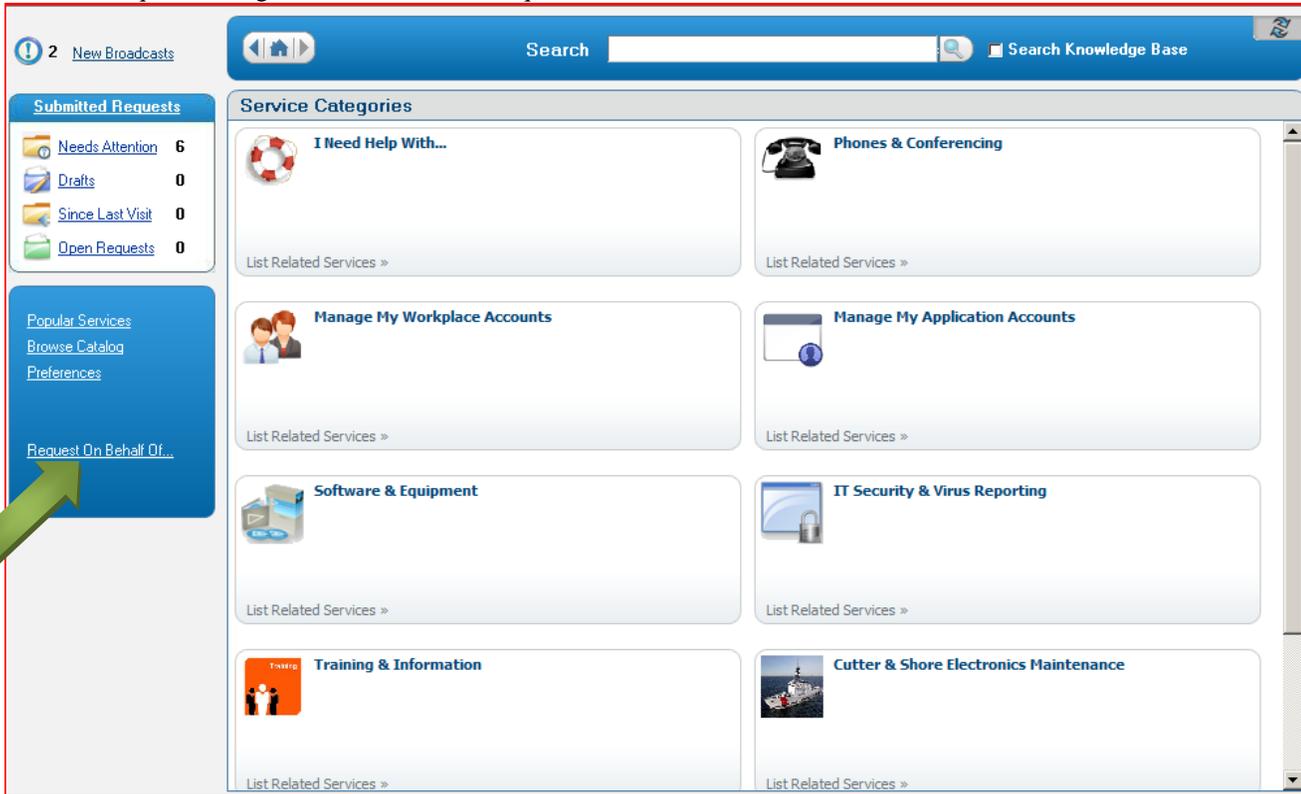


## Job Aide – How to Request Access to Good for Enterprise (GFE)

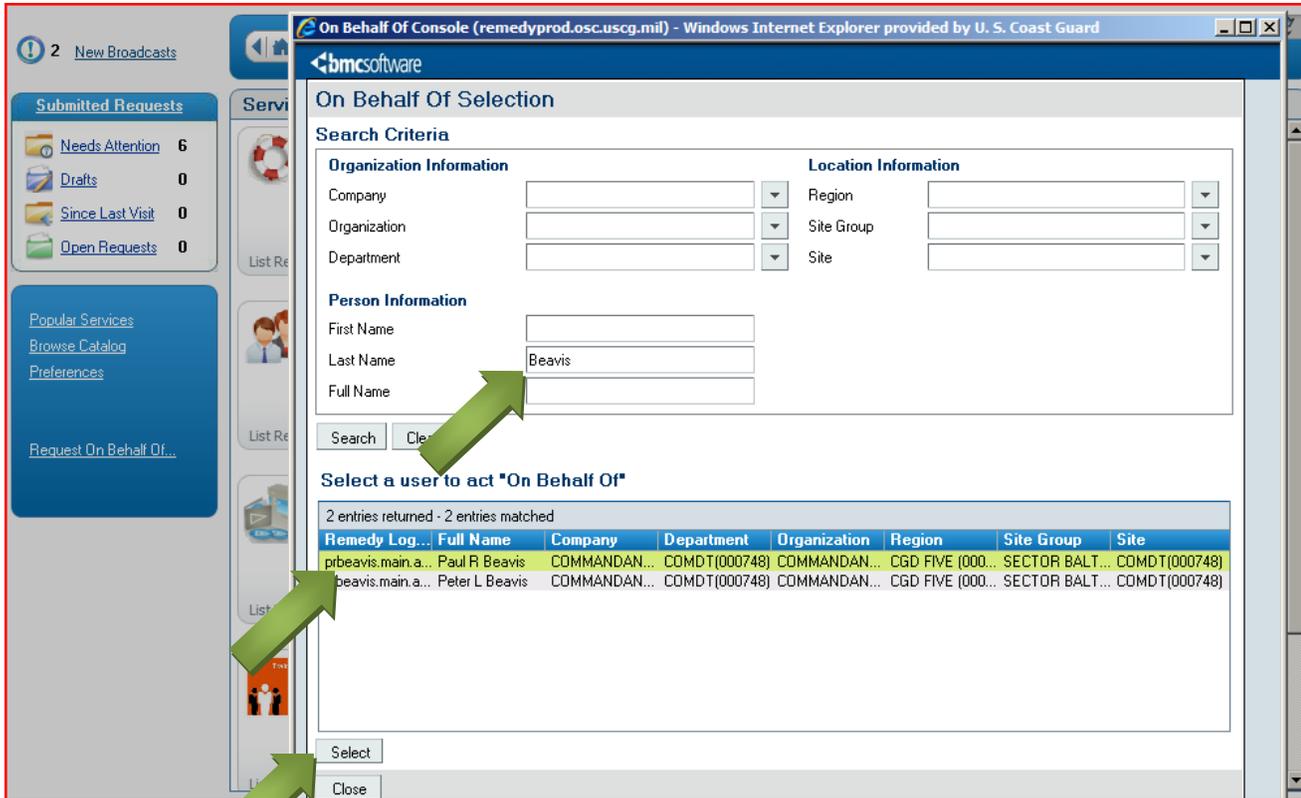
Double Click on the CGFixIT Icon on your desktop or access CGFixIT through [CG Portal Applications](#).

*Ensure application is saved as: Lastname.Unit.EFB*

From the Request Management Menu select “Request On Behalf Of”.



Type in full last name (the search feature is case sensitive). Press “Search” and click on the correct user below. Click to highlight the correct user and click “Select” below.



You will see that you are now requesting On Behalf Of the person you will be submitting the request for. Click on “Phones & Conferencing”.

