USER'S MANUAL

Online IT Service Desk System

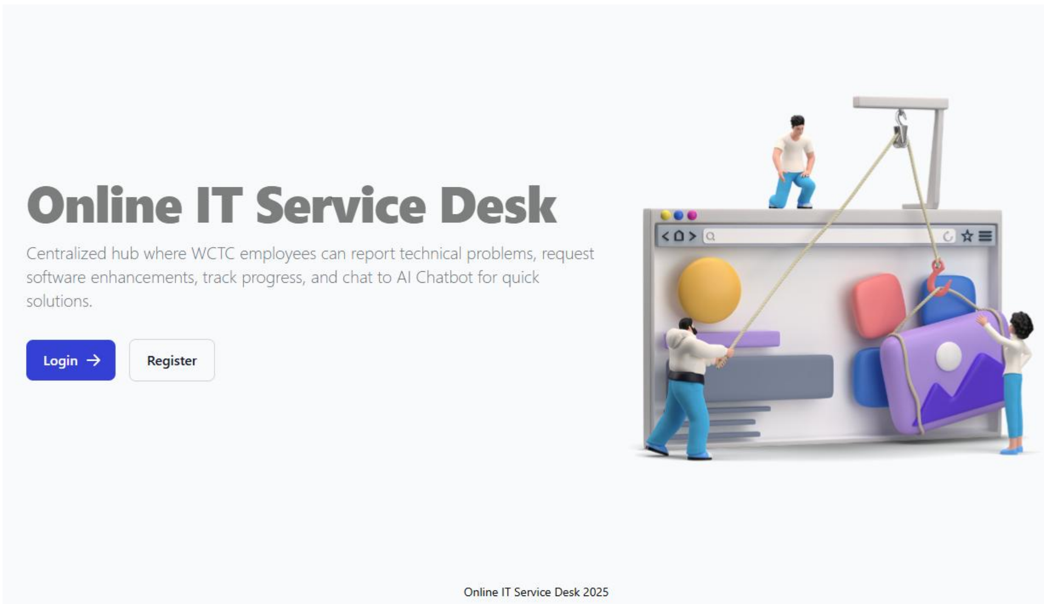
Western Caroline Trading Co.

April 02, 2025

1. Accessing the System

Step 1: Open the Web Browser

- Launch your preferred web browser (Chrome, Firefox, Edge, Safari, etc.).
- Enter one of the following URLs in the address bar:
    - https://online-it-service-desk.publicvm.com
    - https://52.64.119.63

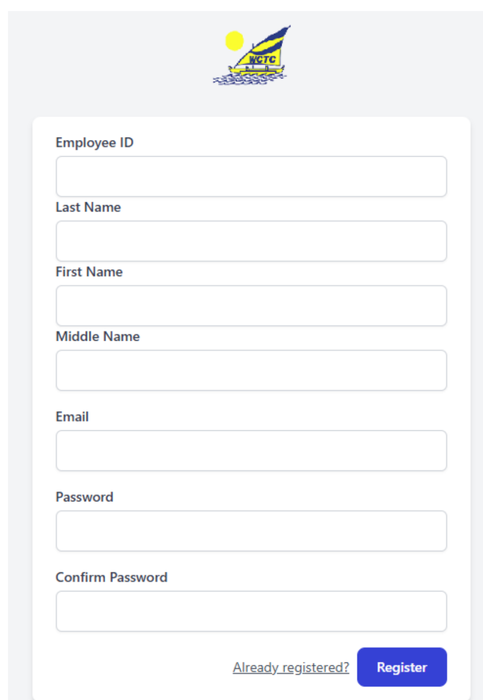


Step 2: Register an Account

- Click the **"Register"** button to create a new account.

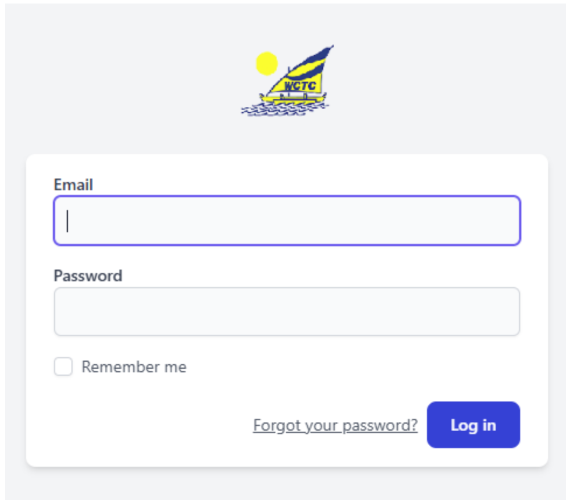
Step 3: Fill in Required Information

- Provide the necessary details, including:
    - Employee Number
    - Full Name
    - Email Address
    - Password (must meet security requirements)
- Click **"Register"** to submit.



Step 4: Log In to the System

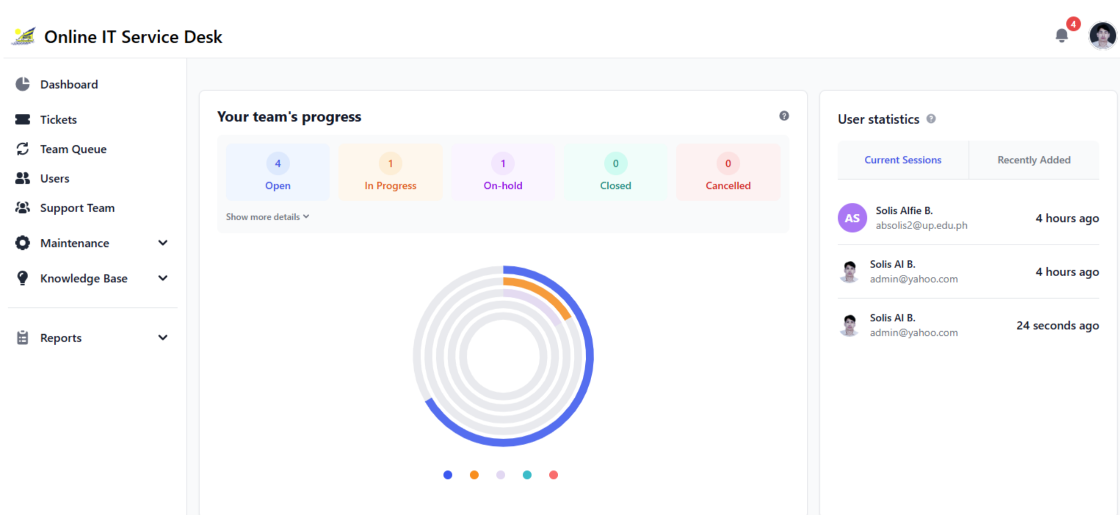
- After successful registration, log in using your credentials (email and password).



