VisibilityIQ™ OneCare®

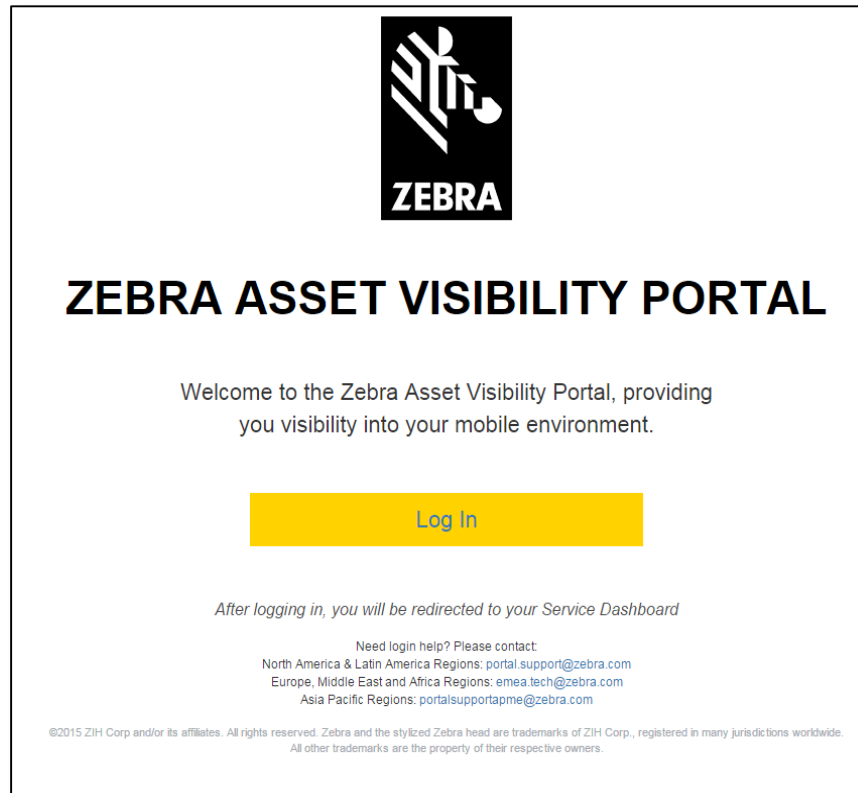QUICK START GUIDE TO LOGGING INTO
VISIBILITYIQ™ ONECARE®

January 2020

Overview: Zebra VisbilityIQ™ 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
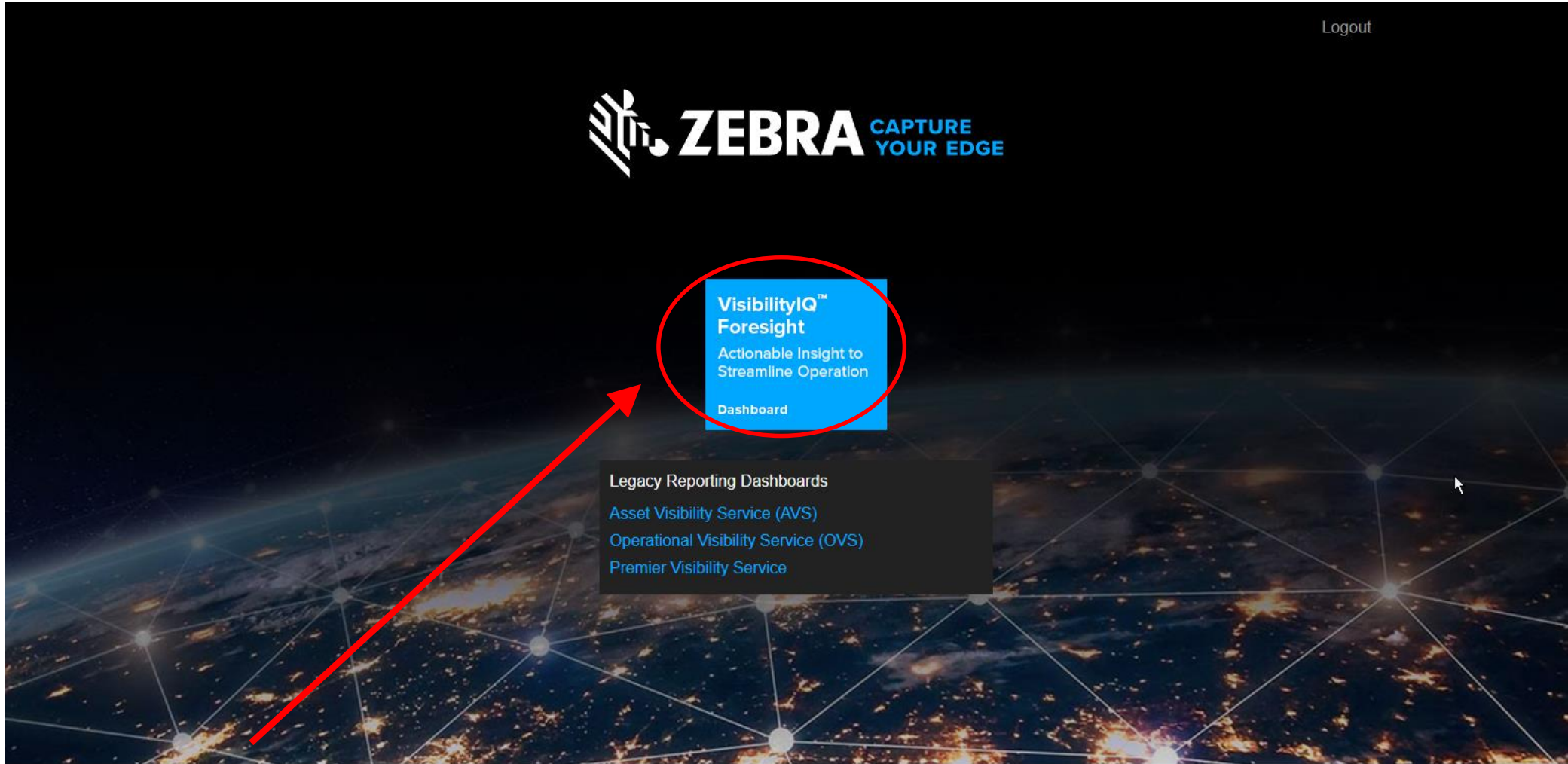
