



# VisibilityIQ™ OneCare®

## QUICK START GUIDE TO LOGGING INTO VISIBILITYIQ™ ONECARE®

January 2020

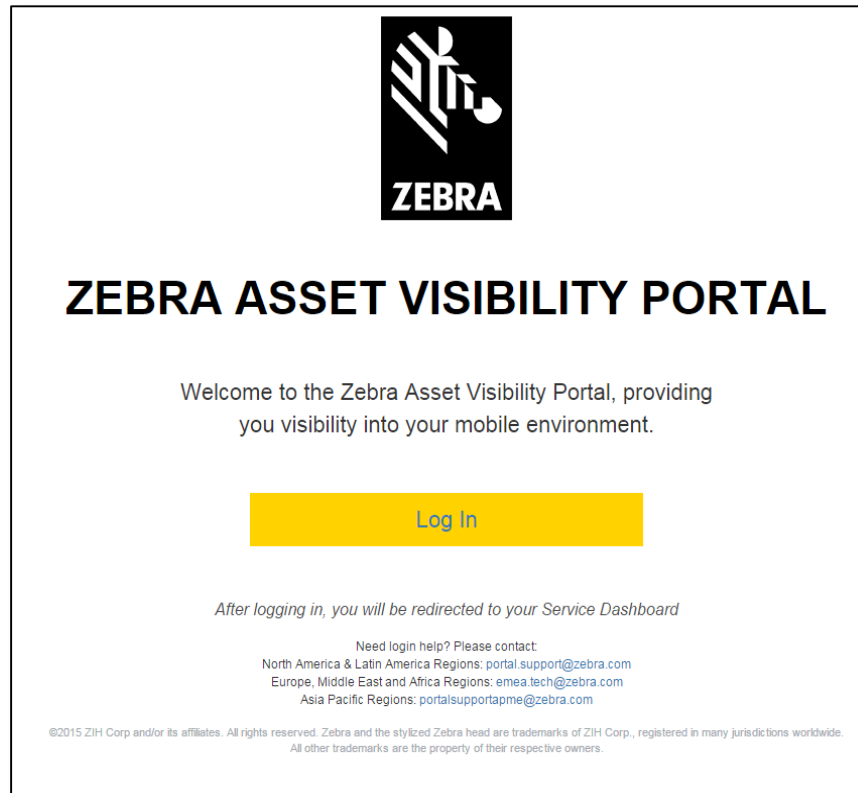
# Overview: Zebra VisibilityIQ™ OneCare®

- The cloud-based dashboard as part of Zebra's Zebra OneCare support services portfolio is available as an included feature at no charge - to all customers with a valid Zebra OneCare TSS\*, Essential, Select for Mobile Computers & Scanners or Zebra OneCare SV for the TC2X
- Configurable web-based tool that enables a series of reports that analyze repair lifecycle, technical/non-technical case data, contract information and LifeGuard™ for Android™ analytics data for products under contract
- This Quick Start Guide will assist you in logging in to the cloud-based VisibilityIQ OneCare

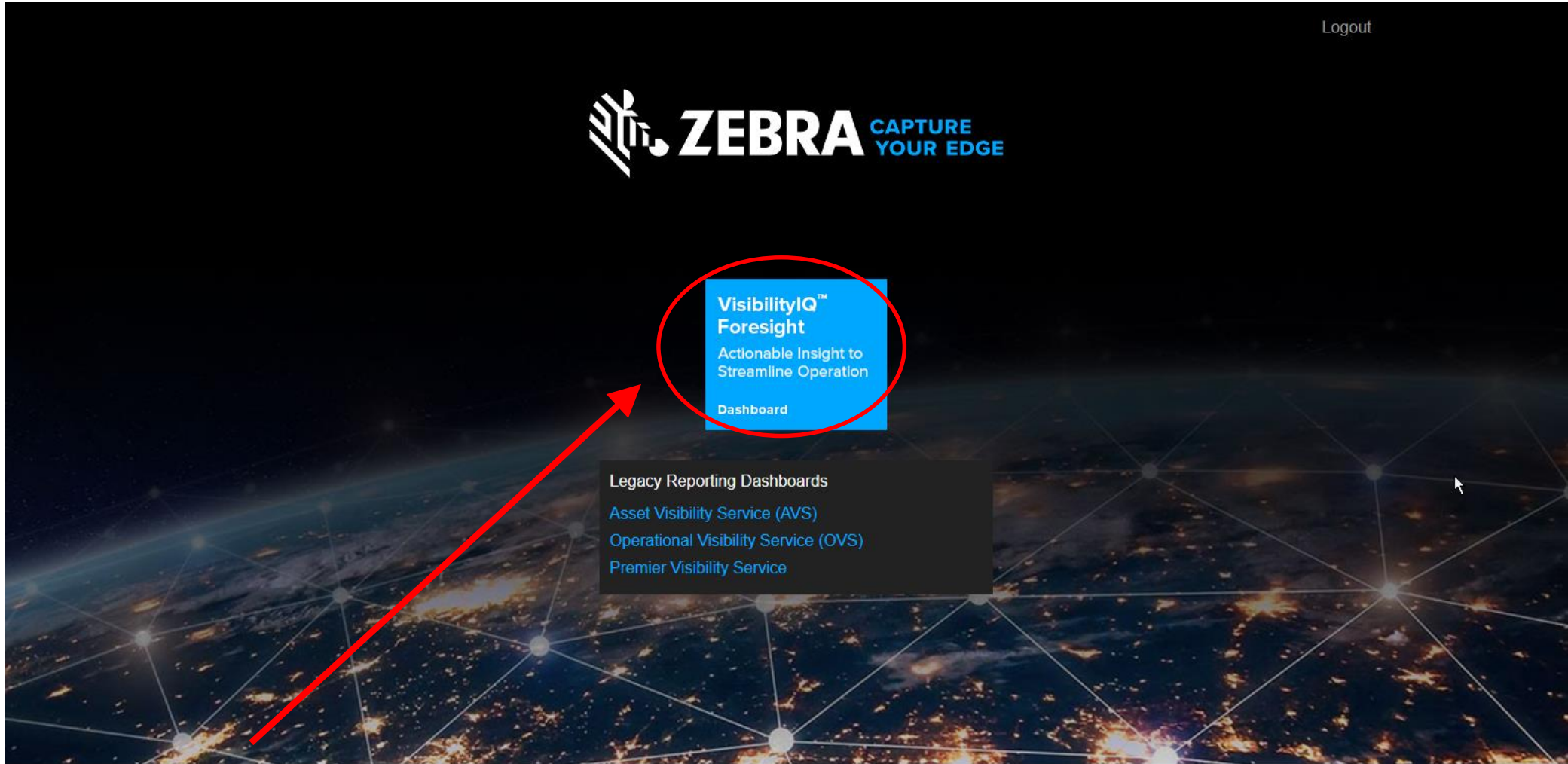
\*Only TSS SKUs for base hardware and software package are eligible to receive the dashboard

