Enterprise Service Desk (ESD) Notifications Tool

Training for End Users

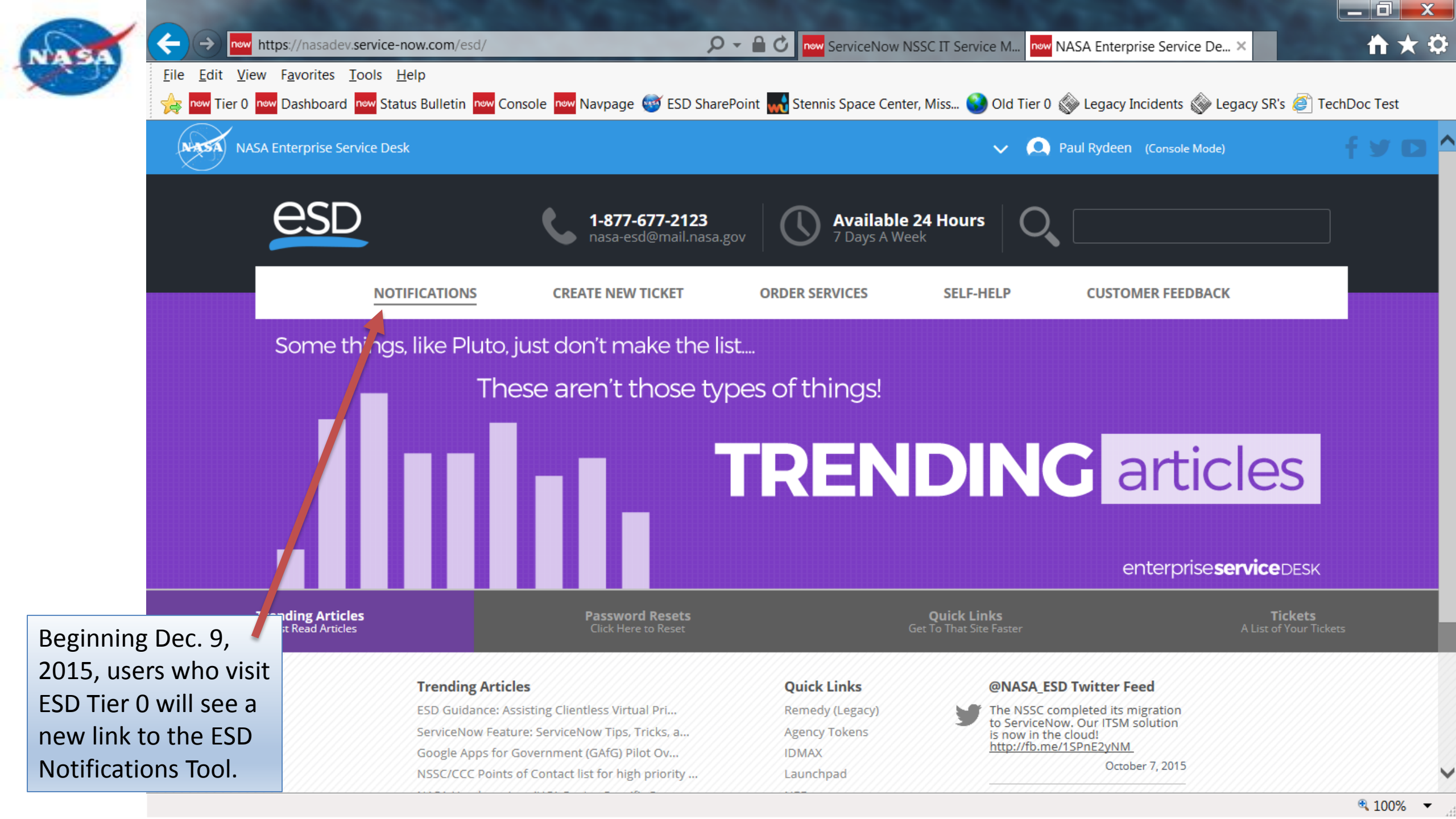
- **Course Objectives**
- **Lesson: ESD Notifications Tool for End Users**
  - What Changed?
  - Accessing the Notifications Tool via Tier 0
  - The Notifications Tool display on the ESD Dashboard
    - Viewing active notifications
    - Hiding notifications
    - Toggling email preferences on and off
    - Subscribing & Unsubscribing
  - Accessing the Notifications Tool via the Mini Dashboard
  - Contacts

Course Objectives

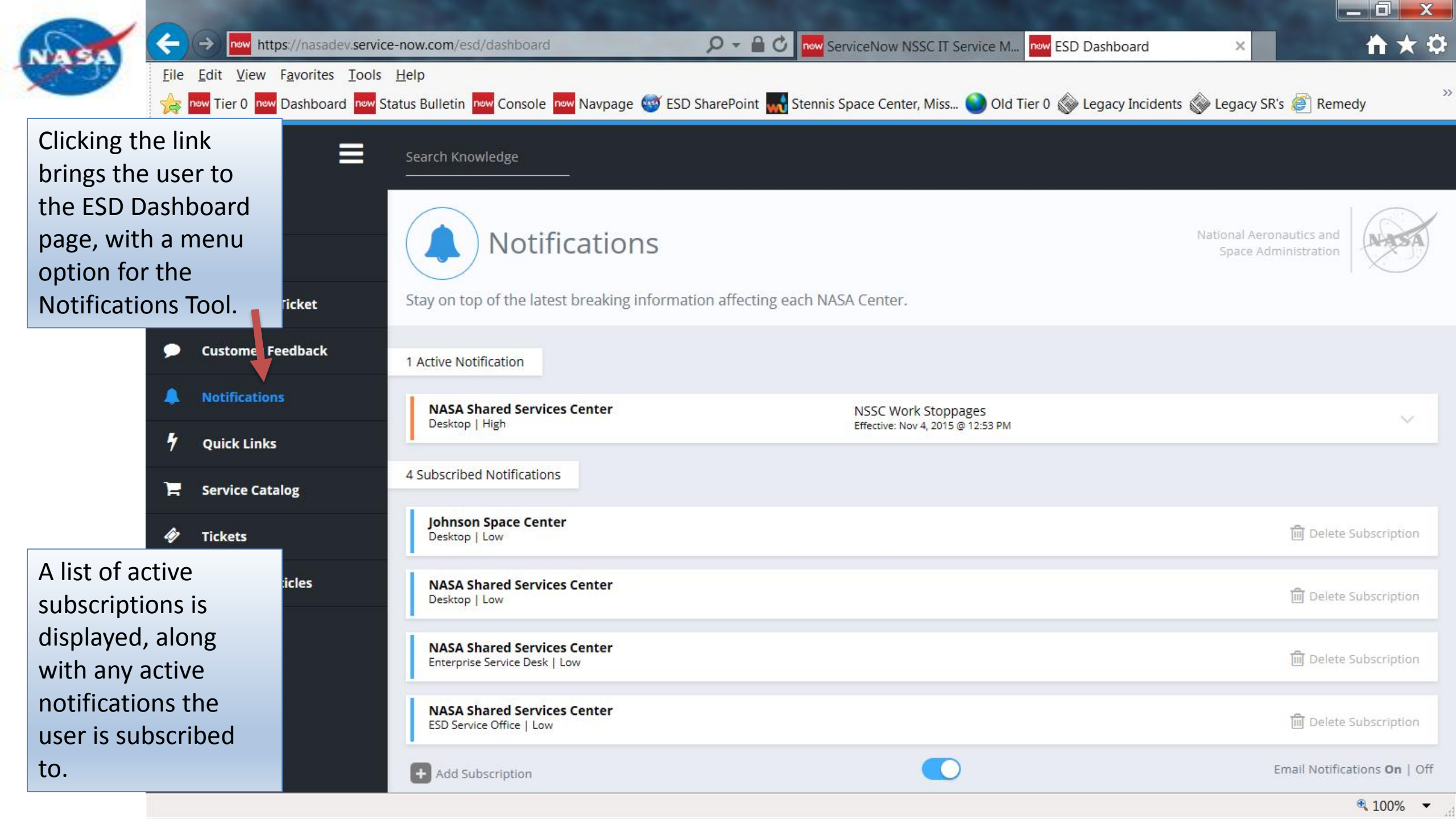
- By the end of this training, a NASA Employee or Contractor will understand:
  - The purpose, scope, and goals of the new ESD Notifications Tool;
  - The procedures for:
    - Accessing the ESD Notifications Tool via Tier 0
    - Using the ESD Notifications Tool in the Dashboard
    - Accessing the ESD Notifications Tool via the Mini Dashboard
    - Using Responsive Design

What Changed?

- On Oct. 3, 2015, the ESD Tier 0 web site underwent a major upgrade. The most noticeable change to users is the new look and feel of our Tier 0 web site. The site retains all the familiar functions of the old site while introducing new functionality and enhanced ease-of-use.
- On Dec. 8, 2015, the new ESD Notifications Tool went live. Like the rest of Tier 0, it underwent a major facelift.
- Users may navigate to https://esd.nasa.gov and use the tool without training; however, users who do complete this course may learn a few tips and tricks to help them on their way.