*Only TSS SKUs for base hardware and software package are eligible to receive the dashboard

Accessing VisibilityIQ OneCare - Logging In

- Visit AVP.ZEBRA.COM

- First Time User: Enter the User ID and Password provided in your Welcome email

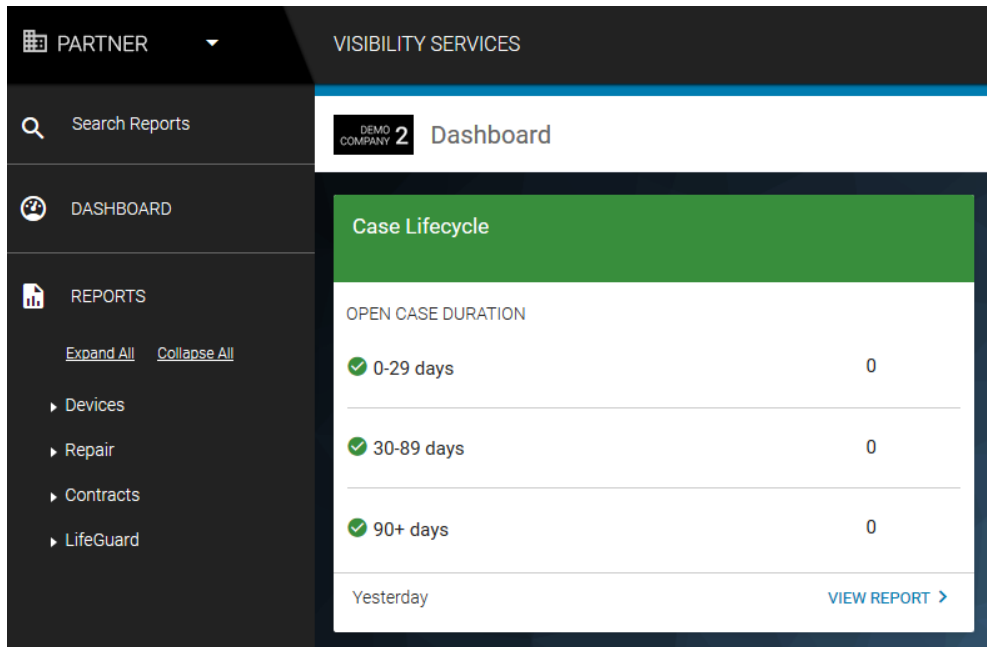- Existing User: ID and password remain the same

