S4IF

Sustainment Support
System for the Single
Interface to the Field

CMR-DOC-002

Help Desk
New Users Requester
Guide

History of Revisions

This table contains a history of revisions made to this document

Revision Number	Date DD/MM/YYYY	Initial	Section Change	Type*	Remarks
1.1	29/01/2010	KLM	N/A	M	Updated logo to SEC-Lee CECOM-LCMC
1.2	26/07/2010	ZLB	N/A	M	Updated Ticket TrakR to S4IF
2.0	06/12/2011	ZLB	Entire Guide	A	Added S4IF new design screen shots, indexing and formatting

*A = Added, M = Modified, D = Deleted

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Section 1 General

1.1 Purpose

The objective of the New Users Requester Guide for S4IF is to provide users with the information and the steps necessary to use the system effectively. This new user's guide will explain the steps to register as a user and familiarize you with the basic information you need to use S4IF successfully through the Requester Console End User Manual link.

1.1.1 About This Guide

This guide is based on assigned roles and permissions in S4IF. Requesters will only see information that pertains to the requester role and also includes information that is helpful to all users. This guide describes how to register to use the tools which are part of S4IF. If users are unable to find what they need to know here, they can contact the Customer Support Network and we will assist you with your issue.

1.1.2 Functionality

S4IF is one of the most effective ways for the Help Desk to streamline user incidents and facilitate the problem management process. It also:

a. Encourages user self service which helps to reduce the volume of Support services.
b. Reduces resolution time.
c. Geographically organizes the World Wide Help Desk system into a single point of control.
d. Helps to prioritize incidents as well as resources accordingly.

1.2 Access to S4IF

A Common Access Card (CAC) is required to gain entry into the S4IF Portal/Help Desk application. The computer being utilized must have Department of Defense (DoD) certificates loaded on it.

1.3 Troubleshooting

1.3.1 Try to login to the Army Knowledge Online (AKO) website using a CAC card. AKO has a self help guide to assist with adding DoD certificates to computers and other issues that a customer may encounter. Work through AKO issues until you connect. If you cannot connect to AKO you will not have access to S4IF. Both require the single sign on authentication (CAC).

NOTE: DO NOT select the email certificate if prompted to select a certificate when logging in.

1.3.2 Once you can login to AKO try to login to S4IF. If you still cannot login do the following processes to attempt to correct the issue:

a. Clear your cache on your computer and try again.
b. Make sure the pop up blocker is turned off on the computer for this website.

    c. Try to login to S4IF on another computer within your work area that someone is having no problem reaching S4IF on.

NOTE: If you can login using another computer then the issue has to do with the configuration of your computer.

    d. If none of the above works please call the Help Desk with the results of the above and the Help Desk will submit a Help Desk Ticket for further analysis.

Section 2 New Users to S4IF

2.1 New Users Overview

S4IF is designed to be accessible through the Local Area Network (LAN) using any computer that has access to the internet.

2.1.1   Accessing S4IF as a New User

2.1.1.1 Logging into S4IF requires the use of Internet Explorer 6 or later which is typically located on the system desktop of the user who has a valid AKO username. The website for S4IF is **https://s4if.lee.army.mil** (see Figure 2-1-1). A Windows Security pop-up window will appear requesting that you confirm your CAC Certificate. Click OK. You will now be able to access the S4IF website. A Message from webpage window will come up telling you that you are about to access a U.S. Government Information System. Click OK.

