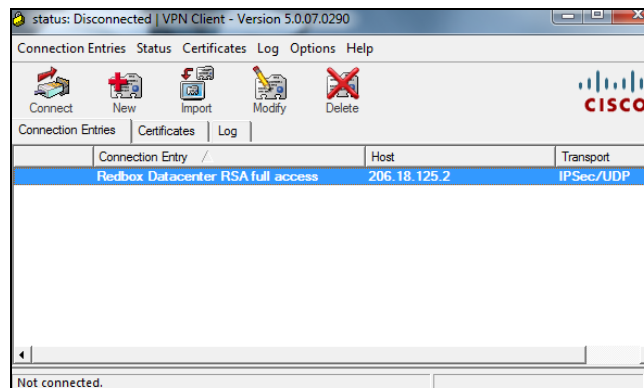


First-time Connection, Authentication and Logging In to the IMS

Before you begin you will need to download a VPN client (e.g., Cisco Systems VPN Client). You will also need to have your .pcf profile configured and uploaded to your VPN client. For VPN client and .pcf profile assistance, please contact your local system administrator. Once you have received your RSA token, please proceed with the “RSA Hardware Token End-User Guide”.

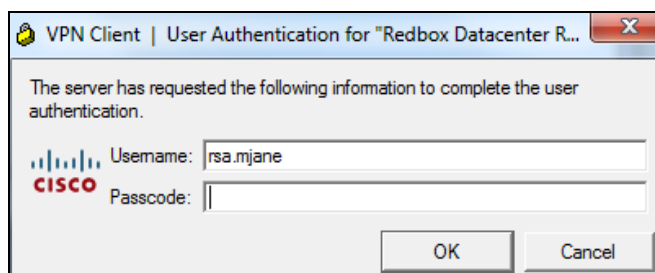
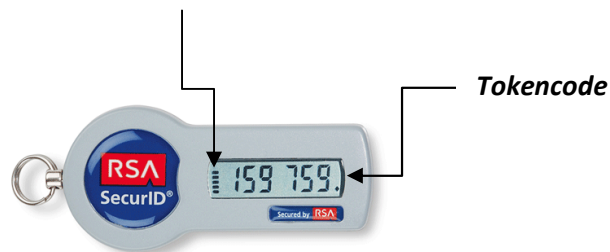
Completing First-Time Authentication

1. Open your VPN client application from your desktop.
2. Double-click on the “Redbox Datacenter RSA full access” connection entry. Note: If you do not see this entry, you do not have your .pcf profile uploaded.



3. The VPN login window should pop up after double-clicking the connection entry. Enter your RSA user name that was provided to you and the hardware tokencode that is displayed on the hardware token in the “Passcode” field.

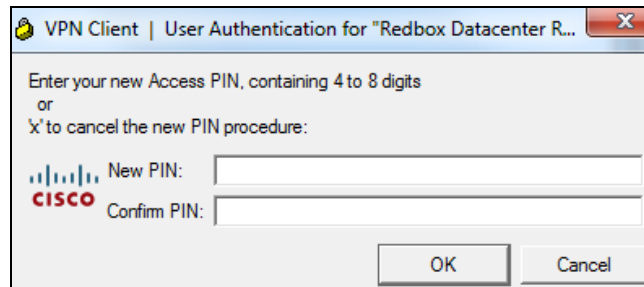
60-Second Timeout Bars



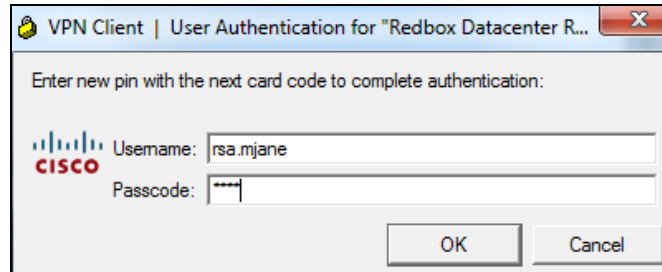
Enter the token code here

Inventory Management System Users Guide

4. Click the "OK" button. You will be prompted to create a PIN number. Your PIN number must contain four to eight digits. Keep your PIN number in a safe place for recall, or memorize it.



