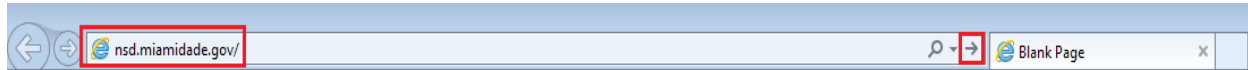
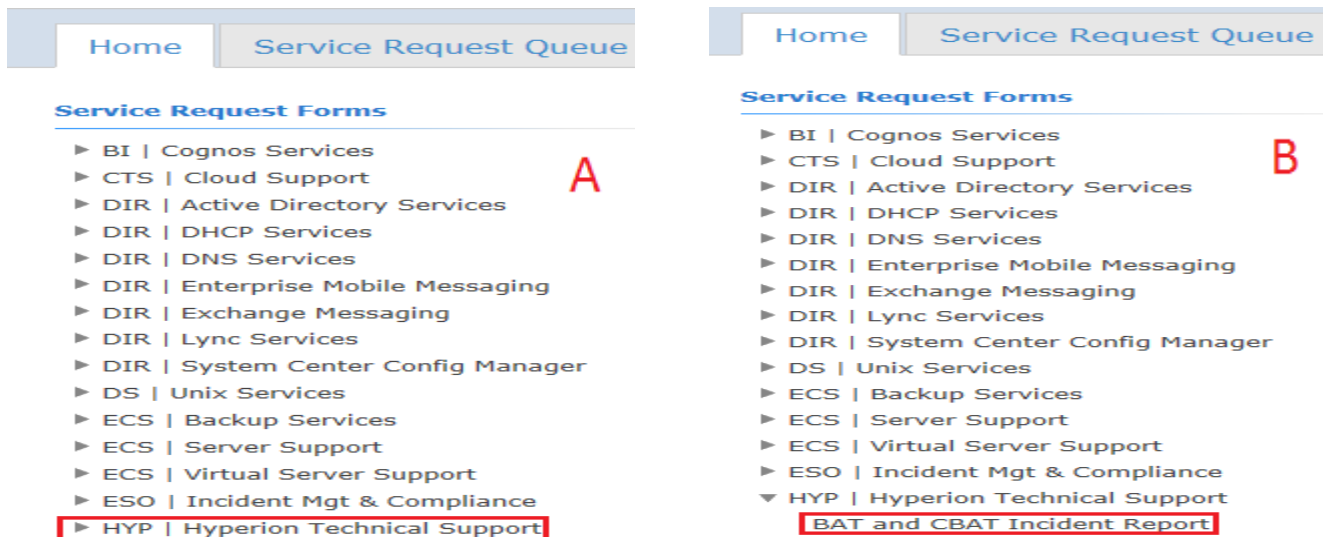


How to submit a BAT / CBAT Incident.

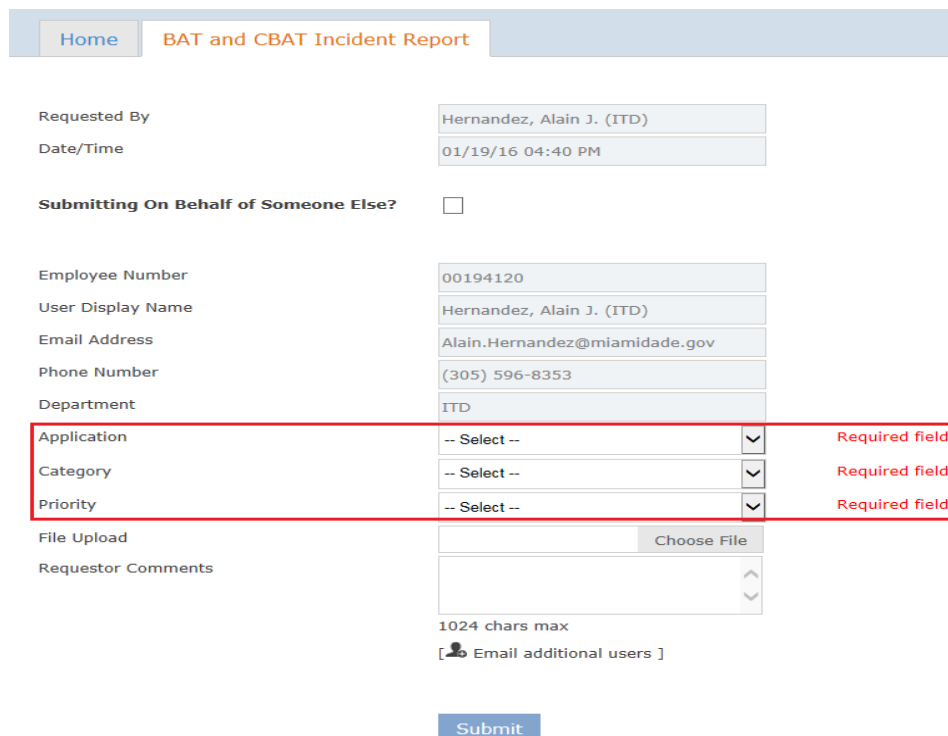
1-) Open up your browser, and type <http://nsd.miamidade.gov> on the address bar, then press **enter** on your keyboard or simply click on the **arrow** pointing to the **right** → , see below:



2-) Once on the **NSD** portal, click on the ► icon and expand the '**HYP | Hyperion Technical Support**' (**Picture A**) group and then click on the '**BAT and CBAT Incident Report**' (**Picture B**) form, see below:



3-) When submitting an incident for yourself, you are only required to select '**Application**', '**Category**', and '**Priority**'. Failure to select them will result in a friendly reminder on the actual form, see below:



Home BAT and CBAT Incident Report

Requested By Hernandez, Alain J. (ITD)

Date/Time 01/19/16 04:40 PM

Submitting On Behalf of Someone Else? ☐

Employee Number 00194120

User Display Name Hernandez, Alain J. (ITD)

Email Address Alain.Hernandez@miamidade.gov

Phone Number (305) 596-8353

Department ITD

Application -- Select -- Required field.

Category -- Select -- Required field.

Priority -- Select -- Required field.

File Upload Choose File

Requestor Comments

1024 chars max

[Email additional users]

Submit

4-) Once you have selected the 'Application', 'Category', and 'Priority' fields, please include a descriptive incident summary **AND** a screenshot of any error messages as part of the 'Requestor Comments' field, see below:

Home BAT and CBAT Incident Report

Requested By: Hernandez, Alain J. (ITD)
Date/Time: 01/19/16 04:40 PM

Submitting On Behalf of Someone Else? ☐

Employee Number: 00194120
User Display Name: Hernandez, Alain J. (ITD)
Email Address: Alain.Hernandez@miamidade.gov
Phone Number: (305) 596-8353
Department: ITD

Application: BAT
Category: Security/System Access
Priority: High

File Upload: Choose File

Requestor Comments: See attached file. Getting an error message with invalid credentials while attempting to log into BAT.
922 characters left
[Email additional users]

Submit

5-) To attach a screenshot of the error, please click on 'Choose File' on the form, look for the file you'd like to attach on your desired drive (local or network), **select** the file, and click on 'Open', see below:

Home BAT and CBAT Incident Report

Requested By: Hernandez, Alain J. (ITD)
Date/Time: 01/19/16 04:40 PM

Submitting On Behalf of Someone Else? ☐

Employee Number: 00194120
User Display Name: Hernandez, Alain J. (ITD)
Email Address: Alain.Hernandez@miamidade.gov
Phone Number: (305) 596-8353
Department: ITD

Application: BAT
Category: Security/System Access
Priority: High

File Upload: Choose File

Requestor Comments: See attached file. Getting an error message with invalid credentials while attempting to log into BAT.
922 characters left
[Email additional users]