2.1.1.2 Click the Help Desk blue box, you may receive a message that states "Pop-up blockers must be disabled to use this application." If this happens close out the portal, go to "Tools" on your browser top right menu bar, click and select Pop-up Blocker, select Turn Off Pop-up blocker and got back to the S4IF website.
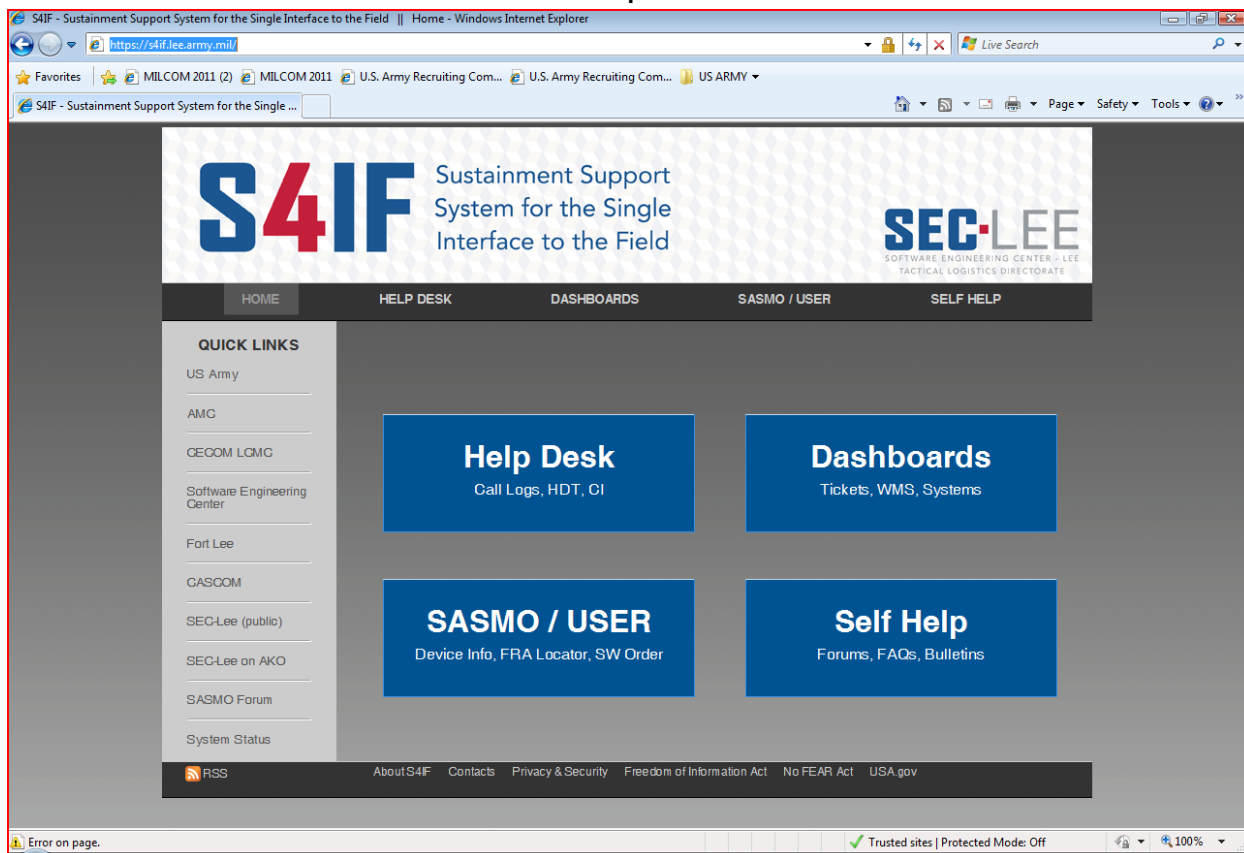
Figure 2-1-1 Help Desk Login

2.1.2   Gaining Access to S4IF

First time use of S4IF will require users to fill out a registration form in order to gain further access to the system. The registration process requires use of an AKO username. All mandatory fields are in bold. Users will only have to register once to be allowed limited access to the Website. New users can find detailed instructions on how to fill out this registration form by selecting the "**New Users Start Here**" link on the S4IF login page or see para 6.2.

Figure 2-1-2 Registration Form

2.1.2.1 Important information for completing the registration process:

> a.   All fields that appear in **bold** are mandatory fields.

> b.   First and Last Names must always be your AKO user name.

> c.   If there is an LOV (drop down menu), it must be used to enter the correct data.

> d.   Please type in your UIC; if you aren't sure what your UIC is please check with your supply sergeant or PBO – this is a very important field.

> e.   You can access the whole UIC LOV by selecting the search Unit/UIC button. On the UIC LOV (Figure 2-1-3), use the scrolling effect (right or up and down arrows) to choose the correct UIC. If your UIC is not listed in the LOV you will have the option to "Search Unit/UIC" or select the "UIC Not Listed" button. This will allow

you to manually type in your UIC and sends a notification to the appropriate individual to add the UIC to the system. For contractors and civilians who support several different UICs, you can use the all Army UIC of W0ZUFF.

