Service Gateway can be used to request the following Services:

- Request a new voice or data location
- Change an existing voice or data location
- Disconnect an existing voice or data location.
- View the NTS service records for your Management ID
- IP Management

Note: Service Gateway Access to services is dependent upon a User’s Access Level.

NTS Services that are not yet available to request via the Service Gateway can be requested at:

http://www1.umn.edu/nts/ar/order_service_forms
NOTE: Access is limited within a Management Group (MID); only authorized Users can access these features.

I. **Service Gateway**
   - Service Gateway URL
   - Request NTS Services
   - Acceptable Usage
   - Roles and Responsibilities
   - Naming Standards

II. **Home Tab Overview**

III. **Inbox Tab Overview**
   - Approve Request from another MID (Grant Permission)

IV. **Manage My Groups Tab Overview**
   - Management ID – Edit Descriptive Name
   - Management ID - View Contact Information
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   - Membership List (Service Authorization Matrix)
   - User Membership and Rights
     - a) User Rights - Assign/Change
     - b) User Membership - Assign/Change
     - c) User Membership – Add a User
     - d) User Membership – Delete a User
   - View Jacks
   - Find out who manages a Jack
   - Customer Label - View
   - Customer Label - Edit
   - Wireless Guest Accounts
     - Wireless Guest Accounts – Add
     - Wireless Guest Accounts – Edit
     - Wireless Guest Accounts – Turn down service
     - Wireless Guest Accounts – Turn up service
     - Wireless Guest Accounts – Restore expired service
   - Shared Groups - View
   - Shared Group - Add a Group
   - Shared Group - Add a jack
   - Change the Shared Group for a Jack
   - Workgroups (VLAN) - View
   - DNS Name Sharing Repository
   - Extend a DNS Name
   - Create a Shared DNS Name
View IP - by Workgroup  
Host Record – View by IP Address  
Host Record – Edit by IP Address  
IP Configuration  
  a) Change Hand Configured IP to Auto DHCP  
  b) Change Auto DHCP to Fixed DHCP

V. My Tools Tab Overview  
DNS Name Sharing Repository

VI. Request Services Tab Overview  
Domain - Add  
Voice Services - Add  
Data Services - Add  
Request Process - requiring MID Permission  
Request Process - MID Permission Received  
Voice Services - Change  
Data Services - Change  
Request Wireless Access Point  
Request a New Workgroup  
Request Additional IP Addresses

VII. Reports Tab Overview

VIII. Help Tab Overview

IX. Glossary

X. Data Service Codes and Descriptions

XI. Index
Overview

In Service Gateway, a Management ID (MID) is a unique identifier associated to a department or collegiate unit. The Management ID is simply a name assigned to a group of jacks that define the associated department or collegiate unit. There can be multiple Management IDs associated to a department or collegiate unit. Each Management ID has customer defined Users assigned. When a User is created within a Management ID, it implies that the User is then authorized by the department/collegiate unit to manage specific aspects of their data and/or voice network by use of the Service Gateway’s self-service tools. A Workgroup is a unique identifier associated to a department or collegiate unit and is the equivalent of a VLAN in Service Gateway. All active data jacks are assigned to a Workgroup. A Workgroup is confined to jacks within one building typically and does not exceed the parameters of the Core Node. There can be multiple Workgroups within one Management ID.

Acceptable Use of Service Gateway

The responsibility of all Service Gateway usage by Department/Collegiate Unit personnel are ultimately that of the Department/Collegiate Unit. As a Department/Collegiate Unit migrates into Service Gateway, the Department/Collegiate Unit head will need to either delegate varying levels of responsibility for Service Gateway usage or name an individual responsible to work with NTS to make those determinations. Upon becoming authorized Service Gateway Users, the Primary and Secondary Users are responsible for maintaining all aspects of the Department/Collegiate Unit’s Management ID. This includes adding and removing Users within the Department/Collegiate Unit’s Management ID and making appropriate changes to their data and/or voice services. Access to the Service Gateway is provided upon a User’s Internet ID authentication. Prior to allowing new access to the Service Gateway, the Primary or Secondary User is responsible for confirming the new User is aware of the University of Minnesota’s “Acceptable Use of Information Technology Resources” policies, standards and procedures. Additional information is available at: http://www.policy.umn.edu/groups/ppd/documents/Policy/Acceptable_Use.cfm

In order to maintain the integrity of the network and to comply with the University of Minnesota’s policies, a clear, concise audit trail is required. Therefore, allowing shared usage/passwords is not permitted in Service Gateway. In aligning with the University of Minnesota’s polices (referenced above), authorized Service Gateway Users should not allow a shared departmental Internet ID within their Management ID. Additionally, authorized Service Gateway Users should not allow any type of shared usage of the Guest Wireless Accounts.
**Management ID Roles Defined**

*Primary User* – This is a significant role for the Department/Collegiate Unit and should be chosen with care; ultimately the responsibility for all jacks in the Management ID is that of the department/Collegiate head. The department/Collegiate head can delegate varying levels of responsibility or name an individual responsible to work with NTS to make those determinations.

Every Management ID must have one Primary User. The Primary User and Secondary User roles are identical with the exceptions of:

- The Primary User role cannot be deleted. The role can be changed to another User, but someone within the Department/Collegiate Unit must be the Primary User.
- The Primary User’s Internet ID is displayed as the Jack Owner for the Service Gateway’s “Who manages a Jack?” search function. This search function is used when an individual not authorized to request or make changes for a Management ID requests authorization to do so.

*See Secondary User for additional capabilities and responsibilities included in the Primary User role.*

*Secondary Users* - Every Management ID must have a minimum of one Secondary User. It is recommended that every Management ID have multiple Secondary Users, to ensure sufficient back-up for the Management ID functionality. With the exception of the above Primary role specifics, the Primary and Secondary Users have the same roles and responsibilities.

Individual(s) in the Primary and Secondary roles initially work with NTS Personnel to identify all Departmental/Collegiate Unit jacks, determine necessary Management ID(s) and Workgroup(s). The jacks to be identified include all active Data and Voice, as well as all Inactive jacks. Service Gateway migration also involves the right-sizing of subnets. Once migration to the Service Gateway is completed, the Primary and Secondary Users are responsible for adding any new Users to their Management ID. Additionally, to determine and assign the appropriate User access rights. An e-mail message is automatically generated to the Primary and Secondary Users when a change is made within their Management ID. NTS offers training for Service Gateway and recommends that any new Primary or Secondary User attend training - prior to being given any access rights.

*Standard Users*

- View the Management ID associations.
- Additional capabilities are allowed via User Rights and can vary by User.

**Any member of a Management ID can be authorized to make voice and/or data network changes; for the department/collegiate unit for which the Management ID was established. All appropriate usage policies, as well as financial charges are the responsibility of that department or collegiate unit.**
Additional Primary and Secondary Users’ responsibilities include

- Ensure any User that leaves the Department/Collegiate Unit be promptly removed from the Management ID(s).
- At least once every six months the Management ID(s) must be reviewed and any necessary changes completed.
  - Confirm that the Primary, Secondary and Standard Users are still the correct individuals for these departmental authorized roles.
  - Confirm the Management ID’s Contact information is current, accurate information.
- Recognize Jack to Port significance and contact NTS’ Technical Assistance Center if a discrepancy is found.
- If a jack in the Management ID is turned off due to virus exposure to the University of Minnesota’s network, to ensure that the situation is resolved prior to contacting 1-HELP to request the service be restored.
- Any interaction between your Department/Collegiate Unit and the University of Minnesota’s data center environment, strictly follows pre-defined processes.
- Jacks that are in your Management ID are maintained following your departmental process/procedures (consider: HIPAA, Graham-Leech-Bliley Act, etc.).
- Create a new User for the Management ID as necessary.
- Ensure jacks that are in the Management ID are maintained following the departmental/collegiate unit processes and procedures (consider: HIPAA, Graham-Leech-Bliley Act, etc.).
- NTS Personnel should NOT be a Primary, Secondary or Standard User within a Management ID. On occasion for trouble shooting purposes and during initial migration to Service Gateway, there may be some exceptions necessary. These exceptions should be limited to a maximum of 24 hours.
- Follow the University of Minnesota’s “Acceptable Use of Information Technology Resources” policies, standards and procedures. Access to the Service Gateway is provided upon a User’s Internet ID authentication.