# Accessing VisibilityIQ OneCare - Logging In

- Visit AVP.ZEBRA.COM
- First Time User: Enter the User ID and Password provided in your Welcome email
- Existing User: ID and password remain the same



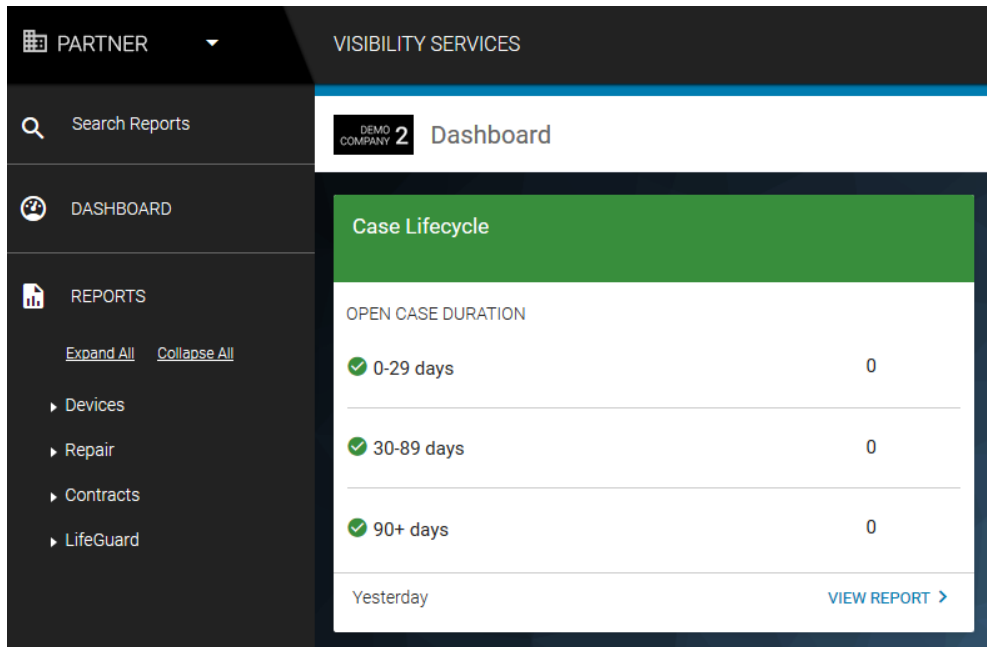
# Accessing VisibilityIQ OneCare



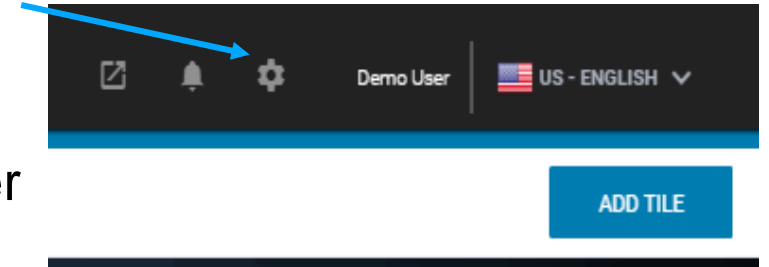
Click on 'VisibilityIQ OneCare'