2. User Roles and Privileges

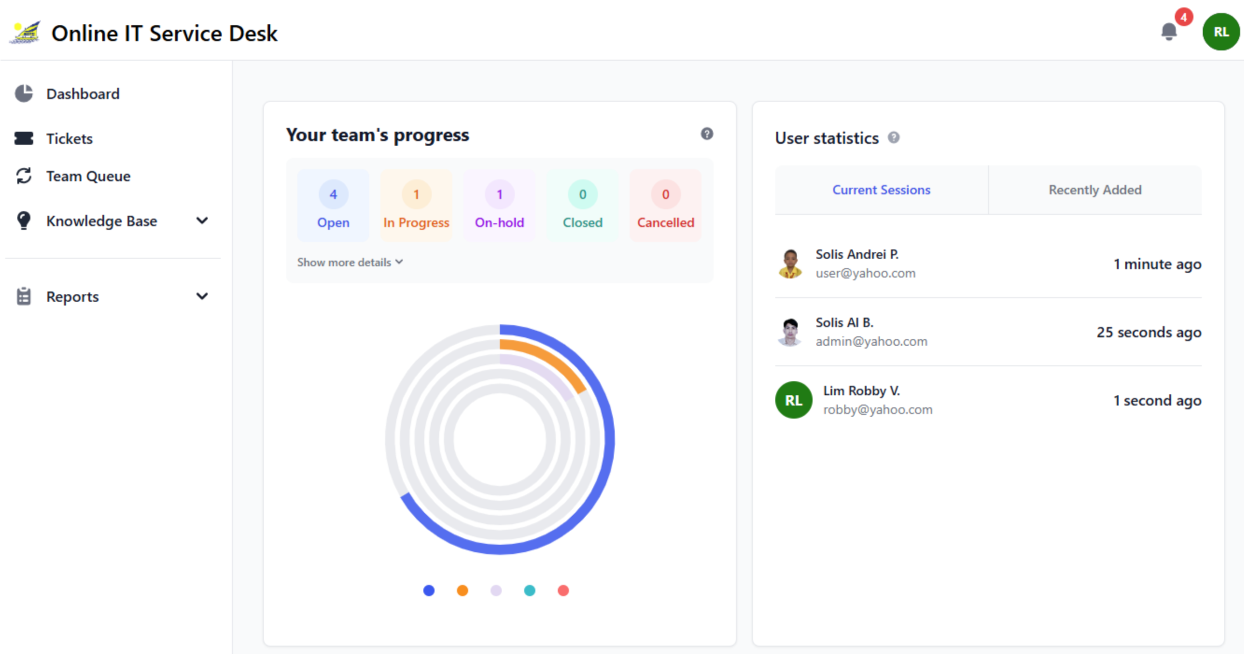
Administrator

- **Full system access**, including:
    - User account management
    - Support team assignments
    - Category and department setup
    - Knowledge base article creation and editing
    - System configuration and reporting



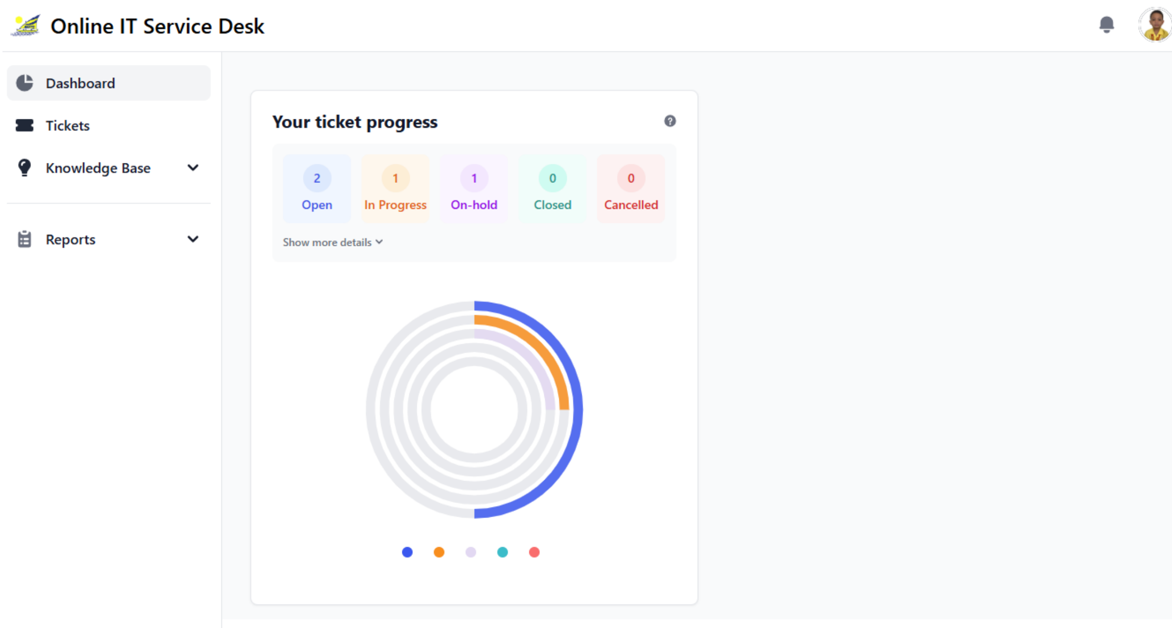
Technical Support Team

- **Specialized access** to:
    - Manage and assign support tickets
    - View team queues
    - Maintain a repository of solutions and troubleshooting guides
    - Generate reports on ticket resolution

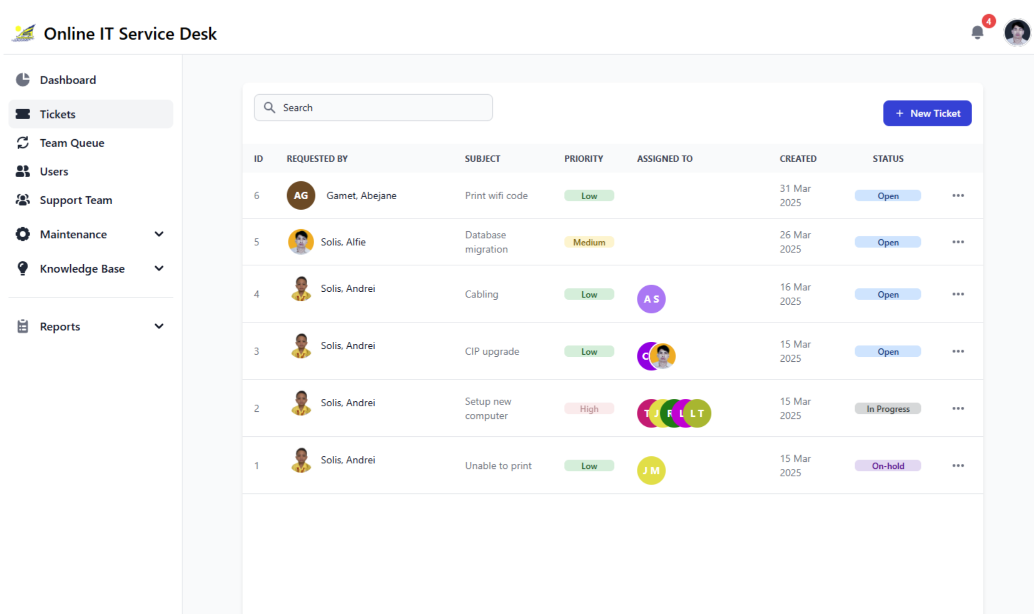


User

- **Basic access** to:
    - Create and track support tickets
    - Access knowledge base articles and AI Chatbot
    - Generate personal ticket reports

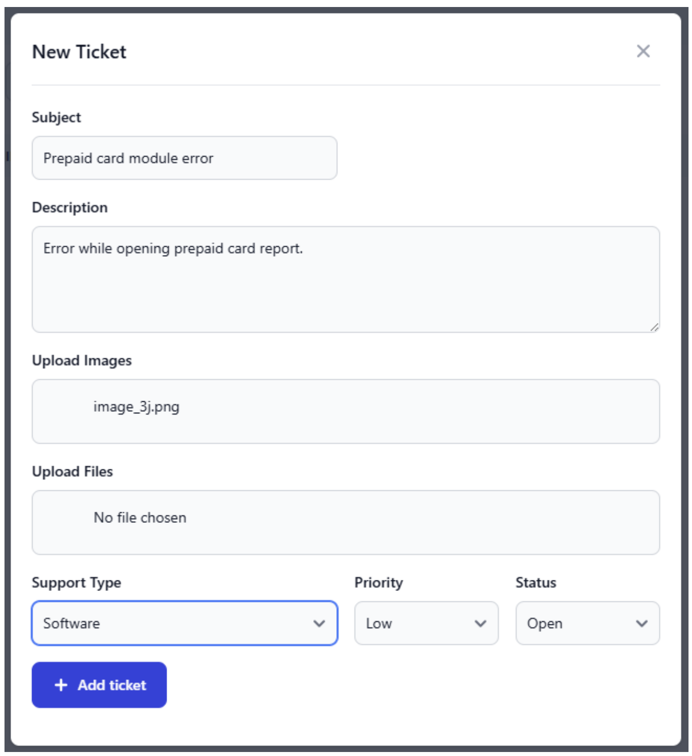


3. Tickets Management



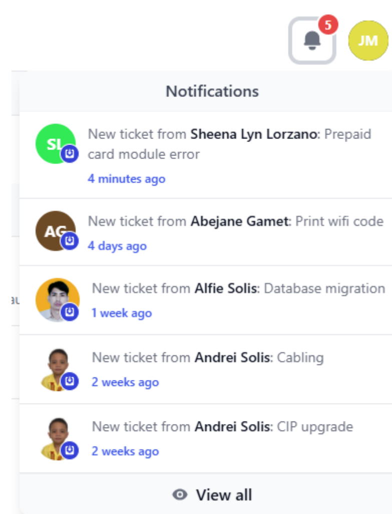
Creating a Ticket

1. Navigate to the **"Tickets"** section.
2. Click **"New Ticket"**.
3. Fill in all required fields:
   - **Subject** (short description)
   - **Description** (detailed issue explanation)
   - **Category** (e.g., Hardware, Software, Network)
   - **Priority** (Low, Medium, High, Critical)
4. Attach supporting files/images (if applicable).
5. Click **"Add Ticket"**.



