Login and password change

First time login
Change password and password hint
Forgot password/reset

Start whole tutorial
This is the login screen of the Service Management system. First time when you log in to the system, you have to change your password. You will receive your first temporary password in email.
On this screen you are able to change the default password. After you finish the typing, press OK.
New Password

Your password has expired, and you are required to change it. Enter a new password below, or click Cancel to return to the login page.

New Password:  
Confirm New Password:  
OK  Cancel
Your password has expired, and you are required to change it. Enter a new password below or click Cancel to return to the login page.

New Password: **********

Confirm New Password: **********
Your password has expired, and you are required to change it. Enter a new password below, or click Cancel to return to the login page.

New Password: *********

Confirm New Password: *********
New Password

Your password has expired, and you are required to change it. Enter a new password below, or click Cancel to return to the login page.

New Password: *******

Confirm New Password: *******
Your password has expired, and you are required to change it. Enter a new password below or click Cancel to return to the login page.

New Password: **********
Confirm New Password: **********

System Message

BMXAA382Sh: Your password has been changed.

OK
This message will be shown when you successfully set the new password.
Login and password change

Change password and password hint

Start whole tutorial
If you need to create a new password, press this little icon and choose the password information. There you can add a security question, which will be useful if you forgot your password, it is recommended.
Welcome, Tanczikó Attila (TnCO)

Favorite Applications
- Self Service Center
- Token Incidents
- Token Problems
- Token Service Requests
- Token Changes
- Token Work Orders
- Token Activities and Tasks
- Token Solutions
- Token Locations
- Configuration Items
- Business View
- Person Groups

**My Service Requests**

<table>
<thead>
<tr>
<th>Service Request</th>
<th>Summary</th>
<th>Status</th>
<th>Reported Date</th>
<th>Reported By</th>
</tr>
</thead>
<tbody>
<tr>
<td>SR100032</td>
<td>Cancel overdue resource requests. (Run only)</td>
<td>INPROG</td>
<td>09.01.2017 17:20:25</td>
<td><a href="mailto:FARKASLEVE@TELENOR.HU">FARKASLEVE@TELENOR.HU</a></td>
</tr>
<tr>
<td>SR102231</td>
<td>SM Tool notification towards Tn Pakistan</td>
<td>INPROG</td>
<td>02.12.2016 15:52:44</td>
<td><a href="mailto:MILENKO.TAMIZD@TELENOR.RS">MILENKO.TAMIZD@TELENOR.RS</a></td>
</tr>
<tr>
<td>SR040402</td>
<td>Location based notification</td>
<td>INPROG</td>
<td>30.01.2016 14:33:17</td>
<td><a href="mailto:NATASA.GELEVSK@TELENOR.HU">NATASA.GELEVSK@TELENOR.HU</a></td>
</tr>
<tr>
<td>SR06167</td>
<td>automatic email to DM from SM</td>
<td>INPROG</td>
<td>17.10.2016 14:33:02</td>
<td><a href="mailto:ADAVARA@TELENOR.HU">ADAVARA@TELENOR.HU</a></td>
</tr>
<tr>
<td>SR06502</td>
<td>Hide SR details for security related SRs</td>
<td>INPROG</td>
<td>12.10.2016 14:33:23</td>
<td><a href="mailto:LASZLO.TEKLO@TELENOR.HU">LASZLO.TEKLO@TELENOR.HU</a></td>
</tr>
<tr>
<td>SR00737</td>
<td>Terminate demand management Excel administration</td>
<td>INPROG</td>
<td>05.08.2016 14:33:53</td>
<td><a href="mailto:MECSE@TELENOR.HU">MECSE@TELENOR.HU</a></td>
</tr>
<tr>
<td>SR07555</td>
<td>Connect SAP support Workflow with Excel</td>
<td>INPROG</td>
<td>09.08.2016 17:20:25</td>
<td><a href="mailto:CSBAANYAG@TELENOR.HU">CSBAANYAG@TELENOR.HU</a></td>
</tr>
<tr>
<td>SR07630</td>
<td>Implementation task redesign</td>
<td>INPROG</td>
<td>25.05.2016 12:11:23</td>
<td><a href="mailto:ATTANCSZ@TELENOR.HU">ATTANCSZ@TELENOR.HU</a></td>
</tr>
<tr>
<td>SR07685</td>
<td>Implement new service request for all BUs</td>
<td>INPROG</td>
<td>19.04.2016 14:33:48</td>
<td><a href="mailto:MILENKO.TAMIZD@TELENOR.HU">MILENKO.TAMIZD@TELENOR.HU</a></td>
</tr>
<tr>
<td>SR07282</td>
<td>L1 notification about demands</td>
<td>INPROG</td>
<td>06.03.2016 14:33:04</td>
<td><a href="mailto:RBECK@TELENOR.HU">RBECK@TELENOR.HU</a></td>
</tr>
<tr>
<td>SR08404</td>
<td>Resource offer process</td>
<td>INPROG</td>
<td>08.03.2016 10:38:23</td>
<td><a href="mailto:RBECK@TELENOR.HU">RBECK@TELENOR.HU</a></td>
</tr>
<tr>
<td>SR08348</td>
<td>Forecast process link</td>
<td>INPROG</td>
<td>08.02.2016 15:19:51</td>
<td><a href="mailto:MILENKO.TAMIZD@TELENOR.HU">MILENKO.TAMIZD@TELENOR.HU</a></td>
</tr>
</tbody>
</table>

