HP Propel

Software Version: 1.11
CentOS Operating System

Marketplace Portal Help

Document Release Date: April 2015
Software Release Date: April 2015

Legal Notices

Warranty

The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. HP shall not be liable for technical or editorial errors or omissions contained herein.

The information contained herein is subject to change without notice.

Restricted Rights Legend

Confidential computer software. Valid license from HP required for possession, use or copying. Consistent with FAR 12.211 and 12.212, Commercial Computer Software, Computer Software Documentation, and Technical Data for Commercial Items are licensed to the U.S. Government under vendor's standard commercial license.

Copyright Notice

Trademark Notices

Adobe® is a trademark of Adobe Systems Incorporated.

Microsoft® and Windows® are U.S. registered trademarks of Microsoft Corporation.

UNIX® is a registered trademark of The Open Group.

The OpenStack® Word Mark and the Square O Design, together or apart, are trademarks or registered trademarks marks of OpenStack Foundation, in the United States and other countries and are used with the OpenStack Foundation's permission.

Oracle and Java are registered trademarks of Oracle and/or its affiliates.

RED HAT READY™ Logo and RED HAT CERTIFIED PARTNER™ Logo are trademarks of Red Hat, Inc.

This product includes an interface of the 'zlib' general purpose compression library, which is Copyright © 1995-2002 Jean-loup Gailly and Mark Adler.

Documentation Updates

The title page of this document 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.

To check for recent updates or to verify that you are using the most recent edition of a document, go to: **http://h20230.www2.hp.com/selfsolve/manuals**

This site requires that you register for an HP Passport and sign in. To register for an HP Passport ID, go to: **http://h20229.www2.hp.com/passport-registration.html**

Or click the **New users - please register** link on the HP Passport login page.

You will also receive updated or new editions if you subscribe to the appropriate product support service. Contact your HP sales representative for details.

Support

Visit the HP Software Support Online web site at: **http://www.hp.com/go/hpsoftwaresupport**

This web site provides contact information and details about the products, services, and support that HP Software offers.

HP Software online support provides customer self-solve capabilities. It provides a fast and efficient way to access interactive technical support tools needed to manage your business. As a valued support customer, you can benefit by using the support web site to:

- Search for knowledge documents of interest
- Submit and track support cases and enhancement requests
- Download software patches
- Manage support contracts
- Look up HP support contacts
- Review information about available services
- Enter into discussions with other software customers
- Research and register for software training

Most of the support areas require that you register as an HP Passport user and sign in. Many also require a support contract. To register for an HP Passport ID, go to:

http://h20229.www2.hp.com/passport-registration.html

To find more information about access levels, go to:

http://h20230.www2.hp.com/new_access_levels.jsp

HP Software Solutions Now accesses the HPSW Solution and Integration Portal Web site. This site enables you to explore HP Product Solutions to meet your business needs, includes a full list of Integrations between HP Products, as well as a listing of ITIL Processes. The URL for this Web site is **http://h20230.www2.hp.com/sc/solutions/index.jsp**

About this PDF Version of Online Help

This document is a PDF version of the online help. This PDF file is provided so you can easily print multiple topics from the help information or read the online help in PDF format. Because this content was originally created to be viewed as online help in a web browser, some topics may not be formatted properly. Some interactive topics may not be present in this PDF version. Those topics can be successfully printed from within the online help.

Contents

Welcome to the Marketplace Portal!

Welcome to the Marketplace Portal—a one-stop shop for all of your IT service needs—where you can order, track, and manage your IT services!

The Marketplace Portal is a self-service web interface that retrieves service offerings for IT applications from the HP Propel server and displays them in an intuitive view. Authorized users can subscribe to individual service offerings and bundles of service offerings, manage service subscriptions, manage requests on behalf of another user, and perform actions on service instances.

Service offerings in the Marketplace Portal can be filtered, sorted, and searched. This view grants users services configured in the administration area.

In the Marketplace Portal, the service offering workflow consists of:

Configuration ▶ Checkout and Delivery ▶ Request Confirmation

This workflow includes subscription requests, a scheduling process for service offering deployment, and a notification process for subscribers and approvers.

The Marketplace Portal provides a user interface that adapts and scales views to optimize the display within the available screen size.

> **Tip:** For the latest version of the HP Propel Marketplace Portal Help, go to the HP Software Support site at https://softwaresupport.hp.com. Be sure and click **Sign In** and then enter your HP Passport credentials (User ID and Password). Click **Search** and then enter **Marketplace Portal Help** in the text box. In the results section, select the Marketplace Portal Help PDF that has the most recent date.

For more information about the Marketplace Portal, HP Propel, and other HP products, visit the HP web site at www.hp.com.

Related Topics

"Get Started" below

Get Started

If you are new to the Marketplace Portal, start here!

- "Prerequisites" on the next page
- "User Interface Customization" on the next page

- "Adaptive Content" on the next page
- "Language Display" on the next page
- "Log In" on page 10
- "Log Out" on page 11
- "Sidebar Menu" on page 11
- "Keyboard Navigation" on page 13
- "Online Help " on page 14

Prerequisites

To use the Marketplace Portal, review the following requirements:

- The Marketplace Portal uses https and runs on port 8089, which is the default. If you customize the Marketplace Portal, contact your Propel administrator to determine whether the port or protocol has changed.
- You must use a browser that supports the Marketplace Portal. A minimum screen resolution of 1024x768 is supported. As a best practice, HP recommends a screen resolution of 1280x1024. For information about supported browsers, see the HP Propel Support Matrix.
- Use the following default Marketplace Portal URL: https://<HOST>:9000/org/<ORG_ID>

Password Security

HP Propel uses a master password to encrypt passwords for user accounts, such as admin, consumer, and idmTransportUser. As a best practice for security within your organization, HP recommends that you change the default master password during the installation process. See the HP Propel Installation Guide.

User Interface Customization

As an end user, you might want to use your organization's branding in the Marketplace Portal user interface.

To support your organization's branding styles and standards, you can customize certain user interface elements in the Marketplace Portal, such as the portal icon, the portal title, the portal welcome message, the portal footer message, themes, widgets, and security classifications. For instructions on how to customize these user interface elements, see the Customizing the Marketplace Portal whitepaper or contact your Propel administrator.

Adaptive Content

The Marketplace Portal user interface layout is designed to adapt to various screen sizes, where the content adjusts to the size, and where all functionality persists. As a service consumer, you can use the Marketplace Portal on your desktop, tablet, or other mobile devices. Across these device screens, the Marketplace Portal displays an intuitive user interface that includes all functionality. For screen resolution requirements and best practices, see "Prerequisites" on the previous page.

Language Display

By default, the Marketplace Portal user interface displays in a left-to-right direction. For certain languages, such as Arabic and Hebrew, you can configure supported browser for a right-to-left user interface display. Right-to-left language display supports all out-of-the box Marketplace Portal organization themes: HP Simplified, HP Enterprise, and HP Playful. Right-to-left language display does not support custom themes.

- Several navigation components in the Dashboard, such as the organization logo, sidebar menu ☰, shopping cart , user name , and the Need Help? link, display on the right or left side, depending on the language you configure in your browser.
- In the input fields, you can also enter text in a right-to-left direction.
- In the Pick Date fields, the back arrow ‹ advances the calendar and the forward arrow › moves the calendar backwards.

Setting the Language Display in Google Chrome

To configure the language setting in your Chrome browser:

1. From the Chrome drop-down menu ☰, select **Settings**.
2. In the Settings window, select "Show advanced settings".
3. In the Languages section, click **Language and input settings**.
4. In the Languages pane, click **Add**.

5. In the Add Language window, select Arabic or Hebrew from the drop-down list.
6. Click **OK**.
7. In the Languages window, click **Done**.
8. Log out and then log back in to the Marketplace Portal for the selected language display. This language setting persists in your browser until you change it.

Setting the Language Display in Mozilla Firefox

To configure the language setting in your Firefox browser:

1. From the Firefox drop-down menu, select **Options**.
2. In the Options window, select the Content tab.
3. In the Languages section, click **Choose** to select your preferred language for displaying views in the Marketplace Portal.
4. In the Languages window, in the "Select a language to add" drop-down list, select a language, such as Arabic or Hebrew, and then click **Add**.
5. For the language that you want the views displayed in, select it and then click Move Up to move that selection to the top of the list.
6. Click **OK** to save your changes.
7. Log out and then log back in to the Marketplace Portal for the selected language display. This language setting persists in your browser until you change it.

Log In

To log in to the Marketplace Portal:

1. Open a browser window.
2. Enter the URL for the Marketplace Portal. The Propel Marketplace Portal landing page displays.
3. Click **Log In**. The Marketplace Portal login page displays.
4. Enter your **Username** and **Password** to display the Marketplace Portal Dashboard.
   - If the login request token is invalid or has expired, you will see the following warning. You will then be returned to the landing page that is explained in step 2.

The request token for this page is invalid. It may have already been used, or expired because it is too old. Please go back to the site or application that sent you here and try again.

- The Marketplace Portal supports single sign-on and multi-factor authentication, which might change the login experience that is based on your organization's settings. Contact your Propel administrator for additional information.
  - For portal customization, security classification is configured in the Propel Management Console. In this console, go to the Customization view for an organization and then modify the securityLevel and themeName values, as needed. See the HP Propel Organizations Help for more information.

Log Out

To log out of theMarketplace Portal:

- In the Marketplace Portal Dashboard, upper right corner, in the account username drop-down list, select **Log Out**.

Sidebar Menu

For quick and direct navigation to and from any view in the Marketplace Portal, use the Sidebar Menu. You can show or hide this menu in the views. By default, the Sidebar Menu is hidden.

Excluding the top selection in the menu (Dashboard), the navigation selections are the same as the widgets in the Dashboard.

To show the Sidebar Menu, in the upper left sub-heading, select the ☰ icon.

To hide the Sidebar Menu, click Dashboard in the sub-heading.

Back Navigation

In any view in the Marketplace Portal, click the ‹ icon in the sub-heading to go back to the previous view.

Search

In each Marketplace Portal view, use the Search tool to locate a certain object by a text search. In individual views, you can search for text found in the following objects:

Object	Text
Browse Catalog	Names and descriptions of service offerings.
Notifications	Notification names and notification messages.
Review Requests	Names and descriptions of all approval requests, including requests that require approval, denied requests, and approved requests.
Requests	Names and descriptions that you assigned to subscription requests.
Subscriptions	Names and descriptions assigned to subscriptions, when the subscriptions were created.
My Services	Names and descriptions assigned to the service instances. This is the actual service behind a subscription—the realized service instance. This is the actionable part of the service in the subscription management.
New Releases	Names and descriptions assigned to new services in the catalog that were created within the last seven days in your organization.
Popular Services	Names and descriptions assigned to popular services in the catalog that your organization is currently promoting.
Featured Services	Names and descriptions assigned to services in the catalog that your organization is currently promoting. This is configured in the Organization Administration Console. In this console, go to the Customization view for an organization and then modify the portalFeaturedCategory value, as desired. Contact your Propel administrator for more information.
Services Expiring Soon	Names and descriptions assigned to services that will expire in 30 days.
(Status) Requests	Requests that have a certain status, such as Submitted, Pending, Rejected, Approved, In Progress, Completed, and Canceled.
(Status) Subscriptions	Subscriptions that have a certain status, such as Pending, Active, Expired, Canceled, Terminated, and Paused.