The Service Gateway is a “work-in-progress”. As NTS determines the technological need for new services, those services are integrated with Service Gateway. As new services are integrated, the Primary/Secondary Users determine appropriate User Rights for the new service. Notifications of upcoming new services and/or features in Service Gateway are provided on the Service Gateway home page. Additionally, the Service Gateway Help tab provides access to documentation of all features, including newly added services and/or features.

NTS offers training for the Service Gateway and recommends that all new Primary, Secondary and Standard Users attend training - prior to being given any access rights.
Management ID Naming Standard

A Management ID is created using the official University abbreviation for the department or collegiate unit (16 characters maximum), followed by two numeric characters for unique identification. The numeric characters begin with 01 and increment by one, each time an additional Management ID is defined for that department or collegiate unit. Any deviation from the official University departmental abbreviation will require NTS Management approval.

Example: NTS01, NTS02

The Management ID name is assigned by authorized NTS Staff, using the current official University abbreviation for that department or collegiate unit, with a maximum of 18 characters. Once established in the Service Gateway, the Management ID Name should not be changed. The Management ID Description is initially created by an NTS Staff member, working in conjunction with the Primary/Secondary departmental customer contacts. The Description can be edited by the Primary/Secondary Users. The Management ID Name and Description combined have a maximum of 50 characters.

Workgroup Naming Standard

A Workgroup is a unique identifier associated to a department or collegiate unit and is the Service Gateway’s equivalent of a VLAN. The Workgroup Names are created following the format of:

- Characters 1-18: Management ID (MID)
- Followed by a -
- Characters 20-23: Unique identifier (WGXXX) beginning with WG001 and incrementing by one each time an additional Workgroup is defined for that Management ID.

The Workgroup Name and Description combined have a maximum of 60 characters. The Workgroup name has a maximum of 24 characters (the Management ID followed by a -, followed by WGXXX). The Workgroup Description must begin with the VLAN number, followed by a space, *, another space and then a brief description of the Workgroup. NTS Staff work with the Primary/Secondary departmental contacts to determine the Workgroup Description.

Example:

Workgroup Name: NTS01-WG001  Workgroup Description: 771 * General Desktops, Conference Rooms (52 characters maximum)

Workgroup Name: NTS01-WG002  Workgroup Description: 712 * Labs (22 characters maximum)
Service Gateway is intended to evolve as technologies change. When NTS determines the technological need for new services, those services will likely be integrated with Service Gateway. As new services are integrated, the Primary/Secondary Users will need to determine appropriate User Rights within their MID, for the new service. A notification of upcoming new services and/or features in Service Gateway will be provided on the Service Gateway home page. Additionally, the Service Gateway Help tab provides access to documentation of all features, including newly added services and/or features.

NTS offers training for the Service Gateway and recommends that all new Primary, Secondary and Standard Users attend training - prior to being given any access rights.

**Partnership Considerations**

In an effort to ensure clear expectations for using the Service Gateway, a few considerations follow.

- Users are strongly encouraged to first contact their Service Gateway MID Primary or Secondary Users, if they are experiencing problems or need changes made to their voice or data network connections. It is expected that the MID Primary or Secondary Users will ensure their preferred processes are communicated within their Collegiate Unit/Department.
- NTS technical staff will refer “non-service impacting” changes back to the Collegiate Unit/Department MID Primary/Secondary Users.
- The MID Contact Page should include both current *normal work hour* escalation processes, as well as *outside of normal work hours* escalation processes. The process details should take response timeliness into consideration and ensure the processes are communicated within the Collegiate Unit/Department. NTS needs the consistent support of the MID Primary/Secondary Users, in their effort to follow the Collegiate Unit/Departmental directive.
- NTS technical staff will follow the MID Contact directive (within reason) to the best of their ability. As the Primary/Secondary User populates/updates that information, please take into consideration vacations, unexpected absences, etc.
  - If the MID Contact Page does not provide direction relevant to an urgent situation, NTS technical staff will make a determination based upon the urgency and handle accordingly. The staff member making that decision; will e-mail the MID Primary - if any Service Gateway changes were made.
www.go4service.umn.edu

To access Service Gateway:

- Open an Internet browser session
- Enter the Service Gateway URL
- You will be required to authenticate - use your Internet ID and Password
**Edit my profile:** Each User provides their own specific information; viewable only by other Users within the same Management ID, and NTS personnel.

**Find out who manages a jack:** Every jack belongs to a Management ID; click here to search for the Management IDs Primary User for a specific jack.

**Log Out:** Log out of the Service Gateway.

**Live Online Help:** Click on Live Online Help to “IM” instant message with our Technical Assistance Center (TAC). This is a fast, easy way to have a trouble ticket opened and/or to request a jack be reinstated after virus clean-up.
Service Gateway **Inbox** Tab

- **Pending Requests**: View requests you have submitted *(via Service Gateway)* to NTS. View requests for permission to a jack from another Management ID.

- **Completed Requests**: View requests you have submitted that have been completed.

- **Saved Drafts**: View any requests that you started but have not yet submitted to NTS. These are saved as a draft in your Inbox (NTS is **not** made aware of any drafts) and only you can view them.

- **Waiting Your Approval**: View requests submitted by a Service Gateway User, pertaining to a jack that is currently in your Management ID.

- **Approved Requests**: View requests submitted by a Service Gateway User, that you as the MID Primary/Secondary User have **approved**
Primary/Secondary Users ONLY

As a Primary or Secondary User in Service Gateway, you may receive a request from another MID User, requesting to take ownership of a jack in your MID. You will be notified of this request via an automatic e-mail message from Service Gateway.

Subject: Message from the Service Gateway Order Number 58741

You are receiving this message because someone has requested access to one or more jacks in your zone. Please follow the link below to handle this request.

Request ID: 58741  
Request Preparer: bunk0034  
Request Type: Grant access to a jack  
Request Date: 28-FEB-08 09.36.37.133504 AM  
Request Summary: https://go4service.umn.edu/ticket.pl?invoice_id=58741

Upon clicking on the link, you’ll be routed to the Service Gateway and required to authenticate using your Internet ID.

To View the Request:
- Click on the Request ID Number.
Primary/Secondary Users ONLY

- Click on the Jack Name to view details

- View the details, including the Reason submitted by the Requestor.
  - If it is appropriate to turn the jack over to the Requestor’s MID
    - Click on the Transfer Jacks to MID button.
  - If it is not appropriate, to turn the jack over to the Requestor’s MID
    - Click on the Deny Request button

*Note: Please contact the Requestor to discuss other possible solutions.*

If there are additional jacks being requested, you will need to go through the above process for each additional jack.
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Service Gateway **Manage My Groups** Tab

A Management ID (MID) is a unique identification code associated to a department or collegiate unit. The Management ID is comprised of the department/collegiate unit abbreviation followed by a unique identifier, starting with 01 and incremented by one each time an additional Management ID is added for that department/collegiate unit. Each Management ID consists of Users, who are authorized to manage specific aspects of the department/collegiate unit’s network services. Every voice or data jack belongs to a Management ID.

The example shows **Management ID NTS01**:

- Click View or Edit to see options for your Management ID.

