HP Propel

Software Version: 2.01

Portal Help

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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.
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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 HP Propel Portal!

Welcome to the HP Propel Portal! Authorized users can subscribe to catalog items, manage service subscriptions, browse knowledge articles, submit support requests, and more.

See the HP Propel Launchpad Help for more introductory information on accessing and using the Portal, and Getting Started content.

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

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

Start Shopping

Shop for catalog items using the HP Propel Shop application. Access the shopping app from the HP Propel Launchpad by clicking the **Shop** tile or by clicking on **Start Shopping** in the Launchpad banner. In the **Shop** view you can browse available catalog items and then place your order.

Following are the basic steps in the shopping work flow:

1. Select then configure a catalog item.

2. Click **Order Now** for a single item, or **Add to Cart** to continue shopping, repeating step 1 for each item you want to order.

3. Complete order information, and submit order.

4. Confirmation of order.

> **Note:** After submitting your order (step 3), you can click on the displayed order number to open the **Order Details** view, where you can view order details and status.

Shop View

Use the **Shop** view to browse and order catalog items. Shop by category and by keyword search in this view, or to view all available catalog items, click **Browse Catalog** or **Browse** → to navigate to the **Service Catalog** view.

Click a catalog item to open the **Service Details** view, where you can view additional details and order that item.

Browse by Category

In the **Shop** view you can shop for catalog items by browsing the following:

- **Featured Services:** This is an abbreviated list of the services your organization is promoting. During organization creation, any category can be set as a featured service category. Catalog items published under that category are treated as featured catalog items and will be populated in the **Featured Services** view. Contact your Propel administrator for more information.

- **Popular Services:** These are the most subscribed to services, and are typically catalog items popular with other members of your organization.

- **New Services:** These are services that have been recently added to the catalog.

The default display will include up to six items in each of these categories. Click on an item to open the **Service Details** view where you can see additional details and order the selected item. Click See all to navigate the category's view and see all items in that category.

🔍 Search Catalog Items

Enter text in the search filter to locate catalog items whose name contains the specified keyword or string.

Browse all Catalog Items

To view and shop all available catalog items, click **Browse Catalog** or **Browse** → to navigate to the **Service Catalog** view.

More Actions

Click the avatar in the **Shop** view banner to display a drop-down list for additional actions. See the HP Propel Launchpad Help for more information.

Related Topics

"Catalog" on page 8

" Orders" on page 10

"Subscriptions" on page 14

Shopping Cart

In the Portal, you can browse for catalog items and add them to the shopping cart for a single checkout transaction. This transaction is recorded as one order. Note that shopping cart contents are persistent only for the current Portal session. When you log out, the shopping cart will be emptied.

During the shopping cart checkout process, you:

- **(Optional) Specify recipient** —Enter the name of the user you are placing this order on behalf of. See "Requests On Behalf Of" on page 11.

- **Specify Order Name**—Enter a meaningful custom name for this set of items in your shopping cart. As a best practice, create names that easily identify them as services in your organization.

- **(Optional) Specify Purpose of Order**—Provide an optional description of this order. The description can be up to 2,048 characters in length.

- **(Optional) Attach File(s) to the Order**—If desired attach one or more files to this order. These would typically be files that provide more information for the order approval process, such as a purchase order. You can browse for a file on your system by clicking the **Attach File** button, or drag and drop a file to the provided area.

> **Note:** Internet Explorer 10 or higher is recommended when attaching documents to an order. See the HP Propel Support Matrix for more information on supported browsers.

To complete a shopping cart checkout:

1. Access your **Shopping Cart** view by clicking on **Cart** from the avatar drop-down list in any Portal view.

2. (Optional) Click **Edit** to review and modify configuration details of any item in your cart, and then click **Update** to update the item and return to the **Shopping Cart** view.

3. (Optional) Click **Remove** to remove an item from your cart. You will be asked to confirm item removal. Click **Continue** to remove the item from your cart.

4. (Optional) Change the quantity of an item to be ordered. Click **Update** to save your changes.