Object	Text
(Status) My Services	My Services that have a certain status, such as Online, Offline, Transitioning, Reserved, Deploying, Modifying, Modification Failed, Failed, Canceling, Cancellation Failed, Expiring, and Expiration Failed.

Keyboard Navigation

The following hotkeys to allow you to use your keyboard to easily navigate within the Marketplace Portal:

Hotkey	Marketplace Portal View	Usage
Ctrl+Shift+1	Dashboard	From any view in the Marketplace Portal, use this hotkey to go back to the Dashboard. Make sure your cursor is not in the Search box. Press the Tab key to exit the Search box, and then press Ctrl+Shift+1.
Ctrl+Shift+2	Cart	From any view in the Marketplace Portal, use this hotkey to go to your shopping cart.
Ctrl+Shift+3	Browse Catalog	From the Dashboard, use this hotkey to go to the Browse Catalog view.
Ctrl+Shift+4	Notifications	From the Dashboard, use this hotkey to go to the Notifications view.
Ctrl+Shift+5	Review Requests	From the Dashboard, use this hotkey to go to the Review Requests view.
Ctrl+Shift+6	Requests	From the Dashboard, use this hotkey to go to the Requests view.
Ctrl+Shift+7	Subscriptions	From the Dashboard, use this hotkey to go to the Subscriptions view.
Ctrl+Shift+8	My Services	From the Dashboard, use this hotkey to go to the My Services view.

Note: When you are in a Marketplace Portal view and want to navigate to a different view, you must always go back to the Dashboard first and then use the hotkey to go directly to another view. Make sure your cursor is not in the Search box. Press the Tab key to exit the Search box, and then press Ctrl+Shift+1 to return to the Dashboard.

Online Help

Tip: For the latest version of the HP Propel Marketplace Portal Help, go to the HP Software Support site at https://softwaresupport.hp.com. Be sure and click **Sign In** and then enter your HP Passport credentials (User ID and Password). Click **Search** and then enter **Marketplace Portal Help** in the text box. In the results section, select the Marketplace Portal Help PDF that has the most recent date.

You can access the online Help from any view in the Marketplace Portal.

Review the context-sensitive online Help for instructions on how to perform tasks, such as how to browse and filter the service catalog, how to request a subscription to a service offering, how to approve subscription requests, and how to run actions on service instances.

To access the online Help:

1. From any view, click Need Help? or, in the user drop-down list, select **Help** to open the online Help .
2. In the left navigation pane, select the **Welcome** topic to expand the table of contents. Select sub-folders to further expand the table of contents.
3. Near the bottom of the left navigation pane, select Search to look for topics by keyword. Within the topics found, the keyword displays in yellow highlights.
4. (Optional) Use your browser to save Favorites or Bookmarks for topics. In the left navigation pane, select **Favorites** to find or search your saved favorites or bookmarks.
5. (Optional) At the bottom of a topic, click the Send documentation feedback to HP link to help us improve the information you need!

Related Topics

" The Dashboard" on the next page

The Dashboard

The Dashboard is the hub of the Marketplace Portal. The look and feel of the Dashboard allows you to quickly start shopping and place orders for service offerings. The Dashboard is considered dynamic because you can configure widgets you want displayed to support your organization.

For example, from certain Dashboard widgets, you can open a support ticket, view support ticket notifications, and access knowledge articles.

The Dashboard layout is designed to help you easily and intuitively navigate within the Marketplace Portal.

From anywhere in the Marketplace Portal:

- Click the organization logo to return to the Dashboard.
- Click the sidebar menu icon ☰ to display a list of all navigation links within the Marketplace Portal.
- Click the shopping cart to review the service offerings you added to your cart.
- Click the user name to display a drop-down list of navigation options, such as About and Log Out.

Note: These navigation components display on either the right or left side of the Dashboard, depending on the language configured in your browser. See "Language Display" in "Get Started" on page 7.

Start Shopping

The Dashboard home page provides a variety of ways you can shop for service offerings and manage your requests and subscriptions:

- In the Dashboard banner, click **Start Shopping** to open the Shop Dashboard view. In this view you can browse the catalog of available service offerings and then place your order. See " The Dashboard" above.
- Scroll up and down the rows of widgets to select services offerings by a category, such as Shop for Services, " The Dashboard" above, "Helpful Links" on page 17, and "Discover More" on page 18.
- Use your keyboard to navigate sections and widgets in the Dashboard. See the hotkeys described in "Keyboard Navigation" in "Get Started" on page 7.

Shop for Services

In the Dashboard, you can shop for service offerings by browsing the following categories:

- **All Services:** These are all available service offerings in the catalog.

- **New Releases:** These are services that have been recently added to the service catalog within the last 30 days. If you want to change the default, contact your Propel administrator.

- **Featured Services:** These are services that your organization is currently promoting. During organization creation, any category can be set as a featured service. Service offerings published under that category are treated as featured service offerings and will be populated in the Featured Services view. Contact your Propel administrator for more information.

- **Popular Services:** These are services that are based on the number of subscriptions. These are typically service offerings that are popular with other members of your organization. Click the **See More** link to open the Popular Services view.

Tip: Click to show service categories. Click to hide service categories.

More Actions

Use this row of Dashboard widgets to go directly to views that help you perform other actions.

- **Service Request:** View a detailed list of all orders you submitted and their associations. The number in the upper right corner is the total number of services you own.

- **Review Requests:** Approve requests for users you manage in your organization. The number in the upper right corner is the pending count of approval requests. Requests for new subscriptions and for modifications to existing subscriptions might require your approval before they can be deployed. If you are designated as an approver of requests, you are responsible for approving or denying requests made for a predetermined set of service offerings.

- **All Subscriptions:** Manage service contracts you requested and view a detailed change history. The number in the upper right corner is the total number of subscriptions for all statuses.

- **Expiring Soon:** View a list of subscriptions that are scheduled to end 30 days after the subscription started.

Helpful Links

You can access knowledge articles, and create and track support tickets:

- **Knowledge Articles:** View, search, and sort the list of knowledge library articles. From the Knowledge Articles view, you can also drill down to detailed information about support tickets. In the Article Details view, you can open attached documents. See " Knowledge Articles" on page 31.

- **Open Support Ticket:** Use the Open Support Ticket view to submit a question to the Customer Support Center. As a best practice, enter a detailed question in the form, complete all required fields, and indicate the urgency level. You can also attach a document that provides more information. See "Open a Support Ticket" on page 26.

- **Support Ticket Notifications:** View, search, and sort the list of support ticket notifications. From the Support Ticket Notifications view, you can also drill down to detailed information about articles. In the Support Ticket Details view, you can post and clear comments about the ticket, open attached documents, and close your own ticket. See"View Support Ticket Notifications" on page 30.

- **Notifications:** View a list of your subscriptions and requests that are active and expired, including the date and time they became active or expired. If you are an approver of requests, you receive notifications about requests that require your approval. The number in the upper right corner is the total count of notifications.

Administration

Request on Behalf: As a Consumer Business Manager, use this widget to manage user requests *on behalf of* an authenticated user. On behalf of an authenticated user, you can order and reorder service offerings. As a best practice, HP Propel provides built-in security and role access to verify that the user requesting on behalf of is authenticated. An authenticated user is one who has previously logged in to HP Propel and has been verified.

Discover More

Use this row of Dashboard widgets for hyperlinks to URLs customized for your organization by your Propel administrator.

Pre-configured content will be visible in this widget, as specified for your organization by your Propel administrator. This content can include your own custom code (HTML, CSS, or JavaScript) or an iframe.

Related Topics

"Service Catalog" below

" Review Requests" on page 54

" Requests" on page 40

" Subscriptions" on page 61

" Notifications" on page 72

" Shopping Cart" on page 38

" Express Checkout Wizard" on page 39

Service Catalog

You can go directly to the service offerings catalog by using the **All Services** widget in the Marketplace Portal Dashboard **Shop for Services** section and in the **Browse Catalog** option in the sidebar menu. Use this catalog to view individual offerings and bundled offerings that are available in your organization.

> **Tip:** Bundled offerings are notated by the bundle icon. A bundle contains multiple aggregated catalog items from multiple back end systems.
>
> **Examples:** A composite bundle can contain items for a new employee, such as a mobile workstation, a VM creation tool, a phone plan, and company branded clothing. A composite bundle can contain a desktop catalog item aggregated from HP Service Manager (SM) and a virtual appliance catalog item aggregated from HP Cloud Service Automation (CSA).

Best Practice: Use offering bundles to streamline and improve your shopping experience in the Marketplace Portal. For information about how to create an offering bundle and then publish it to a catalog, see the HP Propel Offerings Help.

Service Offerings

Offerings listed in the **Browse Catalog** view are derived from multiple catalogs. In this view, the name of the catalog from which the service offering originated is displayed.

Note: If the same service offering is available from more than one catalog, the cost of the service offering is the same, regardless of the catalog it came from. However, the requirement for management approval might be different.

Service offerings are presented in a unified view that is configured in Propel. This view also displays the total number of service offerings in the catalog.

You can view the service catalog by a list of offerings and by a grid of offerings. By default, the **Browse Catalog** view initially displays all available offerings in a list view, alphabetically.

A list display that includes information about the service, such as the name of the service, the service image, a brief description, the published date, pricing, and whether it requires approval.

A grid display that includes the name of the service, the service image, pricing, and indicates whether it requires approval.

In both types of displays:

- In the upper left part of the **Browse Catalog** view, the number in parenthesis is the total count of all available offerings.
- You can scroll down to browse all available services, search by keyword, and set filters to customize the display.

Note: For each service offering, pricing precision displays up to five digits.

Related Topics

" Browse the Service Catalog" on the next page

"Filter the Service Catalog" on page 21

"Search the Service Catalog" on page 22

Browse the Service Catalog

In the Marketplace Portal, you can browse the service catalog in the **Browse Catalog** view by a list display or by a grid display.

A list display that includes information about the service, such as the name of the service, the service icon, a brief description, the published date, pricing, and whether it requires approval.