# Setting User Preferences

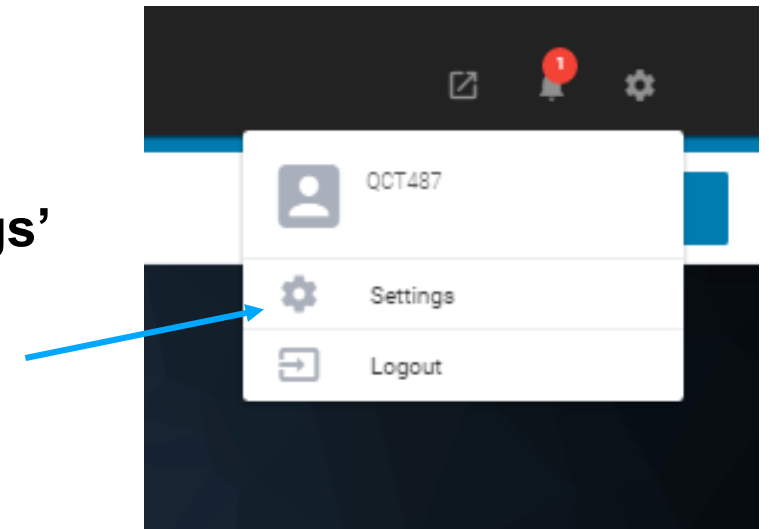
- After Login, you'll link to your specific VisibilityIQ OneCare report.
- The '**Case Lifecycle**' Report will have already been added to your dashboard view.



- Click on the **gear** icon on the Global Navigation Bar in the top right corner of the dashboard.

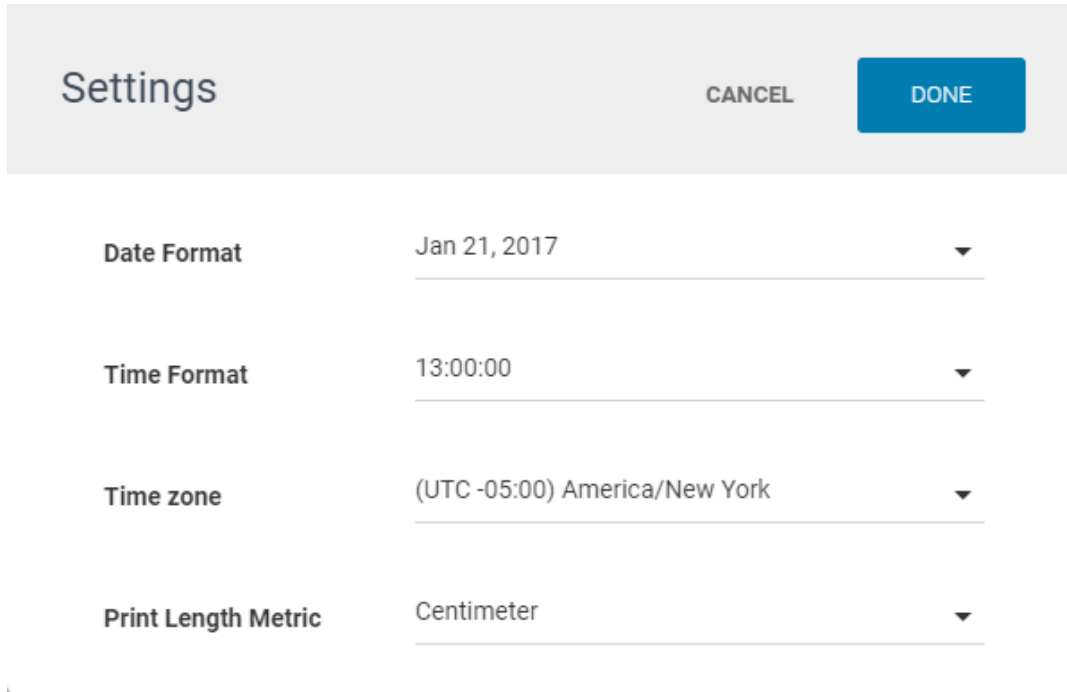


- Click on '**Settings**' to set your user preferences.



# User Preferences (continued)

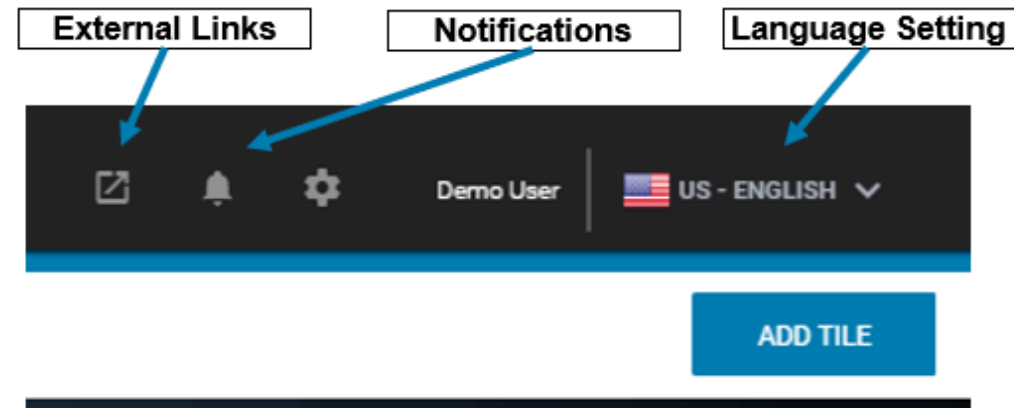
- Select your preferences and click **Done**