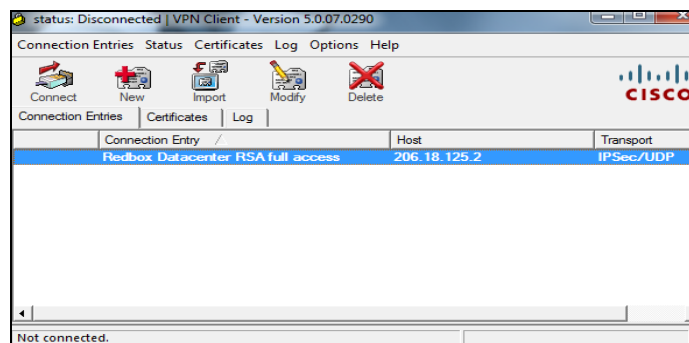
5. Next, you will be prompted to enter the new pin plus the next displayed tokencode. For example; if your PIN number was "1234" and the tokencode is displaying "159759," the passcode you will enter in the passcode field would be "1234159759."



6. Your first-time authentication and should now be complete.

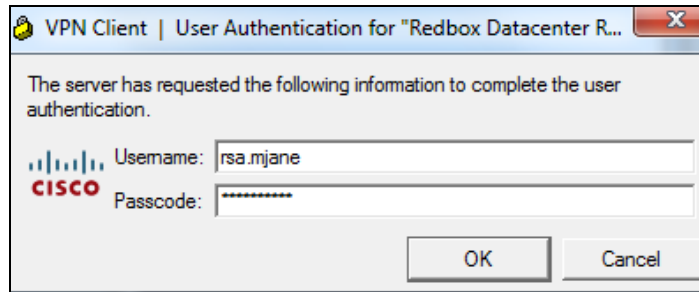
Connecting and Authenticating (After the First Time) Through the VPN

1. Open your VPN client application from your desktop
2. Double-click on the "Redbox Datacenter RSA full access" connection entry. Note: If you do not see this entry, you do not have your .pcf profile uploaded.



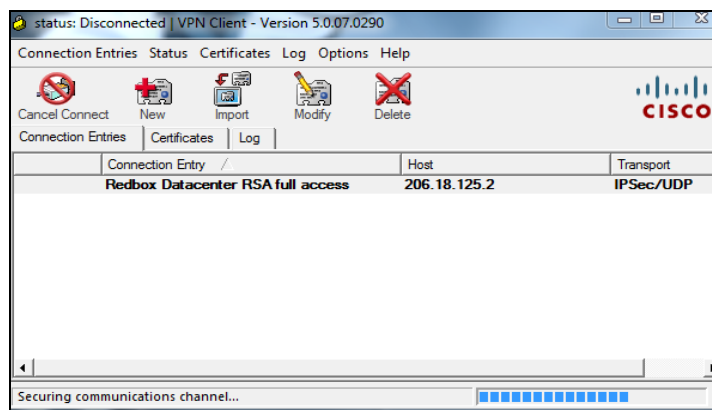
Inventory Management System Users Guide

3. The VPN login window should pop up upon double-clicking the connection entry. In the **Username** field, enter your RSA user name that was provided to you. In the **Passcode** field, enter your PIN followed immediately by the hardware tokencode, with no spaces. Click OK.



4. The VPN will attempt to connect and authenticate using the credentials you just entered. **Once the VPN client shows "Securing communications channel" in the status bar, you have been authenticated and are now connected to the VPN.**