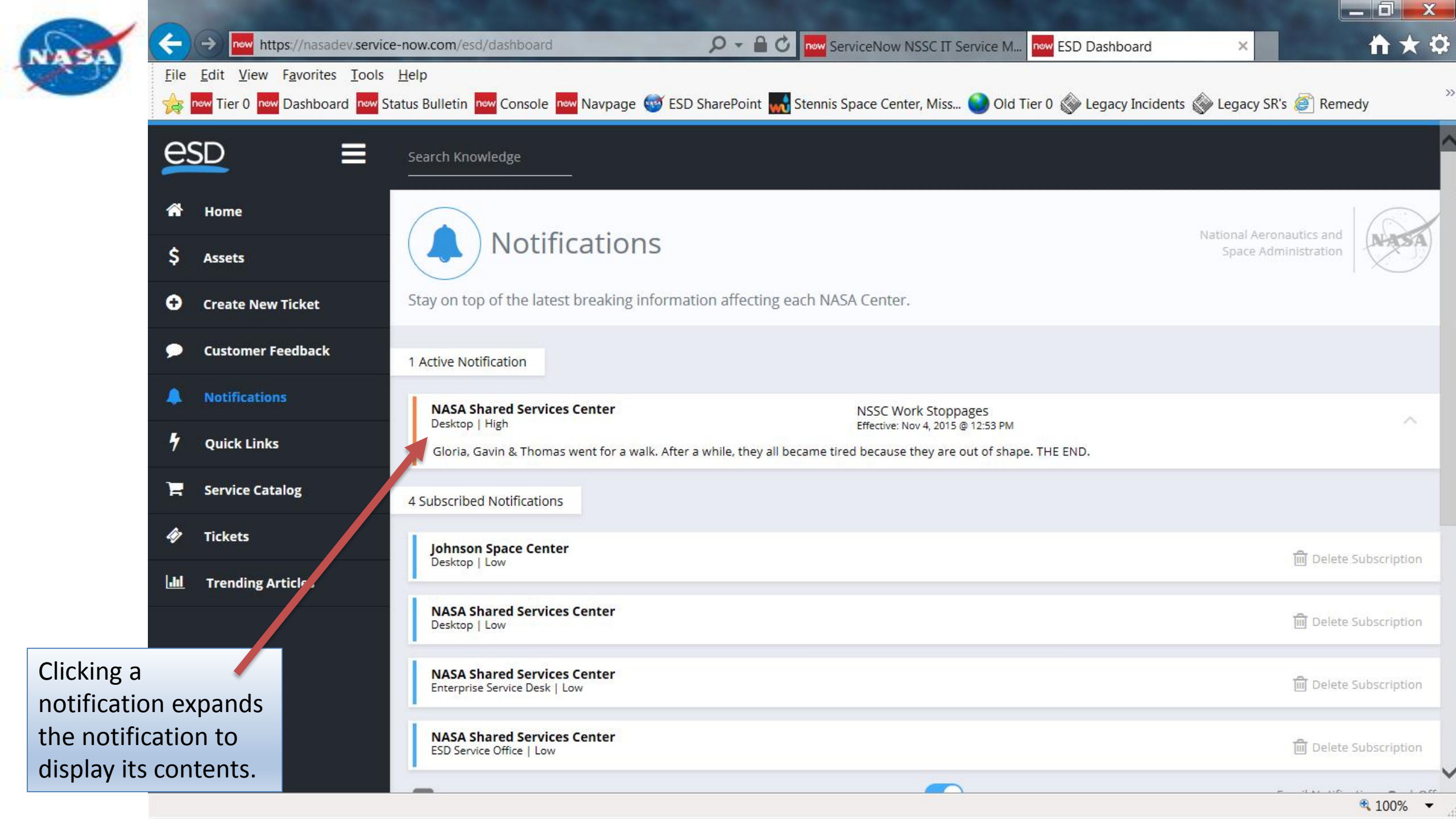


Beginning Dec. 9, 2015, users who visit ESD Tier 0 will see a new link to the ESD Notifications Tool.

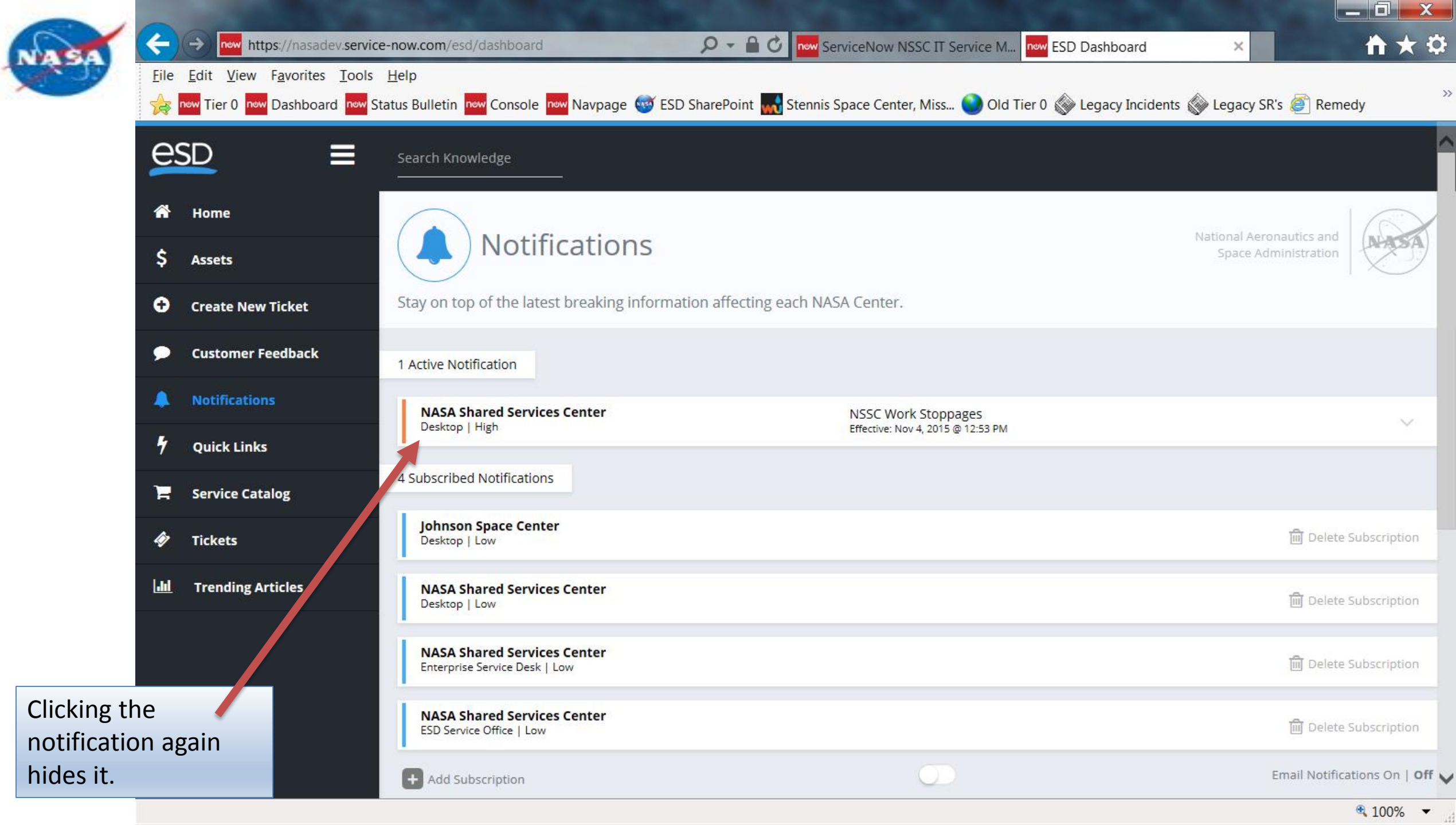


Clicking the link brings the user to the ESD Dashboard page, with a menu option for the Notifications Tool.

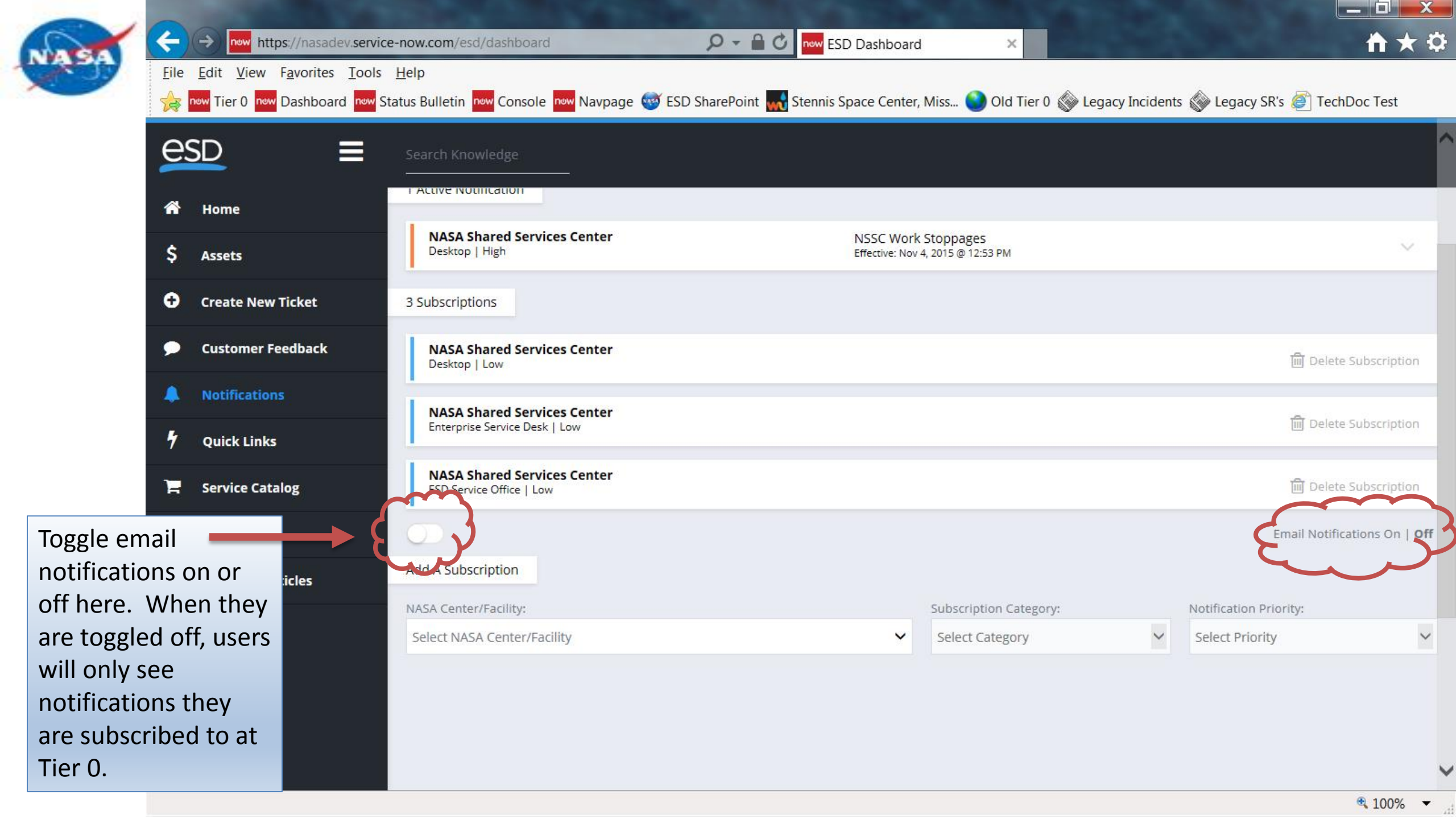
A list of active subscriptions is displayed, along with any active notifications the user is subscribed to.