**Management ID NTS01** – view information specific to a Management ID.

- Edit Description: Allows the Management ID *description* to be changed.
- Contact Info: Each Management ID has a contact information screen; viewable only by Users within that same Management ID and NTS personnel.  
  
  *Note: This information is important for NTS to contact your department/unit for such things as after hours network repairs, daytime escalations, etc.*
- Membership List: A listing of all Users for a specific Management ID.
- Jacks: View one or multiple jacks belonging to a specific Management ID.
- Shared Groups: The ability for a Management ID to share specific jacks with additional Management IDs.
- VPN Groups: A department with a Virtual Private Network will use to edit VPN Users.
- Workgroups: A listing of all Workgroups (VLANS) within a specific Management ID.
- DNS Name Sharing: Allows a Management ID to share and/or extend a Domain Name.
- IP Address Management: Same access as “My Tools”; specific to one Management ID.
- Firewalls: A listing of all Firewalls available to a specific Management ID.
- Network Traffic Reports: Select “Favorites” for viewing preferences on the Reports tab.
*Access dependent upon assigned User Rights*

**Edit Management ID Descriptive Name:**

To edit the Management ID Descriptive Name:
- Click on the Manage my Groups tab
- Select the Management ID desired (NTS01)
- Click Edit

Management ID “NTS01”:

- Click Edit Description

- Enter a new descriptive name for your Management ID.
- Click Save
*Access dependent upon assigned User Rights*

**View Contact Info**

*for Management ID NTS01:*

***It is important that the contact information for a Management ID be kept current, as this is how NTS will contact your Department or Collegiate Unit***

Each Management ID’s contact information is viewable only by other members of that Management ID and OIT personnel.
*Access dependent upon assigned User Rights*

**Edit Contact Info**

To edit contact information:

- Click on the Manage my Groups tab
- Select the Management ID desired (NTS01)
- Click Edit

Management ID “NTS01”:

Contact Info:

- Click Edit
Enter desired information

- Click Save
*Access dependent upon assigned User Rights*

**View Membership List**

To view a Membership List:
- Click on the Manage my Groups tab
- Select the Management ID desired *(NTS01)*
- Click View

**Service Authorization Matrix (SAM)**

<table>
<thead>
<tr>
<th>Name</th>
<th>Workgroup Management</th>
<th>Workgroup Accounting</th>
<th>Data</th>
<th>Voice</th>
<th>Firewall</th>
<th>VDI</th>
<th>IAM</th>
<th>Wireless Access</th>
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</thead>
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<td>X</td>
<td>X</td>
<td>X</td>
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<td>X</td>
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<tr>
<td>Scott Berkson (secondary)</td>
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<td>X</td>
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<tr>
<td>Michelle Christiansen (secondary)</td>
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<tr>
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<td>Timothy Pfeifer (secondary)</td>
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</tr>
</tbody>
</table>
Within each Management ID, there are three levels of Users. Each Management ID is required to have one Primary User with a minimum of one Secondary User. Additionally, as many Standard Users can be added as desired. The Primary and Secondary Users are responsible to assign all User Rights for their Management ID. The User Rights options listed below are made available via the Service Authorization Matrix, accessed within a Management ID under Assign Rights.

1. Any level of User with an “X” in the Workgroup/Address Management column, is authorized to:
   - Request a new Domain
   - Reassign Work Group Ownership
   - Request a new Work Group
   - Request additional IP addresses
   - Use the My Tools tab for real-time data network changes

2. Any level of User with an “X” in the Workgroup Assignment column, is authorized to assign/change the Work Group for any data location within a Management ID.

3. Any level of User with an “X” in the Data column, is authorized to request the add or disconnect of data locations and change speed/duplex within their Management ID.

4. Any level of User with an “X” in the Voice column, is authorized to request the add/move/disconnect of voice locations within their Management ID.

5. Any level of User with an “X” in the Firewall column, is authorized to change and apply firewall policies for data locations within their Management ID. **FUTURE**

6. Any level of User with an “X” in the VPN column, is authorized to add or remove access to the departmental VPN (Virtual Private Network) within their Management ID.

7. Any level of User with an “X” in the IPAM column, is authorized to manage the Workgroups, IP Addresses, create/share/extend Domain Names, create Sub-domains, and assign Data Service Codes (speed/duplex) within their Management ID.

8. Any level of User with an “X” in the Wireless column, is authorized to add Non-X.500 Users for Wireless Guest Access.

Note: Members are determined by authorized individuals within each department or collegiate unit. Any changes or requests for membership should be directed back to the Primary or Secondary Contacts of the specific Management ID.

Any members of a Management ID can be authorized to make changes for the department or collegiate unit for which the MID was established. All appropriate usage policies, as well as financial charges are the responsibility of that department or collegiate unit.
*Access dependent upon assigned User Rights*

**Assign User Rights**

To Assign Rights for a User in an existing Management ID:
- Click on the Manage my Groups tab
- Select the Management ID desired (*NTS01*)
- Click Edit Membership List
- Click Assign Rights

View Users and their rights for Management ID *NTS01*:

If the User is authorized to make a change, there will be a √ in that column.
- Click on the √ corresponding to the User’s name, under the desired column.
- Click Save Rights
*Access dependent upon assigned User Rights*

**Edit Membership**

To Edit Membership Rights:
- Click on the Manage my Groups tab
- Select the Management ID desired (*NTS01*)
- Click Edit Membership List
  - Click Edit Membership

**Member Permission Buttons**

- Click on the desired Member Permission button corresponding to the User’s name.

**Note:** The Primary and Secondary Users, will automatically receive an e-mail; every time a change is made in their Management ID.
*Access dependent upon assigned User Rights*

To Add a New User:
- Click on the Manage my Groups tab
- Select the Management ID desired (*NTS01*)
- Click Edit Membership List
- Click Edit Membership

- Scroll to the bottom of the Membership List.
- Enter the new User’s Internet ID (x.500 ID)
- Click Submit
*Access dependent upon assigned User Rights*

**Delete a User**

To Delete a User:
- Click on the Manage my Groups tab
- Select the Management ID desired (NTS01)
- Click Edit Membership List
- Click the delete button corresponding to the desired User’s Name.
Note: The User has been deleted from this Management ID, however the User may remain in Service Gateway in another Management ID.

If a User is in more than one of your department/collegiate unit Management IDs, you would need to “Delete the User” from each Management ID desired.
Click on the Manage my Groups tab
Management ID:
Click View
Jacks:
Click View
Use the pull-down menu, to select the building.
Enter the room number.
Click Search

The search display will contain only jacks currently within your Management ID’s.

There are currently 4 jacks in room 13045 that are in Management ID NTS01.
Jack AA – has active voice service.
Jack AB – is an existing jack that is not active.
Jack AC – has active data service.
Jack AD – is an existing jack that is not active.

Note: If there are physically more jacks in a room than what is shown, see “Find out who manages a jack”
Find out who manages a Jack

Click on the Home tab
Click on Find out who manages a Jack

This allows searching for a jack, regardless of which Management ID the jack currently belongs to.

Use the pull-down menu to select the building.
Click Next
Manage My Groups – Find out who manages a Jack

- Use the pull-down menu to select the room number.
- Click Next

This search shows that there are 4 jacks in the room.

- Click on the jack desired to view more detail

Note: If the search results show inaccuracies, please contact NTS Repair so the room can be audited and NTS records corrected.

If that jack belongs to your department/college, it may be that it was inadvertently assigned to the wrong Management ID. When you click on the jack, you can view the Primary User’s Internet ID for the Management ID the jack currently belongs to.

You may choose to request that jack be turned over to your Management ID. See “Request Services – MID Permission Required”
- Click on the Manage my Groups tab
- Select the Management ID desired (NTS01)
- Click Edit

Jacks:
- Click View
Enter the Jack Name (Jack name includes the campus and building number, floor, room and the two-letter jack code)

Click Search

OR

Use the pull-down menu to select the building desired.
Enter the room number
Click Search
**Access dependent upon assigned User Rights**

**Edit Customer Label**

- Click on the Request Services tab
- Click on Jacks (voice and data)

The Request Name is an option to assist you in tracking requests.

