



# **Red Hat CloudForms 4.0 Introduction to the Self Service Portal**

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

Red Hat CloudForms Documentation  
Team



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## 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.

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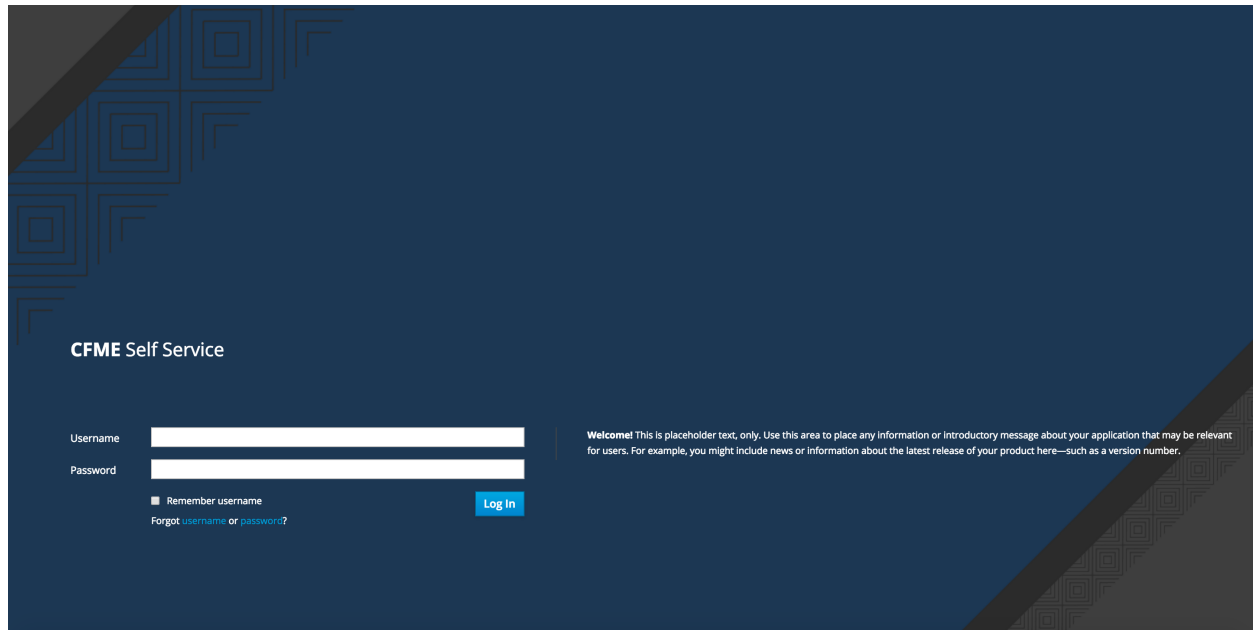


## CHAPTER 1. CFME SELF SERVICE

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:

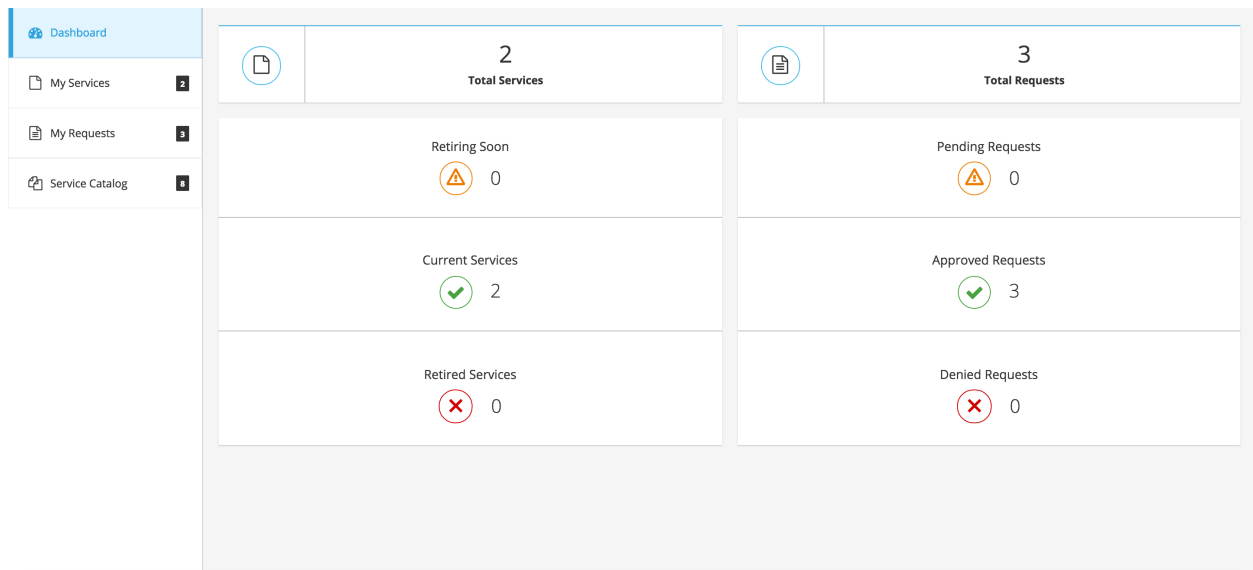
```
https://HOSTNAME/self_service/
```



## 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:

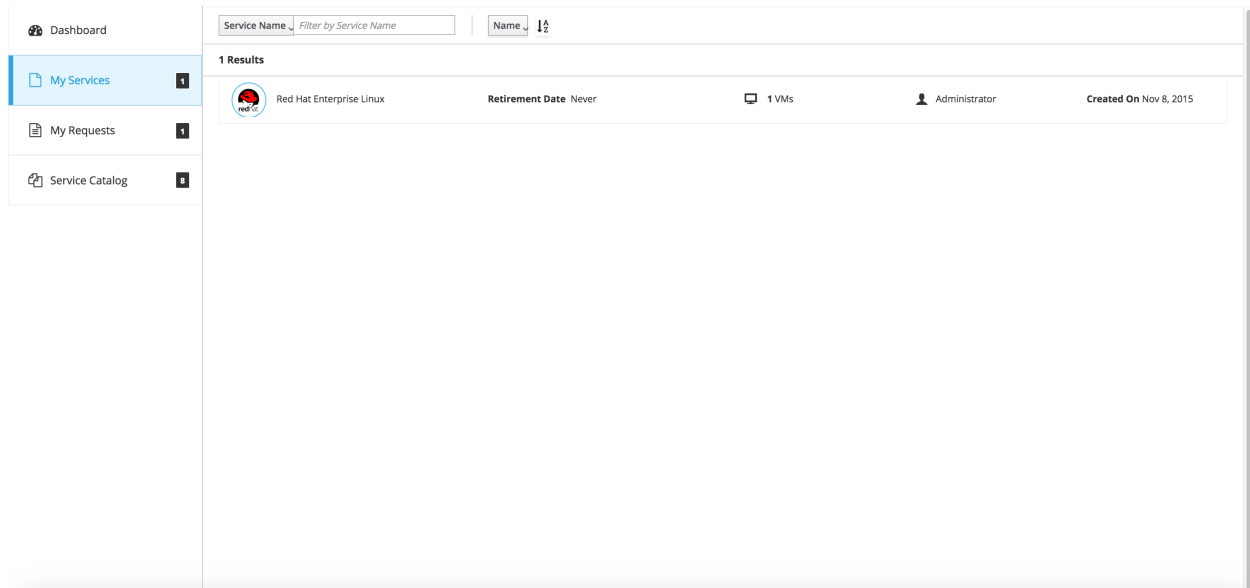
- ✦ The total number of services
- ✦ Active services
- ✦ Services expiring soon
- ✦ The total number of requests
- ✦ Pending requests
- ✦ Denied requests





