

MP Self Service Training



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MP Self Service Training

↘ Today's Objectives

- ***Usage and Benefits of Employee Self Service***

- ***Demonstration of ESS Functions***
 - ◆ **Submitting Requests**
 - ◆ **Viewing Open and Closed Requests**
 - ◆ **Updating Open Requests**

- ***Question and Answer Session***

- **Usage and Benefit of Employee Self Service Application**
 - *Application available at MP's convenience*
 - *Provides for better MP perspective and information detail surrounding issue*
 - *Enhanced issue tracking and follow up now available*
 - *6060 still available for critical issues*

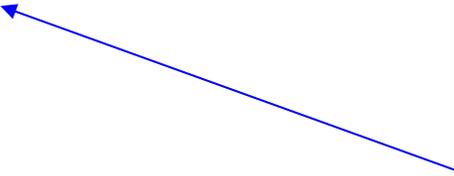
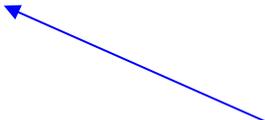


Login

Login:

Password:

**Type in your User *Login ID*
and *Password* then select
'Login'**





Submit New Interaction

- Submit A Request
- View Open Requests
- View Closed Requests
- Find a Request

Logout

Enter or select all required information, indicated by an asterisk (*)

Contact Information

This request is for:*

Severity:

Issues submitted through this form should be for non real time issues. Please be specific and include all necessary data (operating date & hr, generator name, Transaction ID or other applicable information).

Real time issues, please call 518-356-6060.

Description*

Add File...

Submit

Cancel

From the 'Submit New Interaction' screen User can submit a request or navigate to one of the other menu options



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Find a Request

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Description*

- To submit a new Interaction place your cursor in the 'Description' field
- Type in the details of your request
- Select the 'Submit' button to complete your request

The screenshot displays the HP OpenView ServiceCenter web interface. A modal dialog box titled "Specify File Location" is open, prompting the user to enter a file location. The dialog includes a text input field, a "Browse..." button, and "OK" and "Cancel" buttons. In the background, the "Submit New Interaction" form is visible, with fields for "Contact Information" (This request is for:*) containing "JOE MP", "Severity" set to "4", and a "Description*" field. Below the dialog, a table lists the attached file:

File Name	Size	Date	Remove
UAT Test Attachment.doc	24064 bytes	3/3/2008	remove

Buttons for "Add File...", "Submit", and "Cancel" are also visible on the page.

- To attach a file to your request, select the 'Add File' button
- Browse for the file you wish to attach and select 'OK' once located
- Attachment will then appear in window below 'Add File' button
- Select the 'Submit' button to complete your request



Main Menu: joeMP

i Interaction SD076680 has been added.



Find Answers in the Knowledge Base

Browse the knowledge base to find answers to problems that are affecting you.



Request Help

Get help when you are not able to resolve an issue using the knowledge base.

Submit A Request

View Open Requests

View Closed Requests

Find a Request

Logout

- After submitting a request, a confirmation that an ‘Interaction’ has been added will be seen in the upper left corner of the confirmation screen
- Take note of this Interaction ID number for issue tracking purposes

Dear Market Participant,

NYISO Customer Relations has received the following information about Request SDO74564 and is routing it through the resolution process:

Service Recipient: Michael Langer
Primary Contact: Michael Langer
Preferred method of contact: Email
Contact Phone: 518-356-8858
Contact email: mlanger@nyiso.com

E-mail Notification upon the opening of an Interaction

Request ID: SDO74564

Title: Please authorize the issuance of a NYISO Digital certificate

Problem Type: HELPDESK

Date Opened: 01/24/08 14:25:06

Urgency: 3

Status: Open

Description of Request: Please authorize the issuance of a NYISO Digital certificate to Naresh Motiani of Entergy Nuclear Power Marketing

If any of this information is incorrect, please contact NYISO Customer Relations. To check the status of this request or to add more details to it, you may use the NYISO self-service portal. Click on the link below or paste it into your Internet browser:

<http://sc.nyiso.com/sc/index.do?ctx=docEngine&file=incidents&query=incident.id%3D%22SDO74564%22&action=&title=Interaction%20SDO74564&queryHash=e8b5e06d>