- Enter a Request Name (if desired)
- Click Continue

Service Gateway automatically assigns a Request Number

- Use the pull-down menu to select the building
- Enter the room number
- Click Search

**OR**

- Enter the Jack Name
  
  *Jack name includes the campus number, building number, floor, room and the two-letter jack code*
- Click Search
- Click the box next to the desired jack(s)
- Click Continue

- Select Change service on a jack from the pull-down menu
- Click Continue

- Click on the jack
- Click on the box next to Customer Label
- Click Continue

- Enter the desired new Customer Label
- Click Continue

- Confirm the Jack and Customer Label are correct
- Click Continue
- Click Process this order

The Customer Label for the jack has been changed.
To view the Wireless Guest Accounts in a Management ID:

- Click on the Manage my Groups tab
- Select the Management ID desired (NTS01)
- Click Edit

Wireless Guest Accounts:

- Click View

**IMPORTANT REMINDER!**

Prior to creating a Wireless Guest Account in the Service Gateway; if you are not familiar with the University of Minnesota’s policies on the use of Information Technology Resources, you are strongly encouraged to familiarize yourself.

In order to maintain the integrity of the network and to comply with the University of Minnesota’s policies; a clear, concise audit trail is required. Therefore, allowing shared usage/passwords is not permitted in Service Gateway. In aligning with these polices, authorized Service Gateway Users should not allow a shared departmental Internet ID within their Management ID. Additionally, authorized Service Gateway Users should not allow any type of shared usage of the Guest Wireless Accounts.

*Additional information is available at:*

http://www.policy.umn.edu/groups/ppd/documents/Policy/Acceptable_Use.cfm
Wireless Guest Accounts for Management ID - NTS01

<table>
<thead>
<tr>
<th>User</th>
<th>MID</th>
<th>Created By</th>
<th>Start Date</th>
<th>Stop Date</th>
<th>First Name</th>
<th>Last Name</th>
<th>E-mail</th>
<th>Phone</th>
<th>Admin Down</th>
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<tr>
<td>usgno027</td>
<td>NTS01</td>
<td>hankilo24</td>
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<td>10/04/2009 02:55PM</td>
<td>Amanda</td>
<td>Hawkinsen</td>
<td><a href="mailto:amandahawkinsen@rocketmail.com">amandahawkinsen@rocketmail.com</a></td>
<td>6128255545</td>
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<tr>
<td>usgno035</td>
<td>NTS01</td>
<td>m-chi61</td>
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<td>10/04/2009 07:00PM</td>
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<td>Johnsons</td>
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<td>usgno034</td>
<td>NTS01</td>
<td>ander066</td>
<td>09/08/2009 08:05PM</td>
<td>10/08/2009 11:15AM</td>
<td>Megan</td>
<td>Hawkinsen</td>
<td><a href="mailto:meganhawkinsen@rocketmail.com">meganhawkinsen@rocketmail.com</a></td>
<td>612-625-5555</td>
<td>No</td>
<td></td>
</tr>
</tbody>
</table>

Wireless Guest Accounts view in a Management ID:
1. Each Wireless Guest Account is automatically assigned a unique User ID.
2. A Wireless Guest Account is maintained by the authorized Users in the Management ID.
3. A Wireless Guest Account can be created/viewed/edited by any authorized User within the Management ID.
4. The Start Date and Time is the scheduled Date and Time indicate when the Wireless Guest Account will be able to log-in and use the University network.
5. The Stop Date and Time is the scheduled Date and Time the Wireless Guest Account will no longer be allowed to log onto the University network.
6. The First Name of the Wireless Guest Account User.
7. The Last Name of the Wireless Guest Account User.
8. The e-mail address of the Wireless Guest Account User
9. The Telephone number of the Wireless Guest Account User.
10. A Wireless Guest Account access can be terminated immediately by authorized Users in the Management ID, using the Admin Down feature of Wireless Guest Accounts.
11. The Internet ID of the person terminating the connection (see 10) for a Guest Wireless Account is displayed.
Add a Wireless Guest Account

To add a Wireless Guest Account:

- Click on the Manage my Groups tab
- Select the Management ID desired (NTS01)
- Click Edit

Wireless Guest Accounts:

- Click View

- Click on the Add a new Wireless Guest Account button
Add a Wireless Guest Accounts

Comments: Enter a brief description of the business purpose for creating the Wireless Guest Account.

Guest Organization: Enter the business or organization the Guest Account User is affiliated with.

Guest First Name: Enter the first name of the individual that will be using the Wireless Guest Account.

Guest Last Name: Enter the last name of the individual that will be using the Wireless Guest Account.

Guest Email: Enter the email address for the individual that will be using the Wireless Guest Account.

Guest Phone: Enter the telephone number for the individual that will be using the Wireless Guest Account.

Guest Address: Enter the mailing address for the individual that will be using the Wireless Guest Account.

City: Enter the city for the individual that will be using the Wireless Guest Account.

State: Enter the state for the individual’s mailing address.

Zip Code: Enter the Zip Code for the individual’s mailing address.

● Click on the Save button

REMINDER: If you are not familiar with the University of Minnesota’s policies on the use of Information Technology Resources, you are strongly encouraged to familiarize yourself. [http://www.policy.umn.edu/groups/ppd/documents/Policy/Acceptable_Use.cfm](http://www.policy.umn.edu/groups/ppd/documents/Policy/Acceptable_Use.cfm)
The new Wireless Guest Account has been created. A confirmation e-mail message will be sent to the new Wireless Guest Account User’s e-mail address. The message will include the new User ID and temporary Password for logging in. The new User ID will not be allowed to log onto the University network until the Start Date and Time.

If the User is on the network at the End Date and Time threshold, they will not be dropped from the network; they will just not be able to log on after it has expired.

The following is a sample e-mail message sent to a Wireless Guest Account User’s e-mail.

Re: University of Minnesota Wireless Access Guest Account

This is a confirmation of an order placed for Short term wireless access at the University of Minnesota.

The InternetID for Wireless access is: usgwa050
The password is: Nj4d9fWy

Wireless access starts: 05.14.2009 10:00
Wireless access continues through: 05.26.2009 17:00

More information about University of Minnesota wireless access can be found at: http://www.umn.edu/wireless

If you have further questions about wireless access, please call 1-HELP (612-301-4357) or send an e-mail to help@umn.edu.
Edit a Wireless Guest Account

To edit a Wireless Guest Account in a Management ID:

- Click on the Manage my Groups tab
- Select the Management ID desired (NTS01)
- Click Edit

**The Edit a Wireless Guest Account feature can be used to:**

- Turn down a Wireless Guest Account’s network access immediately
- Restore access to a Wireless Guest Account that has been turned down
- Update an expired Wireless Guest Account to allow access.

*Edit feature accessible only by authorized Users of a Management ID.*

Wireless Guest Accounts:

- Click View
Edit a Wireless Guest Accounts

- Select the desired User
- Click Edit

Refer to next pages for specific details on each Edit feature.
Turn down a Wireless Guest Account:
If the need arises to terminate a Wireless Guest Account access, it can be terminated immediately.

Follow the Edit a Wireless Guest Account steps:
- Admin Down: Use the pull-down menu to select Yes
- Down Comments: Enter a brief description regarding the need to terminate the connection
- Click on the Save button

The Wireless Guest Account access is immediately terminated and the network connection is dropped. The ability to log in using the Wireless Guest Account is disabled.
Edit a Wireless Guest Accounts

Restore access to a Wireless Guest Account that has been turned down
If the need arises, the Wireless Guest Account access can be restored.

