

Workbook Omnitacker WebGateway (English)





Versioning

Version	Date	Modification	Creator
1.0	22.01.2025	Creation	Carolin Endras

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Benefits WebGateway

	Efficient communication	Targeted response to faults and service requests on the phone by quoting the incident number.
	Improved collaboration	Create new tickets directly or update existing tickets.
	Transparent tracking	Track the progress of incidents in real time. See whether the request has been processed, who is working on it and check the current status.
	Increase in service performance	Inquiries are processed more quickly and problems are solved more effectively.

New registration

1. Apply for access at the SCALTEL service control center (serviceleitstelle@scaltel.de)
2. Receive the invitation email and click on the link



3. Assign a new password (enter twice)

4. Login with your own access data (user name = e-mail)

SCALTEL

Username
carolin.muller@scaltel.de [Not you?](#)

Password

[Continue](#)

[Forgot Password](#)

5. Confirm multifactor authentication:

a. Receive security code by e-mail

OneLogin Email Verification

noreply@onelogin.com

onelogin

Hello [Name],

We received your request to register this email address as a OneLogin Authentication Factor.

To complete email registration, enter the following security code into your browser.

550078

The security code will expire in 5 minutes. If you didn't submit this registration request, please contact your administrator.

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b. Enter security code

SCALTEL

OneLogin Email

A verification code has been resent to your email address

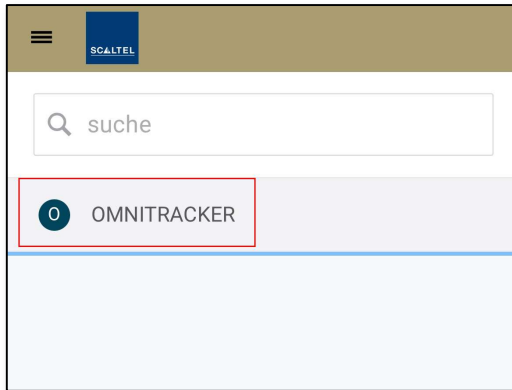
Enter your verification code

[Show](#)

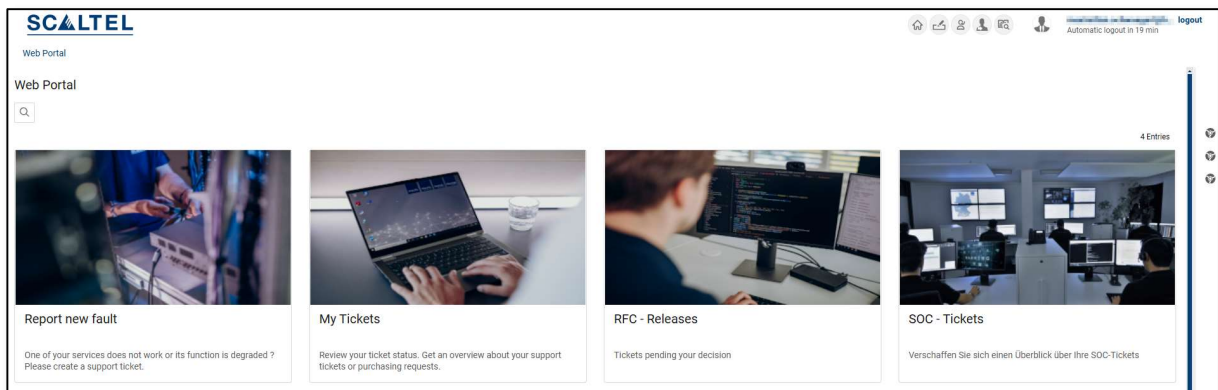
[Further](#)

[Try Again](#)

