

MantechHelpDesk

User's Guide

Faculty : Hoang Duc Quang

Batch No : F2-11-1208-T1

Group No : 01

Student :

No	Full Name	Roll No
1	Le Quoc Truong	Student721753
2	Hoang Hoai Bao	Student685946
3	Nguyen Ngoc Anh	Student686040
4	Nguyen Duong Kim Hao	Student646103
5	Phung Do Hoang Hung	Student691839

Table of Contents

How to create a new complaint?.....	3
How to resend the notification to the Administrator?	3
How to assign the complaint to a technician for admin role?	3
How to update complaint status for admin role?	4
How to see the latest created complaints from users for admin role?	5
How to see the latest updates of technician for admin role?	5
How to see a list of assignments from admin for technician role?	5
How to update reason or category or status for technician role?	5
How to view and export the report for admin role?	6
How to create a technical article for technician role?.....	7
How to set the technical article to "invisible"?	7
How to rate an article?	7
How to search a FAQ?	8
How to create a new user account for admin role?	8
How to maintain user account for admin role?.....	8
How to change password and profile?.....	8
More questions.....	9

How to create a new complaint?

Only the registered user can create a new complaint about his system like the problem which is related to his hardware or software.

Login on the 'user' role, and then go to Complaints -> New complaint. A new page to create a new complaint will display for you.



Please fill the complaint information and click button 'Send'.

You can use the 'Choose' button to upload the images or screen shoot which you think that is a good hint for the technician to resolve the problem.

The size of the uploaded image need to be $\leq 1\text{M}$, otherwise the system will give error. Other than that, only the image files which have extensions *.jpg, *.jpeg, *.gif, *.png are allowed to upload.

How to resend the notification to the Administrator?

The user who created a new complaint, the administrator will then assign this to the selected technician to resolve the problem.

In case the administrator forgets to assign or for unknown reason, the complaint was not handled or processed within **2 days or later**. The user can take an action that he can resend a notification to remind the administrator to consider his complaint.

To do so, he can go to **Complaints -> All complaints** and search the complaint he want to resend the notification. If the complaint has not been processed within or more than 2 days, then the column 'Action' will display a button 'Resend' to enable him to resend the notification.

All complaints					
(1 of 1) 1 10					
ID	Subject	Actual Taken Time	Technician	Status	Action
1	Error Message: Lowest Error Address			Pending	
2	Word cannot display the contents			Pending	Resend
(1 of 1) 1 10					

How to assign the complaint to a technician for admin role?

The administrator can select the complaint and assign it to a specified technician to resolve the problem. He can go to **Complaints -> Handle complaints**. A list of complaints displays. He can select the wanted complaint by clicking on button 'View' at the column 'Action'.

A new page with details of the complaint display enabling the admin to assign to the selected technician.

Complaint's Details

ComplaintID : 5

Subject : Unable to install printer

+ Complaint contents

Technician : Select one

From : anh/Nguyen Ngoc Anh

Status * : Pending

Priority * : Normal

Category : Unknown

+ Complaint reasons

LodgingDate : 01/05/2014 08:54:56

ClosingDate :

✓ Update complaint ↩ Cancel

After selecting the right technician, click button '**Update complaint**' to update the information.

Note that whenever there's change in technician, the status of the complaint will change to '**Resolving**', or if the admin does not select any technician, or choose '**Select one**' item, then the status will change to '**Pending**'

If there's no update on all fields, the system will raise an error to inform the admin that at least one field changed to update.

How to update complaint status for admin role?

The admin can update status for the complaint by selecting that complaint and change the field '**Status**'

Complaint's Details

ComplaintID : 5

Subject : Unable to install printer

+ Complaint contents

Technician : Select one

From : anh/Nguyen Ngoc Anh

Status * : Pending

Priority * : Normal

Category : Unknown

+ Complaint reasons

LodgingDate : 01/05/2014 08:54:56

ClosingDate :

✓ Update complaint ↩ Cancel

How to see the latest created complaints from users for admin role?

