GAS TRANSPORTATION AND INFRASTRUCTURE CO. LTD.

Reliance Pipeline Projects

e-Help Desk User Manual for Admin User

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REV	DATE	DESCRIPTION	ORIG	REVIEW	APPROVAL
1	27.03.07	ISSUED FOR REVIEW	PSG	AM / UK / SBn	SBh

CONTENTS

1. INTRODUCTION

A helpdesk is a system designed to help and support an end-user of a particular product. The help desk system provides information and helps solve technical questions on how to use the product. In today's world, many help desks are web-based. Users can go to a company's help desk website and find answers to a particular question or problem about the company's product

A helpdesk can also be used internally. In all organizations, employees encounter problems with their computers, printers, and other machines. Help desk software helps Information Technology departments manage, sort, and track service requests using the most efficient methods. The results of implementing a helpdesk are lower overhead costs and higher employee satisfaction and productivity.

Browser based help desk solutions are much less expensive then most existing systems.

A helpdesk solution is becoming a necessary part of business. Whether for a small startup or large Fortune 500 organization, a help desk can support customers, employees, and suppliers. The help desk will ensure the effectiveness of the company and ensure smooth company operations.

2. FUNCTIONALITIES OF APPLICATION

- Admin user can create new users for using the application
- Admin user can register new pipeline sites.
- Admin user can register new vendors.
- Admin user can view reports.
- Admin user can register a complaint with respect to site Software, Hardware and Network problem.
- Admin user can view the list of complaints pending in ‘Complaint Box’.
- Admin user can undertake a complaint from the ‘Complaint Box’

3. PRE-REQUISITES OF THE APPLICATION

- Internet explorer 6.0 (IE6)
- Screen resolution to view web page 800 X 600. (Recommended is 1024 X 768 for better viewing)
- Operating System Windows 2000 & above

3.1 Hardware Configuration

- Clock Speed 450 MHz or higher processor
- Memory – 64 MB or above

3.2 Connectivity

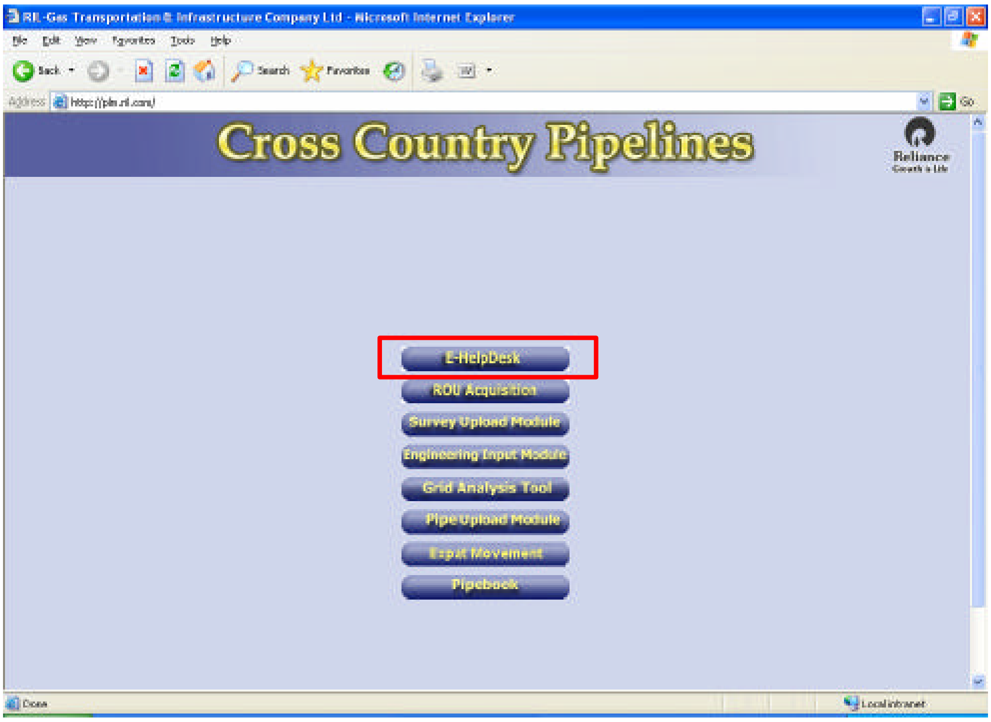
- Bandwidth – 100 kbps and above

4. PROCESS

- Admin User will be provided with URL, Username and Password for login on to the E-Help Desk application.
- Admin User will register a complaint.
- Admin user will undertake a complaint from ‘Complaint Box’
- Admin user can resolve, forward and send back undertaken complaints.
- Admin user can register new user, pipeline site, and vendor.