6. Select 'OMNITRACKER' in the login portal

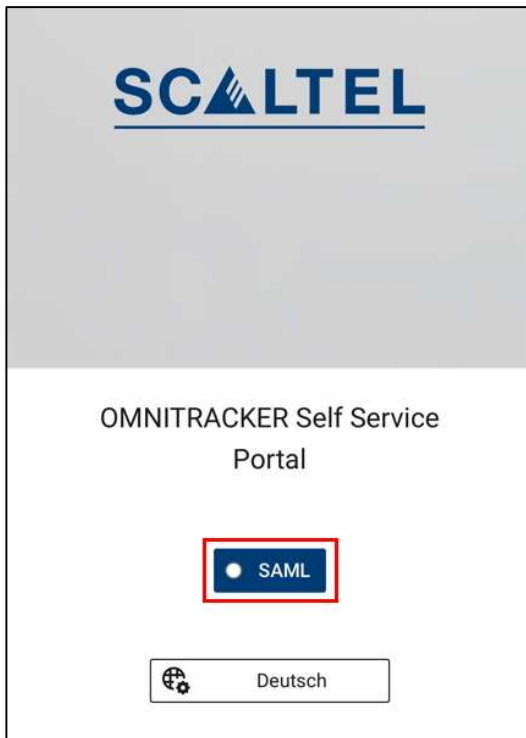


7. Automatic forwarding to the Omnitracker WebGateway

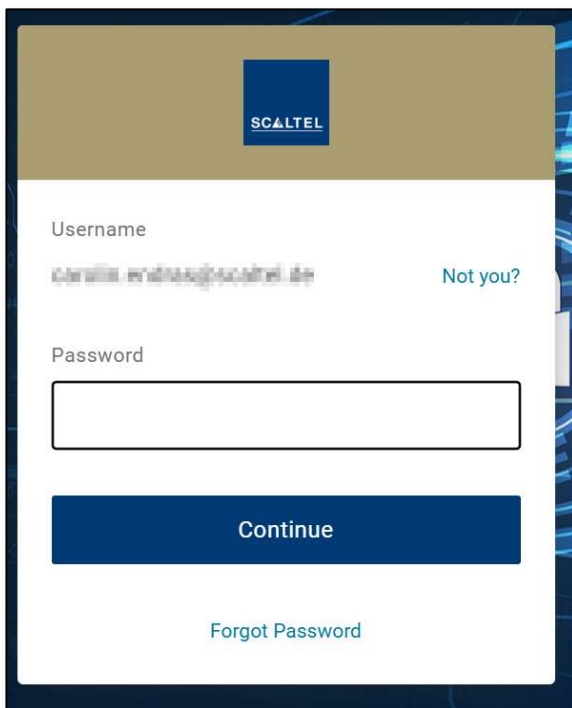


Login

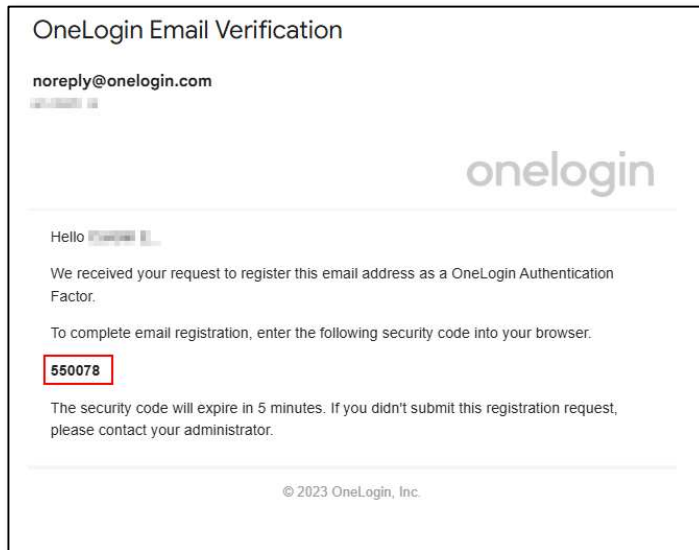
1. Call up the page <https://omnitracker.scaltel.de> and select 'SAML'



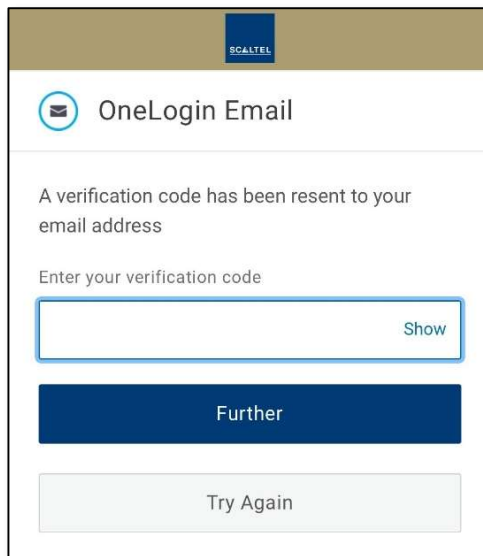
2. Login with your own access data (user name = e-mail)



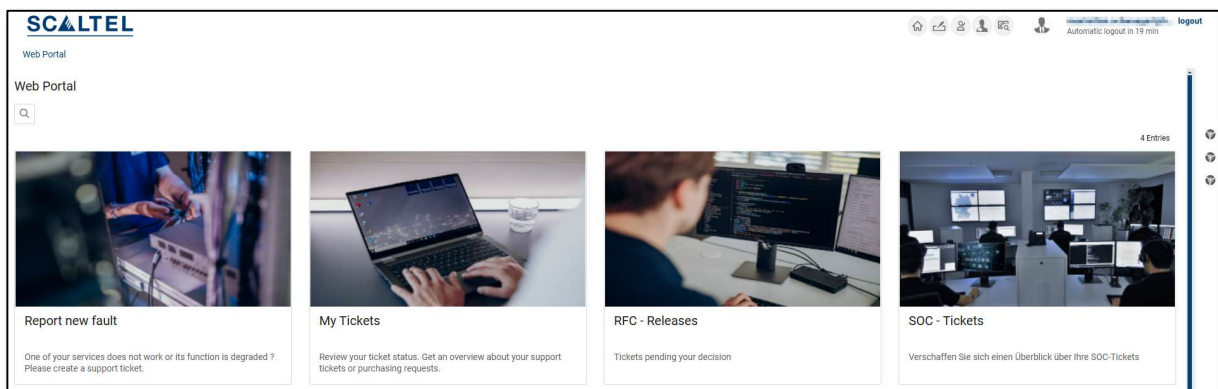
3. Confirm multifactor authentication:
 - a. Receive security code by e-mail



