



Red Hat CloudForms 4.0

Introduction to the Self Service Portal

An overview of the CloudForms Management Engine (CFME) Self Service user interface

Red Hat CloudForms 4.0 Introduction to the Self Service Portal

An overview of the CloudForms Management Engine (CFME) Self Service user interface

Red Hat CloudForms Documentation Team

cloudforms-docs@redhat.com

Legal Notice

Copyright © 2017 Red Hat, Inc.

The text of and illustrations in this document are licensed by Red Hat under a Creative Commons Attribution-Share Alike 3.0 Unported license ("CC-BY-SA"). An explanation of CC-BY-SA is available at

<http://creativecommons.org/licenses/by-sa/3.0/>

. In accordance with CC-BY-SA, if you distribute this document or an adaptation of it, you must provide the URL for the original version.

Red Hat, as the licensor of this document, waives the right to enforce, and agrees not to assert, Section 4d of CC-BY-SA to the fullest extent permitted by applicable law.

Red Hat, Red Hat Enterprise Linux, the Shadowman logo, JBoss, OpenShift, Fedora, the Infinity logo, and RHCE are trademarks of Red Hat, Inc., registered in the United States and other countries.

Linux ® is the registered trademark of Linus Torvalds in the United States and other countries.

Java ® is a registered trademark of Oracle and/or its affiliates.

XFS ® is a trademark of Silicon Graphics International Corp. or its subsidiaries in the United States and/or other countries.

MySQL ® is a registered trademark of MySQL AB in the United States, the European Union and other countries.

Node.js ® is an official trademark of Joyent. Red Hat Software Collections is not formally related to or endorsed by the official Joyent Node.js open source or commercial project.

The OpenStack ® Word Mark and OpenStack logo are either registered trademarks/service marks or trademarks/service marks of the OpenStack Foundation, in the United States and other countries and are used with the OpenStack Foundation's permission. We are not affiliated with, endorsed or sponsored by the OpenStack Foundation, or the OpenStack community.

All other trademarks are the property of their respective owners.

Abstract

This document provides an outline of the options available in the CloudForms Management Engine (CFME) Self Service user interface. If you have a suggestion for improving this guide or have found an error, please submit a Bugzilla report at <http://bugzilla.redhat.com> against Red Hat CloudForms Management Engine for the Documentation component. Please provide specific details, such as the section number, guide name, and CloudForms version so we can easily locate the content.

