



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.



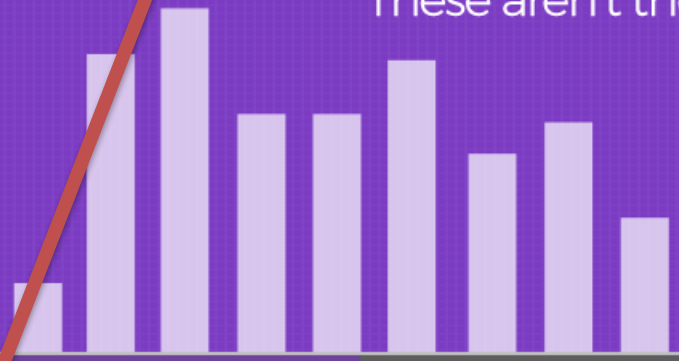
1-877-677-2123
nasa-esd@mail.nasa.gov

Available 24 Hours
7 Days A Week

- NOTIFICATIONS
- CREATE NEW TICKET
- ORDER SERVICES
- SELF-HELP
- CUSTOMER FEEDBACK

Some things, like Pluto, just don't make the list...

These aren't those types of things!



TRENDING articles

enterpriseserviceDESK

Trending Articles
Most Read Articles

Password Resets
Click Here to Reset

Quick Links
Get To That Site Faster

Tickets
A List of Your Tickets

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

- Trending Articles**
- ESD Guidance: Assisting Clientless Virtual Pri...
 - ServiceNow Feature: ServiceNow Tips, Tricks, a...
 - Google Apps for Government (GAFG) Pilot Ov...
 - NSSC/CCC Points of Contact list for high priority ...

- Quick Links**
- Remedy (Legacy)
 - Agency Tokens
 - IDMAX
 - Launchpad

@NASA_ESD Twitter Feed

The NSSC completed its migration to ServiceNow. Our ITSM solution is now in the cloud!
<http://fb.me/1SPnE2yNM>
October 7, 2015



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

- ticket
- Customer Feedback
- Notifications**
- Quick Links
- Service Catalog
- Tickets

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

Notifications

Stay on top of the latest breaking information affecting each NASA Center.

1 Active Notification

- NASA Shared Services Center**
Desktop | High
NSSC Work Stoppages
Effective: Nov 4, 2015 @ 12:53 PM

4 Subscribed Notifications

- Johnson Space Center**
Desktop | Low
Delete Subscription
- NASA Shared Services Center**
Desktop | Low
Delete Subscription
- NASA Shared Services Center**
Enterprise Service Desk | Low
Delete Subscription
- NASA Shared Services Center**
ESD Service Office | Low
Delete Subscription

+ Add Subscription

Email Notifications **On** | Off



- Home
- Assets
- Create New Ticket
- Customer Feedback
- Notifications**
- Quick Links
- Service Catalog
- Tickets
- Trending Articles

esd

Search Knowledge

Notifications

National Aeronautics and Space Administration

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1 Active Notification

NASA Shared Services Center
Desktop | High

NSSC Work Stoppages
Effective: Nov 4, 2015 @ 12:53 PM

Gloria, Gavin & Thomas went for a walk. After a while, they all became tired because they are out of shape. THE END.

4 Subscribed Notifications

Johnson Space Center
Desktop | Low

Delete Subscription

NASA Shared Services Center
Desktop | Low

Delete Subscription

NASA Shared Services Center
Enterprise Service Desk | Low

Delete Subscription

NASA Shared Services Center
ESD Service Office | Low

Delete Subscription

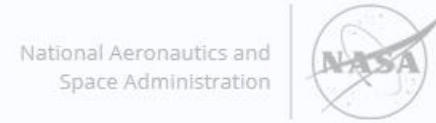
Clicking a notification expands the notification to display its contents.



