Frequently Asked Questions
Mobile Application

Answers to frequently asked questions in the following categories: general, access, self-provisioning.

General

Q. What operating systems are supported?
A. iOS and Android (smart phone application)

Q. What are system requirements?
A. iOS: iPhone 4TGSM   Android: android phones, Android 4.0+

Q. Is a full site available for laptops or desktops?
A. Not at this time, a full version will release at a later date.

Q. What are the benefits to using the mobile application?
A. Check the status of tickets, view server utilization information, provision new servers and monitor your environment.

Q. Is my information protected?
A. All information from your mobile device for this app is encrypted

Q. How do I open a ticket for mobile app support?
A. Submit a request or incident using the following criteria: request/incident field and configuration item = WebApp or contact the FNTS Command Center to submit a ticket on your behalf.

Access

Q. Who has access to the mobile application?
A. All SDM users will have access to the mobile application. To add a user or modify self-provisioning permissions for existing users a new Security Access Form (SAF) must be completed.

Q. How do I log in to the app?
A. You will use your SDM credentials to log in. For SDM credentials contact the FNTS Command Center.

Q. How do I retrieve my Username or Password?
A. Contact the FNTS Command Center for your username. To reset or change your password, select the question mark icon in the password field in the app and follow the steps for "forgot password" or "reset password."

Q. I don't see the information I'm looking for, who do I contact?
A. Contact the FNTS Command Center at 877-435-7178 or FNTSCommandCenter@fnts.com

Q. I have limited access (I cannot view certain information or provision a server).
A. Access levels in the mobile app are role based (read-only, node creator, node admin). If you believe your access level is incorrect, contact your Customer Coordinator to have your permissions adjusted.

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Q. How do I add a user to the mobile application?

A. Your Customer Coordinator must complete the SAF and submit to the FNTS Command Center.

Q. If a new user has access to the mobile application do they have to go through SDM training?

A. No, SDM training is no longer required to have access to either SDM or the mobile application.

Self-provisioning

Q. Who has access to self-provisioning?

A. The Customer Coordinator must grant access to users by filling out a SAF.

Q. What permissions are within self-provisioning?

A. There are two roles within self-provisioning: provisioning (node creator) and provision/destroy (node admin). Your Customer Coordinator will provide you with the appropriate permissions when they complete the SAF.

Q. How are self-provisioning tasks tracked?

A. A ticket is auto-generated for every actionable item completed through the FNTS Portal.

Q. Why do I see additional charges on my invoice?

A. Self-provisioning functionality is live and results in resource allocation which will result in additional charges.

Q. Are managed services automatically provided on self-provisioned servers?

A. No. Additional managed services (i.e. Backup) are not provided at the time of provisioning. You must request additional services in a separate ticket via the ticketing system. Please be advised additional services may require follow-up from your Service Account Manager or FNTS Sales team prior to implementation.

Q. What happens to the IP addresses on destroyed self-provisioned servers?

A. Once the server is shut down or destroyed through the mobile application, the IP will be considered transient for a period of 30 days. At the end of 30 days the IP is released back into the pool for re-use by a newly provisioned server. If for any reason a server must be removed for a period of greater than 30 days, a ticket must be submitted to permanently reserve the IP for re-use at a later date.

Q. I provisioned a new server and I don't see it in my nodes list.

A. It may take a few minutes for the app to show newly provisioned or other server actions (i.e. reboot).

> For questions regarding the FNTS Portal mobile application, please contact your Service Account Manager or the FNTS Command Center at 877.435.7178

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