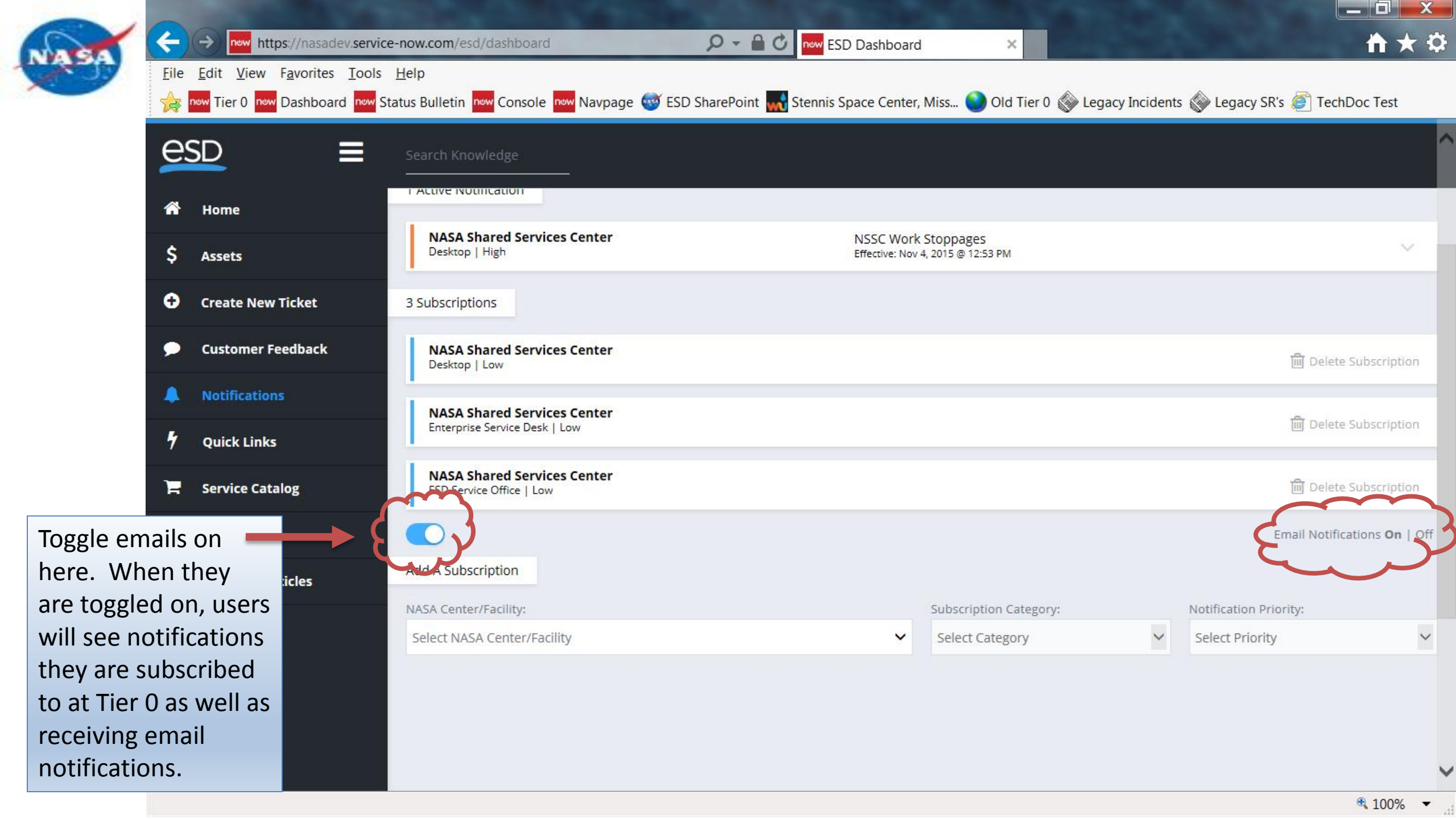
Clicking a notification expands the notification to display its contents.



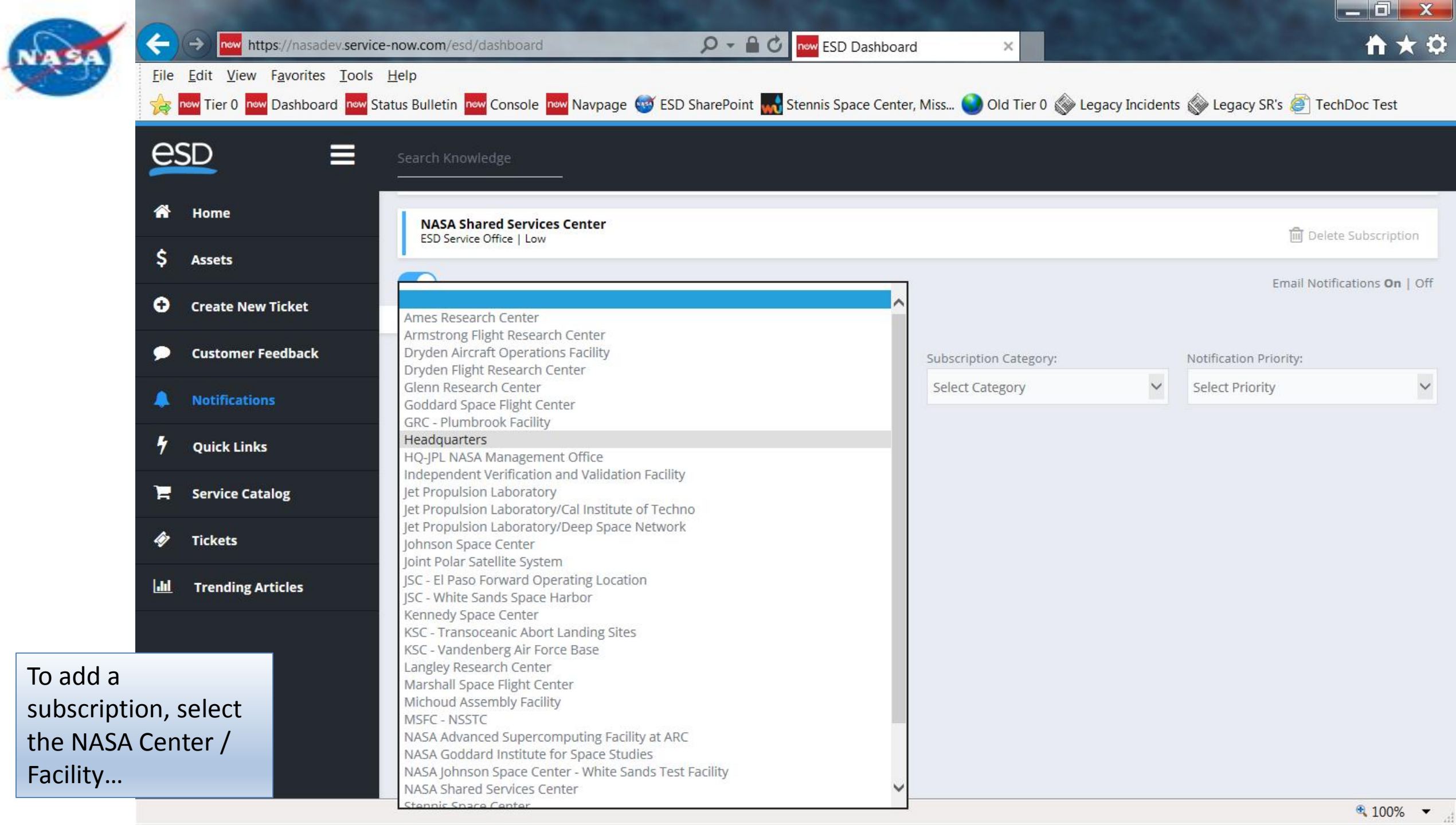
Clicking the notification again hides it.