- b. Enter security code

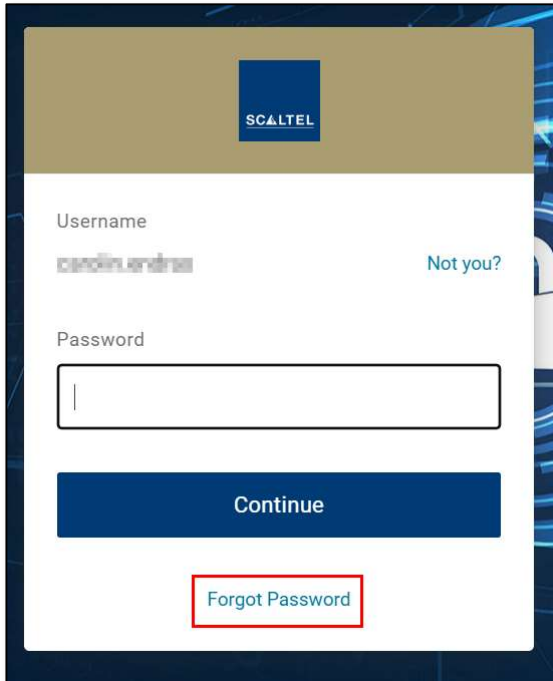


8. Automatic forwarding to the Omnitracker WebGateway



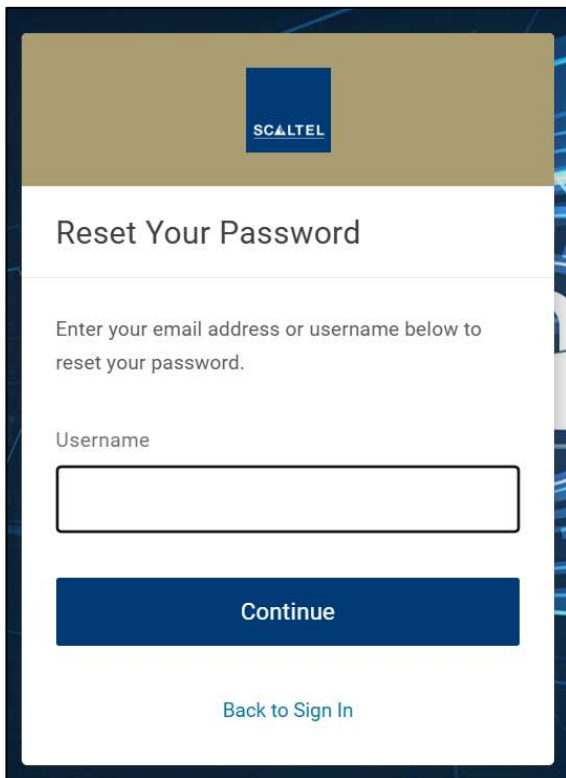
Password forgotten

1. Call up the page <https://omnitrapper.scaltel.de>.
2. Select "Forgot Password"



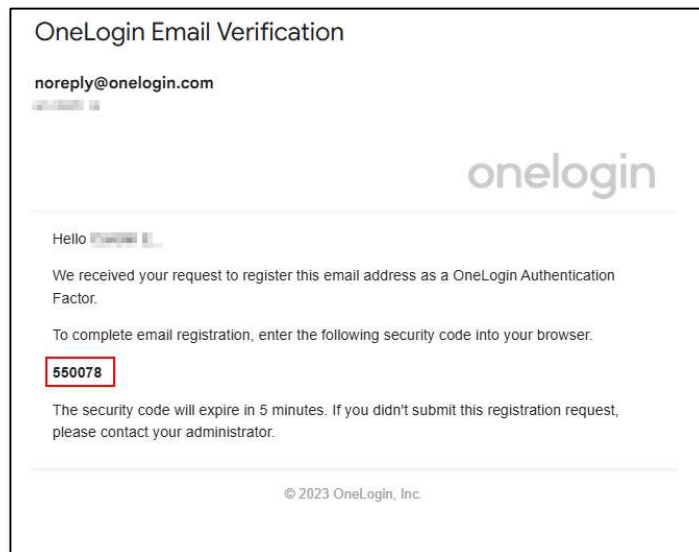
The screenshot shows the SCALTEL login interface. At the top, the SCALTEL logo is displayed. Below it, there is a 'Username' field containing the text 'omnitrapper' and a 'Password' field. A 'Continue' button is positioned below the password field. At the bottom of the login form, a link labeled 'Forgot Password' is highlighted with a red rectangular box. A 'Not you?' link is also visible next to the username field.

3. Enter e-mail address for user name



The screenshot shows the 'Reset Your Password' page. At the top, the SCALTEL logo is displayed. Below it, the heading 'Reset Your Password' is shown. A message reads: 'Enter your email address or username below to reset your password.' Below this message is a 'Username' field. A 'Continue' button is positioned below the username field. At the bottom of the page, there is a link labeled 'Back to Sign In'.

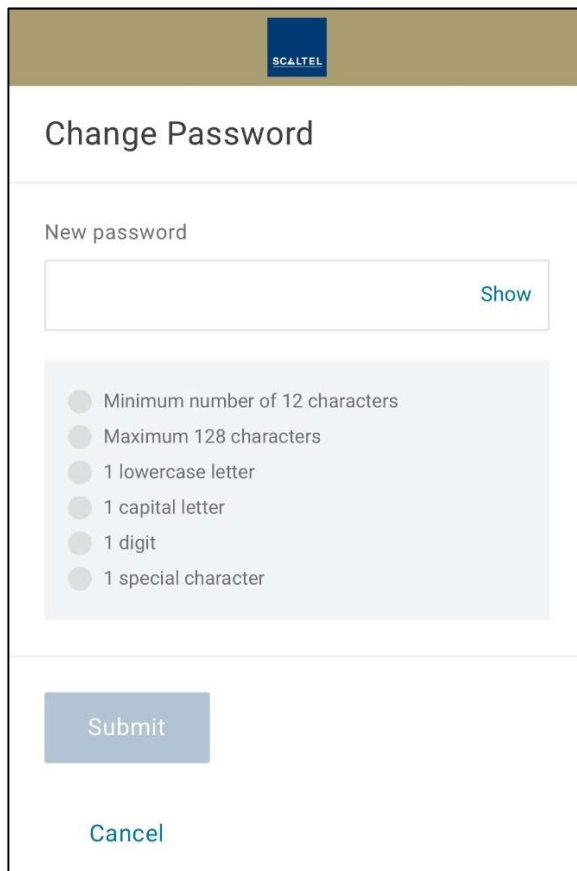
4. Confirm multifactor authentication:
 - a. Receive security code by e-mail