5. Click ← **Continue Shopping** if you wish to browse the catalog and add more catalog items to your shopping cart.

6. Click **Checkout** to display the **Order Information** view. The **Order name** field must be filled in before you can place your order.

7. Click **Submit** to place your order. The **Order Confirmation** view displays a summary of all items in your order and the order number. You can click the order number to navigate to the **Order Details** view.

Related Topics

"View Order Details" on page 12

Catalog

To view and shop all catalog items available to your organization, navigate to the **Service Catalog** view from the HP Propel Shop app by clicking **Browse Catalog** or **Browse** →. See Start Shopping for more information.

Catalog Items

Catalog items listed in the **Browse Catalog** view are derived from multiple catalogs, and are presented in a unified view. You can scroll up and down to browse available items, search by keyword, and set filters to customize the display.

Search Catalog Items

Enter text in the search filter to locate catalog items whose names contain the specified keyword or string.

Sort Catalog Items

By default, catalog items are displayed with newest first. Use the drop-down list on the right hand side above the catalog items to sort by newest, oldest, most expensive, least expensive, alphabetical, or reverse alphabetical.

Filter Catalog Items

Refine the results of the catalog items displayed by selecting a specific catalog for display and/or selecting a specific catalog item tag. Tags allow the administrator to classify catalog items for improved filtering and identification. One or more tags can optionally be associated with a catalog item when the item is created.

You can select the catalog and/or tag desired under **Catalogs** and **Tags** on the left hand side of the **Service Catalog** view.

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

Related Topics

Start Shopping

Catalog Item Details

Catalog Item Details

In the **Service Details** view, the following information about the selected catalog item displays:

- The catalog name, item name, and category assigned to the item

- Catalog item's image

- Description of the catalog item

- Pricing Information
  A catalog item typically has two prices: the default initial price and the recurring fee.

  - For example, a subscription with an initial price of $1000 might also have a periodic fee of $200 per month for the duration of the subscription.

  - If you change the options associated with the item (for example, increasing the size of the hard drive or the amount of memory), the initial price, recurring fee, or both, might change to reflect the change in options.

  - The recurring fee can be hourly, daily, weekly, monthly or yearly.

  - The number format for pricing is based on your browser's locale.

- **More Information** This area includes additional information such as when this catalog item was last updated.

Configure item for ordering

Click **Configure** to configure this catalog item for ordering. Here you will find::

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

  - Dynamic options are information fields that are related to a catalog item. These fields allow you to specify additional requirements for a catalog item. For example, you might be able to 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.

  Each option will include:

- **Initial Price:** The initial price of the item.

- **Recurring Price:** The periodic fee of the item.

  As you select option(s) the price **Subtotal** will be updated to reflect the total initial price and total recurring fee.

- **Requires Approval:** Indicates whether your request for the catalog item must be approved. Your order will not be fulfilled until the designated approver(s) approve your request.

Order or Add to Cart

Click **Order Now** to order just this item, or **Add to Cart** to continue shopping. If you click **Order Now**, complete the order information and then click **Submit**. The **Order Confirmation** view displays the unique order number.

Related Topics

Orders

A new order is created when you:

- Submit an order for an individual catalog item.

- Submit an order for item(s) in your shopping cart.

Before you create an order, be aware of the following approval requirements:

- Requests for new subscriptions and for modifications to existing subscriptions might require approval.

- Requests for the cancellation of subscriptions do not require approval.

> **Note:** Depending on the approval policy for the catalog item you are requesting, approval might be required from more than one approver.

To view your orders, select **Orders** from the avatar drop-down menu in the HP Propel Portal. By default, the **Orders** view lists of all your orders, with newest first. Scroll up and down to browse orders, search by keyword, and set filters to customize the display.

🔍 Search Orders

Enter text in the search filter to locate orders whose names contain the specified keyword or string.

Sort Orders

In the HP Propel Portal, you can change the order in which orders are displayed. Use the drop-down list on the right side above the list to sort by newest, oldest, most expensive, least expensive, alphabetical, or reverse alphabetical.

