

User Guide

Table of Contents

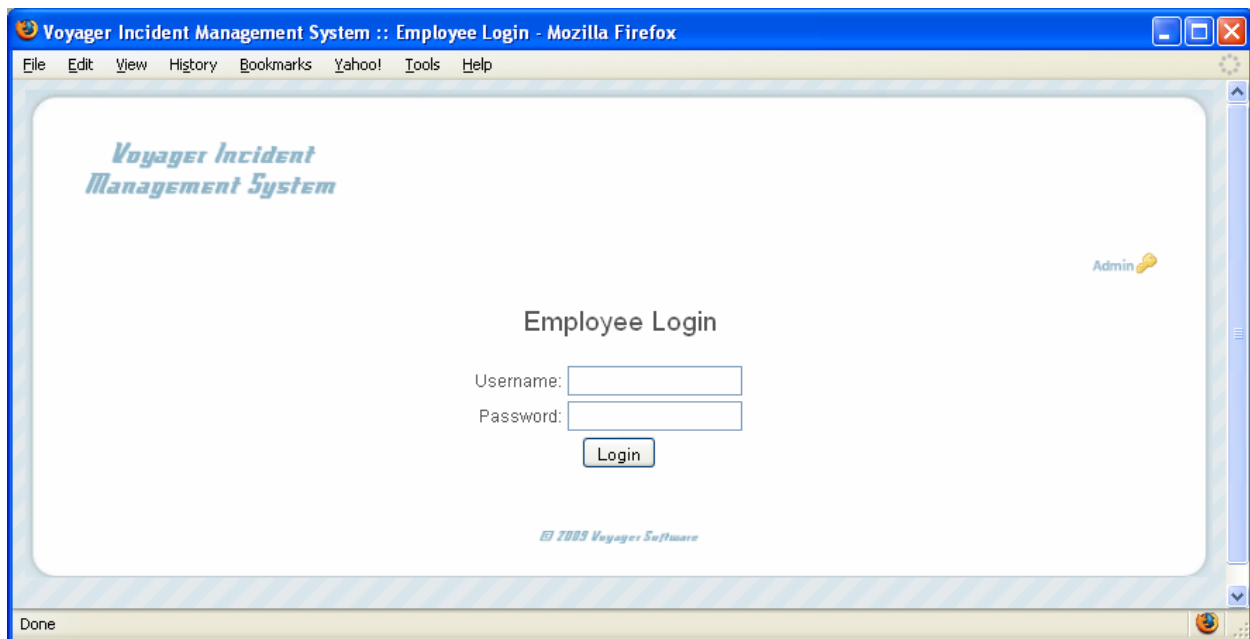
Introduction.....	3
Logging in.....	3
Toolbar.....	3
Articles.....	4
View a Article.....	4
Knowledge Base	5
View a Knowledge Base Article.....	6
Incidents.....	6
Add a New Incident	7
View a Incident	8
Add a Worklog.....	9
Search for a Incident	9
Textbox Toolbar.....	10

Introduction

The Voyager Incident Management System is a Help Desk Ticketing system. There are various components in the system that will assist you in resolving your issues. This User Guide was developed to help you get more familiar with the system and allow you to use it to its full extent. It will cover the use of Articles, the Knowledge Base, and the Incidents components of the system.

Logging in

Enter your username and password on the following screen and click login. You will be directed to the Articles page when you first log in. If you need login information, please contact the System Administrator. The System Administrators will be able to provide login information or reset your password.



Toolbar

The toolbar below is accessible on every page of the system. The toolbar provides links for quick navigation through the system.

The components of the toolbar are described below.



These links allows quick access to the various components of the system. For more information about the Article, Incidents, and Knowledge Base components see their respective sections in the User Guide.

[Home](#) > [Articles](#) > [View - ID: 1](#) These links follow the site tree. It allows quick access to return to the previous areas of the site.



Click on this button to access this help guide.