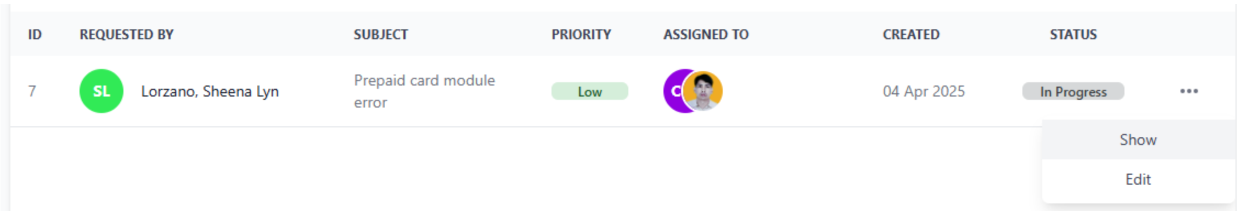
Note:

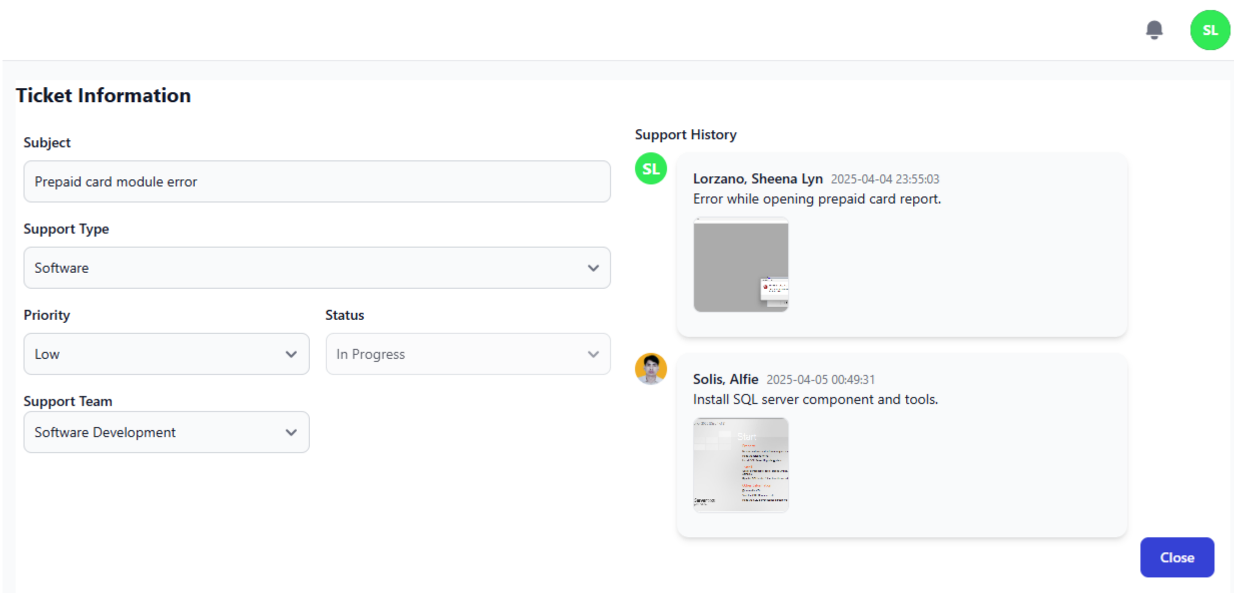
- The system automatically notifies the assigned support team.
- If no default team is set, all support teams receive the notification.



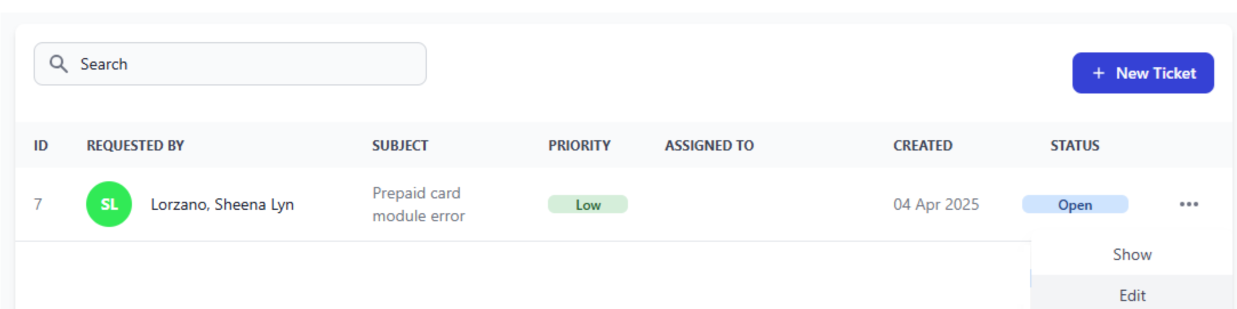
Viewing and Updating Tickets

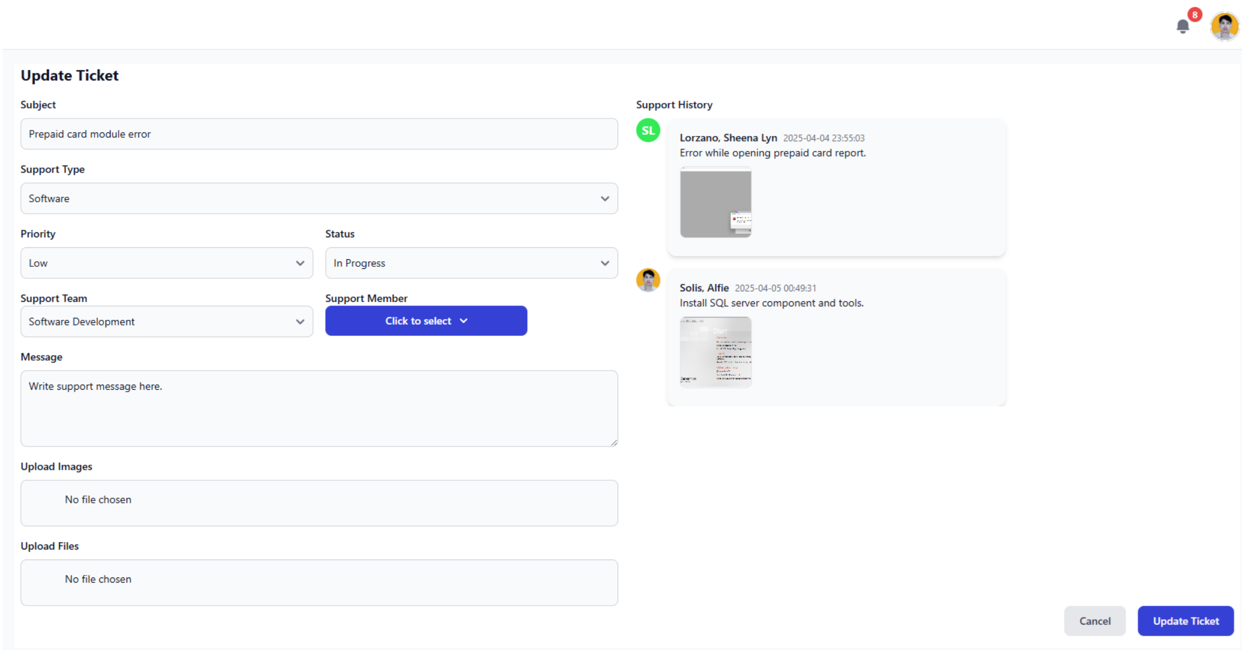
- **For Users:**
  - Click **"Show"** to check ticket status and updates.
  - Click attached files/images to view them.





