

DEPARTMENT OF Chemistry

Repair Ticketing System

User Manual

Version: 1.0

Date: April 2019

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Introduction

The Chemistry Repair Ticketing System is a web-based application where you can submit repair ticket requests to a Queen's Chemistry Technician. By doing so, you are able to get equipment owned and maintained by the Queen's Chemistry Department fixed, and managed all in one place.

Navigation

Login

This is the first point of contact you will see when you access our website. You are prompted to log in with your email and password you have registered with our system and provided to the Queen's Chemistry Network-System Administrator. Once the info is entered, click the "Log in" button. If your credentials are authenticated, you will be directed into the system. If not, an error message will appear prompting you of the wrong credentials entered.

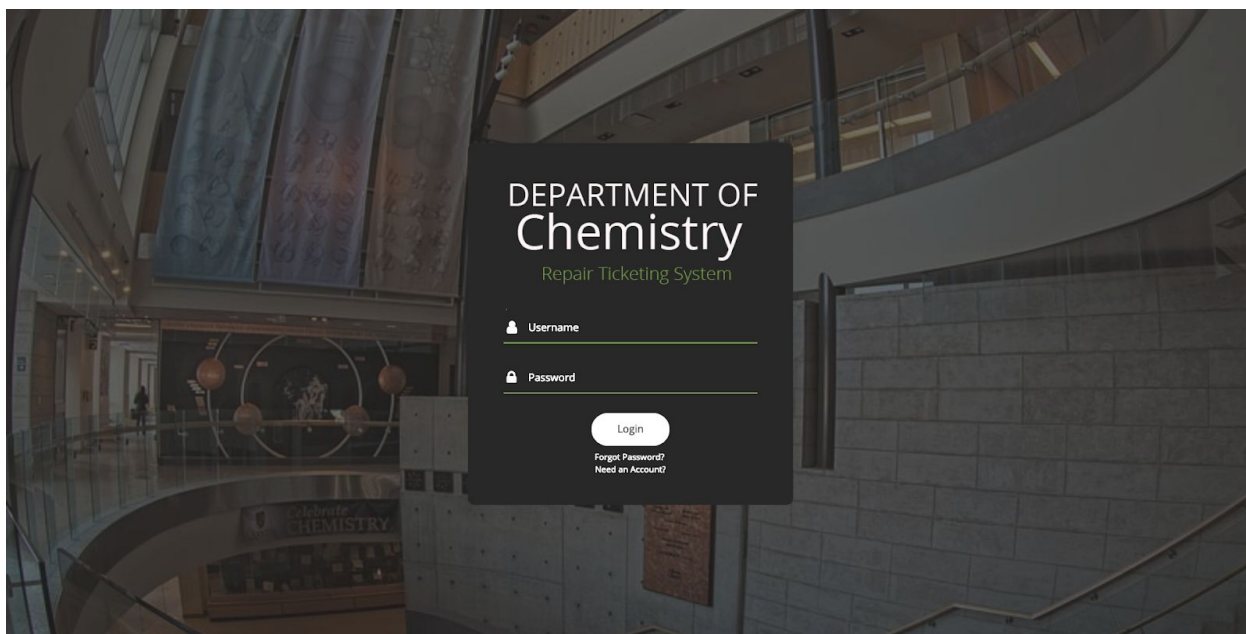


Figure 1. Login Screen

Need an Account?

Do you want privileges to be able to submit a repair ticket request for Queen's Department of Chemistry equipment? Email the Queen's Chemistry [Network-Systems Administrator](#) to ask for permission to gain access to the system. If granted, an account will be created for you with a corresponding email and password of your choosing.

Forgot Password?

Did you create an account a while back but forgot the password you used? Please email the Queen's Chemistry [Network-Systems Administrator](#) to reset your password in order for you to regain access into the Repair Ticketing System.