Follow the Edit a Wireless Guest Account steps:
- Admin Down: Use the pull-down menu to select No
- Down Comments: Enter a brief description regarding the need to re-establish access
- Click on the Save button

The Wireless Guest Account access is restored and access to the network is once again available.
Edit a Wireless Guest Accounts

Restore access to a Wireless Guest Account that has expired
If desired, the Wireless Guest Account access can be restored after it has expired.

Follow the Edit a Wireless Guest Account steps:

Editing an existing Wireless Guest Account after it has expired, allows you easy set-up for returning guests.
Edit a Wireless Guest Accounts

- Access Start Date: Use the pull-down menu to select new desired Start Date for access.
- Enter the desired Start Time
- Access End Date: Use the pull-down menu to select new desired End Date for access.
- Enter the desired End Time
- Click on the Save button

The Wireless Guest Account access to the network is available at the specified Start Date and Time.
To view an existing Shared Group:

- Click on the Manage my Groups tab
- Select the Management ID desired (NTS01)
- Click Edit

Shared Groups

- Click View

There is currently one Shared Group for Management ID NTS01.

- Click Edit
√ beside a Management ID indicates access to the specified jacks in the Shared Group: NTS01-SG01

Click – to view all jacks specified for this Shared Group.

Click – to add or delete jacks available for this Shared Group NTS01-SG01.
*Access dependent upon assigned User Rights*

**Add a Shared Group**

To add a Shared Group:
- Click on the Manage my Groups tab
- Select the Management ID desired (NTS01)
- Click Edit

- **Shared Groups:**
  - Click View

- **In this example, there is one Shared Group (NTS01-SG01).**
  - Click Add a new Shared Group
Manage My Groups – Add a Shared Group

- Enter a descriptive name for the new Shared Group
- Select desired Management ID(s) by clicking on the box in front of each.
- Click Next (scroll to bottom of page for “Next” button)

Note the Service Gateway has automatically generated an ID for the new Shared Group. That is in addition to the descriptive name that you created for it.

- You can now add jacks to the new Shared Group
*Access dependent upon assigned User Rights*

**Add Jacks to a Shared Group**

To add a jack to a Shared Group:
- Click on the Manage my Groups tab
- Select the Management ID desired (NTS01)
- Click Edit

**Shared Groups:**
- Click View

- Select the Shared Group you want to add the jack to.
- Click Edit
• Scroll to bottom of page
• Click Add Jacks

• Use the pull-down menu to select the building desired.
• Enter the room number
• Click Search
  OR
  • Enter the Jack Name
    (Jack name includes the building number, floor, room and the two-letter jack code)
  • Click Search
- Select the jack(s) you would like to add to this Shared Group.
- Click Add selected jacks to the Shared Group

The jack has been added to the Shared Group.
- Click on Back to Shared Group
*Access dependent upon assigned User Rights*

**Change a Shared Group**

To change the Shared Group that a particular jack belongs to:

- Click on the Manage my Groups tab
- Select the Management ID desired (*NTS01*)
- Click Edit

Shared Groups

- Click View

- Select the Shared Group you want the jack changed to
- Click Edit
- Click Add/Delete Jacks

- Enter a Jack Name or use the pull-down menu to select a Building to search for jacks.
- Click Search
Manage My Groups – Change the Shared Group for a Jack

- Select the jack(s) you would like to add to this Shared Group.
- Click Add selected jacks to the Shared Group

---

<table>
<thead>
<tr>
<th>Jack</th>
<th>MIB Type</th>
<th>Workgroup/Phone number</th>
<th>Building</th>
<th>Floor</th>
<th>Room</th>
<th>Current Shared Group</th>
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</thead>
<tbody>
<tr>
<td>01-184-01-00156-0A</td>
<td>NTS01</td>
<td>Voice 13 (612) 935-7234</td>
<td>INFORMATION TECHNOLOGY</td>
<td>01</td>
<td>00156</td>
<td>No shared group</td>
</tr>
<tr>
<td>01-184-01-00156-0E</td>
<td>NTS01</td>
<td>Voice 13 (612) 935-8931</td>
<td>INFORMATION TECHNOLOGY</td>
<td>01</td>
<td>00156</td>
<td>No shared group</td>
</tr>
<tr>
<td>01-184-01-00156-0C</td>
<td>NTS01</td>
<td>Data 13 (612) 935-8931</td>
<td>INFORMATION TECHNOLOGY</td>
<td>01</td>
<td>00156</td>
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<td>INFORMATION TECHNOLOGY</td>
<td>01</td>
<td>00156</td>
<td>No shared group</td>
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<td>01-184-01-00156-0A</td>
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<td>INFORMATION TECHNOLOGY</td>
<td>01</td>
<td>00156</td>
<td>No shared group</td>
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<td>01-184-01-00156-0E</td>
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<td>INFORMATION TECHNOLOGY</td>
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<td>INFORMATION TECHNOLOGY</td>
<td>01</td>
<td>00156</td>
<td>No shared group</td>
<td></td>
</tr>
</tbody>
</table>

The jack has been added to the Shared Group.
To view existing Workgroups - available to assign to data jacks.

- Click on the Manage my Groups tab
- Select the Management ID desired (NTS01)
- Click Edit

Workgroups:

- Click View

Workgroup(s) available to Management ID NTS01 for assignment to data jacks.
*Access dependent upon assigned User Rights*

**View DNS Name Sharing Repository:**

To view the DNS Name Sharing (Domain Name) Repository:

- Click on the Manage My Groups tab
- Select the Management ID desired (*NTS01*)
- Click Edit

**DNS Name Sharing:**

- Click View

- Click on [+] to expand the view
- Click on [+\] to further expand the view

Note: When using the Manage My Groups tab to view DNS Name Sharing, the view will show only the Domain Names available for that specific Management ID (NTS01).

- Click on the desired DNS Name to view that specific record.
In the above scenario, the MID NTS02 is allowed to create sub-domains (Extend? Yes) but can’t share this domain name with other MIDs (Shared? No).

In the above scenario, the MID NTS03 is allowed to create sub-domains (Extend? Yes) and can share this domain with other MIDs as desired (Shared? Yes).

**NOTE: Be cautious in selecting the “Share” capability. If you allow Users of another Management ID to share a Domain, they in turn can allow additional Management ID's to share it if they wish.**
Manage My Groups – Extend a DNS Name

*Access dependent upon assigned User Rights*

**Extend a DNS Name:**

To Extend a DNS Name:
- Click on the Manage My Groups tab
- Select the Management ID desired (*NTS01*)
- Click Edit

- Click on [+ ] to expand the view

- Click on [+ ] to further expand the view
- Click on the desired DNS Name to view details

- Click the Add a new DNS Name Share button
Use the pull-down menu to select the Management ID desired (NTS02)
Click on the box just left of **Check to allow creation of sub-domains**
Click Save

The additional Management ID (NTS02) now has access to the Domain Name train.nts.umn.edu
Note: Allow to share was not checked, so they can’t give access to this Domain Name to other Management ID’s.
*Access dependent upon assigned User Rights*

**Create a Shared DNS Name:**

- Click on the Manage My Groups tab
- Select the Management ID desired *(NTS01)*
- Click Edit

**DNS Name Sharing**

- Click View

- Click on Share a DNS Name
- Enter a fully qualified Domain Name
- Enter a Description
- Click Next

Only the Domain Name itself has been created.
- Click on Add a new DNS Name Share
• Select a Management ID to share this Domain with, from the pull-down menu
• Check the box to allow creation of subdomains (*If desired*)
• Check the box to allow the Management ID to share this Domain Name* (*If desired*)
• Click Save

*NOTE: Be cautious in selecting the “Share” capability. You are allowing Users for that Management ID to share this Domain as they wish.