Accessing VisbilityIQ OneCare

Click on 'VisiblityIQ OneCare'

Setting User Preferences
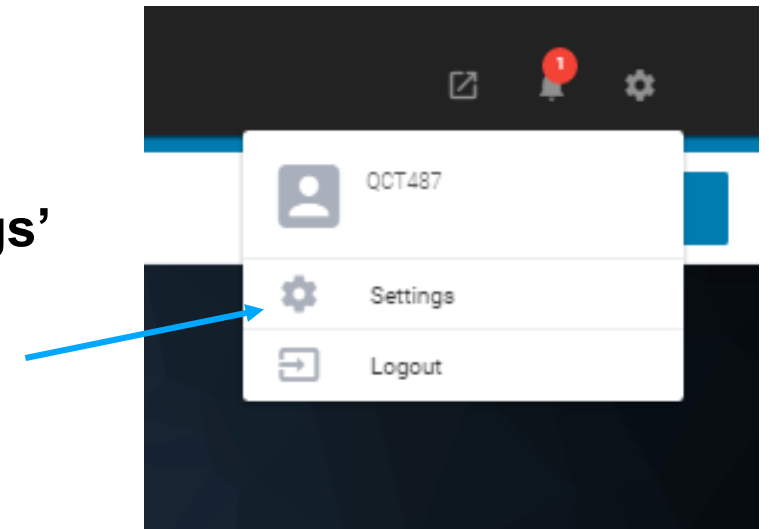
- After Login, you'll link to your specific VisibilityIQ OneCare report.

- The **'Case Lifecycle'** Report will have already been added to your dashboard view.