- b. Enter security code

The image shows a mobile app interface for entering a verification code. At the top, there is a SCALTEL logo. Below it, the title "OneLogin Email" is displayed with an envelope icon. The main text reads: "A verification code has been resent to your email address". Below this, there is a prompt "Enter your verification code" followed by a text input field. To the right of the input field is a "Show" button. Below the input field is a blue button labeled "Further" and a light gray button labeled "Try Again".

5. Assign a new password

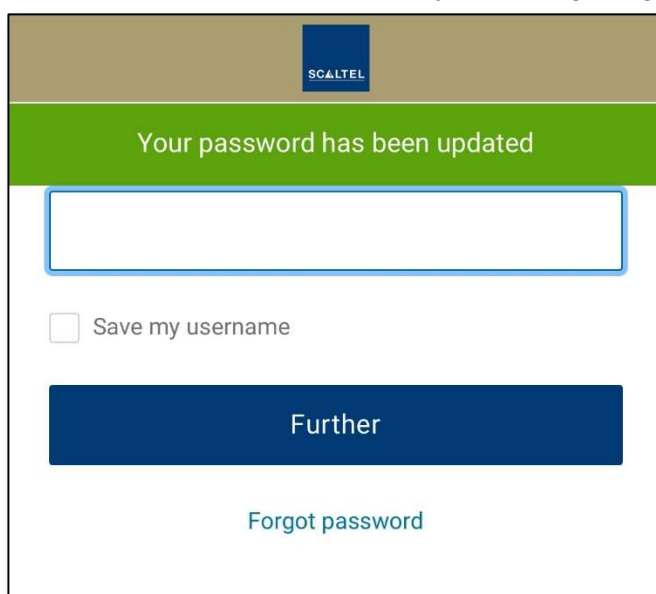


The screenshot shows a web interface for changing a password. At the top, there is a SCALTEL logo. The main heading is "Change Password". Below this, there is a section for "New password" with a text input field and a "Show" button. A list of password requirements is displayed below the input field, each with a radio button:

- Minimum number of 12 characters
- Maximum 128 characters
- 1 lowercase letter
- 1 capital letter
- 1 digit
- 1 special character

At the bottom of the form, there are two buttons: "Submit" and "Cancel".

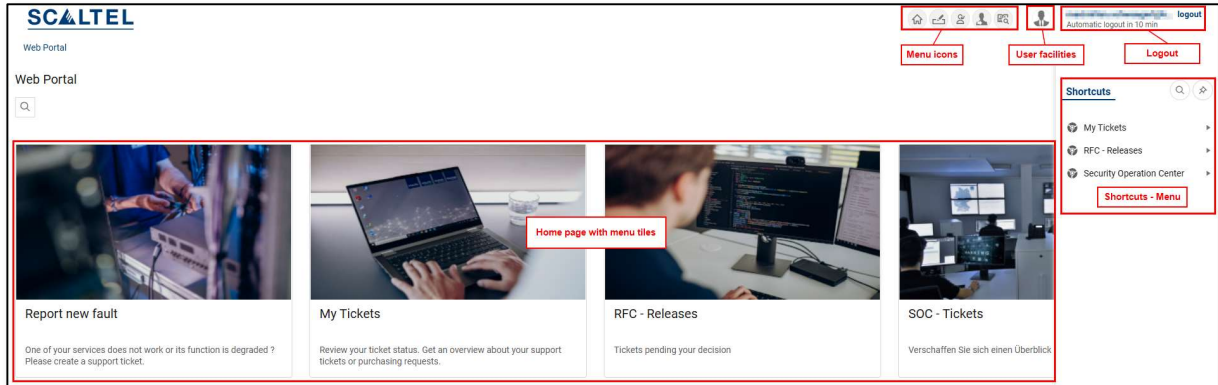
6. Password has been updated and you can log in again



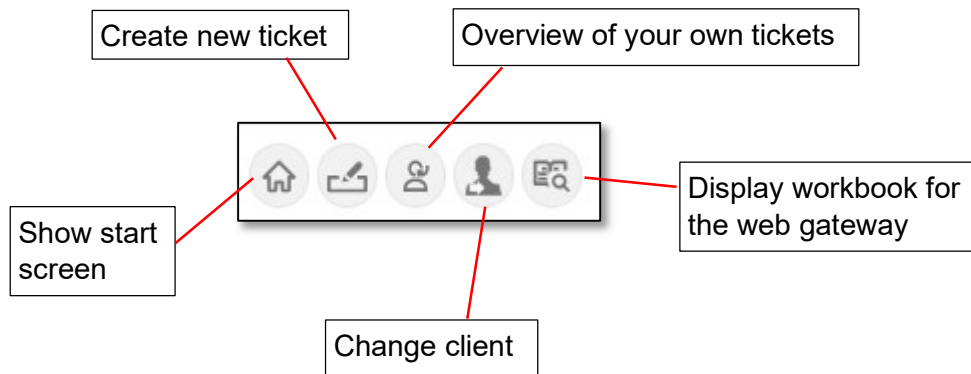
The screenshot shows a web interface with a green banner at the top that reads "Your password has been updated". Below the banner, there is a text input field. Underneath the input field, there is a checkbox labeled "Save my username". At the bottom, there is a large blue button labeled "Further" and a link labeled "Forgot password".