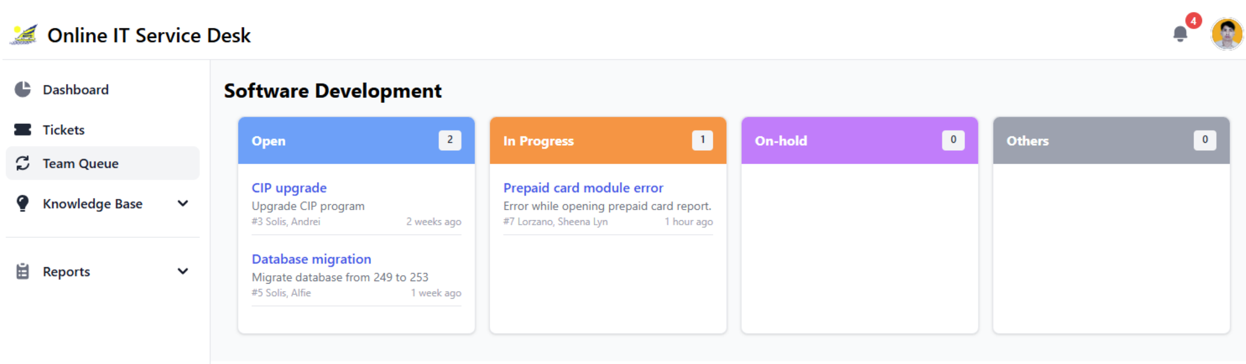
- **For Support Team/Admin:**
  - Click **"Edit"** to reassign or update ticket status.



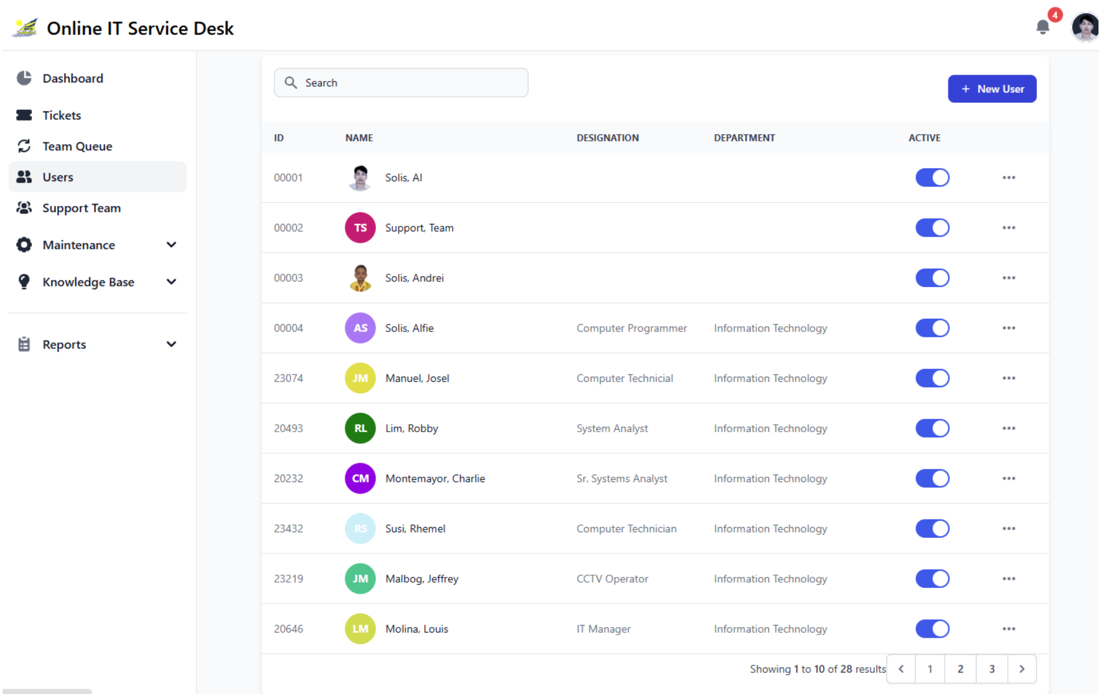


4. Team Queue

- Displays all active tickets (excluding **Closed** and **Cancelled**).
- Click a ticket to view details and take action.

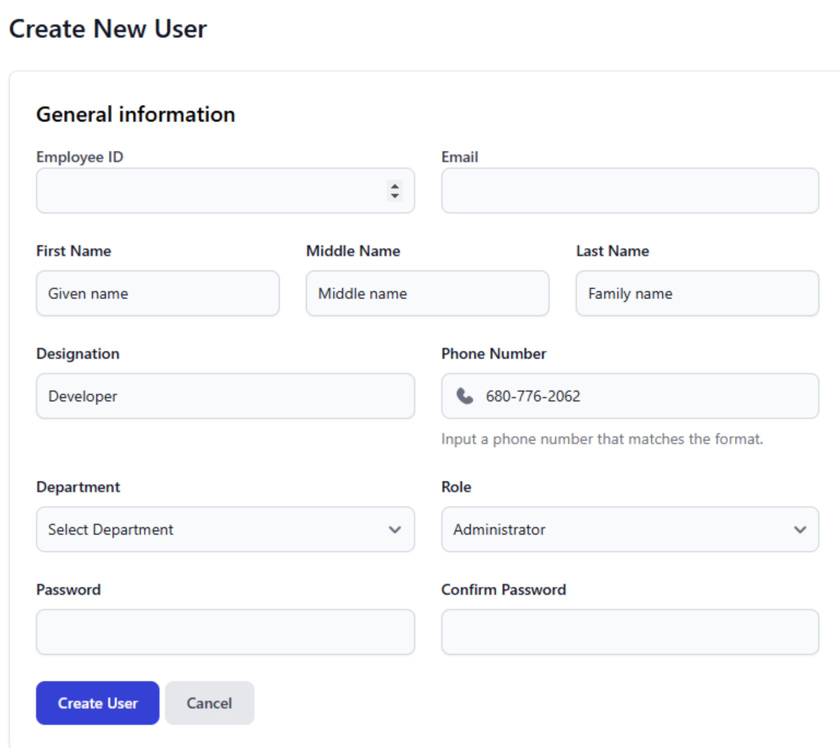


5. User Management *(Admin Only)*



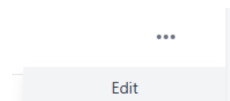
Adding a New User

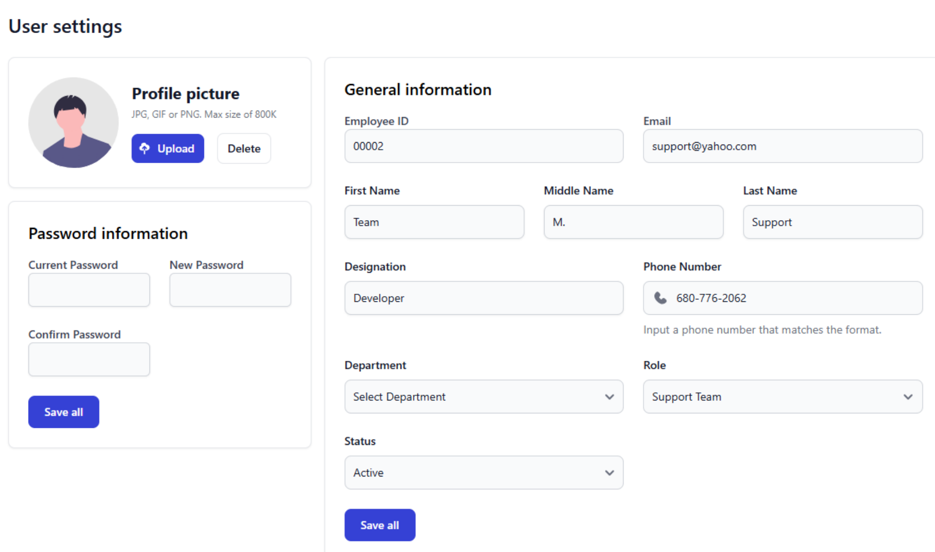
1. Go to **"Users"**.
2. Click **"New User"**.
3. Fill in details (Employee ID, Name, Email, Contact No, Role, Department and Password).
4. Click **"Create User"**.