The screenshot shows the BMC Service Request Management interface. At the top, it says "Welcome Gregory M Rehlander" and "(Requesting On Behalf Of Paul R Beavis)". There is a search bar and a "Search Knowledge Base" button. On the left, there are sections for "Submitted Requests" (Needs Attention: 12, Drafts: 0, Since Last Visit: 0, Open Requests: 2) and "Popular Services" (Browse Catalog, Preferences, On Behalf Of Self). The main area is titled "Service Categories" and contains several service tiles: "I Need Help With...", "Manage My Workplace Accounts", "Software & Equipment", "Training & Information", "Phones & Conferencing", "Manage My Application Accounts", "IT Security & Virus Reporting", and "Cutter & Shore Electronics Maintenance". A green arrow points to the "Phones & Conferencing" tile.

At the next screen select the “Good” option

The screenshot shows the BMC Service Request Management interface with the "Services" section selected under "Phones & Conferencing". The page shows "1 - 5 of 5" services. A green arrow points to the "Good" service option. The services listed are: "Desktop Telephones", "Good", "Teleconferencing Accou...", "Video Chat", and "Video Teleconferencing". Each service tile includes a description and "Add to Favorites | Add to Cart | Details..." links.

Complete the necessary fields and then attach the applicant's "EFB User Request Form" by using the "Add Attachment" button in the lower left-hand corner of the screen