A grid display that includes the name of the service, the service icon, pricing, and indicates whether it requires approval.

Note: For each service offering, pricing precision displays up to five digits.

To browse the service catalog:

1. In the Dashboard, in the sidebar menu, select **Browse Catalog** to open the **Browse Catalog** view. By default, this view displays an alphabetical list of all available services in the catalog. If you prefer a grid display, click the grid icon .
2. Scroll up or down the list to browse available offerings in the service catalog.
   a. For each offering bundle, the price displayed is the total cost of all offerings in the bundle. To see a price breakdown of offerings in a bundle, select the bundle to display its **Browse Catalog Details** view.
   b. A service offering can have documents, such as service level agreements and terms and conditions, attached to it. Per each document, the file size must not exceed 15 MB. The total size of all attached documents must not exceed 100 MB.

      Note: You must use Internet Explorer 10.0 or higher to attach documents to a service offering.
3. When you find a service offering that you are interested in, select its icon or name to display the **Browse Catalog Details** view.

Related Topics

"Service Catalog" on page 18

"Filter the Service Catalog" on the next page

"Service Offerings" on page 35

" Requests" on page 40

Filter the Service Catalog

In the Marketplace Portal Browse Catalog view, you can change the order in which service offerings are displayed. By default, service offerings are sorted alphabetically, by all categories, and by all service types. Use the following filters to display certain service offerings:

- "All Categories" below
- "All Service Types" below
- "Alphabetical" on the next page

All Categories

By default, service offerings are sorted by all categories. To meet the needs of your organization, category types are customizable.

The following, out-of-the-box, sample categories are provided: Accessory, Application Servers, Application Services, backup Services, Database Servers, Hardware, Infrastructure Services, Platform Services, Simple System, and Software.

Note: Excluding **All Categories**, these categories depend on the configuration of the current Propel installation. Only categories with active service offerings will display. New categories can be added to the current Propel instance.

To sort the service catalog by a certain category:

- From the **All Categories** drop-down list, select a category that you want to sort by.

All Service Types

By default, service offerings are displayed by all service types. You can also display service offerings that require approval or that do not require approval.

To sort the service catalog by a certain service type:

- From the **All Service Types** drop-down list, select one of the following sort values:

Sort Value	Description
All Service Types	Includes all service types described in this table. This is the default.
Approval Required	Service offerings that require approval.
No Approval Required	Service offerings that do not require approval.

Alphabetical

By default, service offerings are sorted alphabetically. You can also sort offerings by newest, oldest, most expensive, least expensive, or reverse alphabetical.

To sort the service catalog by a certain order:

- From the drop-down list, select one of the following sort values:

Sort Value	Description
Newest First	The service offering that has the most recent published date.
Oldest First	The service offering that has the oldest published date.
Most Expensive	The service offering that has the highest initial price.The cost of the service offering that is used to sort this list excludes the periodic fee.
Least Expensive	The service offering that has the lowest initial price. The cost of the service offering that is used to sort this list excludes the periodic fee.
Alphabetical	Service offerings are sorted alphabetically, from A to Z. This is the default.
Reverse Alphabetical	Service offerings are listed by reverse alphabetical order, from Z to A.

Related Topics

"Search the Service Catalog" below

Search the Service Catalog

In the Browse Catalog view, use the Search filter to locate a certain service offering by a text search. Enter text that represents what you are looking for so that the user interface filters out these specific items.

To search the service offering catalog:

1. In the Search text box, enter text.
2. Press **Enter**.

Related Topics

" Browse the Service Catalog" on page 20

"Filter the Service Catalog" on page 21

Featured Services

From the Dashboard, you can view services in the catalog that your organization is currently promoting in the **Shop Now** widget in the **Helpful Links** section.

Your Propel administrator can assign one of the categories as a Featured Services category in the service catalog. Contact your Propel administrator for more information.

> **Note:** During organization creation and configuration, any category can be set as a featured category. Service offerings published under that category are treated as featured service offerings and will be included in the Featured Services widget.

To view services that your organization is promoting:

1. In the Dashboard, in the **Helpful Links** section, select the **Shop Now** widget to display a list of service offerings your organization is currently promoting.
2. In the **Featured Services** view, select a service offering to review its detailed information.
   a. For each offering bundle, the price displayed is the total cost of all offerings in the bundle.
   b. To see a price breakdown of offerings in a bundle, select the bundle to display its **Browse Catalog Details** view.

Related Topics

" New Releases" on the next page

" Popular Services" on the next page

" Subscriptions Expiring Soon" on page 25

New Releases

From the Dashboard, you can view service offerings that were most recently added to the service catalog in the **Shop Now** widget in the **Helpful Links** section.

To view service offerings that were most recently added:

1. In the Dashboard, in the in the **Helpful Links** section, select the **Shop Now** widget to display a list of service offerings that were recently added by an administrative user.
   a. This list displays all service offerings sorted by the published date, beginning with the most recent date.
   b. For each offering bundle, the price displayed is the total cost of all offerings in the bundle.
   c. To see a price breakdown of offerings in a bundle, select the bundle to display its **Browse Catalog Details** view.
2. In the New Releases view, select a service offering to review its detailed information.

Related Topics

" Popular Services" below

" Featured Services" on the previous page

" Subscriptions Expiring Soon" on the next page

Popular Services

From the Dashboard, you can view service offerings that are most frequently requested by members of your organization in the **Shop Now** widget in the **Helpful Links** section. These are service offerings that you are authorized to access.

To view services that are most frequently requested:

1. In the Dashboard, in the **Helpful Links** section, select the **Shop Now** widget to display a list of service offerings that are being tracked as most frequently requested.

2. In the Popular Services view, select a service offering to review its detailed information.
   a. For each offering bundle, the price displayed is the total cost of all offerings in the bundle.
   b. To see a price breakdown of offerings in a bundle, select the bundle to display its **Browse Catalog Details** view.

Related Topics

" New Releases" on the previous page

" Featured Services" on page 23

" Subscriptions Expiring Soon" below

Subscriptions Expiring Soon

From the Dashboard, you can view subscriptions that are scheduled to end 30 days after the subscription started.

To view subscriptions that are scheduled to expire soon:

1. In the Dashboard,in the **More Actions** section, select the Expiring Soon widget to display a list of your subscriptions that are scheduled to end 30 days after the subscription started.
2. In the Subscriptions Expiring Soon view, select a subscription to review its detailed information.

Related Topics

" Popular Services" on the previous page

" New Releases" on the previous page

" Featured Services" on page 23

Support Tickets

You can open a support ticket and view ticket notifications from the **Open Support Ticket** and **Support Ticket Notifications** widgets in the Marketplace Portal Dashboard.

The Marketplace Portal provides the following views to create and manage your support tickets:

- **Open Support Ticket:** Submit a question to the Customer Support Center. As a best practice, enter a detailed question in the form, complete all required fields, and indicate the urgency level. You can also attach multiple documents that provide more information. See "Open a Support Ticket" below.

- **Support Ticket Notifications:** Browse, search, filter, and sort the list of support ticket notifications. See "View Support Ticket Notifications" on page 30.

Related Topics

"Close a Support Ticket" on the next page

"Support Ticket Comments" on page 29

"Filter Ticket Notifications" on page 30

Open a Support Ticket

You must open a support ticket to submit a question to the Customer Support Center. As a best practice, open a support ticket when you need to request a new service or new hardware, or when you are experiencing a service outage with your e-mail or phone.

To open a support ticket:

1. In the Dashboard, select the **Open Support Ticket** widget to open the Open Support Ticket view.

   - As a best practice, enter a detailed question in the form, complete all required fields, and indicate the urgency level.

2. (Optional) You can also attach multiple documents that provide more information, such as screen shots, a list of requirements, log files, proposals, and so on.

Related Topics

"Close a Support Ticket" on the next page

"View and Update Support Ticket Details" on page 28

"Support Ticket Comments" on page 29

"View Support Ticket Notifications" on page 30

"Filter Ticket Notifications" on page 30

Close a Support Ticket

You can close a support ticket. As a best practice, you should close a ticket if the problem no longer exists or if the problem was resolved by other actions.

To close a support ticket:

1. In the Dashboard, select the **Support Ticket Notifications** widget to open the Support Ticket Notifications view.
2. Select the ticket you want to close. In the Support Ticket Details view, click **Close Ticket**.

Related Topics

"Open a Support Ticket" on the previous page

"View and Update Support Ticket Details" on the next page

"Support Ticket Comments" on page 29

"View Support Ticket Notifications" on page 30

"Filter Ticket Notifications" on page 30

Open or Download an Article

You can open or download an article when you are in the Knowledge Articles view.

To open and download a knowledge article:

1. In the Dashboard, select the **Knowledge Articles** widget to open the Knowledge Articles view.
2. Scroll up or down the list to browse knowledge articles.
3. When you find an article that you are interested in, select its title or KM number to display the Article Details view.
4. In the Attachments section, select the document file.
5. Use your browser tools to open the article and then save it on your local file system.

Related Topics

"Browse Articles" on page 32

"Search Articles" on page 34

"Filter Articles" on page 32

"Sort Articles" on page 33

"View Article Details" on page 35

View and Update Support Ticket Details

You can view ticket notifications from the **Support Ticket Notifications** widget in the Marketplace Portal Dashboard.

In the Support Ticket Details view, you can view detailed information about a support ticket, add comments, clear and re-enter comments, and close a ticket.

To view and update details for a support ticket:

1. In the Dashboard, select the **Support Ticket Notifications** widget to open the Support Ticket Notifications view.
2. Select the ticket you want to see detailed information for.
3. In the Support Ticket Details view, you can review the status of the ticket, the ticket ID, priority level, who requested the ticket, who the ticket was requested for, the contact method, the type of ticket, your question, and attachments.
4. Click **Add Comments** to enter comments in this ticket.
5. Click **Clear Comment** to remove comments and then re-enter them.
6. Click **Close Ticket** to close this ticket.

Related Topics

"Open a Support Ticket" on page 26

"Close a Support Ticket" on the previous page

"Support Ticket Comments" on the next page

"View Support Ticket Notifications" on page 30

"Filter Ticket Notifications" on page 30

Support Ticket Comments

Comments in a support ticket are typically responses to questions from whoever is handling the ticket.

Note: After comments are added to a support ticket, they cannot be removed.

Add Comments

To add comments to a support ticket:

1. In the Dashboard, select the **Support Ticket Notifications** widget to open the Support Ticket Notifications view.
2. Select the ticket you want to add a comment to.
   a. In the Support Ticket Details view, enter your comment in the text box.
   b. Click **Add Comments**.

