



vFire App

User Guide

Version 1.3

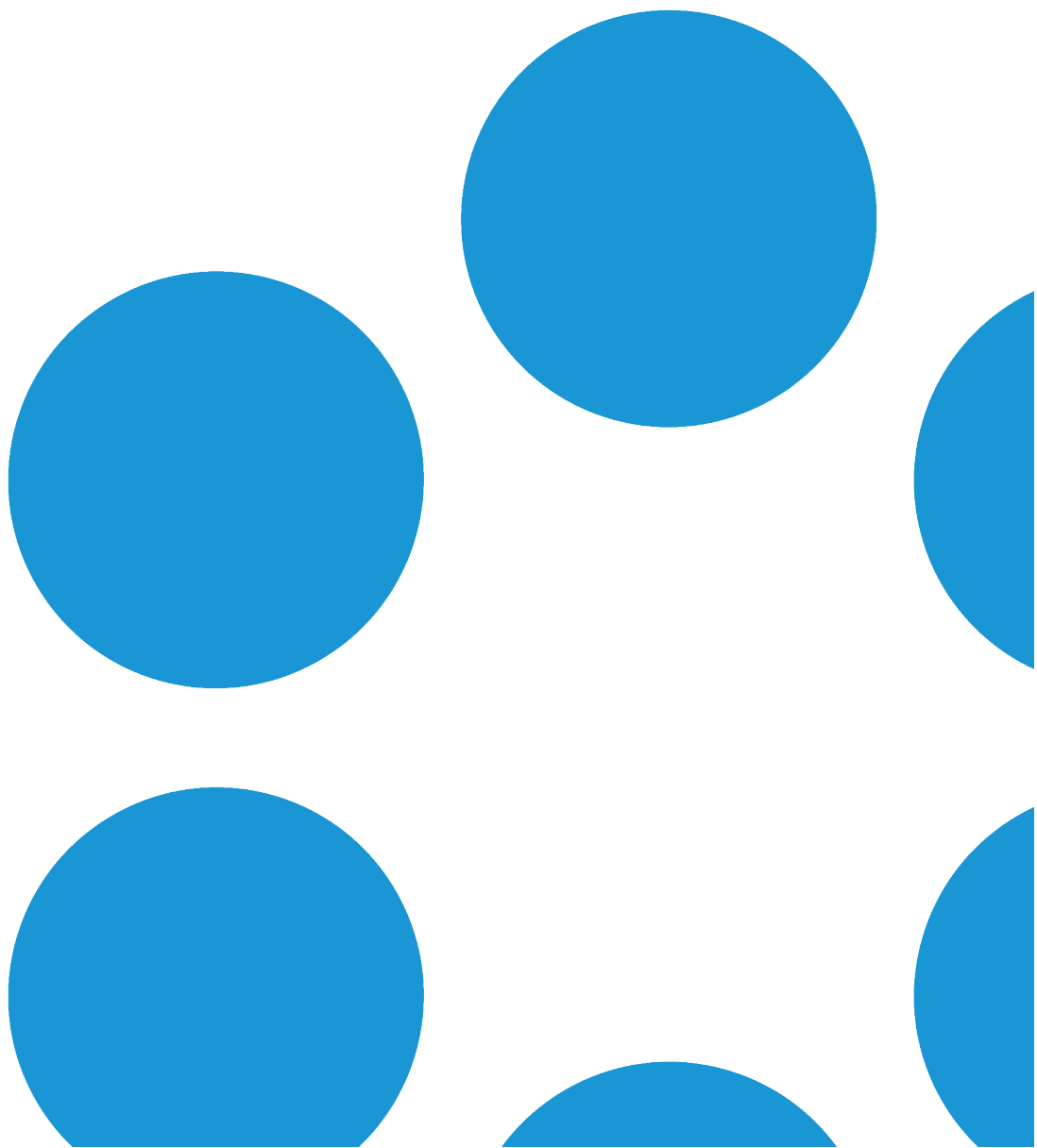




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Version Details

This document supports the version of the product listed. The table below contains version details for the guide.

Version No.	Date	Details
1.0	25 January 2017	This user guide documents the vFire app v1.0.0.
1.1	17 May 2017	This user guide documents the vFire app released as part of the 9.8.1 software release, at which it became available for android and iOS phones.
1.2	31 May 2017	Updates prior to the 9.8.1 release.
1.3	28 September 2017	Updates to reflect the additional functionality introduced in the 9.9.1 release.