The screenshot shows a web form titled "Provide Information". At the top, there is a search bar and a "Search Knowledge Base" button. On the left, there is a sidebar with "Submitted Requests" (Needs Attention: 6, Drafts: 0, Since Last Visit: 0, Open Requests: 0) and "Popular Services" (Browse Catalog, Preferences, Request On Behalf Of...). The main form contains the following fields and sections:

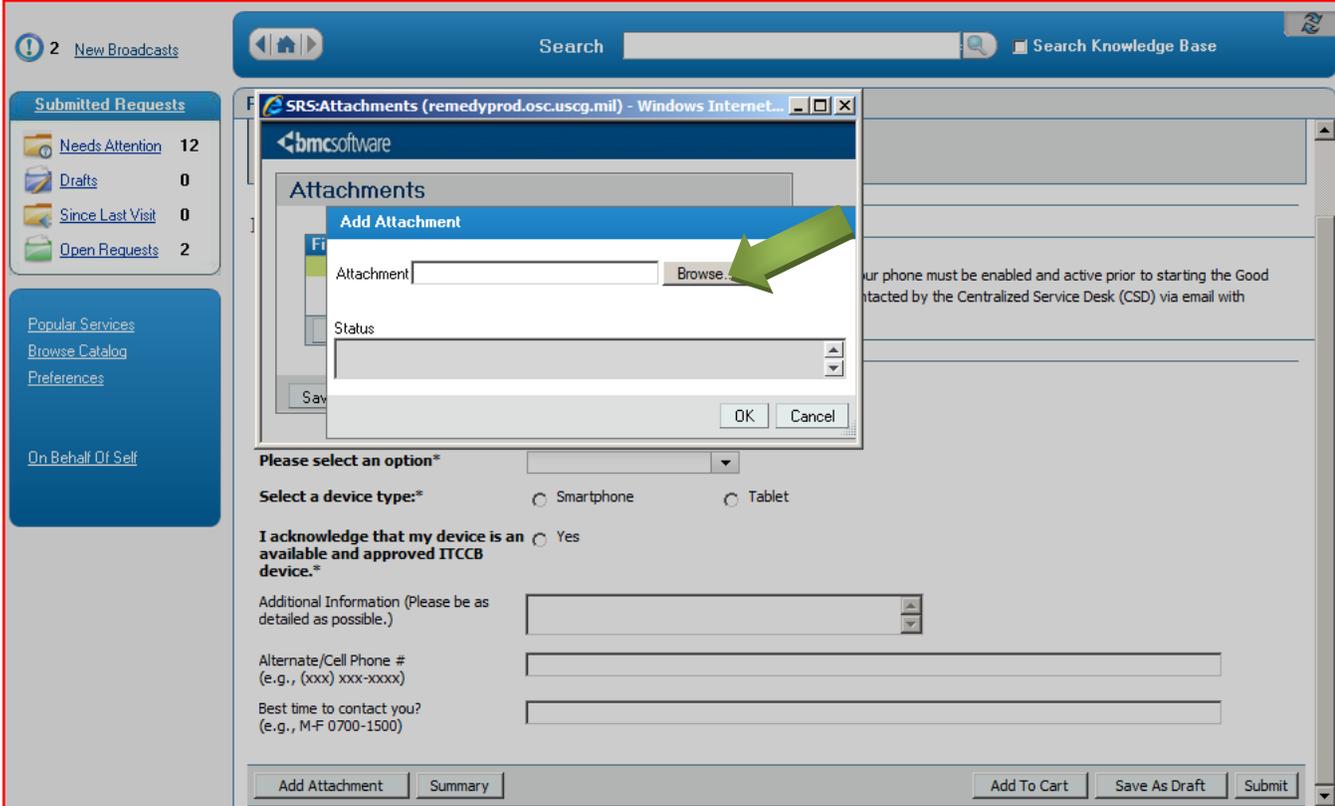
- Phone:** (252) 334-5379
- Email:** Gregory.M.Rehlender@u
- Instructions:** You must have a CG-approved, CG-purchased smartphone, charger, and cable. In addition, your phone must be enabled and active prior to starting the Good software installation and configuration process. Once your request is approved, you will be contacted by the Centralized Service Desk (CSD) via email with instructions to configure your device.
- I have read the "User Guide for Good Devices" page.\***  Yes
- Please select an option\*** (Dropdown menu):
  - I need to re-activate my
  - Good is not functioning on my device
  - I have not received an email on my device in over 24 hours
  - Initial Good Set-up (if it has never been activated)
  - I need to re-activate my device (Re-provisioning)
  - I need to de-activate my device (if it is no longer needed)
  - <Clear>
- Select a device type:\***
- I acknowledge that my device is available and approved device.\***
- Additional Information** (Please be as detailed as possible.)
- Alternate/Cell Phone #** (e.g., (xxx) xxx-xxxx)
- Best time to contact you?** (e.g., M-F 0700-1500)

