



Using Service Now

August 2019

V1.0

Contents

Using the Self Service Portal 2

Opening the Self Service Portal 2

Initial access and resetting your password 2

Logging an issue with Minfos 5

Accessing the Knowledge Base 7

Clearing the browser cache 8

 For the Chrome browser 8

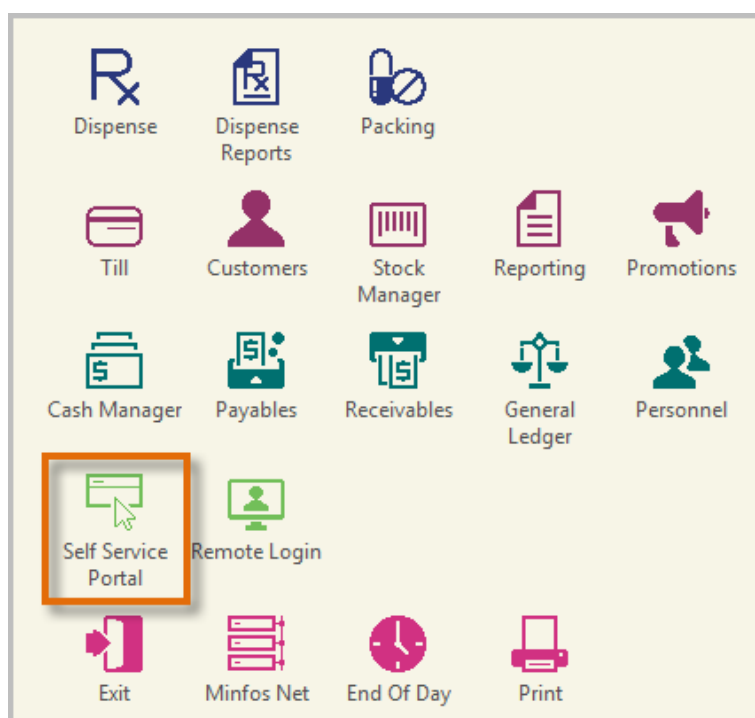
 For other browsers 8

Version	Date	Change
1.0	13/08/19	New document

Using the Self Service Portal

Opening the Self Service Portal

On the Minfos Launchpad, click the **Self Service Portal** icon. Alternatively, you can type the following address into your browser: www.symbion.service-now.com



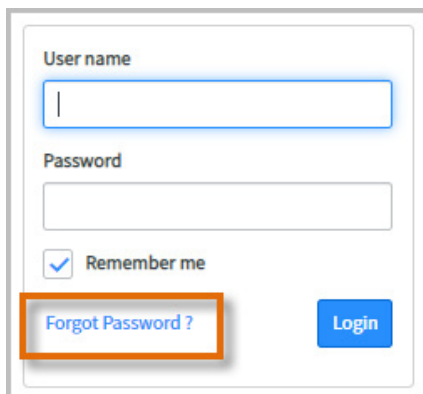
Initial access and resetting your password

An email will be sent to your store email address. If you wish to change this address, please advise us and we can change it to the most accessed email address for all staff in the store.

1. Go to the **Self Service** support portal: <https://symbion.service-now.com>.

Note: If you attempt to log in and an "invalid" error message is displayed, click the back arrow in your browser, to return to the **Login** window.

- Click the **Forgot Password?** Link.

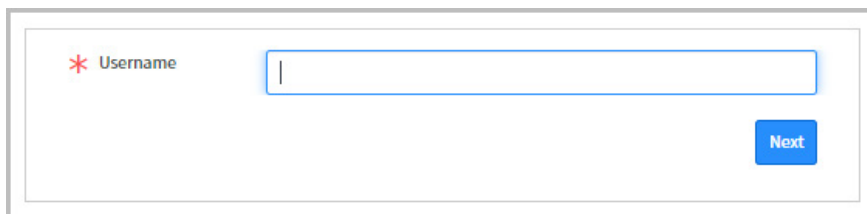


User name

 Password

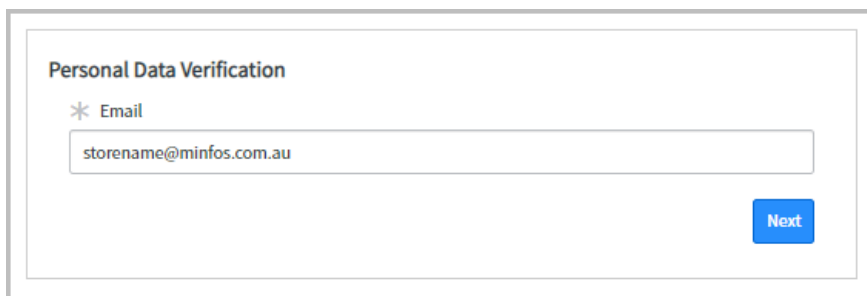
 Remember me
[Forgot Password ?](#)

- Enter your pharmacy's user name (this is your Minfos ID). Click the **Next** button.