Submit

Choose File to Upload

Libraries Documents

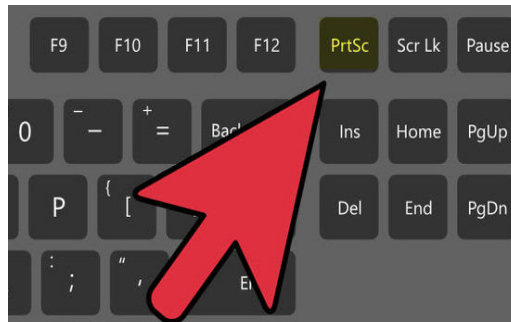
Documents library

Name	Date modified	Type
My Documents	11/20/2013 10:45 AM	File folder
My Shapes	3/20/2014 10:39 AM	File folder
My Videos	10/31/2013 4:47 PM	File folder
My Videos	7/14/2009 1:08 AM	File folder
Smart View	1/20/2016 8:43 AM	File folder
SQL Server Management Studio	9/22/2014 3:43 PM	File folder
Visual Studio 2005	3/20/2014 4:59 PM	File folder
Visual Studio 2008	3/20/2014 4:54 PM	File folder
Default.rdp	12/9/2015 12:04 PM	Remote Desktop ...
desktop.ini	11/9/2015 2:22 PM	Configuration sett...
desktop.ini	7/14/2009 12:54 AM	Configuration sett...
error_msg.png	1/20/2016 8:49 AM	PNG image
reader.ini	3/19/2015 11:56 PM	Configuration sett...

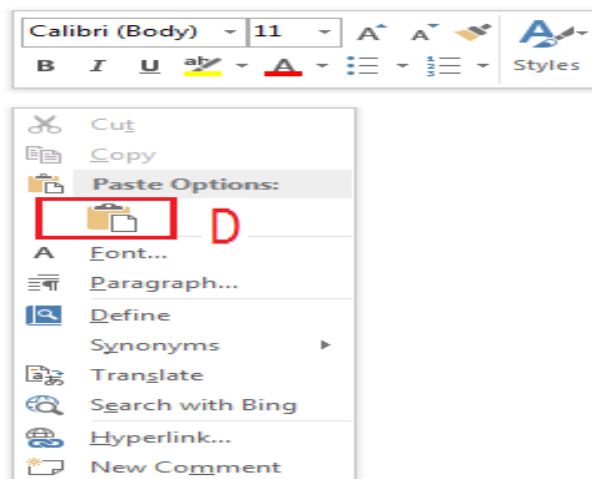
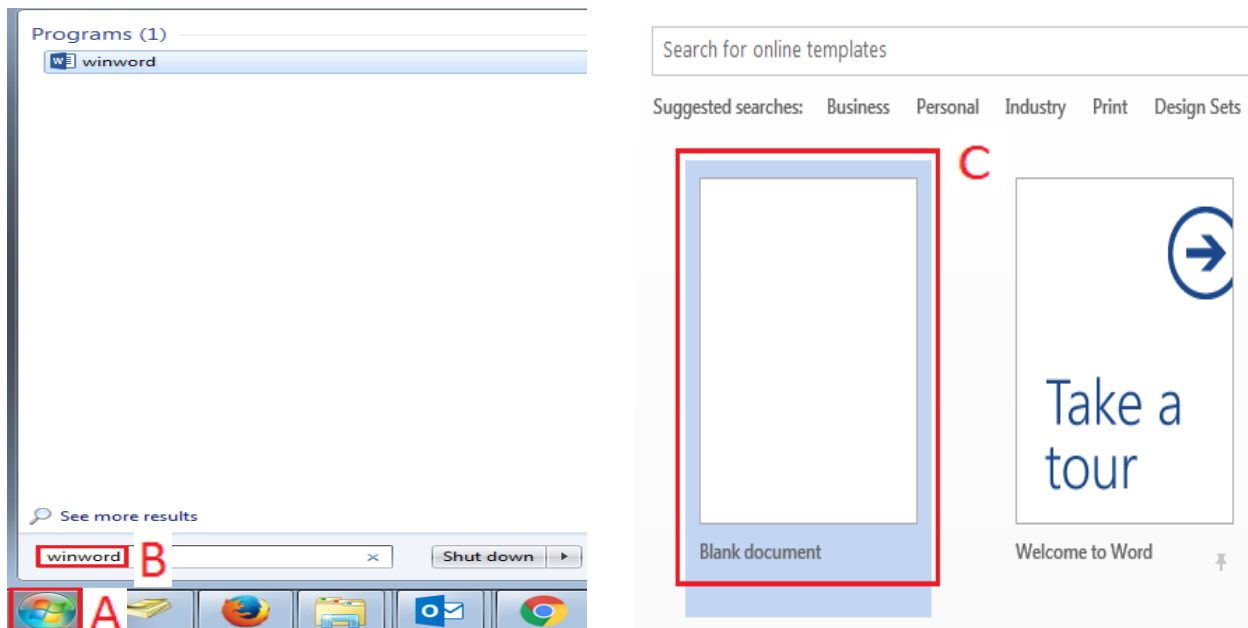
File name: error_msg.png

