



Red Hat CloudForms

4.1

Introduction to the Self Service User Interface

An overview of the Red Hat CloudForms Self Service user interface

Red Hat CloudForms Documentation
Team

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Red Hat CloudForms Documentation Team
cloudforms-docs@redhat.com

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Abstract

This document provides an outline of the options available in the Red Hat CloudForms 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.

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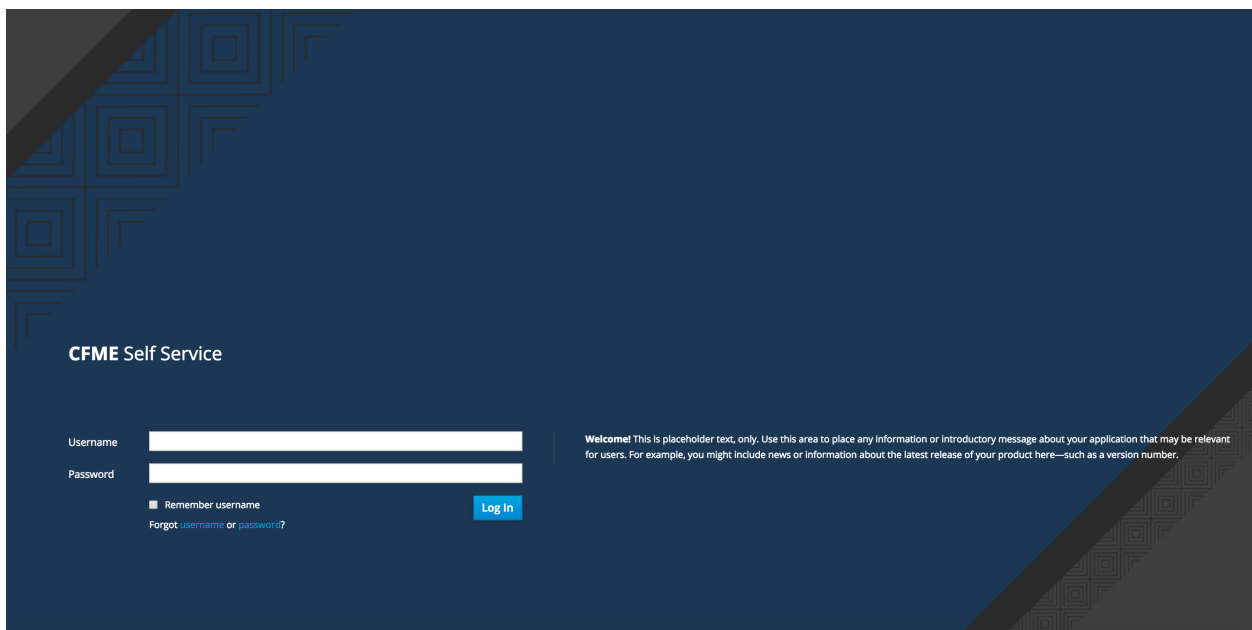
CHAPTER 1. RED HAT CLOUDFORMS SELF SERVICE

Red Hat CloudForms Self Service is a web-based graphical user interface for ordering and managing IT service requests. You can enable self-service tenant end users, who can easily access their services, track requests, and manage their accounts using the Self Service user interface (SSUI), which has widgets, dashboard controls and feedback. The Self Service user interface supports role-based access control (RBAC) of menus and features, similar to in the full administrative user interface.



Note

All catalog items, dialogs, buttons, icons among other items in the Self Service user interface must be configured in the full administrative user interface before they are available to users in the Self Service user interface.



1.1. ACCESSING THE SELF SERVICE USER INTERFACE

The Self Service user interface is running by default and does not need to be started or configured. To access the Self Service user interface, you must know the host name (or IP address) of the appliance, and the login credentials.