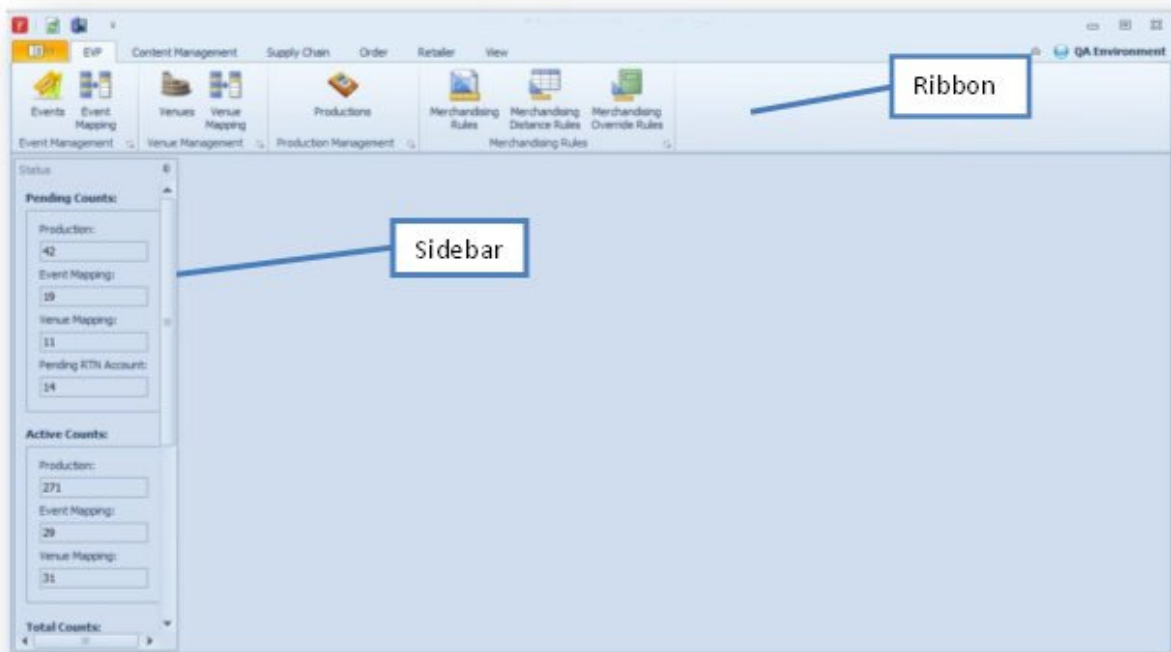
When the "Securing communications channel..." is displayed in the status bar, you have now been authenticated.



Navigation in the IMS

Launching the IMS Application

Once you have successfully logged in, you are able to work within the Production IMS and IMS-QA. For tutorial purposes, this guide uses examples and screens from the **IMS-QA**, a non-production application but virtually identical to the Production version in all other respects. To begin a session, click on the red IMS icon on your desktop to boot the system. If the software is subject to updates, install them then boot the system. After a successful boot, you will see this screen:

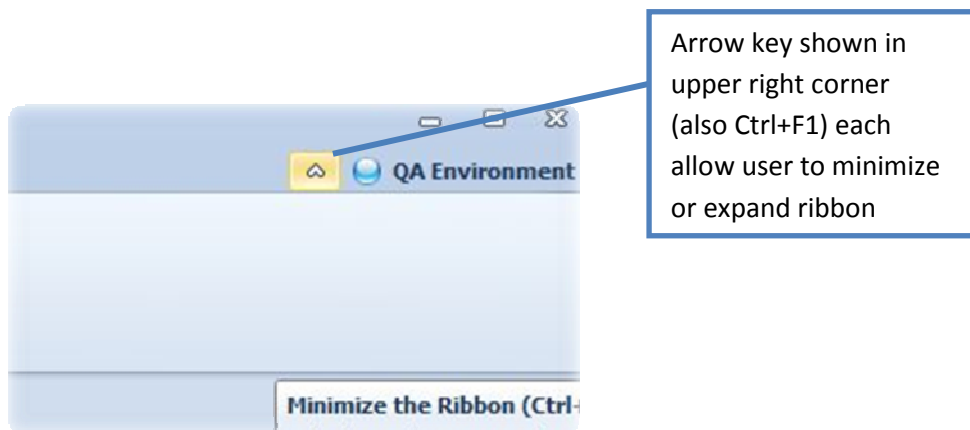
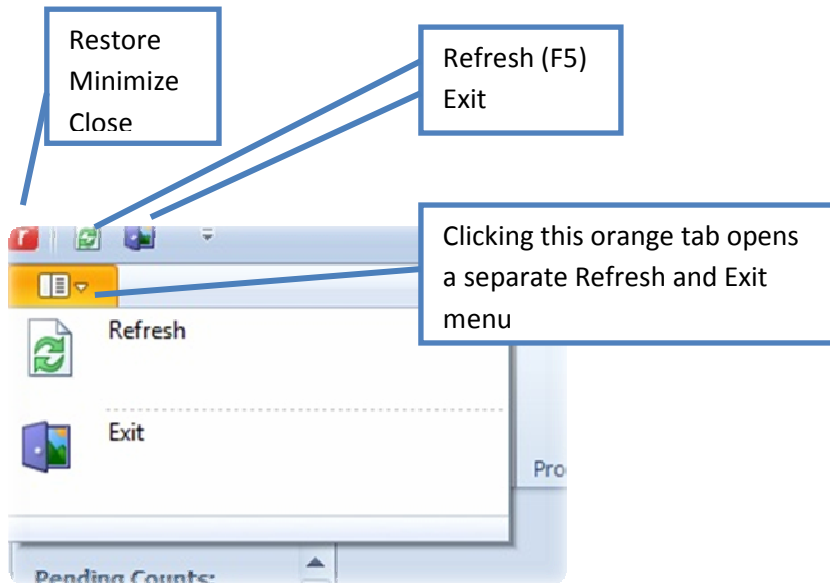