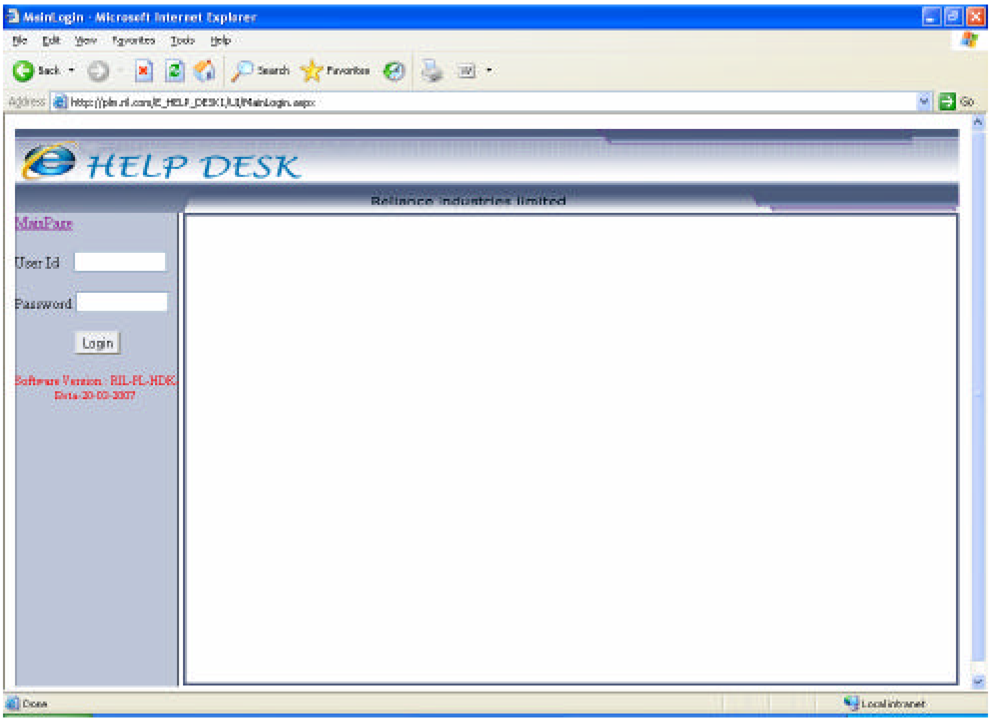
5. PROCEDURE FOR ADMIN USER

1. Enter the URL http://plm.ril.com in the Internet Explorer address bar. The below page will be displayed.



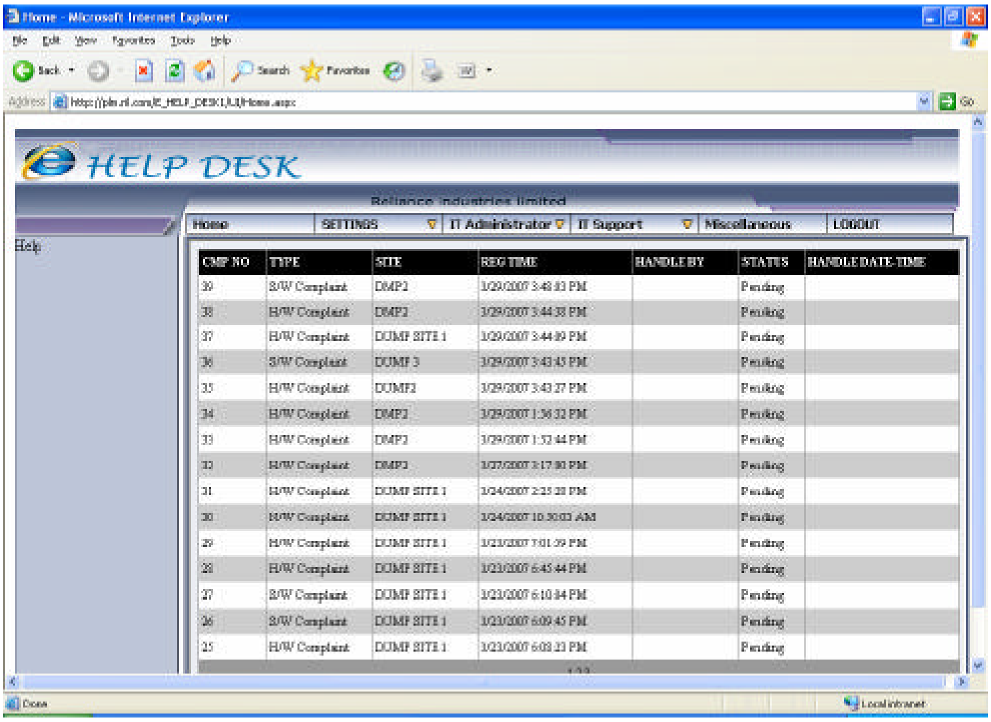
Main Page

2. Click on the **E-Help Desk** button in the main page. The Login page will be displayed as shown below.



Login Page

3. Enter **'User ID'** and **'Password'** given by the Client and click **'Login'** button. (Both User ID and Password are not case sensitive). Upon successful login Admin User page will appear as shown below.



4. To register a complaint

    a) In the Menu select 'IT Support' and in the sub menu select 'Register Complaint'.

    b) Select the **'Type of complaint'** from dropdown menu i.e. Hardware, Software and Network.

    c) Enter Name of the user for whom the complaint is being registered in **'User Name'** text box.

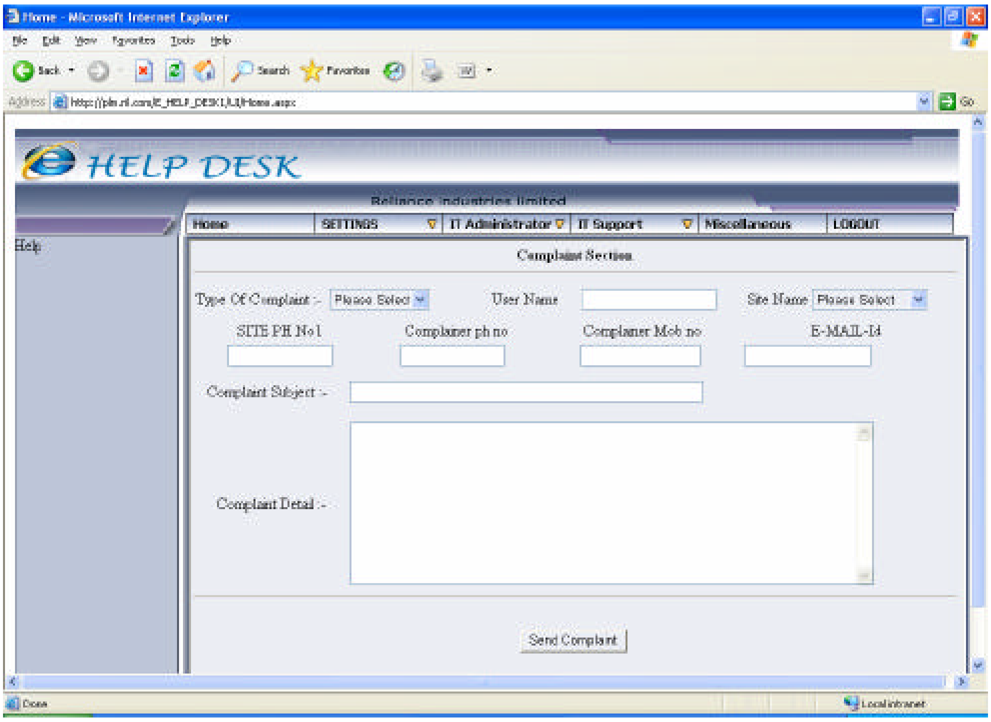
    d) Select the site for which the complaint is registered from 'Site Name' dropdown menu.

    e) Enter at least one contact number of the user i.e. Phone no. or Mobile No.