Self Service URL:

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



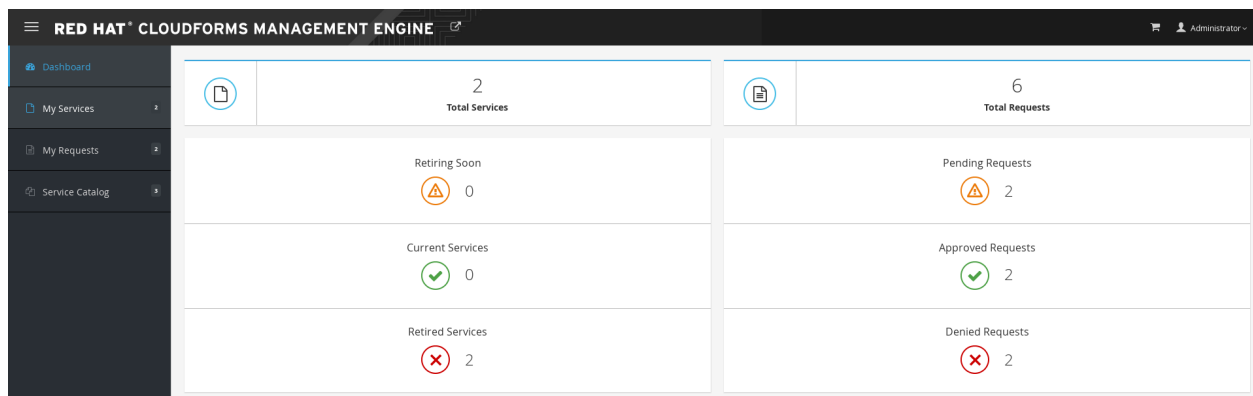
Note

The Self Service user interface login page has the **Administrator** user by default.

CHAPTER 2. THE DASHBOARD TAB

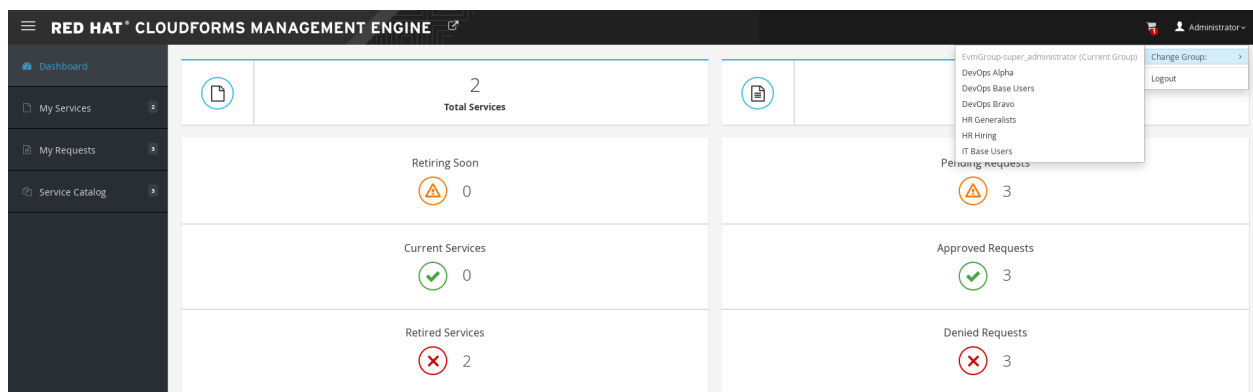
Once you log in to the Self Service user interface, you will see the dashboard screen by default. The **Dashboard** tab provides a quick summary of the services available, requests made, and their statuses as below:

- ✎ Total Services
- ✎ Current (Active) Services
- ✎ Services Retiring Soon
- ✎ Retired Services
- ✎ Total Requests
- ✎ Pending Requests
- ✎ Approved Requests
- ✎ Denied Requests




The slideout navigation menu on the left can be minimized by clicking on the menu icon (≡) on top, like in the full administrative user interface. The **My Services**, **My Requests**, and **Service Catalog** tabs on the navigation menu show counts of respective items.

As the Self Service user interface supports role-based access control of menus and features, if you are a member of multiple user groups, you can change the acting group by clicking on the current LDAP user group at the top-right corner of the user interface, **Administrator** > **Change Group**, then select the new group from the available options.



**Note**

Clicking on the arrow icon () at the top of the user interface will take you to the full administrative user interface login page, in a new browser window/tab.

CHAPTER 3. THE MY SERVICES TAB

The **My Services** tab lists all available services with a summary of information associated with each service, including **Service Name**, **Retirement Date**, **Number of VMs**, **Owner** and the date it was **Created On**. You can filter or sort the services listed by those values.