NOTE: Please be patient when selecting these UIC options. It may take a minute or two because of the amount of data being pulled in.

Figure 2-1-3 Search Unit UIC

f.   There is a radio button next to the "Deployed" field. If you are deployed select "Yes". This will open up two additional fields for additional deployment information. This information is needed so you can be contacted in a timely manner by the Help Desk technician working your issue while you are deployed.

g.   The Registration Form has (2) tabs (Location and STAMIS) of information required prior to saving the form.

h.   S4IF will send an automatic notification to you when there is new information on an issue that you have submitted.

i.   AKO is the default email address. If you want to use AKO as your notification method – do nothing, if you wish to use an alternate email, select the alternate email in the notification method LOV. The alternate email address block then becomes a mandatory field. Add the email address where you want to receive your notifications (Figure 2-1-4).

NOTE: There is no verification process on this block so ensure you enter the address correctly.****

NOTE: You will not receive notifications at both the alternate email address and at your AKO address. You will only receive email according to the value you have selected in the notification method LOV.****

Figure 2-1-4 Search Unit UIC

2.1.3   STAMIS TAB

Select the STAMIS tab and check the blocks for STAMIS systems you work with on a daily basis (Figure 2-1-5 STAMIS Tab).

Figure 2-1-5 STAMIS Tab

2.1.4   Saving the Registration Form

When you have completed all required fields on the Registration Form scroll to the top left hand side of the form and click the "Save" button. The system will then save your changes. A BMC Remedy User – Note pop up window will appear stating "Changes to the Registration Form have been saved." (Figure 2-1-6 BMC Remedy User - Note). Click OK and the Logout button to exit the Registration Form. Click "Return to Login Page" to log back into S4IF if need be.
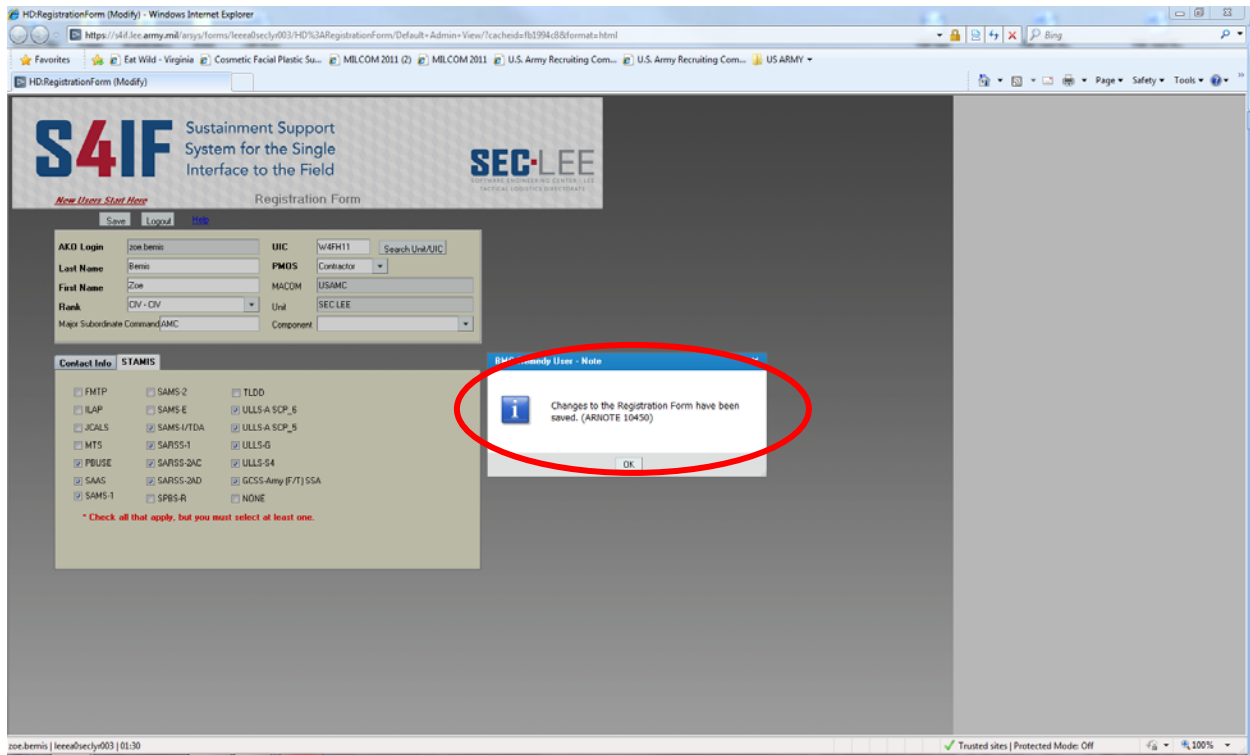
Figure 2-1-6 BMC Remedy User - Note