- esd
- Home
- Assets
- Create New Ticket
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- Tickets
- Trending Articles

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Notifications



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1 Active Notification

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4 Subscribed Notifications

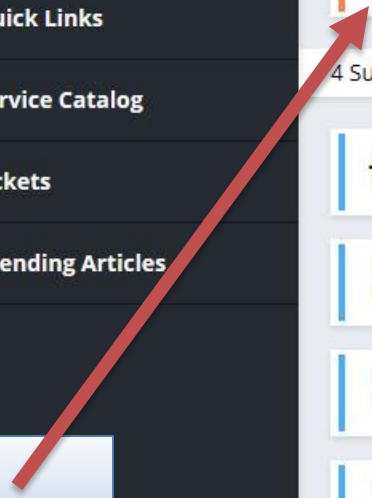
- Johnson Space Center**
Desktop | Low Delete Subscription
- NASA Shared Services Center**
Desktop | Low Delete Subscription
- NASA Shared Services Center**
Enterprise Service Desk | Low Delete Subscription
- NASA Shared Services Center**
ESD Service Office | Low Delete Subscription

+ Add Subscription



Email Notifications On | Off

Clicking the notification again hides it.





- esd
- Home
- Assets
- Create New Ticket
- Customer Feedback
- Notifications
- Quick Links
- Service Catalog

Search Knowledge

1 Active Notification

NASA Shared Services Center
Desktop | High
NSSC Work Stoppages
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3 Subscriptions

NASA Shared Services Center
Desktop | Low
Delete Subscription

NASA Shared Services Center
Enterprise Service Desk | Low
Delete Subscription

NASA Shared Services Center
ESD Service Office | Low
Delete Subscription

Add A Subscription

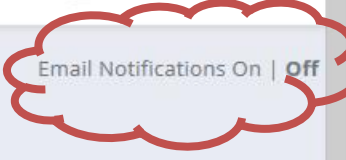
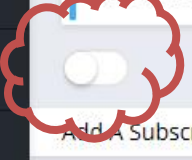
NASA Center/Facility:
Select NASA Center/Facility

Subscription Category:
Select Category

Notification Priority:
Select Priority

Email Notifications On | Off

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





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- Home
- Assets
- Create New Ticket
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Search Knowledge

1 ACTIVE NOTIFICATION

NASA Shared Services Center
Desktop | High NSSC Work Stoppages
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3 Subscriptions

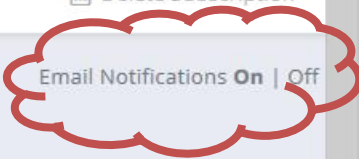
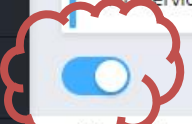
- NASA Shared Services Center**
Desktop | Low Delete Subscription
- NASA Shared Services Center**
Enterprise Service Desk | Low Delete Subscription
- NASA Shared Services Center**
ESD Service Office | Low Delete Subscription

Email Notifications **On** | Off

Add A Subscription

NASA Center/Facility: Subscription Category: Notification Priority:

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.





esd

Home

Assets

Create New Ticket

Customer Feedback

Notifications

Quick Links

Service Catalog

Tickets

Trending Articles

Search Knowledge

NASA Shared Services Center
ESD Service Office | Low

Delete Subscription

- Ames Research Center
- Armstrong Flight Research Center
- Dryden Aircraft Operations Facility
- Dryden Flight Research Center
- Glenn Research Center
- Goddard Space Flight Center
- GRC - Plumbrook Facility
- Headquarters**
- HQ-JPL NASA Management Office
- Independent Verification and Validation Facility
- Jet Propulsion Laboratory
- Jet Propulsion Laboratory/Cal Institute of Techno
- Jet Propulsion Laboratory/Deep Space Network
- Johnson Space Center
- Joint Polar Satellite System
- JSC - El Paso Forward Operating Location
- JSC - White Sands Space Harbor
- Kennedy Space Center
- KSC - Transoceanic Abort Landing Sites
- KSC - Vandenberg Air Force Base
- Langley Research Center
- Marshall Space Flight Center
- Michoud Assembly Facility
- MSFC - NSSTC
- NASA Advanced Supercomputing Facility at ARC
- NASA Goddard Institute for Space Studies
- NASA Johnson Space Center - White Sands Test Facility
- NASA Shared Services Center
- Stennis Space Center

Email Notifications **On** | Off

Subscription Category:

Notification Priority:

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



- Home
- Assets
- Create New Ticket
- Customer Feedback
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- Quick Links
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- Trending Articles

esd Search Knowledge

NASA Shared Services Center
ESD Service Office | Low Delete Subscription

Email Notifications On | Off

Add A Subscription

NASA Center/Facility:
Headquarters

- Subscription Category:
- Access
 - ACES Software Update
 - ActiveDirectory
 - Agency-Wide SharePoint
 - Communication Services
 - Desktop
 - End User Services
 - Enterprise Service Desk
 - ESD Service Office
 - Laptop**
 - Messaging
 - NCCIPS
 - Printer
 - Security
 - System Response
 - VPN / RSA SecurID Token
 - Web Site

Notification Priority:
Select Priority

... select the Subscription Category...



esd

Home

Ticket

Feedback

Log

Articles

NASA Shared Services Center
ESD Service Office | Low

Email Notifications **On** | Off

[Delete Subscription](#)

[Add A Subscription](#)

NASA Center/Facility:

Subscription Category:

Notification Priority:

[Add Subscription](#)

... 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.