At the bottom of the form, there are buttons for "Add Attachment", "Summary", "Add To Cart", "Save As Draft", and "Submit". A green arrow points to the "Add Attachment" button, and another green arrow points to the dropdown menu.

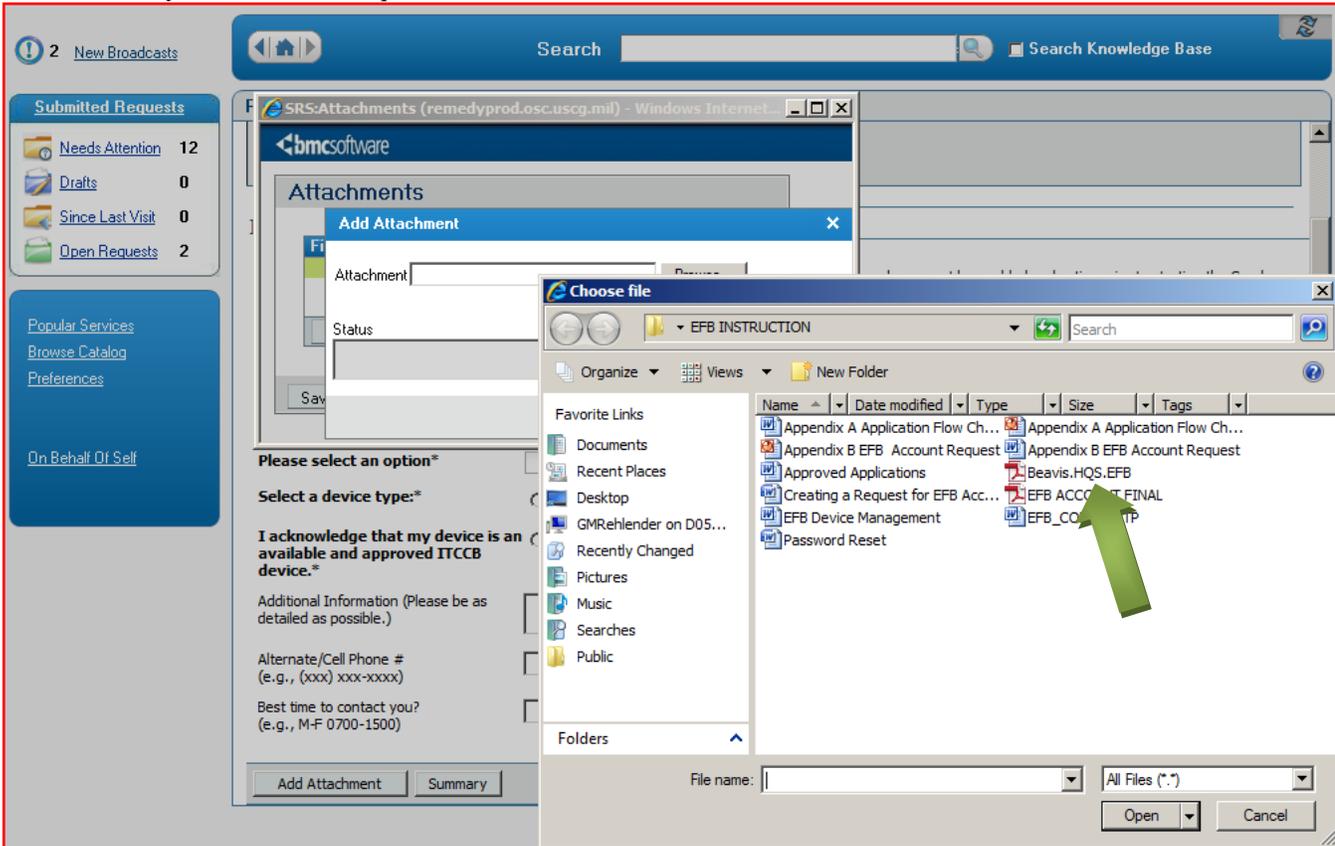
At the next screen select the "Add" button

The screenshot shows the same web form as above, but with a dialog box titled "Attachments" open. The dialog box has a table with the following columns: "File Name", "Max Size", and "Attach Label". The table contains one row with "Attachment" in the "Attach Label" column. Below the table is an "Add" button, and at the bottom of the dialog are "Save" and "Close" buttons. A green arrow points to the "Add" button. The background form is partially visible, showing the "Please select an option\*" dropdown menu, "Select a device type:\*" (Smartphone, Tablet), and "I acknowledge that my device is an available and approved ITCCB device.\*" section.