Online Support

For information about Alemba products, or licensing and services, visit www.alemba.com.

For software updates, documentation, release notes and support using the system, visit www.alemba.help/help



You may need to register to access some of these details.

Copyright

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About this Document




This user guide contains instruction and information on the features of the vFire app.

Intended Audience

This document is written for users and system administrators who are responsible for use of the vFire app.

Standards and Conventions

The following standards and conventions are used throughout the document:

	Prerequisites, including security rights and access you may need prior to completing the task. Prerequisites are also highlighted in a shaded box.
	Information related to the current topic that may be of interest/significance to certain users. Notes are also highlighted in a shaded box.
	Warnings. These are also highlighted in a shaded box.
Field name	Fields and buttons are highlighted in bold text.



About the vFire App

With Alemba's vFire app, users can access their calls, approvals, orders and asset lists on iOS, windows and android mobile phones. They can add notes and view the history of the call, action approvals, and view orders and assets.

From 9.9.1, users can also log calls using the app.



This app is in addition to the **vFire Officer app**, which has been developed for analysts, to allow them to manage their calls when they are away from their desks.

You need to carry out the following. Select the appropriate links for full instruction.

1. Ensure that your system and mobile devices meet the required **vFire App Prerequisites**.



This app is used in conjunction with the Alemba API.

2. **Install** and configure the app. You will need certain details from your system administrator to complete this step.
3. **Log in**.
4. Then you can log calls, and view your **calls, approvals, orders** and **assets**.



In this version of the app, the fields are static and custom screen designs are not rendered. Only plain text is supported; images and HTML formatting will not be displayed.



The app is supported on android, windows and iOS phones from 9.9.1.



Installing the vFire App

1. The app is supported on android, windows and iOS phones from 9.9.1. Download the



app from the appropriate app store.



Make sure that you select the **vFire** app, rather than the **vFire Officer** app, which is designed for analysts to monitor and manage their calls.

2. Install the app following the onscreen instructions.

Once the app has been installed onto your device, you can **configure its settings**.




Configuring the vFire App

You will need to configure your app before using it for the first time. Once you have the settings in place, you will not need to do it for further logins on the same device.



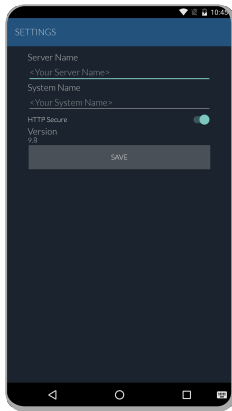
If the vFire app is removed from your device or if you want to use the app on a new device, you will need to complete this configuration process again.

1. From the login screen, select the menu button. This will differ depending on the type of phone.

iOS	Tap on the  button in the bottom left hand corner
Windows	Tap on the  button in the bottom right hand corner
Android	Tap on the  button in the top right corner



2. Select **Settings** to display the settings screen. (When you first log in, the Settings screen is displayed automatically.)

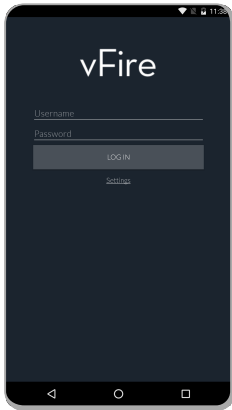


3. Enter the **Server Name** and **System Name** , and select the **HTTP** settings, all of which should be specified by your system administrator.
4. Select **Save** and close the screen.
5. You can now log in to the application. The settings that you have entered will be validated when you log in.




Logging in to the vFire App

In order to access the app, you must log in by supplying a valid login ID and password. This is the same login ID and password that you use to log into vFire Self Service.



Type in the details and then tap LOG IN.

 The app is locked to the portrait aspect.



Failed Login Attempts

You must log in with the correct login ID and password, or you will receive an error message and be prevented from logging in.

Exceeding Maximum Login Errors

Your system may be configured by your system administrator to lock users out after a set number of failed attempts. The same number of login attempts apply to the vFire app. If you exceed the maximum number of attempts allowed, the following message will be displayed. (In the example below, the maximum number of attempts is 3.)