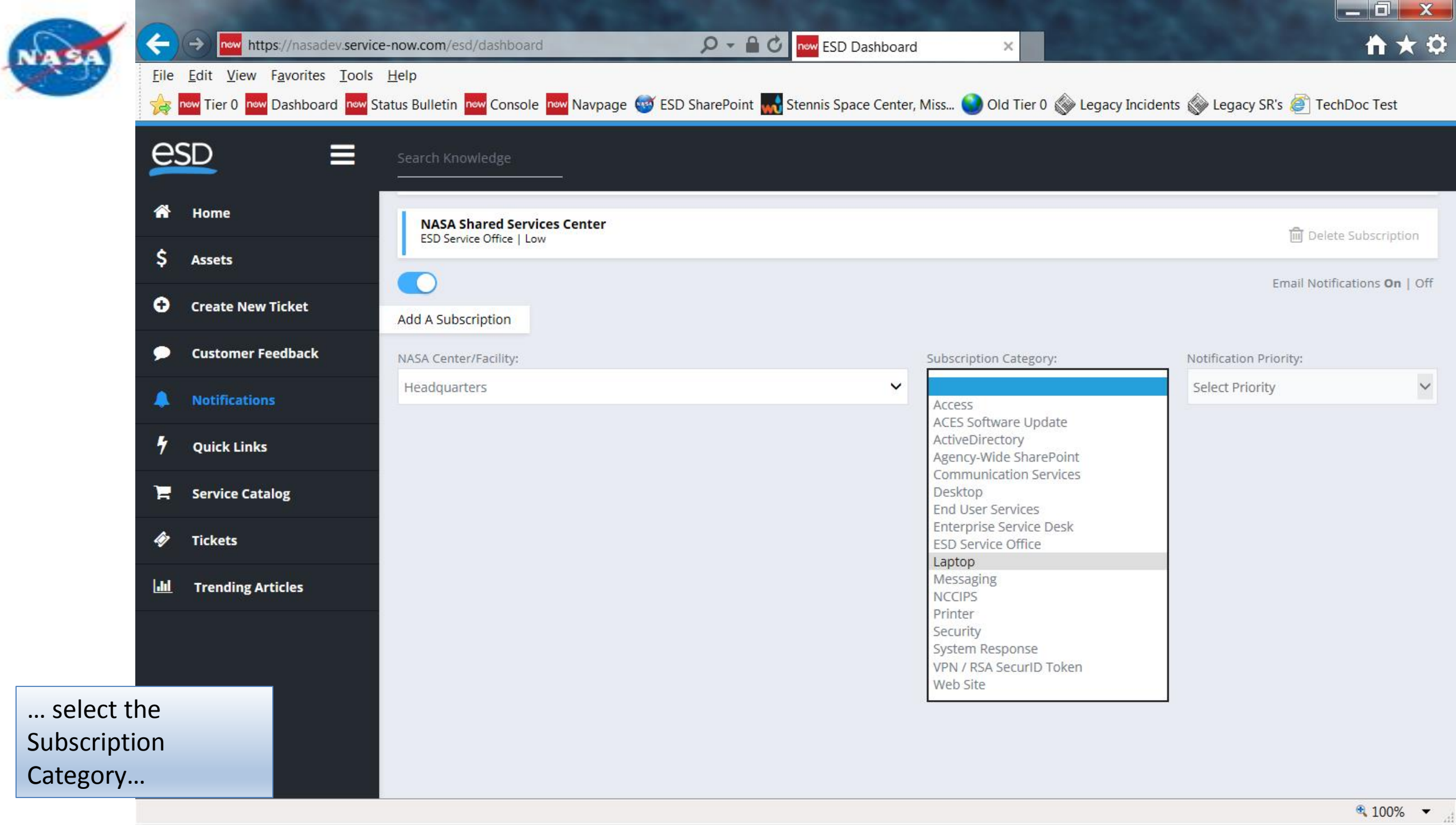
Toggle email notifications on or off here. When they are toggled off, users will only see notifications they are subscribed to at Tier 0.



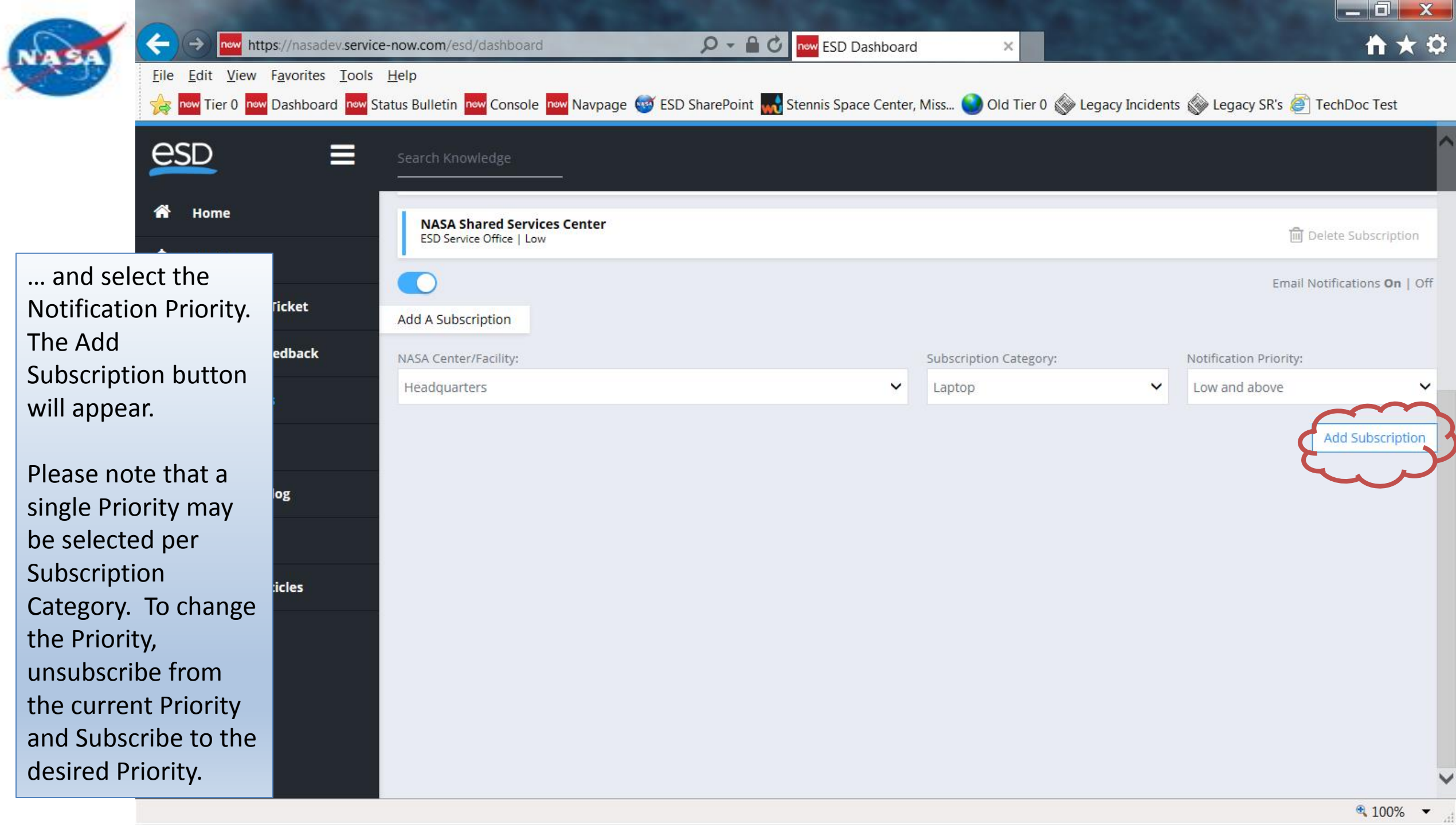
Toggle emails on here. When they are toggled on, users will see notifications they are subscribed to at Tier 0 as well as receiving email notifications.