Structure WebGateway

The Omnitracker start page is structured as follows:



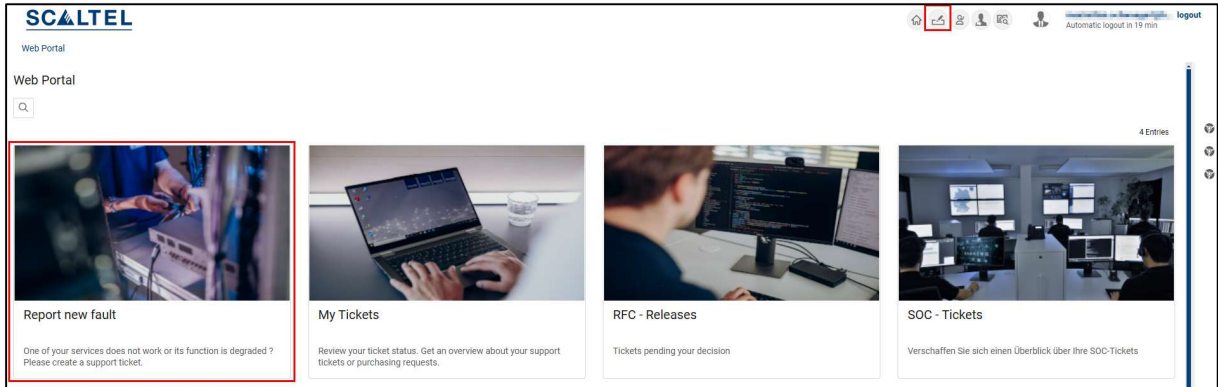
Definition of the menu icons:



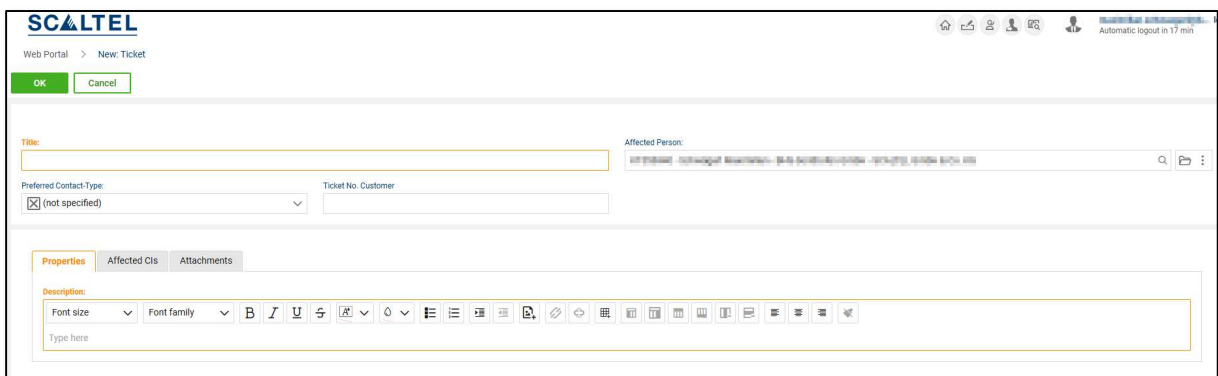
Note: The shortcut bar can be pinned with the button  so that it is permanently displayed.

Create new ticket

1. Open the input mask: There are 2 different ways to open the input mask.



2. Fill in all mandatory fields of the new ticket.



Title	Title of the new fault
Affected person	The currently logged in user is stored by default
Preferred Contact-Type	Optional, if the preferred contact type is to be specified
Ticket No. Customer	Optional, if you want to enter your own ticket no.
Description	Detailed description of the background of the fault
Affected CIs	Optionally, add a config item if the config item that has a fault is known
Attachments	Optional, if additional attachments are to be added

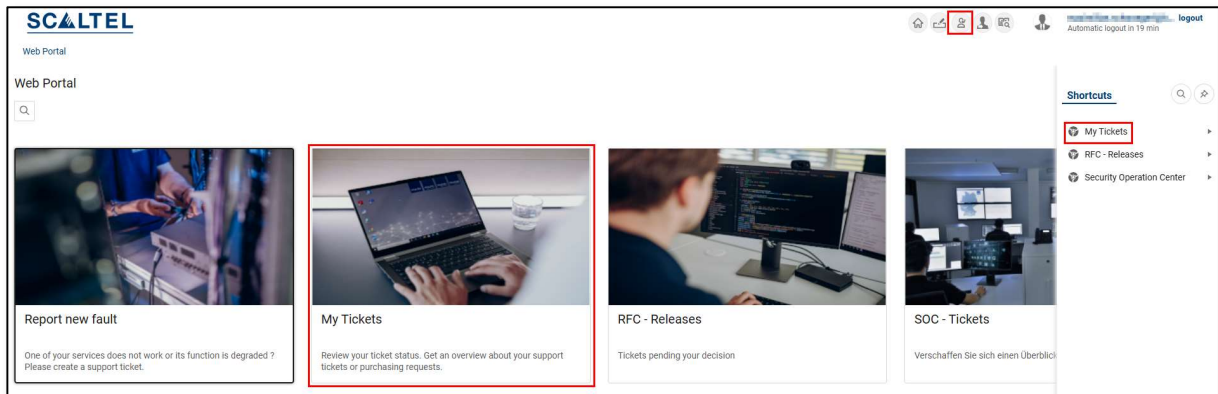
3. Confirm the entered fields with OK.