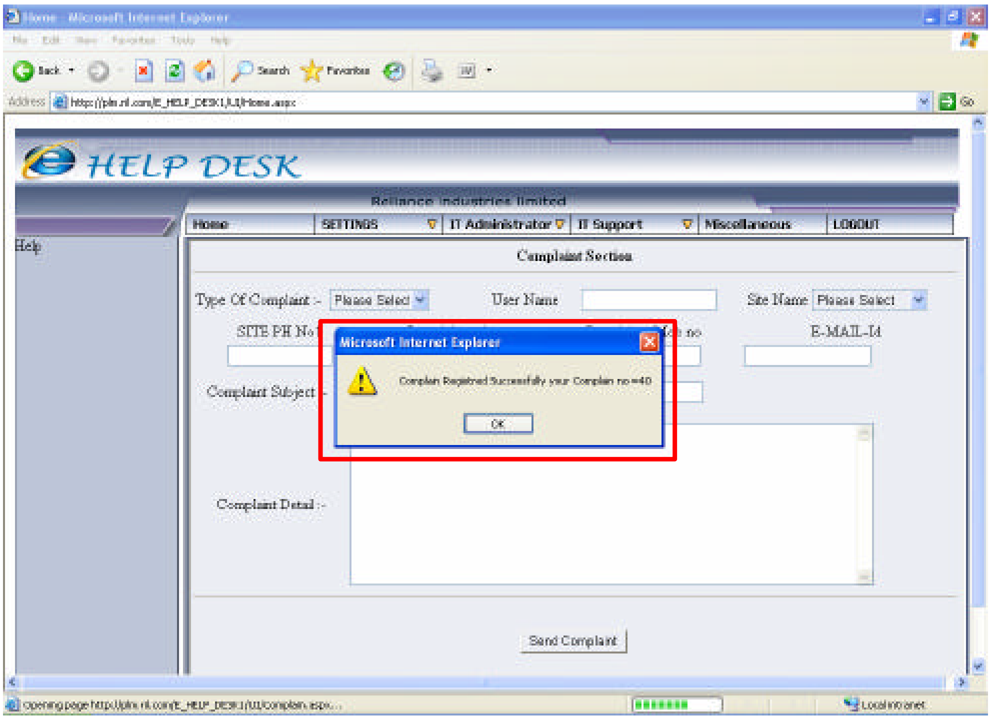
    f) Enter subject of the complaint in **'Complaint Subject'** text box.

    g) Enter description of complaint in brief i.e. what was the problem occurred and details regarding the problem in **'Complaint Detail'** text box.

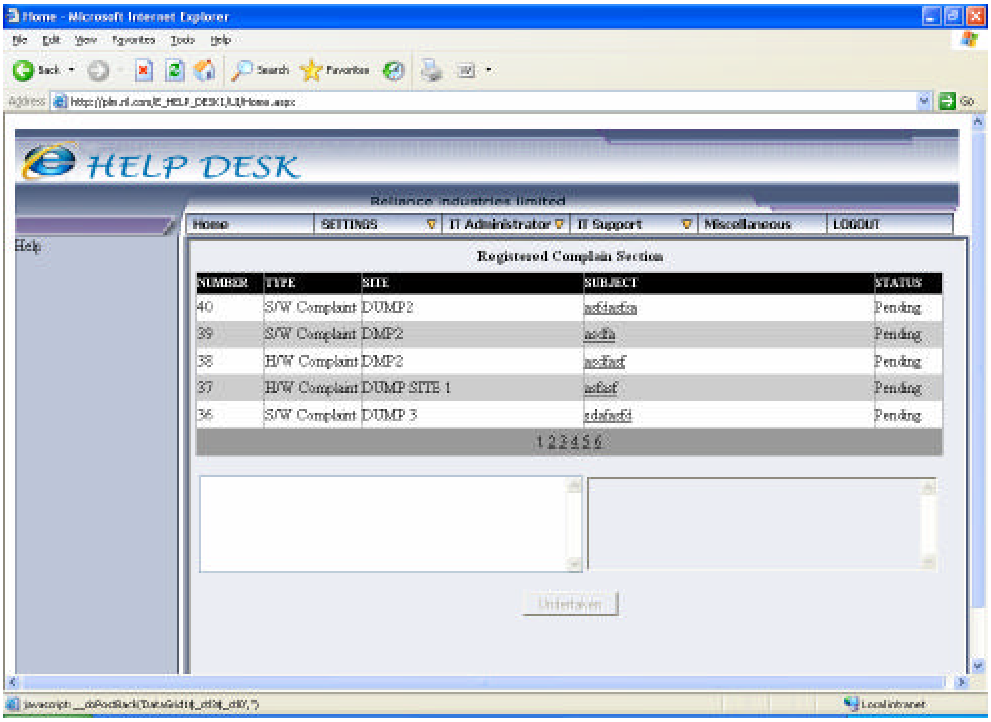
    h) Click 'Send Complaint' button to register the complaint.