You will need to contact your system administrator to reset your password.

Logging out




Once you have logged in, you will stay logged in until one of the following things happen:

- Your mobile device logs you out automatically. This usually happens after the app has been stopped or the device has been reset.
- You manually log out.
- The session expires when the timeout limit set by the system administrator has been reached.



If you receive an Object Ref error, simply close the app and log in again.

To manually log out of the system, select the menu button -

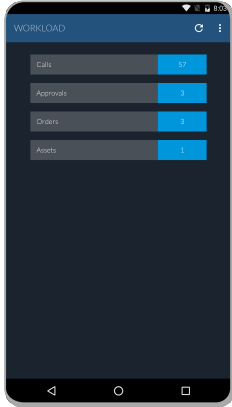
iOS	Tap on the  button in the bottom left hand corner
Windows	Tap on the  button in the bottom right hand corner
Android	Tap on the  button in the top right corner

and select **Log Out**.



Using the vFire App Home Screen

The home screen is displayed once you have logged in and provides a quick overview of items that are currently active in the system. Your access is based on your permissions for vFire Self Service.






The tiles display the following information.

- Calls** The number of open calls that have been created by or for you
- Approvals** The number of approvals that have been forwarded to you
- Orders** The number of orders that you have submitted that are currently being processed
- Assets** The number of assets for which you are recorded as the user



You can only view those calls, approvals, orders and assets that are visible to you as a user in the Self Service portal.

You can access further options by selecting the menu button. This varies depending on the phone type.

iOS	Tap on the  button in the bottom left hand corner
Windows	Tap on the  button in the bottom right hand corner
Android	Tap on the  button in the top right corner






Logging Calls in the vFire App

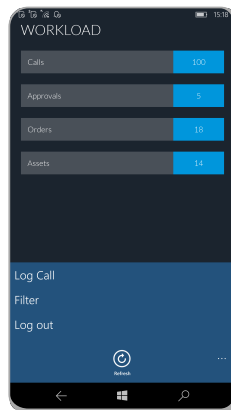
From 9.9.1, you can log calls using the vFire app.

Before you start

If you are using an iOS phone, you must be running at least iOS 11.

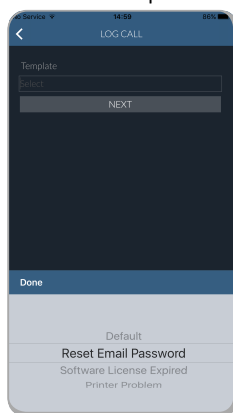
1. From the home screen, select the menu button.

iOS	Tap on the  button in the bottom left hand corner
Windows	Tap on the  button in the bottom right hand corner
Android	Tap on the  button in the top right corner



2. Select the **Log Call** option.
3. If you are using an iOS phone, you will see a screen in which you can select the **call template**.

Call templates are used to make logging calls easier. Different templates are used for different call or problem types, as they often require different information from the



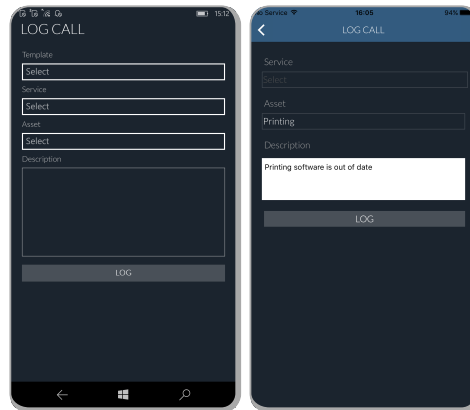
user. Select the template you require, and then select **Done**.



You can only see call templates that you have permission to use to log the call.



Although the call templates used are taken from vFire Core, the call template does not pre-populate fields with information in the app, as it does in vFire Core.



4. The **Log Call** screen is displayed.



This screen differs slightly for iOS and windows, as if you are using iOS, you will have selected the Call Template already.

5. Complete the details.

Template

Select the Call Template you want to use. This is a mandatory field. The Call template is used to determine what fields are required/displayed.



This field is only displayed if there are several templates to choose from. It is not displayed on iOS phones, as this information has already been supplied. You only have access to permitted templates.



Although the call templates used are taken from vFire Core, the call template does not pre-populate the fields with information in the app, as it does in vFire Core.

