

FMS@ISS 2.0

ISS HQ Upgrade – End User
19 June 2017



What to do for ISS HQ upgrade (19 June 2017)

- **Access to the upgraded ISS Service Portal**
 - You will have an icon for the new ISS Service Portal on your desktop
 - A new Outlook plugin will direct you to the new ISS Service Portal
 - Single Sign On is activated (SSO) : your user name = ISS email address (the long one like ilse.clais@group.issworld.com)
 - No login required from Outlook from Monday - 19 June
- **If applicable, re-create future reservations (>19June) from the old system into the new environment**
 - Please reach out to Karl-Erik.bostroem@group.issworld.com if you need to have an overview of your created future reservations.
 - Please read through the quick guides on how to do this or participate in the drop-in sessions scheduled for this process.
- **Go to 'Drop-IN Zones' @ France 1. 30 min demo sessions will be available at these times**
 - 3 sessions starting at 0900h until 1200h
 - 3 sessions starting at 1300h until 1500h

How to perform the tasks

- **How to book a meeting room**
 - Via ISS service portal or Outlook plug-in
- **How to order food, announce visitors and book equipment**
 - Together with a meeting room invite via ISS service portal or Outlook plug-in
 - For standalone, send an e-mail request to FS Team (Headoffice.Reception@group.issworld.com)
- **How to book an electric car or register holidays**
 - Send an e-mail request to FS Team (Headoffice.Reception@group.issworld.com)

How to get support

- On go-live date, participate on the Drop-in Sessions taking place on France 1,
- Post go-live date, please contact your **ISS Facilities Team** as point of contact for any questions about FMS@ISS