- esd
- Home
- Assets
- Create New Ticket
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- Trending Articles

Search Knowledge

NASA Shared Services Center
ESD Service Office | Low

Toggle:

Add A Subscription

NASA Center/Facility:
Headquarters

Category: [Dropdown] Notification Priority: [Dropdown: Low and above]

Add Subscription

Confirm Subscription

Please review the notification subscription below:

Location: **Headquarters**
Category: **Laptop**
Priority: **Low and above**

Cancel Add Subscription

Click the Add Subscription button and a confirmation dialog appears.



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NASA Shared Services Center
ESD Service Office | Low Delete Subscription



Email Notifications **On** | Off

Add A Subscription

NASA Center/Facility:
Headquarters

Category: ▼

Notification Priority:
Low and above ▼

Add Subscription

Subscription Added

Your subscription has been added.

OK

The subscription is added...



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

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Notifications

National Aeronautics and Space Administration

Stay on top of the latest breaking information affecting each NASA Center.

1 Active Notification

- NASA Shared Services Center**
Desktop | High
NSSC Work Stoppages
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4 Subscriptions

- Headquarters**
Laptop | Low
[Delete Subscription](#)
- NASA Shared Services Center**
Desktop | Low
[Delete Subscription](#)
- NASA Shared Services Center**
Enterprise Service Desk | Low
[Delete Subscription](#)
- NASA Shared Services Center**
ESD Service Office | Low
[Delete Subscription](#)

Email Notifications **On** | Off

Click "Delete Subscription" to unsubscribe.



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Notifications

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1 Active Notification

- NASA Shared Services Desktop | High

4 Subscriptions

- Headquarters Laptop | Low
- NASA Shared Services Desktop | Low
- NASA Shared Services Center Enterprise Service Desk | Low
- NASA Shared Services Center ESD Service Office | Low

100%

Delete Subscription?

You will have to resubscribe to get these notifications!

Cancel Confirm

Confirm the action...



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Desktop | High

4 Subscriptions

- Headquarters**
Laptop | Low
- NASA Shared Services**
Desktop | Low
- NASA Shared Services Center**
Enterprise Service Desk | Low
- NASA Shared Services Center**
ESD Service Office | Low

100%

Unsubscribed!

Your subscription has been deleted.

OK

... and unsubscribe.



esd [Menu Icon]

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Desktop | Low [Delete Subscription](#)
- NASA Shared Services Center**
Enterprise Service Desk | Low [Delete Subscription](#)
- NASA Shared Services Center**
ESD Service Office | Low [Delete Subscription](#)

Email Notifications **On** | Off

[Add A Subscription](#)

NASA Center/Facility: Subscription Category: Notification Priority:

The screen is refreshed.



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nasa-esd@mail.nasa.gov

Available 24 hours
7 Days A Week

- [NOTIFICATIONS](#)
- [CREATE NEW TICKET](#)
- [ORDER SERVICES](#)
- [SELF-HELP](#)
- [CUSTOMER FEEDBACK](#)