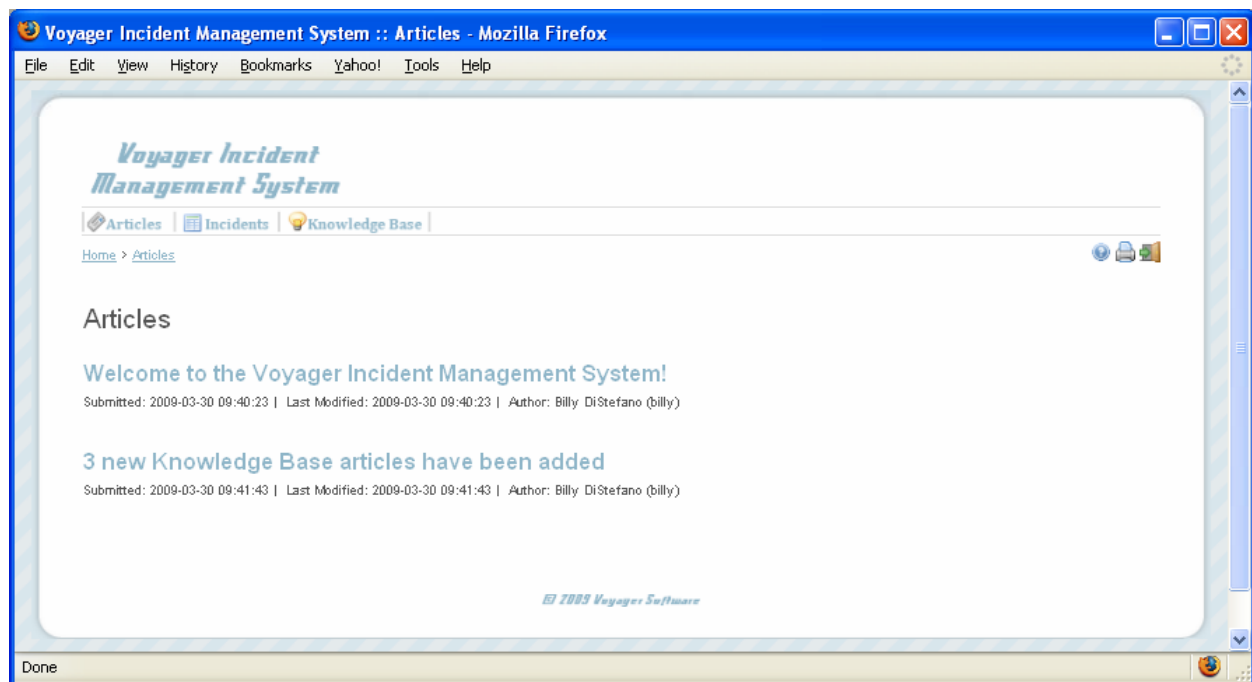
This button will print out the current page.



Click this button to log out of the system.