2.1.5 Requester Console End User Manual

This manual is based on assigned roles and permissions in S4IF. Requesters will only see information that pertains to the requester role and also includes information that is helpful to all users. This EUM describes how to use the tools which are part of S4IF. Each user level will be explained so that the subtle differences in each of the user levels will be easily understood. If users are unable to find what they need to know here, they can contact the Customer Support Network and we will assist you with your issue.
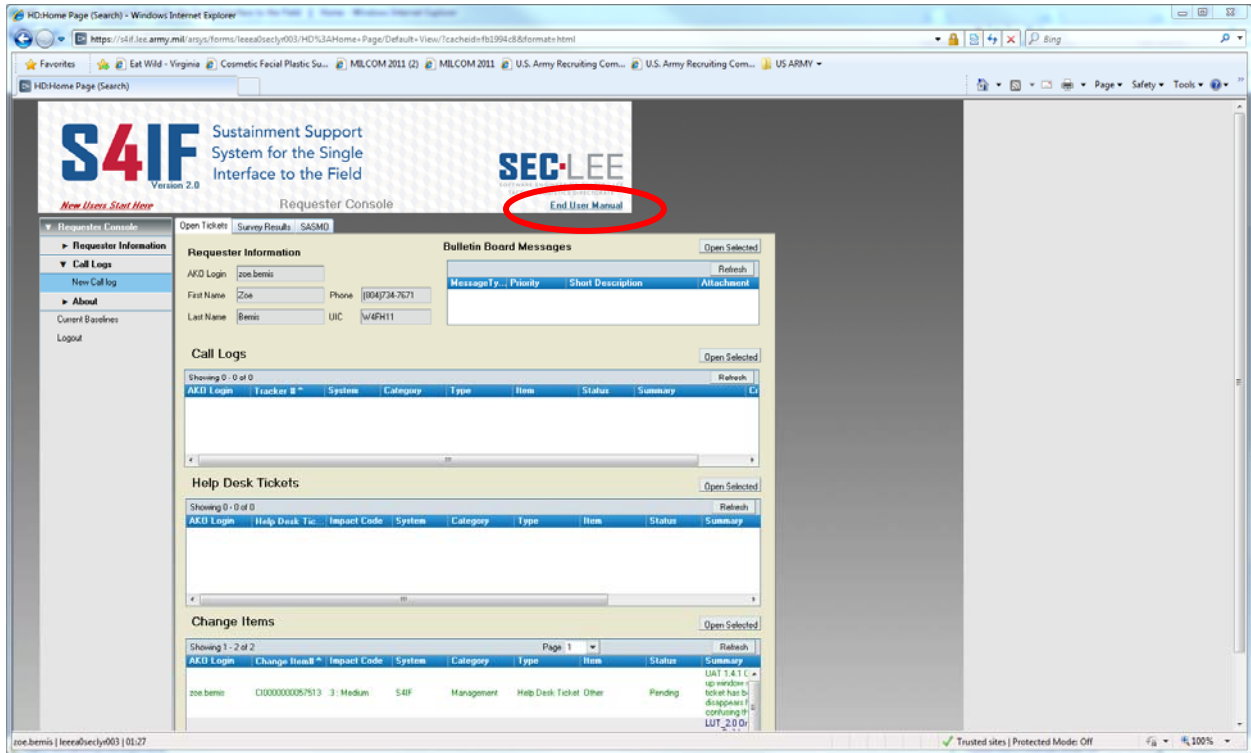
Figure 2-1-7 Requester Console End User Manual Link