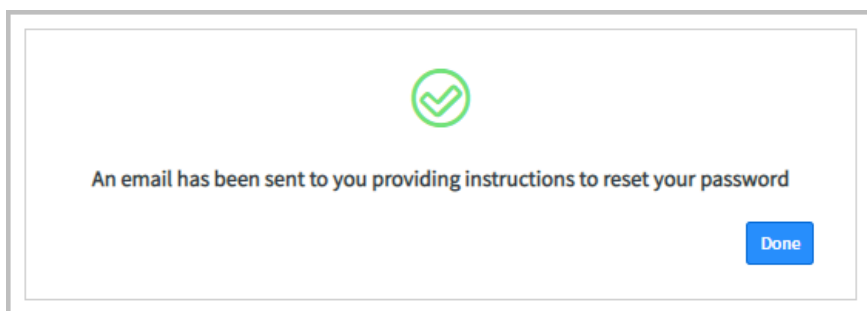
* Username


- Enter your email address.



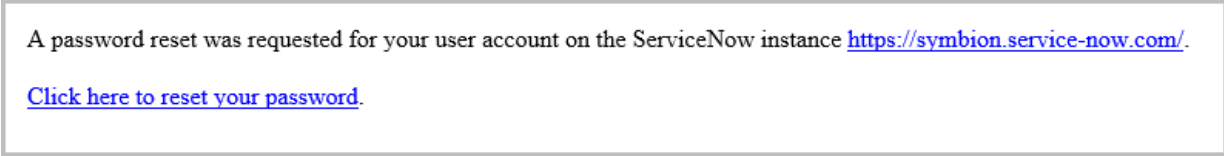
Personal Data Verification
 * Email

- A message is displayed advising that your password has been reset and the password will be emailed to you.