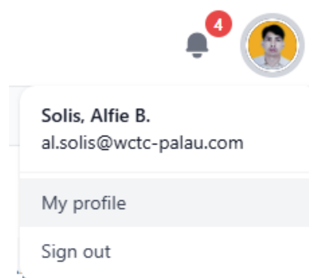


Editing User Information

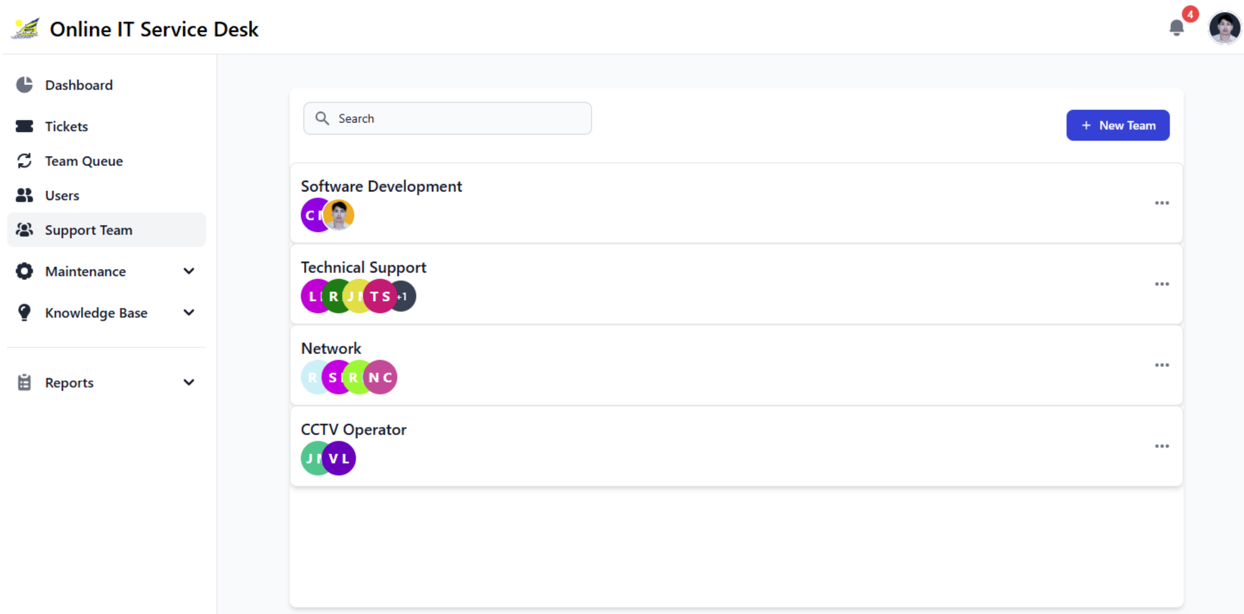
- Click the **"Edit"** button next to a user or go to My Profile.
- Modify details and save changes.





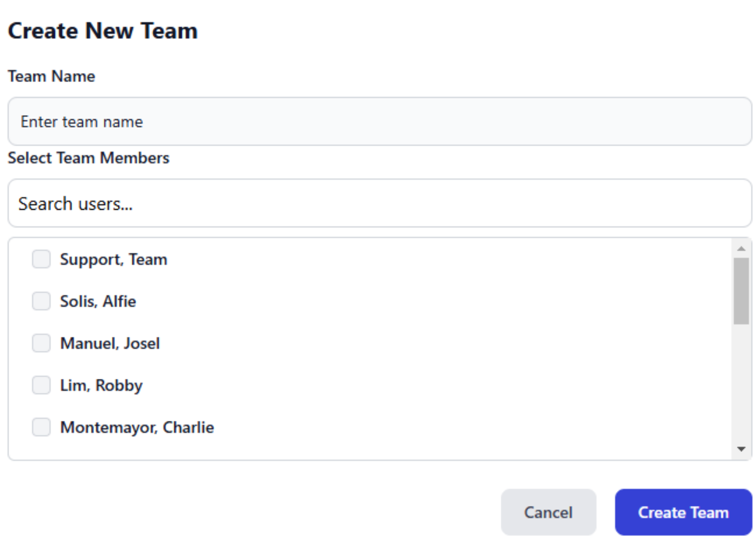


6. Support Team Management *(Admin Only)*



Creating a Support Team

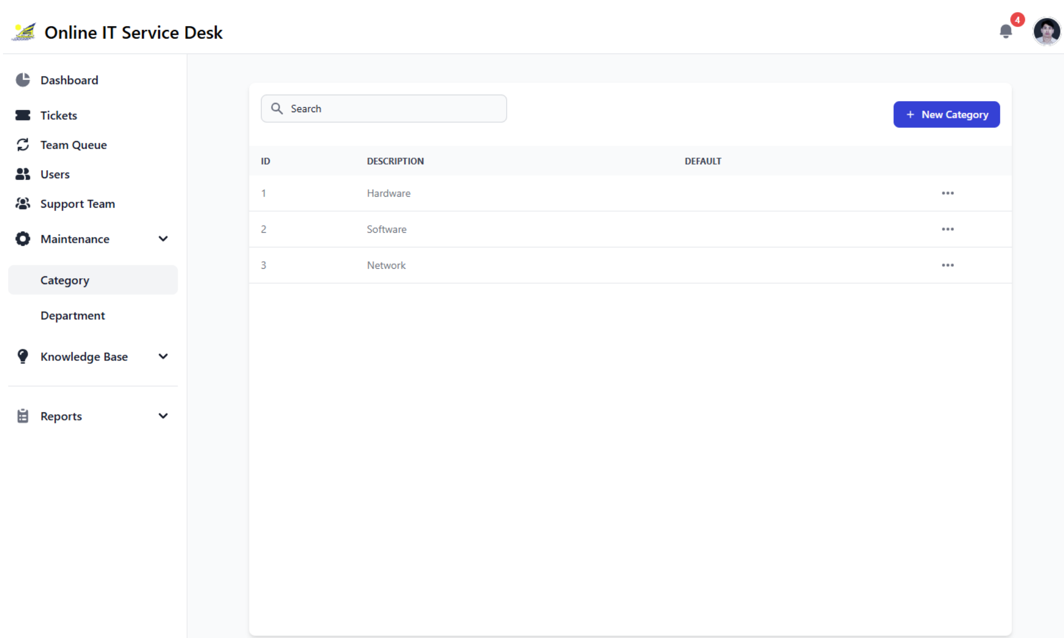
1. Go to **"Support Team"**.
2. Click **"New Team"**.
3. Enter **Team Name**.
4. Select members from the dropdown (only **Technical Support** roles appear).
5. Click **"Create Team"**.



Editing a Support Team

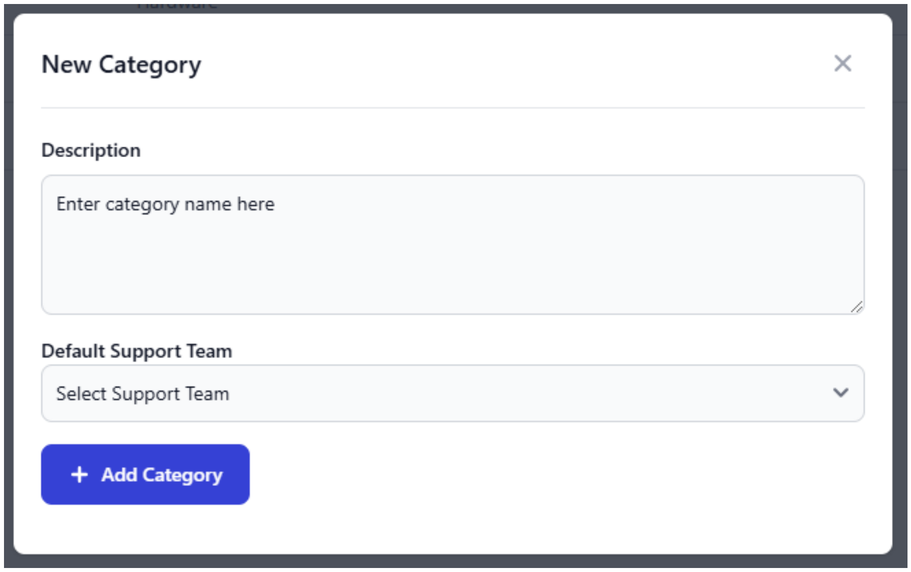
- Click the **"Edit"** button next to a team.
- Modify members or team name as needed.