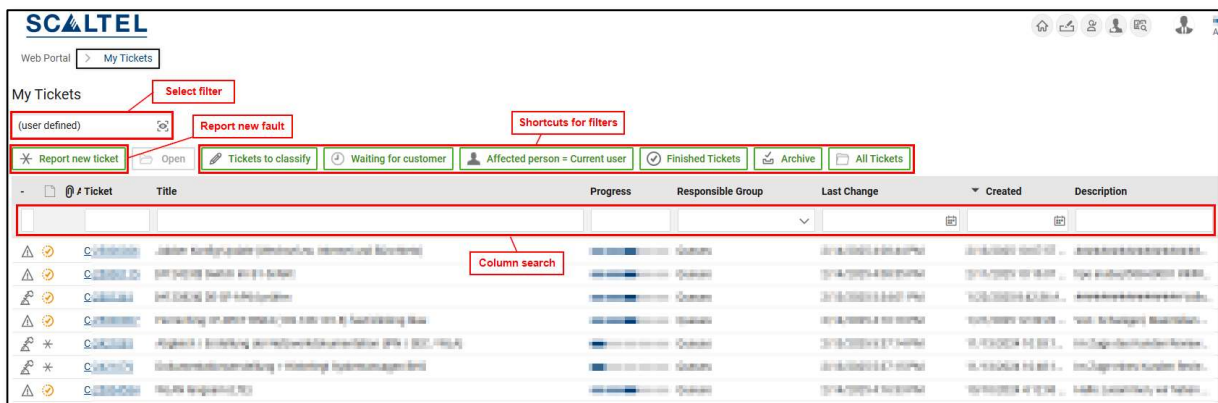
4. The ticket is auto. forwarded to the SCALTEL first level. Further information is then sent by the responsible service technician.

Ticket overview

1. There are 3 different ways to open the overview of all tickets



2. The overview is structured as follows:



Note: Every registered user receives an overview of all tickets in the company structure. In addition, all tickets of the SCALTEL clients will appear if the access data for the clients is available.

3. A ticket can be opened by double-clicking on the line or on the C no. marked in blue and the ticket information is displayed

- „**Properties**” tab: Information on the contact details

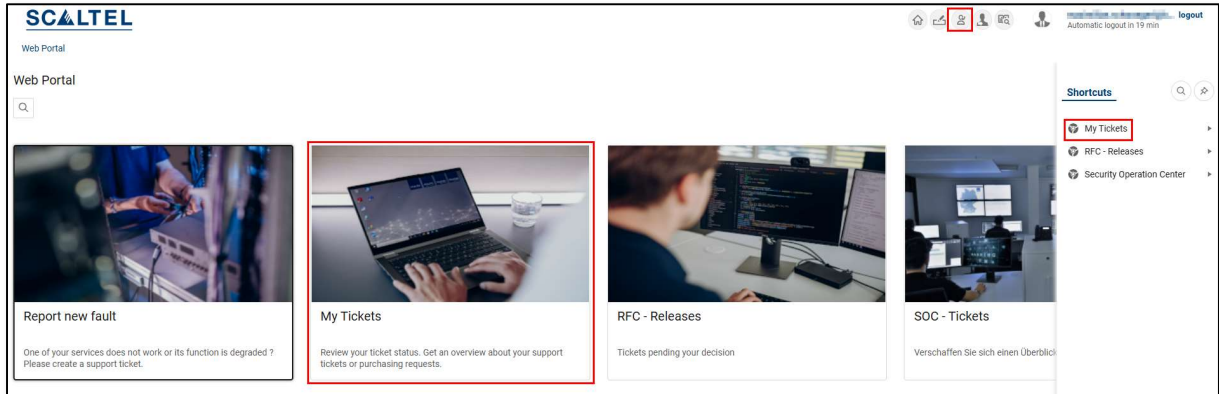
- „**Description**” tab: Detailed description of the background of the ticket

- „**Comments**” tab: New comments can be created here and previous comments can be viewed

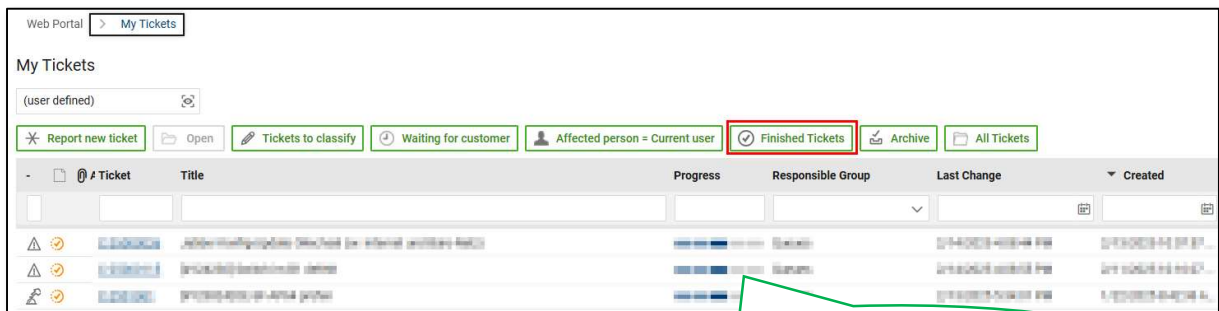
- „**Attachments**” tab: New attachments can be uploaded here.