To add a subscription, select the NASA Center / Facility…

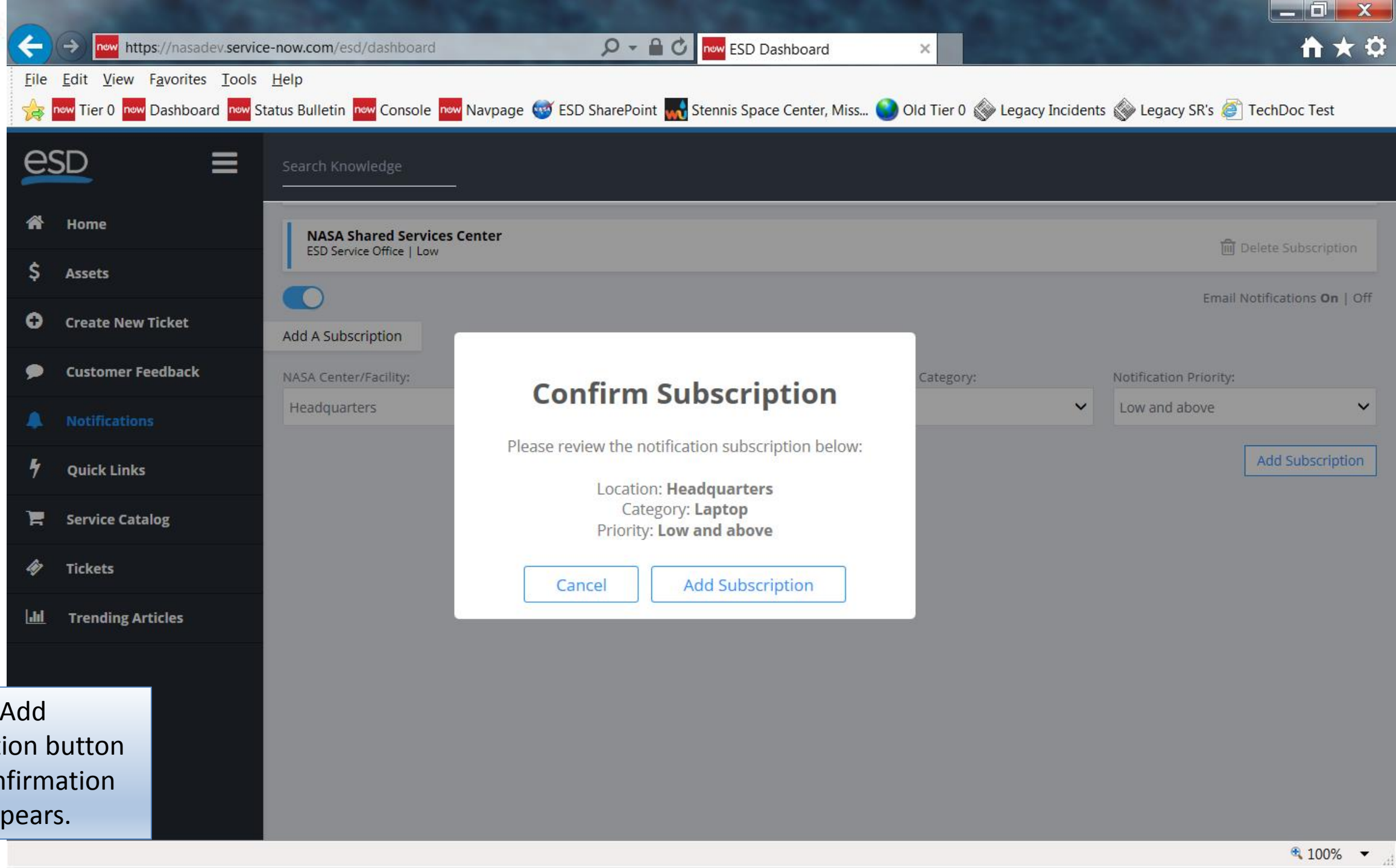


… select the Subscription Category…

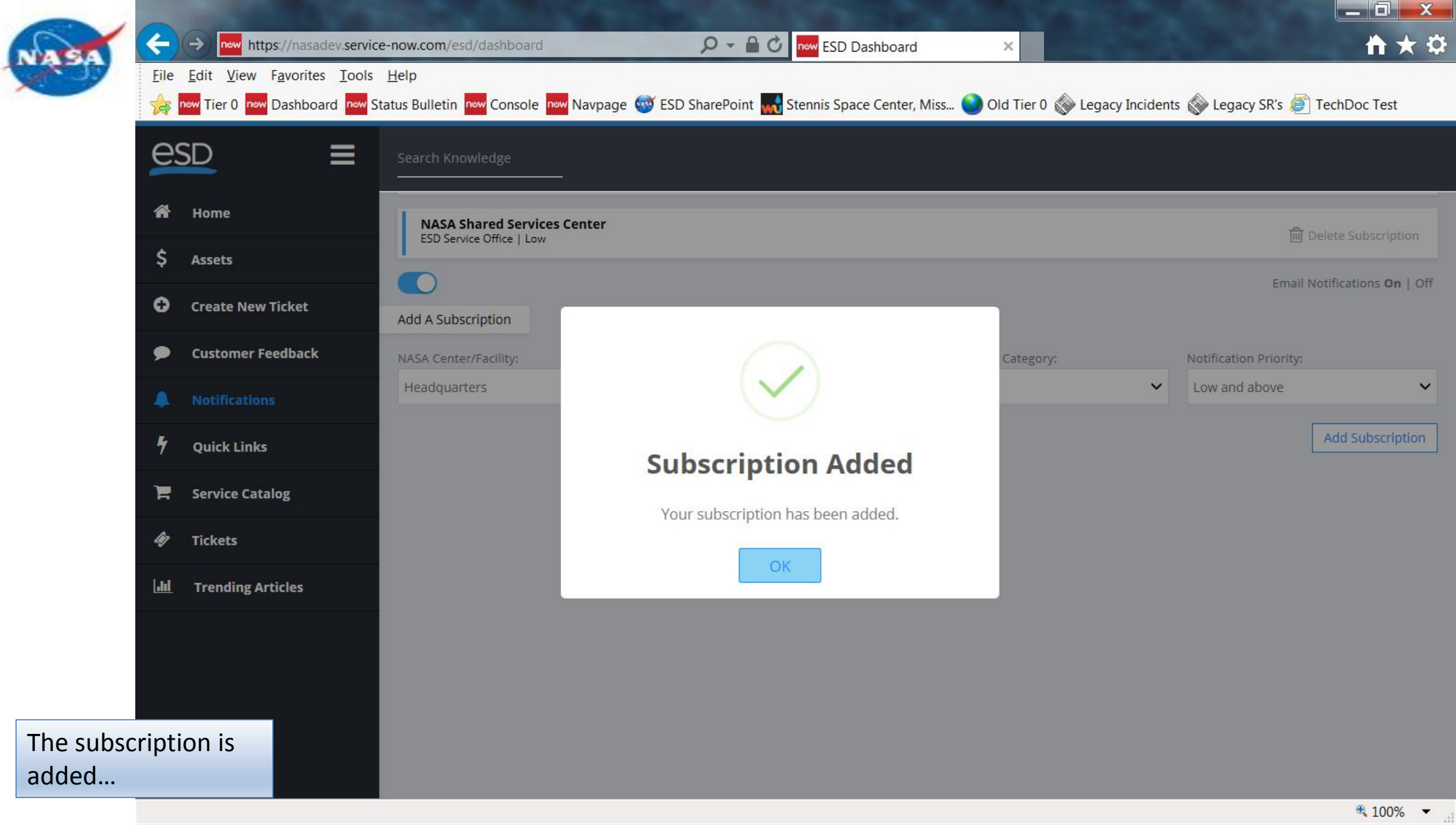


… and select the Notification Priority. The Add Subscription button will appear.

Please note that a single Priority may be selected per Subscription Category. To change the Priority, unsubscribe from the current Priority and Subscribe to the desired Priority.



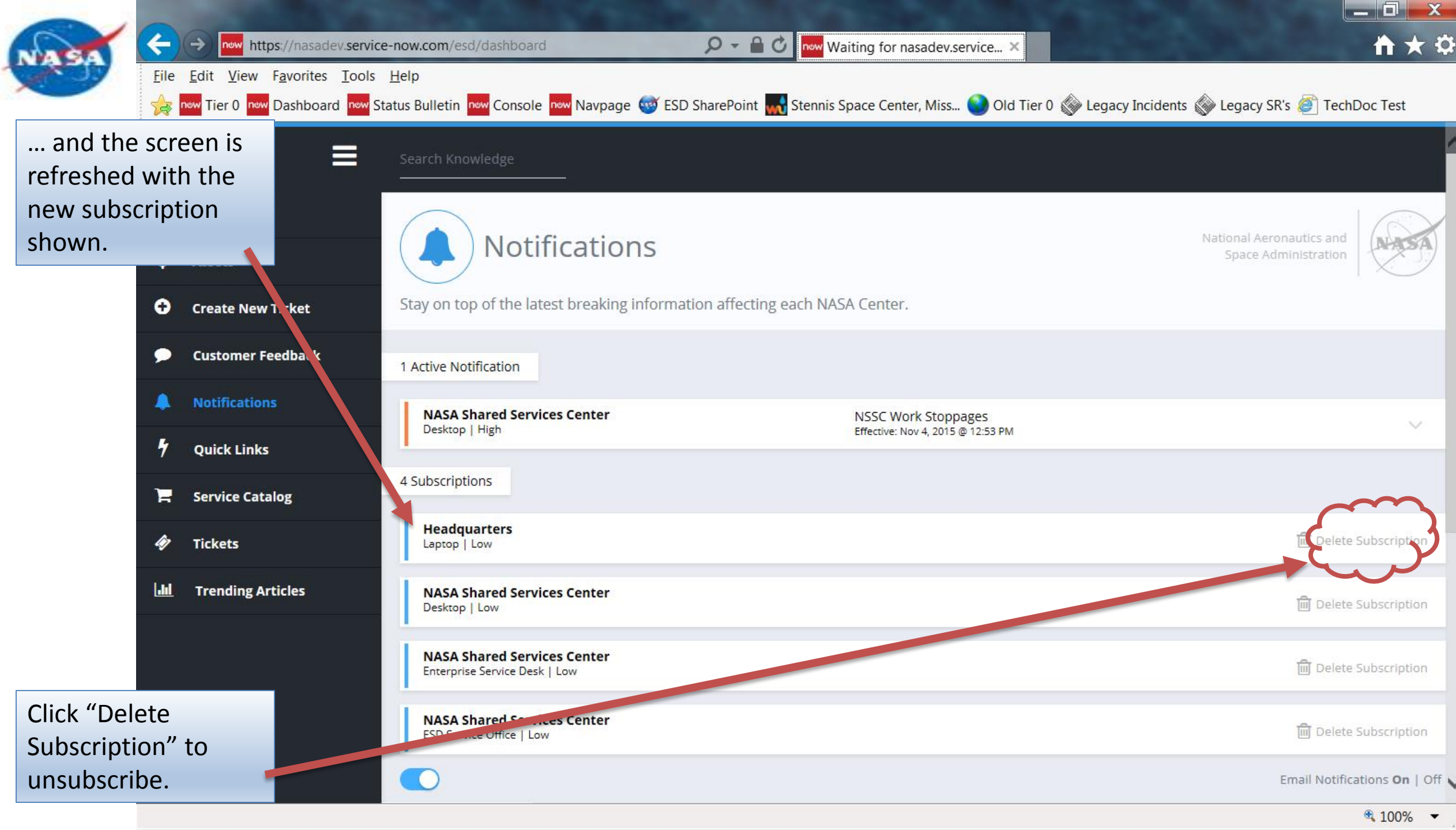
Click the Add Subscription button and a confirmation dialog appears.