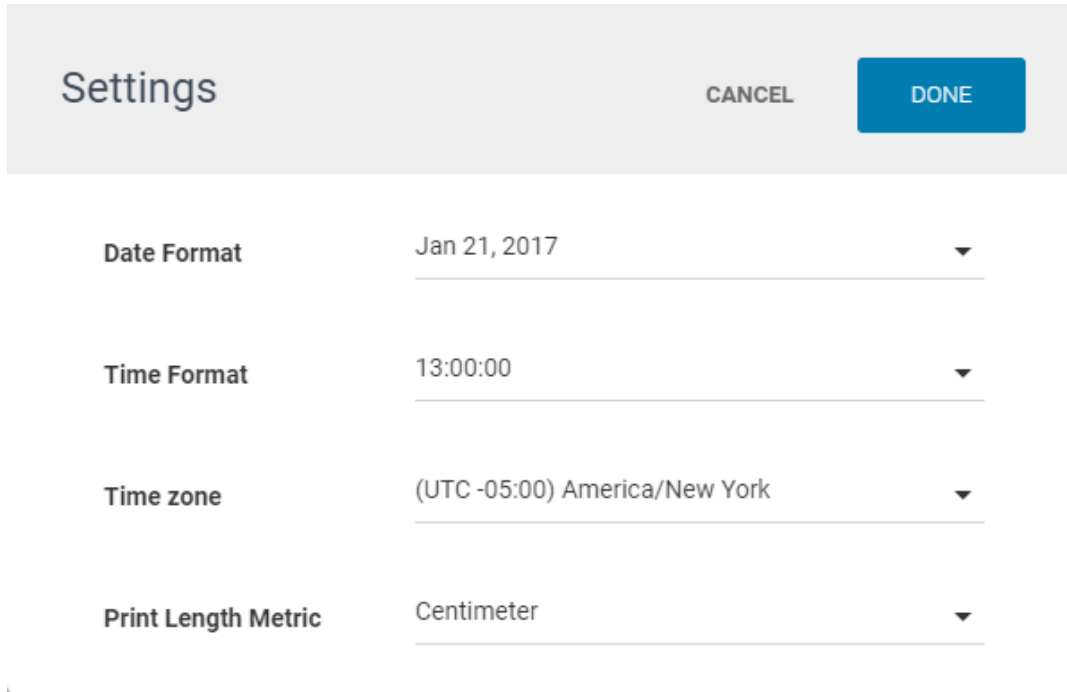- Click on the **gear** icon on the Global Navigation Bar in the top right corner of the dashboard.
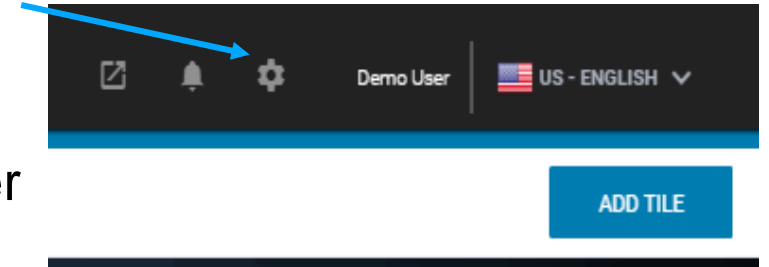
- Click on **'Settings'** to set your user preferences.
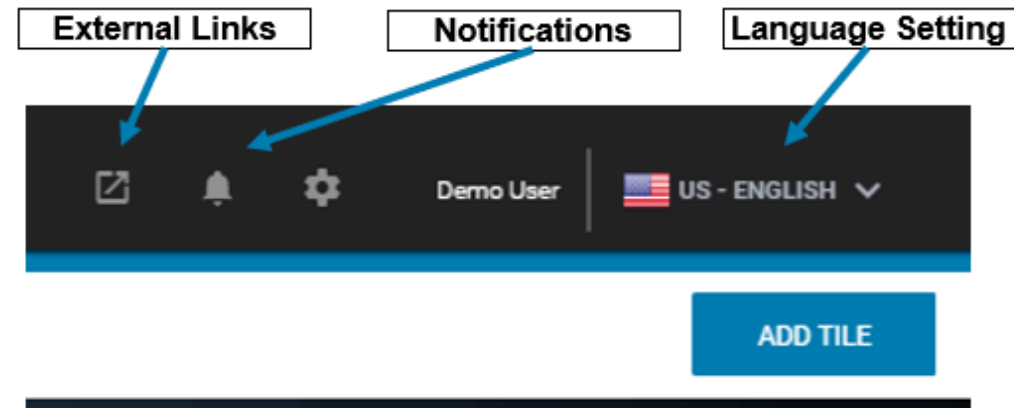