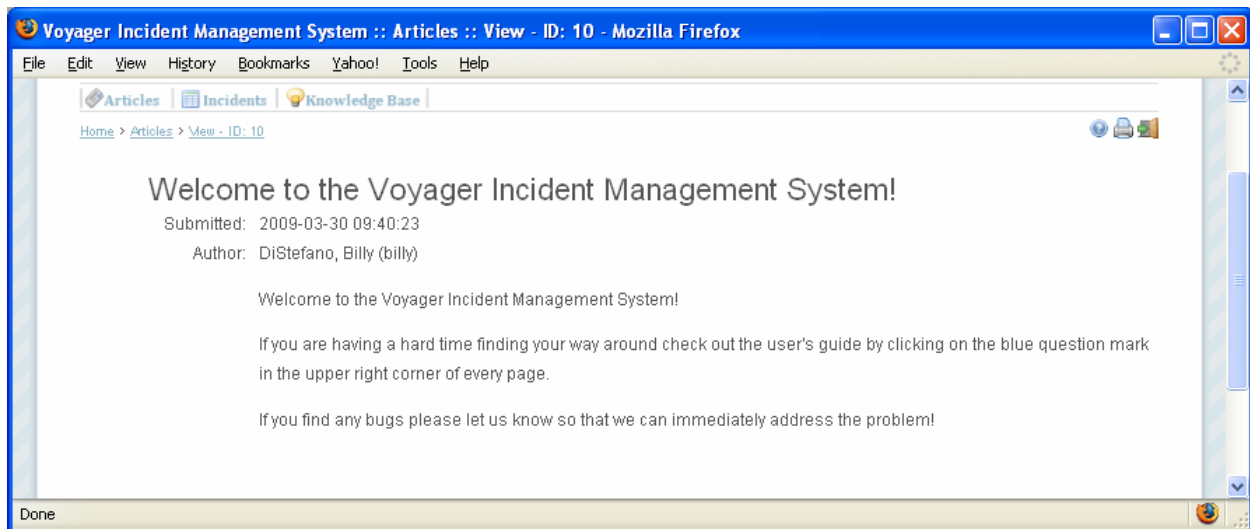
Articles

The Articles page is the first page that is displayed when you log into the system. Important news from the Information Technology is displayed on this page. These can involve new software, updates to current system, or other news. The Articles are managed by the System Administrators.



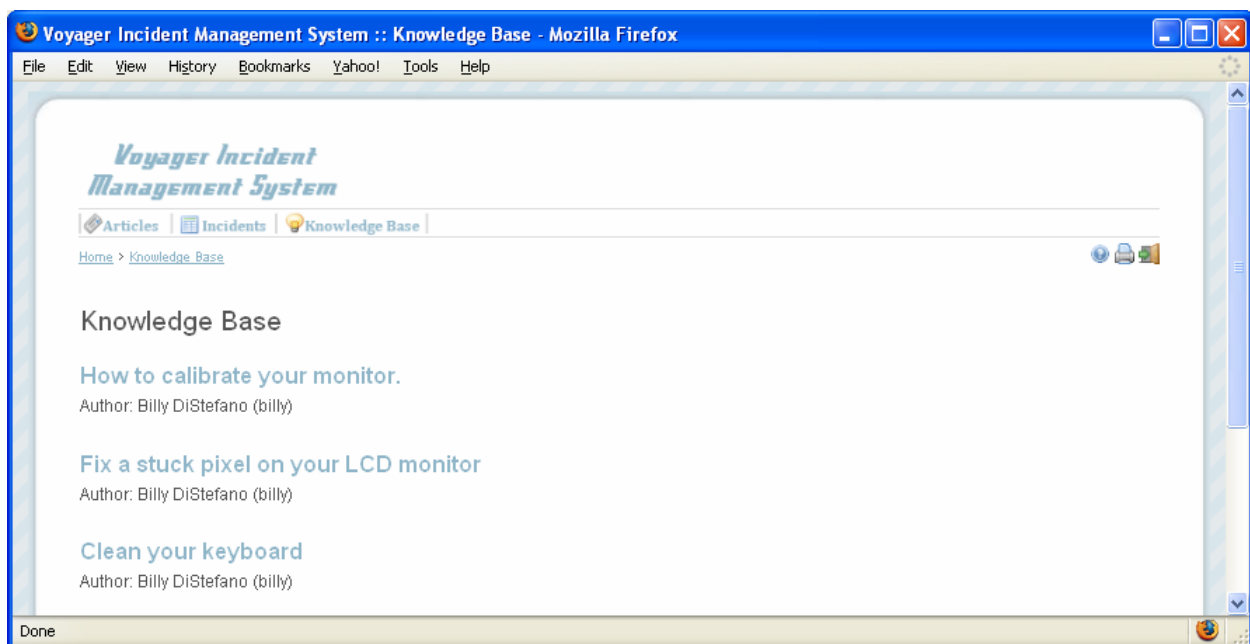
View a Article

To view an Article in detail, click on the Article title. The title of the Article, the submission date, the author, and the Article details will be displayed (See Below).



