details, see the *PPM for Smartphone Getting Started Guide*

If the PPM Requests card is still not visible after you have tried all the above solutions, ask your administrator to check in the HP Anywhere - Administrator Console whether the PPM Requests app is available there.

Settings Not Set

Problem Description

When logging in to HP Anywhere from the mobile device to access the PPM Requests app service, the following warning message displays: “Settings not set. You need to fill in new details”.

Troubleshooting

You are logging in to HP Anywhere from your mobile device for the first time, or your PPM Requests app was reinstalled, and the PPM Center-specific settings are not completed yet on your mobile device.

Complete the required settings to access the app service. For detailed instructions, see *Completing Settings As a First Time User* on page 30.

No Requests Displayed

Problem Description

After login, the request count for All Requests on the PPM Requests summary page is 0. Clicking **All Requests** returns “No requests to display” message.

Troubleshooting

There are no eligible requests awaiting your approval actions for the time period you set.

You may want to change your time period setting to accommodate a longer period. To do so,

1. Tap  on the quick launch bar of your mobile device screen to enter Settings page.
2. Tap **PPM Requests**.
3. Change the default value 30 (days) for the **Requests > In Last Period (Days)** field to a larger value.
4. Tap  in the top left corner.
5. Tap  on the quick launch bar.

The summary view should display more eligible requests for you.

No Data Displayed on Front Page

Problem Description

After logging in to HP Anywhere and tapping  on the quick launch bar, the Front Page displays “No Data to Display”.

Troubleshooting

Check for the following possible causes and corresponding troubleshooting solutions.

- *RESTful web services on PPM Center side might not be configured.*
- *The PPM Request app is not installed on users' mobile devices.*
- *Users have not specified their roles on their mobile devices.*

Request Approval Process Issues

Cannot Find Requests Already Approved

Problem Description

After approving a request successfully, PPM Requests app returns to request list page. The approved request cannot be found anymore.

Troubleshooting

Only eligible (or executable) requests awaiting your approval actions are displayed. If you cannot find the request you already approved, it means that there are no more actions available for the request.

Cannot Approve a Request as All Available Actions Buttons Are Disabled

Problem Description

Users cannot approve requests as all available actions buttons on the page are disabled.

Troubleshooting

When there are incomplete required fields in the current step of a request, a warning message is displayed on top of all sections and all action buttons are disabled. Sections containing incomplete required fields are highlighted in red with an asterisk sign.

Revisit the request later when values are provided for all required fields, and perform corresponding approval actions.

Some Fields Not Visible

Problem Description

It seems that not all of the requests fields are displayed.

Troubleshooting

For required fields, all of them, with or without values, are displayed.

For optional fields, only those with values are displayed.

Performance Issues

Summary Page Loading Slow

Problem Description

Loading summary page takes too long time.

Troubleshooting

- Query period setting might be too long.

You may try shortening the query period. For detailed instructions, see *No Requests Displayed* on page 100.

- If the loading performance is slow on your mobile device only, use Google Chrome to check which Web request is taking too much time.

Alerts and Notifications

Received Error Message after Clicking a Notification

Problem Description

After clicking a notification, an error message displayed: “The request `<Request_ID>` does not exist.”

Troubleshooting

The request does not exist in the current request list. Probably the PPM Center instance was changed by someone else, or the request was already approved and completed by other people.

Receiving No Notification After Changing a Request on PPM Center

Problem Description

I changed a request on PPM Center, but I did not receive any notification about the change of the request from my mobile device. Why?

Troubleshooting

- PPM Request app Enterprise Version 1.00 supports one alertable field: **Last Updated By**.

For specific requests you followed, when the value of Last Updated By is changed, it triggers a notification.

For alerts you created based on alert templates, when the value of Last Updated By of any request on the Front Page equals the value of the alert template, it triggers a notification.

- Make sure that the request you edited on PPM Center are eligible.
- Your administrator sets a minimum value of 30 minutes as the Timer Frequency for alerts to become effective.