User Preferences (continued)

- Select your preferences and click **Done**

- 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).

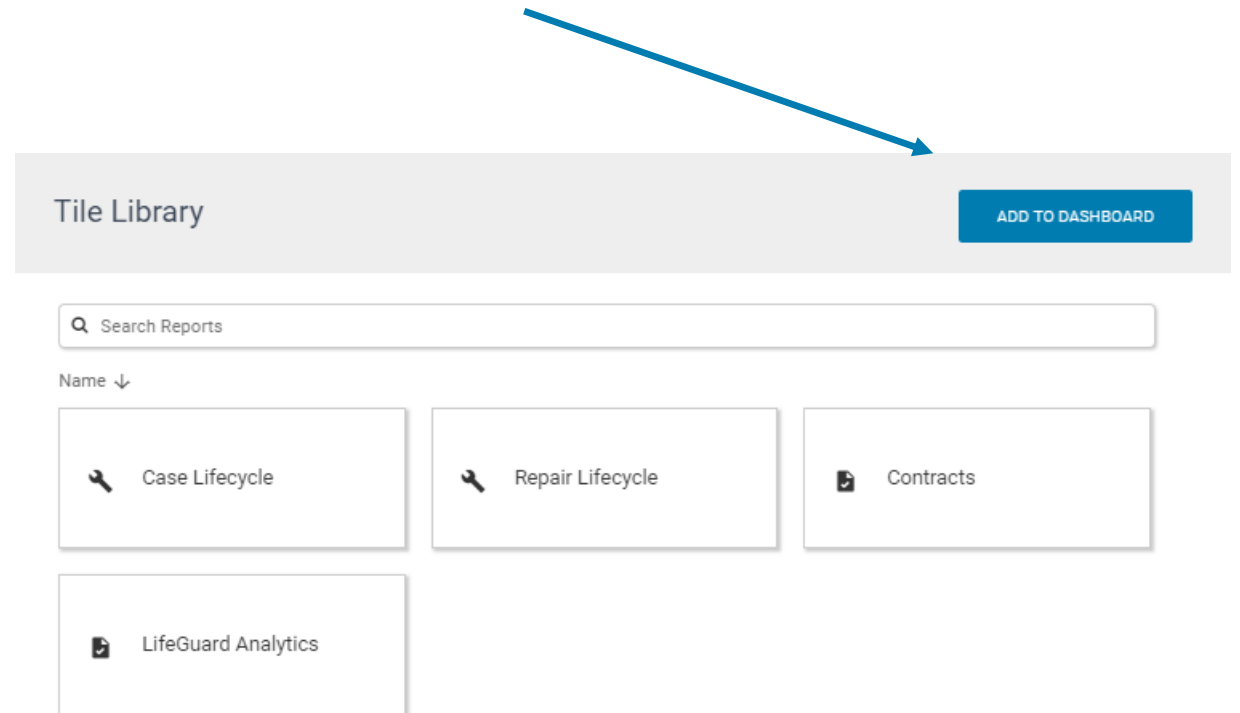- Click on the flag icon to change your '**Language Settings**'