7. Category Management *(Admin Only)*



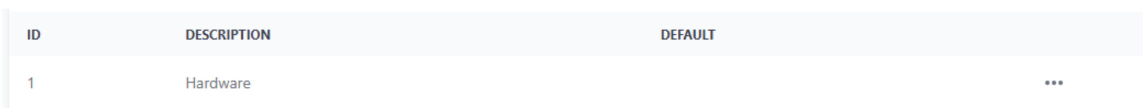
Creating a Category

1. Go to **"Category"**.
2. Click **"New Category"**.
3. Enter **Category Name** and assign a **Default Support Team** (optional).
4. Click **"Add Category"**.

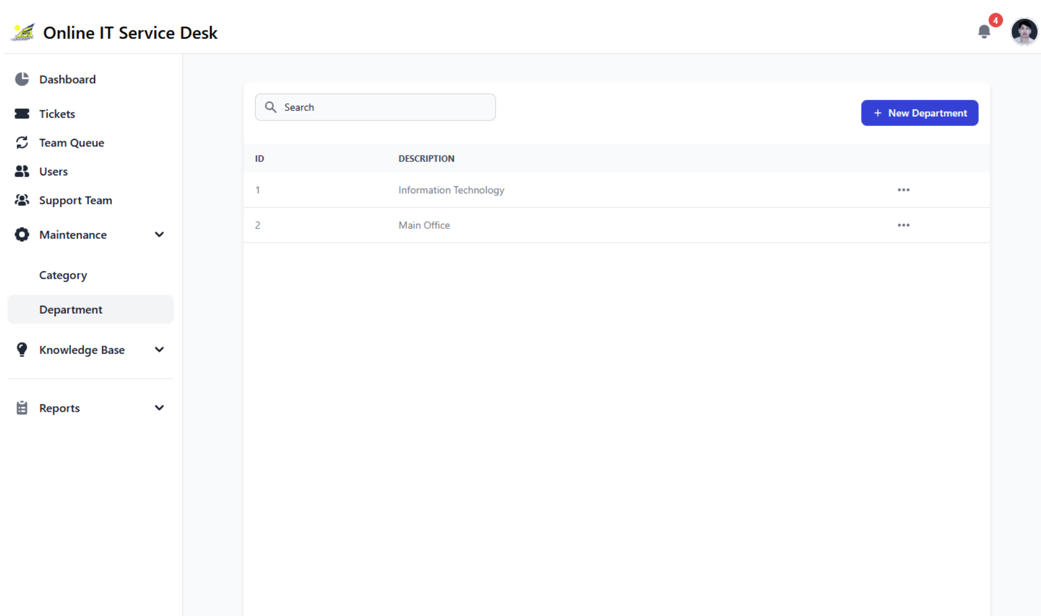


Editing a Category

- Click the **"Edit"** button next to a category.

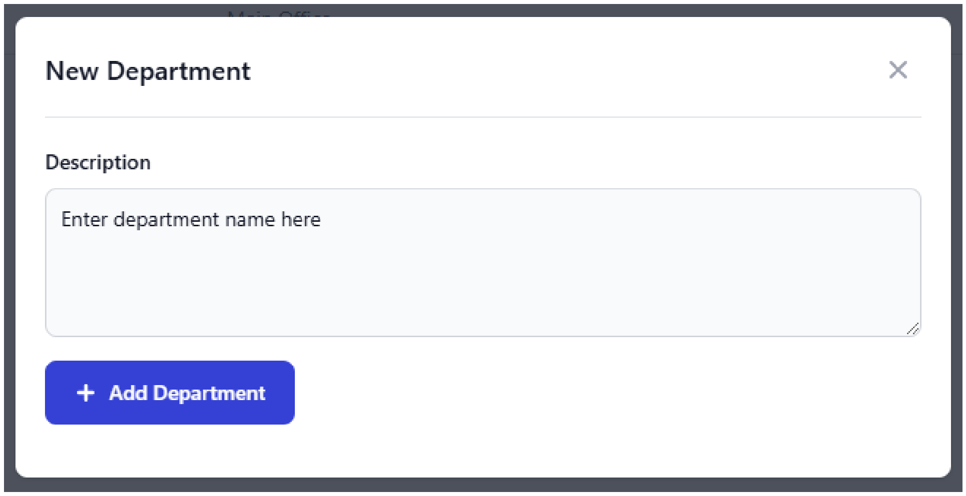


8. Department Management *(Admin Only)*



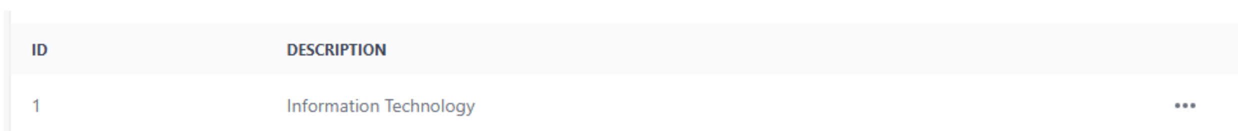
Creating a Department

1. Go to **"Department"**.
2. Click **"New Department"**.
3. Enter **Department Name**.
4. Click **"Add Department"**.

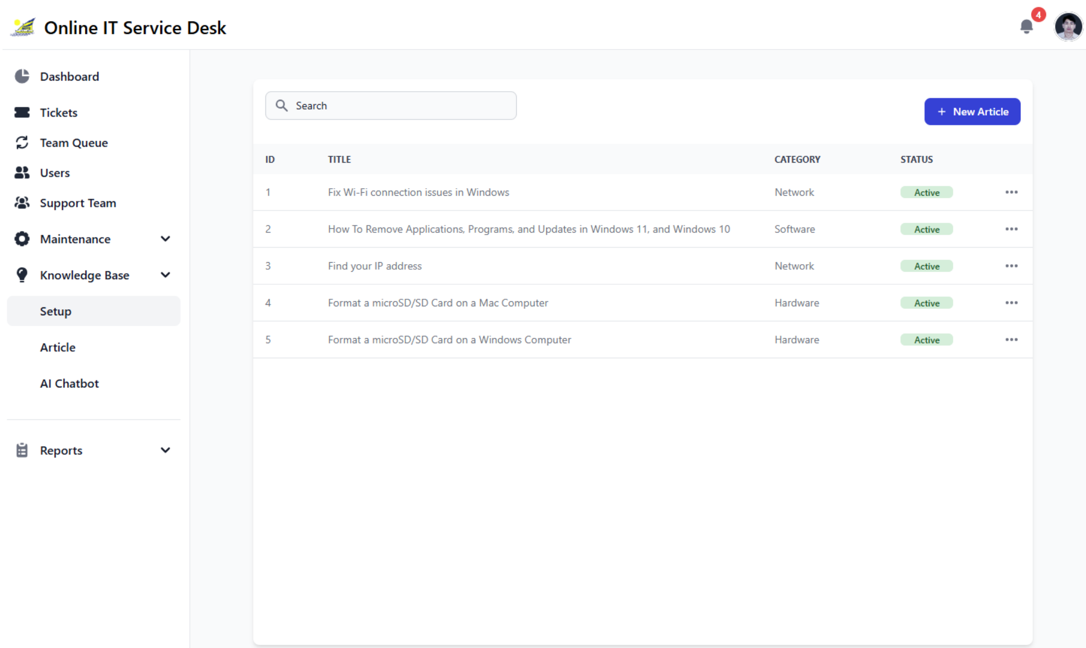


Editing a Department

- Click the **"Edit"** button next to a department.