Clear Comment

To clear and re-enter comments in a support ticket:

1. In the Dashboard, select the **Support Ticket Notifications** widget to open the Support Ticket Notifications view.
2. Select the ticket you want to add a comment to.
   a. In the Support Ticket Details view, enter your comment in the empty text box.
   b. Click **Clear Comment** to remove the text.
   c. Re-enter text and then click **Add Comment**.

Related Topics

"Open a Support Ticket" on page 26

"Close a Support Ticket" on page 27

"View and Update Support Ticket Details" on the previous page

"View Support Ticket Notifications" on the next page

"Filter Ticket Notifications" below

View Support Ticket Notifications

To view a list of support ticket notifications:

1. In the Dashboard, select the **Support Ticket Notifications** widget to open the Support Ticket Notifications view.
2. To change the order of notifications displayed in this view, see "Filter Ticket Notifications" below.

Related Topics

"Open a Support Ticket" on page 26

"Close a Support Ticket" on page 27

"View and Update Support Ticket Details" on page 28

"Support Ticket Comments" on the previous page

Filter Ticket Notifications

You can filter the list of ticket notifications by status and by an order of newest or oldest, and alphabetically or reverse alphabetically.

Status

By default, the Support Ticket Notifications view displays all tickets.

From the expanded **Status** list, select one of the following filter values:

Option	Description
All Status	All support tickets. This is the default.
Submitted	Support tickets that have been submitted but are not currently being worked on.
In Progress	Support tickets that have been submitted and are currently being worked on.
Completed	Support tickets that have been resolved and closed.

Newest First

By default, the Support Ticket Notifications view displays the newest tickets first.

From the **Newest First** drop-down list, select one of the following filter values:

Option	Description
Newest First	The most recent notification, based on the date the ticket was created, is the first notification in the list. This is the default.
Oldest First	The oldest notification, based on the date the ticket was created, is the first notification in the list.
Alphabetical	The list is ordered alphabetically, from A to Z.
Reverse Alphabetical	The list is ordered in reverse alphabetical order, from Z to A.

Related Topics

"Open a Support Ticket" on page 26

"Close a Support Ticket" on page 27

"View and Update Support Ticket Details" on page 28

"Support Ticket Comments" on page 29

Knowledge Articles

As a best practice, search for solutions in the knowledge article library.

You can access the knowledge article library from the **Knowledge Articles** widget in the Marketplace Portal Dashboard.

You can browse, search, filter, and sort the list of knowledge library articles. From the Knowledge Articles view, you can also drill down to detailed information about an article. In the Article Details view, you can open or download attached documents.

> **Tip:** If you do not find a solution in the knowledge article library, you should open a support ticket. See "Open a Support Ticket" on page 26.

Related Topics

"Browse Articles" below

"Search Articles" on page 34

"Filter Articles" below

"Sort Articles" on the next page

"View Article Details" on page 35

"Open or Download an Article" on page 27

Browse Articles

You can browse for articles in the Knowledge Articles view.

To browse knowledge articles:

1. In the Dashboard, select the **Knowledge Articles** widget to browse articles to open the Knowledge Articles view.
   - By default, all knowledge categories and all types of articles are included in this list, by last modified date order. To sort this list by category or type, see "Sort Articles" on the next page.
   - By default, newest articles are listed first. Use the filter to change the order of articles in this list. See "Filter Articles" below.
2. Scroll up or down the list to browse knowledge articles.
3. When you find an article that you are interested in, select its title or KM number to display the Article Details view.

Filter Articles

By default, the Knowledge Articles view displays the newest articles first. Use the following filter to display articles by newest, oldest, lowest ranking, or highest ranking.

From the **Newest First** drop-down list, select one of the following filter values:

Option	Description
Newest First	The most recent article, based on the date the article was created, is the first article in the list. This is the default.
Oldest First	The oldest article, based on the date the article was created, is the first article in the list.
Highest Ranking First	The article that best matches your search criteria is the first article in the list.
Lowest Ranking First	The article that least matches your search criteria is the first article in the list.

Sort Articles

By default, the Knowledge Article view displays all knowledge categories and all article types. Use the following filters to sort by certain articles:

- "Knowledge Categories" below
- "Article Types" on the next page

Knowledge Categories

You can configure knowledge categories that support your organization.

Tip: Contact your Propel administrator for more information.

HP Propel includes the following, out-of-the-box knowledge categories you can sort on:

- HR
- HR > Policy
- HR > Benefits
- Service Manager
- Service Manager > Change Management
- Service Manager > Knowledge Management

- Service Manager > Knowledge Management > Document Maintenance and Lifecycle
- Service Manager > Knowledge Management > Knowledge Centered Support (KCS)
- Service Manager > Support
- Service Manager > Support > Monitors
- Service Manager > Support > Telecom
- Service Manager > Support > Telecom > Phone

Note: Each > denotes a level. Each level represents an article tag.

Article Types

From the **Article Types** list, select one of the following sort values:

Article Type	Description
All Articles	Includes all types of articles described in this table.
Error Message/Cause	Report an error condition, specify the cause, and provide a resolution.
External	Upload files to be included in a Knowledge Base.
Question/Answer	Document a question that has been asked and include the corresponding answer.
Problem/Solution	Report a problem and provide a solution.
Reference	Provide general information that might be useful for other users.

Search Articles

In the Knowledge Articles view, use the Search filter 🔍 to locate certain articles by keywords. Enter text that represents what you are looking for so that the user interface filters out these specific items.

View Article Details

The Article Details view displays the following information about the knowledge article you selected:

- The title of the knowledge article.
- **Document ID:** The KM (Knowledge Management) number.
- **Creation Date:** The date and time the knowledge article was created.
- **Document Type:** The type of knowledge article, such as Error Message/Cause, External, Question/Answer, Problem/Solution, or Reference.
- **Expiration Date:** The date and time the knowledge article will expire.
- **Summary:** A brief explanation of the article.
- **Author:** The user name of who created the article.
- **Attachments:** The knowledge article that you can open or download.
- **Article Tags:** These are leveled-down (flat) knowledge categories. For example, if there is an article under category a > b and another article under category a > c, b and c will be shown as tags in both the Knowledge Articles view list and in the Article Details view. Also, if there is a third article under category a, all a, b and c will be listed as tags. See "Knowledge Categories" in "Sort Articles" on page 33.

To view article details:

1. In the Dashboard, select the Knowledge Articles widget.

   By default, all knowledge categories and all article types are displayed by last modified date order, with the newest articles listed first. This list includes the KM number.

2. Search, filter, sort, or scroll up or down the list of articles requests.
3. When you find an article that you are interested in, select the name of the article to display the Article Details view.

Service Offerings

There are three basic steps in the Marketplace Portal workflow:

1. Service offering configuration.
2. Service checkout and delivery.
3. Request confirmation.

Note: Service offerings are located in the **Shop Now** widget in the Dashboard **Helpful Links** section or in **Browse Catalog** in the sidebar menu.

Browse Catalog Details

In the **Browse Catalog Details** view, the following information about a selected service offering displays:

- The name of the service offering and its image.
  - For each offering bundle, the price displayed is the total cost of all offerings in the bundle. The **Browse Catalog Details** view displays a price breakdown of offerings in a selected bundle.
  - A brief description of the service offering. This description is visible when you view all categories, except Featured Services.
    - A service offering typically has two prices: the initial price of the subscription and the recurring fee of the subscription.
      - For example, a subscription with an initial price of $1000 might also have a periodic fee of $200 a month for the duration of the subscription.
      - If you change the options associated with the subscription (such as increasing the size of the hard drive or the amount of memory), the initial price, recurring fee, or both, might change to reflect the additional costs.
      - The recurring fee can be hourly, daily, weekly, monthly or yearly (/yr).
      - The number format for pricing is based on your browser's locale.

  Note: For each service offering, pricing precision displays up to five digits.

- **Published on:** The date the service offering was published. The date format is based on your browser's locale.This date is visible when you view all categories, except Featured Services.

- **Show More Details is On/Off:** This slider button allows you to hide or display information about a service offering. The default is set to **On**. To change this toggle by using your keyboard, tab through the Browse Catalog Details view and then stop tabbing when the toggle is lassoed by a blue rectangle. Use the directional arrows on your keyboard to slide the toggle to **Off**.

- **Option Sets and Profiles:** This information includes the available option sets (if any) and the cost of the different options.
  - If you want to subscribe to the service offering you are viewing, configure your subscription request in this section. For example, if the service offering includes a server, the server might include options you select to configure the number of CPUs and the amount of RAM for the server.

  - Dynamic options are information fields that are related to a service offering. These fields allow you to specify additional requirements for an offering. For example, if the offering is a computer or laptop, you can specify extra memory. As another example, you can also specify delivery and pickup options. Dynamic options are created by using a wizard in HP Service Manager (SM). Valid field description values include *equals*, *does not equal*, and *starts with*. Contact your Propel administrator for more information.

  - For sequenced-based offerings, select options to configure your offering request.

  - For topology-based offerings, select profiles to make changes.

- **Total Initial Price:** The initial price of the subscription. The periodic fee of the subscription.

- **Total Recurring Price:** The periodic fee of the subscription.

- Click **Cart** when you want to place a single order for more than one item.

- Click **Checkout** to open the Service Checkout view. Enter your order information and then click Submit Request. The Request Confirmation view displays the unique 8-digit request number.

- **Requires Approval:** Indicates whether your request for the service offering must be approved. When **Requires Approval** is displayed in the service offering description, it means that a subscription to the service offering requires management approval before it can be finalized. When you request a service offering that requires approval, the person who is the designated approver is automatically notified by email.

Related Topics

"View Request Details" on page 46

"View Checkout Details" on page 50

"Approved and Rejected Requests" on page 48

" Shopping Cart" on the next page

Shopping Cart

In the Marketplace Portal, you can browse for service offerings in the catalog and then add them to the shopping cart for a single checkout transaction. This transaction is recorded as one order confirmation number.

The total number of offerings (items) that you add to the shopping cart is displayed at the top of each view. All items are based on their service designs. Shopping cart contents persistent only for the current Marketplace Portal session. When you log out, the shopping cart will be emptied.

Note: For each service offering in your shopping cart, pricing precision displays up to five digits. This pricing is based on the original service offering configuration.

During the shopping cart checkout process, you can:

- **Add Subscription Names**—Enter meaningful, custom names for each item in your shopping cart. As a best practice, create names that easily identify them as services in your organization. If you do not want to customize the subscription names, accept the default subscription names.
- **Provide Order Information**—Configure the subscription period for all items in your shopping cart. Attach documents that provide more information for the approval process, such as a purchase order.

Note: You must use Internet Explorer 10.0 or higher to attach documents to a service offering.