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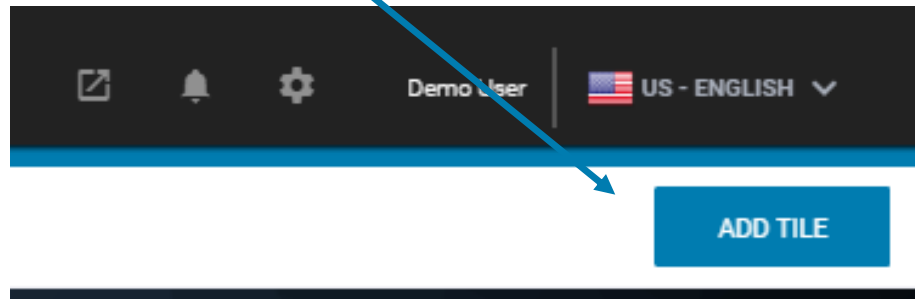
- Select the report you wish to add to your view and click '**Add To Dashboard**'

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

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
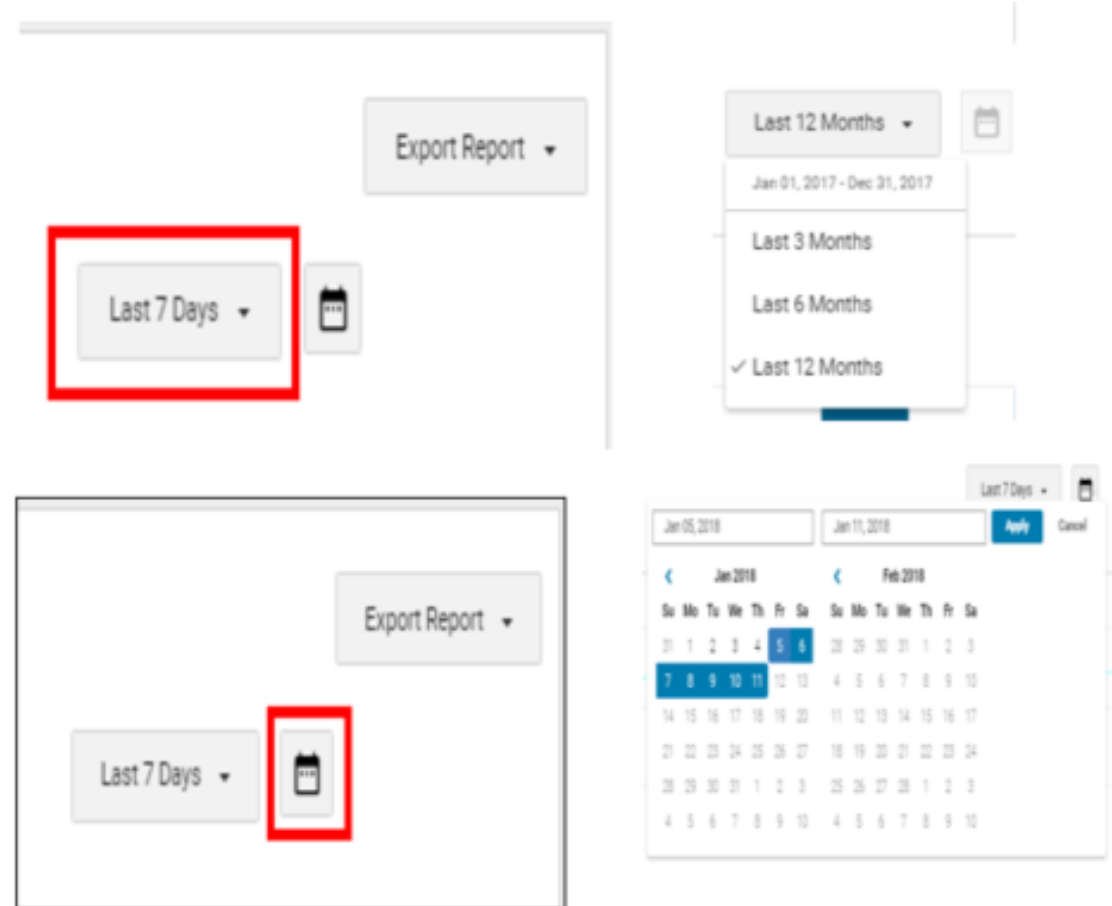
Data Grid Functions