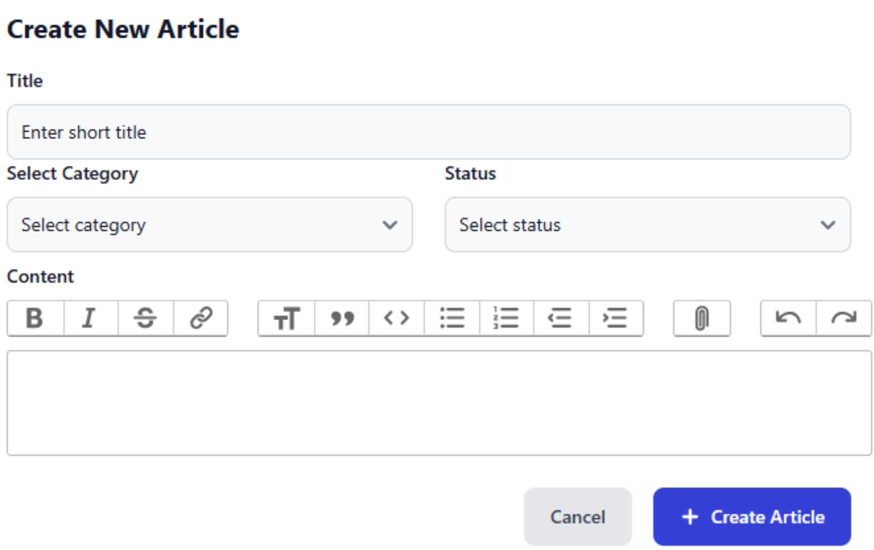


9. Knowledge Base Management *(Admin & Support Team)*



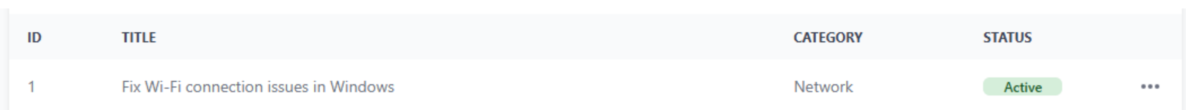
Creating an Article

1. Go to **"Knowledge Base"**.
2. Click **"Create Article"**.
3. Fill in:
    - **Title**
    - **Category**
    - **Content** (supports rich text formatting)
4. Click **"Create Article"**.



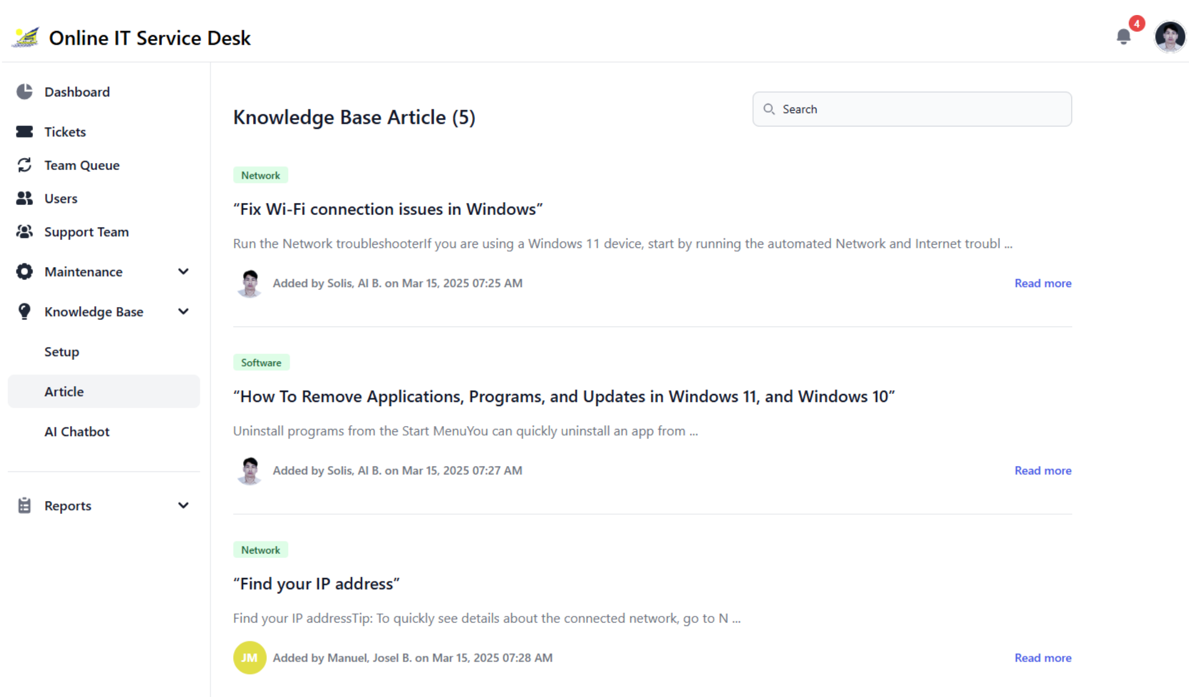
Editing an Article

- Click the **"Edit"** button next to an article.



ID	TITLE	CATEGORY	STATUS	
1	Fix Wi-Fi connection issues in Windows	Network	Active	•••

10. Article Viewing *(All Users)*



- Click an article title or the **"Read more"** button to read the full content.

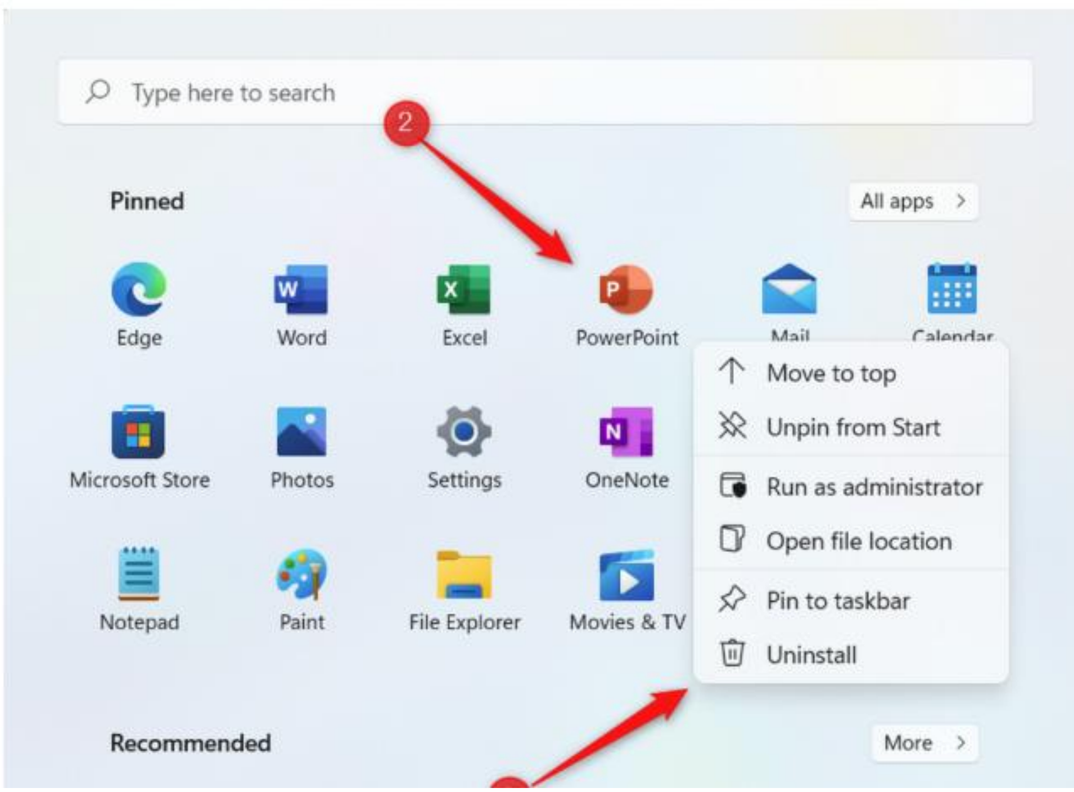
How To Remove Applications, Programs, and Updates in Windows 11, and Windows 10

Software

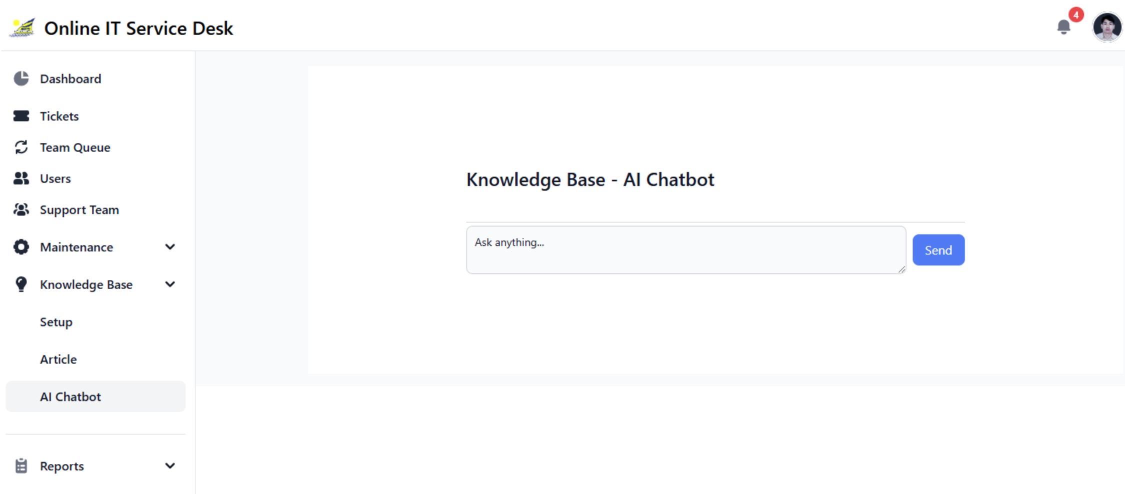
Added by Solis, Al B. on Mar 15, 2025 07:27:16am