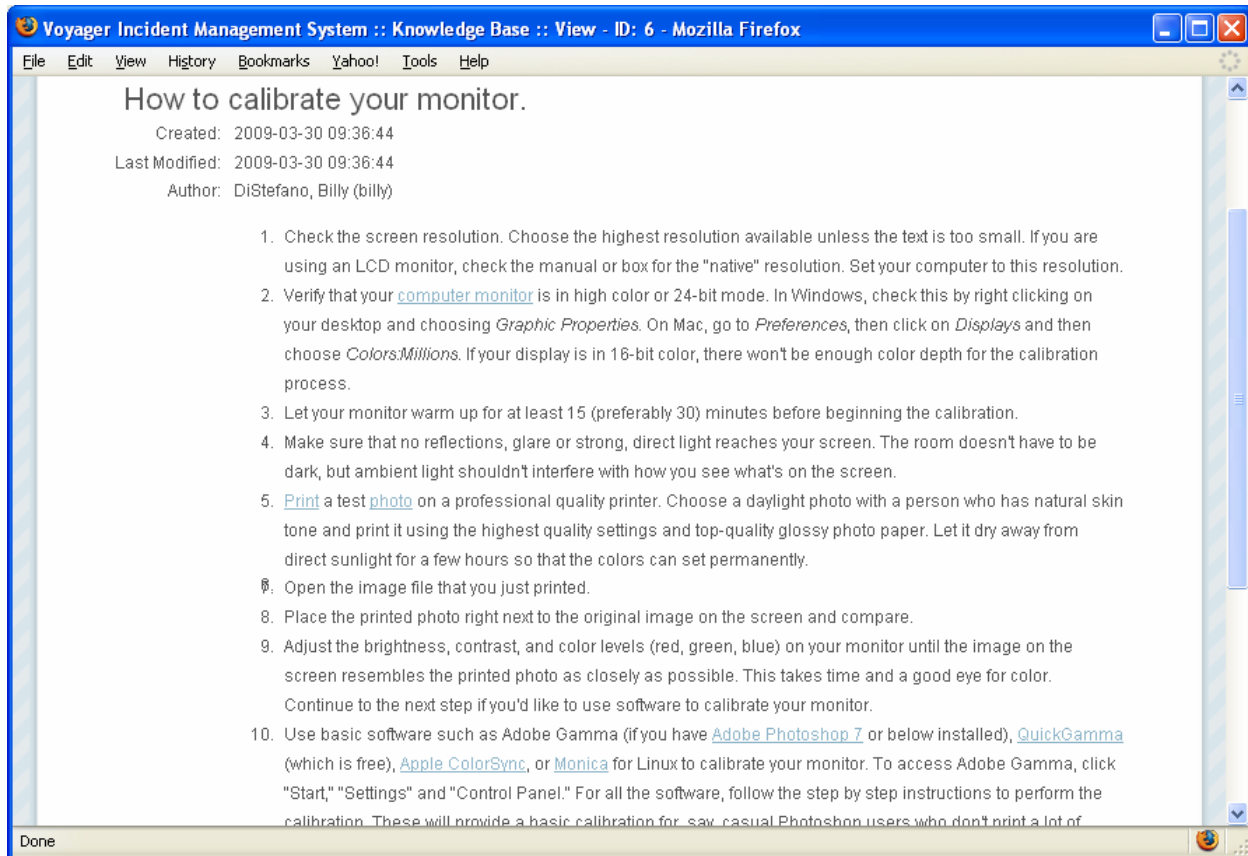
Knowledge Base

The Knowledge Base is a repository for common issues or questions. Before you submit an incident, it is recommended that you browse through the Knowledge Base to see if you can find the solution to your own problem. This will save the Information Technology time as well as assist you in resolving your own issue quickly instead of having to wait for an Information Technology representative. The title and author is listed for each Knowledge Base entry as shown below. If there is a common issue or question that you feel should be listed, you can contact the Information Technology Department and request it to be added to the Knowledge Base.



View a Knowledge Base Article

Click on the Knowledge Base article title to access the article. The title, date the article was created, last modified, the original author, and details about the article will be displayed (As shown below).



Incidents

The Incidents page is used to manage your problems. You can submit a new incident, view your open incidents, view your closed incidents, or search through your incidents.

