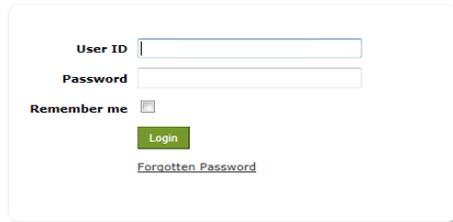


An Introduction to Front Office Essentials

Accessing Front Office Essentials

Once installed, Front Office Essentials is accessed by entering a unique user ID and password. Enter your User ID and password; passwords are case sensitive.



The login form contains the following elements:

- User ID:
- Password:
- Remember me:
- Login:
- Forgotten Password: [Forgotten Password](#)

Using the *Forgotten Password* link will automatically send an email with a new password to you, assuming you are an existing Front Office Essentials user.

Changing your Password

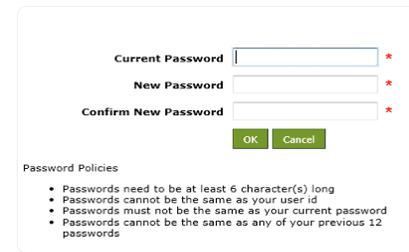
To update your password, select *My Account* from the menu bar (right).



The 'My Account' menu is displayed with the following options:

- Settings
- Out Of Office Details
 - Click here to assign a substitute colleague for new Inbox activities in Front Office whilst away
- Change Password
 - Click here to change your Password

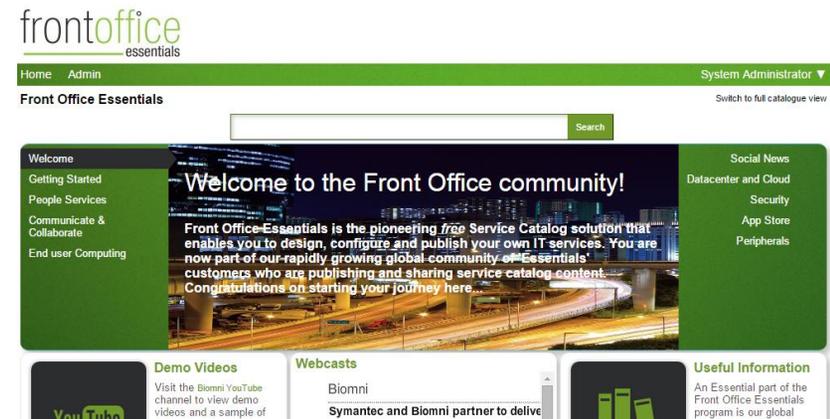
Then click the *Change Password* link.



The 'Change Password' form includes the following fields and elements:

- Current Password:
- New Password:
- Confirm New Password:
- Buttons:
- Section: Password Policies
 - Passwords need to be at least 6 character(s) long
 - Passwords cannot be the same as your user id
 - Passwords must not be the same as your current password
 - Passwords cannot be the same as any of your previous 12 passwords

The Service Catalog Sample Data

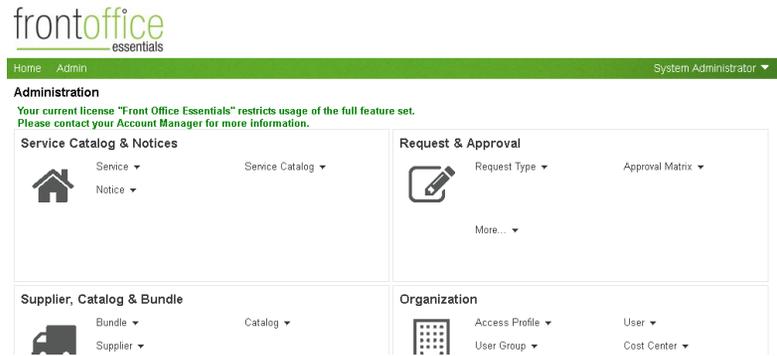


The home page features a navigation bar with 'Home Admin' and 'System Administrator'. A search bar is located below the navigation. The main content area includes a large welcome message: 'Welcome to the Front Office community! Front Office Essentials is the pioneering *free* Service Catalog solution that enables you to design, configure and publish your own IT services. You are now part of our rapidly growing global community of Essentials customers who are publishing and sharing service catalog content. Congratulations on starting your journey here...'. To the right, there is a 'Social News' sidebar with links to 'Datcenter and Cloud', 'Security', 'App Store', and 'Peripherals'. Below the main message, there are sections for 'Demo Videos' (with a YouTube icon), 'Webcasts' (listing 'Biomni' and 'Symantec and Biomni partner to deliver'), and 'Useful Information' (stating 'An Essential part of the Front Office Essentials program is our global community. Visit the...').

The **Service Catalog** forms the home page of Front Office Essentials. There are many options for how to layout the service catalog, including a scrolling carousel that can be used to showcase business services and information. Selected categories can be displayed outside the carousel for more prominence.