Open Cancel

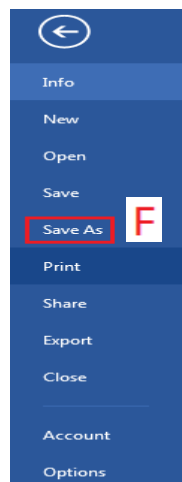
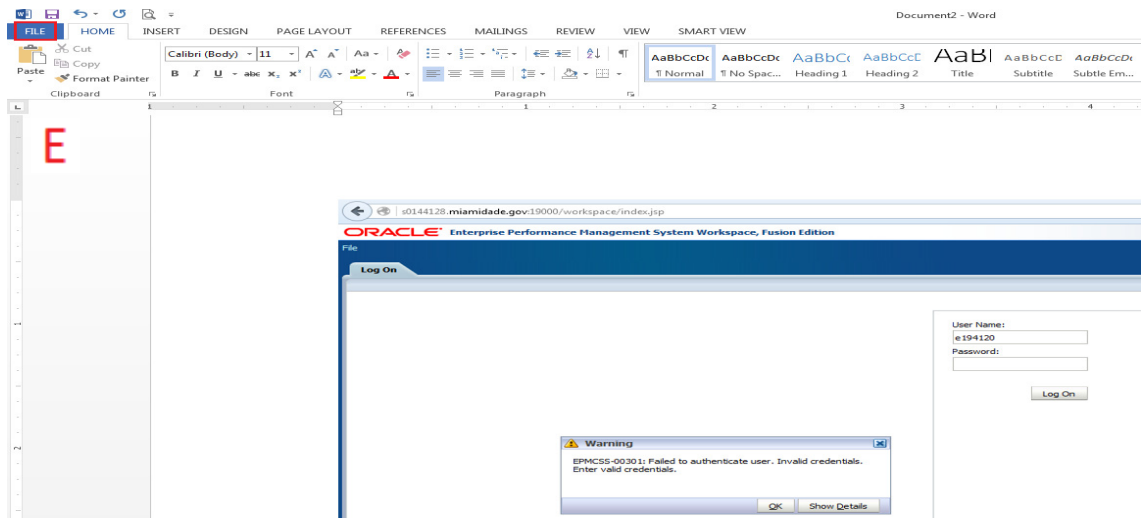
Note: To take a screenshot of your current screen, make sure you are looking at the desired error message, then press the 'PrtScn' key on your keyboard as seen below:



- Once pressed, a snapshot of your **current display** should be copied to the **clipboard**. To save it to a **word** document, click on your 'Start' menu (**Picture A**), and then enter 'winword' as a search **keyword** and press **enter** (**Picture B**), which should open **Microsoft Word**. As Microsoft Word opens up, please click on 'Blank document' to create a blank document, which will be used to save the clipboard contents (**Picture C**). With Microsoft Word fully opened, you can either **press control + v** on your keyboard to **paste** the clipboard contents, or simply **right-click** and select 'Paste' (**Picture D**).



- With the clipboard contents already in Microsoft Word, you can now simply click on **File (Picture E)** -> **Save As (Picture F)**, browse to the location where you would like to save the file to, give it a file name, and then click on **Save (Picture G)**.



Info



Protect Document

Control what types of changes people can make to this document.