The administrator can see the history trackings to see the latest created complaints list from users by going to **Complaints -> History trackings**

Complaints raised by users and technicians

	From	Details	Raised Date	Action
6	truong2/Le Quoc Truong	Updates complaint root cause	01/05/2014 08:59:04	View
6	truong2/Le Quoc Truong	Changes complaints category	01/05/2014 08:59:04	View
6	truong2/Le Quoc Truong	Changes complaints status	01/05/2014 08:59:04	View
6	hao/Nguyen Duong Kim Hao	Creates new complaint	01/05/2014 08:56:53	View
5	anh/Nguyen Ngoc Anh	Creates new complaint	01/05/2014 08:54:56	View

He can also from this page to update, assign to technician by selecting button '**View**' in column '**Action**'

How to see the latest updates of technician for admin role?

The administrator can see the history trackings to see the latest updates from technicians like the way he check the new complaints logged to the system by going to **Complaints -> History trackings**

How to see a list of assignments from admin for technician role?

The technician can log into the system and see all assignments from the administrator. The assignment is the complaint which has the technician field is that technician.

Go to **Complaints -> All complaints**

All complaints by Administrator

ID	Subject	Priority	Status	ClosingDate	Action
6	Office stops working	Normal	Done	01/05/2014 08:59:04	Update

How to update reason or category or status for technician role?

The technician can also update the reason of the complaint, update the category and status for it by going to **Complaints -> All complaints -> Clicking button 'Update' at column 'Action'**.

A page with details of the complaint will display for the technician to update as the following:

Complaint's Details

ComplaintID : 6
Subject : Office stops working

+ Complaint contents

Assign to : Le Quoc Truong
From : hao/Nguyen Duong Kim Hao
Status * : **Done**
Priority : Normal
Category * : **Software Failure**

B I U abc x x T T H T

Re-install the microsoft word and register new license. The old license has been expired.

Reasons :
LodgingDate : 01/05/2014 08:56:53

Update complaint

Cancel

How to view and export the report for admin role?

The administrator can view the report and export the report into an excel file to ease the trackings by going to **Complaints -> Generate reports**

Complaints Articles Accounts Profile Help

FAQs

Handle complaints
History trackings
Generate reports

(1 of 2) 1 2 5

	from	Priority	Technician	Status	Action
3	hao/Nguyen Duong Kim Hao	Normal	Nguyen Ngoc Anh	Resolving	<div>View</div>
6	hao/Nguyen Duong Kim Hao	Normal	Le Quoc Truong	Done	<div>View</div>
5	anh/Nguyen Ngoc Anh	Normal		Pending	<div>View</div>
4	bao/Hoang Hoai Bao	High		Pending	<div>View</div>
1	hao/Nguyen Duong Kim Hao	High		Pending	<div>View</div>

Choose the kind of report and select the sub-kind of report, after that click button '**Preview**'

Generate different kinds of reports

Select kind of report
Department wise Report
Learning Services
Preview

Preview reports

(1 of 1)
1
10

Complaint category	Employee's No/Name	LodgingDate	ClosingDate	Technician	Actual Taken Time
Software Failure	5/Hoang Hoai Bao	01/05/2014 08:53:37			

(1 of 1)
1
10

Save to *.xls

He can click button '**Save to *.xls**' to save the report to excel file.

How to create a technical article for technician role?

The technician can write a technical article to help the user can read the news, tips and tricks by going to **Articles -> New article**



A new page to enable the technician to write the article displays

How to set the technical article to "invisible"?