**My Active SRs Status Chart**

![Status Chart]

**Enhancement Requests**

<table>
<thead>
<tr>
<th>Service Request</th>
<th>Summary</th>
<th>Reported Date</th>
<th>Reported By</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>SR18339</td>
<td>New Root Cause set for TGS Incident test</td>
<td>31.03.2017 15:48:32</td>
<td><a href="mailto:FARKASLEVE@TELENOR.HU">FARKASLEVE@TELENOR.HU</a></td>
<td>QUEUE</td>
</tr>
<tr>
<td>SR118109</td>
<td>New column in pre-defined reports</td>
<td>30.03.2017 17:16:32</td>
<td><a href="mailto:ZGYURAS@TELENOR.HU">ZGYURAS@TELENOR.HU</a></td>
<td>QUEUE</td>
</tr>
<tr>
<td>SR115610</td>
<td>Inherited information from Global ticket</td>
<td>30.03.2017 17:16:32</td>
<td><a href="mailto:ZGYURAS@TELENOR.HU">ZGYURAS@TELENOR.HU</a></td>
<td>QUEUE</td>
</tr>
<tr>
<td>SR114447</td>
<td>New column in pre-defined reports</td>
<td>02.03.2017 14:31:37</td>
<td><a href="mailto:ZGYURAS@TELENOR.HU">ZGYURAS@TELENOR.HU</a></td>
<td>QUEUE</td>
</tr>
<tr>
<td>SR115820</td>
<td>Remove HOLD status for TGS Incidents</td>
<td>02.03.2017 14:31:37</td>
<td><a href="mailto:ZGYURAS@TELENOR.HU">ZGYURAS@TELENOR.HU</a></td>
<td>QUEUE</td>
</tr>
<tr>
<td>SR113864</td>
<td>Demand / Service Request transformation</td>
<td>01.03.2017 14:31:37</td>
<td><a href="mailto:ZGYURAS@TELENOR.HU">ZGYURAS@TELENOR.HU</a></td>
<td>QUEUE</td>
</tr>
</tbody>
</table>
Password Information

To change your password, enter your current password and then enter your new password.

User: ATTANZIKO@TELENOR.HU

Current Password: [***]

New Password: 
Verify New Password: 

Password Hint Question: 
Password Hint Answer: 

OK Cancel
Password Information

To change your password, enter your current password and then enter your new password.

User: ATTANZIKO@TELENOR.HU

Current Password: ********

New Password:

Verify New Password:

Password Hint Question: 

Password Hint Answer: 

OK Cancel
Password Information

To change your password, enter your current password and then enter your new password.

User: ATTANZKO@TELENOR.HU
Tanczik Attila (TnCO)

Current Password: ********

New Password: ********
Verify New Password: ********

Password Hint Question: [ ]
Password Hint Answer: [ ]

[OK] [Cancel]
Password Information

To change your password, enter your current password and then enter your new password.

User: ATTANZKO@TELENOH.U

Current Password: [REDACTED]

New Password: [REDACTED]

Verify New Password: [REDACTED]

Password Hint Question: [REDACTED]

Password Hint Answer: [REDACTED]

[OK] [Cancel]
Password Information

To change your password, enter your current password and then enter your new password.

User: ATTANZK0@TELENOR.HU  Tanczik Attila (TnCO)

Current Password: [REDACTED]
New Password: [REDACTED]
Verify New Password: [REDACTED]

Password Hint Question: 
Password Hint Answer: 

OK  Cancel
To change your password, enter your current password and then enter your new password.

User: ATTANGKO@TELENOR.HU

Current Password: ********

New Password: ********

Verify New Password: ********

Password Hint Question: 

Password Hint Answer: 

OK  Cancel
Password Information

To change your password, enter your current password and then enter your new password.

