Workplace Portal IT Helpdesk: **User Guide**
Developed by Artisans Republik for Progression

Purpose and Benefits:

The Workplace Portal IT Helpdesk has been developed by the Artisans Republik IT team to streamline and improve the way Progression staff report and resolve IT issues. This system aims to create a centralized, efficient, and transparent process for managing IT support requests. By using this portal, Progression can:

- **Reduce downtime:** Quicker reporting and resolution of IT issues minimizes disruptions to productivity.

- **Improve communication:** Clear tracking and updates ensure everyone is informed about the status of their tickets.

- **Enhance accountability:** The system assigns tickets to specific IT team members, ensuring responsibility and timely action.

- **Gather valuable data:** The portal collects data on common IT issues, allowing the team to identify and address recurring problems proactively.

- **Improve user satisfaction:** The rating and feedback system allows for continuous improvement of the IT support service.

How to Use the IT Helpdesk:

1. **Accessing the Portal:**

    o You will receive a link to the Workplace Portal IT Helpdesk.

    o Click the link to open the Issue/Ticket submission form.

2. **Submitting a Ticket:**

    o **Employee Number:** Enter your employee number, the same one you use for logging in and out. This is the only mandatory field.

    o The system will automatically populate other fields (name, email, department, etc.) from the database.

    o **Email Address:** If the email address displayed is incorrect, please contact the IT team to update your information. Ensure your email address is up-to-date, as you will receive important ticket status notifications.

- o **Issue Description:** Provide a detailed description of your IT issue. Avoid using short phrases like "email not working." Instead, explain the problem thoroughly (e.g., "I am unable to send emails from my Outlook account. I receive an error message stating 'Connection to server failed.'").

- o **Screenshot (Optional):** If you wish, you can attach a screenshot of the issue.

- o **Submit:** Click the "Submit" button to send your ticket.

- o A confirmation message will appear, and you will receive an email confirming your ticket submission.

3. **Ticket Confirmation Email:**

- o Check your email inbox for a confirmation email containing your ticket details.

4. **Ticket Assignment and Resolution:**

- o The IT team will review your ticket and assign it to a support team member.

- o You will receive an email notification informing you of the assigned support member's name.

- o The assigned support member will aim to address your issue within 5-10 minutes. If you do not hear from them within this timeframe, you may follow up directly with them.

- o **Communication:** Communicate only with the assigned support member unless you need to escalate the issue due to lack of assistance.

5. **Ticket Closure:**

- o Once the support member believes they have resolved your issue, they will attempt to close the ticket.

- o You will receive an email asking you to confirm whether the issue has been resolved.

- o **Confirmation:**

  - Click "Yes" if your issue has been fully resolved. The ticket will be closed, and you will receive a confirmation email.

  - Click "No" if the issue is not resolved. The ticket will remain open until the assigned member fully resolves it.

- o **Email Confirmation:** Always monitor and respond to emails requesting ticket closure confirmation.

6. **Rating the Service:**

   - o After the ticket is closed, you will have the option to rate the service you received.

   - o Rate the service on a scale of 1 to 10, where 1 is the least satisfactory and 10 is the most excellent.

   - o You can also include a message with your rating.

   - o **Important:** Rating the service is optional and does not affect the ticket closure.

7. **Multiple Tickets:**

   - o You can submit multiple tickets as needed.

8. **Ticket Dashboard:**

   - o You have access to a dashboard where you can track the status of all your tickets.

   - o To access the dashboard, click the "Follow Up" button and enter your employee code.

   - o The dashboard displays all tickets you have submitted, including closed and pending tickets.

9. **Security and Privacy:**

   - o **Employee Code:** Do not share your employee code with anyone. It is considered private information as it is linked to your personal details.

   - o **IT Support Login:** Do not attempt to access the "IT Support Login" button. This is for IT team members only.

10. **Further Assistance:**

    - o If you have any further questions or encounter any issues, please contact the IT team directly.

The IT team has developed this system to be a helpful tool for everyone at Progression. We appreciate your cooperation in using it effectively.

Thank you.

Regards,

The IT and Design Team