Getting Started with Front Office Essentials

The system configuration is carried out within the *Admin* menu



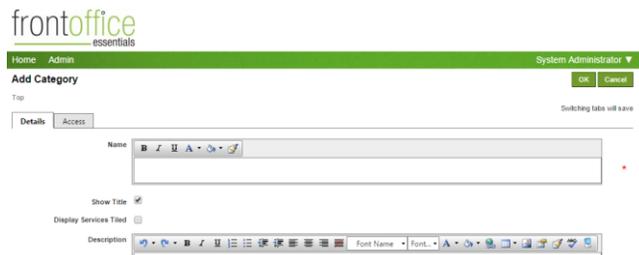
Creating your Own Service Catalog

Front Office Essentials enables you to build a Service Catalog to allow users to access the services offered, as well as information relating to business processes and services, using a simple category tree-like structure, with configurable text and images to assist the user in finding what they need.

To begin, select *Service Catalog*.

Service Catalog categories

Select *Add Category* from the *Service Catalog* Administration page



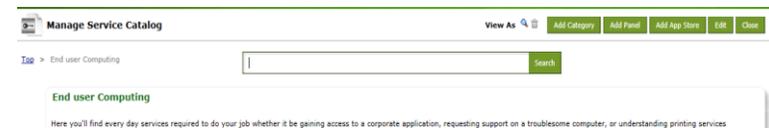
Give each new category a name, description and associate an image to denote the Services that will be located here.

Continue to add new categories at the top level.

To create sub categories within these top level categories, select *View* against the top level category



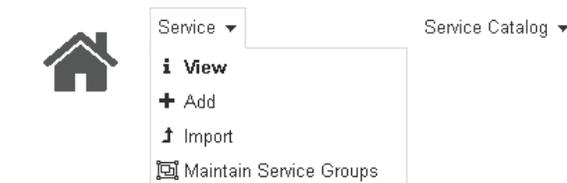
Select *Add Category* to create your sub category



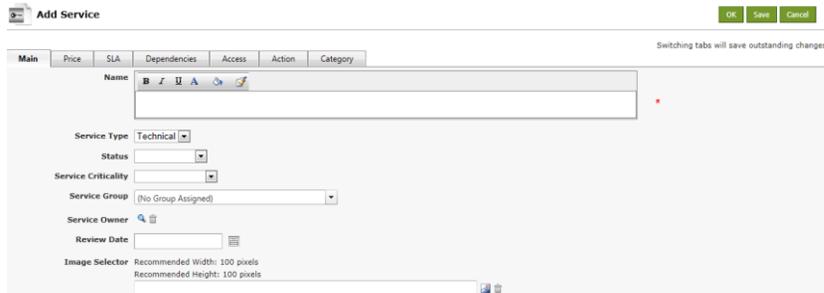
Creating Services

Select *Services > Add*

Service Catalog & Notices



Each service can be defined via the individual tabs to contain a variety of information to ensure users fully understand the service offering, its pricing and service levels.



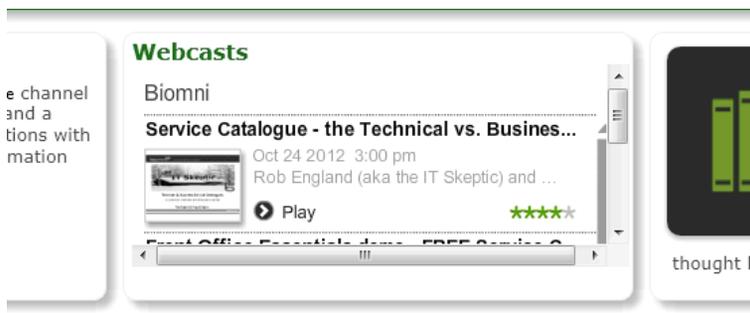
Associate a Service to one or many categories within the category tree structure.

Make a Service *Live* so that it is seen in the Service Catalog.



Adding an Information Panel

Another option within the Service Catalog is a panel: this can display real-time, HTML information from an external source within the panel.



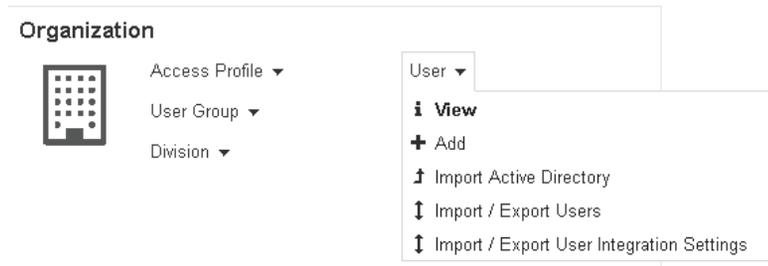
An 'App Store' is a third element to the Service Catalog presentation options, allowing business users to discover, download or request installation of approved 'apps'.