To complete a shopping cart checkout:

1. In the Dashboard, in the **Helpful Links** section, select the **Shop Now** widget.
2. Select an offering, review its details, and then click **Cart**.
3. (Optional) Click **Edit Configuration** to change information about an offering. Click **Update** to save your changes.
4. (Optional) Change the **Quantity** number. Click **Update** to save your changes.
5. (Optional) Click **Remove Item** if you want to remove this offering from your shopping cart. In the Remove Item dialog, click **Yes**.
6. Click **Continue Shopping** to browse the catalog and add more offerings to your shopping cart.
7. Click **Checkout** to display the Add Subscription Names view. Accept the default names or enter meaningful names for items in your shopping cart.

8. Click **Continue** to display the Provide Order Information view:
   a. Accept the subscription period or make changes.

   b. Attach documents that provide more information for the approval process.

   c. Review the terms and conditions and then check the check box to confirm your agreement.

9. Click **Submit Cart**. The Shopping Cart Confirmation view displays detailed request information, including the total cost of all items in your cart and the order number. This order number also displays in the **Requests** view. In the Shopping Cart Confirmation view, each item includes a unique request ID number.

Related Topics

"View Request Details" on page 46

"View Checkout Details" on page 50

"Approved and Rejected Requests" on page 48

Express Checkout Wizard

Use the Virtual Machine Express Checkout Wizard to easily and quickly order services for your organization. This wizard walks you through the steps required to create an express service subscription. These are subscriptions that apply only to service offerings and service designs that have been configured as express services in the Propel Service Catalog and Propel Service Designer.

Note: You can enable or disable the Virtual Machine Express Checkout Wizard for each organization.

To place your order using the Virtual Machine Express Checkout Wizard:

1. In the Dashboard, in the **Express Checkout** section, select the **Express Checkout** widget to open the Virtual Machine Express Checkout Wizard.

2. In **Images**, select the associated icon for an operating system. In Propel, the Special Option Mode includes an OS Platform option set. These are the platforms that are configured in the Propel Express Checkout Offerings view. Prices are also derived from Propel service offerings and designs.

3. In **Flavors**, select the service size for CPU, memory, and storage: Small, Medium, Large, and Extra Large. These are the sizes that are configured in the Propel Express Checkout Offerings view. Prices are derived from Propel service offerings and designs.

4. In **Network Settings**, select a public external network, which is required. Optionally, select additional network segments. Click **Next Step**.

5. In **Security Group**, select security group properties for network segment, instance name prefix, and key name. Click **Next Step**.

6. In **Make It Yours**, enter a meaningful subscription name and the number of servers in this server group. Click **Next Step.**

7. Click **Request**. Wait for the confirmation page that confirms the request number, date requested, and recipient.

Requests

A new request is created when you:

- Submit an order for a subscription to a service offering bundle.
- Make a change to an existing service offering subscription.
- Request that a service offering subscription be canceled.
- Cancel an active request.
- Cancel an active subscription.
- Delete an active subscription.

Before you create a request, be aware of the following approval requirements:

- Requests for new subscriptions and for modifications to existing subscriptions might require management approval.
- Requests for the cancellation of subscriptions do not require approval.

Note: Depending on the approval policy for the service offering you are requesting, approval might be required from more than one approver.

To manage your requests, select **Requests** in the sidebar menu to see a list of all requests submitted. By default, the list of Requests displays All Request Types, All Request States, and Newest First.

For each service request in the **Requests** view, a unique request number is displayed.

> **Note:** For each service request, pricing precision can display up to five digits. This pricing is based on the original service offering configuration.

When you select **Requests** in the sidebar menu, the Requests view displays a scrollable list of your requests submitted during the last month. This is the default list order. To customize your view, you can sort and filter the list of requests. You can also view only the requests for service offerings from a specific category by using the **All Request Types** drop-down filter.

In the **Requests** view, you can perform the following tasks:

- View detailed request information. In the **Request Details** view, you can perform actions, such as reorder a service.
- Cancel requests, one at a time or all at the same time. When you cancel requests all at the same time, only requests that are currently loaded in the **Requests** list view will be canceled.
- Delete requests, one at a time or all at the same time. When you delete requests all at the same time, only requests that are currently loaded in the **Requests** list view will be deleted.
- The **Requested by manager** icon indicates that the request was submitted by your Consumer Business Manager on behalf of a certain user.

Related Topics

"Browse Requests" on the next page

"Manage Requests On Behalf Of" on page 44

"Filter Requests" on page 43

"View Request Details" on page 46

"View Checkout Details" on page 50

"Approved and Rejected Requests" on page 48

"Cancel a Request" on page 50

"Delete a Request" on page 52

"Reorder a Service" on page 47

Browse Requests

You can browse requests in the Requests view. In the Dashboard, select **Requests** in the sidebar menu to browse requests in the **Requests** view.

To browse requests:

1. In the Dashboard, in the sidebar menu, select **Requests** in the sidebar menu to open the **Requests** view.

   By default, all requests are displayed in date order, with the newest request listed first.

   Note: If you are an approver of requests, by default, all requests that require approval are displayed.

2. Scroll up or down the list to browse requests. Each request includes a unique request number.

   Note: For each service request, pricing precision displays up to five digits. This pricing is based on the original service offering configuration.

3. When you find a request that you are interested in, select its icon or name to display the **Request Details** view.

4. (Optional) If the request you are looking for is not displayed, select a status in the **All Request States** drop-down filter. A list of requests with the selected status is displayed.

Related Topics

"Filter Requests" on the next page

"View Request Details" on page 46

"View Checkout Details" on page 50

"Approved and Rejected Requests" on page 48

"Cancel a Request" on page 50

"Delete a Request" on page 52

Filter Requests

By default, the Requests view displays all request types, the newest requests first, and all request states. Use the following filters to display certain requests:

- "All Request Types" below
- "All Request States" below
- "Newest First" on the next page

Tip: In the Requests view, use the Search filter to locate a certain request by keywords. Enter text that represents what you are looking for so that the user interface filters out these specific items.

All Request Types

From the **All Request Types** drop-down list, select one of the following filter values: All Request Types (default), Service Request, Modify Subscription, or Cancel Subscription.

All Request States

From the **All Request States** drop-down list, select one of the following filter values:

Request State	Description
All Request States	Includes all request states described in this table.
Pending	Requests that require approval.
Canceled	Requests that have been canceled.
Approved	Requests that have been approved.
Rejected	Requests that have been rejected.
Cancelable	Requests that can be canceled.
Deletable	Requests that can be deleted.

Newest First

From the **Newest First** drop-down list, select one of the following filter values:

Option	Description
Newest First	The most recent request, based on the date the request was submitted, is the first request in the list. This is the default.
Oldest First	The oldest request, based on the date the request was submitted, is the first request in the list.
Most Expensive	The most expensive request.
Least Expensive	The least expensive request.
Alphabetical	The list is ordered alphabetically, from A to Z.
Reverse Alphabetical	The list is ordered in reverse alphabetical order, from Z to A.

Related Topics

"Browse Requests" on page 42

"View Request Details" on page 46

"View Checkout Details" on page 50

"Approved and Rejected Requests" on page 48

"Cancel a Request" on page 50

"Delete a Request" on page 52

Manage Requests On Behalf Of

As an authorized Consumer Business Manager, you can manage user's requests in your organization. In HP Propel, security and role access ensures that, as an authorized business manager, you have permission to perform request actions *on behalf of* a user. In manager mode, you can request (order and reorder) service offerings.

To manage a user's request in your organization:

1. In the Dashboard, in the **Administration** section, select the **Request On Behalf** widget to open the **User Lookup** view. This action places you in management mode.

   The **User Lookup** view lists all users in your organization who have previously logged in to HP Propel to become authenticated. Only authenticated users are included in this list.

   By default, all users in an organization are displayed in alphabetical order. Use the **Search** tool to find a certain user by name.

2. In the **User Lookup** view, select a user whose requests you want to manage. The service offerings that the selected user subscribes to display in the **Browse Catalog** view. In the **Browse Catalog** view:

   - The user account name that you are managing requests on behalf of displays in the **Requesting for user** banner.

   - Click the close icon next to the user account name to exit management mode for that user and return to the Dashboard.

3. When you find a service offering request you want to manage, select its icon or name to display the **Browse Catalog Details** view.

4. In the **Browse Catalog Details** view, click **Checkout** to order the service offering. The shopping cart is not available for ordering a request on behalf of a user.

5. In the **Service Checkout** view, enter a subscription name and a brief description.

6. (Optional) Click **Attach File** to attach documents that provide more information for the approver, such as a purchase order. **Note:** You must use Internet Explorer 10.0 or higher to attach documents to a service offering request.

7. Click **Submit Request** to display the Request Confirmation view that includes the request number.

8. (Optional) Click **Shop More** to continue placing service offering requests for the selected user.

9. (Optional) Click the close icon next to the user account name in the **Requesting for user** banner to exit management mode for that user and return to the Dashboard.

Related Topics

" Requests" on page 40

"Browse Requests" on page 42

"View Request Details" on the next page

View Request Details

The **Request Details** view displays the following information about the request you selected:

- The image represents the service offering for which the request was created.
- The **Requested for <username>** icon indicates that the request was submitted by your Consumer Business Manager on behalf of a certain user.
- The bundle icon represents the service offering bundle for which the request was created. In the **Bundled Requests** section, click the request to view its detailed information, such a pricing.
- The name of the subscription for which the request was created. If the request is for a modification to a subscription and the modification includes a change to the subscription name, this is the new name of the subscription.
- The initial price and the recurring price of the subscription.
- Below the name of the subscription is the name of the service offering.
- Below the name of the service offering is the status that indicates and whether it has been approved.

To view request details:

1. In the Dashboard, in the sidebar menu, select **Requests** in the sidebar menu to open the **Requests** view.

   By default, all requests are displayed by date order, with the newest requests listed first. This list includes subscription names and request numbers.

2. Scroll up or down the list to browse requests.
3. When you find a request that you are interested in, select the name of the request to display the **Request Details** view. This view displays the service request name and a brief description, group ownership, the subscription term, attached documents, the request number, and a cost breakdown of configuration selections.
4. (Optional) If you want to delete this service request, select the trashcan icon .
5. (Optional) If you want to place another order for this service, click **Reorder Service**.

Related Topics

"Browse Requests" on page 42

"Filter Requests" on page 43

"View Checkout Details" on page 50

"Approved and Rejected Requests" on the next page

"Cancel a Request" on page 50

"Delete a Request" on page 52

"Reorder a Service" below

"Manage Requests On Behalf Of" on page 44

Reorder a Service

You can reorder the service offering that originated this request. The Request Details view will be populated with the values you provided for the initial request.

To reorder a service:

1. In the Dashboard, in the sidebar menu, select **Requests** in the sidebar menu to open the Requests view.

   By default, all requests are displayed by date order, with the newest requests listed first. This list includes subscription names.

