Scapa Support System

Help Manual

Updated: 06th May 2009

This manual contains:

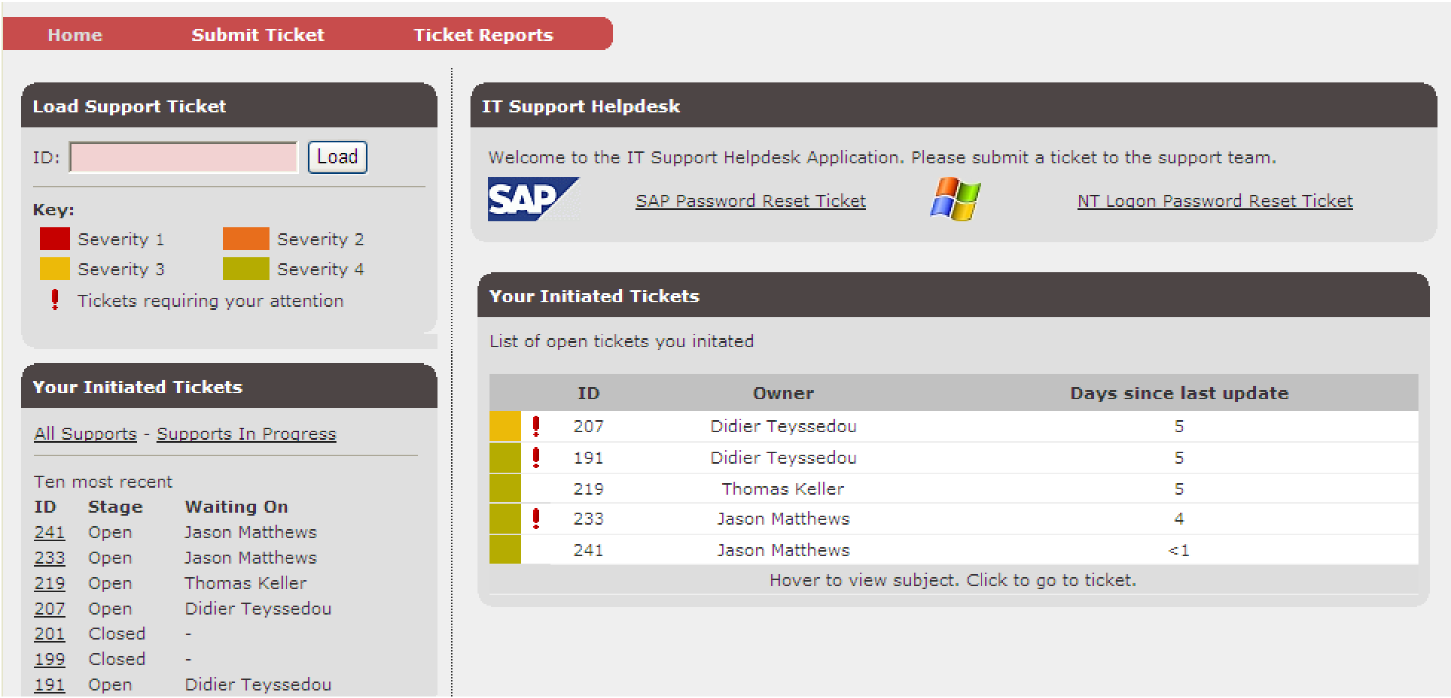
- NPI Form filling.

Filling out an Support Request form online

To use the Support Application

To navigate to the Support Application, either go to http://scapanet/apps/support or, navigate through the menus on the intranet site (Applications -> IT Support Helpdesk).

Your page will look something similar to this:



Along the top there is the menu bar with links to the Homepage, Submit Ticket, and Ticket Reports. The snapins down the left consist of:

Load Support Ticket: This contains a auto complete field for the quick entry of tick ID's, and a brief key telling you about the Severity colours, and exclamation mark.

Your Initiated Tickets: This contains your 10 latest tickets, and can be filtered for 10 previous supports, or the 10 previous supports that are open.

The snapins on the main page consist of:

IT Support Help Desk: This contains quick links to allow you add tickets with out filling out full ticket information. Using these links, the application will automatically fill out the required fields.

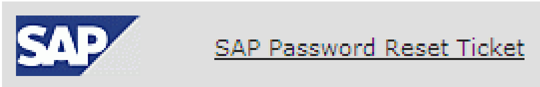
Your Initiated Tickets: This shows a list of all your initiated and open tickets.

- The colours on the left denote the severity of the ticket (1 - High to 4 - Low). You cannot change the severity of the ticket, only the support staff have access to this.
- The red exclamation mark denotes that your attention is required, and the ticket has been updated recently by support staff.
- The Owner column shows which member of the support staff has control of the ticket.
- The final column show how many days it has been since the ticket was last updated.

To view more information on the ticket, move the mouse cursor over the ticket, and the subject of the ticket will pop up. To go to the ticket, just click on the relevant ticket in the snapin.

