Hewlett Packard Enterprise

HP Propel

Software version 2.10

Launchpad Help

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Contents

HP Propel Launchpad

Welcome to the HP Propel Launchpad, the entry point to HP Propel. From here, consumers can order, track, and manage their IT services, access knowledge articles, and more. Administrators can manage catalogs, organizations, catalog items, and perform other administrative tasks.

Launchpad Sections

My Information

The HP Propel Launchpad includes a **My Information** section. The administrator can add or remove widgets in this section as desired for each Organization. HP Propel provides a set of out-of-the-box widgets in **My Information** that includes:

- HP Propel Website Link
- Clock

My Applications

The HP Propel Launchpad includes a **My Applications** section that includes tiles that when clicked on launch an application available to the user. More information on the tasks offered in this section is described in Tasks.

Tasks

HP Propel includes a number of predefined user roles that determine which tiles the user will see.

The following tiles are typically associated with consumer tasks:

- **Shop** - Shop for catalog items
- **Tickets** - Manage support tickets
- **Subscriptions** - Manage subscriptions
- **Knowledge** - Access knowledge articles

The following tiles are typically associated with administrative tasks:

- **Catalogs** - Create and manage catalogs
- **Catalog Items** - Create and manage catalog items
- **Categories** - Create and manage catalog categories
- **Catalog Connect**- Create and manage catalog aggregations
- **Content Management** - Manage Service Exchange content packs
- **Diagnostics** - View basic monitoring and health check data
- **Identity** - Create and manage organizations and manage licensing
- **Policies** - Create and manage approval policies
- **Suppliers** - Create and manage suppliers

Detailed help is available when you navigate to any of these applications.

Additional Actions

Additional actions are available by clicking on the avatar at the top of HP Propel views. See "Avatar and Action Drop-Down List" on the next page for more information.

> **Tip:** Click here for the latest English version of the HP Propel Launchpad Help, and enter your HP Passport credentials (user ID and password). Alternatively, go to the HP Software Support site at https://softwaresupport.hp.com/group/softwaresupport. Enter your HP Passport credentials and then click **Sign In**. Enter **Propel Launchpad Help** in the search text box. In the results section, select the help PDF you are interested in that has the most recent date.

See Get Started for information on interacting with HP Propel.

Related Topics:

Avatar and Action Drop-Down List

The HP Propel views include an avatar, or graphical representation of the user. It is typically a circle around the first initial of the user name.

The avatar is located at the top of the user interface. Click on the avatar to display a drop-down list of additional navigation options. The options presented in all views include:

- **Help** - Displays context-sensitive online help
- **About** - Displays the product name and version number
- **Logout** - Logs you out of HP Propel, ending your user session

Consumer focused views might include options such as:

- **Cart** - Navigates to the **Shpping Cart** view where you can modify your cart contents and place your order
- **Orders** - Navigates to the **Orders** view where you can view orders and order details.
- **Support Requests** - Navigates to the **Support Catalog** view where you can browse and manage support tickets, and more

Administrative focused views might include options such as:

- **License** - View and manage product license information

Related Topics:

Get Started

If you are new to HP Propel, start here!

Prerequisites

To use the HP Propel, review the following requirements:

- HP Propel uses https and by default runs on port 9000. If the Launchpad is customized for your organization, contact your HP Propel administrator to determine whether the port or protocol has changed.

- You must use a browser that HP Propel supports . 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.

- The following is the default 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 HP Propel user interface.

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

Adaptive Content

The user interface layout is designed to adapt to various screen sizes, where the content adjusts to the size, and where all functionality persists. You can use HP Propel on your desktop, tablet, or other mobile devices. Across these device screens, an intuitive user interface displays that includes all functionality. For screen resolution requirements and best practices, see "Prerequisites" above.

Language Display

By default, the user interface displays in a left-to-right direction. For certain languages, such as Arabic and Hebrew, you can configure supported browsers for a right-to-left user interface display. Right-to-left language display supports all out-of-the box 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 Portal, such as the organization logo and user avatar 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.