Filter Orders

You can refine the results of the orders displayed by selecting **All Orders**, **Open Orders**, or **Recent Orders**.

View Order Details

Click on an order to view order details. See Order Details for more information.

Related Topics

"Requests On Behalf Of" below

"View Order Details" on the next page

"Start Shopping" on page 5

Requests On Behalf Of

If you are designated as a manger, you can place orders on behalf of anyone you manage. In HP Propel, security and role access ensures that as a manager you can request (order and reorder) catalog items on behalf of a user.

When placing an order for a catalog item, you can specify a *Recipient*. In the **Service Details** view, the **Recipient** text box will by default contain your user name. Click on this text box to specify a different user in one of the following ways:

1. A drop-down list of users you manage, displayed in alphabetical order, appears when you click in the **Recipient** text box. Click on a name in this list to select this user.

2. Type any portion of a user's name in the **Recipient** text box. A list of user names containing this string will be displayed. Click on a name in this list to select that user.

Related Topics

" Orders" on the previous page

View Order Details

To view details for an order:

1. In the HP Propel Portal, select **Orders** in the avatar drop-down list.

2. In the **Orders** view, select an order to display the **Order Details** view.

3. Order information including the following is displayed:
   a. Date order was created

   b. Order number

   c. Order state

   d. Order name

   e. Recipient if requested on behalf of someone else

   f. Requested by, if requested on your behalf by someone else

   g. Purpose of order

   h. List of items included in the order, with initial and recurring prices if applicable.
      A Request is created for each item in an order. Click ⋮ then **Review Request** to access the
      Request Details view for the associated item.

Related Topics

Requests

A new request is created when you:

- Submit an order for a catalog item.

- Make a change to an existing catalog item subscription.

- Cancel an active subscription.

- Delete a 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 approval.

- Requests for the cancellation or deletion of subscriptions do not require approval.

> **Note:** Depending on the approval policy for the catalog item you are requesting, approval might be required from more than one approver.

To view detailed request information

1. In the HP Propel Portal, select **Orders** in the avatar drop-down list.

2. In the **Orders** view, select an order to display the **Order Details** view.

3. Click ⋮ then **View Request** to access the **Request Details** view for the associated item.

Related Topics

View Request Details

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

- Request description

- Total cost and recurring cost information

- Request status

- Request number

- Date request was created

- Recipient if requested on behalf of someone else

- Requested by, if requested on your behalf by someone else

- Name and link to catalog item from which the request was created.

- Item's configurations, if applicable

To view request details:

1. In the Portal, select **Orders** in the avatar drop-down list.

2. In the **Orders** view, select an order to display the **Order Details** view.

3. Click ⋮ next to that item and then **View Request** to access the **Request Details** view.

Related Topics

" Orders" on page 10

"View Order Details" on page 12

"Subscriptions" below

Subscriptions

To browse and manage your catalog item subscriptions, click the **Subscriptions** tile in the HP Propel Launchpad.

The default in the **Subscriptions** view is to list your subscriptions starting with the most recently updated. Use the drop-down list under the **Search Subscriptions** box to choose to have subscriptions shown in order of newest, oldest, alphabetically by name, or based on when they expire. Scroll up or down the list to browse subscriptions.

Select the **Active** tab to view only subscriptions in an active state. Select the **Expired** tab to view only expired subscriptions. Select the **All** tab to view all subscriptions in all states.

🔍 Search Subscriptions

Enter text in the search filter to locate subscriptions whose name includes the specified keyword or string.

> **Note:** Only subscriptions in the selected tab (**Active**, **Expired**, or **All**) will be searched.

View Subscription Details

Click on a subscription to view subscription details and to manage that subscription.

Related Topics

View Subscription Details

The **Subscription Detail** view displays information that typically includes the following:. The content varies slightly as appropriate for the subscription and its current state.

Basic subscription information:

- Catalog item image

- Subscription name

- Subscription status

- Action buttons:
    - Edit Subscription button

    - **Cancel Subscription** button for subscriptions with Active status (Confirmation will be requested before the subscription is canceled.)