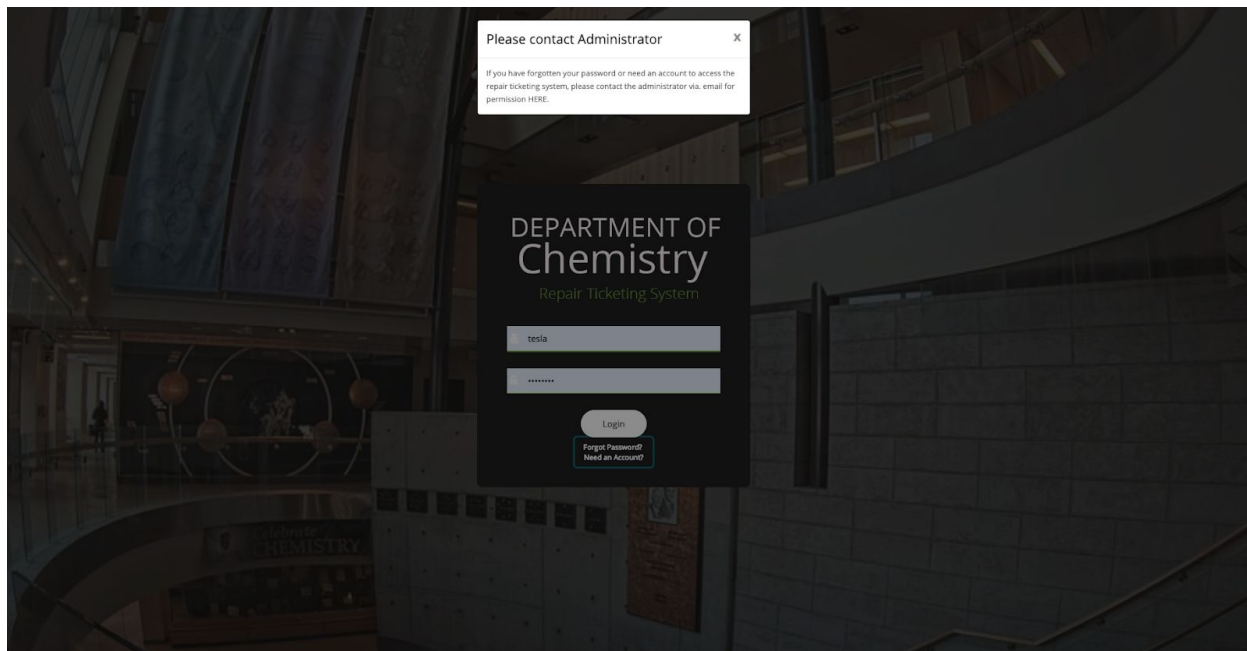


Figure 2. Prompt to Contact Administrator if Account is Needed or Password is Forgotten on Login Page

Tickets

The Tickets page found on the top navigation bar displays all of your in progress, closed, and unassigned tickets you have submitted. This page is also the first thing displayed when you successfully log in. With each ticket, its corresponding ticket ID, machine name, room, status, comments, created date, closed time, supervisor name, supervisor code, and assigned tech information is displayed. If there are many tickets displayed, use the <<Last and Next>> buttons found at the top and bottom of the page to navigate to more or previous tickets list.

Ticket ID: Indicates a number assigned to a ticket upon creation to uniquely identify each submitted repair ticket into the system

Machine Name: The name of the machine the requires repair(s)

Room: The room number the machine that requires repair(s) is located

Status: The status of the repair ticket can be unassigned, in progress, or Closed which is changed accordingly by a Technician

Comments: General comments yourself or a Technician can post regarding the submitted repair ticket

Created: The date the repair ticket was created and submitted in the form of YYYY-MM-DD

Closed: The date the repair ticket was completed and closed in the form of YYYY-MM-DD

Supervisor: Displays your name you submitted under "Supervisor" in the repair ticket

Assigned Tech: Once a technician is assigned to your repair ticket, their name will appear in this column indicating who they are

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Tickets Create Ticket How To Logout

Ticket ID: Machine: Room: Status:

Created Date: Closed Date: Assigned Tech:

Showing: 3 to 10 out of 6

Ticket ID	Machine Name	Room	Status	Comments	Created	Closed	Supervisor	Assigned Tech
69	Test	Test	In Progress	Click To See Forum Test Test	2019-04-01 01:56:15		Test Test	
68	Machine Z	Room Z	Unassigned	Click To See Forum Part Y is broken Hello	2019-04-01 00:29:25		999 Mr.	meatman
66	Machine A	Room B	Unassigned	Click To See Forum Theres something broken. This is the other comment section	2019-03-31 20:51:50		100 Tom	
64	t	t	Unassigned	Click To See Forum t	2019-03-31 05:39:32		t	t
63	t	t	Unassigned	Click To See Forum t	2019-03-31 05:39:08		t	t
62	test	test	Unassigned	Click To See Forum test	2019-03-31 05:28:05		test test	

Showing: 3 to 10 out of 6

Queen's
Department of Chemistry
560 Rutherford Ave., Kingston, Ontario, Canada
K7L 3N6
416-533-2016

f in e

Figure 3. User Tickets Page

Table Link

In the table under the *comments* column, the blue link “[Click To See Forum](#)” directs you to a conversation messaging display between yourself as the User and with a Technician who is assigned to your repair ticket. If you wish to send a comment to the Technician regarding your repair ticket, write your message in the text box indicated by “Enter a message...”. Once your message is written, click the button send on the right to submit your message. This page also shows a history of ticket status changes.

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Tickets Create Ticket How To Logout

Mar 31, 2019, 8:53 PM

Theres something broken. This is the other comment section

Mar 31, 2019, 12:10 PM

yay! Go start Your Road !!

Enter a message...

Queen's
Department of Chemistry
560 Rutherford Ave., Kingston, Ontario, Canada
K7L 3N6
416-533-2016

f in e

Figure 4. Click To See Forum Messages

Search

You can narrow down your tickets by applying the one, more, or all filters found at the top above the table. Ticket ID, Created Date, and Closed Date require your input. Machines, Rooms, Requested By, Status, and Assigned Tech are drop down menus in which you must select from the displayed options. Once you have applied your search filters to your desired ticket information, click the green “Search” button found below the filter options. The table below will adjust and display tickets according to the search filters applied.