## CHAPTER 3. THE MY SERVICES TAB

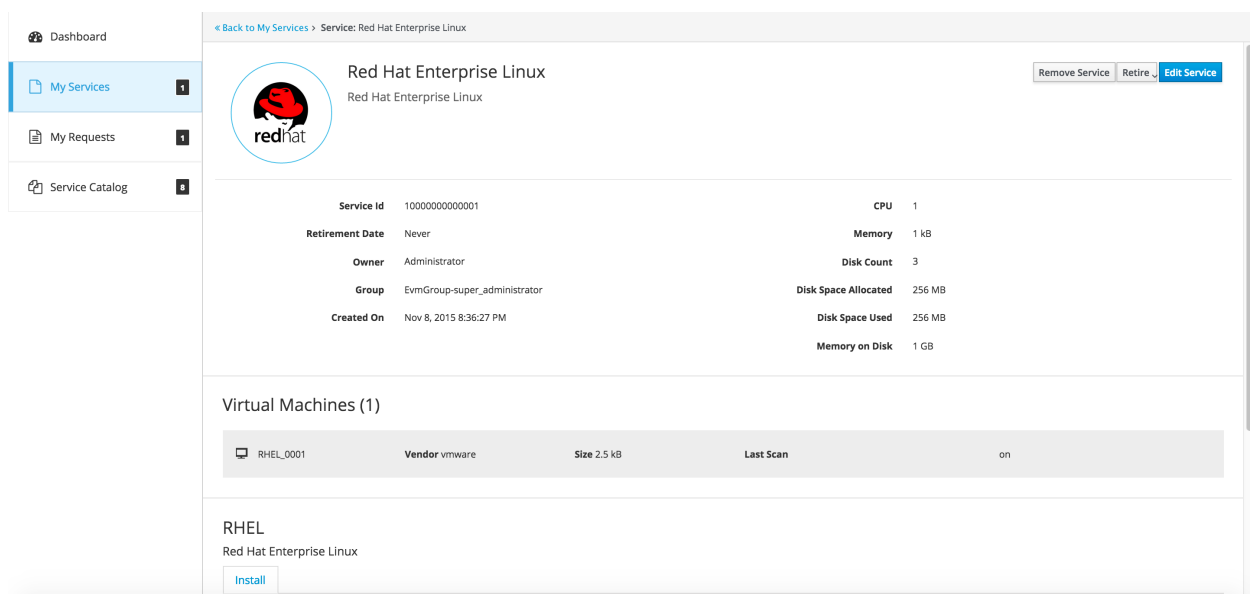
Use the **My Services** tab to filter and view details of the services. Optionally, you can set a string in the filter field at the top to filter services by **Service Name**, **Number of VMs**, or **Owner**. You can also sort the services in ascending or descending order by **Name**, **Retirement Date**,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

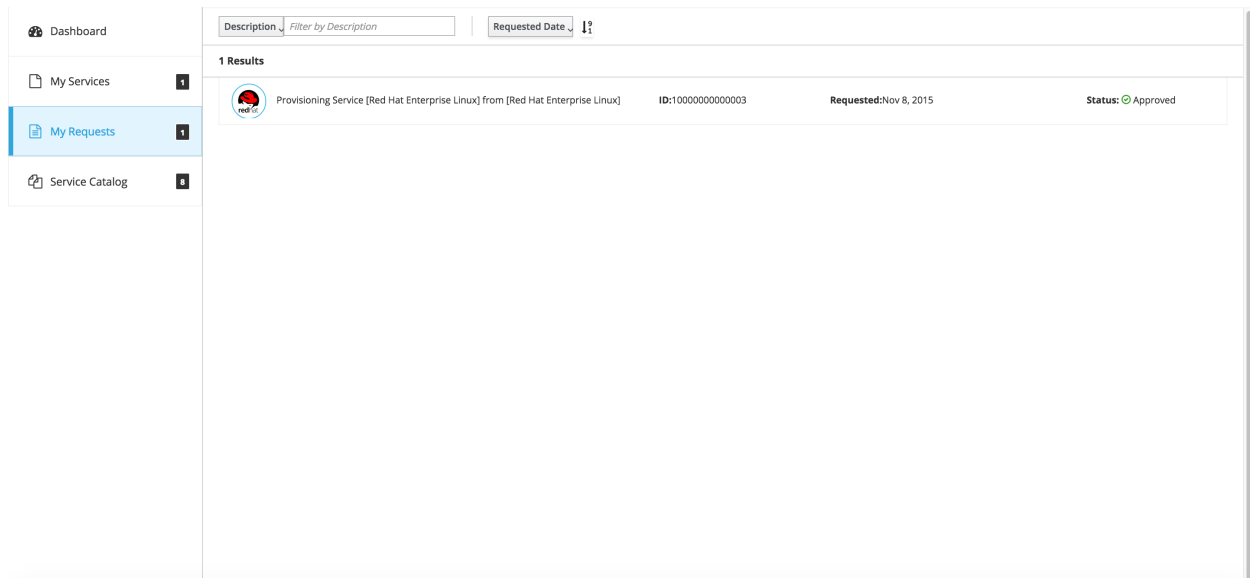
To retire or remove the service:

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

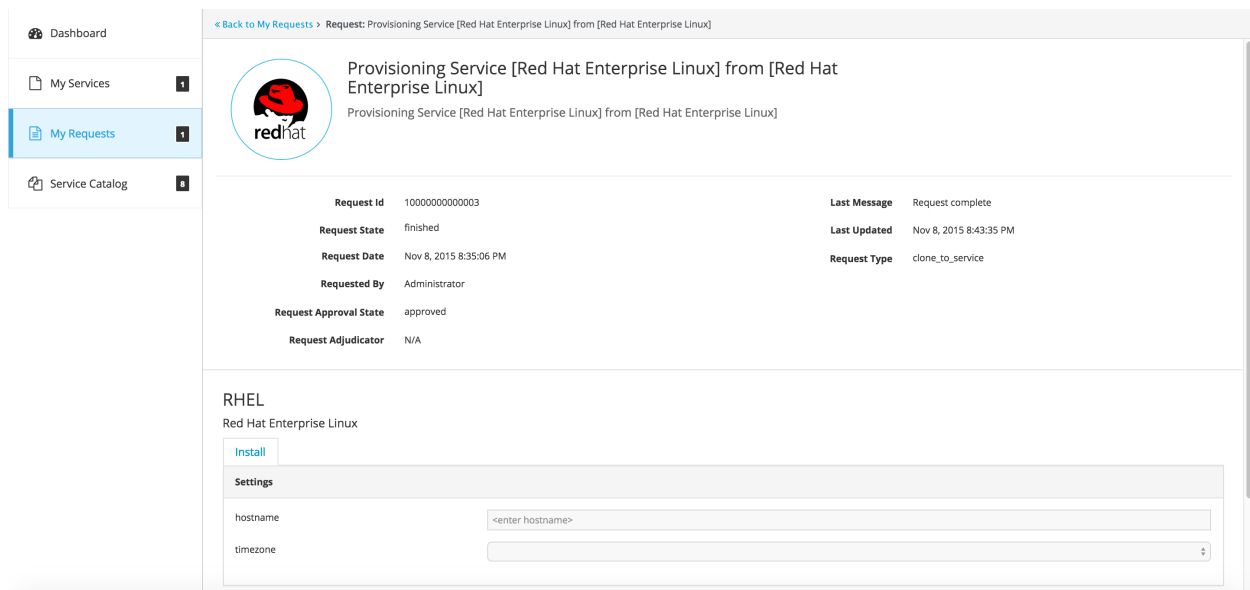


## CHAPTER 4. THE MY REQUESTS TAB

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

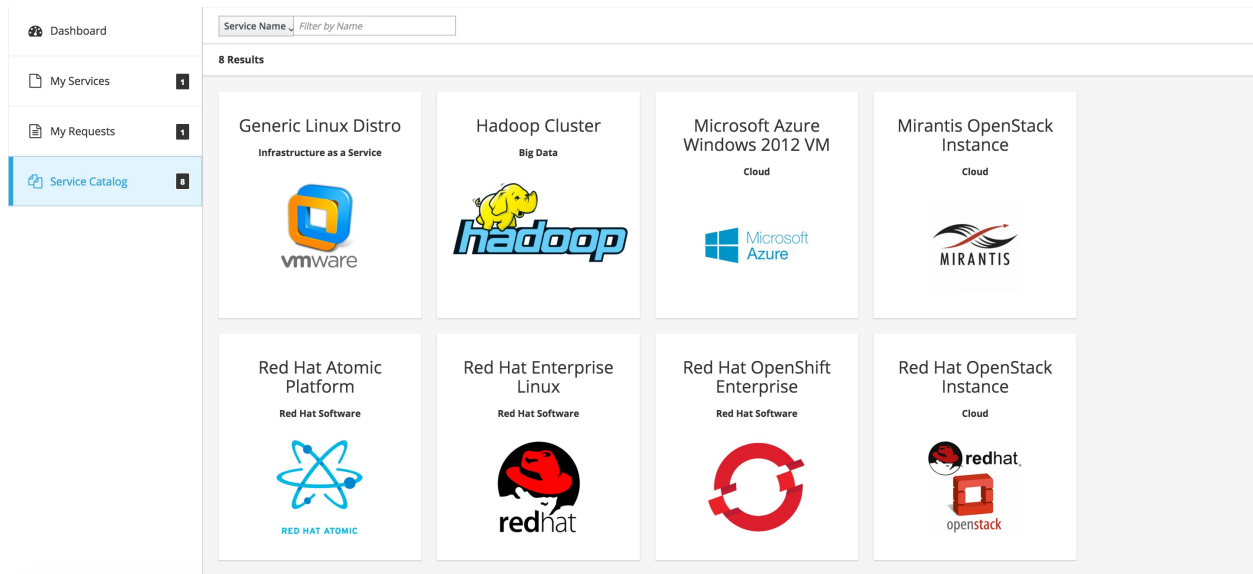


Optionally, you can set a string in the filter field at the top to filter services by **Description**, **Request ID**, **Request Date**, or **Request Status**. You can also sort the services in ascending or descending order by **Description**, **Request ID**, **Request Date**, or **Request Status**. 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.