Repeat the above steps for additional Management ID’s, *if desired.*
Upon Completion:
• Click Save
*Access dependent upon assigned User Rights*

**View IP Addresses by Workgroups:**

- Click on the Manage My Groups tab
- Select the Management ID desired (NTS01)
- Click Edit

**IP Address Management:**

- Click View

The Management ID is displayed.
- Click on the [+] to expand the view
The Workgroups associated to the Management ID are displayed.

- Click on [+] next to a Workgroup to expand the view
The Subnet Range associated to the Workgroup is displayed.

- Click on [+] next to an Automatic IP Address range to display the Automatic IP Addresses in that range.

An IP address followed by (A) indicates Automatic DHCP addressing. Automatic addresses are grouped together and have a [+] that can be clicked on to expand the view.

An IP address followed by (F) indicates Fixed DHCP addressing.

An IP address followed by (H) indicates Hand-configured IP addressing.

**QIP terminology equivalent:**

D-DHCP is known as Automatic DHCP in the Service Gateway (A)

M-DHCP is known as Fixed DHCP in the Service Gateway (F)

Static IP is known as Hand-configured IP in the Service Gateway (H)
*Access dependent upon assigned User Rights*

**View an IP Address/Host Record:**

- Click on the Manage My Groups tab
- Select the Management ID desired (NTS01)
- Click Edit

**IP Address Management**

- Click View

- Enter the desired IP Address or Host Name
- Click Search
The host screen for the IP Address will be displayed.
*Access dependent upon assigned User Rights*

**Change an IP Address/Host Record:**

- Click on the Manage My Groups tab
- Select the Management ID desired (NTS01)
- Click Edit

**IP Address Management**

- Click View

- Enter the desired IP Address or Host Name
- Click Search
The host screen for the IP Address will be displayed.

**Changes to the IP Address from the IPAM – Host record:**

- Enter or Change the Host Name
- Change the DNS Domain
- Create an Alias DNS Domain Name
- Change an IP Address’ attributes
- Create a MX Record
  - If more than one MX Record, separate additional MX records with a comma.
  - MX Record format example: `mail.nts.umn.edu(10)`
  - The weighting (10) is optional, if not specified then is round robin distribution.
- Change TTL
- View Subnet/Subnet Mask/Default Router Detail.
*Access dependent upon assigned User Rights*

**Change an IP Address Configuration (Hand Configured to Auto):**

- Click on the Manage My Groups tab
- Select the Management ID desired (NTS01)
- Click Edit

**IP Address Management**
- Click View

- Enter the desired IP Address
- Click Search
To change a Hand Configured IP Address to an Automatic IP Address:

- Click on Make Automatic DHCP

- Confirm you want to make this change (ONLY if you are absolutely certain)
If desired, verify the IP change by searching for the IP

Note: The Make Automatic DHCP button has been grayed out, indicating the IP Address is currently an Automatic Address.
*Access dependent upon assigned User Rights*

**Change an IP Address Configuration (Auto to Fixed):**

- Click on the Manage My Groups tab
- Select the Management ID desired (NTS01)
- Click Edit

**IP Address Management**

- Click View

- Enter the desired IP Address
- Click Search
To change from an Automatic Address to a Fixed DHCP Address:

- Host Name: Enter a Host Name
- DNS Domain: Select a DNS Domain from the pull-down menu
- Click on Fixed DHCP and Enter the MAC Address
- Click Accept

The original IP has been returned to the Automatic DHCP pool.
This page intentionally left blank
DNS Name Sharing

IP Address Management

There are some features that are available through BOTH the Manage My Groups tab and through the My Tools tab.

You may want to use the Manage My Groups tab to access these features to ensure you view/make changes ONLY for a specific Management ID. If you use the My Tools tab to access these features, you will be able to view/make changes for ALL Domain Names, IP Addresses, etc. that you have access to.

Helpful Hint!

On the left navigation bar:

- Click on Services and Products
  - Select Domain Name Service

Links to:

- Register for DHCP
- MacView
- DNS Sync Check
Access dependent upon assigned User Rights*

View Existing DNS Name Sharing:

To view existing DNS Name Sharing:
- Click on the My Tools tab
- Click on DNS Name Sharing

- Click on [+ next to .umn.edu

The DNS Names that are available for your access will be displayed

NOTE: To view DNS Names that you have access to by specific MID, use the Manage my Groups tab.
**Service Gateway Request Services Tab**

**DNS Domains:** Request additional Domain (umn.edu) for a Management ID

**Jacks (voice and data):** Request to add new NTS service or change service. Request real-time updates for an active data connection.

**Wireless Service:** Request Wireless Access Point

**Workgroups:** Request additional Workgroups, request additional IP addresses for an existing workgroup.

***NOTE: Access to make changes is dependent upon Membership Rights.***

---

**Helpful Hint!**

On the left navigation bar:
- Click on Rates and Billing
  - Select Rates and Billing

Ascertain what *if any* financial charges would be incurred -- before beginning the Request Service process.

---

Any member of a Management ID can be authorized to make voice and/or data network changes; for the department/collegiate unit for which the Management ID was established. All appropriate usage policies, as well as financial charges are the responsibility of that department or collegiate unit.
*Access dependent upon assigned User Rights*

Request a Domain Name (.umn.edu)

- Click on the Request Services tab
- Click on DNS Domains

The Request Name is an option to assist you in tracking requests.

- Enter a Request Name (if desired)
- Click Continue
Select the Management ID desired from the pull-down menu.
Enter the Department that is requesting this new domain.
Enter the Domain Name desired.
Description. Give brief rationale on purpose of domain, how it might be used, etc.
Provide any additional information desired.

Click Process this Order, when you are ready to submit your service request to NTS.

Your request has been submitted. A representative of NTS will contact you for further details.
Request New Voice and/or Data Service

*Access dependent upon assigned User Rights*

- Click on Request Services tab
- Click on Jacks (voice and data)

The Request Name is an option to assist you in tracking requests.

- Enter a Request Name *(if desired)*
- Click Continue

Use the pull-down menu to select the building desired.
- Enter the room number
- Click Search
For this example, we will request new voice service be installed in Jack 00143-JH and new data service in Jack 00143-JJ.

- Click the box in front of the desired jack(s) for this request
- Use the pull-down menu for each jack selected, indicating whether voice or data service is being requested.
- Click Continue

Confirm the jacks you selected.
- Click Continue

Select the first jack you want to provide information on.
- Click on the first desired jack (01-184-01-00143-JH)
● Select the Management ID desired for the new jack, from the pull-down menu.
● Click Continue

The Customer Label will be displayed in the Service Gateway when viewing jacks.

● Enter a Customer Label *(if desired)*
● Select the desired type of service from the pull-down menu
● Click Continue

● Use the pull-down menu to select whether you want NTS to provide a telephone *(Yes)* or if you have a spare telephone you want to have used for this new voice jack *(No)*.
● Click Continue
• Select the type of telephone that you would like installed at this new jack.
• Click Continue

• Select the type of service for this new voice location from the pull-down menu.
• Click Continue

• Select which level of calling capability you would like for the new voice location.
• Click Continue
If you intend to have Voice Mail for this phone, choose Yes.
If you intend to have calls when not answered, go to another extension, choose Yes.
If you intend to have calls ring until answered at this phone, choose No.

- Select whether you would like the telephone to have Call Forwarding?
- Click Continue

If you intend to add Voice Mail, select forwarding condition:
  - If call is not answered after three rings go to: 61262XXXX

  - Use the pull-down menu to select, what condition the calls should forward
Note: The voice mail telephone number should be entered as 6126260000
  - Click Continue

If the destination for calls will be Voice Mail:
  - Select Yes from the pull-down menu
  - Select Standard mailbox from the pull-down menu
  - Click Continue
If a caller were to dial “0” while listening to the Voice Mail Greeting, choose whether the caller should be forwarded to another telephone or should the dial “0” not be allowed.