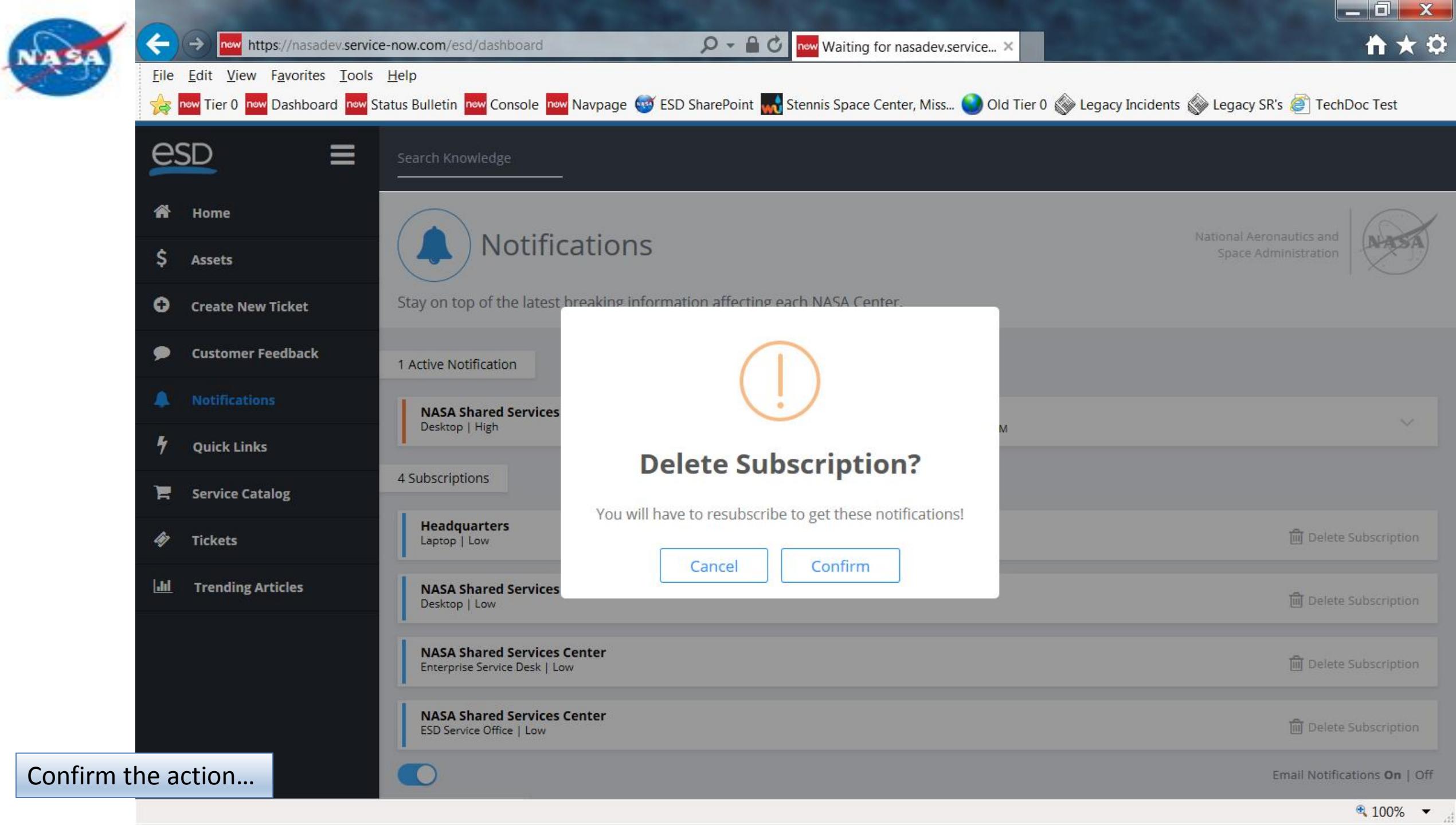


The subscription is added…

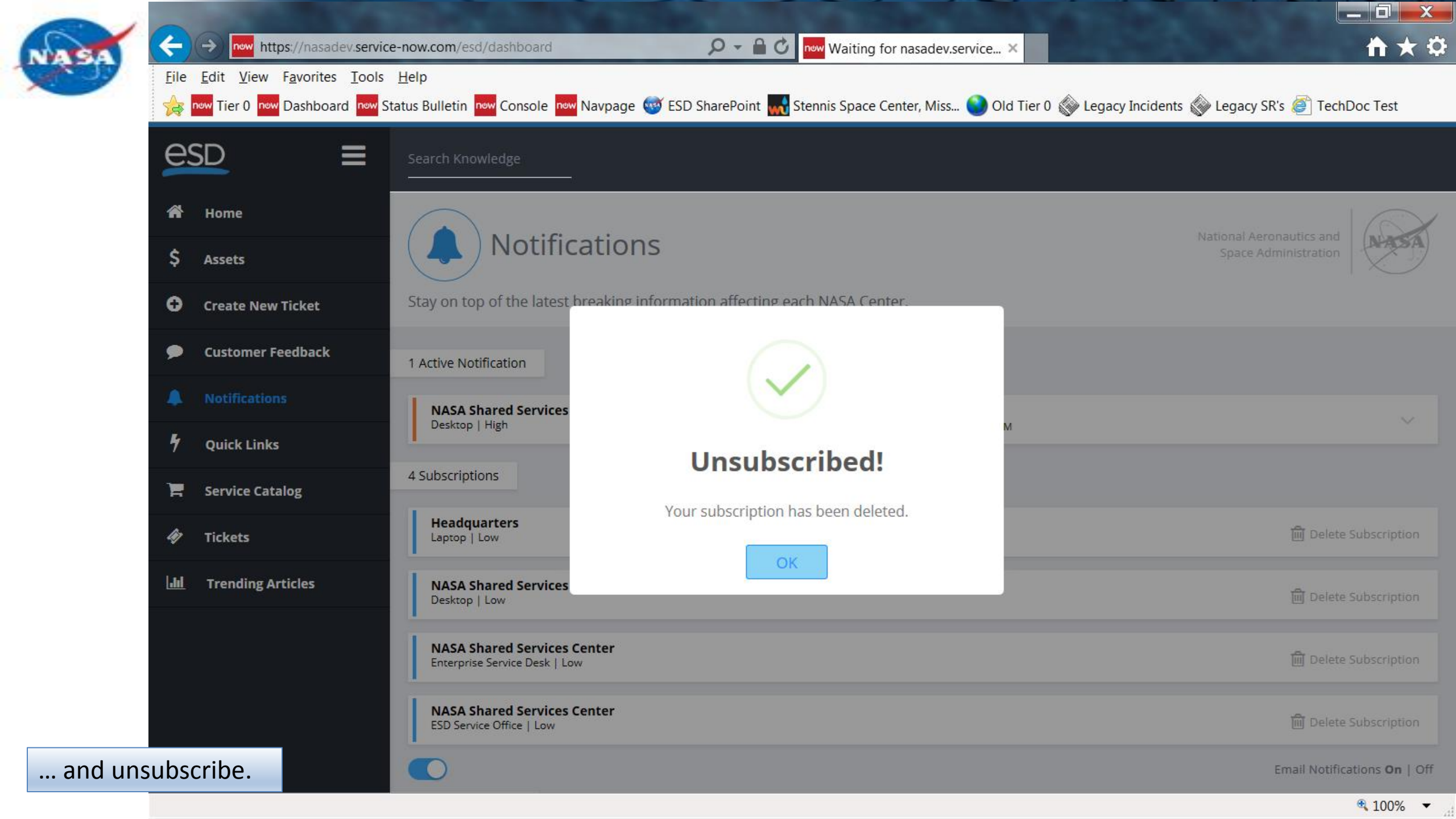
… and the screen is refreshed with the new subscription shown.

Click “Delete Subscription” to unsubscribe.