Table of Contents

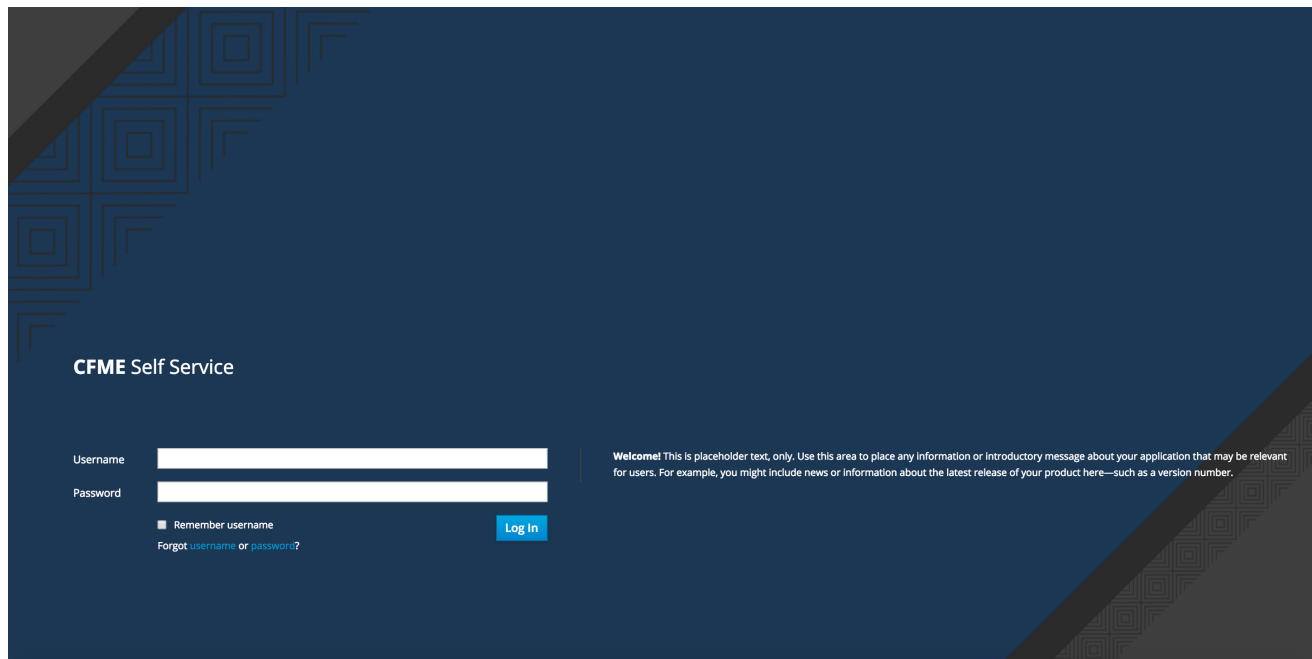
CHAPTER 1. CFME SELF SERVICE	3
CHAPTER 2. THE DASHBOARD TAB	4
CHAPTER 3. THE MY SERVICES TAB	5
CHAPTER 4. THE MY REQUESTS TAB	6
CHAPTER 5. THE SERVICE CATALOG TAB	7

CHAPTER 1. CFME SELF SERVICE

CloudForms Management Engine (CFME) Self Service is a web-based graphical user interface for ordering and managing IT services, such as applications and services. You can enable self-service tenant end users, who can easily access their services, track requests, and manage their accounts.

To access Self Service, you must know the portal host name (or IP) and login password. Note that the Self Service user interface is running by default and does not need to be started or configured. The Self Service URL is:

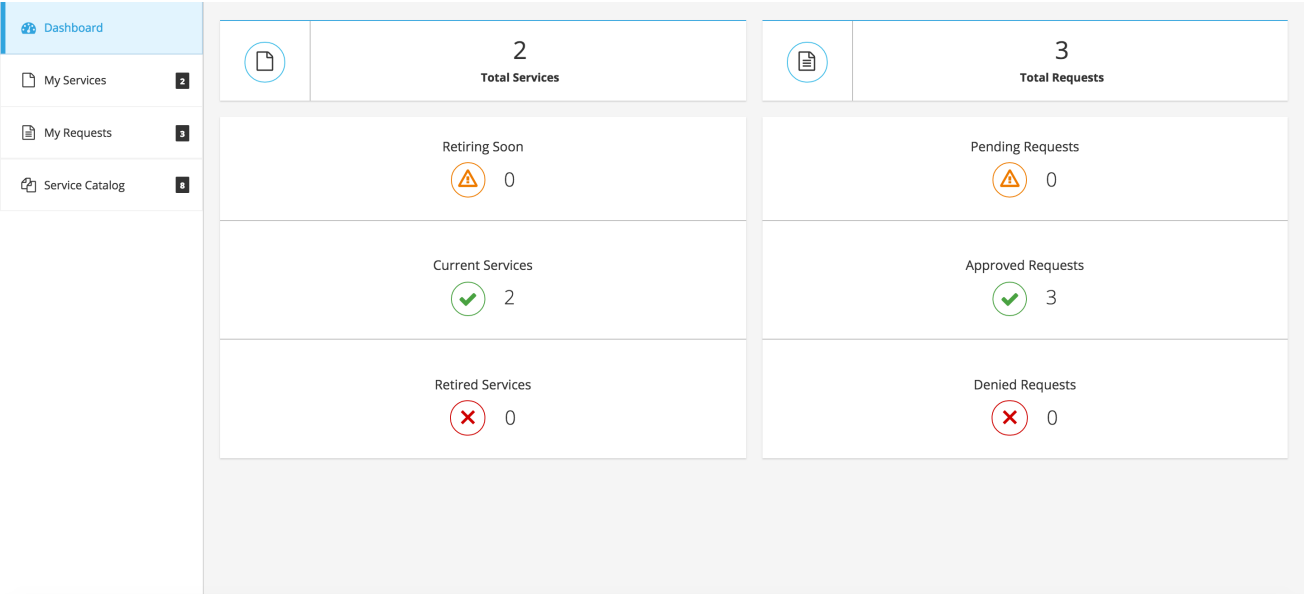
```
https://HOSTNAME/self_service/
```



CHAPTER 2. THE DASHBOARD TAB

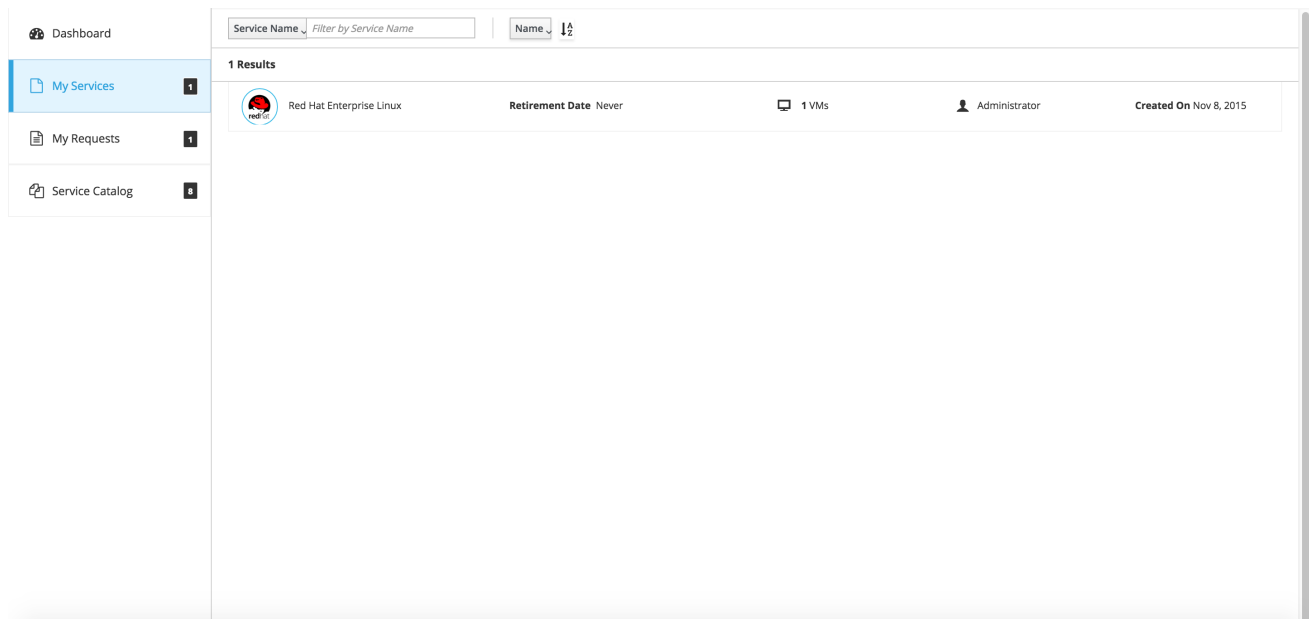
When you log in to the self-service portal, you can see the dashboard screen by default. The **Dashboard** tab provides a quick summary of services and requests as below:

- The total number of services
- Active services
- Services expiring soon
- The total number of requests
- Pending requests
- Denied requests