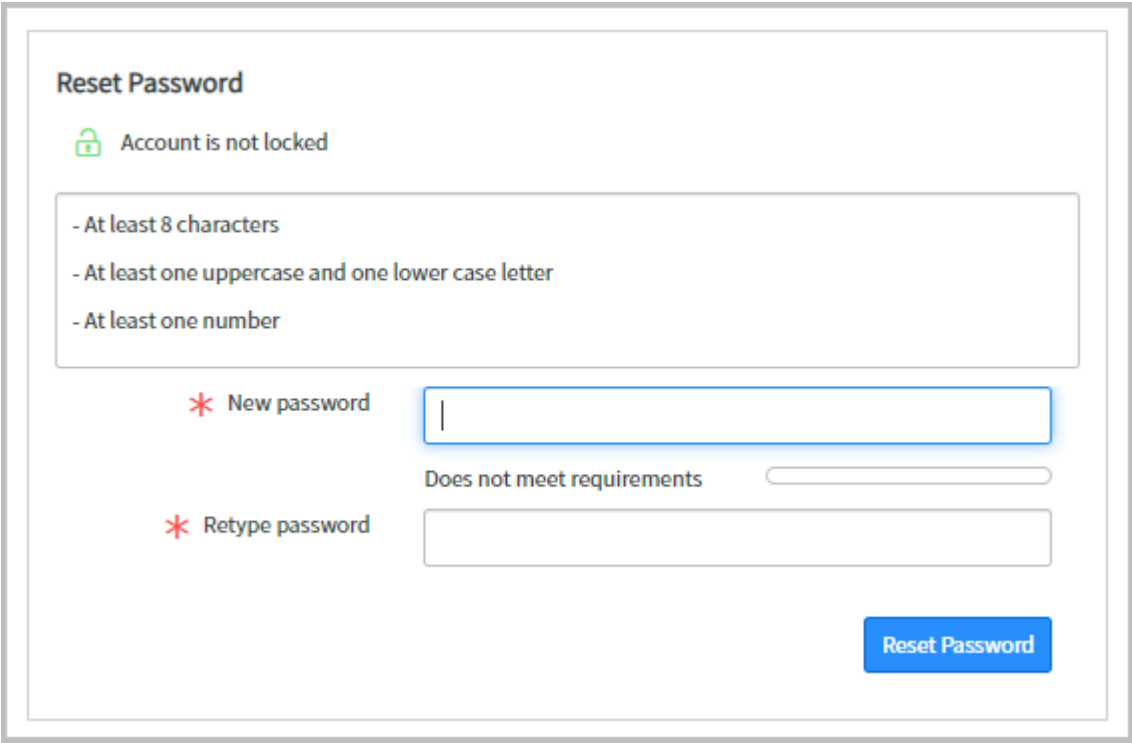



An email has been sent to you providing instructions to reset your password

6. Within a couple of minutes you will receive an automated email from the IT Service Desk. The email contains a temporary password.



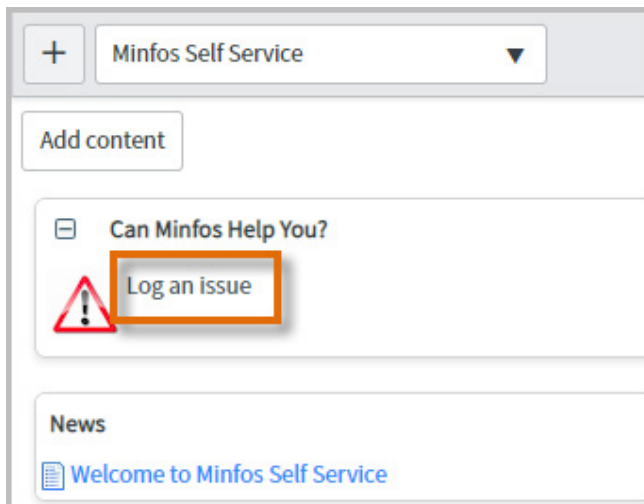
7. Click the link in the email to return to the **Self Service** log in window.
8. Enter your **Minfos ID** and your **temporary password**, then click **Login**.
9. You will be directed to a **Reset Password** window to enter a new password.



10. Enter a new password for your pharmacy in both of the **New Password** fields, then click **Reset Password**.

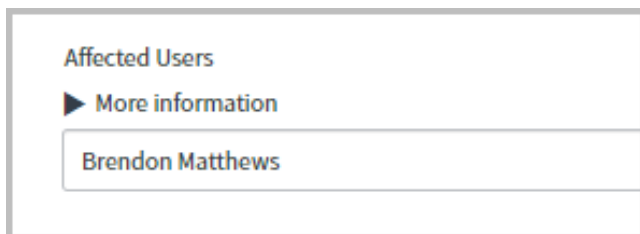
Logging an issue with Minfos

1. To log an issue, click the **Log an issue** link.

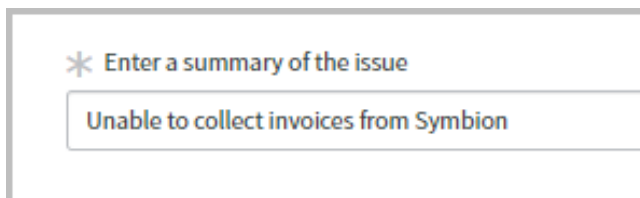


The **Log an issue** window is displayed.

2. Enter your name in the **Affected Users** field.



3. Enter a brief description of the issue in the **Enter a summary of the issue** field.



4. Enter as much detail as possible in the **More information** field. It is very helpful for us if you enter details of any error messages or other evidence.


Enter full details of the issue

▶ More information

Good Morning,
I have tried to collect my invoices this morning however the system has advised "No invoices to collect"
Can I please get some assistance to collect invoices for orders placed yesterday.
Thanks,

5. Click on the paperclip to attach any scanned/screenshot evidence, invoices for product additions/changes etc.



Attachments

Please attach any files or screenshots which may assist our team with resolving your issue.
Click the paperclip  to attach a file.

6. Click the **Submit** button to submit your incident.

The **Incident** window will display showing a summary of your incident. You may wish to add any addition comments.