Uninstall programs from the Start Menu

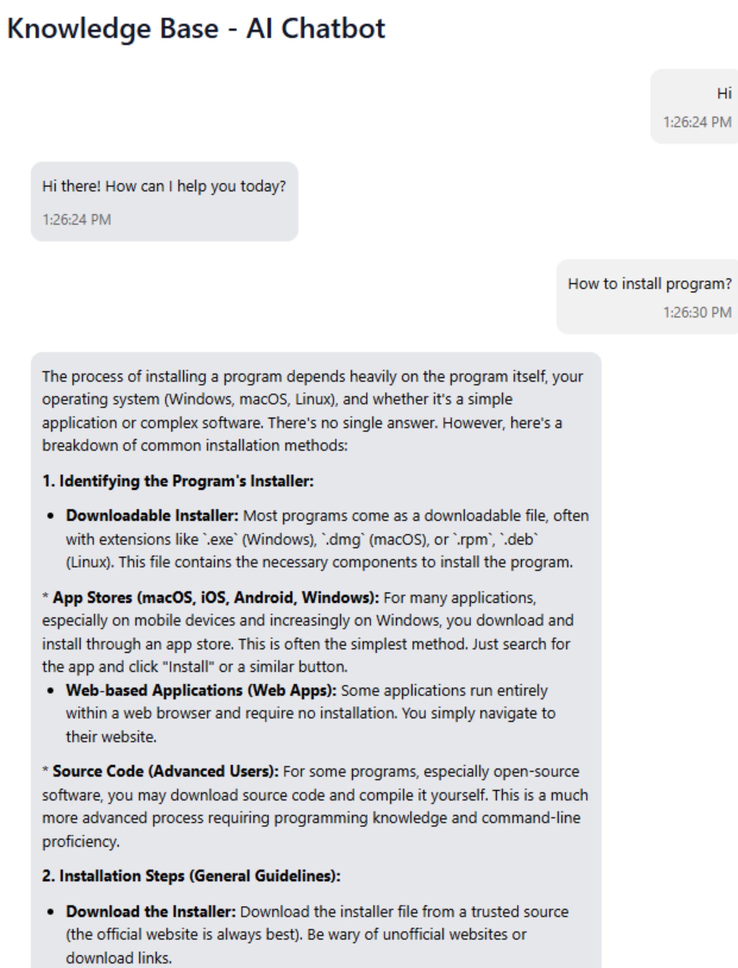
You can quickly uninstall an app from Windows 11's Start menu. First, click the Windows icon in the taskbar to open the Start menu. At the top of the Start menu, you'll see a list of pinned apps. If the app you want to uninstall is in this list, right-click it and then click *Uninstall* from the context menu that appears.



11. Chat with AI *(All Users)*



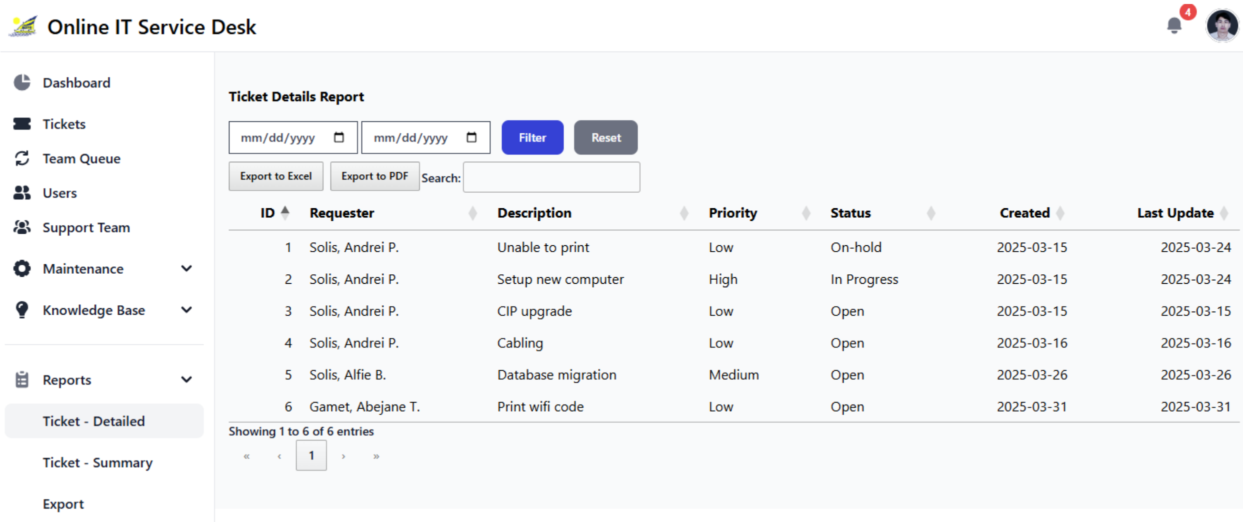
- A generative AI assistant helps answer IT-related queries.
- Type your question and receive instant responses.



12. Reports

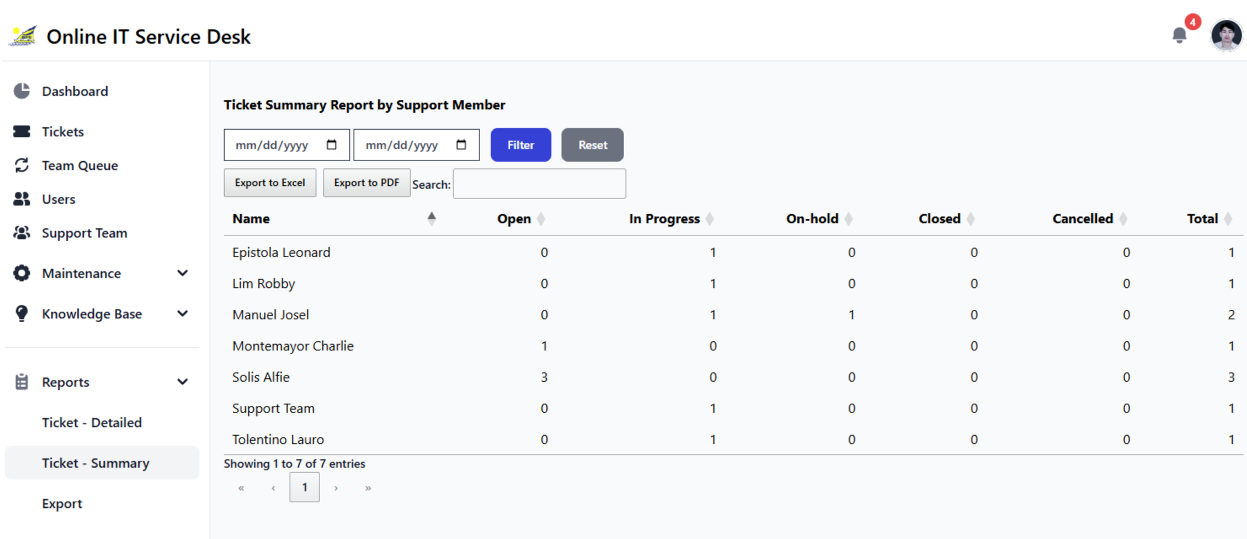
Detailed Report

- Lists all tickets (filter by date range).
- **Export options:** Excel, PDF, CSV.



Summary Report

- Shows ticket count per support member.



Export Report

- Retrieves tickets for integration with **Manpower Allocation System**.