The screenshot shows a 'Settings' menu with a 'CANCEL' button and a 'DONE' button. The settings are as follows:

Setting	Value
Date Format	Jan 21, 2017
Time Format	13:00:00
Time zone	(UTC -05:00) America/New York
Print Length Metric	Centimeter

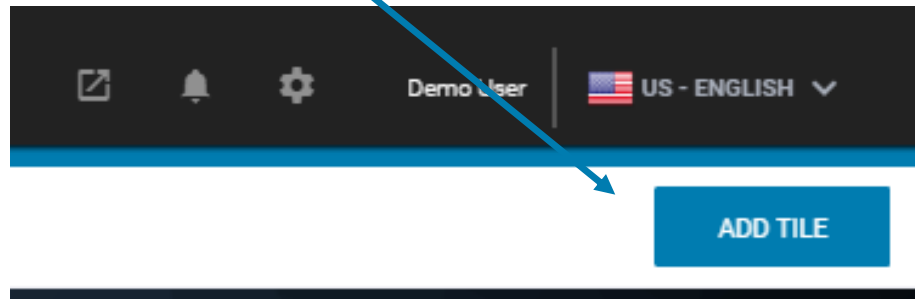
- Additionally, in the **Global Navigation Bar**, you can click on the '**Notification**' icon to see any current alerts.
- Click on the '**External Links**' to access other Zebra URLs or MDM console (if applicable).
- Click on the flag icon to change your '**Language Settings**'



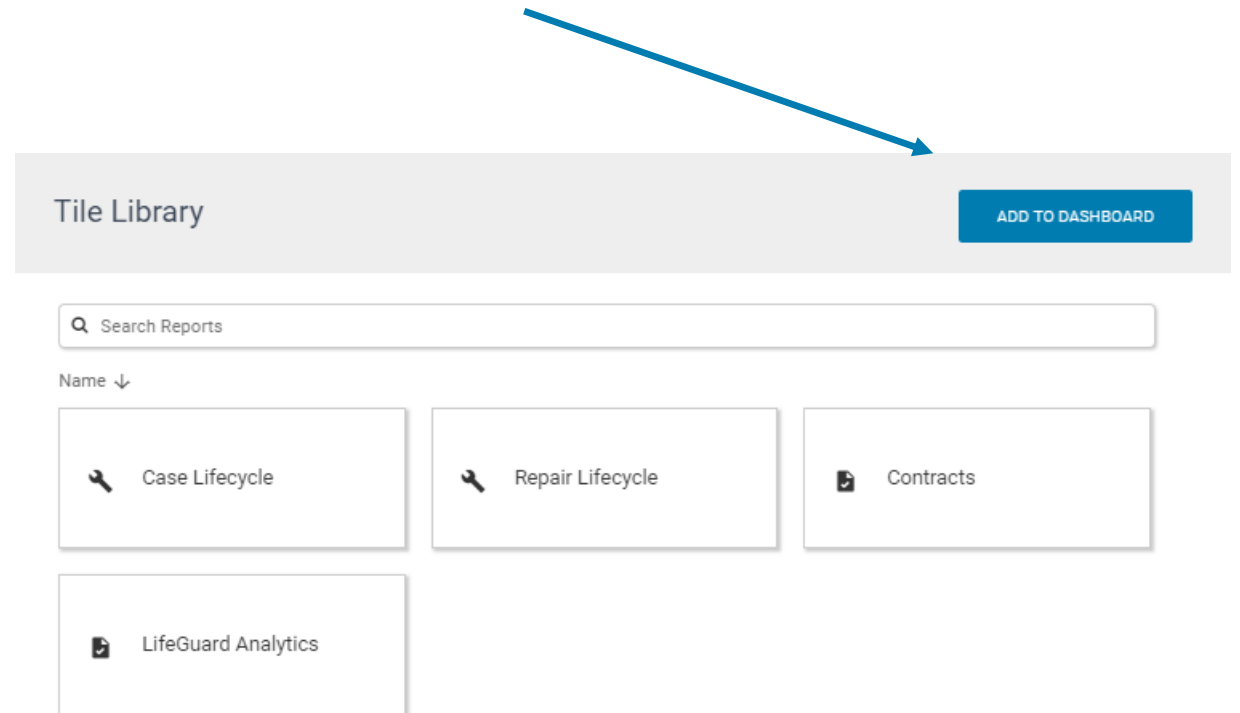
Your VisibilityIQ OneCare view is ready to use.

# Tile Library

- Once you've set your preferences, click on **'Add Tile'** in the top right corner on the Global Navigation Bar to access the **Tile Library**.