2. Scroll up or down the list to browse requests.

3. When you find a request that you are interested in, select the name of the request to display the Request Details view. This view displays the service request name and a brief description, group ownership, the subscription term, attached documents, and a cost breakdown of configuration selections.

4. Click **Reorder Service** to open the Reorder Service view.

5. Click **Checkout** to open the Service Checkout view.

6. Enter a subscription name and description.

7. Specify the subscription period (recurring or term, and start and end dates).

8. (Optional) Click **Make Changes** to modify the option sets. The original option models persist unless you change them.

9. (Optional) Click **Attach File** to attach documents that provide more information for the approver, such as a purchase order. **Note:** You must use Internet Explorer 10.0 or higher to attach documents to a service offering.

10. Click **Submit Request**.

11. Wait for the Request Confirmation view to see the order details, including the request number. Your request is subject to an approval process before it can be fulfilled and delivered.

12. (Optional) In the Request Confirmation view, click **View Request** to open the Request Details view for detailed information.

13. (Optional) In the Request Confirmation view, click **Shop More** to open the Service Offerings view to continue shopping.

14. (Optional) In the Request Confirmation view, click **Reorder Service** to open the Service Offerings view and reorder again.

Related Topics

"View Request Details" on page 46

"View Checkout Details" on page 50

Approved and Rejected Requests

When your request for a new subscription or a modification to a subscription is approved or rejected, its status changes and other events occur as described in the following sections:

- "When Your Request is Approved" below
- "When Your Request is Rejected" on the next page

Tip: You might need to refresh the browser to see the status changes.

When Your Request is Approved

Within a short period of time after your request is approved, the following occurs:

- The status of the request changes in the **Requests** view:
  - If the start date is today or earlier, the status is changed to **Approved**.
  - If the start date is a future date, the status remains as **Pending** until the start date arrives, at which time the status changes to **Approved**.
  - When a request is automatically approved , it briefly has the status of **Pending**. The status then changes to **Approved**.
- A notification that indicates the status of your request is displayed in the Notifications view.
- An email message is sent to you with the new status of the request.
- The requested subscription is added to the **Subscriptions** view, with one of the following statuses:
  - The status is **Active** if the start date is today or earlier, and the subscription has been deployed.
  - The status is **Pending** if the subscription is waiting to be deployed or if the start date is in the future.

> **Note:** If the request is for the modification of a subscription, the original subscription is replaced with the modified subscription in the **Subscriptions** view when the request for the modification is approved.

The subscription starts as follows:

- If the start date is today and the request is approved today (manually or automatically), the subscription starts within several minutes of the final approval.
- If the start date is today and the request is approved on a future date, the subscription starts within several minutes of the final approval.
- If the start date is a future date and the request is approved before the start date, the subscription starts several minutes after midnight on the start date.

When Your Request is Rejected

When your request is rejected, the following occurs:

- The status of the request changes to **Rejected** in the **Requests** view.
- A notification giving the status of your request is displayed on the dashboard.

Related Topics

"Browse Requests" on page 42

"Filter Requests" on page 43

"View Request Details" on page 46

"View Checkout Details" below

"Cancel a Request" below

"Delete a Request" on page 52

View Checkout Details

To review checkout details for a request:

1. In the Dashboard, in the sidebar menu, select **Requests** in the sidebar menu.
2. In the Requests view, select a request to display the Request Details view.
3. Scroll down to the Checkout Details section to review information about the request, such as the subscription name and a brief description, group ownership, the subscription term, attached documents, a cost breakdown of configuration selections, the initial base cost, and the recurring base cost.
4. (Optional) If you want to reorder this service, click **Reorder Service**.

Related Topics

"Reorder a Service" on page 47

"Browse Requests" on page 42

"Filter Requests" on page 43

"View Request Details" on page 46

"Approved and Rejected Requests" on page 48

"Cancel a Request" below

"Delete a Request" on page 52

Cancel a Request

You can cancel a request only if the status of the request is **Cancelable**.

In the Requests list view, you can:

- Cancel a single request, one at a time.
- Cancel all requests, all at the same time. This action cancels only the requests that are currently loaded in the Requests view.

Before you cancel a request, be aware of the following requirements and conditions:

- Requests must be canceled first before they can be deleted. Canceling a request might take some time to complete. Refresh the view several times until it does not show the requests as still being **Cancelable**.
- Cancelable and deletable requests cannot be concurrently acted on. Cancelable requests take precedence.
- When you cancel a request for a pending subscription modification, only the request for the modification is canceled. The subscription is not changed.
- If the request for a subscription has already been approved, you cannot cancel the request. However, you can cancel the subscription in the Subscriptions view.
- If you need to make a change to a request, you must first cancel the original request and then submit a new request with the correct configuration.

To cancel a single request in the list view:

1. In the Dashboard, in the sidebar menu, select **Requests** in the sidebar menu to display the Requests view.
2. In the **All Requests States** filter, select **Cancelable**.
3. In the Requests view, scroll up or down the list to find the request you want to cancel.
4. Click the cancel icon next to the request you want to cancel.
5. In the confirmation dialog, click **Yes** to confirm that you want to cancel the selected request. A message displays, confirming that your selected request was canceled.

To cancel all requests in the list view:

1. In the Dashboard, in the sidebar menu, select **Requests** in the sidebar menu to display the Requests view.
2. In the **All Requests States** filter, select **Cancelable**.

3. Select **List Actions**.
4. In the List Actions dialog, click **Cancel All** to cancel all items that are visible in the list. **Caution:** This action cannot be undone.
5. (Optional) If you decide you do not want to cancel all items, click the close icon ✕ to close the List Actions dialog.
6. In the confirmation dialog, click **Yes** to confirm that you want to cancel all requests in the list. A message displays, confirming that all requests were canceled.

Related Topics

"Browse Requests" on page 42

"Filter Requests" on page 43

"View Request Details" on page 46

"View Checkout Details" on page 50

"Approved and Rejected Requests" on page 48

"Delete a Request" below

Delete a Request

When you no longer need to maintain a record of a request, you can remove it from the Requests view. In the Requests view, the trashcan icon indicates a deletable request.

Caution: When you delete a request, it will no longer be visible to you.

In the Requests list view, you can:

- Delete a request if it has been approved, denied, or canceled.
- Delete a single request, one at a time.
- Delete all requests, all at the same time.

Before you delete a request, be aware of the following requirements and conditions:

- Requests must be canceled first before they can be deleted.
- Deletable and cancelable requests cannot be concurrently acted on.
- Cancelable requests take precedence.

To delete a single request from the list view:

1. In the Dashboard, in the sidebar menu, select **Requests** in the sidebar menu to display the Requests view.
2. In the **All Requests States** filter, select **Deletable**.
3. In the Requests view, scroll up or down the list to find the request you want to delete.
4. Select the trashcan icon for the request.
5. In the Delete Request dialog, click **Yes** to confirm that you want to delete the selected request.
6. (Optional) In the Delete Request dialog, click **No** if you decide you do not want to delete the selected request.
7. Go back to the Requests view to confirm that the request is excluded from the list.

To delete all requests from the list view:

1. In the Dashboard, in the sidebar menu, select **Requests** in the sidebar menu to display the Requests view.
2. In the **All Request States** filter, select **Deletable**.
3. Select **List Actions**.
4. In the List Actions dialog, click **Delete All** to delete all items that are visible in the list. **Caution:** This action cannot be undone.
5. (Optional) If you decide you do not want to delete all requests, click the close icon ✕ to close the List Actions dialog.
5. In the confirmation dialog, click **Yes** to confirm that you want to delete all requests in the list. A message displays, confirming that all requests were deleted.

Related Topics

"Browse Requests" on page 42

"Filter Requests" on page 43

"View Request Details" on page 46

"View Checkout Details" on page 50

"Approved and Rejected Requests" on page 48

"Cancel a Request" on page 50

Review Requests

Requests for new subscriptions and for modifications to existing subscriptions might require your approval before they can be deployed. If you are designated as an approver of requests, you are responsible for approving or denying requests made for a predetermined set of service offerings.

You can approve requests for users you manage in your organization. In the Review Requests view, the number in the upper right corner is the pending count of approval requests.

Note: More than one approver might be required to approve a request for a subscription to a service offering. This depends on the approval policy for the service offering.

As a service consumer (approver), select **Review Requests** in the sidebar menu to display the Approvals view. You must have valid approver credentials to access the Approvals view.

When a user submits a request for a new subscription or a modification to a subscription for which you are the approver, the following occurs:

- A request for your approval is added to the Approvals list as **Pending.** Select select **Review Requests** in the sidebar menu to open the Approvals list view.
- You are sent an email message that notifies you that the request needs your approval.
- A notification indicating that a request needs your approval is displayed in the Notifications view. Select select **Notifications** in the sidebar menu to open the Notifications list.

The status of the request changes, based on the action you take:

- If you approve the request, the status of the request changes to **Approved**.
- If you reject the request, the status of the request changes to **Rejected**.

> **Note:** Requests for subscriptions to some service offerings might be automatically approved or denied after a certain number of days, if the approver has not approved or denied the request. This is based on the approval policy for the service offering and how it is configured for catalog publishing in the Propel.

To manage your approvals, select **Review Requests** in the sidebar menu to see a list of all pending approvals. By default, the list in the Approvals view displays All Request Types, Newest First, and Pending.

> **Note:** For each service request, pricing precision can display up to five digits. This pricing is based on the original service offering configuration.

In the **Approvals** view, you can perform the following tasks:

- View detailed approval information.
- Approve requests. Requests that require approval are marked **approval needed**.
- Deny requests.

Related Topics

"Browse Approvals" below

"Filter Approvals" on the next page

"View Approval Details" on page 58

"Approve a Request" on page 59

"Reject a Request" on page 60

"Approved and Rejected Requests" on page 48

Browse Approvals

As a service consumer (approver), you can view a list of all pending requests and then browse and sort by the approval status, request date, requested action, and price. From this list, you can directly approve or reject requests.

> **Note:** For each service request, pricing precision displays up to five digits. This pricing is based on the original service offering configuration.

To browse approvals:

1. In the Dashboard, in the **More Actions** section, select **Review Requests** in the sidebar menu to open the Approvals view.

   By default, all requests are displayed by date, with the newest request listed first.

   > **Note:** If you are an approver of requests, by default, all requests that require approval are displayed.

2. Scroll up or down the list to browse for requests marked **approval needed**.

3. When you find a request that you are interested in, select its icon or name to display the Approval Details view.

Related Topics

"View Approval Details" on page 58

"Approve a Request" on page 59

"Reject a Request" on page 60

Filter Approvals

By default, the Review Requests view displays all request types, the newest requests first, and pending request state. Use the following filters to display certain requests:

- "All Request Types" below
- "Newest First" on the next page
- "All Approval Statuses" on the next page

> **Tip:** In the Review Requests view, use the Search filter to locate a certain request by keywords. Enter text that represents what you are looking for so that the user interface filters out these specific items.