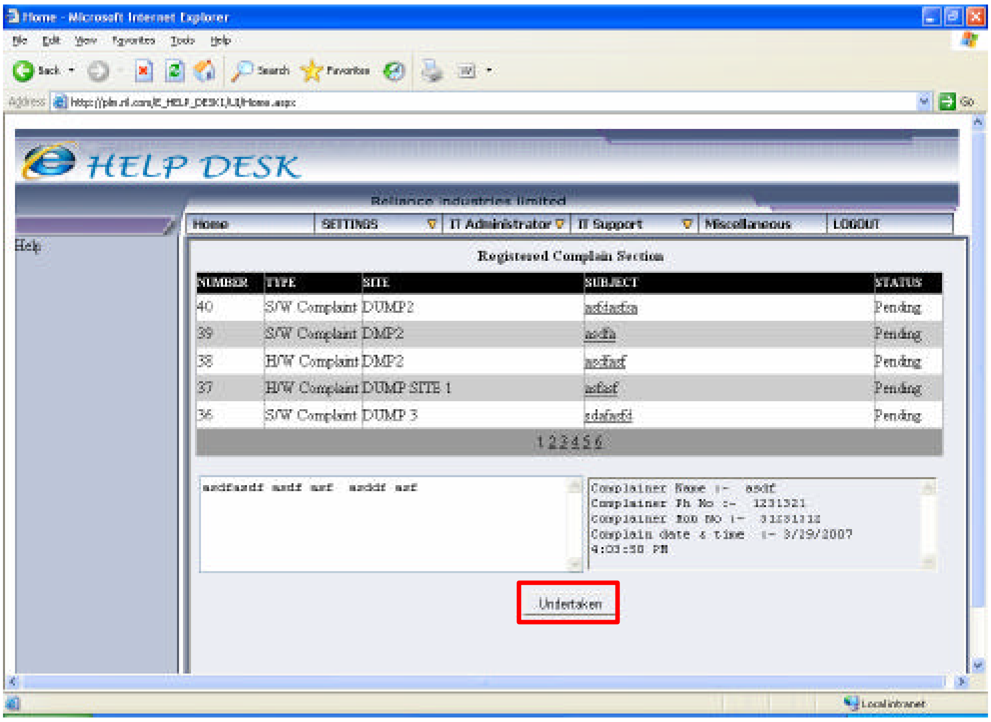
If the complaint is registered, a message box “Complain Registered Successfully your Complain no = 49” will be displayed as shown below. Note complain no of the complaint for correspondence.



5. To view the total list of complaints, select ‘IT Support’ from main menu and select ‘Complaint Box’ form sub menu, the ‘Complaint Box’ page will be displayed as shown below.

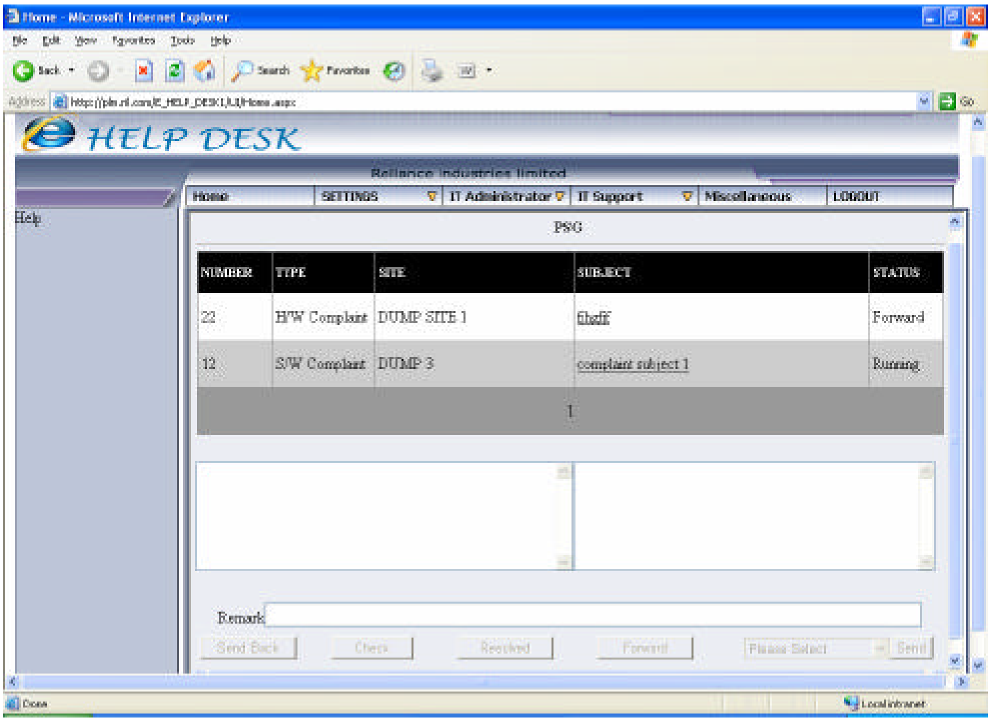


6. To undertake a complaint, select the complaint in the complaint box, the details of the complaint is displayed below and click ‘Undertaken’ button.