    - **Delete Subscription** button for subscriptions with Canceled, Expired or Terminated status. (Confirmation will be requested before the subscription is canceled.)

- Subscription period, start, and end dates

- Owner name

- Catalog item name with link to item in the catalog

- Request number with link to request details

Service Instance details

- Refresh button to update Service Instance details

- Status (if applicable)

- Date and time last updated

- Configuration details (if applicable)

Subscription History

- Action type

- Subscription status

- Operator

- Date

To access the **Subscription Detail** view:

1. In the HP Propel Portal Launchpad, click the **Subscriptions** tile. The **Subscriptions** view is displayed.

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

3. When you find a subscription that you are interested in, click the name of the subscription to display the **Subscription Details** view.

Related Topics

"Subscriptions" on page 14

"Edit a Subscription" below

"Cancel a Subscription" on the next page

"Delete a Subscription" on page 18

Edit a Subscription

You can modify details of your active subscription. Change the subscription name, description, or information relating to the subscription period such as the end date or whether it is a recurring subscription.

Note: You can only modify active subscriptions.

To access the **Edit Subscription** view:

1. Click the **Subscriptions** tile in the HP PropelLaunchpad to open the **Subscriptions** view.

   By default, all subscriptions are displayed by date order, with the newest subscriptions listed first. Use the drop-down list on the right hand side above the subscriptions to sort by newest, oldest, alphabetical, reverse alphabetical, or expiration.

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

3. When you find a subscription you want to modify, click on the subscription name to display its **Subscription Detail** view.

4. Click **Edit Subscription** to open the **Edit Subscription** view. You can change the subscription name, description, option parameters for service configuration, and the subscription period. Note that you cannot edit the Start Date of the subscription period.

5. Click **Save Changes** to save your changes.

Note: Your request is subject to an approval process.

Related Topics

Cancel a Subscription

You can cancel a subscription if **Cancel Subscription** is included in the drop-down list to the right of the subscription in the **Subscriptions** view, or if the **Cancel Subscription** button is displayed in the **Subscription Detail** view. Once a subscription is canceled, you will no longer have access to this service. Place a new order for this service if desired.

To access the **Cancel Subscription** dialog:

1. In the HP Propel Launchpad, click the **Subscriptions** tile. The **Subscriptions** view is displayed.

   By default, all subscriptions are displayed by date order, with the newest subscriptions listed first. Use the drop-down list on the right hand side above the subscriptions to sort by newest, oldest, alphabetical, reverse alphabetical, or expiration.

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

2. When you find a subscription you are interested in, do one of the following:
   a. Click on ⋮ to see the drop-down list to the right of the subscription, then click **Cancel Subscription**, if it is available.

   b. Click the name of the subscription to display the **Subscription Detail** view.
      i. If you are able to cancel this subscription, there will be a **Cancel Subscription** button. Click **Cancel Subscription** to start the cancellation process.

3. A confirmation box is displayed that explains subscription cancellation. Click **Cancel Subscription** in this box to confirm, or click the **X** button to close this window without canceling the subscription.

Related Topics

"Subscriptions" on page 14

"Edit a Subscription" on page 16

"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. You can delete a subscription only if **Delete Subscription** is included in the drop-down list to the right of the subscription, or if the **Delete Subscription** button is displayed in the **Subscription Detail** view.

To access the **Delete Subscription** dialog box:

1. In the HP Propel Launchpad, click the **Subscriptions** tile. The **Subscriptions** view is displayed.

   By default, all subscriptions are displayed by date order, with the newest subscriptions listed first. Use the drop-down list on the right hand side above the subscriptions to sort by newest, oldest, alphabetical, reverse alphabetical, or expiration.

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

3. When you find a subscription you are interested in, do one of the following:
    a. Click on ⋮ to see the drop-down list to the right of the subscription information, then click **Delete Subscription**, if it is available.

    b. Click the name of the subscription to display the **Subscriptions Detail** view.
        i. If you are able to delete this subscription, there will be a **Delete Subscription** button. Click **Delete Subscription** to start the deletion process.

