

Collins Aerospace – PulseDesk Work Instruction

Created by Morgan H – 10/07/2025

Contents

Login Page	3
Register	4
Dashboard.....	4
Ticket Creation.....	5
Ticket System	6

Login Page

To access PulseDesk, please head to the following URL:

<https://pulsedesk.onrender.com/login>

You will be presented with this:

Collins Aerospace

**Collins Aerospace
PulseDesk**

Login

Username

Enter username

Password

Enter password

Login

Don't have an account? [Register](#)

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.

Collins Aerospace

**Collins Aerospace
PulseDesk -
Register**

Create an Account

Username

Enter username

Password

Enter password

Confirm Password

Confirm password

Register

Already have an account? [Login](#)

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:

Collins Aerospacee40010947

Welcome to the Collins Aerospace PulseDesk Dashboard!

Ticket Creation

Ticket System

User Manual

User Management

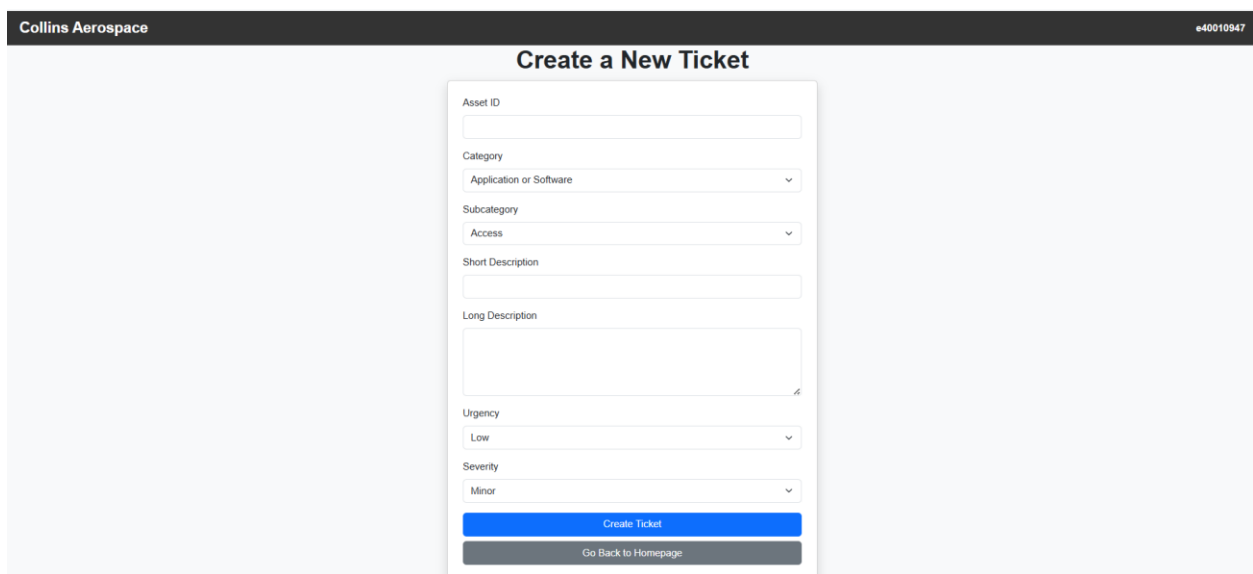
Ticket Creation – is the page for a user to submit new tickets to be resolved.

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 screenshot shows the 'Create a New Ticket' form within the Collins Aerospace PulseDesk system. The form is centered on a light gray background. At the top, a dark header bar contains the text 'Collins Aerospace' on the left and 'e40010947' on the right. The form itself is a white box with a title 'Create a New Ticket' at the top. It contains several input fields and dropdown menus: 'Asset ID' (text input), 'Category' (dropdown menu with 'Application or Software' selected), 'Subcategory' (dropdown menu with 'Access' selected), 'Short Description' (text input), 'Long Description' (text area with a small icon at the bottom right), 'Urgency' (dropdown menu with 'Low' selected), and 'Severity' (dropdown menu with 'Minor' selected). At the bottom of the form are two buttons: a blue 'Create Ticket' button and a gray 'Go Back to Homepage' button.

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

Collins Aerospace

e40010947

PulseDesk

Ticket ID

Caller

All States

All Severities

Apply Filters

Clear Filters

ID	Caller	Asset ID	Urgency	Severity	State	Created	Actions
10	Winston Doyle	N/A	Critical	Critical	In Progress	2025-07-10	View
9	Tobias Squiggle	AI4398432	Low	Major	In Progress	2025-07-10	View
8	Karen Louise	AI3920321	Low	Major	new	2025-07-10	View
7	Karen Louise	N/A	Low	Minor	In Progress	2025-07-10	View
6	Mark Hubert	UI9438438	Low	Major	new	2025-07-10	View
5	e40010947	AI9843843	Medium	Major	new	2025-07-10	View
4	e40010947	UKI932843	Low	Minor	new	2025-07-10	View
3	e40010947	UKI932843	Low	Minor	new	2025-07-10	View
2	e40010947	UKI932843	Low	Minor	new	2025-07-10	View
1	e40010947	UKI932843	Low	Minor	new	2025-07-10	View

Go Back to Homepage

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.

#10 – Complete Network Failure

Asset: N/A | Category: Network / Access or Connectivity Issue

Urgency: Critical, Severity: Critical

State: In Progress

Created by: Winston.Doyle on 2025-07-10 18:11

Description:
Complete Network Failure for Brighton Work Site. Escalated at Tier 3 meeting, no employee can access any services or applications that require internet access. Submitted ticket through VPN services.

Asset ID

N/A

Assigned User

e40010947

State

In Progress

Urgency

Critical

Severity

Critical

Update Ticket

Notes
e40010947 on 2025-07-10 18:18
Contacted Network Services - Alex Parkes advised

Add a note...

Submit