Evaluate and close a completed ticket

1. Open ticket overview via one of the 3 ways:



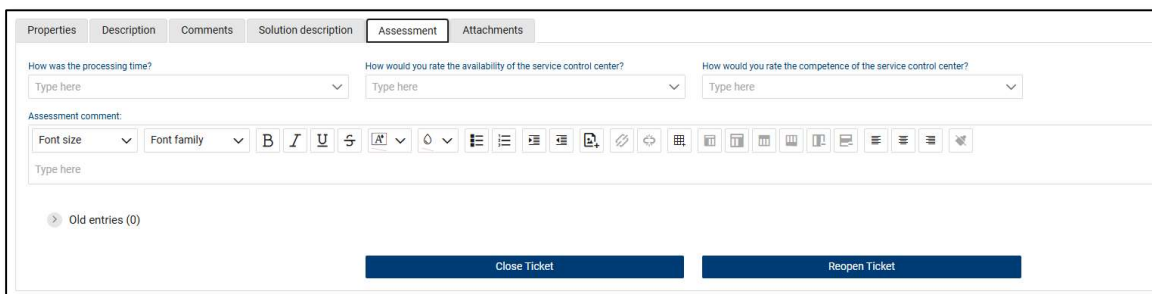
2. Filter the ticket overview to “Completed tickets” (green button: Completed tickets) and open the corresponding ticket by double-clicking on it:



Note: The customer will be informed by e-mail when the ticket has been processed. This email contains a link to the ticket. This allows the ticket to be opened quickly and easily.

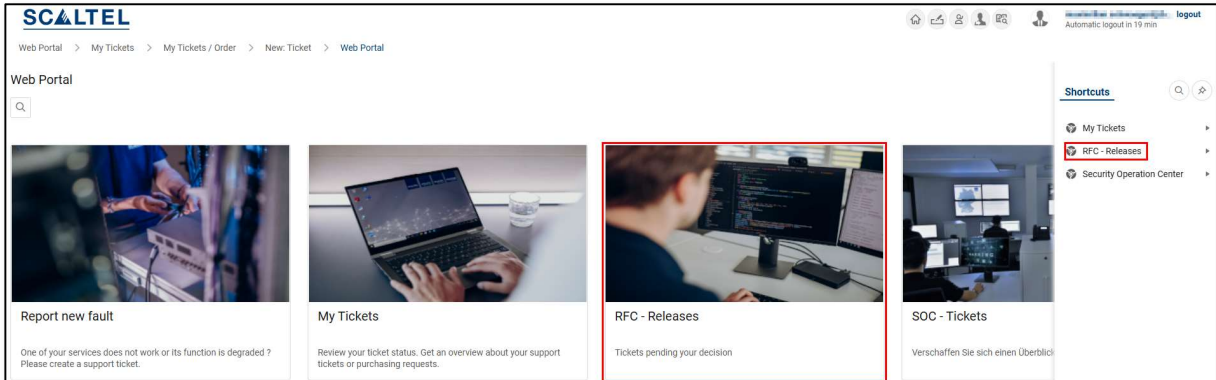
3. Perform the following activities in the ticket:

- Evaluate cooperation with SCALTEL in 3 questions
- Close ticket when all work has been successfully completed
- Reopen ticket when certain rework is requested



RFC-Releases

1. There are 2 different ways to open the RFC (= Request for Change) releases.



2. All approvals still to be processed appear. There are two different types of release:

- **External release**
= Approval that the implementation of the RFC may be carried out
- **External function test**
= Approval that the implementation carried out is functional



Number	Decision Maker	State	Freigabe-Typ	Decision run	Due date	Decision
GDC		active	Externe Freigabe			

3. A ticket can be opened by double-clicking on the line or on the blue-marked GDC number and the approval can be edited.

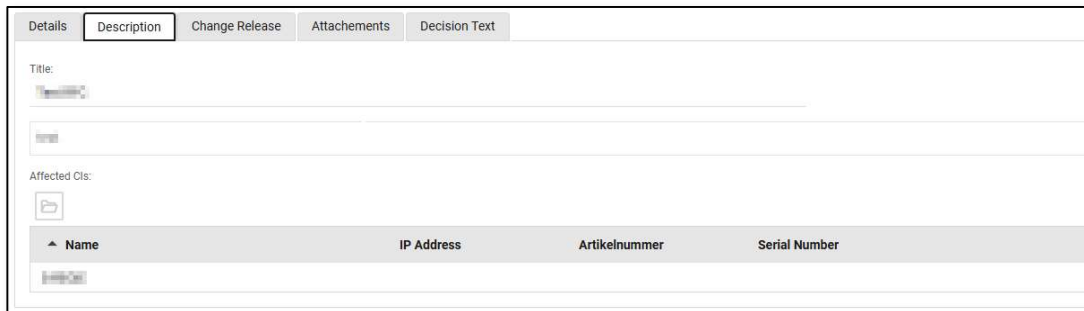
- In the **“Decision”** field, the implementation of the RFC can either be approved or rejected.