- Select the desired dial “0” outcome.
- If you opted for the caller to be forwarded upon dialing “0”, indicate the five digit extension number the caller should be sent to
- Click Continue

- Installation/One Time Budget: Enter the EFS Chartstring Numbers
- Long Distance Budget: Enter the EFS Chartstring Numbers - if differ from the Installation/One Time Budget numbers.
- Click Accept Responsibility and Submit Request

This is a summary of the voice service request - confirm accuracy.

- Click Continue
- Click on the other jack to define service for it (01-184-01-00143-JJ)
- Click Continue

- Select the desired Management ID for this new jack
- Click Continue

The Customer Label is shown when searching for a jack in the future.

- Select the desired Workgroup for the new data jack from the pull-down menu.
- Click Continue
The NTS Standard Data Service offering is EJC1.XXXA

If you want a standard data connection:

- Select Yes from the pull-down menu
- Click Continue

Then skip to the next page

If you want something other than a Standard data connection:

- Select No from the pull-down menu, to define requirements.
- Click Continue

- Select the desired speed from the Speed pull-down menu
- Select the desired duplex from the pull-down menus.
- Click Continue

- Installation/One Time Budget: Enter the EFS Chartstring Numbers
- Long Distance Budget: Enter the EFS Chartstring Numbers - if differ from the Installation/One Time Budget numbers.
- Click Accept Responsibility and Submit Request

This is a summary of the data service request - confirm accuracy.

- Click Continue
Both jacks indicate “ready to submit” status.

- Click Process this Order, when you are ready to submit your service requests.

After you have submitted your request, you will see confirmation “Your order has been submitted”. The request summary is available to view by clicking on Status of orders.

You will receive a confirmation e-mail with the name of the NTS representative that will be working with you.
*Access dependent upon assigned User Rights*

**Request Permission from another MID**

- Click on Request Services tab
- Click on Jacks (voice and data)

The Request Name is an option to assist the customer in tracking requests.

- Enter a Request Name (if desired)
- Click Continue

Service Gateway automatically assigns a Request Number

- Use the pull-down menu to select the building desired.
- Enter the room number
- Click Search

OR

- Enter the Jack Name (Jack name includes the building number, floor, room and the two-letter jack code)
- Click Search
- Click the box next to the desired jack(s) for this request
- Select either Voice or Data from the pull-down menu
- Click Continue

- Confirm the jack(s) you selected.
- Click Continue

At this point, you are notified that this jack is not in your MID and given the opportunity to request access to this jack.

- Click Request Permission

Note: If you have chosen multiple jacks and some are within your MID but some require getting permission/access through another MID, you are given the opportunity to delete the jacks requiring permission or retain your request with multiple jacks and wait for permission before proceeding with all the jacks.
You can enter in as much information as necessary, to explain the purpose in requesting access to the jack. This information will be included in the e-mail that is automatically sent to the MID’s Primary/Secondary contacts.

- Click Continue

Your request for access to a jack will automatically generate an e-mail to the Primary/Secondary contacts in the MID the jack currently resides in.

Note: Your explanation regarding this jack, is included in that e-mail message.

You will need to wait until the Progress area indicates “Not Started” before proceeding with this request.

- Click Save Draft
Once you have approval from the other MID, you must go into the Service Gateway and complete the request for service.

**Upon MID Approval**

- Click on the Inbox tab
- Click on Saved Drafts
- Click on your Request ID

After receiving the other MID’s permission for access to this jack, the Progress indicates “Not Started”.

- Click on the jack to select service for it (**01-184-01-13015-AD**)
- Click Continue

*Continue on with your Service Gateway Request as usual.*
**Access dependent upon assigned User Rights**

**Change Existing Voice Service**

- Click on the Request Services tab
- Click on Jacks (voice and data)

The Request Name is an option to assist you in tracking your requests.

- Enter a Request Name (if desired)
- Click Continue

Service Gateway automatically assigns a Request Number

- Use the pull-down menu to select the building desired.
- Enter the room number
- Click Search
- Click the box in front of the desired jack(s) for this request
- Click Continue

- Use the pull-down menu to select “Change service on a jack”.
- Click Continue

Select the jack to provide the information for it.

- Click on the jack you chose to make changes to (i.e.: 01-184-01-13022-AA)
The change form for modifying an existing voice location will be displayed (see above).

- Click on the box(es) next to the type of change or changes you would like to make to this voice location.
- Click continue
Voice Change Options Defined:

1. Change the Management ID for this voice location.

2. Change the Account (CUFS) Number for this voice location.

3. Change the Customer Label that appears when searching jack locations.

4. Request to upgrade or change the telephone instrument currently used at this voice location.

5. Request to have additional equipment installed for this voice location:
   - A new **headset** (allows hands-free telephone conversations)
   - A new **base cord** (cord between the telephone and the wall jack)
   - A new **handset cord** (cord between the telephone and the handset)
   - A new **voice enhancer** (volume control unit for the handset)

6. Request to add a Voice Mailbox or change the type of Voice Mailbox for this voice location.

7. Request to have the dialing capabilities of this voice location changed.
   - Allow **campus** calling only
   - Allow **local calls** and campus calling only
   - Allow **long distance** (within the U.S.), local calls and campus calling.
   - Allow **international**, long distance, local and campus calling.

8. Request to have features added/changed/removed for this voice location.
   - **Music on hold** – allows callers placed on hold to hear music
   - **Call Forwarding** – allows the incoming calls for a telephone to be forwarded/redirected to a specific destination.
   - **Off Campus Call Forwarding** (add’l charge applies) – allows the incoming calls for a telephone to be forwarded/redirected to a specific off-campus destination.
   - **Call Waiting** – allows the incoming calls for a telephone to generate a distinctive tone to alert the telephone user of a second call.

9. Request to have an additional telephone number appear on this telephone. This can be used to have others answer calls for a specific telephone number.

10. Request to have a new Desi tag (telephone overlay label) mailed (via Campus Mail) for your telephone. Typically this is necessary if you are changing features on the telephone or changing line appearance, etc.

11. Other – Enter brief information for specific changes (not listed above); on a voice location.
This is a summary of what you are requesting.

- Click Continue if the information is accurate.

- Click Process this order.

A NTS Representative will contact you and process your requested changes.
Access dependent upon assigned User Rights

Change Existing Data Service

- Click on the Request Services tab
- Click on Jacks (voice and data)

The Request Name is an option to assist you in tracking requests.

- Enter a Request Name (if desired)
- Click Continue

- Use the pull-down menu to select the building desired.
- Enter the room number
- Click Search
A list of all existing jacks in Building 01-184 for Room 143 is displayed.

- Click the box in front of the active data jack you want to make a change to.
- Click Continue

- Use the pull-down menu to select “Change service on a jack”.
- Click Continue

Select the first jack you want to provide the information on.

- Click on the jack you chose to make changes to (i.e.: **01-184-01-13022-AD**)
- Click Continue
- Click the box(es) next to the type of change or changes you would like to make to this data jack.
- Click Continue

*For this example, we chose to change the Speed and the Customer Label.*

- Use the pull-down menu to select Yes
- Click Continue

- Use the pull-down menu to select desired Speed
- Use the pull-down menu to select Duplex type (*if desired*)
- Click Continue
Enter the new Customer Label that you will see when searching jack locations.

Click Continue

Confirm the accuracy of request

Click Continue

CAUTION: ALL changes made to an active data jack WILL OCCUR INSTANTANEOUSLY!
The exception is billing changes, which will occur at month-end.

If you do not this change to occur now:

- Click Save Draft

When you are ready for the change to occur:

- Click Process this order
After you have submitted your request (clicked Process this order), you will see confirmation “Your order has been submitted”.