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 for the selected language to 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.
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 for the selected language to display. This language setting persists in your browser until you change it.

> **Note:** These navigation components display on either the right or left side of the user interface, depending on the language configured in your browser.

Log In

To log in to HP Propel:

1. Open a browser window.
2. Enter the URL provided by your HP Propel administrator. An HP Propel landing page displays.
3. Click **Login**. The login page displays.
4. Enter your **Username** and **Password**, then click **Log In**.

   - If the login request token is invalid or has expired, you will see a warning, and will be allowed to enter valid credentials.

   - THP Propel Launchpad supports single sign-on and multi-factor authentication, which might change the login experience that is based on your organization's settings. Contact your HP Propel administrator for additional information.

Log Out

To log out of HP Propel:

- Click on the user avatar at the top of the HP Propel Portal, and select **Log Out** from the drop-down list.

  Your HP Propel session will be ended.

Back Navigation

In any view in the Portal, click the application icon in the heading to return to the top of the current application. Click the Propel or organization icon in the heading to navigate to the Launchpad.

Search

In most views, you can use the Search tool 🔍 to locate an object by a text search. See "Searches in HP Propel" on the next page.

Online Help

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

You can access the online Help from any view in HP Propel. Review the context-sensitive online Help for instructions on how to perform tasks.

To access the online Help:

1. From any view, in the user avatar drop-down list, select **Help** to open the online Help.

2. Context-sensitive help will be displayed. You can also view other topics by selecting sub-folders in the left navigation pane to expand the table of contents.

3. Use the search box 🔍 **Search** to look for topics by keyword.

4. (Optional) Use your browser to save Favorites or Bookmarks for topics.

5. (Optional) At the bottom of a topic, click the Send documentation feedback to HP link to help us improve the information you need!

Searches in HP Propel

When logged into HP Propel with a **consumer** or **orgadmin** role, you can search each application's information using its search feature. Additionally you can search HP Propel more broadly using the **Search Propel** feature available in the HP Propel **Launchpad** and in the **Request Support** application.

Search Propel, and the Shop, Request Support, and Knowledge applications use HPE IDOL for searches. For detailed information on Propel searches with IDOL, see the *HP Propel Searches with IDOL* white paper.

IDOL Search Quick Tips

Following are several basic IDOL search tips. For detailed information on Propel searches with IDOL, see the *HP Propel Searches with IDOL* white paper.

- **Wildcard search** - Use wildcards in the search string. A question mark (?) represents a single character; an asterisk (*) represents any number of characters.
- **Exact phrase search** - Enclose the search string in double quotation marks ("). This forces IDOL to search only on the exact string, and not for results that appear relevant even though the exact search string was not found.
- **Boolean Search** - Search on Boolean expression using operators AND, NOT, OR, and others.

🔎 Search Propel

Enter text in the **Search Propel** text box to locate relevant content based on the specified keyword or string, then click on the search icon 🔎. Content searched includes that found in the **Shop**, **Knowledge**, and **Request Support** applications. The search results view lists relevant content, as well as a list of what applications the content was found in. Click on a search result to navigate to that specific content, or click on an application to view more detailed search results for that application only.

Sort Search Results

By default, search results are displayed with most relevant first. Use the drop-down list to sort by newest, oldest, most expensive, least expensive, alphabetical, or reverse alphabetical.

Filter Search Results

Refine the results of the content displayed by selecting a specific application whose content is to be searched. Use the application drop-down list to select all available applications or one specific application. Content searched includes data found in the **Shop**, **Knowledge**, and **Request Support** applications.

Related Topics:

HP Propel Launchpad

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If you have comments about this document, you can contact the documentation team by email. If an email client is configured on this system, click the link above and an email window opens with the following information in the subject line:

Feedback on Launchpad Help (Propel 2.10)

Just add your feedback to the email and click send.

If no email client is available, copy the information above to a new message in a web mail client, and send your feedback to Propel_IE@hpe.com.

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