<u>Ticket system users guide</u>

To allow departments to efficiently manage queries and issues from other departments a ticket system has been implemented. Moving forward, rather than ringing the relevant department with any queries or issues you have you will raise a ticket.

Below are a set of instructions on how to use the ticket system.

1. Go to: www.hangerworld.co.uk/tkt
2. Log on using your designated username and password.
3. Once logged in you will see the main page, this is where all the tickets you have raised and the tickets have been raised against your department.
4. To raise a new ticket click 'New Ticket' and fill in the form in the pop up window.
   - Select the department that the ticket will be raised against.
   - The title box is to state the issue being raised.
   - The description box is used for further information relevant to that ticket which may be of use.
   - The priority option is for you to express how quickly the ticket needs attending to.

   Note: Constant use of high priority will mean slower service to your raised tickets.

5. Once the information has been filled in click 'submit' to post the ticket.
6. You should now see your submitted ticket on your homepage. You will also see any tickets that have been submitted to your department.
7. If you no longer require that ticket or circumstances prevent the ticket being carried out you can change the status of the ticket by selecting the appropriate 'change status' option in the ticket window.
8. If you change the status of the ticket please fill note notes section out with your reasons why so that the IT department can see why the ticket has been changed.
   - By default the status of a ticket will be 'pending'. This means that the relevant department has not yet seen or begun attending to the raised ticket.
   - Once the raised ticket is being attended to, the status needs to be changed to 'open'.
   - When the ticket has been attended to and there is no longer any issues the status can then be changed to 'resolved'.
   - The 'on hold' and 'cancelled' statuses mean that there is no longer a need for the relevant department to deal with that ticket.
9. The notes can be used to add any additional information that you feel relevant to that particular ticket.
10. The discussion window within a raised ticket is used you to communicate with the department you have raised that ticket to.
11. To return to your main page click on the 'Hanger Support' text at the top of the page.

If you have any queries or need help using the new system then give us a ring. A demonstration and training will be provided.