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.

Grouping

Show/Hide Columns

User Tag Creation
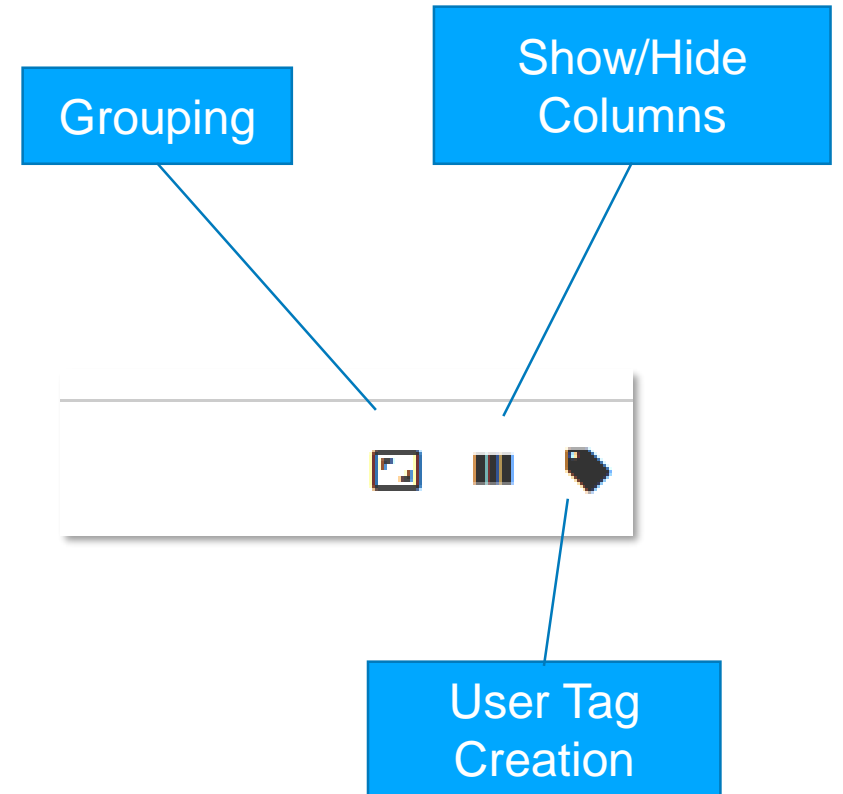
Export Function

- 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.
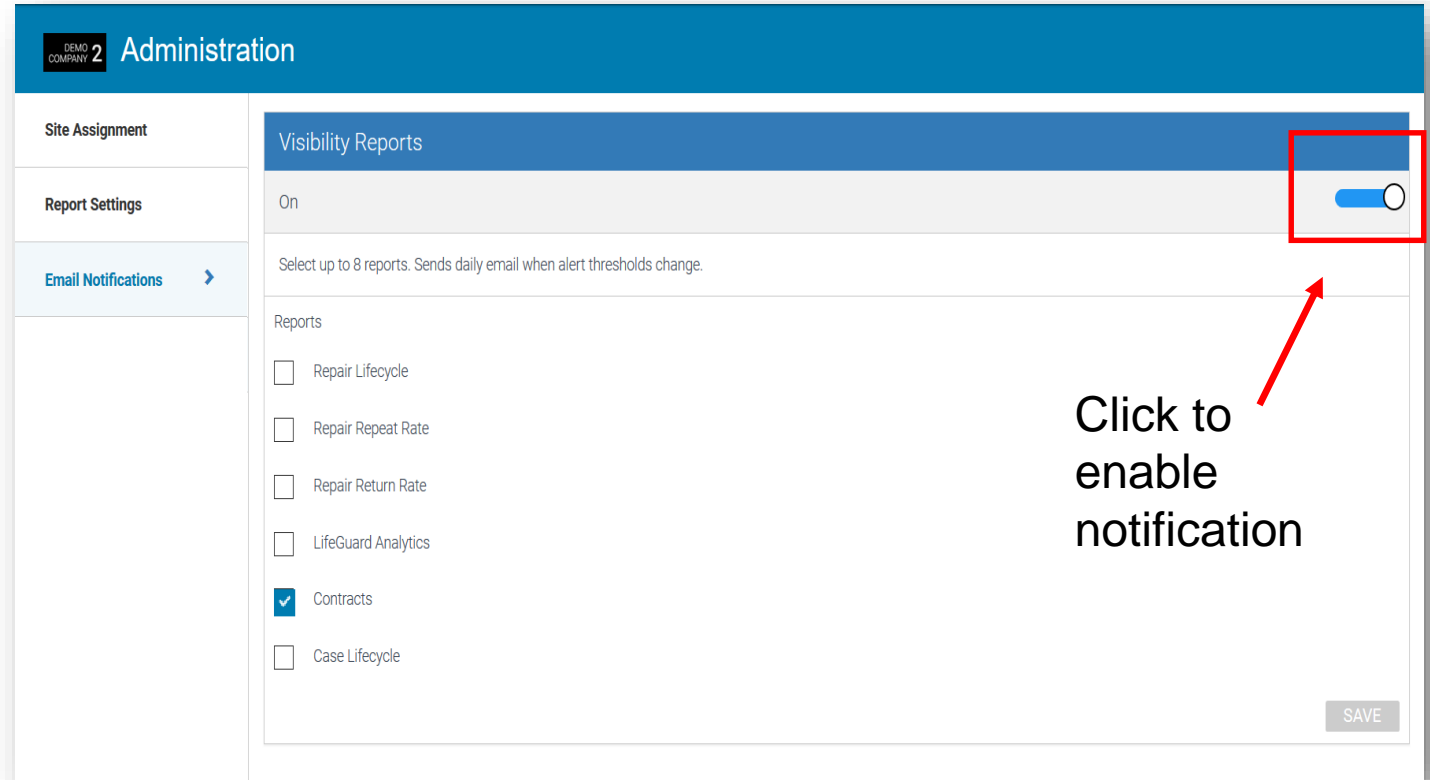
Export Report ▾

Yesterday ▾
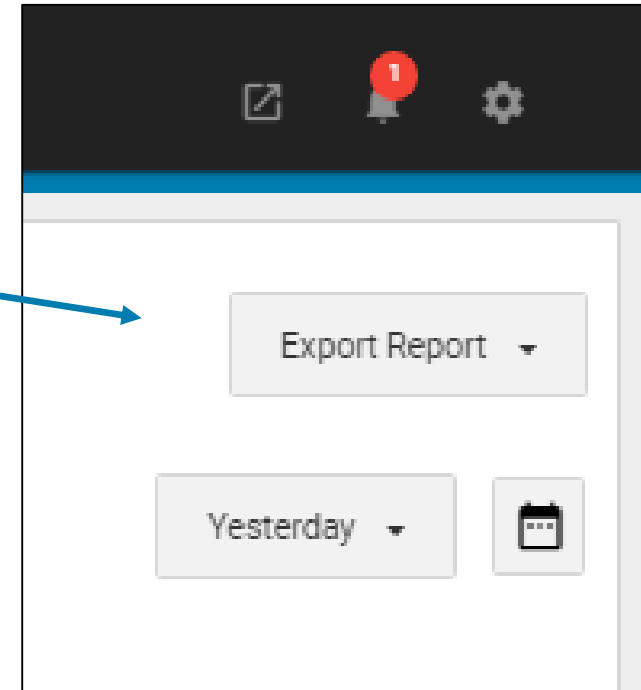
Report Categories

- 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.