This Quick Start Guide gives tips to set up a non-actionable Service Catalog. To try out the highly configurable request forms feature, as seen in your pre-shipped sample data, please refer to the Administration Guide, available via *Admin > Support > Documents*.

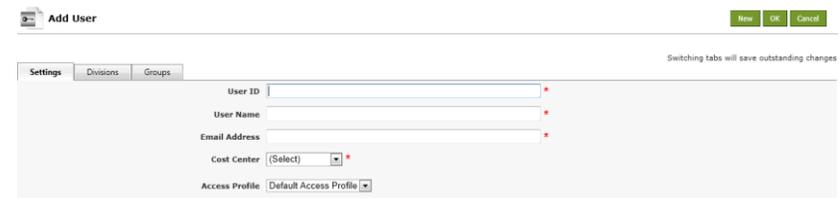
Creating Users

Users must have a unique ID to access the Front Office Essentials system; email addresses are frequently used.

To create a user, select *User > Add* within the Organization administration category.

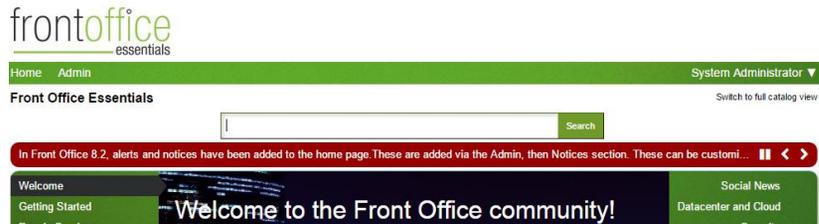


Enter a user ID, user name and email address for each new user; the user ID must be unique.

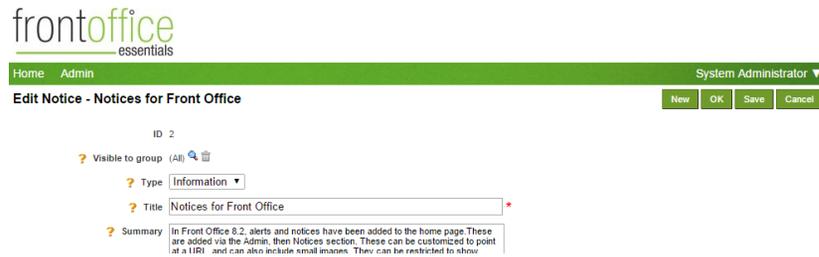


Notices

Alerts and informational notices can be added to the home page.

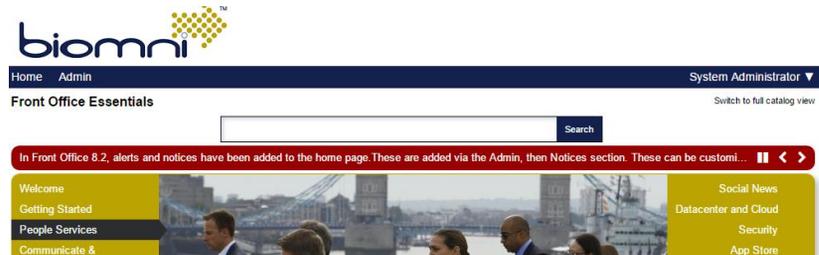


Manage notices via *Admin > Service Catalog & Notices > Notice*. A notice will be displayed news ticker-style on the home page and can be drilled into for more information; information can be head locally in Front Office or accessed via a URL.

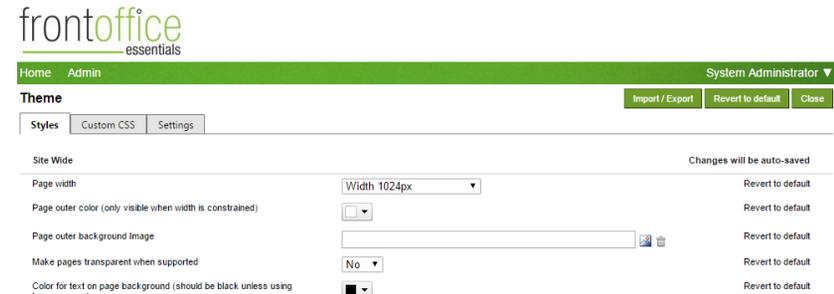


Theming

It is possible to customize Front Office to match your company's color and image theming.



Theming can be configured via *Admin > Settings > Theme*.



Help

For further help on using Front Office Essentials please access the *Getting Started* link within the *Service Catalog* Admin area or check out the *Complete Administration Guide*, available in the *Support > Documents* screen in Admin. You can also find extensive information in the Biomni Community at <http://community.biomni.com/home>

Not all features are fully available to Essentials customers. Please visit <http://www.biomni.com/front-office-upgrades> to find out more information or request a 'no obligation' trial license