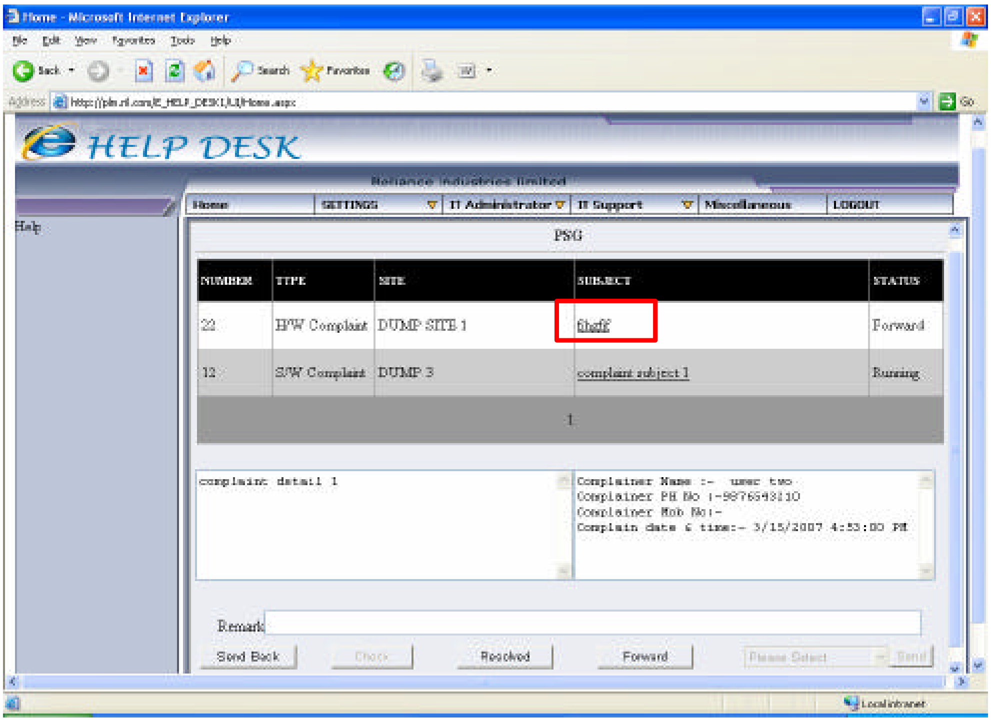


When a complaint is undertaken the complaint is send to ‘Undertaken Complaint Box’

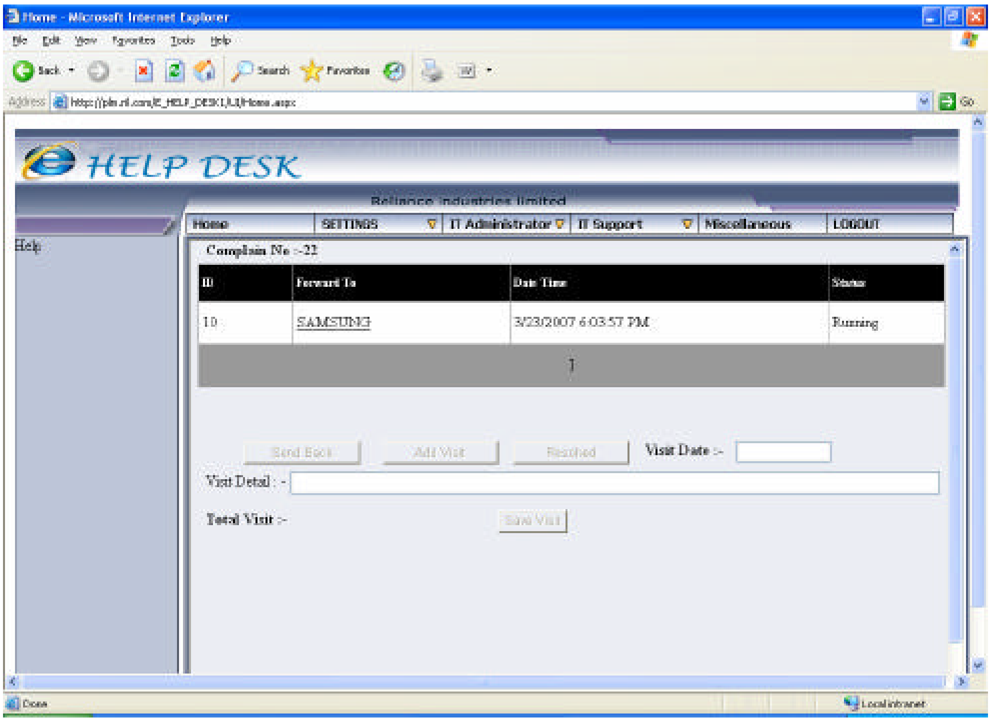
7. To view list of complaints undertaken and status of the complaints, select ‘IT Support’ in the main menu and select ‘Undertaken Complaint’ from submenu, the ‘Undertaken Complaint’ window is displayed as shown below



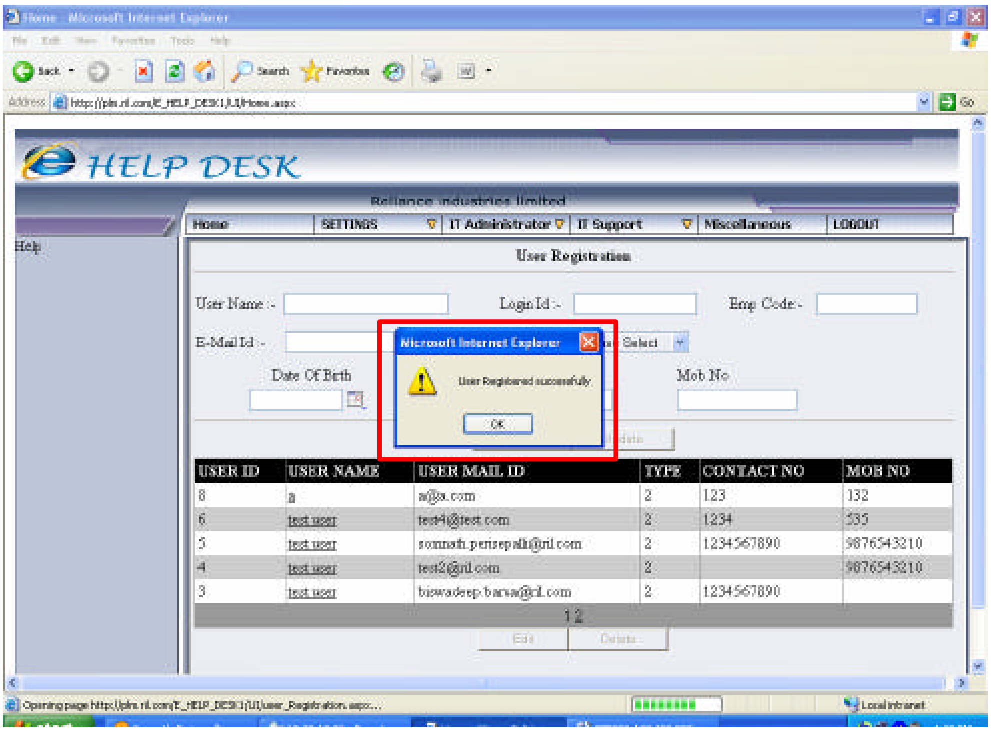
8. To change the status of the complaint, select the 'complaint subject' hyperlink shown in red mark in the below window, the complaint details are displayed in the boxes.
   a) To send the complaint back to 'Complaint Box', select the complaint and enter the remark for the complaint in the remark text box and click 'Send Back' button.
   b) To forward the complaint to 3rd party vendor, select the complaint and enter the remark for the complaint in the remark text box and click 'forward' button. Then select vendor from dropdown menu and click 'Send' button. The status of the complaint is changed to 'Forward'.
   c) On resolving the complaint, select the complaint and enter the remark for the complaint in the remark text box and click 'Resolved' button. The status of the complaint is changed to 'Resolved'.