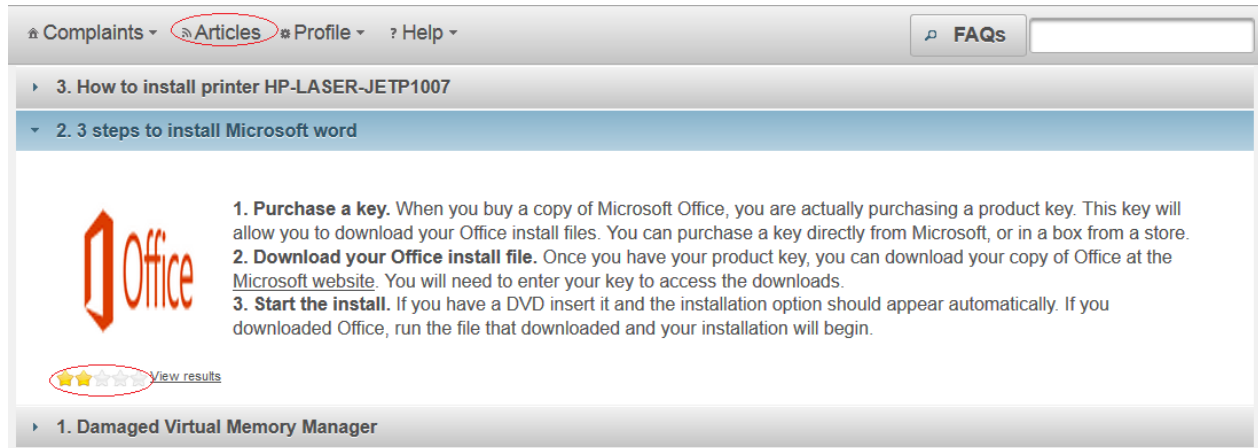
Logging to the system with role 'technician' and go to **Articles -> New article**, a list of his own articles will display and he can set the status of the article.

Top 5 your latest articles			
Article ID	Subject	Creation Date	Status
3	How to install printer HP-LASER-JETP1007	01/05/2014 09:27:18	Visible
2	3 steps to install Microsoft word	01/05/2014 09:19:52	Visible
1	Damaged Virtual Memory Manager	01/05/2014 09:13:37	Visible

He can only enable/disable the status of top five latest articles. Other older articles that he wants to disable the visibility; he has to order the administrator.

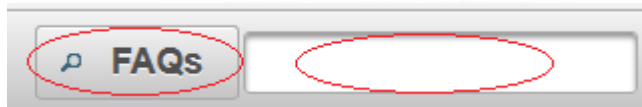
How to rate an article?

All users except the technicians can rate the article. He can go to **Article -> Select the article and rate**



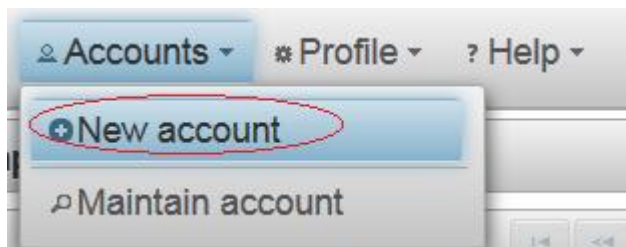
How to search a FAQ?

At the top right of the screen, enter a keyword to the text field and click button 'FAQs' to search.



How to create a new user account for admin role?

Login to the system with 'admin' role; go to **Accounts -> New account**



How to maintain user account for admin role?

Login to the system with 'admin' role; go to **Accounts -> Maintain account**



How to change password and profile?

All users can change the profile and password by going to Profile -> Change profile or Change password

Changing profile:

Change Profile

ID *:	1
Username *:	truong
Department *:	Educational Services
Role *:	technician
Name *:	Le Quoc Truong
Birthday *:	1989-01-10
Gender *:	<input type="radio"/> Unknow <input checked="" type="radio"/> Male <input type="radio"/> Female
Address *:	Ho Chi Minh
Phone *:	(090) 968-6868
Email *:	codewebsites@gmail.cc
<input checked="" type="button" value="Edit"/>	

Changing password:

Change password

Old password	
New password	
Confirm password	
<input checked="" type="button" value="Change"/>	

More questions

Please write to

Le Quoc Truong, Technical Leader and Project Manager

Email: codewebsites@gmail.com

Tel: 0983.414146

Thanks for choosing MantechHelpDesk system.