All Request Types

From the **All Request Types** drop-down list, select one of the following filter values: All Request Types (default), Service Action, Service Request, Modify Subscription, or Cancel Subscription.

Newest First

From the **Newest First** drop-down list, select one of the following filter values:

Option	Description
Newest First	The most recent request, based on the date the request was submitted, is the first request in the list. This is the default.
Oldest First	The oldest request, based on the date the request was submitted, is the first request in the list.
Most Expensive	The most expensive request.
Least Expensive	The least expensive request.
Alphabetical	The list is ordered alphabetically, from A to Z.
Reverse Alphabetical	The list is ordered in reverse alphabetical order, from Z to A.

All Approval Statuses

From the **All Approval Statuses** drop-down list, select one of the following filter values:

Request State	Description
All Approval Statuses	Includes all request states described in this table.
Approved	Requests that have been approved.
Pending	Requests that require approval.
Rejected	Requests that have been rejected.

Related Topics

"Browse Approvals" on page 55

"View Approval Details" on the next page

"Approve a Request" on page 59

"Reject a Request" on page 60

View Approval Details

The **Approval Details** view displays the following information about the request order you selected, including a summary of checkout and configuration information you provide when the request is made.

- The request name, user, and date the request was made.
- The
- The service request name and a brief description.
- The subscription term.
- Attached documents that provide the approver with more information.
- A cost breakdown of configuration selections.
- The image represents the service offering for which the request was created.

To view approval details:

1. In the Dashboard, select **Review Requests** in the sidebar menu to open the Approvals view.

   By default, all requests are displayed by date, with the newest request listed first.

   > **Note:** If you are an approver of requests, by default, all requests that require approval are displayed.

2. Scroll up or down the list to browse for requests marked **approval needed** or select **Pending** in the **All Approval Statuses** drop-down filter.
3. When you find a request that you are interested in, select its icon or name to display the Approval Details view.

Related Topics

"Browse Approvals" on page 55

"Filter Approvals" on page 56

"Approve a Request" on the next page

"Reject a Request" on page 60

"Approved and Rejected Requests" on page 48

Approve a Request

You can approve a request from the list of pending requests. This list includes the following information about the request:

- Approval Status (This includes the personal approver status and the Overall Approval Status.)
- Requester Name
- Request Date
- Requested Action
- Initial and Recurring Prices

To approve a request:

1. In the Dashboard, select **Review Requests** in the sidebar menu to open the Approvals view. By default, all requests are displayed by date, with the newest request listed first. If you are an approver of requests, all requests that require approval are displayed.
2. Scroll up or down the list to browse for requests that show the approve icon .
3. Click the icon to approve the selected request.
4. In the **Approve this request?** dialog, click **Yes**. This action will start the fulfillment process and generate a service subscription.

Note: The subscription you approved might not immediately show the status of Approved to the requester.

Approved Notifications

Dashboard: Select the **Notifications** tile to open the Notifications view and verify the new (**Approved**) status of the request.

Email: An email message that provides the new (**Approved**) status of the request is sent to the person who submitted the request.

Note: If multiple approvers are required, the notification and email message are not issued until after the approval policy is satisfied.

Related Topics

"Browse Approvals" on page 55

"Filter Approvals" on page 56

"View Approval Details" on page 58

"Reject a Request" below

"Approved and Rejected Requests" on page 48

" Notifications" on page 72

Reject a Request

You can reject a request from the list of pending requests. This list includes the following information about the request:

- Approval Status (This includes the personal approver status and the Overall Approval Status.)
- Requester Name
- Request Date
- Requested Action
- Initial and Recurring Prices

To reject a request:

1. In the Dashboard, select **Review Requests** in the sidebar menu to open the Approvals view. By default, all requests are displayed by date, with the newest request listed first. If you are an approver of requests, all requests that require approval are displayed.
2. Scroll up or down the list to browse for requests that show the reject icon .
3. Click the icon to reject the selected request.
4. In the **Deny this request?** dialog, enter a brief explanation about why you are rejecting this request. This explanation will be visible to anyone who views this request.
5. Click **Yes**.

Note: The subscription you denied might not immediately show the status of **Rejected** to the requester.

Rejected Notifications

Dashboard: Select the **Notifications** widget to open the Notifications view and verify the new (**Rejected**) status of the request.

Email: An email message that provides the new (**Rejected**) status of the request is sent to the person who submitted the request.

Note: If multiple approvers are required, the notification and email message are not issued until after the approval policy is satisfied.

Related Topics

"Browse Approvals" on page 55

"Filter Approvals" on page 56

"Approve a Request" on page 59

"Approved and Rejected Requests" on page 48

" Notifications" on page 72

Subscriptions

To manage your service offering subscriptions, select **Subscriptions** in the sidebar menu. By default, the list of Subscriptions displays **All Categories**, **All Subscription Statuses**, and **Newest First**.

Note: If you are an authorized Consumer Business Manager, you can manage all user's subscriptions in your organization. See "Manage User's Subscriptions" on page 65.

The Subscriptions view lists your subscriptions for the last month. This is the default list order. To customize your view, you can sort and filter the list of subscriptions. You can also view only the subscriptions for service offerings from a specific category by using the **All Categories** drop-down filter.

The **All Subscriptions** widget also displays the total number of subscriptions for each status.

Note: For each subscription, pricing precision displays up to five digits. This pricing is based on the original service offering configuration.

In the **Subscriptions** view, you can perform the following tasks:

- Check the state of your subscriptions.
- Set filters to find certain subscriptions. These filters display in the user interface only when your browser resolution it set to more than 992 pixels wide. If your browser resolution is set to 992 pixels or less, these filters do not display and only the Search box displays. This is known as adaptive content in the Marketplace Portal. See "Adaptive Content" in "Get Started" on page 7
- Monitor a list of subscriptions that are expiring soon.
- View detailed subscription information. In the **Subscription Details** view, you can run actions on your service instances and, if necessary, modify subscriptions.
- Cancel subscriptions, one at a time or all at the same time. After you cancel a subscription, you can delete it from the catalog.
- Delete subscriptions, one at a time or all at the same time. You must cancel a subscription before you can delete it.

Related Topics

"Browse Subscriptions" below

"Filter Subscriptions" on the next page

"View Subscription Details" on page 66

"Modify a Subscription" on page 67

"Cancel a Subscription" on page 68

"Delete a Subscription" on page 70

Browse Subscriptions

You can browse and filter subscriptions in the **Subscriptions** view.

Note: For each subscription, pricing precision displays up to five digits. This pricing is based on the original service offering configuration.

To browse subscriptions:

1. In the Dashboard, select **Subscriptions** in the sidebar menu to open the **Subscriptions** view.

   By default, all subscriptions are displayed in date order, with the newest subscriptions listed first.

2. Scroll up or down the list to browse subscriptions.

3. When you find a subscription that you are interested in, select its icon or name to display the **Subscription Details** view.

Related Topics

"Filter Subscriptions" below

"View Subscription Details" on page 66

"Modify a Subscription" on page 67

"Cancel a Subscription" on page 68

"Delete a Subscription" on page 70

Filter Subscriptions

By default, the Subscriptions view displays all categories, the newest subscriptions first, and all subscription states. Use the following filters to display certain subscriptions:

- "All Categories" on the next page
- "All Subscription Statuses" on the next page
- "Newest First" on the next page

Note: These filters display in the user interface only when your browser it set to more than 992 pixels wide. If your browser is set to 992 pixels or less than 992 pixels wide, these filters do not display and only the Search filter displays.

Tip: In the Subscriptions view, use the Search filter to locate a certain subscription by keywords. Enter text that represents what you are looking for so that the user interface filters out these specific items.

All Categories

You can subscribe to a variety of services, such as application servers, email servers, or web hosting services. You can filter by these services, as categories, to easily navigate to and review your subscriptions.

All Subscription Statuses

From the **All Subscription Statuses** drop-down list, select one of the following filter values:

Subscription State	Description
All Subscription Statuses	Includes all subscription states described in this table.
Active	Subscriptions that are active.
Pending	Subscriptions that are waiting to be approved.
Expired	Subscriptions that have expired.
Canceled	Subscriptions that have been canceled.
Terminated	Subscriptions that have been terminated.
Paused	Subscriptions that failed to deploy and have been paused for troubleshooting.

Newest First

From the **Newest First** drop-down list, select one of the following filter values:

Option	Description
Newest First	The most recent subscription, based on the date the subscription started, is the first subscription in the list. This is the default.
Oldest First	The oldest subscription, based on the date the subscription started, is the first subscription in the list.
Most Expensive	The most expensive subscription.
Least Expensive	The least expensive subscription.
Alphabetical	The list is ordered alphabetically, from A to Z.
Reverse Alphabetical	The list is ordered in reverse alphabetical order, from Z to A.

Related Topics

"Browse Subscriptions" on page 62

"View Subscription Details" on the next page

"Modify a Subscription" on page 67

"Cancel a Subscription" on page 68

"Delete a Subscription" on page 70

Manage User's Subscriptions

As an authorized Consumer Business Manager, you can manage all user's subscriptions in your organization.

In manager mode, you can perform actions on a subscription *on behalf of* the original subscriber, such as:

- Modify, cancel, or delete a user's subscription.
- Go to the **Request Details** view to review information about the user's original subscription request.
- Go to the **My Service Details** view to review information about the offering that fulfills the service, including service components and service topology.
- Review the subscription history and notifications for a user's subscription.

To manage a user's subscriptions in your organization:

1. In the Dashboard, in the **Administration** section, select the **Manage Subscriptions** widget to open the **User Lookup** view.

   The **User Lookup** view lists all users in your organization. By default, all users in an organization are displayed in alphabetical order. Use the Search tool to find a certain user by name.

2. In the **User Lookup** view, select a user whose subscriptions you want to manage. The service offerings that the selected user subscribes to display in the **Subscriptions** view. In the Subscriptions view:

   - The user account name that you are managing subscriptions *on behalf of* displays below your management mode account name .

- Click the close icon ✕ next to the user account name to exit management mode for that user and return to the Dashboard.

3. When you find a subscription want to manage, select its icon or name to display the Subscription Details view.

4. In the Subscriptions Details view, select an action you want to perform on this subscription, on behalf of its user, such as **View Request**, **View Linked Service**, **Modify Subscription**, **Cancel Subscription**, **Delete Subscription**, and **Cancel Subscription**.

