

# Getting Started

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**Cosmos Control Center SaaS (C3-SaaS)** is the interface where administrators can manage their Dizzion Horizon PCVDC environments and virtual machines, manage support requests, and access analytics and other information via applications. All Dizzion customers must authenticate via C3-SaaS to access the **Dizzion** product support portal. This guide outlines how to set up, access, and navigate your C3-SaaS environment.

## Getting Started

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### First-time Setup

Administrators will receive a welcome email from Dizzion with a link to complete their registration. They will be required to create a 6-digit PIN, used for verbal identity verification, a mobile phone number, and their new password for their C3-SaaS account. Once entered, simply click **Register** and log in.

First Time Setup

C3-SaaS first time setup

### Logging In

Administrators need simply to enter their email address as shown below:

Logging In

Enter your email address

Once verified, you will be taken to a new page where your email address will be listed at the top. Enter your password in the field provided.

Logging In

Enter your password

## Stay Informed

We encourage administrators to subscribe to platform notifications by visiting [our status page](#) and clicking the **Subscribe to Updates** button in the upper right corner of the page.

Stay Informed

## Dashboard

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The C3-SaaS Dashboard is designed to offer administrators a comprehensive and intuitive interface for managing their Dizzion environments with ease.

Dashboard

## Dark Mode

The C3-SaaS interface supports dark mode, which can be toggled at the bottom left corner of the page.

Display Toggle

The **Customer** card at the top of your Dashboard provides you with an at-a-glance overview of your virtual environment, including the total count of PVCDCs, Desktop Pools, and Desktops, and VMs. This card also provides you with a count of your active service requests and displays the statuses of all associated services (Connection Server, Gateway Server, and Event Database) keeping you informed about the health and activity within your infrastructure.

Logging In

Customer card

The sections documented below are accessible from the Dashboard as well as the C3-SaaS sidebar:

Sidebar

C3-SaaS sidebar

# Support

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## Service Requests

The Service Requests card on the C3-SaaS Dashboard is your centralized location for tracking and managing support tickets and service issues. This card lists all service requests associated with your environment, providing critical ticket information at a glance, including the ticket number, priority level, type of issue, summary of the request, entry time, last update, and current status. All service requests will appear here, including those submitted via our support portal as well as requests made via the C3S Dashboard. We will outline how to create a service request via the C3S Dashboard below.

Service requests

## Monitoring

The C3-SaaS Dashboard makes monitoring your service requests simple. From the Service Requests card, administrators can easily check the status of each request, look at additional details, and filter by various views.

Service Requests View

Service requests view

Service requests consist of the following statuses:

Status Classification/Color	Description
<b>New</b>	New service requests that have not yet been acknowledged by support staff will appear with this status.
<b>Open</b>	Service requests with the "Open" status will reflect that a case is actively being investigated and worked on.
<b>Pending</b>	Service requests in this state are in progress and may be waiting on vendor or customer response to continue.
<b>On Hold</b>	This status is assigned to service requests that are pending review by engineering, awaiting a future release, or generally on hold.
<b>Solved</b>	