4. A confirmation box is displayed that explains subscription deletion. Click **Delete Subscription** in this box to confirm, or click the **X** button to close this window without deleting the subscription.

Related Topics

"Subscriptions" on page 14

"Cancel a Subscription" on page 17

Request Support

You can get HP Propel support assistance by using the HP Propel **Request Support** application. Click the **Request Support** tile in the HP Propel Launchpad to access this app.

View Existing Support Knowledge including:

- Most common support problems

- Most recently reported problems

- Favorite knowledge articles

- Frequently asked questions

Search support knowledge by entering a phrase or question in the search text box, then click **Submit**. Support articles related your entry will be listed. Click on an article to open it.

Open Support Ticket:

Enter a phrase or question in the search text box as described above. If no content listed meets your needs, click **Report an Issue** below the list to open a new support ticket. As a best practice, enter a detailed description in the form. See "Open a Support Ticket" on the next page.

> **Note:** You can open a support ticket for another user by specifying the appropriate user in the **Requested For** field.

Related Topics

"Open a Support Ticket" below

"View Support Requests (Tickets)" below

View Support Requests (Tickets)

To view your support requests (tickets), select **Support Requests** from the avatar drop-down menu in the HP Propel Portal.

By default, the **Ticket List** view lists open tickets, with newest first. Scroll up and down to browse tickets, search by keyword, and set filters to customize the display.

Search Tickets

Enter text in the search filter to locate tickets whose names contain the specified keyword or string.

Sort Tickets

You can change the order in which tickets are displayed. Use the drop-down list on the right side above the list to sort by newest, oldest, alphabetical, or reverse alphabetical.

Filter Tickets

You can refine the results of the tickets displayed by selecting **Open**, **Completed**, or **All** to display respectively only tickets that are currently open, only those that have been completed, or all tickets.

View Ticket Details

In the **Ticket List** view, select a ticket to display the **Ticket Detail** view.

Related Topics

" Request Support" on the previous page

Open a Support Ticket

Open a support ticket to submit a question to customer support. Open a support ticket when, for example, you need to request a new service or new hardware, or when you are experiencing a service outage.

To open a support ticket:

1. In the HP Propel Launchpad, click the **Request Support** tile.

2. Enter a phrase or question in the search text box, and click **Submit**. Support articles and support tickets related your entry will be listed.

3. If no content listed meets your needs, click **Report an Issue** below the list to open a new support issue.

4. Enter a detailed description in the form and complete all required fields.

5. Click **Submit** when ready, or **Cancel** if you do not want to submit this request.

Related Topics

Close a Support Ticket

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

To close a support ticket:

1. In the Portal, select **Support Requests** in the avatar drop-down list.

2. In the **Ticket List** view, select the ticket you want to close.

3. In the **Ticket Detail** view, click **Close Ticket**.

Related Topics

View and Update Support Tickets

In the **Ticket Detail** view, you can view detailed information about a support ticket, add comments, and close the ticket.

To access the **Ticket Detail** view for a support ticket:

1. Select **Support Requests** from the avatar drop-down menu in the HP Propel Portal.

2. Select a ticket to display the **Ticket Detail** view (See "View Support Requests (Tickets)" on page 20 for more information.)

Information including the following is displayed:

1. Submitter name

2. Ticket ID

3. Ticket status

4. Ticket Description

5. Comments section listing all existing comments on this ticket

6. Basic Information section with information such date submitted and last updated, and more

7. Additional Information section that includes the ticket's urgency

8. Contact Information section

Tasks

- **Add Comments:** View exiting comments, or add new ones by entering your comment in the text box and clicking **Post**.

- **Add Attachments:** Add one or more attachments to this ticket.

- **Close Ticket:** Click **Close Ticket** to close this ticket. See "Close a Support Ticket" on the previous page.

Related Topics

" Request Support" on page 19

"Open a Support Ticket" on page 20

Knowledge Articles

You can access the knowledge article library from the **Knowledge** application tile in the HP Propel Launchpad.