<
☰
Incident - INC0578858

Number	<input type="text" value="INC0578858"/>	
Requestor	<input type="text" value="Minfos Test Pharmacy"/>	 
Affected contact details	<input type="text" value="Brendon Matthews"/>	
* Short Description	<input type="text" value="Unable to collect invoices from Symbion"/>	
Additional comments	<div style="border: 2px solid orange; height: 40px; width: 100%;"></div>	

12-08-2019 12:49:27 - Minfos Test Pharmacy
 Good Morning,
 I have tried to collect my invoices this morning however the system has advised "No invoices to collect"
 Can I please get some assistance to collect invoices for orders placed yesterday.
 Thanks,

Save

Save & exit

7. Click the **Save & Exit** button to finalise your submission.

Your incident will appear on the right hand side of the Launchpad.

My Open Issues			
Number ▼	Status	Short Description	Task type
INC0578858	New	Unable to collect invoices from Symbion	Incident

Accessing the Knowledge Base

We have many documents to help you get the best out of Minfos.

1. Click on the **Knowledge** tab in the contents pane.
2. Enter a keyword/phrase/topic in the search bar and press [Enter].

In this example, the search term “dispense” was entered.

The screenshot shows the Minfos Knowledge Base interface. On the left, a sidebar contains a 'Filter navigator' and a list of menu items: 'Self-Service', 'Homepage', 'Knowledge' (highlighted with an orange box), 'My Open Incidents', 'All Incidents', 'My Open Requests', and 'All Requests'. The main content area has a search bar with 'Minfos Knowledge' and a search input field containing 'dispense' (also highlighted with an orange box). Below the search bar, there are filter options for 'Type' (Knowledge Articles checked), 'Knowledge Bases' (Minfos Knowledge Base unchecked), and 'Categories' (Accounting, Customers, Dispense, Dispense > Claims, Dispense > Clinical Interventions, Dispense > Continued Dispensing). The search results on the right show 'dispense Search' with two results: 'My Health Record us' and 'Minfos Robotics API', each with a '1 View' and 'Last updated' indicator.

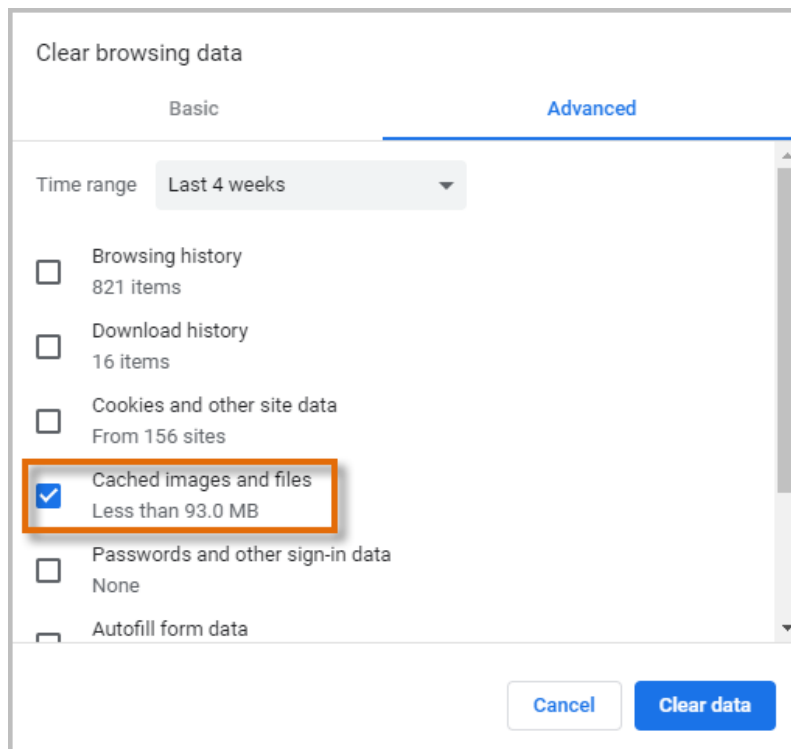
Clearing the browser cache

In order to speed the display of web pages, your browser will store a copy of the page and load it the next time you visit that site.

To ensure that you are viewing the most current, up to date version of the web page, you can 'clear' the browser cache. This can be important if you think that a page may have undergone a significant update.

For the Chrome browser

1. On your computer, open **Chrome**.
2. At the top right, click **More**.
3. Click **More tools** and then **Clear browsing data**.
4. Deselect all checkboxes except **Cached images and files**.
5. Click **Clear data**.



For other browsers

For other browsers, please clear your browser cache accordingly.



Phone

1300 887 418

Customer Portal

symbion.service-now.com

Website

minfos.com.au