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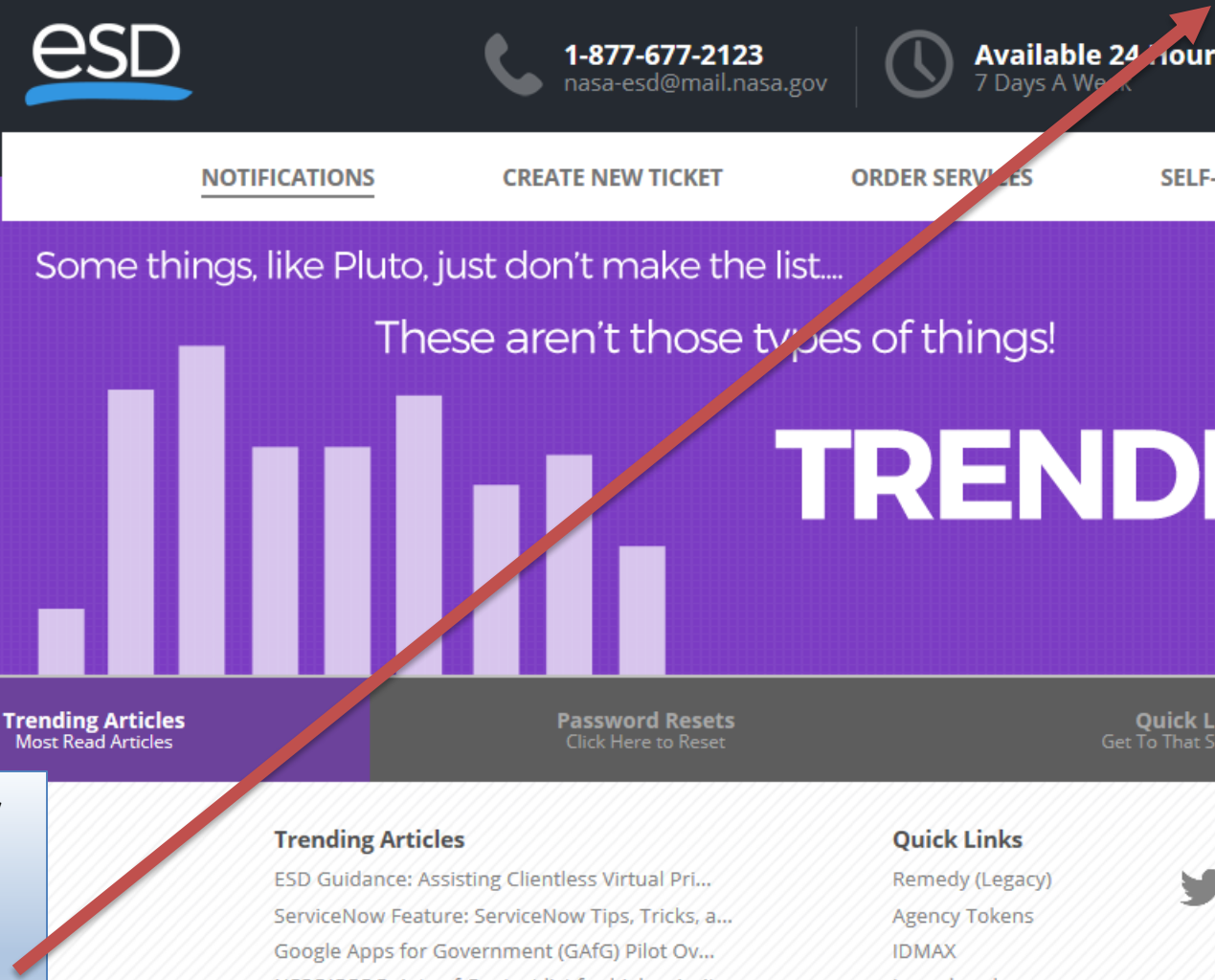
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<http://fb.me/1SPnE2yNM>
October 7, 2015

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





Paul Rydeen
NASA Shared Services Center

- My Shortcuts**
- My Assets
 - My Tickets
 - Order Services
 - ESD Status Bulletin

- My Tickets**
- INC000002000017 - Test Service...
 - INC000002000018 - Test Service...
 - INC000002000019 - Test Service...
 - INC000002000021 - Test Service...
 - INC000002000024 - Test Service...
- MORE >**

- My Notifications**
- 🔔 NASA Shared Servic...
- MORE >**

- My Assets**
- 📄 30K B&W impressions per ...
 - 📄 B&W 5K/month - (30091259...
 - 📄 Color 2K/month B&W - (30...
 - 🖨 Wintel Laptop (S-Seat) -...
 - ATT RIM based - (2283428...
- MORE >**