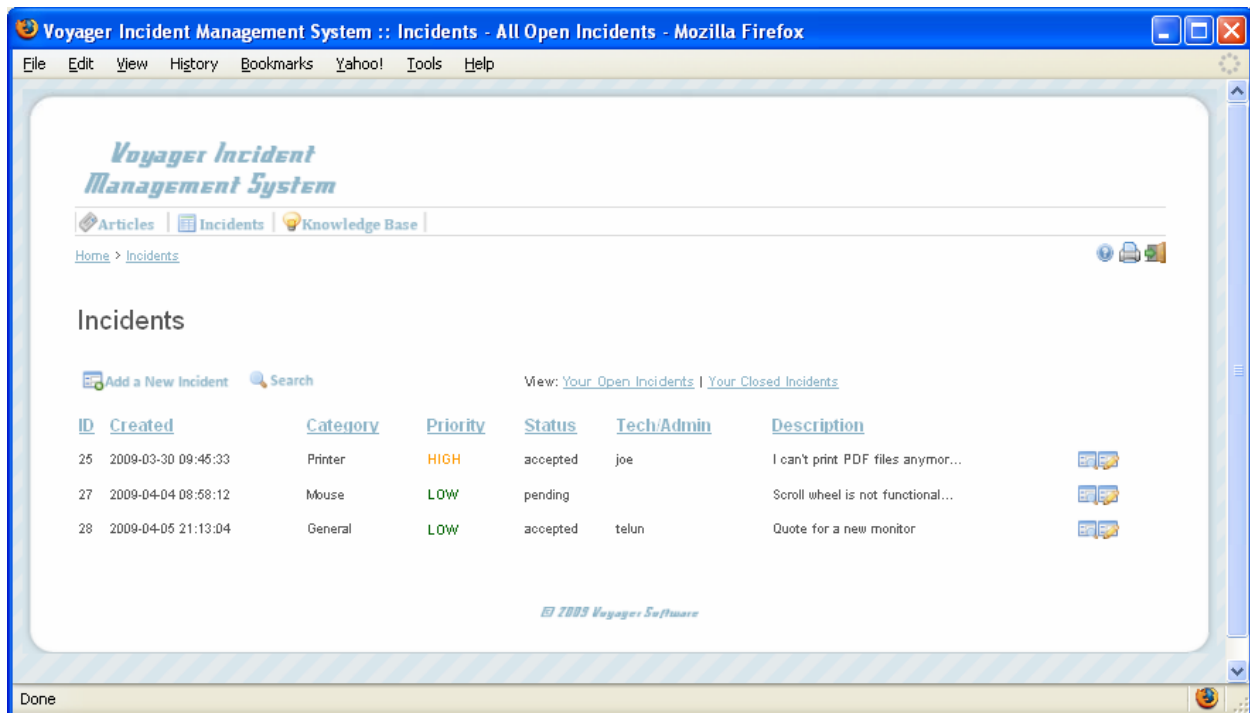
Click on [Your Open Incidents](#) to view your open incidents.

Click on [Your Closed Incidents](#) to view your closed incidents.


The default page will show your open incidents as shown below. You can view your open incidents and view high level information on them. The ID, Create Date, Category, Priority, Status, Tech/Admin, Description, View button, and Edit button is listed for each call. All of the column labels are able to be sorted.