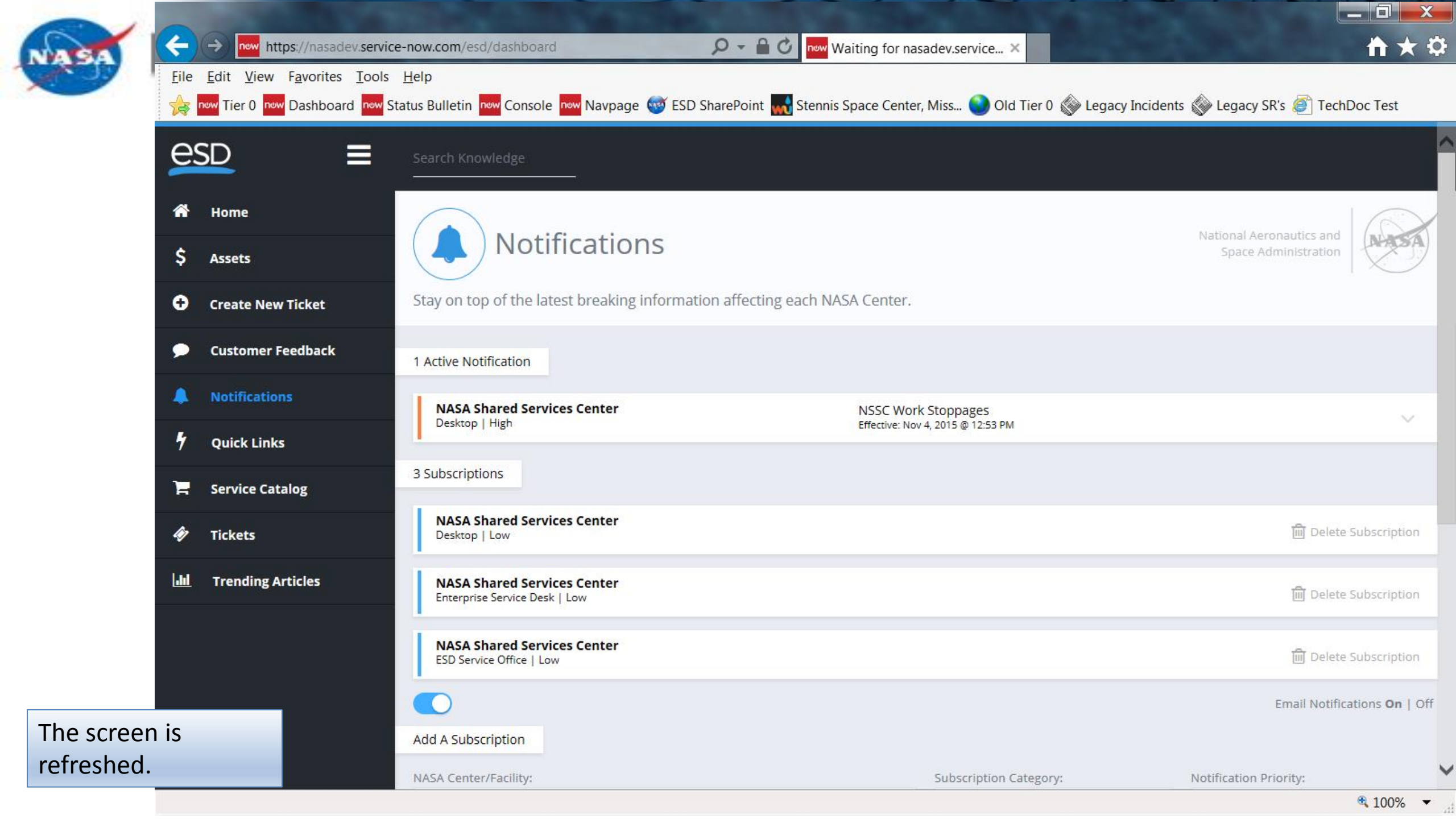




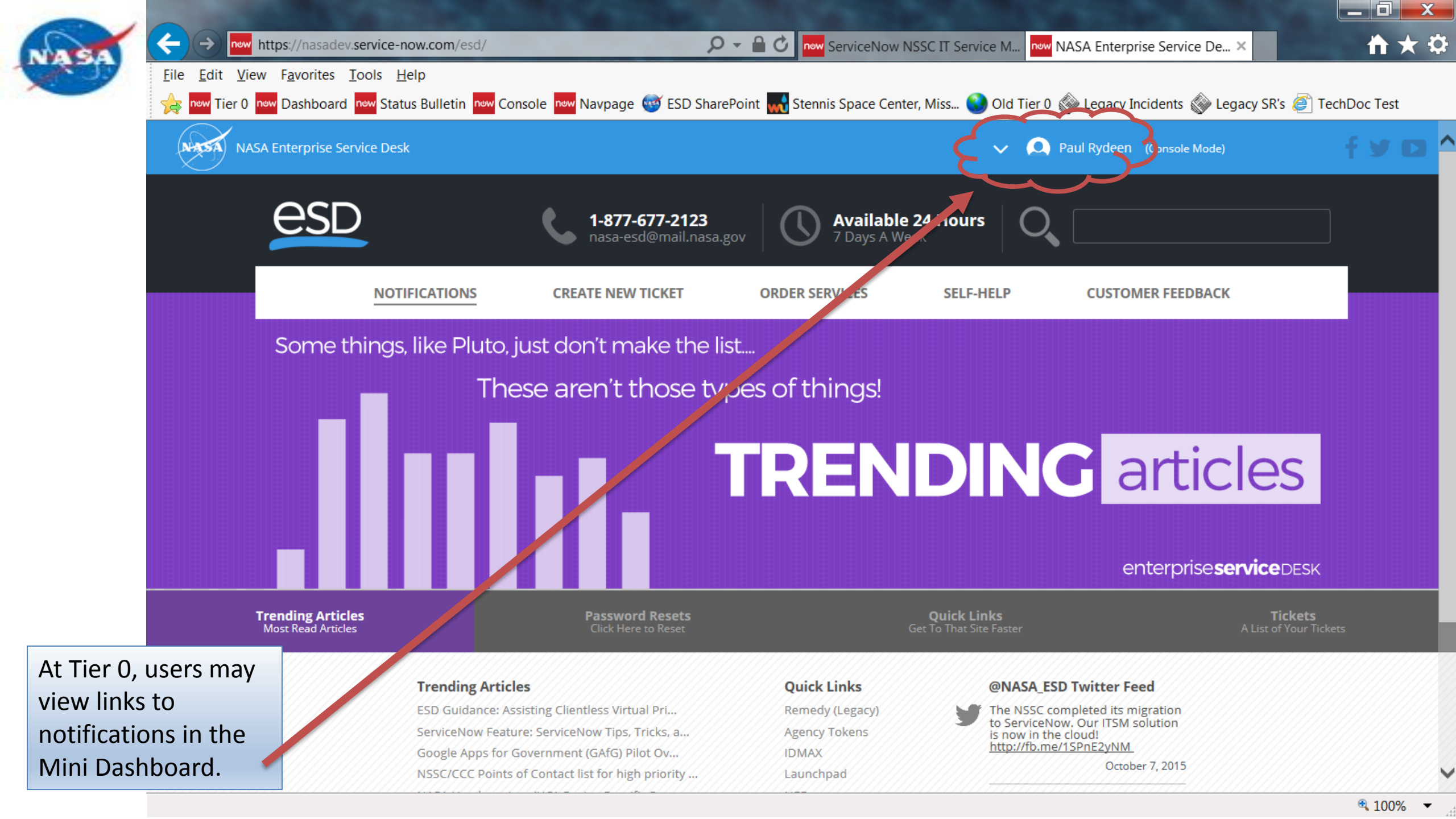
Confirm the action…



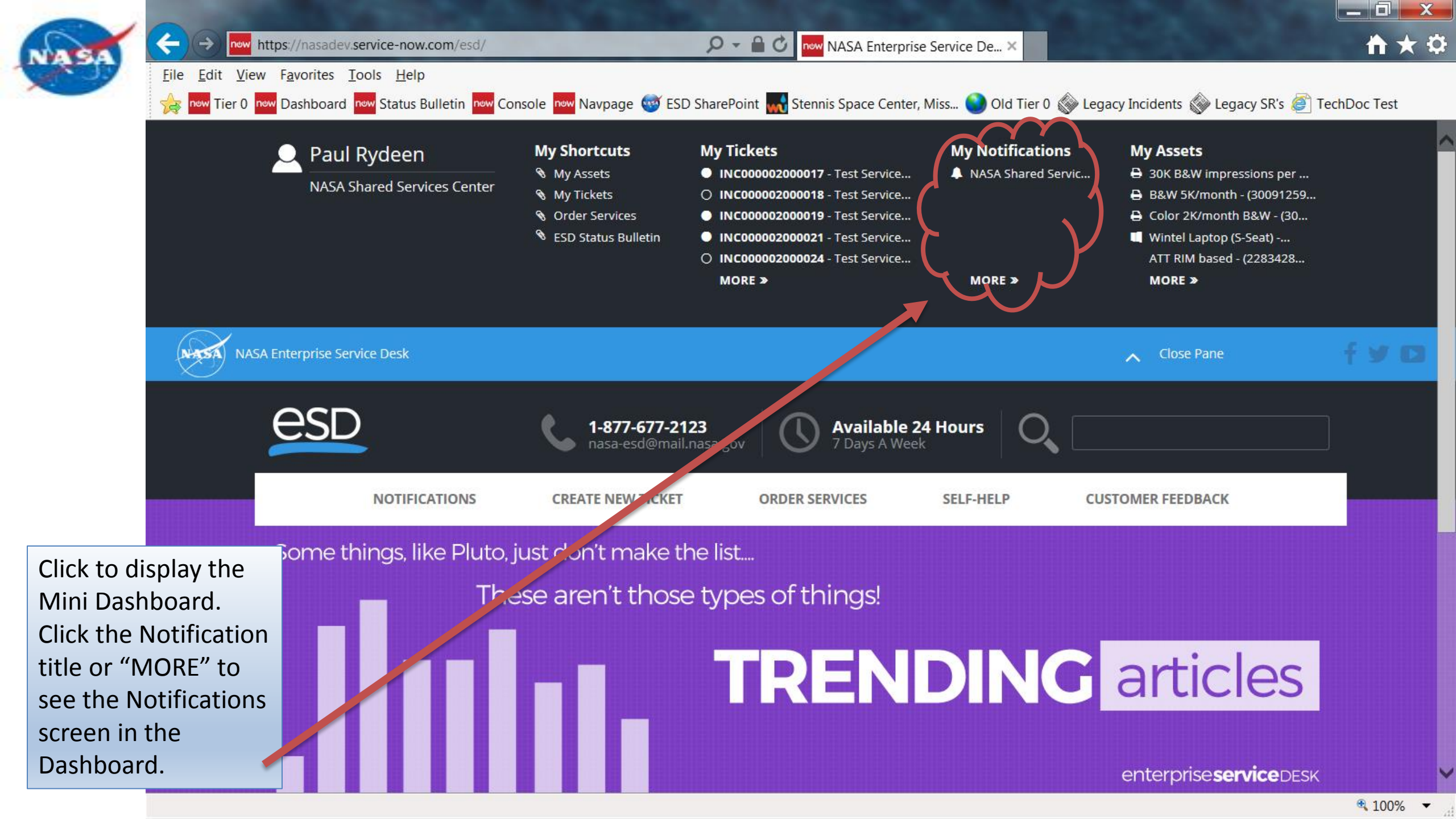
… and unsubscribe.



The screen is refreshed.



