Collins Aerospace – PulseDesk Work Instruction

Created by Morgan H – 10/07/2025

Contents

Login Page

To access PulseDesk, please head to the following URL:
https://pulsedesk.onrender.com/login

You will be presented with this:

If you do not currently have a login, click Register at the bottom of the page, to create an account.

Register

To register an account, please enter a Username and Password, you will have to Confirm the password.

Once an account has been registered, the user will be redirected to the login page to login.

Dashboard

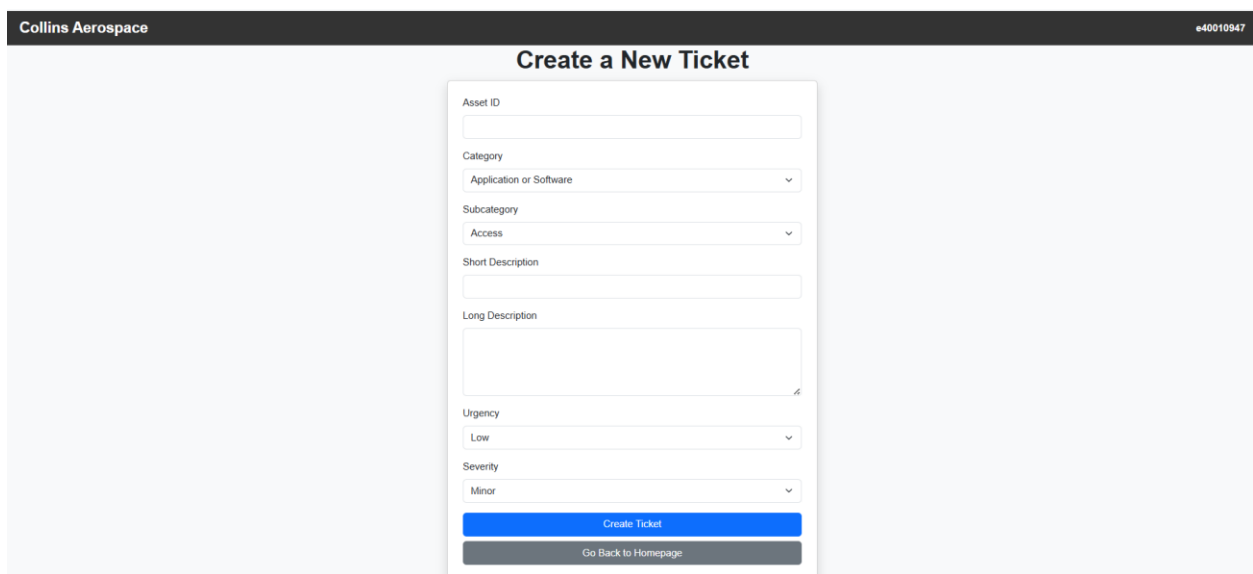When a user has logged in, the dashboard will be the home screen to navigate from:

Ticket Creation – is the page for a user to submit new tickets to be resolved.

Ticket System – is the page used to look at all tickets in the PulseDesk system.

User Manual – Provides a download to the users downloads of the work instruction for the webpage.

User Management – Is the page used to change user roles within the application.

Ticket Creation

The Ticket Creation page allows a user to submit a new ticket to the PulseDesk system, this page will ask for some information, before allowing a ticket to be created.

Ticket System

The Ticket System page will provide a full list which allows for filtering of tickets within the system. By Clicking view, a user can see more in-depth information regarding a ticket.