9. Forward complaint: select the forward complaint in the ‘Under Complaint’ box and click ‘Check’ button, the selected complaint is opened in new frame as shown below.
    a) If the complaint is not solved by the vendor select the complaint and click ‘Send Back’ button to send the complaint back to ‘Undertaken Complaint’ box.
    b) If the vendor has visited the site for solving the problem, select the complaint and click ‘Add Visit’ button, select visit date, enter visit detail and then click ‘Save Visit’ button, the visit is added. For every visit the same process is followed.
    c) If the vendor has resolved the complaint, select the complaint and click ‘Resolved’ button, the status of the complaint is changed to ‘Resolved’.



10. Create New User: Select ‘IT Administrator’ in main menu and select ‘User Registration’ in sub menu, the below page is displayed
    a) Enter Name of the user in ‘User Name’ text box (enter alphabets only)
    b) Enter user login id through which the user log into the application.
    c) Enter employee code of the user in ‘Emp Code’ text box.
    d) Enter e-mail id of the user in ‘E-Mail Id’ text box.
    e) Select the type of user i.e. ‘IT Admin’ or ‘IT Support’.
    f) Enter at least one contact number of the user i.e. Phone no. or Mobile No.
    g) Select Date of birth of the user.
    h) Click ‘Register User’ button.

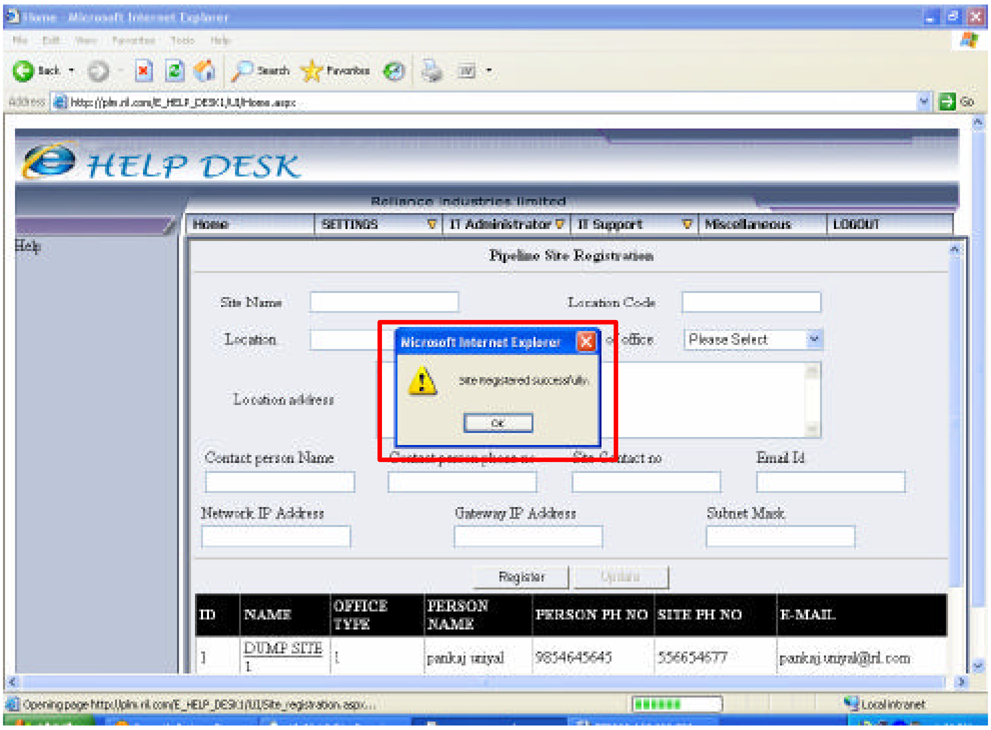


Upon successful registration of user, a pop up message ‘User Registered successfully’ is displayed as shown in the above image.

Update user details: To update the user details, click the ‘User Name’ hyperlink and then click ‘Edit’ button, the details of the user are displayed in the editable fields, after editing the fields click ‘Update’ button.

Delete user: To delete the user, click the ‘User Name’ hyperlink and then click ‘Delete’ button, the user will be deleted.