SDO74564 After logging in, click on ?View Open Requests? on the left side of the page and follow the link to Request ID

Regards,

Customer Relations

518-356-6060

customerrelations@nyiso.com



My Open Requests

[Submit A Request](#)[View Open Requests](#)[View Closed Requests](#)[Find a Request](#)

Request ID	Date Opened	Status	Requested For	Description
SD076676	03/03/08 11:46:53	Open - Idle	JOE MP	test
SD076679	03/03/08 14:03:37	Open - Idle	JOE MP	testing ESS for Market Participant Training. GC
SD076680	03/03/08 14:04:13	Open - Idle	JOE MP	Additional Test

[Logout](#)

- To view your open requests select 'View Open Requests'
- A list of your open requests will appear in 'Request ID' order
- Select the request you wish to open and view

[back](#)



- Submit A Request
- View Open Requests**
- View Closed Requests
- Find a Request

Logout

Request Detail		Contact Information	
Request ID:	SD076679	Contact Name:	JOE MP
Urgency:	3 - Medium	Company:	ACME
Status:	Open - Idle	Phone:	(888) 555-1212
Requested For:	JOE MP		
Open Time:	03/03/08 14:03:37		
Submitted By:	JOE MP		
Preferred method of contact:	E-mail		

Description

testing ESS for Market Participant Training, GC

History

- The request you selected will then appear
- To view any update from NYISO made to your request, take note of the 'History' field
- You can also submit additional information to NYISO for this open request
- To submit updates to NYISO select the 'Update' button
- Use the 'Update' button to view attachments provided to you from NYISO



- Submit A Request
- View Open Requests**
- View Closed Requests
- Find a Request

Logout

Request Detail

Request ID:

Preferred method of contact:

Urgency:

Update Description*

Add File...

File Name	Size	Date	Remove
UAT Test Attachment.doc	24064 bytes		remove

- Once 'Update' has been selected you can view attachments provided, as well you can type additional information in the 'Update Description' field
- Be sure to 'Save' your updates

Dear Market Participant,

This e-mail from NYISO Customer Relations contains the resolution of Request SDO74595 :

Service Recipient: Michael Langer

Primary Contact: Michael Langer

Request ID: SDO74595

Title: will Open and Close this

Problem Type: IT

Date Opened: 01/24/08 15:22:06

Urgency: 3

Status: Closed

Issue Resolution:

Closing this to see what's in the email.

Please contact us if you need to discuss this resolution.

Regards,

Customer Relations

518-356-6060

customerrelations@nyiso.com

Issue Description:

Let's see what emails I get

**E-mail Notification upon the closing of an
Interaction**



My Closed Requests



- Submit A Request
- View Open Requests
- View Closed Requests**
- Find a Request

Logout

Request ID	Date Closed	Description
SD073734	12/06/07 11:59:27	test
SD073739	12/08/07 09:21:22	test
SD073747	01/05/08 10:37:51	test 12/07/07
SD073914	01/08/08 15:58:44	MP wants to know the date of January invoice.
SD074284	01/15/08 15:46:39	test
SD074387	01/16/08 14:34:3	
SD074390	01/16/08 14:38:5	
SD074533	01/24/08 10:43:5	
SD074538	01/24/08 11:07:2	
SD074617	01/26/08 08:17:0	
SD074699	01/26/08 08:07:1	
SD074700	01/26/08 07:57:02	test2 1/26/08
SD074701	01/26/08 08:32:07	test

•By selecting the ‘View Closed Requests’ option from the menu, you can view the issue resolution of your requests

•This function can also be used for tracking and research

back

•Utilize the 'Search' function to access a request directly or to generate search criteria on particular types of requests



Search

Enter optional search criteria:

Request ID:

Status:

Open date between: and

Close date between: and

Submitted by:

Requested for:

Contact:

Company:

Back

Search

Clear

- Submit A Request
- View Open Requests
- View Closed Requests
- Find a Request**

Logout

Logout Successful

[Login again](#)



- To logout of the application select the ‘Logout’ option from the menu
- Selecting this option will log users out successfully as well as provide users with a direct login option to regain access to the application

MP Self Service Training

➤ **What Questions do you have?**