Service

Select the service you wish to log the call against. You will only see the services that you have permission to access.



Asset Specify the asset you wish to log the call against. You can choose from a list of configuration items. You will only see the services that you have permission to access.



This list does not include services. Assets in the app equate to Resources in vFire Self Service.

Description Key in a description of the issue. This field is mandatory.

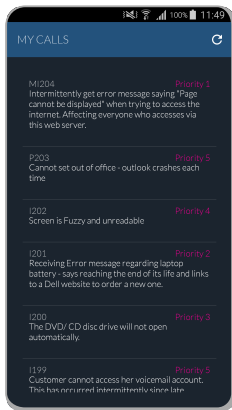
6. When you have completed the details, select **LOG**.



Viewing your Calls in the vFire App

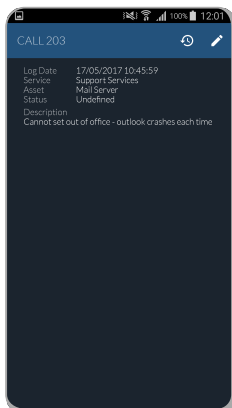
You can access your calls by tapping the tile on the **Workload** (home) screen.

Depending on your permissions, you will initially see a list of all open calls that you have logged, have been logged on your behalf, or are logged about your organization.



The Call List displays the **IPK status** and **Call Number** as well as the **Priority** and **Short Description** (limited to 200 characters). The list is sorted by Call Number with the most recently raised calls at the top. Swipe to scroll up and down.

Tap a call to view the details.








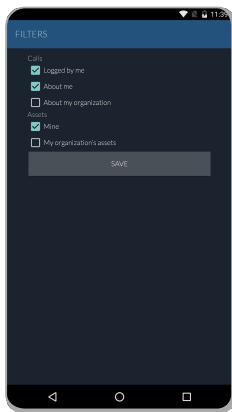
Filtering Calls

Depending on your access permissions, you can filter the calls displayed in the call list, based on whether they were logged by you; on your behalf; or on behalf of your organization.

To filter your call list, select the Menu button. The appearance of the button will differ depending on the device.


iOS	Tap on the  button in the bottom left hand corner
Windows	Tap on the  button in the bottom right hand corner, and then Filter
Android	Tap on the  button in the top right corner, and then Filter

From the menu, select **Filter Calls**.




Select the filter you require:

Logged by me This will display calls which were logged by you, and you are the affected user.

 You must have **Review Own Calls** selected in the **Options Tab** of your **Self Service Portal role** to see this checkbox.

About me This will display calls which were logged by someone else, but you are the affected user.

 You must have **Review Own Calls** selected in the **Options Tab** of your **Self Service Portal role** to see this checkbox.



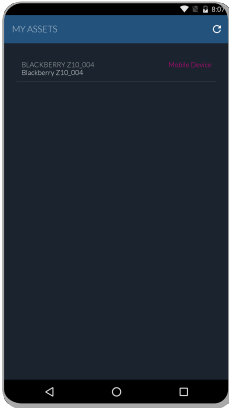
About my organization

This will display calls in which you are not the affected user, but your Organization is the Organization on the call.



You must have **Review All Calls** selected in the **Options Tab** of your **Self Service Portal** role to see this checkbox.

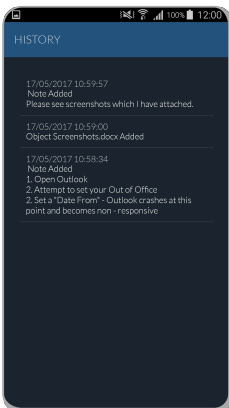
Save the filter settings to return to the **Workload** screen. Then tap the required tile to display a list of items in that category.




Viewing Call History

To see the history of a call, tap the **Call History** button **at the bottom of the screen - Do you have to select the menu button?**

This opens a new screen, listing the actions, when they took place, the analyst or user and the type of action that was carried out (for example 'Incident Updated'). The list is sorted by Action Time. Dates are offset against the time zone set on the phone. You may need to scroll down to see the most recent update.



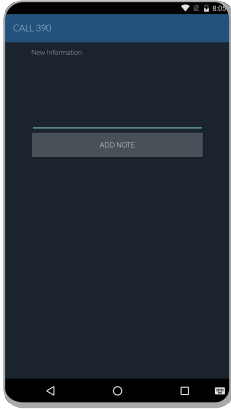


 System Actions are not shown.