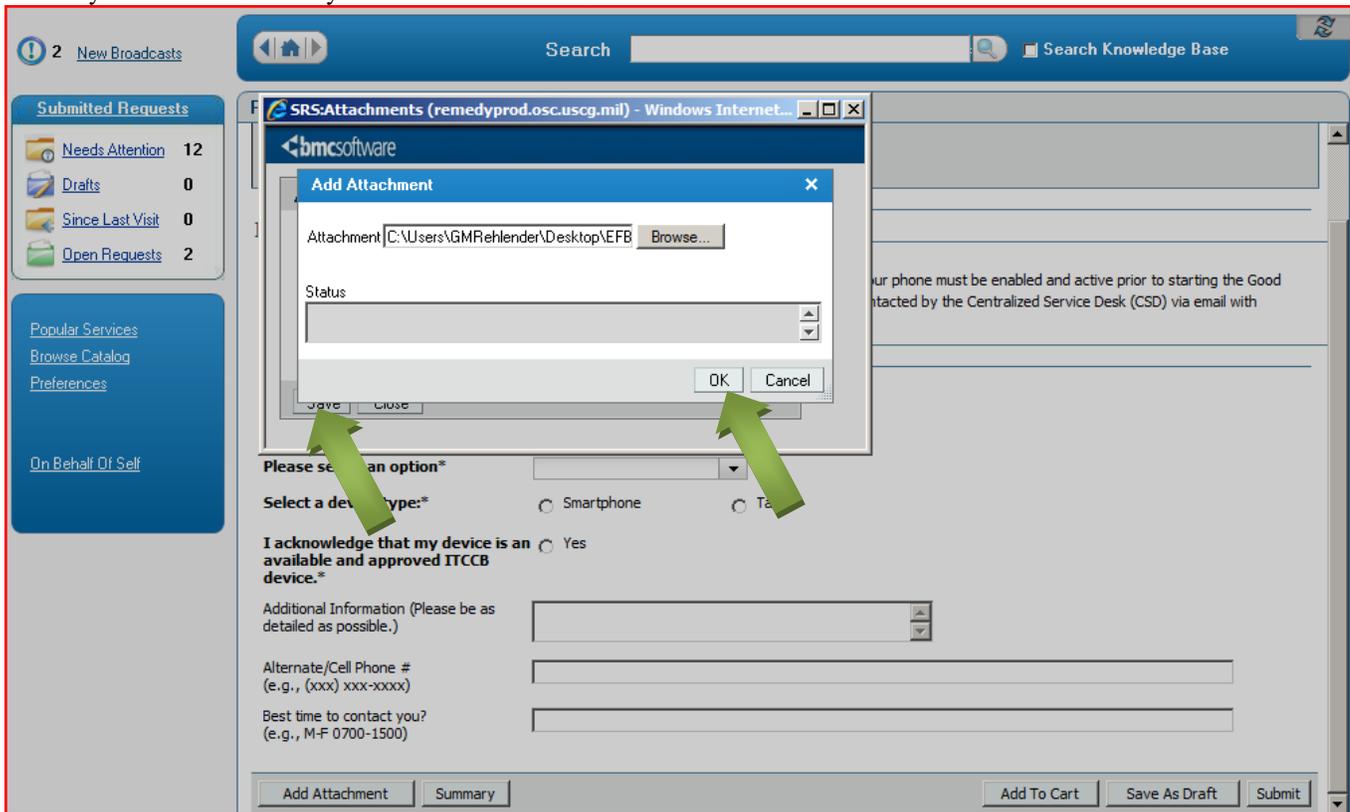
From the popup window select the “Browse” button