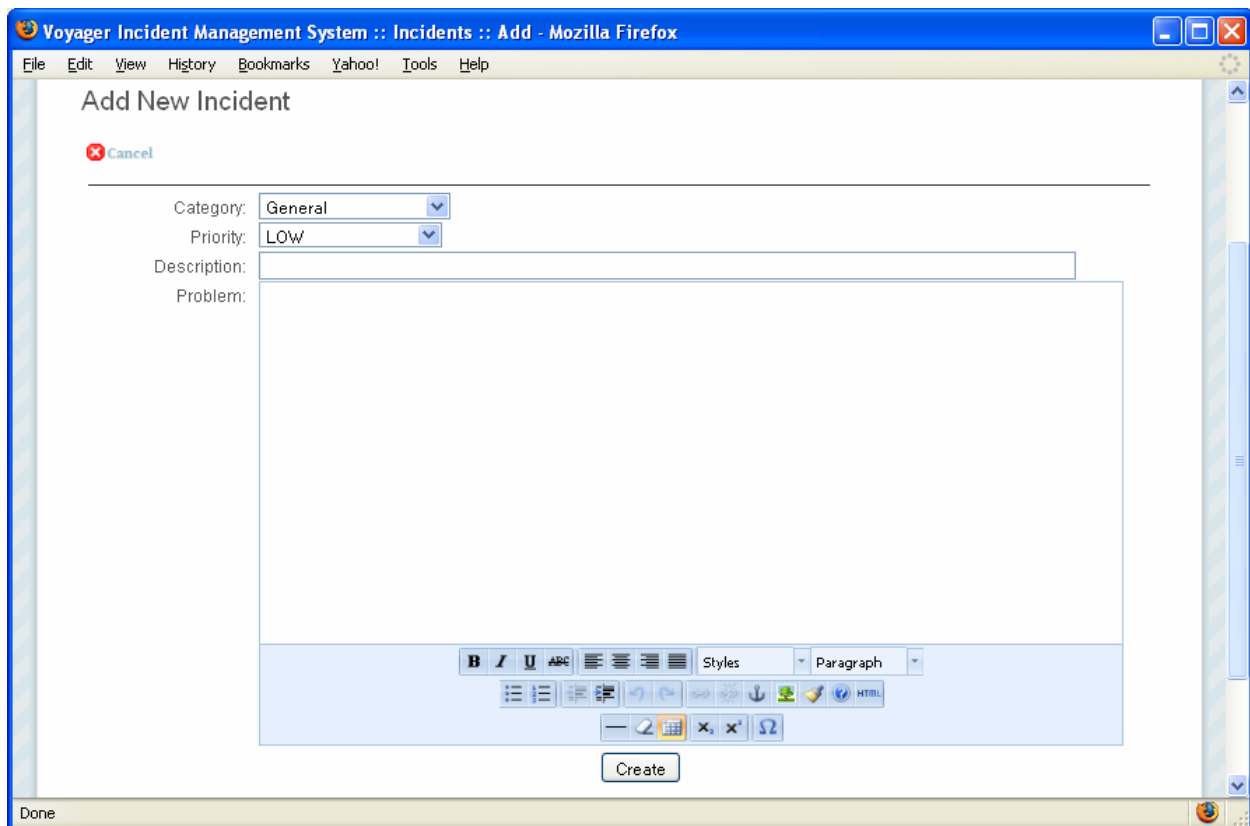
This page is a good way to quickly view the status of all your calls. A "Pending" status means that the incident exists, but no one has taken ownership of the incident. When a Technician or Administrator takes ownership of the incident, the status will be changed to "Accepted" and the

name of the Technician or Administrator handling your incident will be listed under “Tech/Admin”. If the person assigned the incident cannot resolve the issue and released the incident, it will return to a “Pending” status with no one listed under Tech/Admin.