Inspect Document

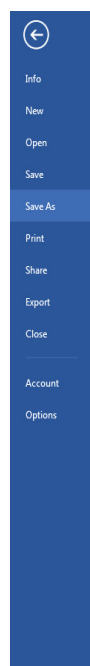
Before publishing this file, be aware that it contains:

- Document properties and author's name
- Content that people with disabilities are unable to read

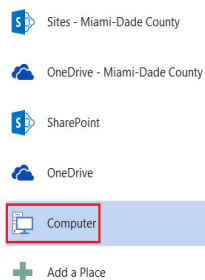


Versions

There are no previous versions of this file.



Save As

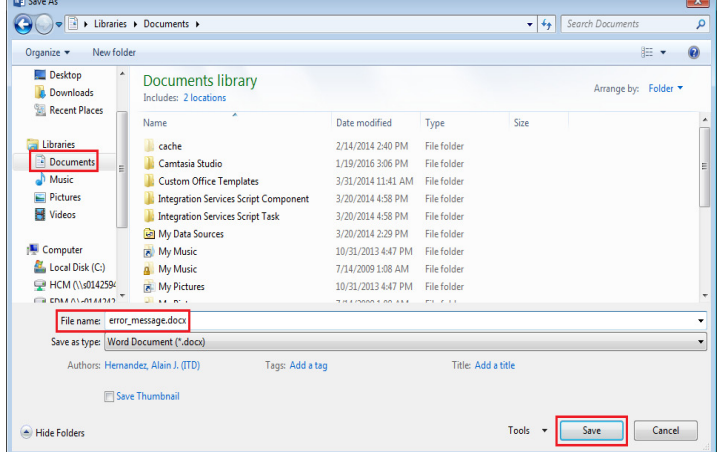


Computer

Recent Folders



Desktop



6-) **Confirm** that you have selected the desired file to be attached to the form, and then simply click on 'Submit', see below:

Home BAT and CBAT Incident Report	
Requested By	Hernandez, Alain J. (ITD)
Date/Time	01/19/16 04:40 PM
Submitting On Behalf of Someone Else?	<input type="checkbox"/>
Employee Number	00194120
User Display Name	Hernandez, Alain J. (ITD)
Email Address	Alain.Hernandez@miamidade.gov
Phone Number	(305) 596-8353
Department	ITD
Application	BAT
Category	Security/System Access
Priority	High
File Upload	error_msg.png Choose File
Requestor Comments	See attached file. Getting an error message with invalid credentials while attempting to log into BAT. 922 characters left [Email additional users]
Submit	

7-) Once submitted, the screen should refresh, an email should be sent to you and the **incident number** assigned to this specific request should appear at the **bottom** of the form, see below:

Home BAT and CBAT Incident Report	
Requested By	Hernandez, Alain J. (ITD)
Date/Time	01/19/16 04:40 PM
Submitting On Behalf of Someone Else?	<input type="checkbox"/>
Employee Number	00194120
User Display Name	Hernandez, Alain J. (ITD)
Email Address	Alain.Hernandez@miamidade.gov
Phone Number	(305) 596-8353
Department	ITD
Application	BAT
Category	Security/System Access
Priority	High
File Upload	Choose File
Requestor Comments	See attached file. Getting an error message with invalid credentials while attempting to log into BAT. 1024 chars max [Email additional users]
Submit	
Service Request #167164 has been submitted and will be queued for processing.	

8-) To **track** this incident, click on the **URL/link** that was sent to you via email, see below:



A BAT and CBAT Incident Report Request Form has been submitted.

Request ID#: 167164
Requested By: Hernandez, Alain J. (ITD)
Requestor Phone: (305) 596-8353
Requestor Email: Alain.Hernandez@miamidade.gov
Submitted On: 01/20/2016 09:00 AM
File Uploaded: error_msg.png

Requestor Comments: See attached file. Getting an error message with invalid credentials while attempting to log into BAT.

For more information regarding this request, please visit the Service Request Details Page: <http://nsd.miamidade.gov/sr/167164>

9-) To add a comment to an incident, click on the **URL** that was sent to you via email, and then go to the '**Add Comment**' textbox, add your desired comments, and then click on '**Add**', see below:

BAT and CBAT Incident Report
114091

New
0d 0h

General Information

Submitted On	01/29/2016 09:34 AM
Group	HYP Hyperion OpPlan and CBAT
Form Submitted	BAT and CBAT Incident Report
Assigned To	Not Assigned
Requested By	Hernandez, Alain J. (ITD)
UserID	e194120
Domain	MIAMIDADE
Email Address	Alain.Hernandez@miamidade.gov
Title	ERP Security Administrator 2
Telephone	(305) 596-8353

Service Request Activity

Upload files

Add Comments

Can you please expedite this request?
This is urgent!!!