CHAPTER 3. THE MY SERVICES TAB

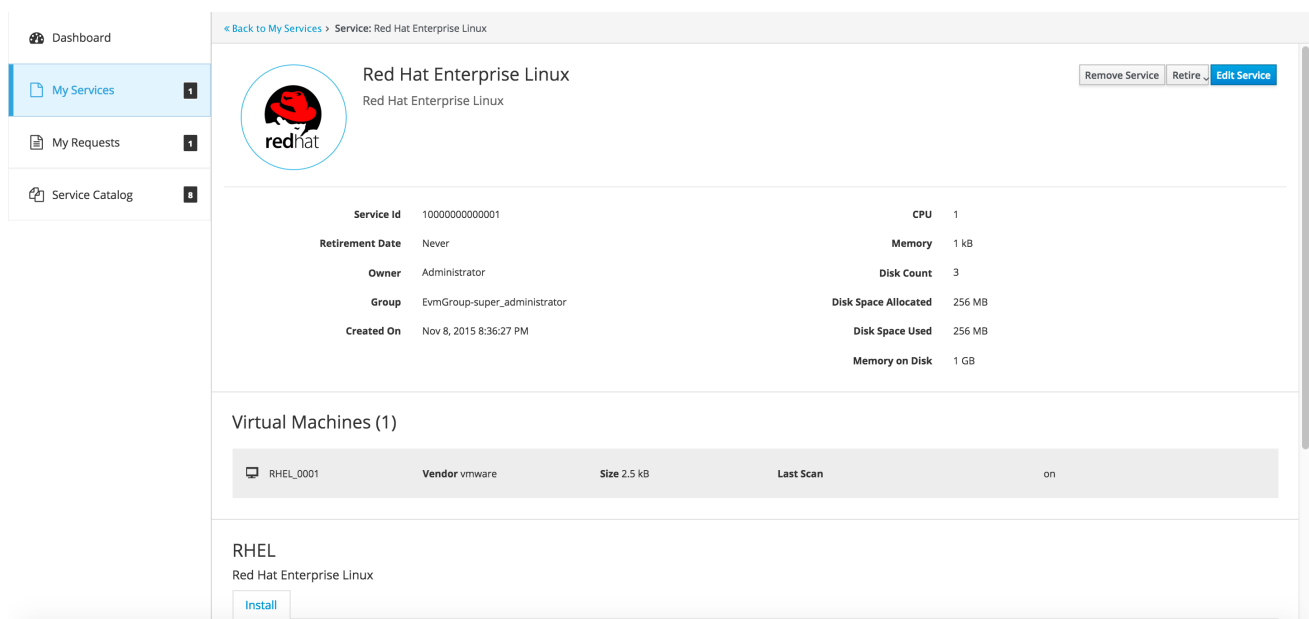
Use the **My Services** tab to filter and view details of the services. Optionally, you can set a string in the filter field at the top to filter services by **Service Name**, **Number of VMs**, or **Owner**. You can also sort the services in ascending or descending order by **Name**, **Retirement Date**, **Owner**, or **Creation Date**. Select a service from the results to view details.



Selecting the service item will return the **Service Properties** page, detailing the aggregate information for the service virtual machines, the service parameters from the service dialog, and the individual virtual machines in the service. On this page, you can retire the service now or at a later date, edit or remove the service.