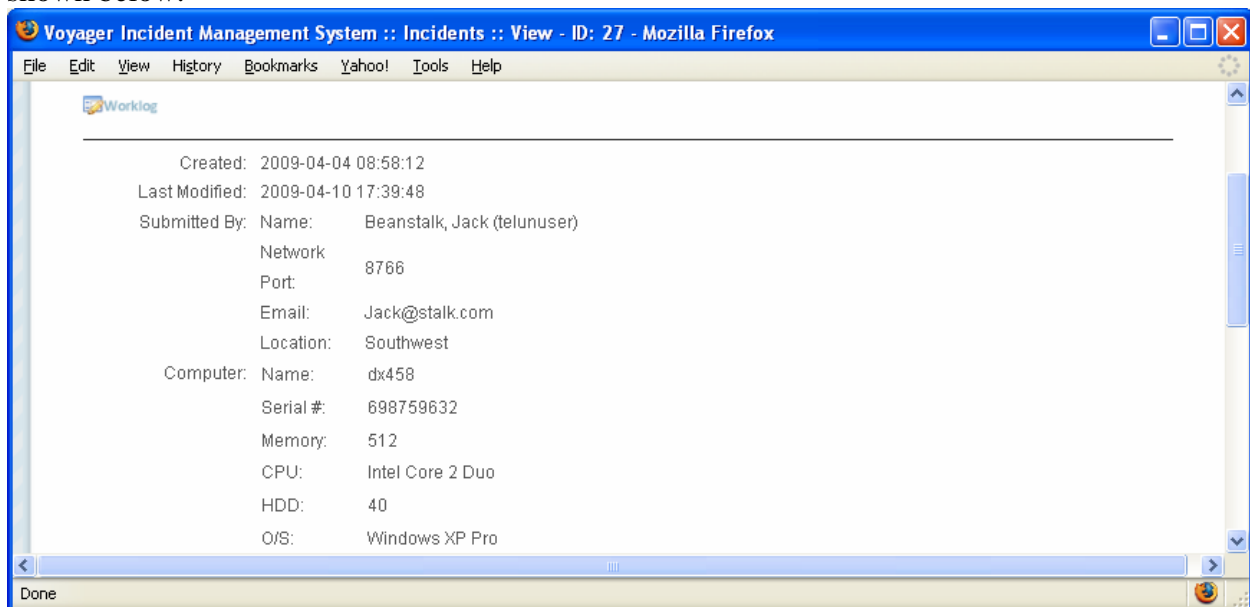
Add a New Incident

To add a new incident, click on the  **Add a New Incident** button. You will see the page below. Select the Category that best describes the incident. Select a Priority level for your incident. Enter a Description and enter a detailed description of the incident inside of the Problem textbox. Click on the “Create” button when you are ready to submit the incident. After the incident is submitted, the main incidents page will load and the incident that was just created should be listed.





View a Incident

To view an incident, click on the  button. You can see detailed information on the incident as shown below.

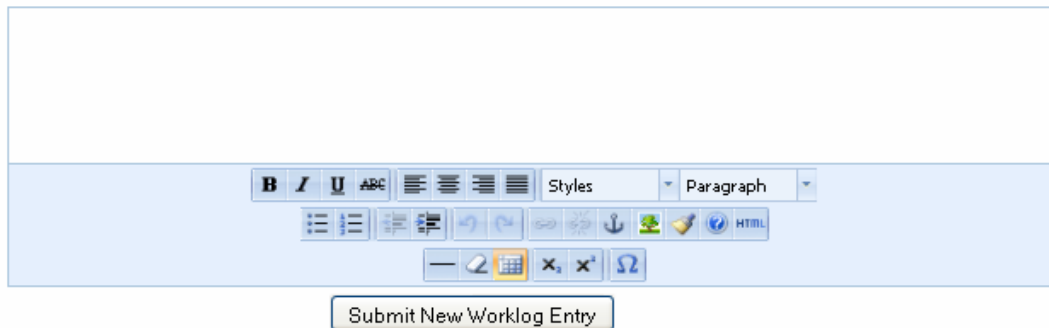


Add a Worklog


The Worklog is used to update the incident with information you would like to share regarding the incident. Anyone who accesses the incident will be able to view this Worklog information. This is helpful for communication on resolutions or assistance as well as an area to store all additional information related to the incident.

To add a Worklog to the incident, click the  button on the main Incidents page. The page is similar to the “View an Incident” Page. The only difference is that there is a textbox on the bottom that allows you to enter a Worklog. Type in the information you wish to add and click on “Submit New Worklog Entry”. You can access this page by clicking on the  **Worklog** button on the view an incident page.

Worklog:



















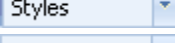

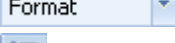










Search for a Incident

To search for an incident, click on the  **Search** button. The search information is below. You can search through the Description, Problem, or Worklog of your incidents. The results will display all incidents that meet the search criteria.



Textbox Toolbar

The textbox is available in several different components of the system. This toolbar allows you to format text within the textbox. The buttons located in the textbox and their functions are described below.

	Bold		Redo
	Italic		Add Hyperlink
	Underline		Remove Hyperlink
	Strikethrough		Anchor
	Left Align		Insert Picture
	Center		Clean Up Messy Code
	Right Align		About Button
	Wrap?		HTML Editor
	Does not work		Horizontal Line
	Format		Remove Formatting
	Bullet		Toggle Visible/Invisible Elements
	Number		Add Subscript
	Left Tab		Add Superscript
	Right Tab		Insert Custom Character
	Undo		