Related Topics

"View Subscription Details" below

"Modify a Subscription" on the next page

"Cancel a Subscription" on page 68

"Delete a Subscription" on page 70

View Subscription Details

The Subscriptions Details view displays the following information:

- The image for the service offering to which you subscribed.
- The name you entered for the subscription when you configured it.
- The name of the service offering to which you subscribed.
- The status of the subscription.
- The order number.
- The initial price and recurring price.

To view subscription details:

1. In the Dashboard, select **Subscriptions** in the sidebar menu to open the Subscriptions view.

   By default, all subscriptions are displayed by date order, with the newest subscriptions listed first.

2. Scroll up or down the list to browse subscriptions.

3. When you find a subscription that you are interested in, select the name of the subscription to display its Subscriptions Details view. This view displays the subscription name and a brief description, subscription history and notifications. Use the filter to customize the display of history events and notifications.
4. (Optional) If you want to see the original service request, click **View Request**.
5. (Optional) If you want to place another order for this service, click **View Linked Service** to open the My Service Details view.

Related Topics

"Browse Subscriptions" on page 62

"Filter Subscriptions" on page 63

"Modify a Subscription" below

"Cancel a Subscription" on the next page

"Delete a Subscription" on page 70

"View Request Details" on page 46

Modify a Subscription

Note: You can only modify active subscriptions.

To modify a subscription:

1. In the Dashboard, select **Subscriptions** in the sidebar menu to open the Subscriptions view.

   By default, all subscriptions are displayed by date order, with the newest subscriptions listed first.
2. Scroll up or down the list to browse subscriptions.
3. When you find a subscription that you want to modify, select the name of the subscription to display its Subscriptions Details view.
4. In the Subscription Details view, click **Modify Subscription** to open the Modify Subscription Details view.

5. In the Modify Subscription Details view, click **Modify Subscription** to open the Modify Subscription Details view. In this view, you can change the subscription name and description, group ownership, option parameters for service configuration, and the End Date of the subscription period. You cannot edit the Start Date of the subscription period.
6. Click **Submit Subscription** to save your changes.
7. Wait for the confirmation view to see the order details, including the request number. Your request is subject to an approval process before it can be fulfilled and delivered.
8. (Optional) If you want to see the original service request, click **View Request** to see detailed information about the original request.
9. (Optional) In the confirmation view, click **View Request** to open the Request Details view for detailed information about the subscription you modified.
10. (Optional) In the confirmation view, click **Your Subscriptions** to open the Subscriptions view.
11. (Optional) In the confirmation view, click **Reorder Service** to open the Service Offering Details view for this subscription and place another order.
12. (Optional) You can also modify a subscription during the checkout process. See "Reorder a Service" on page 47.

Related Topics

"Browse Subscriptions" on page 62

"Filter Subscriptions" on page 63

"View Subscription Details" on page 66

"Cancel a Subscription" below

"Delete a Subscription" on page 70

Cancel a Subscription

You can only cancel subscriptions if the cancel icon displays. You cannot cancel a subscription if this icon does not display.

In the Subscriptions list view, you can:

- Cancel a single subscription, one at a time, in the Subscription Details view and from the Subscriptions list view.
- Cancel all subscriptions, all at the same time, from the Subscriptions list view.

To cancel a subscription in the Subscription Details view:

1. In the Dashboard, select **Subscriptions** in the sidebar menu to display the Subscriptions view.
2. In the Subscriptions view, scroll up or down the list to find and select the subscription you want to cancel.
3. In the Subscription Details view, click **Cancel Subscription**.
4. In the Cancel Subscription dialog, click **Yes** to confirm that you want to cancel the subscription.
5. (Optional) In the Cancel Subscription dialog, click **No** if you decide you do not want to delete the subscription.

To cancel a single subscription in the Subscriptions list view:

1. In the Dashboard, i select **Subscriptions** in the sidebar menu to display the Subscriptions view.
2. In the All Subscription States filter, select **Active**.
3. In the Subscriptions view, scroll up or down the list to find the subscription you want to cancel.
4. Click the cancel icon next to the subscription you want to cancel.
5. In the confirmation dialog, click **Yes** to confirm that you want to cancel the selected subscription.
6. (Optional) In the confirmation dialog, click **No** if you decide you do not want to cancel the subscription.

To cancel all subscriptions in the Subscriptions list view:

1. In the Dashboard, select **Subscriptions** in the sidebar menu to display the Subscriptions view.
2. In the All Subscription States filter, select **Active**.

3. Select **List Actions**.
4. In the List Actions dialog, click **Cancel All** to cancel all active subscriptions that are visible in the list. **Caution:** This action cannot be undone.
5. (Optional) If you really do not want to cancel all subscriptions, click the close icon ✕ to close the List Actions dialog. Or, press the **Esc** key or click outside the dialog window to dismiss the cancel action.
6. In the confirmation dialog, click **Yes** to confirm that you want to cancel all subscriptions in the list. A message displays, confirming that all subscriptions were canceled.

Related Topics

"Filter Subscriptions" on page 63

"Delete a Subscription" below

Delete a Subscription

When you no longer need information about subscriptions that have expired, been canceled, or failed, you can remove them from the Subscriptions view. In the Subscriptions view, the trashcan icon indicates a deletable subscription.

Caution: When you delete a subscription, it will no longer be visible in the Marketplace Portal.

In the Subscriptions list view, you can:

- Delete a single subscription, only if it has already been canceled, one at a time, in the Subscription Details view and in the Subscriptions list view.
- Delete all subscriptions, all at the same time, in the Subscriptions list view.

Before you delete a subscription, be aware of the following requirements and conditions:

- Subscriptions must be canceled first before they can be deleted.
- Deletable and cancelable subscriptions cannot be concurrently acted on.
- Cancelable subscriptions take precedence.

To delete a subscription in the Subscription Details view:

1. In the Dashboard, select **Subscriptions** in the sidebar menu to display the Subscriptions view.
2. In the Subscriptions view, scroll up or down the list to find and select the subscription you want to delete. The trashcan icon indicates a deletable subscription.
3. In the Subscription Details view, click **Delete Subscription**.
4. In the Delete Subscription dialog, click **Yes** to confirm that you want to delete the subscription.
5. (Optional) In the Delete Subscription dialog, click **No** if you decide you do not want to delete the subscription.

To delete a single subscription in the Subscription Detailt view:

1. In the Dashboard, select **Subscriptions** in the sidebar menu to display the Subscriptions view.
2. In the All States filter, select **Canceled**.
3. In the Subscriptions view, scroll through the list to find the canceled subscription you want to delete.
4. Select the trashcan icon for the subscription.
5. In the Delete Subscription dialog, click **Yes** to confirm that you want to delete the selected subscription.
6. (Optional) In the Delete Subscription dialog, click **No** if you decide you do not want to delete the selected subscription.
7. Go back to the Subscriptions view to confirm that the subscription is excluded from the list.

To delete all subscriptions from the list view:

1. In the Dashboard, select **Subscriptions** in the sidebar menu to display the Subscriptions view.
2. In the All States filter, select **Canceled**.
3. Select **List Actions**.

4. In the List Actions dialog, click **Delete All** to delete all subscriptions that are visible in the list. **Caution:** This action cannot be undone.

5. (Optional) If you decide you do not want to delete all subscriptions, click the close icon ✕ to close the List Actions dialog.

6. In the confirmation dialog, click **Yes** to confirm that you want to delete all subscriptions in the list. A message displays, confirming that all subscriptions were deleted.

Related Topics

"Cancel a Subscription" on page 68

Notifications

The **Notifications** widget provides an easy way to monitor your notifications. To manage your subscription notifications, select **Notifications** in the sidebar menu. By default, the list of notifications displays **Newest First**.

Notifications are issued for the following reasons:

Notification Type	Description
Pending approval	If you are an approver of requests, a request needs your approval.
Request approved or rejected	A request you submitted has been approved or rejected. This notification is also created when a subscription request is automatically approved.
Subscription status change	The status of one of your subscriptions has changed: • An approved subscription is now active. • A subscription was canceled. • A subscription has expired. • A subscription has failed.
Custom Notifications	A custom notification created by your system administrator.

In the Notifications view, notifications are displayed with the most recent notification at the top of the list.

Information in a notification includes:

- The reason for the notification.
- The name of the related service offering or subscription.
- The date and time the notification was created.

When a subscription-related event occurs—such as when a request for a subscription is approved or canceled, or a subscription fails or expires—the user who requested the subscription is notified about the change of status. Users who approve requests are notified when subscriptions needing their approval are requested or modified.

Additional notifications can also be generated, depending on the offering you have subscribed to.

Related Topics

"Browse Notifications" below

"Filter Notifications" on the next page

"View Notification Details" on page 75

Browse Notifications

You can view your notifications in the Notifications view and in email messages sent to the email address associated with your login account.

To browse notifications:

1. In the Dashboard, select **Notifications** in the sidebar menu to open the Notifications view.

   By default, all notifications are displayed by date order (Timestamp), with the newest subscriptions listed first. This list includes notification summary information and subscription names.

2. Scroll up or down the list to browse notifications.
3. When you find a notification that you are interested in, select the name of the notification to display the Notification Details view.

Related Topics

"Filter Notifications" on the next page

"View Notification Details" on page 75

Filter Notifications

By default, the Notifications view displays all notifications, with the most recent notifications listed first. Use the following filters to change the display order of notifications:

- "Newest First" below
- "All Notifications" below

Tip: In the Notifications view, use the Search filter to locate a certain notification by keywords. Enter text that represents what you are looking for so that the user interface filters out these specific items.

Newest First

By default, the Notifications view displays the most recent notifications first. Select **Oldest First** to change the order of notifications in this view.

Option	**Description**
Newest First	The most recent notification, based on the date the notification was created, is the first notification in the list. This is the default.
Oldest First	The oldest notification, based on the date the notification was created, is the first notification in the list.

All Notifications

By default, the Notifications view displays all notifications. To change the display order, select one of the following filter values: Past Day Notifications, Past Week Notifications, Past Month Notifications, or Past Year Notifications.

Related Topics

"Browse Notifications" on the previous page

"View Notification Details" on the next page

View Notification Details

You can view information about notifications in the Notifications view.

To view notification details:

1. In the Dashboard, select **Notifications** in the sidebar menu to open the Notification List view.

   By default, all notifications are displayed by date order, with the newest notifications listed first. This list includes notification descriptions and subscription names.

2. Scroll up or down the list to browse notifications.

3. When you find a notification that you are interested in, select the name of the notification to display the Notification Details view. This view displays the date when the notification was created, the subscription name and its expiration date, the subscription status and a brief description of the service subscription, the owner, and the associated offering name.

Related Topics

"Browse Notifications" on page 73

"Filter Notifications" on the previous page