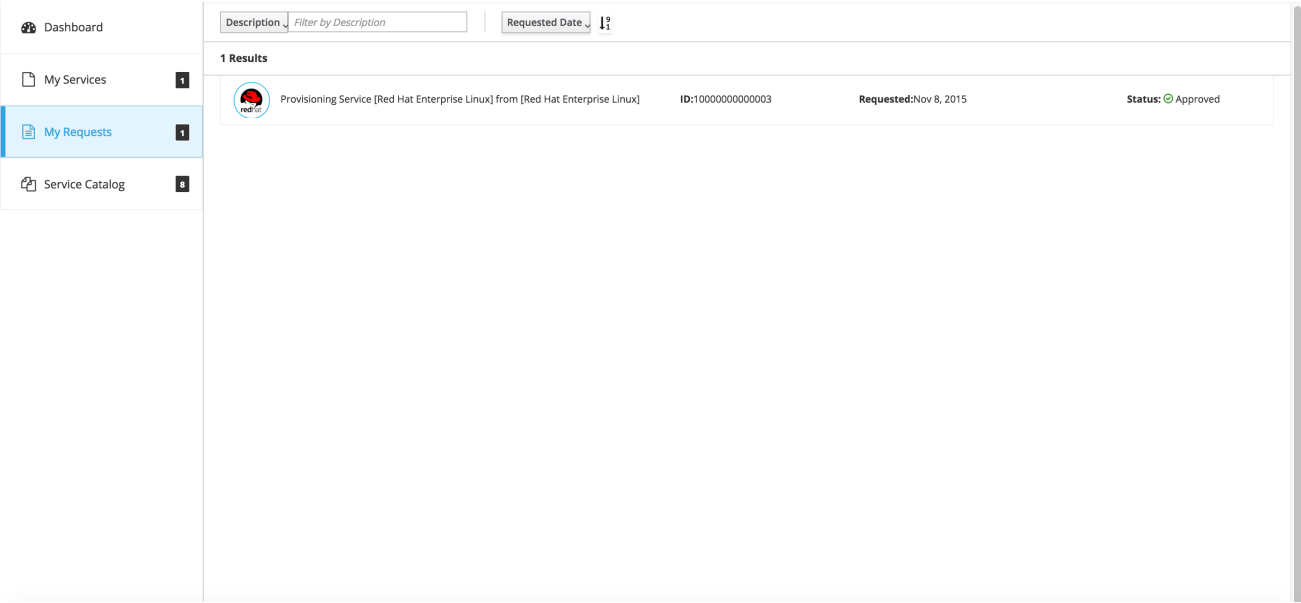
To retire or remove the service:

- Click **Retire** to remove it on a schedule, and enter the date to retire it.
- Click **Remove** to retire the service immediately.