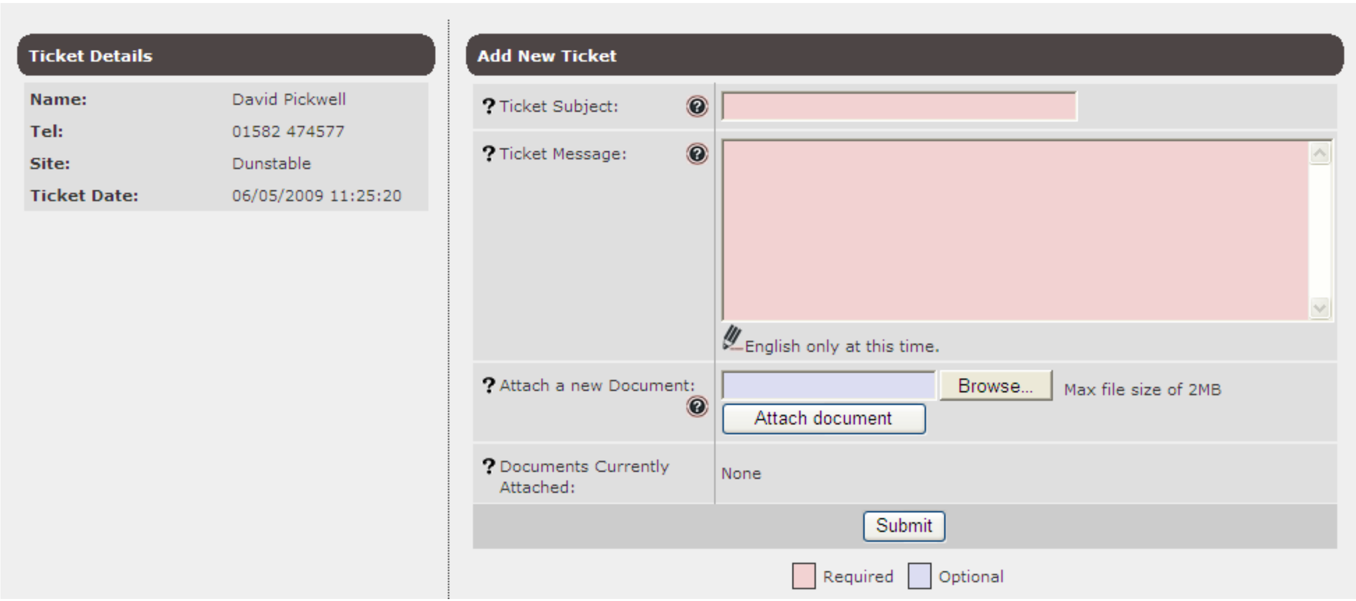
To initiated a Support request

There are two ways to initiate a Support request, depending on the type of request needed.
To initiate a SAP Password Reset, click on:



This will take you to a form that will allow you to add any more details that you feel are needed, then when you click the Submit Ticket button on the bottom of the form, the request is sent to the Support Team.

To initiate a normal ticket, click on the Submit Ticket link on the top menu bar. This will take you to a page like this:



The snapin on the left should contain you contact details, and the current date and time. The main form contains 3 fields. The ticket ***subject*** should just be a brief 4 or 5 word summary of the type of support that you are submitting. The ***ticket message*** should contain all relevant information with regards to the problem. Try not to leave out any information here, as the smallest bit could help.

To attach a document, lie a screen shot, or text document, click *browse* in the ***Attach a new Document*** field. Then select your file, and click OK in the popup box. To attach the document to the ticket, click *Attach document.* If it is successful, the document will appear in the field below.

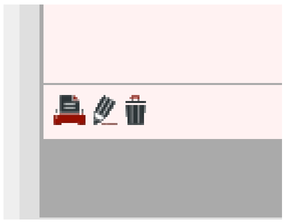
When you are happy with the form, click submit, and the relevant support staff member will be notified.

Support Ticket continuation

To continue entering information into an ongoing Support Ticket, follow the above directions, and find the ticket required in the **Your Initiated Tickets** snap-in on the left hand side of the browser, alternatively, if you know the number of the ticket type it in the **Load Support Ticket**. If you have received an email regarding a continuation action, you may be able to click on the link within the email.

When you go to the initial page for the ticket, you will see a summary of the ticket. To view more information, click on **View**. This will take you to a page with all the ticket information on it, and shows you your interaction with support staff. You can add information at any time here by clicking on **Reply**, and filling out the form on the next page.

You are also able to Print, Edit, and Delete some posts by clicking on the icons in the bottom left corner of each post.



You are able to print all post, but only allowed to Edit or Delete you own posts.

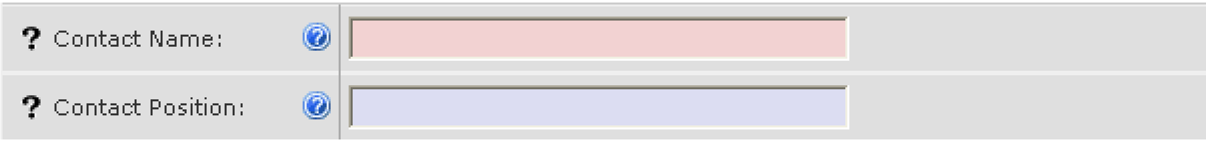
Filling out the form

While filling out the form, you will come across several types of fields, which are explained below. For most of the fields, there are two types. Required and Optional. Required fields are in Red, and need information in them before the form can be submitted, Optional fields are in blue, and may be left blank if required.