- Select the report you wish to add to your view and click **'Add To Dashboard'**



# Left-Hand Side Navigation Bar

- Reports can also be accessed through the Navigation Bar.
- Click on **'Search Reports'** to find a report.
- Clicking **'Dashboard'** will always bring you back to the main VisibilityIQ OneCare view page
- Click on **'Expand All'** under **'Reports'** to show all reports available under each report category

The screenshot displays the 'VISIBILITY SERVICES' interface. The left-hand navigation bar is dark grey and contains the following elements:

- PARTNER** (with a dropdown arrow)
- SEARCH REPORTS** (with a magnifying glass icon)
- DASHBOARD** (with a grid icon)
- REPORTS** (with a document icon), which is expanded to show:
  - [Expand All](#) / [Collapse All](#)
  - Repair** (expanded):
    - On Time Delivery
    - Repair Return Rate
    - Repair Repeat Rate
    - Case Lifecycle
    - Repair Lifecycle
    - Top Repair Metrics
  - Contracts** (expanded):
    - Contracts
  - LifeGuard** (expanded):
    - LifeGuard Analytics

The main content area shows the 'Dashboard' for 'DEMO COMPANY 2'. The primary report is 'Case Lifecycle', which includes a table for 'OPEN CASE DURATION':

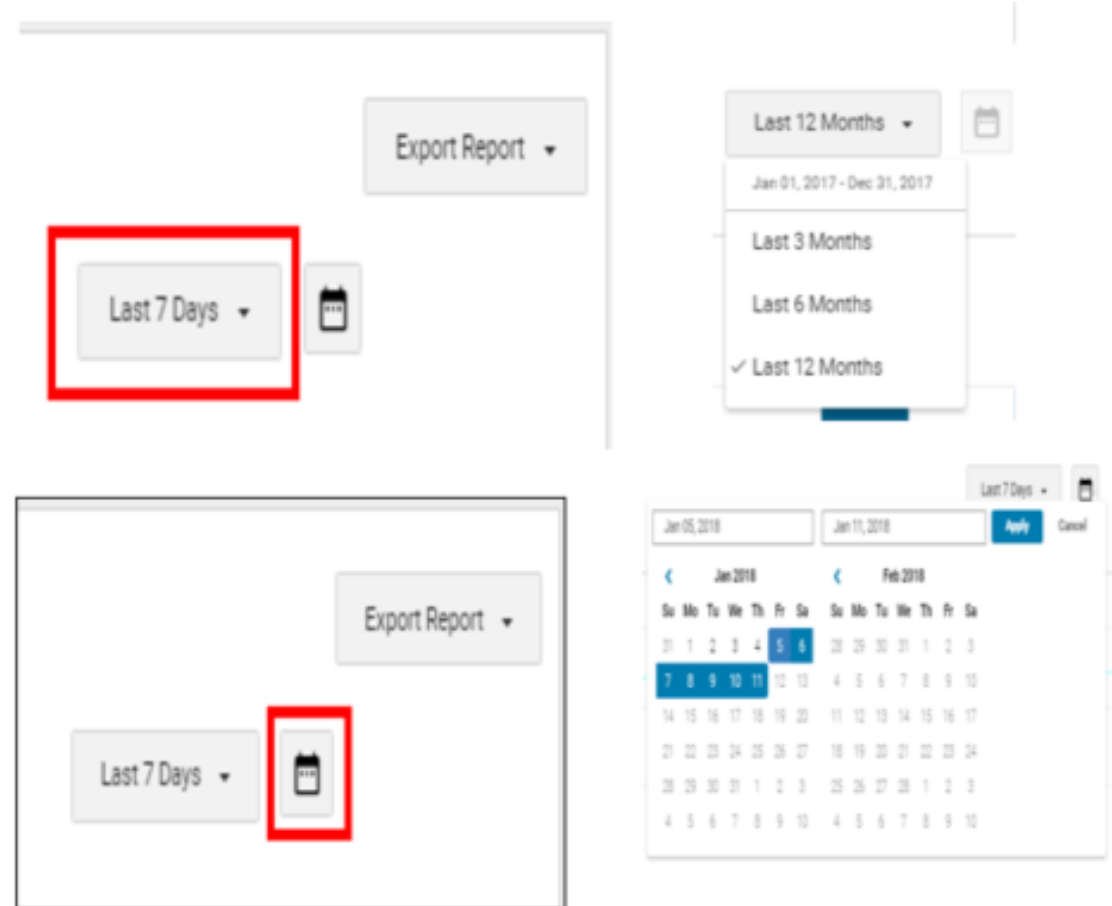
Duration	Count
0-29 days	0
30-89 days	0
90+ days	0

At the bottom of the report, it shows 'Yesterday' and a [VIEW REPORT >](#) link.