1-877-677-2123
nasa-esd@mail.nasa.gov

Available 24 Hours
7 Days A Week

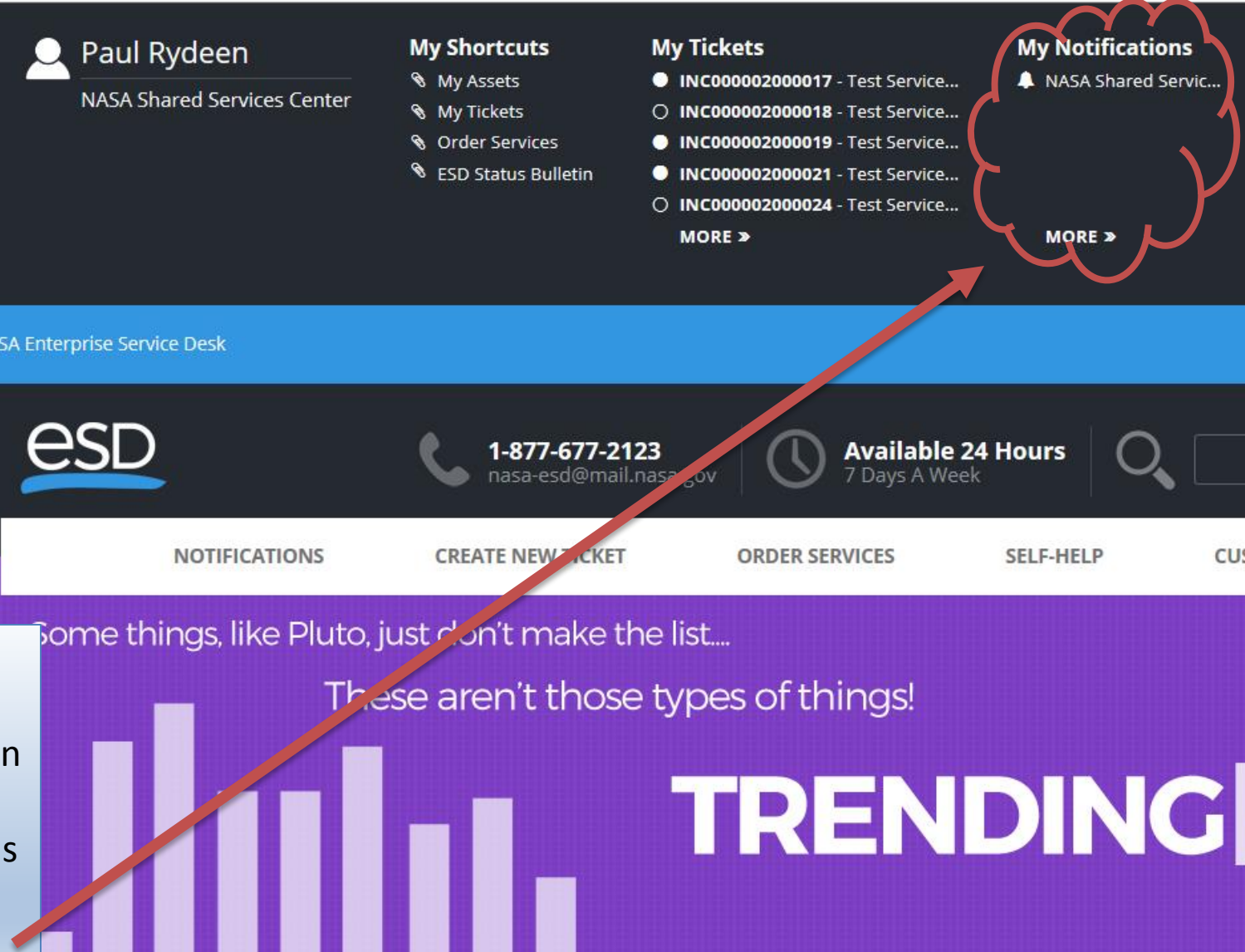
- NOTIFICATIONS
- CREATE NEW TICKET
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- CUSTOMER FEEDBACK