Name	Retirement Date	Number of VMs	Owner	Created On
Red Hat Enterprise Linux 7.2-20160516-163454	Never	1 VMs	Administrator	May 17, 2016
Tiny Linux-20160516-165448	Never	1 VMs	Administrator	May 17, 2016

Click on a service to view further details including information on the virtual machines associated with it. You can also get HTML 5 console access to the virtual machine by clicking the button, as highlighted on the screen capture. On the same screen, you also have options to retire the service now or at a later date, edit or remove the service. Additionally, you can now change the ownership and group of the service using the **Set Ownership** button, and also **Reconfigure** a service, similar to in the full administrative user interface.

Service: Tiny Linux-20160516-165448

Remove Service Retire Edit Service Set Ownership

Service Id	10000000000002	CPU	1
Retirement Date	Never	Memory	1 kB
Owner	Administrator	Disk Count	3
Group	EvmGroup-super_administrator	Disk Space Allocated	3 GB
Created On	May 17, 2016 6:54:35 AM	Disk Space Used	3 GB
		Memory on Disk	1 GB

Virtual Machines (1)

VM Name	Vendor	Size	Last Scan	Status	Actions
cfme001	vmware	5 kb		on	Open a HTML5 console for this VM

Basic

Information

Question

Do you confirm deployment?

Moreover, you can now add custom buttons and custom button groups that can have dialogs associated with them. For example:

Actions Remove Service Retire Edit Service Set Ownership

Stop Service

CHAPTER 4. THE MY REQUESTS TAB

The **My Requests** tab lists all requests made with a summary of items associated with each request, including the Request ID, Request Date and Request Status. You can filter or sort the request listings by those values using the respective buttons at the top.

Request ID	Request Date	Request Status
1000000000006	Requested May 17, 2016	Approved
1000000000004	Requested May 17, 2016	Approved

Click on a particular request to view more details as shown in the following screen capture.

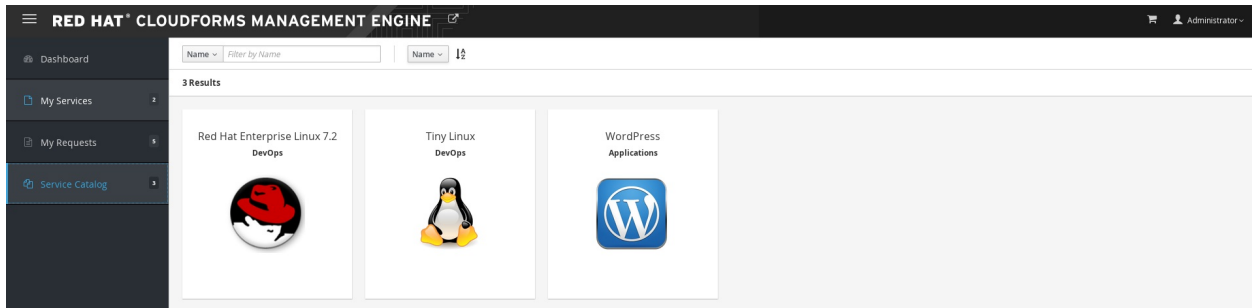
Request ID	1000000000006	Last Message	Request complete
Request State	finished	Last Updated	May 17, 2016 6:59:46 AM
Request Date	May 17, 2016 6:54:08 AM	Request Type	clone_to_service
Requested By	Administrator		
Request Approval State	approved		
Approver	N/A		

Question

Do you confirm deployment?

CHAPTER 5. THE SERVICE CATALOG TAB

The **Service Catalog** tab lists all service catalog items, displayed as tiles. These items must be configured on the administrative user interface before they will be accessible to the user here. You can filter or sort the service catalog items by **Name**, **Description** and **Catalog Name**.



Click on a service to open up the page where you will enter the requested information in the dialog fields associated with the service, as previously configured in the administrative user interface. Note that there is now an ability to add dynamic dialog elements within the Self Service user interface, meaning you can include a particular dialog field where Red Hat CloudForms will communicate to the instance and method, obtain the required information, and enter the value in the field dynamically. After you have all information in the requested dialog parameters, click **Add to Shopping Cart**.

Shopping Cart Model:

The Self Service user interface has adopted a shopping cart model for ordering services, instead of ordering them immediately. Click on the shopping cart icon at the top to view all services added to the shopping cart that are available to order. You can delete a particular service from the cart if required, and order the services in the cart all at one time. Or, you can even choose to clear all the services in the cart and exit.