The main functions of the IMS are displayed in and launched from this ribbon, as well as a line item menu above the ribbon



Inventory Management System Users Guide

Additional controls are available in the top left corner of the IMS screen



Main Screen with ribbon minimized:



Inventory Management System Users Guide

Main Sidebar

The main sidebar gives real-time information regarding Events, Venues, Productions, Order Date, Total Orders, and Kiosk and Web Totals. Information is grouped under Pending, Active Counts, Total Counts and Orders. It also informs the Content Associate which Pending and Active Events and Venues need mapping, as well as when they have been mapped. The important function of Event and Venue Mapping is what connects Allocations in the RTN to the functions of the IMS.

The screenshot shows a sidebar with two sections: 'Pending Counts' and 'Active Counts'. Each section contains four input fields with numerical values. A blue line points from the 'Production' field in the 'Pending Counts' section to the corresponding text in the callout box.

Section	Production	Event Mapping	Venue Mapping	Pending RTN Account
Pending Counts	42	19	11	14
Active Counts	271	29	31	

Pending Counts:

Production – Displays total number of pending Productions

Event Mapping – Displays total number of Pending Events that still need to be mapped in the IMS

Venue Mapping – Displays total number of Pending Venues that still need to be mapped in the IMS

Pending RTN Account – Displays total number of Pending RTN Accounts

Active Counts:

Production – Displays number of Active Productions

Event Mapping – Number increases by one every time a Pending Event is mapped

Venue Mapping – Number increases by one every time a Pending Venue is mapped

Inventory Management System Users Guide

Total Counts:

Production:
366

Order

Order Date:
5/16/2013

Total Orders:
5

Kiosk Orders:
0

Web Orders:
5

Total Counts:

Production – Displays grand total of Productions

Order

Order Date – Displays latest ticket order

Total Orders – Displays total orders as of Order Date

Kiosk Orders – Displays total number of Kiosk orders as of Order Date

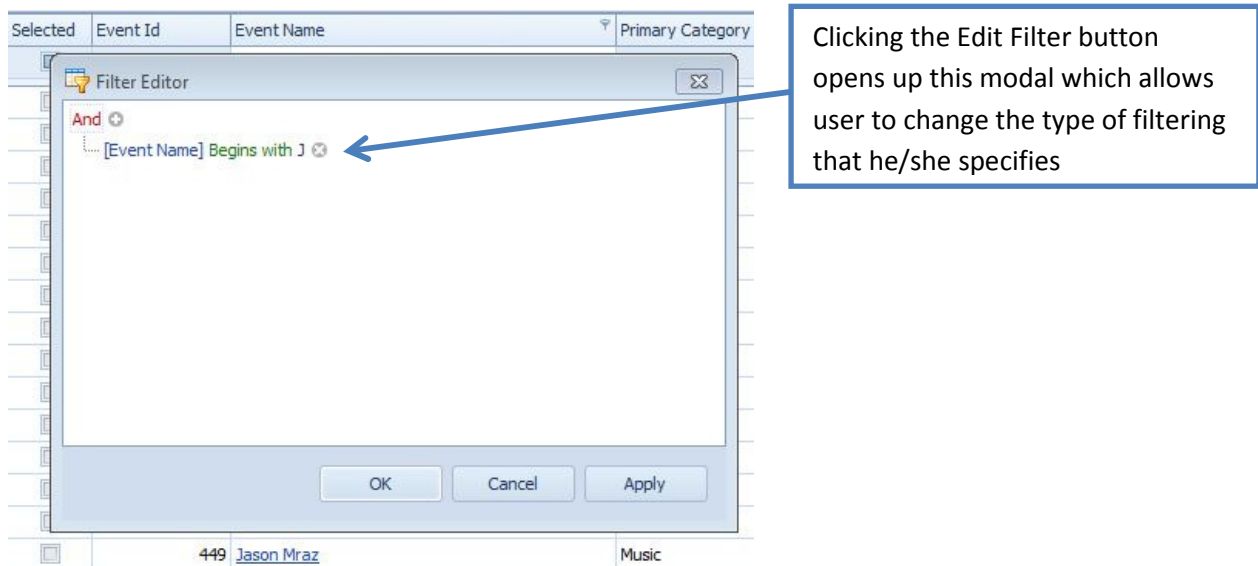
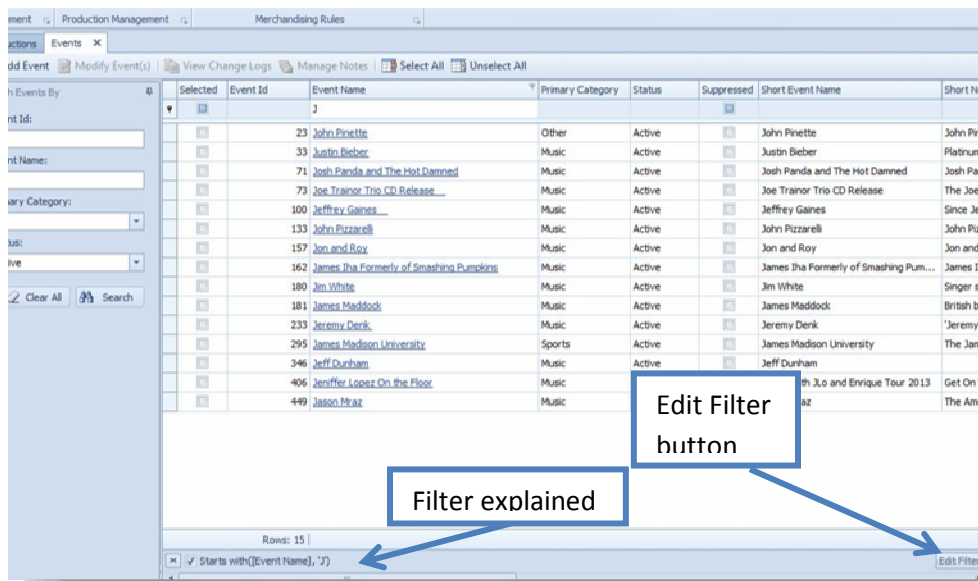
Web Orders – Displays total number of Web orders as of Order Date

Search function: To view all Active, Inactive, Pending or any other listings on any grid, enter the appropriate **Status** in the sidebar menu next to the main screen, then click on **Search**. This function applies across the range of the IMS sections whenever lists of items are shown.

Selected	Venue Id	Venue Name	Status	Tax Record Exists	Address 1
<input type="checkbox"/>	56	Fisher Stadium	Active	<input checked="" type="checkbox"/>	218 Hamilton Street 1412 Chestnut Street 601 South Broad Street 1001 Longwood Road 3535 Las Vegas Boulevard South 3555 Las Vegas Boulevard South 1735 North Vine Street 1001 Rose Bowl Drive 420 East Packer Avenue 300 South Broad Street 1020 Pattison Avenue Philadelphia-Address 1 525 Arch Street 1900 Benjamin Franklin Parkway Chicago, IL 1200 South Lake Shore Drive 875 North Michigan Avenue 57th Street and Lake Shore Drive Martinsville Speedway All State Arena
<input type="checkbox"/>	231	JOHN HANCOCK OBSERVATORY	Active	<input checked="" type="checkbox"/>	
<input type="checkbox"/>	232	MUSEUM OF SCIENCE AND INDUSTRY	Active	<input checked="" type="checkbox"/>	
<input type="checkbox"/>	233	Martinsville Speedway	Active	<input checked="" type="checkbox"/>	
<input type="checkbox"/>	234	All State Arena	Active	<input checked="" type="checkbox"/>	