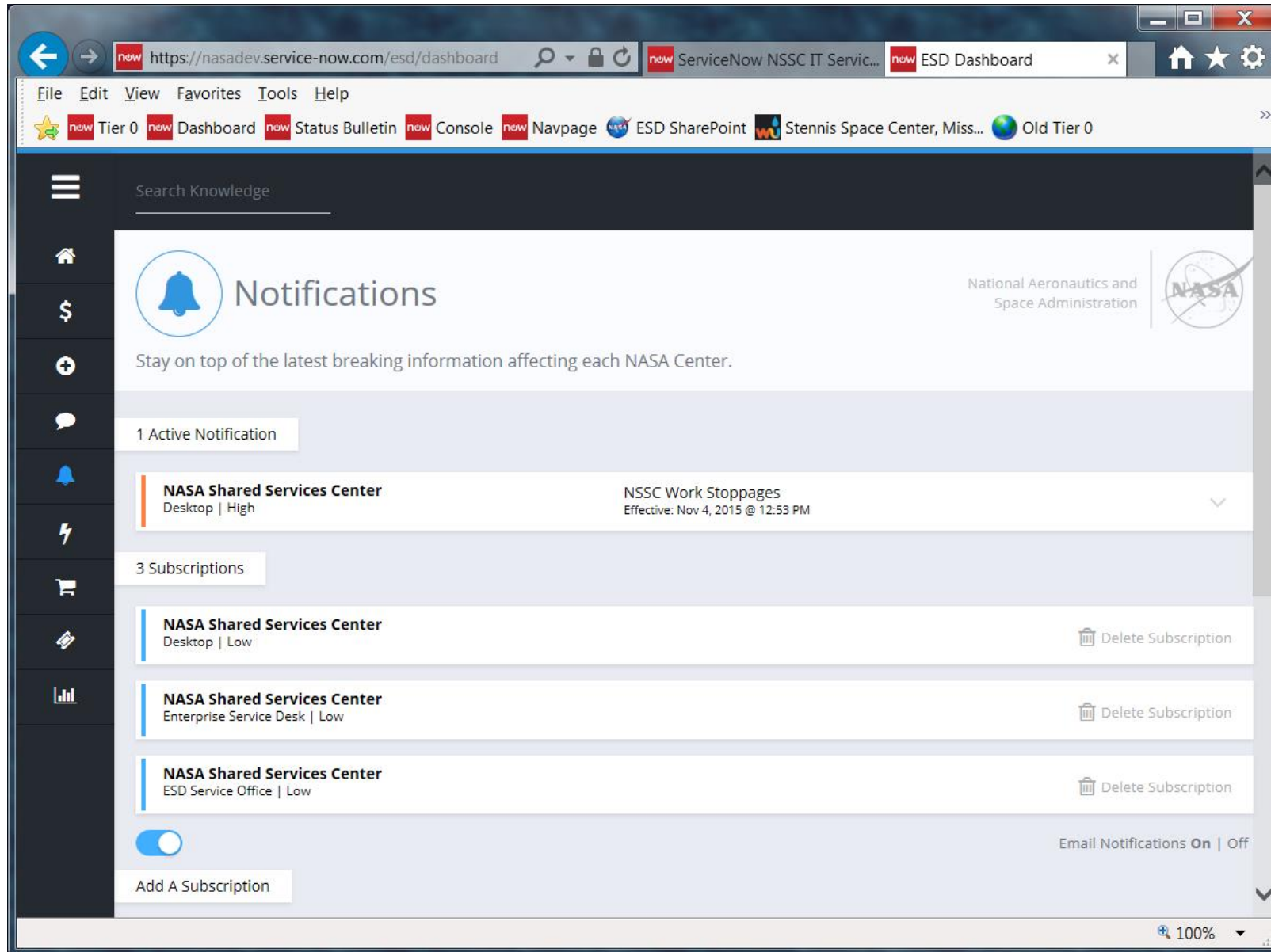
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TRENDING articles