Ticket ID	Machines	Rooms	Status
Created Date YYYY-MM-DD	Closed Date YYYY-MM-DD	Requested By	Assigned Tech
<input type="button" value="Search"/>			

Figure 5. Search Ticket Filters

Create Ticket

Complete the form in each indicated field as the information provided will be submitted to a Technician for review regarding the repairs. Once fully complete, click the green “Submit Ticket” button found at the bottom. You will then receive an email giving you a summary of the ticket as well as a confirmation that the ticket was submitted.

Machine Name: The name of the machine that needs repairs.

Ex. ESI Single Quadrupole ZQ-LC/MS Mass Spectrometer

Room: Provide the room number where the machine that needs repairs is located

Ex. Chernoff Hall Rm 102

Problem Description: Provide a detailed explanation of the issues encountered

Ex. Unable to turn on but the power cord is connected

Supervisor Code: Please enter your provided supervisor code

Ex. 19823044

Supervisor Name: Please enter your supervisors first, and last name

Ex. John Doe

Other Comments: Add additional comments here regarding the machine and issues. This is not a mandatory field.

Ex. Wrote a note indicating it was broken

The screenshot shows the 'Create New Ticket' page. At the top left is the 'DEPARTMENT OF Chemistry Repair Ticketing System' logo. At the top right is a navigation bar with links: 'Tickets', 'Inventory', 'Statistics', 'Create Ticket', and 'Logout'. The main content area is a form titled 'Create New Ticket'. It contains several input fields: 'Machine Name' and 'Room' (two small text boxes), 'Problem Description' (a large text area), 'Supervisor Code' and 'Supervisor Name' (two small text boxes), and 'Other Comments' (a large text area). Below the form is a green 'Submit Ticket' button. At the bottom of the page is the Queen's University logo and contact information, along with social media icons for Facebook, LinkedIn, and Twitter.

Figure 6. Create New Ticket Page

How To

If you are uncertain on how the process works for submitting a repair ticket, the How To link found in the top right navigation bar will guide you on how to get started

The screenshot shows the 'How to Get Started...' page. At the top left is the 'DEPARTMENT OF Chemistry Repair Ticketing System' logo. At the top right is a navigation bar with links: 'Tickets', 'Create Ticket', 'How To', and 'Logout'. The main content area is titled 'How to Get Started...' and contains a list of four steps, each in a grey box with a large number: 1. Submit a Repair Ticket (Fill out the required details outlined in the 'Create Ticket' tab in regards to the machine or product that needs repair(s).), 2. Wait for Technician Email Response (A technician will be assigned to your submitted ticket and once received, they will be in contact with you via email with a repairs estimate.), 3. Confirm Repair Costs (In order for the repairs to begin, you must confirm with the repairs estimate to be charged. Once the repairs are complete, an invoice will be charged and sent to Dept. of Chemistry's Finances.), and 4. Wait for Completion of Repairs (A technician will begin the requested repairs and once the fix is complete, an email will be sent indicating the completion.). At the bottom of the page is the Queen's University logo and contact information, along with social media icons for Facebook, LinkedIn, and Twitter.

Figure 7. Queen's Dept. of Chemistry Repair Ticketing System How To Page

Additional Links

At the bottom of every page found in the repair ticketing system besides the login, you can find icons that link to the Queen's Department of Chemistry socials. If the Queen's Crest logo found on the bottom left corner is clicked, it will direct you to the Queen's University homepage on a new tab. On the bottom right, you can find Queen's Department of Chemistry's Facebook, LinkedIn, Queen's Chemistry website, and an email linked to the Chemistry's Instrumentation Technician.

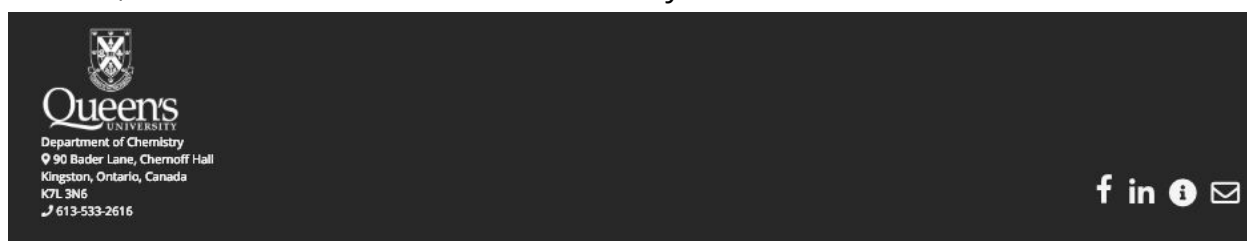


Figure 8. Department of Chemistry Repair Ticketing System Footer

Logout

When you are finished using the Queen's Department of Chemistry Repair Ticketing System, click the link labelled "Logout" found on the top right of the navigation bar to end your session. We highly recommend you to log out when you are finished to ensure the security and safety of your account. If you do not log out, your session will be remembered for, up to, 30 days. If you are using a public computer, we advise you to log out.