969 characters left

☐ ☒ Email comments

Note: The comment will now be added to the request, see below:



BAT and CBAT Incident Report 114091

New
0d 0h

General Information

Submitted On 01/29/2016 09:34 AM
Group HYP | Hyperion OpPlan and CBAT
Form Submitted BAT and CBAT Incident Report
Assigned To Not Assigned

Requested By Hernandez, Alain J. (ITD)
UserID e194120
Domain MIAMIDADE
Email Address Alain.Hernandez@miamidade.gov
Title ERP Security Administrator 2
Telephone (305) 596-8353

Service Request Activity

Upload files

Choose File

Upload

Add Comments

969 characters left

Add

☐ ☒ Email comments

Detailed Information

Employee Number 00194120
User Display Name Hernandez, Alain J. (ITD)
Email Address Alain.Hernandez@miamidade.gov
Phone Number (305) 596-8353
Department ITD
Application CBAT
Category Functionality
Priority High

Activity Feed



Hernandez, Alain J. (ITD)
Friday, January 29, 2016
9:34 AM

This is a test, please disregard.



NSD System Account (ITD)
Friday, January 29, 2016
9:34 AM

The service request was assigned to the [HYP | Hyperion OpPlan and CBAT] group.



Hernandez, Alain J. (ITD)
Friday, January 29, 2016
9:43 AM

Can you please expedite this request? This is urgent!!!

10-) When submitting the request on behalf of someone else, click on ‘**Submitting On Behalf of Someone Else?**’ checkbox to enable you to enter data for another employee, see below:

Home BAT and CBAT Incident Report

Requested By Hernandez, Alain J. (ITD)

Date/Time 01/20/16 09:14 AM

Submitting On Behalf of Someone Else? ☐

Employee Number 00194120

User Display Name Hernandez, Alain J. (ITD)

Email Address Alain.Hernandez@miamidade.gov

Phone Number (305) 596-8353

Department ITD

Application -- Select --

Category -- Select --

Priority -- Select --

File Upload Choose File

Requestor Comments

1024 chars max

[Email additional users]

Submit

10-) Enter **8-digit employee number** on the ‘**Employee Number**’ textbox, and then hit **tab** on your keyboard to look up the employee’s information (**Picture A**). If it exists, the system should auto-populate the form (**Picture B**). If it does not, the system should display an error message (**Picture C**), please check the employee number again and if needed, manually enter their information. To complete the rest of the form, please refer to step #3 above. See corresponding screenshots below:

Home

BAT and CBAT Incident Report

A

Requested By

Hernandez, Alain J. (ITD)

Date/Time

01/20/16 09:14 AM

Employee Number

00021406

User Display Name

Email Address

Phone Number

Department

Application

-- Select --

Category

-- Select --

Priority

-- Select --

File Upload

Choose File

Requestor Comments

1024 chars max

[Email additional users]

Submit

B

Requested By

Hernandez, Alain J. (ITD)

Date/Time

01/20/16 09:14 AM

Employee Number

00021406

User Display Name

Contreras, Evelyn (ITD)

Email Address

Evelyn.Contreras@miamidade.gov

Phone Number

(305) 596-8183

Department

ITD

Application

-- Select --

Category

-- Select --

Priority

-- Select --

File Upload

Choose File

Requestor Comments

1024 chars max

[Email additional users]

Submit

Home

BAT and CBAT Incident Report

C

Requested By

Hernandez, Alain J. (ITD)

Date/Time

01/20/16 09:14 AM

Employee Number

00111111

This employee number was not found.

User Display Name

Email Address

Phone Number

Department

Application

-- Select --

Category

-- Select --

Priority

-- Select --

File Upload

Choose File

Requestor Comments

1024 chars max

[Email additional users]

Submit