enterprise**service**DESK

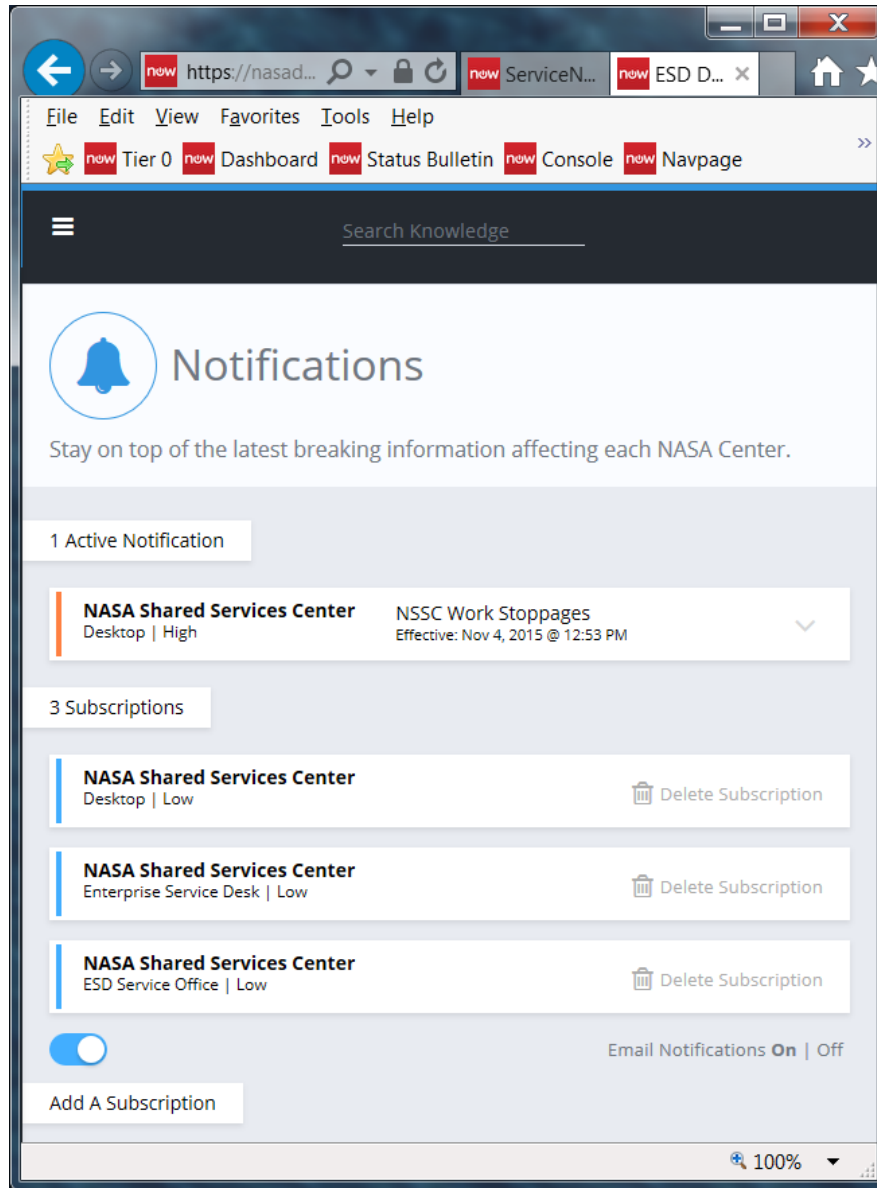
Click to display the Mini Dashboard.
Click the Notification title or "MORE" to see the Notifications screen in the Dashboard.



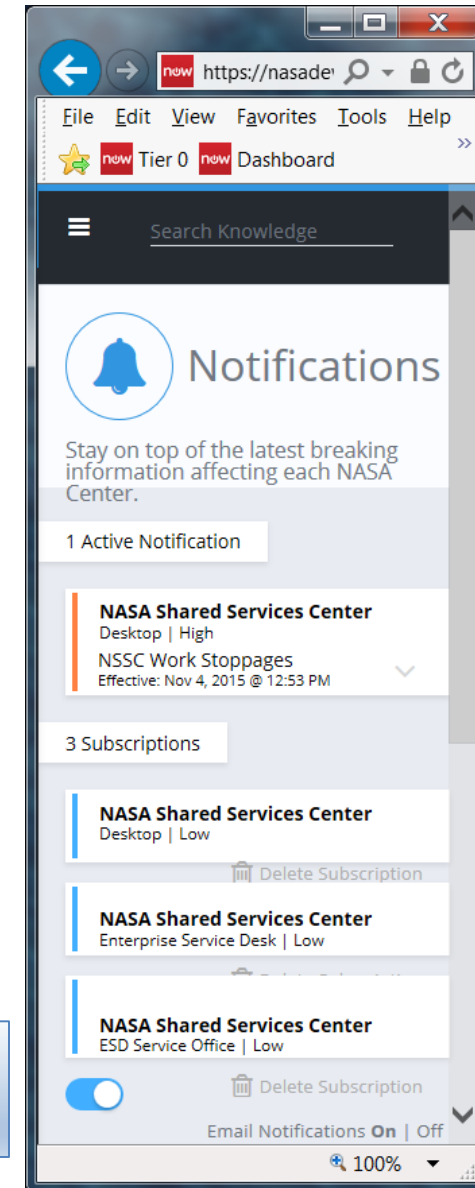


As with the rest of Tier 0, the ESD Notifications Tool uses “responsive design” to adjust its view to the user’s device.

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.



ESD Enterprise Service Desk

NASA Shared Services Center