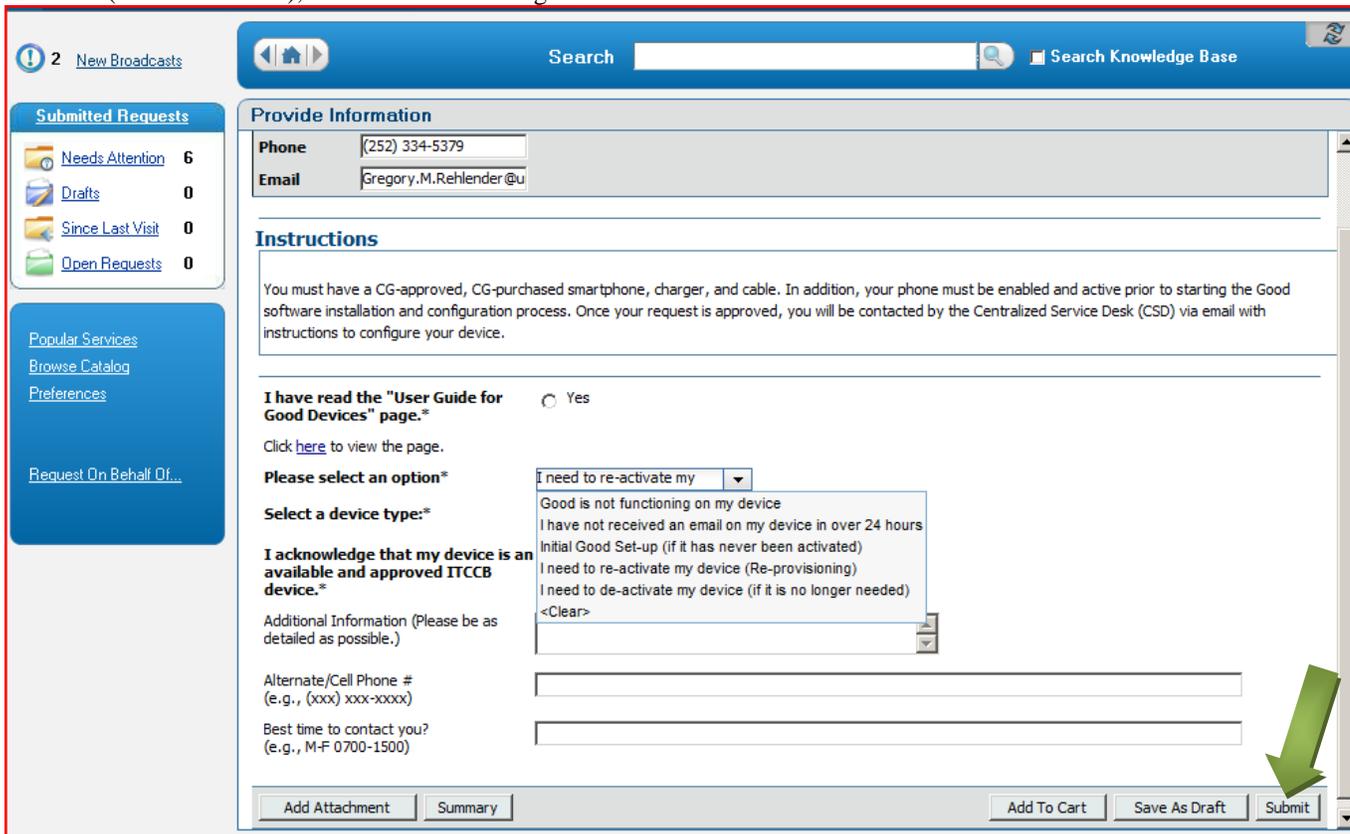
Find and select your “EFB User Request Form” *Save file as: Last.name.Unit.EFB*



Then select the “OK” button, the popup window will disappear and you will be back at the Attachments window. At this point you will see your attached file and you will need to select “Save”.



Now you are back in the Request screen, if you have entered all your information in the fields you are now ready to select the “Submit” (Not Add to Cart), button in the lower right-side of the screen



You now have a ticket with a Request ID for tracking the progress of your request

The screenshot displays the BMC Service Request Management web application. At the top, the browser address bar shows the URL <http://epfwit.uscg.mil/arsys/forms/emedyprod.o>. The page header includes the text "UNCLASSIFIED" and "BMC Service Request Management". A search bar is located at the top right. On the left side, there is a sidebar with "Submitted Requests" and "Needs Attention 37". The main content area features a table of submitted requests:

Request ID	Request Name	Status	Status Reason	Submit Date	Expected Date
REQ00000621594	Good	Submitted		1/27/2014 10:40:18 AM	1/27/2014 10:28:53 AM

A green arrow points to the Request ID "REQ00000621594". Below the table, the "Summary For:" section shows the request ID "REQ00000621594". The "Status:" section displays a "Pending" status with a progress bar and icons. The "Description:" section contains the text: "This service allows users to request support for Good software installed on their CG-approved, CG-purchased mobile device. Please note, this service provides support for". The "Activity Log:" section shows a log entry: "1/27/2014 10:40:18 AM ; saskinner.main.ads.uscg.mil Attachment from Request Entry". At the bottom, there are buttons for "Request Details", "Complete Request", "Cancel", and "Respond". The footer of the page reads "Powered by BMC Software".