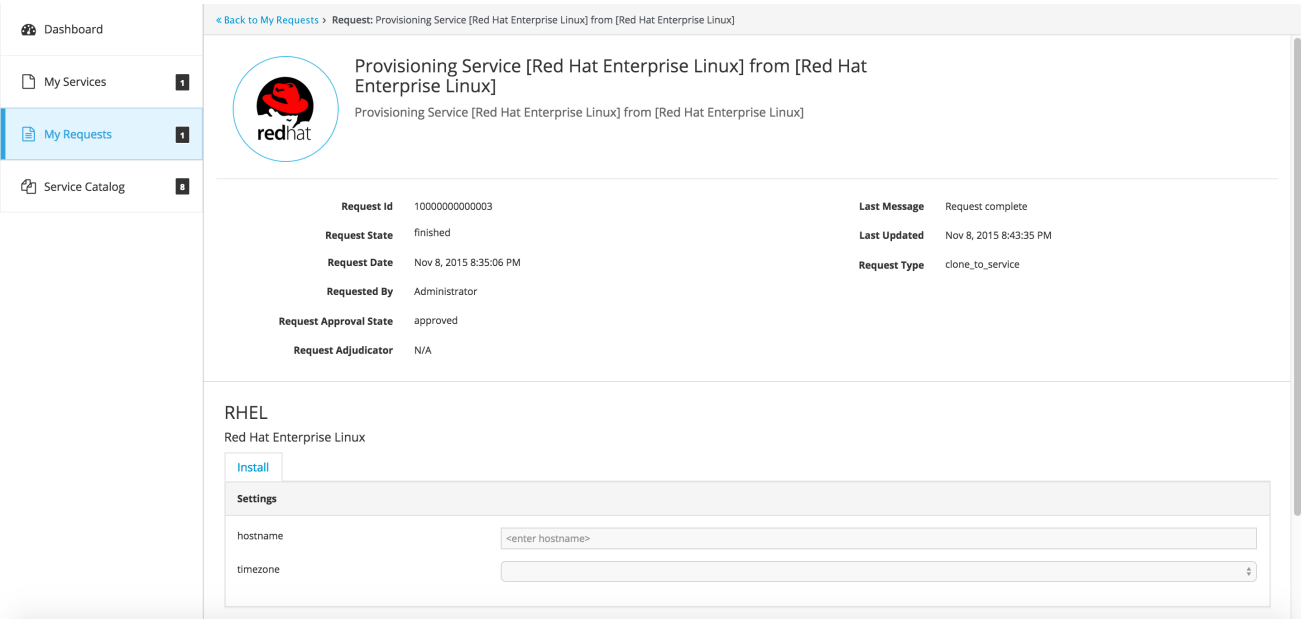


CHAPTER 4. THE MY REQUESTS TAB

Use the **My Requests** tab to filter and view details of the services.

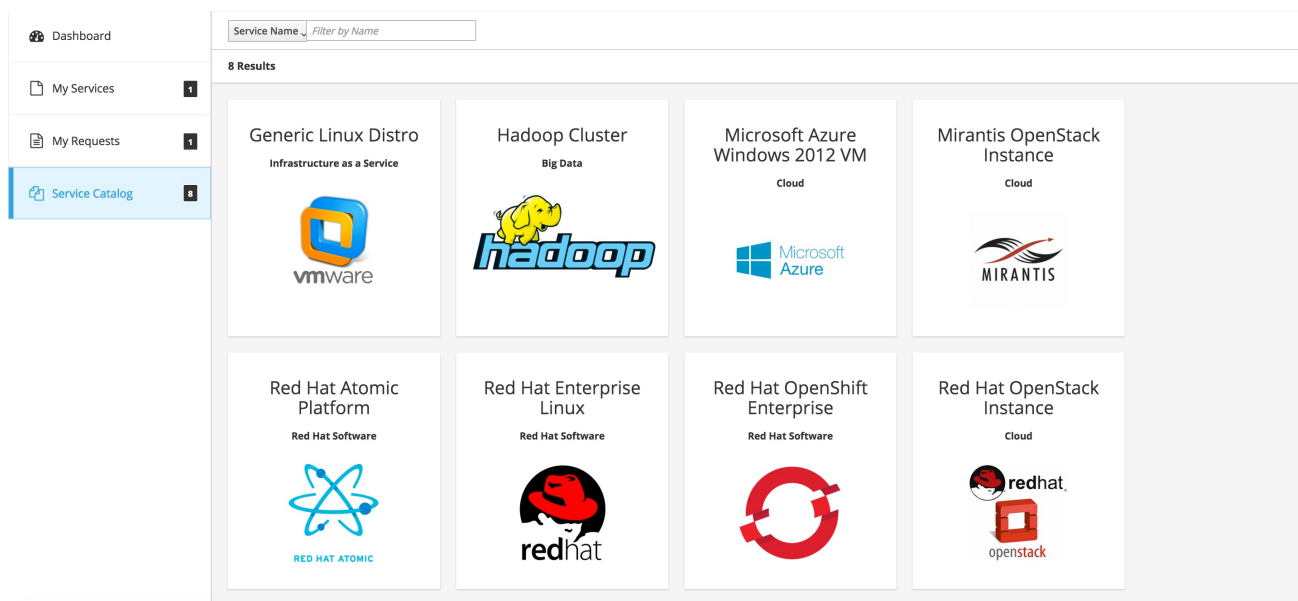


Optionally, you can set a string in the filter field at the top to filter services by **Description**, **Request ID**, **Request Date**, or **Request Status**. You can also sort the services in ascending or descending order by **Description**, **Request ID**, **Request Date**, or **Request Status**. Select a request from the results to view its live status.



CHAPTER 5. THE SERVICE CATALOG TAB

Select **Service Catalog** to view the service catalog.



Service items are displayed as tiles on the catalog page. Optionally, set a string in the filter field at the top to filter by **Catalog Name**, **Service Name** and **Service Description**. Select a service catalog from the results to view details.