Adding a Note to a Call

1. To add a note to the call, tap the **Add Note** button. *Where is this?*
2. The **Add Note** screen is displayed.

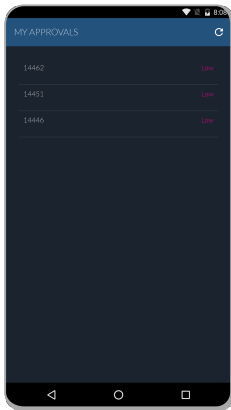


3. Complete the details, and then tap the ADD NOTE button. You will receive a message confirming that the note has been added. It will appear in the call history, flagged as being entered in the portal.

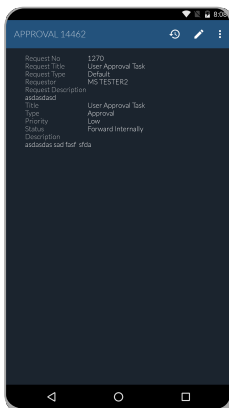



Viewing your Approvals in the vFire App

You can access your approvals by tapping the tile on the **Workload** (home) screen. You will initially see a list of all of your outstanding approvals. ***Only forwarded to you? Or forwarded to your group(s). If so, in all available partitions? If you are an analyst, do you only see user approvals?***



Tap on an approval to see the details.



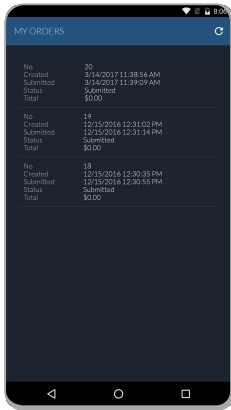
 In this version of the app, the fields are static and custom screen designs are not rendered. Only plain text is supported; images and HTML formatting will not be displayed.

From here, you can view the history, add a note, approve or reject the approval. ***How?***

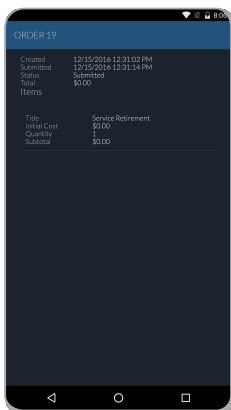


Viewing your Orders in the vFire App

You can view all of your outstanding orders by tapping the tile on the **Workload** (home) screen. You will initially see a list of all of your orders.



Tap an order to view the details.

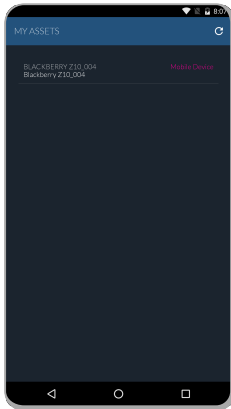



Can you do anything from this screen - view history? Status?



Viewing your Assets in the vFire App

You can access your existing assets by tapping the tile on the **Workload** (home) screen.






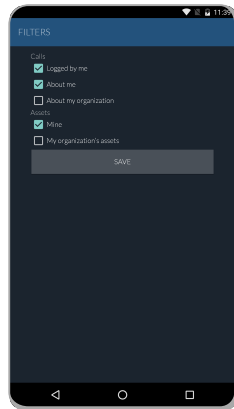
 Only existing configuration items are displayed. Deleted items will not be shown.

Filtering Assets

Depending on your access permissions, you can filter the list of displayed assets to those in which you are the user identified in the Configuration Item details; or your organization is listed on the CI details.

Tap the menu button. The appearance of the button will differ depending on the device.

iOS	Tap on the  button in the bottom left hand corner
Windows	Tap on the  button in the bottom right hand corner
Android	Tap on the  button in the top right corner, and then Filter



Select the filter option:

Mine

Calls in which you are the user on the Configuration Item details



You may not see this checkbox, depending on your access permissions. Contact your system administrator if you wish to change the settings.

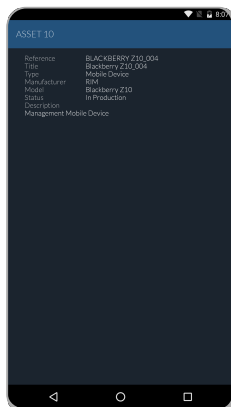
My organization's assets

Calls in which you are not the user on the Configuration Item details, but your organization is the Organization listed on the Configuration Item details



You may not see this checkbox, depending on your access permissions. Contact your system administrator if you wish to change the settings.

