



USP CONNECT®

Quick Start Guide

USP Connect® is the primary console for our customers.

It allows efficient cooperation between the different organizational units that are involved in operations and security management processes.

Key features

Service overview, analysis tools, log viewer, dashboard and reporting

Comprehensive views on security and operational KPIs

Powerful real-time analytic and reporting capabilities

Role-based access levels


Ticketing system interface

Self-services for configuration and change management tasks

About this Guide

USP Connect® is designed to be intuitive and self-explaining. Therefore, you may just start using it and try it out for yourself.

This guide will give you a head start in using USP Connect® by introducing the main features and navigation.

You can access the inline help by clicking on the help icon  in the upper right corner.

How to access USP Connect®

USP Connect® is a web application that can be accessed from anywhere. Open the following link in the browser of your choice and log in with the credentials provided to you.

<https://connect.united-security-providers.ch/>

USP Connect® supports two-factor authentication using either SMS or soft token based one-time passwords. To switch two-factor authentication from SMS to soft token please install a TOTP-compliant app (for example "Google Authenticator" or "Microsoft Authenticator") on your mobile device and initialize it using the menu item "Two Factor Authentication" from the user settings in the top right of the application.

If you didn't receive login credentials or if you can't access USP Connect® for any reason, contact our service desk:

Hotline: +41 848 638 232

Mail: support@united-security-providers.ch

Main areas and navigation

The screenshot displays the USP Connect® dashboard interface. At the top, there is a search bar and user settings. Below this is a navigation menu on the left with options like Overview, Security, Statistics, and Tools. The main content area is divided into several sections: Provided Services, Health, Current Usage, System Resources, Open Tickets, and Tickets Reported by Me. A sidebar on the right contains additional navigation and utility icons. The word 'Navigation' is written vertically on the left sidebar, 'Content' is written in the center, and 'Sidebar' is written vertically on the right.

You can navigate to the different functional areas by selecting the top level menu item. The sidebar on the right shows additional content in the context of the main content area (e.g. help and up- & download area).

Services

- to check on current service health or threat situation
- to see developments and trends for security, service and system KPIs
- to execute analysis tools or view logs
- to get service related documents or reports

Tickets

- to request information, request a change or report an incident
- to search for tickets
- to know details about a certain ticket
- to add a comment or provide additional information on a ticket
- to approve a change
- to give feedback by rating a ticket

Products

- to see which new features a new product release delivers
- to get product updates
- to get information about hardware lifecycle of our appliances

Use navigation controls as follows



Top menu items ("Services" and "Tickets") with the breadcrumb navigation just below ("Services > DEV > SES-DEV > Overview") and the navigation for the selected functional area on the left lower part.

- Use the top menu to switch between functional areas (tickets, services and products)
- Use the left side navigation controls to drill down or to open some detail view
- Use the breadcrumb (just below the top menu items) to navigate up to any higher-level view
- Use the "Go to..." box at the top (right) to directly navigate to a certain ticket or service object
 - Insert a ticket number to jump to the ticket contents
 - Insert a Keyword to search the online help
- Use favorites in the top-level menu to store and navigate to elements you frequently access

Notice: Visibility and accessibility depends on the services and/or products a customer has and on user permissions. Therefore, some of the menu items as well as other functionality in some of the detail views might not be visible to you or might not be accessible by you.

Services

Use the menu Services to get an overview of all provided services as well as detailed information about service objects.

Overview of provided services

The overview shows the service health - either in a world map, or in a list and it also shows open tickets of all services.

The left side navigation in Services shows a list with services and a list with organizational units. You can drill-down by selecting items in both lists to activate a filter on the current selection. For example:

- Select "Remote Access" service to check health for all locations where this service is provided.
- Or you might select the organizational unit "Europe" to see all open tickets for all service objects located in Europe. If you are on the "Overview" for a particular organizational unit you can use the file symbol (📄) on the right to download reports.

Additional functionality, like document up- & download, shared documents and contacts is available on the right side through the slide-in sidebar.

Notice: Organizational units are customizable per customer and can have any level of hierarchy. Permissions in USP Connect® are granted per user and per organizational unit.

Single service

Drilling down a single service will change the left navigation to a list of functional areas available for the selected service.

- Select **Overview** to get information about provided services, health, most important KPIs and open tickets.
- Select **Security Dashboard** to get a real-time view on the current threat situation, detected attacks and anomalies as well as a chronological sequence and geographical origin of all security-relevant events.
- Select **Statistics** to get detailed charts for service- and system KPIs for a selected period.
- Select **Tools** to view logs, view events or to execute analysis tools.

Notice: As stated before – not all functions might be accessible, depending on the provided services and your user permissions.

Tickets

Use the menu Tickets to search for tickets, view ticket details or edit tickets.

Ticket list

The ticket list provides predefined filters for the most common use cases like "view all open changes" or "view all open tickets reported by me".

In addition, extensive search and filter capabilities are available and the ticket list can be customized, e.g. change the visibility of columns or the sort order.

Any search-, filter and customization settings can be stored in "Custom Views" for later use.

Ticket detail

Select one of the tickets in the list to view ticket details, ticket history or to download attached documents. Depending on your user permission it is also possible to

- add new comments
- upload new attachments
- give feedback by rating a ticket
- approve a change

Create tickets

You can...

- request information
- request a change
- report an incident

by selecting one of the buttons at the bottom of the ticket list and by filling in and submitting the according form.

Contact

For any questions related to the usage of USP Connect®, please contact our service desk:

Hotline: +41 848 638 232

Mail: support@united-security-providers.ch

About United Security Providers

United Security Providers (USP), headquartered in Berne, Switzerland, is a leader in IT-security in the DACH region (Germany, Austria, Switzerland). USP is the market leader in Web Application Security, providing proprietary Technology, Managed Security Services and Enterprise Security Consulting. USP has shown traction in multiple customer verticals, ranging from the Financial Services to Governments to Industry and Health Care. USP partners with data centers, value added resellers, service-providers and ISVs in order to sell, implement and operate its products. USP has a best-in-class operation & support team with 24/7 coverage. USP is proud of its extraordinarily high customer loyalty rate of 95+ percent.

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