# Preset Dates and Date Picker

- Through the '**Preset Dates**' and '**Date Picker**' icons, users have the ability to change the date range they want to view for each report.
- Select a **Preset Date** or use the **Date Picker** to select a custom date or date range.
- **Preset Dates** and **Date Picker** icons are located in the upper-right corner of the page.
  - The default date range will vary by report.
  - Click the start date, end date, then click away from the picker to apply the changes when using the custom range Date Picker



# Data Grid Functions

There are three functions available in the right-hand corner of the data grid that affect how the data is presented on the data grid

## Grouping function

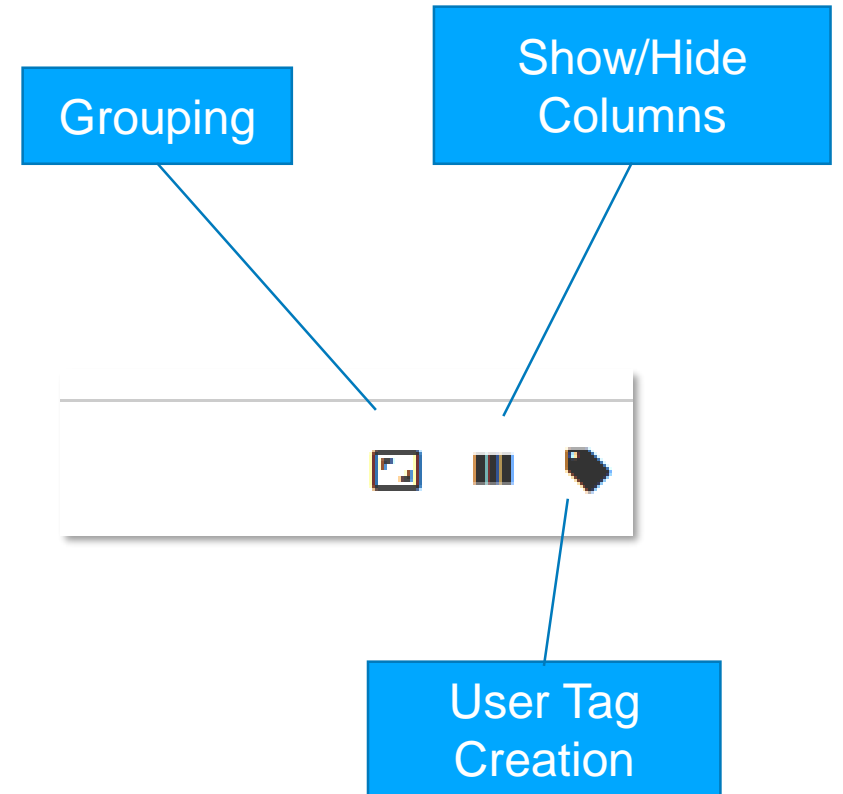
- 'Grouping' allows User to aggregate the devices within the data grid by Site Name or Model.

## Ability to Show/Hide columns

- 'Show/Hide' function allows the user to determine which columns they want visible in the data grid

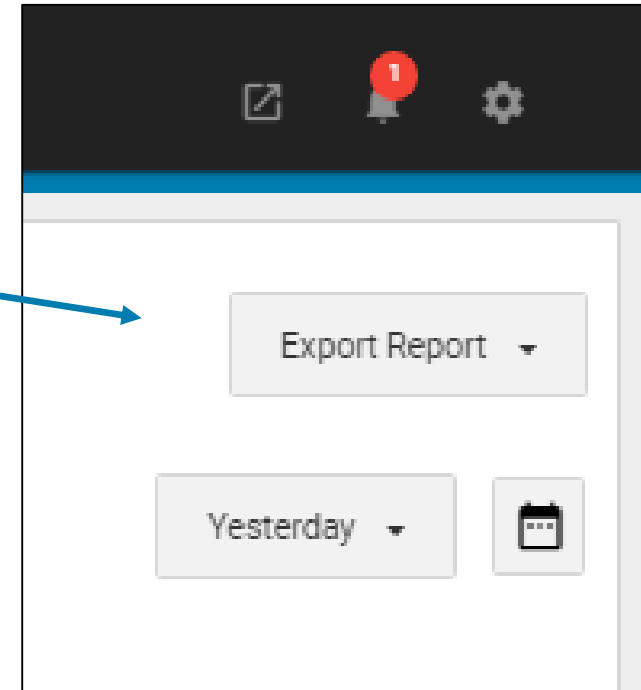
## User Tag Creation

- Allows a user to create a custom tag and assign the tag to selected devices. Tags can then be use for filtering within reports.



# Export Function

- The '**Export**' button is a feature available within each report that allows the User to export page information to a PDF or Excel spreadsheet.
  - Click on the drop-down arrow.
  - Select Excel Spreadsheet (.xls). This will export the data grid in the report to Excel.
  - Select Portable Document Format (.pdf). This will export the graph on the report to PDF.