To browse knowledge articles, click the **Knowledge** tile in Launchpad. By default, the **Knowledge Articles** view lists all articles, with newest first. Scroll up and down to browse articles, search by keyword, and sort or set filters to customize the display.

When you find an article you are interested in, click on it to display the **Article Details** view.

Search Articles

Enter text in the search filter to locate articles whose names contain the specified keyword or string.

Sort Articles

To change the order in which articles are displayed, use the drop-down list on the right side above the list to sort by newest, oldest, lowest ranking, or highest ranking.

Filter Articles

You can refine the results of the articles displayed by selecting from **Knowledge Categories** or **Article Types**. See "Filter Articles" below for more information.

> **Tip:** If you do not find a solution in the knowledge articles library, you can open a support ticket. See "Open a Support Ticket" on page 20.

Related Topics

"Filter Articles" below

"View Article Details" on page 25

"Open or Download an Article" on page 25

Filter Articles

By default, the **Knowledge Articles** view displays all knowledge categories and all article types. Use the **Knowledge Categories** and **Article Types** filters to display only selected articles.

Knowledge Categories

Knowledge categories can be configured to best support your organization.

Tip: Contact your Propel administrator for more information.

HP Propel includes the following out-of-the-box knowledge categories you can filter 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 in the library. Each level represents an article tag.

Article Types

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

Article Type	Description
All Articles	Includes all types of articles.

Article Type	Description
Error Message/Cause	Reports an error condition, the cause, and provides a resolution.
External	Uploaded files to be included in a Knowledge Base.
Question/Answer	Documents a question that has been asked and includes the corresponding answer.
Problem/Solution	Reports a problem and provides a solution.
Reference	Provides general information for users.

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. Access the knowledge article library from the **Knowledge** tile in the HP Propel Launchpad.

2. Scroll up or down the list to browse knowledge articles.

3. When you find an article that you are interested in,click on it 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

View Article Details

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

- Document Title: 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, and so on (See "Filter Articles" on page 23 for more information.)

- 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: This is 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. If there is a third article under category a, all a, b and c will be listed as tags. See "Knowledge Categories" in "Filter Articles" on page 23.

To view article details:

1. Access the knowledge article library from the **Knowledge** tile in the HP Propel Launchpad.

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, click on it to display the **Article Details** view.

Related Topics

"Knowledge Articles" on page 23

"Filter Articles" on page 23

"Open or Download an Article" on the previous page

Approvals

Requests for new subscriptions and for modifications to existing subscriptions might require 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 catalog items.

> **Note:** More than one approver might be required to approve a request for a subscription to a

catalog item. This depends on the approval policy for the catalog item.

To access approvals:

1. Click the **Approvals** tile in the HP Propel Launchpad. The **Approvals** view displays. If no entries are presented, no requests require your approval.

2. Scroll up and down to browse approvals, search by keyword, and set filters to customize the display.

🔍 Search Approvals

Enter text in the search box to locate approvals with request names or user names that contain the specified keyword or string.

Sort Approvals

You can change the order in which approvals are displayed. Use the drop-down list on the right side above the list to sort by newest, oldest, most expensive, least expensive, alphabetical, or reverse alphabetical.

Filter Approvals

You can refine the results of the approvals displayed by selecting **All** or **Pending**.

View Approval Details

Click on an approval to view its details.

Approve or Deny

1. When you click the **Approval** button, a confirmation dialog displays. Click **OK** to approve.

2. When you click the **Deny** button, a confirmation dialog displays that contains a field for entering the reasons for denying the request.

Related Topics

View Approval Details

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

- Order name, user, and date the order was made

- Catalog item name, image, and a brief description

- Subscription term

- Attached documents (often for providing the approver with more information)

- Cost breakdown of configuration selections

To view approval details:

1. Click the **Approvals** tile in the HP Propel Launchpad 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, all requests that require approval are displayed.

2. Scroll up or down the list to browse for requests marked **approval needed**. Sort or filter the list as described in "Approvals" on page 26

3. Select an approval you are interested in to display the **Approval Details** view.

Related Topics

"Approvals" on page 26