11. New Site Registration: Select ‘IT Administrator’ in main menu and select ‘Pipeline Site Registration’ in sub menu, the below page is displayed
    a) Enter name of the site in ‘Site Name’ text box.
    b) Enter location code of the site to be registered in ‘Location Code’ text box.
    c) Enter location of the site in the ‘Location’ text box.
    d) Select type of office i.e. Dump, Main and Desk from ‘Type of office’ dropdown menu.
    e) Enter site location address in ‘Location address’.
    f) Enter name of the person in charge of the site in ‘Contact person Name’ text box.
    g) Enter at least one contact number of the site i.e. Phone no. or Mobile No.
    h) Enter email id of the site in ‘Email Id’ text box.
    i) Enter IP address of the machine in use on the site in ‘IP Address’ text box.
    j) Enter IP address
    k) Enter subnet mask of the machine in ‘Subnet Mask’ text box.
    l) Click ‘Register’ button

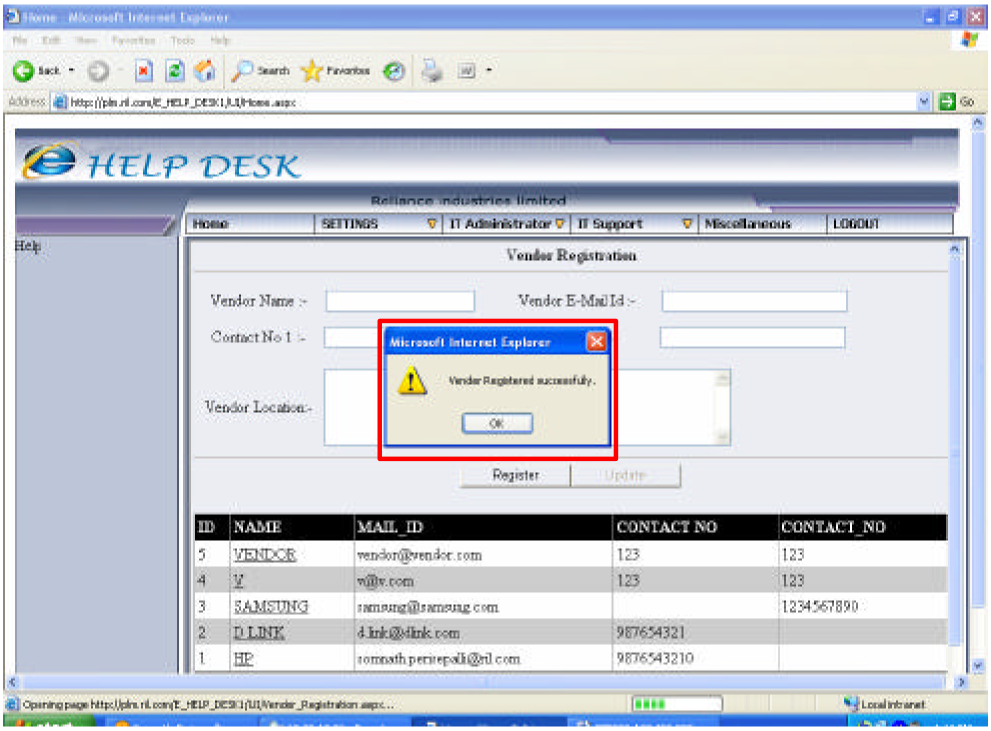


Upon successful registration of site, a pop up message ‘Site Registered successfully’ is displayed as shown in the above image.

Update site details: To update the user details, click the ‘Site Name’ hyperlink and then click ‘Edit’ button, the details of the site are displayed in the editable fields, after editing the fields click ‘Update’ button.

Delete site: To delete the site, click the ‘Site Name’ hyperlink and then click ‘Delete’ button, the site will be deleted.

12. Vendor registration: Select ‘IT Administrator’ in main menu and select ‘Vendor Registration’ in sub menu, the below page is displayed.
    a) Enter name of the vendor in ‘Vendor Name’ text box.
    b) Enter email id of the vendor in ‘Vendor E-Mail Id’ text box.
    c) Enter at least one contact no. of the vendor i.e. contact no.1 and contact no.2.
    d) Enter address of the vendor in ‘Vendor Location’
    e) Click ‘Register’ button.

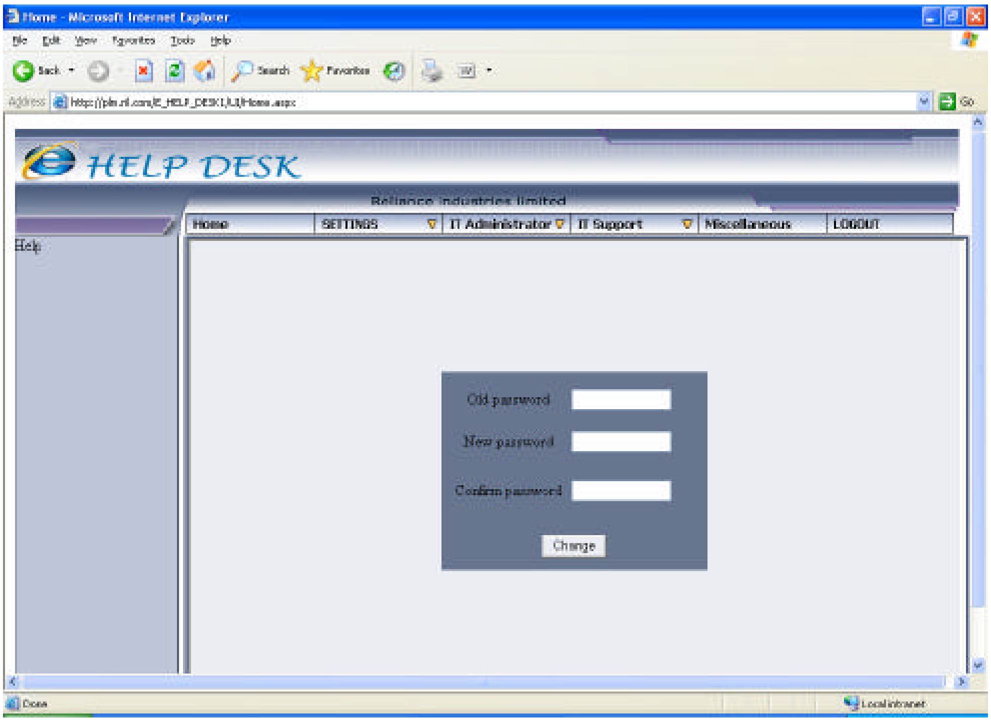


Upon successful registration of vendor, a pop up message ‘Vendor Registered successfully’ is displayed as shown in the above image.