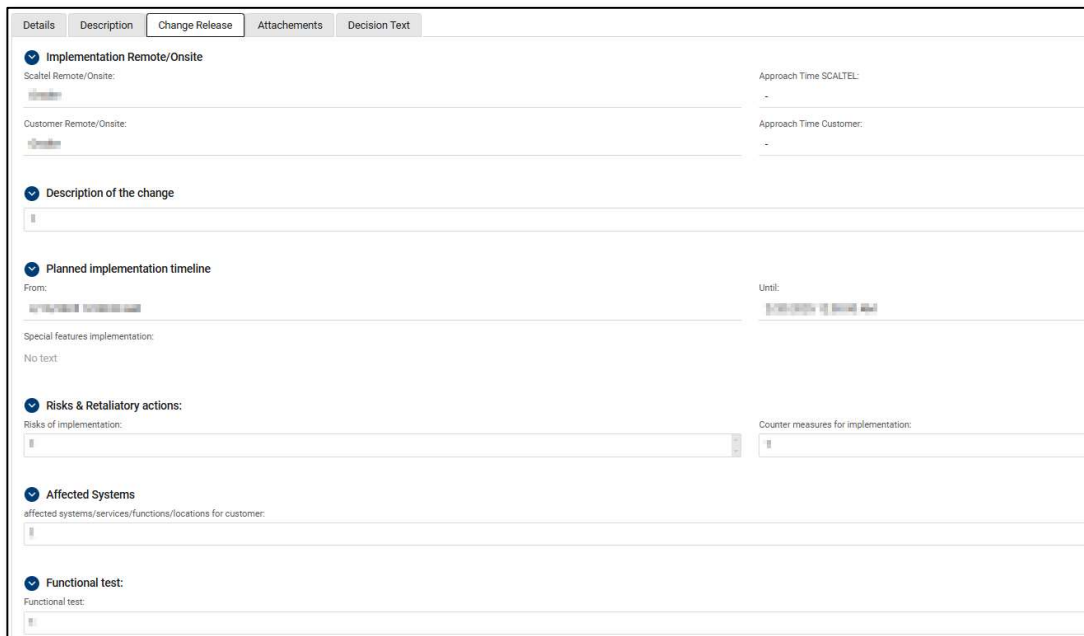
- The **“Details”** tab contains the contact information



- The detailed description of the change and the affected CIs (= config items) can be read in the **“Description”** tab



- The **“Release document”** tab contains the data to be released for the change



- In the **“Attachments”** tab, you can optionally upload attachments that are decisive for approval.



- In the **“Decision text”** tab, the reason for rejecting a release is stored



SOC ticket overview

This area is only displayed for all SOC customers (SOC = Security Operation Center). All SOC tickets are clearly displayed.

- **Open module**

The screenshot shows the SCALTEL Web Portal interface. At the top, there is a navigation bar with the SCALTEL logo and user information. Below the navigation bar, the main content area is titled 'Web Portal' and contains a search bar. Three main cards are displayed: 'Report new fault' (with a description: 'One of your services does not work or its function is degraded? Please create a support ticket.'), 'My Tickets' (with a description: 'Review your ticket status. Get an overview about your support tickets or purchasing requests.'), and 'RFC - Releases' (with a description: 'Tickets pending your decision'). A fourth card, 'SOC - Tickets', is highlighted with a red border and has a description: 'Verschaffen Sie sich einen Überblick über Ihre SOC-Tickets'. On the right side, there is a 'Shortcuts' sidebar with three items: 'My Tickets', 'RFC - Releases', and 'Security Operation Center', which is highlighted in red.

- **Overview of SOC tickets**

The screenshot shows the 'SOC - Tickets' overview page in the SCALTEL Web Portal. The page features a search bar and a table with the following columns: SOAR-ID, Source System, Creation Date, Severity, Incident Title, Status, User, and Host. The table contains three rows of data. A red box highlights the table content. On the right side, there is a 'Shortcuts' sidebar with four items: 'Security Operation Center' (highlighted in red), 'Security Incidents', 'Archiv - Security Incident', 'Incident Response', and 'Archiv - Incident Response'.

SOAR-ID	Source System	Creation Date	Severity	Incident Title	Status	User	Host
123456	Source System 1	2023-10-27 10:00	Critical	Incident Title 1	Open	User 1	Host 1
123457	Source System 2	2023-10-27 11:00	Critical	Incident Title 2	Open	User 2	Host 2
123458	Source System 3	2023-10-27 12:00	Critical	Incident Title 3	Open	User 3	Host 3

- SOC ticket: View details**
 (For feedback on SOC tickets, please use the usual channels by e-mail or telephone)

The screenshot displays the SCALTEL web portal interface for viewing a SOC ticket. At the top, the SCALTEL logo is visible on the left, and navigation icons (home, back, forward, search, and user profile) are on the right. Below the logo, the breadcrumb trail reads: Web Portal > SOC - Tickets > object R-648153. A green 'OK' button is highlighted, with 'Save' and 'Cancel' buttons next to it.

The main content area is divided into two columns of fields:

- Left Column:** SOAR-ID: (with a 'View Type' icon), Incident Titel: (with a 'View Title' icon), Type: (value: -), SOAR Status: (with a 'View Status' icon), and Number: (with a 'View Number' icon).
- Right Column:** Kritikalität: (with a 'View Criticality' icon), Created: (with a 'View Created' icon), Customer Contact Time: (value: -), Closed: (value: -), and Close Reason: (value: -).

Below these fields, there is a tabbed interface with two tabs: 'Tab 2' (selected) and 'Tab 1'. The 'Tab 2' content includes:

- Source System-ID: (value: -)
- Description: (value: No text)
- Source System Action: (with a 'View Action' icon)
- Involved IP-Address: (value: No text)