Select **Save** to save the filter settings and return to the asset list. Tap on an asset to see the



details.



Appendix A: vFire App System Administrator Notes

The vFire app is designed to be an easy way for end users to access their calls, approvals, orders and asset lists. They can add notes and view the history of the call, action approvals, and view orders and assets, and, from 9.9.1, log calls.

First, check that your system meets the required prerequisites. Then ensure that your users have the access permissions required to allow them to log calls, and access appropriate call templates, services and assets.

vFire App Prerequisites

The vFire app is designed for users to log calls, and view their calls, approvals, order and assets. Before users can install the app on their mobile devices, you need to ensure that your system meets the following prerequisites, and configure your environment.

- The app uses the **Alemba API**, which is installed by default when you install/upgrade to 9.7 or above. However, if this is actively disabled by your system administrator, you cannot run the app.
- You must be using **vFire Core 9.9.1** or above (server version). If you are running a lower version of vFire Core, users may experience issues when attempting to review orders.
- The mobile device must be able to navigate to the **vFire HTML pages** delivered via IIS web services. This may require you to configure your firewall.
- Ensure that your authentication is correctly configured for the app. See the documentation on **Authentication** in the online help for more details.
- Users must have a **valid vFire login** account, and be flagged as a User.
- Users must know their **system name and URL** to configure the settings when they first use the app, or change device.
- The app is currently available on Windows 8.1 and 10; iOS version 11; and Android version 6.0.1 phones or higher.

Tested Platforms

The app has been tested on the following devices. (Other devices are also supported.)



- Windows 10 Mobile - HP Elite X3
- iPhone 6+ running iOS 10.3.1
- Samsung Galaxy S5 running Android version 6.0.1
- Windows 8.1 Phone – Nokia Lumia 630 running Windows Phone 8.1 Update

vFire App and Authentication

When users first attempt to log in to the app, they are prompted for the following information:

Server Name	The server ip address or server name
System Name	The system name, as defined in the server console, under Virtual Directory
HTTP Secure	Choose whether you want to use this setting

They should be informed of the appropriate entries for these settings.

They must also exist as Users in vFire Core, with a valid login id and password. If they are not already established users of vFire, you should also inform them of these details.



From 9.9.1, the app supports windows authentication. For more details on using authentication, see the [Authentication](#) topic in the online help.

vFire App and Partitioning

The vFire app uses the same partitioning rules as the vFire Self Service portal.

Access Permissions

App user permissions are determined by the settings in the **Options Tab** in the user's **Self Service Portal** role.

To log calls, users must have **Log Calls** selected in the **Options tab** of your **Self Service Portal** role.



Access to call templates when logging calls is determined by the permissions in the **Call Templates** tab of the user's **Self Service Portal** role, and, if used, by the **stream** and **status** of the call.

To see a service, the user must:

- Have a stakeholder role, and **Review Own** selected in the **CMDB** tab of their **Self Service Portal** role to see their own services.
- Have **Review All** selected in the **CMDB** tab of their **Self Service Portal** role to see all or their organization's services.
- Be the user specified in the **User** field on the **Service Details** window.

To see an asset, the user must:

- Have a stakeholder role, and **Review Own** selected in the **CMDB** tab of their **Self Service Portal** role to see their own assets.
- Have **Review All** selected in the **CMDB** tab of their **Self Service Portal** role to see all or their organization's assets.
- Be the user specified in the **User** field on the **CI Details** window.

When the call logged via the app is viewed in vFire Core, the logging method will be declared as 'Portal'.



Further Information

Product Information and Online Support

For information about Alemba products, licensing and services, visit www.alemba.com.

For release notes and software updates, go to www.alemba.help.

Up-to-date product documentation, training materials and videos can be found at www.alemba.help/help.



You may need to register to access some of these details.

Technical Support

For technical support, please visit: www.alemba.com and select the **vfire support** link. You will need to log in to the alemba self service portal to contact the Alemba Service Desk.

Comments and Feedback

If you have any comments or feedback on this documentation, submit it to info@alembagroup.com.