Radio Buttons

These are simply buttons that allow you to select from a set of choices. In some cases, a selection of a particular option may allow other fields to appear. You are required to select an option before you can submit the form.

Text Fields

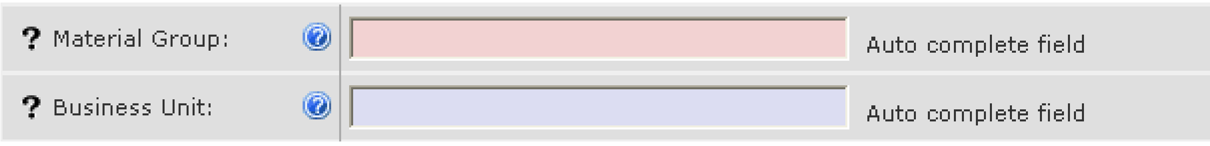


These allow you to enter a line of information. They come in both Required and Optional types.

Drop Down Menus

These allow you to choose from a selection of options. Similar to Radio Buttons, they may allow other option to appear. They come in both Required and Optional types. You must select an option in the required Drop Down Menus before submitting a form.

Auto Complete Fields



Auto complete fields are a cross between text fields and drop down boxes. As you type in the information, you are given the available options that match you current text in the box. You can then click on the required item, and it will be entered in to the Auto Complete Field. They come in both Required and Optional types.

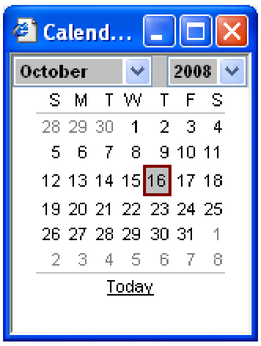
Text Boxes

Text Boxes are almost identical to text fields, the difference being you can type more text in them, and also enter new lines to format the text slightly. They come in both Required and Optional types.

Read only fields

Read only fields supply information pertinent to the current form. They cannot be changed directly, however, in some cases they can change depending on other options that are selected in the form.

Date fields

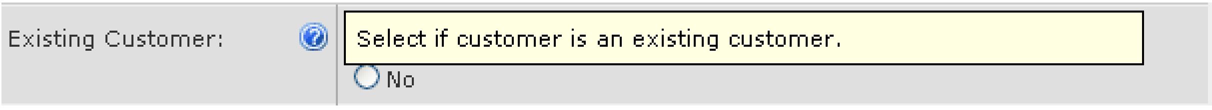


These fields allow the entering of dates. To use them you can either enter the date in the format DD/MM/YYYY, or by clicking on the calendar icon. This will show a window where you can select the date. They come in both Required and Optional types.

CC fields

CC fields allow you to CC staff members on the submission of the form. To use this field, click on the CC… button and select the names of staff members required from the popup window. When you have confirmed the members of staff you want to CC, this field will be automatically filled. Alternatively, you can type the email address of the person(s) that you want to CC, and separate the addresses using a comma. These are Optional fields only.

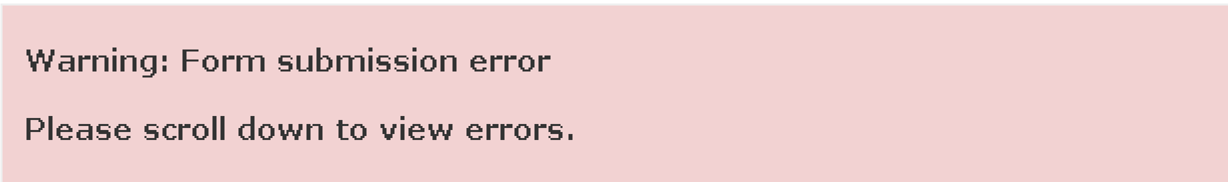
Help Buttons



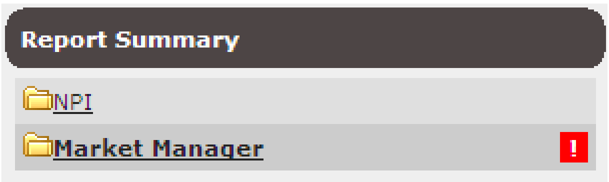
If you require help as to knowing what needs to be filled in/selected in each field, you can hover over the little blue help icon shown on each field. This will show a pop up with some help text pertaining to that field.

Form Errors

If you try submit a form with an error, then the below banner will show.



The form that the error is in, will be shown on the Report Summary snapin on the left hand side of the page. The form with the error will have a red exclamation mark next to it.



This means that you have omitted a field that requires information to be entered.
You can find where the field is by looking for the Red highlighted field. In some cases, the field will tell you what to enter to cure the error.

Form Notices

If you submit a form, or alter any options on the application, then the below banner may show.

This is just a notification, that tells you that you have been successful in your action, and/or that your requirement has been forwarded to the relevant people.