Filter and Edit Filter: The lists of names and other alpha or numerical values in the grids can be filtered. In the example shown below, the user was searching for the Event name of *Jennifer Lopez On the Floor*. By clicking on the box directly beneath the heading under *Selected* and typing a J, all names beginning with J are listed first, making the search easier. At the bottom left of the screen, the filter is explained. At the bottom right is an **Edit Filter** button which, when clicked, opens a modal with values that can be changed to specify how the user can filter a new search.

Inventory Management System Users Guide



Cumulative User Experience: As user moves through the system, the tabs previously visited in other sections “accumulate” in the ribbon. The ribbon will default to the opening screen once the system is rebooted.

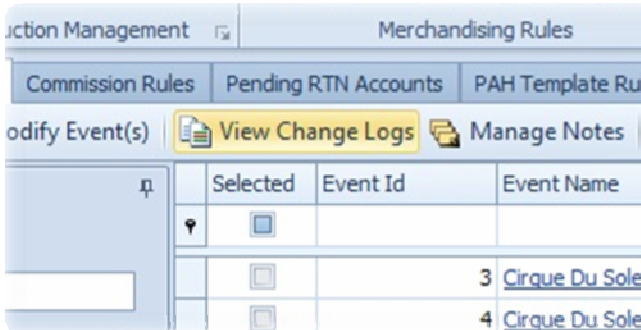
Revert Screen: Pressing **Ctrl+F4** in any screen showing a grid reverts user back to the prior screen. However, if a modal is open, pressing Ctrl+F4 will have no effect.

Command Bar and buttons: Throughout the IMS you will find **Add**, **Modify** and **Delete** buttons. Whatever is checked in the main screen of a particular section will allow user to Modify and/or Delete on a case-by-case basis.

Inventory Management System Users Guide



Note: Some modals and sections do not have a **Modify** function.



View Change Logs

Another common element in nearly every Command bar. Clicking the button opens a record of the most recent changes made, who made them, the date and time changes were made, etc.

Change Text	User	Created
Added Image: tOTEM_081eb5d9-ff59-4848-aa86-5ba8131d3a9f.jpg Added Image: tOTEM_081eb5d9-ff59-484...	CORP\amit.shah	12/7/2012 3:29:46 PM
Modified Status: Pending --> Active	CORP\amit.shah	10/31/2012 4:06:34 PM
Modified Status: Active --> Pending	CORP\stephanie...	9/13/2012 3:00:20 PM
Modified Status: Pending --> Active	CORP\stephanie...	8/22/2012 3:17:24 PM
Modified Status: Active --> Pending	CORP\stephanie...	8/22/2012 3:17:13 PM
Modified Long Note	CORP\stephanie...	7/13/2012 4:35:06 PM
Modified Website URL: null --> www.cirquedusoleil.com/en/shows/totem	CORP\stephanie...	7/13/2012 4:33:48 PM
Modified Short Note: TOTEM traces the fascinating journey of the human species from its original amphibian state ...	CORP\stephanie...	7/13/2012 4:33:38 PM
Modified Event Name: Cirque Du Soleil: Totem --> Cirque Du Soleil: TOTEM Modified Short Event Name: Cirque Du...	CORP\stephanie...	7/13/2012 4:31:42 PM

Events, Venues and Productions – Setup and Management

When Partner Services receives notification of an upcoming event plus the ticketing Partner's intent to upload an Allocation for a Production in connection with that Event, work can begin on making the Event eventually "go live" on the Website and Kiosk. These operations are normally performed by the Tickets Content Associate.

Event, Venue and Production information must be created in the IMS before adding the Supplier and adding an Allocation from the RTN. Once the Event and Venue combination are set up in the IMS, the user will add or choose an existing Production, and make it Active. At that point, the Allocation can be added from the RTN.