User: ATTANZK@TELENOR.HU
Tanczik Attila (TnCO)

Current Password: ********
New Password: ********
Verify New Password: ********

Password Hint Question: [ ]
Password Hint Answer: [ ]
Password Information

To change your password, enter your current password and then enter your new password.

User: ATTANZIKO@TELENOR.HU

- Current Password: **********
- New Password: **********
- Verify New Password: **********

Password Hint Question: [Blank]
Password Hint Answer: [Blank]

[OK] [Cancel]
Password Information

To change your password, enter your current password and then enter your new password:

User: ATTANZIKO@TELENO.R.HU

- Current Password: ********
- New Password: ********
- Verify New Password: ********

Password Hint Question: [ ]
Password Hint Answer: [ ]

[OK] [Cancel]
Password Information

To change your password, enter your current password and then enter your new password.

User: ATTANGKO@TELENO\HU

Current Password: *********

New Password: *********
Verify New Password: *********

Password Hint Question: I
Password Hint Answer: 

OK Cancel
<table>
<thead>
<tr>
<th>Service Request</th>
<th>Summary</th>
<th>Status</th>
<th>Reported Date</th>
<th>Reported By</th>
</tr>
</thead>
<tbody>
<tr>
<td>SR100552</td>
<td>Cancel overdue resource requests. (Man only)</td>
<td>INPRO</td>
<td>09.02.2017 17:20:28</td>
<td><a href="mailto:FERIKER@TELENOR.HU">FERIKER@TELENOR.HU</a></td>
</tr>
<tr>
<td>SR102231</td>
<td>SM Tool notification towards Tn Pakistan</td>
<td>INPRO</td>
<td>02.12.2016 15:52:44</td>
<td><a href="mailto:MILENO.TAMINDZO@TELENOR.RS">MILENO.TAMINDZO@TELENOR.RS</a></td>
</tr>
<tr>
<td>SR110457</td>
<td>New column in pre-defined reports</td>
<td>INPRO</td>
<td>14.03.2018 11:08:47</td>
<td><a href="mailto:ATTANCIK@TELENOR.HU">ATTANCIK@TELENOR.HU</a></td>
</tr>
<tr>
<td>SR117399</td>
<td>Remove HOLD status for TGS incidents</td>
<td>INPRO</td>
<td>14.04.2018 11:11:48</td>
<td><a href="mailto:ZOSZSZEZKO@TELENOR.RS">ZOSZSZEZKO@TELENOR.RS</a></td>
</tr>
<tr>
<td>SR118795</td>
<td>Problem Management HOLD status improvement</td>
<td>INPRO</td>
<td>15.04.2018 11:23:46</td>
<td><a href="mailto:ATTANCIK@TELENOR.HU">ATTANCIK@TELENOR.HU</a></td>
</tr>
<tr>
<td>SR135527</td>
<td>Modify Emergency change process</td>
<td>INPRO</td>
<td>16.04.2018 11:35:48</td>
<td><a href="mailto:ZOSZSZEZKO@TELENOR.RS">ZOSZSZEZKO@TELENOR.RS</a></td>
</tr>
<tr>
<td>SR135945</td>
<td>Requests for change management - MNE</td>
<td>INPRO</td>
<td>17.04.2018 11:47:49</td>
<td><a href="mailto:ATTANCIK@TELENOR.HU">ATTANCIK@TELENOR.HU</a></td>
</tr>
</tbody>
</table>

**My Service Requests (By Status)**

- **In Progress (INPRO)**
  - SR100552: Cancel overdue resource requests. (Man only)
  - SR102231: SM Tool notification towards Tn Pakistan
  - SR110457: New column in pre-defined reports
  - SR117399: Remove HOLD status for TGS incidents
  - SR118795: Problem Management HOLD status improvement
  - SR135527: Modify Emergency change process
  - SR135945: Requests for change management - MNE

- **Queued (QUEQ)**
  - SR118929: Deadline monitoring for Bulgaria (QPC)
  - SR120363: New Facility management system

**Select Value**

- **Value**
  - FIRSTCAR
  - MAIRENAME
  - PETNAME
  - PLACEOFBIRTH

- **Description**
  - Your first car
  - Mother's name
  - Father's name
  - Place of birth

**My Active SRs Status Chart**

- **Chart Type:** PIE
- **Chart Title:** My Service Requests (By Status)
When you finished the settings please press OK.
Login and password change

Forgot password/reset

Start whole tutorial
Welcome

User Name:
ma

Password:
********

Sign In

Select Language: English

Forgot Password?