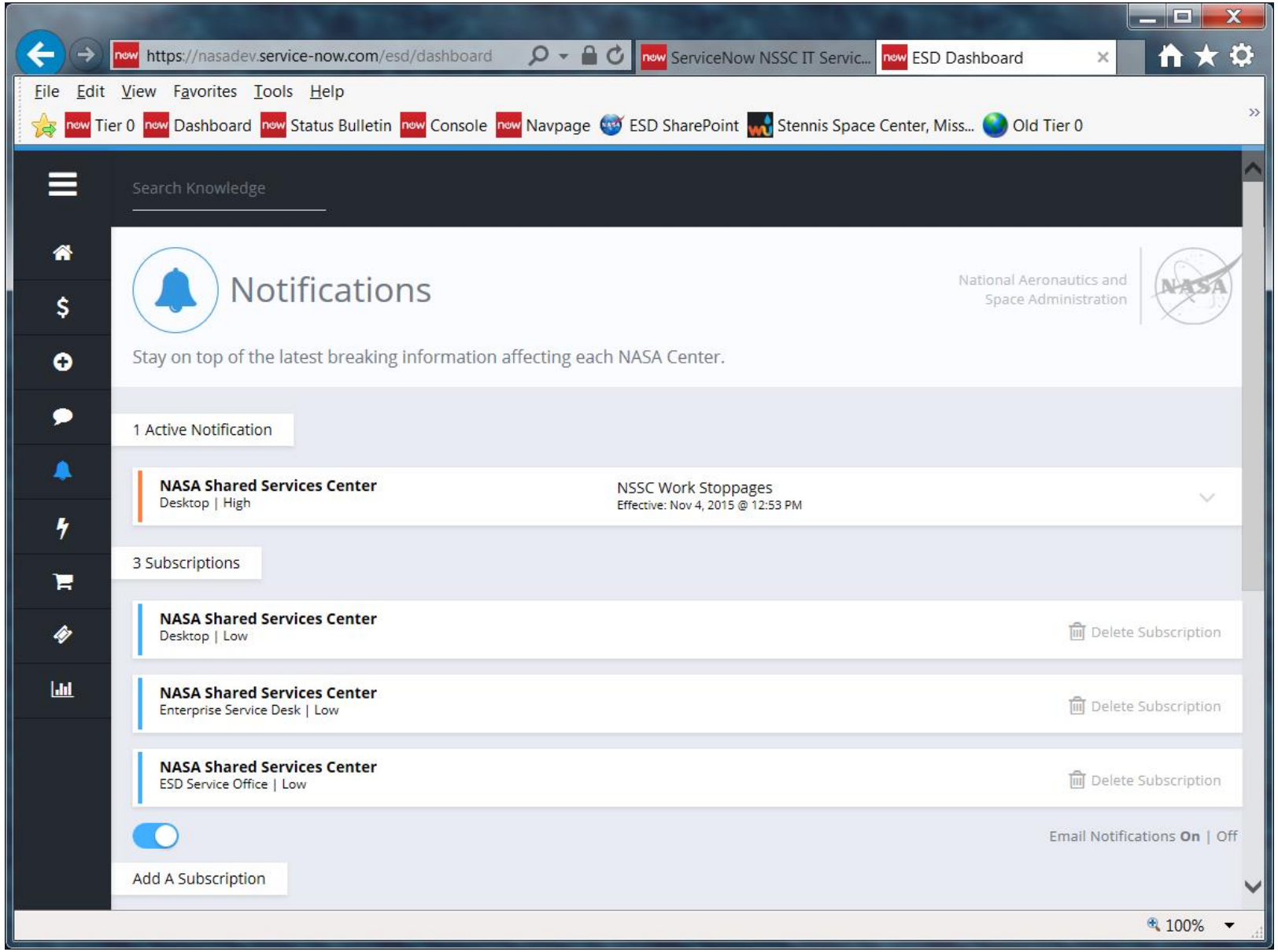
At Tier 0, users may view links to notifications in the Mini Dashboard.



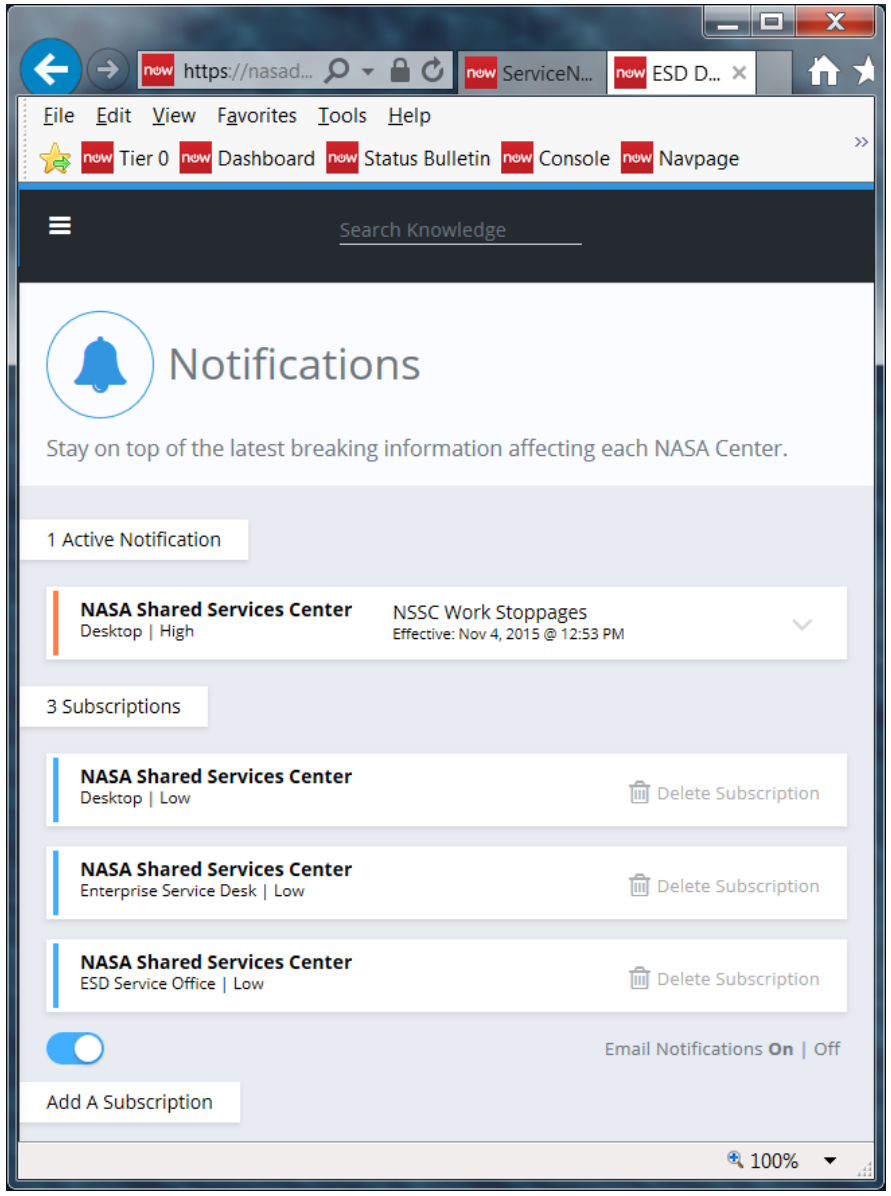
Click to display the Mini Dashboard. Click the Notification title or "MORE" to see the Notifications screen in the Dashboard.

As with the rest of Tier 0, the ESD Notifications Tool uses “responsive design” to adjust its view to the user’s device.

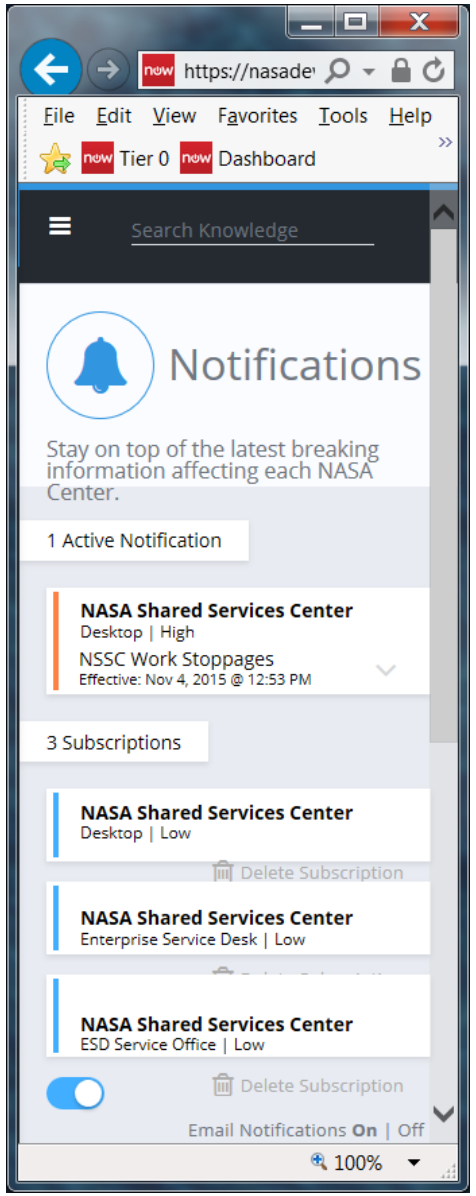
Shown here is the view as seen on larger tablets.



The view further adjusts for smaller tablets and larger phones…



… as well as for smaller cell phones.



Contacts

- Please feel free to contact the ESD using one of the two following methods:
  - Tier 0
    i. Go to https://esd.nasa.gov.
    ii. Click **Create New Ticket**.
    iii. Enter details in the description field including:
      - The problem you are experiencing.
      - The Asset Tag #
      - Valid Contact #
      - Your location (Room/Office #)
    iv. Click **Submit**.
  - Contact the ESD at 877-677-2123 (NSSC123), Option 2.

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