The change is DONE!! Test the data jack to confirm the desired outcome.
*Access dependent upon assigned User Rights*

**Request Wireless Access Point**

Click on the Request Services tab

Click on Wireless Service

The University of Minnesota wireless network is the centrally managed Office of Information Technology (OIT) service that provides campus affiliates and guests with wireless Internet access across the Twin Cities campus. The network runs on 802.11n technology and improves rogue Access Point (AP) and intrusion detection, central management operations, guest access services, and more.

The Request Name is an option to assist in tracking requests.

- Enter a Request Name (if desired)
- Click Continue
Use the pull-down menu, to select the building desired (where the Access Point is needed).

Enter the Floor and Room (where the Access Point is needed).

Enter the estimated number of wireless connections that may be using this Access Point.

Enter the Room ceiling height

Enter any additional information desired

Select your funding type from the pull-down menu and appropriate detail

Click Accept Responsibility
Click Process this order, when you are ready to submit your request.

After you have submitted your request, you will see confirmation “Your order has been submitted”.
*Access dependent upon assigned User Rights*

**Request A New Workgroup**

- Click on the Request Services tab
- Click on Workgroups

The Request Name is an option to assist the customer in tracking requests.

- Enter a Request Name (if desired)
- Click Continue

- Click Add a new Workgroup

- Click on (To be assigned by NTS) to provide the details for this request.
Use the pull-down menu, to select the building desired (where the workgroup will be used).

Use the pull-down menu, to select Management ID for this new Workgroup

Provide a descriptive name for the new Workgroup (30 characters or less)

Select Yes or No to whether this new Workgroup should be routed outside the University’s network.

Estimate how many IP Addresses will be needed for this new Workgroup (consider growth when estimating the quantity).

List DNS Name(s) to be associated to this new Workgroup

Select the Firewall Policy that best fits this data jack

Complete the Requestor information

Click Continue
Click Process this Order, when you are ready to submit your service request to NTS.

All active data jacks must be assigned to a workgroup in order to connect to the University’s network. A department/college may have multiple workgroups available to assign their active data jacks to. Services such as security policies/firewalls, etc. can be applied to a workgroup. All data jacks within the same workgroup are then affected by those services.
*Access dependent upon assigned User Rights*

**Request Additional IP Addresses**

- Click on the Request Services tab
- Click on Workgroups

The Request Name is an option to assist the customer in tracking requests.

- Enter a Request Name (if desired)
- Click Continue

- Use the pull-down menu to select the workgroup needing the additional IP addresses.
- Click Continue

- Click on the workgroup name to provide the details for this request.
- Click Add IP’s
- Click Continue

- Enter the quantity of additional IP addresses desired
- Click Continue

After you have submitted your request (clicked on Process this order), you will see confirmation “Your order has been submitted”.
Commodity Internet Usage Reports: View current and historical network traffic usage reports for the campus connections that connect the University campus network to the public Internet (Internet 1) and to the advanced high-speed research networks (Internet 2 & MREN).

Internet 2: View current and historical network traffic usage reports for the campus connections that connect the University campus network advanced high-speed research networks (Internet 2 & MREN).

Coordinate Campus Connections to Twin Cities: View current and historical network traffic usage reports for Crookston, Duluth, Morris and Rochester (Coordinate Campuses).

FAQ's: Definitions of the network reporting details.
Service Gateway Help Tab

**Service Gateway User Guide:** View the most current NTS Customer User Guide.

**Top 10 FAQ’s:** View frequently asked questions/answers.

**Request Live Help:** Chat on-line with our Technical Assistance Center.

**Contact by e-mail:** Send an e-mail to NTS
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**Service Gateway Glossary**

**Active Jack** – A physical wall jack that has active working service. The jack is wired back to the NTS voice or data equipment.

**Data Jack** – A physical wall jack that is wired to the NTS data equipment. It *may or may not* be an active jack.

**Data Service** – refers to any NTS managed network connection. A person who has authority to manage data connections, may be able to request an existing jack be activated, request service changes on existing jacks, requests jacks be disconnected, and request new jacks/wiring to be installed.

**Existing Jack** – A physical wall jack that *may or may not* be wired to the NTS voice or data equipment. An existing jack *may or may not* be active. **All** existing jacks are assigned a Management Group.

**Management Group** – A group of people who are authorized to manage specific aspects of their network and/or voice services for a specific Management ID. In addition, they are authorized to order services from NTS.

**Management ID** – A unique name given to each Management Group. **All** existing jacks are assigned to a specific Management Group, based upon the department/college specifications.

**MID** – Abbreviation for Management ID.

**Primary Rights** – When there is more than one member in a Management Group, the customer determines who will manage this group. Each group must have one Primary Owner and as many Secondary Owners as desired. Both the Primary Owner and the Secondary Owners can assign/change individual user rights.

**Secondary Rights** – The Secondary Rights can be the same as the Primary Rights or the Primary Owner may opt to have the Secondary Rights with less capabilities. There can be as many members as desired with Secondary Rights within one Management Group.

**Service Authorization Matrix (SAM)** – ensures that only pre-authorized Users can use the self-service tools that NTS provides via the Service Gateway. 
*Note: Overview of SAM listed under Membership List (in this document).*

**Shared Workgroup** – Allows multiple Management Groups (Management IDs) to share jacks. One Management Group “owns” the jack and is willing to allow other Management Groups to use the jack. A Shared Workgroup might support all jacks in a building’s conference rooms, for example.

**Voice Service** – refers to any NTS managed voice connection. A User with authority to manage voice connections, is able to request an existing jack be activated, request service changes on existing jacks, requests jacks be disconnected, and request new jacks/wiring to be installed.
**Voice Jack** – A physical wall jack that is wired to the NTS voice network. It *may or may not* be an active jack.

**Workgroup** – A grouping of data jack connections that are on one or more LANs (Local Area Network), which are configured to communicate as if each connection were attached to the same wire, when in fact they may be on a number of different LAN segments. All active data jacks must be in a Workgroup in order to connect to the University’s network. The maximum number of jacks per Workgroup is 250. A Workgroup is confined to one building (Core Node). Security policies can then be applied to all devices within the same Workgroup. A Department/College can have multiple Workgroups.
## Data Service Codes and Descriptions

<table>
<thead>
<tr>
<th>Service Type</th>
<th>Medium</th>
<th>Speed</th>
<th>Duplex</th>
</tr>
</thead>
<tbody>
<tr>
<td>DCC1000F</td>
<td>Data Center</td>
<td>1000Mb</td>
<td>Full Duplex</td>
</tr>
<tr>
<td>DCC1000A</td>
<td>Data Center</td>
<td>1000Mb</td>
<td>Auto Duplex</td>
</tr>
<tr>
<td>DCC100A</td>
<td>Data Center</td>
<td>100Mb</td>
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</tr>
<tr>
<td>DCC100F</td>
<td>Data Center</td>
<td>100Mb</td>
<td>Full Duplex</td>
</tr>
<tr>
<td>DCC100H</td>
<td>Data Center</td>
<td>100Mb</td>
<td>Half Duplex</td>
</tr>
<tr>
<td>DCC10A</td>
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<td>Data Center</td>
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<td>Full Duplex</td>
</tr>
<tr>
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<td>Data Center</td>
<td>10Mb</td>
<td>Half Duplex</td>
</tr>
<tr>
<td>DCC1XXXA</td>
<td>Data Center</td>
<td>10/100/1000Mb</td>
<td>Auto Duplex</td>
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<td>EJC1000F</td>
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</tbody>
</table>

Note: The above XX or XXX denote that these connections are capable of either 10/100 or 10/100/1000 Mb Service respectively. It is dependent on the capability of the customer’s equipment connected to the jack as well as the building infrastructure.

The NTS recommended standard etherjack Service Code setting is **EJC1XXXA**
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