If you forgot your password you have an option to reset it. After you fulfilled the questionnaire you will receive an email with your new password.
Please complete the information below and click Submit to reset your password. You will be notified by e-mail when your request has been processed.

To request your password, enter the following:

- Primary E-Mail: [Enter your e-mail address]
- Password Hint Question: [Select a question]
- Answer: [Enter your answer]

Submit  Exit
Forgotten Password / Elfelejtett jelszó

Please complete the information below and click Submit to reset your password. You will be notified by e-mail when your request has been processed.

To request your password, enter the following

* Primary E-Mail

Password Hint Question

Answer:
Please complete the information below and click Submit to reset your password. You will be notified by e-mail when your request has been processed.

To request your password, enter the following

* Primary E-Mail: [email]
* Password Hint Question: [ ]
  Answer: [

Submit  Exit
Forgotten Password / Elfelejtett jelszó

Please complete the information below and click Submit to reset your password. You will be notified by e-mail when your request has been processed.

To request your password, enter the following

- Primary Email: [email@email.com]
- Password Hint Question: [Your Question]
- Answer: [Your Answer]

Submit  Exit
Please complete the information below and click Submit to reset your password. You will be notified by e-mail when your request has been processed.

To request your password, enter the following

- Primary E-Mail: [email]
- Password Hint Question: [Question]
- Answer: [Answer]

Submit  Exit
To request your password, enter the following:

- Primary E-Mail [email]:

- Password Hint Question:

- Answer:

Submit  Exit
To request your password, enter the following

- Primary E-Mail: ellancziko@telep
- Password Hint Question: 
- Answer: 

Submit  Exit
To request your password, enter the following

- **Primary E-Mail**: ellencsiko@ellencsiko

**Password Hint Question**: 

**Answer**: 

[Submit][Exit]
Forgotten Password / Elfelejtett jelszó

Please complete the information below and click Submit to reset your password. You will be notified by e-mail when your request has been processed.

To request your password, enter the following:

- Primary E-Mail: ellancziako@telekor.hu
- Password Hint Question: [I forgot my question]
- Answer: [I forgot my answer]

Submit  Exit
Forgotten Password / Elfelejtett jelszó

Please complete the information below and click Submit to reset your password. You will be notified by e-mail when your request has been processed.

To request your password, enter the following:

* Primary E-Mail: ellanczio@telecor.hu

Password Hint Question: [Dropdown]
Answer: [Field]
Forgotten Password / Elfelejtett jelszó

Please complete the information below and click Submit to reset your password. You will be notified by e-mail when your request has been processed.

To request your password, enter the following

- Primary E-Mail: ellancziiko@tele2or.hu

Password Hint Question:

Answer:
- Maiden name of mother
- Pet's name
- Place of birth

Submit  Exit
To request your password, enter the following

Primary E-Mail: ellancziko@telebor.hu

Password Hint Question:

Answer:
- Your first car
- Maiden name of mother
- Pets name
- Place of birth

Submit  Exit
Forgotten Password / Elfelejtett jelszó

Please complete the information below and click Submit to reset your password. You will be notified by e-mail when your request has been processed.

To request your password, enter the following

Primary E-Mail: flashke@teleor.hu

Password Hint Question: Place of birth
Answer: 

Submit  Exit
Forgotten Password / Elfelejtett jelszó

Please complete the information below and click Submit to reset your password. You will be notified by e-mail when your request has been processed.

To request your password, enter the following:

- **Primary E-Mail**: ellencsiko@telekor.hu
- **Password Hint Question**: Place of birth
  - **Answer**: [ ]

[Submit]  [Exit]
To request your password, enter the following

- Primary E-Mail: ellencsiko@teleenor.hu
- Password Hint Question: Place of birth
- Answer: [T]

Submit  Exit
Please complete the information below and click Submit to reset your password. You will be notified by e-mail when your request has been processed.

To request your password, enter the following

- Primary E-Mail: ellencsiko@telekor.hu
- Password Hint Question: Place of birth
- Answer: [ ]

Submit  Exit
Please complete the information below and click Submit to reset your password. You will be notified by e-mail when your request has been processed.

To request your password, enter the following

- Primary E-Mail: elleancziko@teleenor.hu
- Password Hint Question: Place of birth
- Answer: 

Submit Cancel
To request your password, enter the following:

- Primary E-Mail: ellancziko@telekor.hu
- Password Hint Question: Place of birth
- Answer: **

Submit

System Message

BXXAS201 - Your password has been reset. Please check your e-mail for your new password.

OK