Update vendor details: To update the vendor details, click the ‘Vendor Name’ hyperlink and then click ‘Edit’ button, the details of the vendor are displayed in the editable fields, after editing the fields click ‘Update’ button.

Delete vendor: To delete the vendor, click the ‘Vendor Name’ hyperlink and then click ‘Delete’ button, the vendor will be deleted.

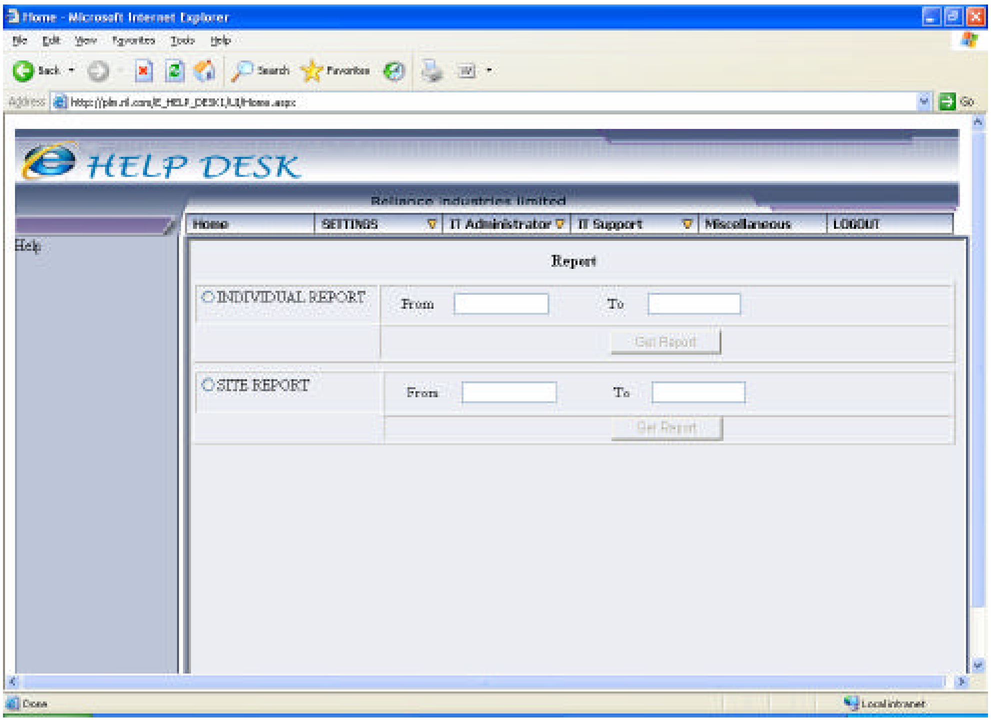
13. Change of Password: To change the password, select ‘Settings’ in the menu and select ‘Change Password’ in sub menu, the below page is displayed.
    a) Enter the old password.
    b) Enter the new password
    c) Enter confirm password same as new password
    d) Click ‘Change’ button



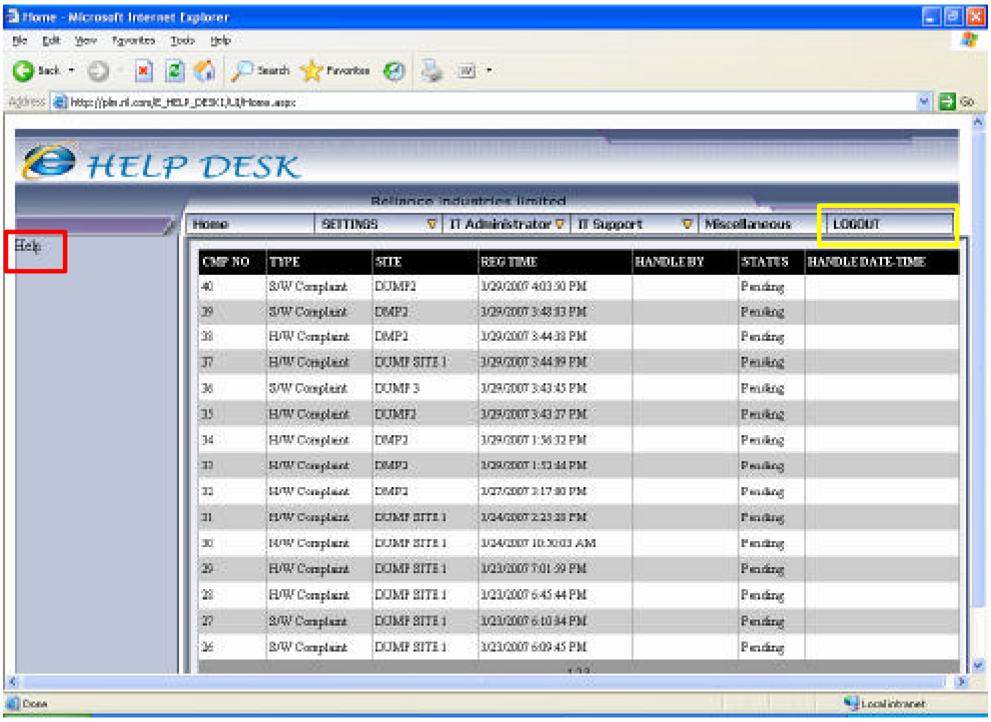
14. Create report: Select 'IT Administrator' in main menu and select 'Create Report' in sub menu, the below page is displayed.

    a) For Individual Report, select 'Individual Report' radio button, then select from date and to date, i.e. the period for which the report has to be generated and click 'Get Report' button to view the report.

    b) For Site Report, select 'Site Report' radio button, then select from date and to date, i.e. the period for which the report has to be generated and click 'Get Report' button to view the report.



15. To view the user manual for admin user, click ‘Help’ link (shown in red mark) in below image



16. To logout from the application click ‘Logout’ button (shown in yellow mark) in the above image.