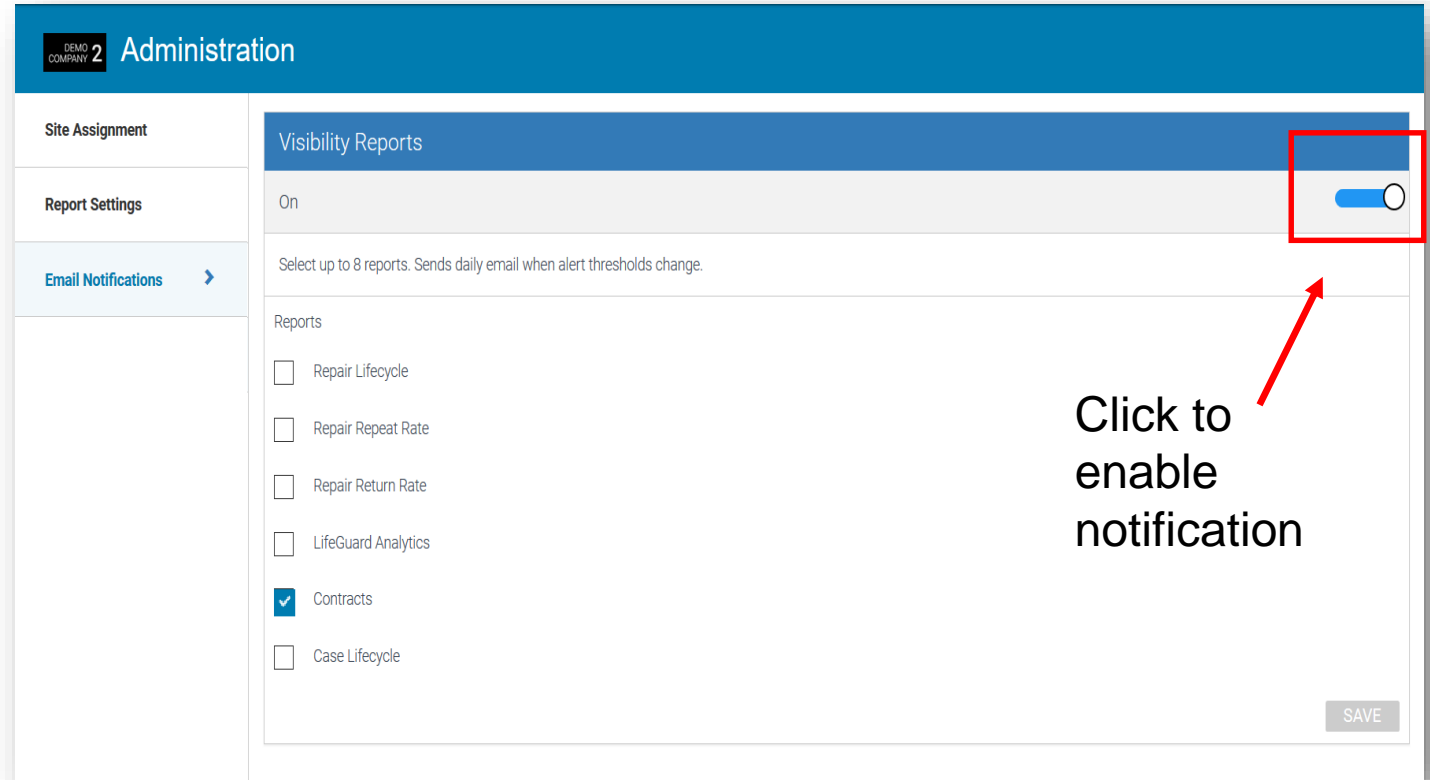


# Report Categories

- Found in the left-hand side navigation bar, are the reports.
- Clicking on a report here will open the report for viewing, but will not add it to your VisibilityIQ OneCare view.
  - Repair
    - On Time Delivery
    - Repair Return Rate
    - Repair Repeat Rate
    - Case Lifecycle (Available to TSS customers)
    - Repair Lifecycle
    - Top Repair Metrics
  - Contracts
    - Contracts (Available to TSS customers)
  - LifeGuard
    - LifeGuard™ for Android Analytics (Available to TSS customers)

# Email Notifications

- Email notifications allows a dashboard user to receive a daily email summarizing the changes in threshold metrics for each applicable report.
- Notifications can be turned on/off for any report for which a threshold is available.
- You will begin to receive emails on the second day after enablement and only when the criticality of a threshold has changed - green to amber, amber to red, and vice versa.
- Users may enable alerting for up to maximum of 8 thresholds.
- By default, Email Notification is disabled.



The screenshot shows the 'Administration' interface for 'Visibility Reports'. The 'Email Notifications' toggle is currently off. A red box highlights the toggle, and a red arrow points to the text 'Click to enable notification'. The 'Reports' section lists several options, with 'Contracts' checked.