Click to enable notification
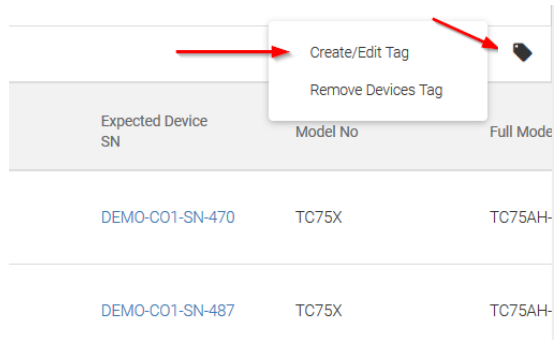
User Tags

Create a User Tag

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

- 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
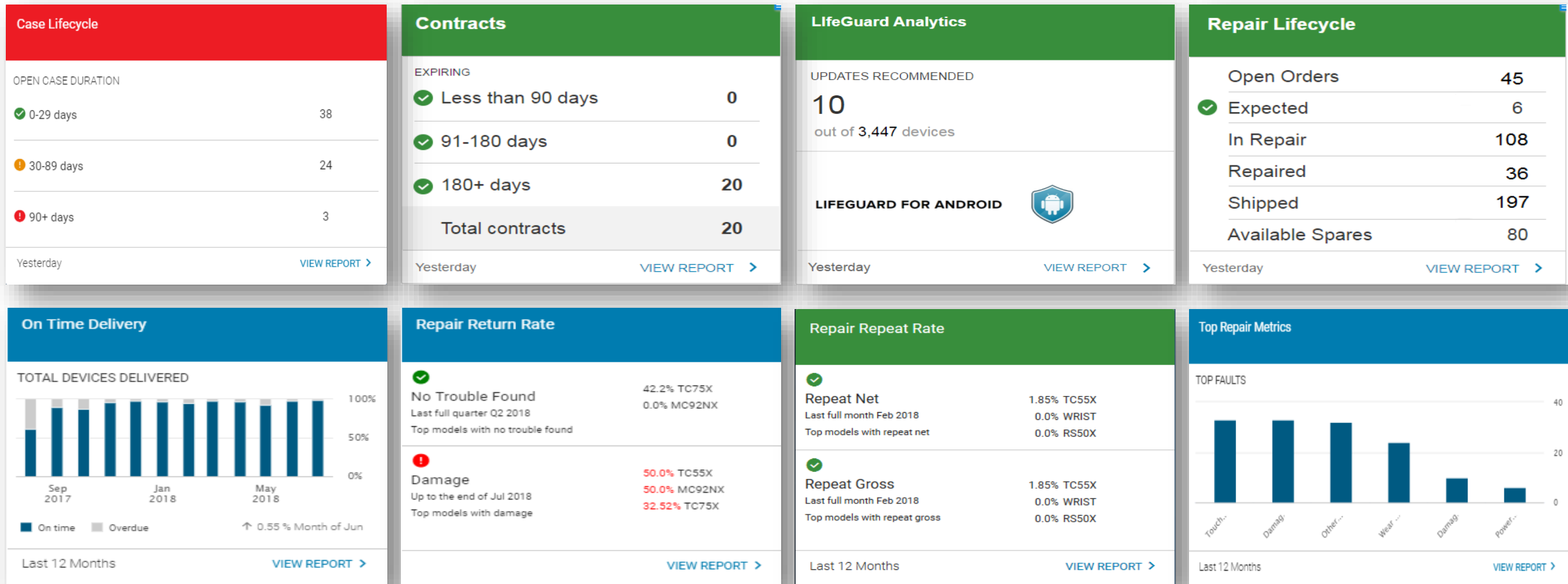
Color Alerts / Indicators

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
  - Europe, Middle East and Africa Regions: emea.tech@zebra.com
  - Asia Pacific Regions: portalsupportapme@zebra.com
  - LATAM: portal.support@zebra.com

Onboarding Support

- Please contact:

  - All Regions: mscustomeronboarding@zebra.com