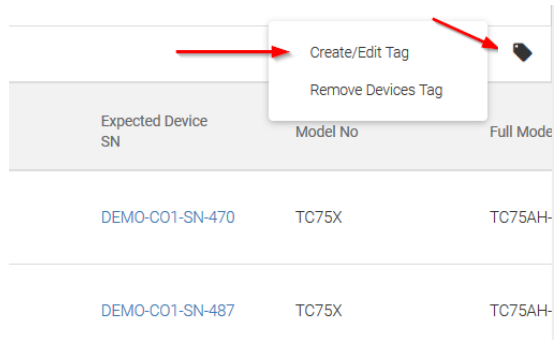
Report	Selected
Repair Lifecycle	<input type="checkbox"/>
Repair Repeat Rate	<input type="checkbox"/>
Repair Return Rate	<input type="checkbox"/>
LifeGuard Analytics	<input type="checkbox"/>
Contracts	<input checked="" type="checkbox"/>
Case Lifecycle	<input type="checkbox"/>

SAVE

# User Tags

## Create a User Tag

- To Create the tag, click the tag icon in top right of the data grid

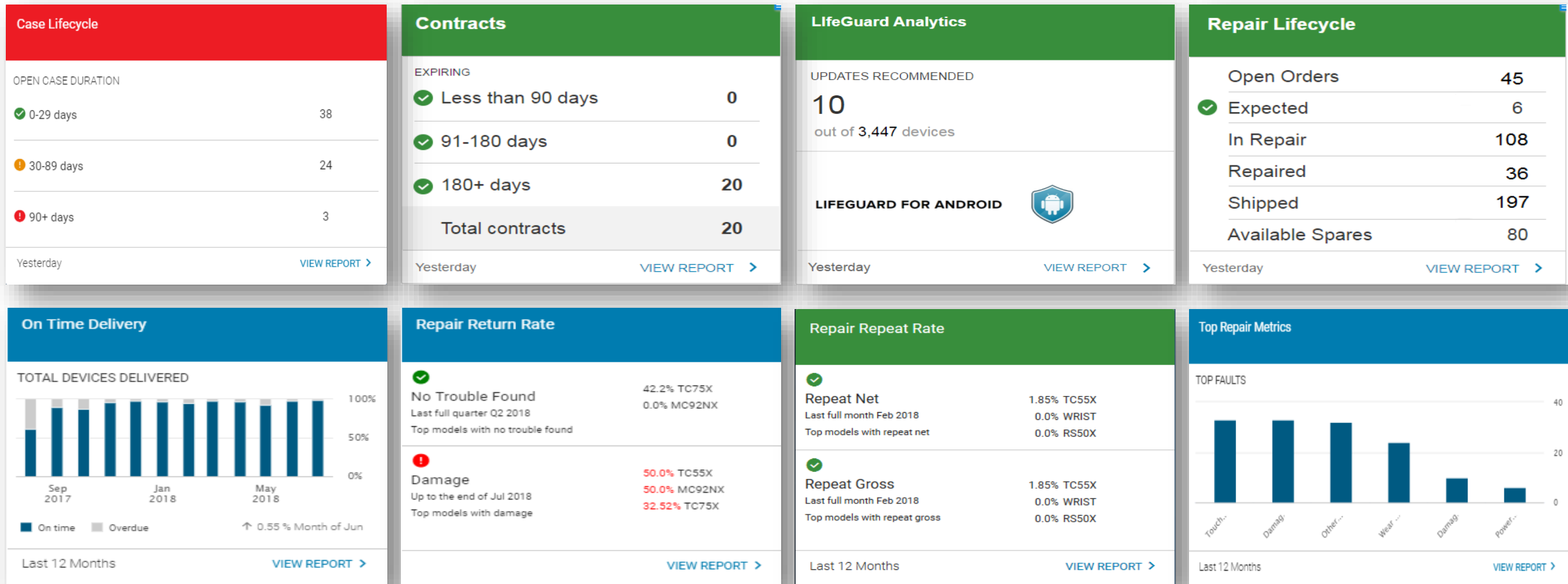


Expected Device SN	Model No	Full Mode
DEMO-C01-SN-470	TC75X	TC75AH-
DEMO-C01-SN-487	TC75X	TC75AH-

- Create a Tag Name
- Return to grid and select the devices from a report data grid you want to apply the tag to
- Click the tag icon in top right of the data grid once more, then click Associate to Tag
- Highlight the desired tag and click the checkbox to confirm, then click Apply

# Report Tiles

- The following are the report tiles available for Z1C VisibilityIQ OneCare Dashboard customers
  - Note: TSS customers receive Case Lifecycle, Contracts and LifeGuard Analytics only
- Not all reports may be available to all users



# Color Alerts / Indicators

Based on the threshold set by the administrator, the 'Tile' colors let you know for which ones you'll need to pay attention:


Red indicates Critical Status

Amber indicates Warning Status

Green indicates Good Status



# Compatible Browsers

- Chrome 65.0.3325 and higher
  - Firefox 59.0.2 and higher
  - Internet Explorer 11.0.9600 and higher
- 

# Login Assistance / Support

- Please contact:
  - North America Region: [portal.support@zebra.com](mailto:portal.support@zebra.com)
  - Europe, Middle East and Africa Regions: [emea.tech@zebra.com](mailto:emea.tech@zebra.com)
  - Asia Pacific Regions: [portalsupportapme@zebra.com](mailto:portalsupportapme@zebra.com)
  - LATAM: [portal.support@zebra.com](mailto:portal.support@zebra.com)

# Onboarding Support

- Please contact:
  - All Regions: [mscustomeronboarding@zebra.com](mailto:mscustomeronboarding@zebra.com)

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