



USER MANUAL

ONLINE SERVICE DESK SYSTEM

EEI CORPORATION ONLINE SERVICE DESK SYSTEM

EEI CORPORATION
IT DEPARTMENT



CREATION DATE:
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EEI CORPORATION ONLINE SERVICE DESK SYSTEM USER MANUAL

ABOUT THIS DOCUMENT

This user manual contains all the necessary information for the access_group manager to make full use of the Service Desk System. This also includes a description of the system functionalities and step-by-step procedures for system access and use. A glossary of terms as well as screen images are provided for better visualization of the system's functionalities.

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I. GETTING STARTED

A. What is this system?

EEl Corporation's Online Service Desk System serves as the main point of contact between all users outside of the IT department and the IT Service Team as the service provider. This platform is a ticketing system which allows proper documentation of all user requests for the benefit of all parties involved.

B. Who are the different users of this system?

1. Requestor
2. Technicals Group Manager
3. Access Group Manager
4. Network Group Manager
5. Technicians
6. Network Engineers
7. Administrator

C. What are the severity levels?

Priority	Name	Description	Resolution Time
SEV1	Critical	Interruption resulting to a complete operation interruption of the entire company having a severe impact on IT services availability.	4 hours
SEV2	Important	Incident reports that resulting to interruption of operation of a specific department/project having a severe impact on IT services availability.	6 hours
SEV3	Normal	Non critical interruption that will not allow the user to use the IT resources and possible workaround is available.	8 hours
SEV4	Very Low	The defect that does not interrupt nor damage the usability of the IT system/facilities/resources, and the desired results can be easily obtained by working around is stated as minor.	24 hours
SEV5	Low	Any cosmetic issue on application of upgrade hardware or special request that have very minimal effect in any operation of the company.	48 hours

D. What are the ticket categories?

Technicals



TECHNICALS TICKETS

Tickets concerning hardware issues such as monitor, CPU, printer, scanner, keyboard, etc.

Access



ACCESS TICKETS

Tickets concerning application access, password, account deactivation, etc.

Network



NETWORK TICKETS

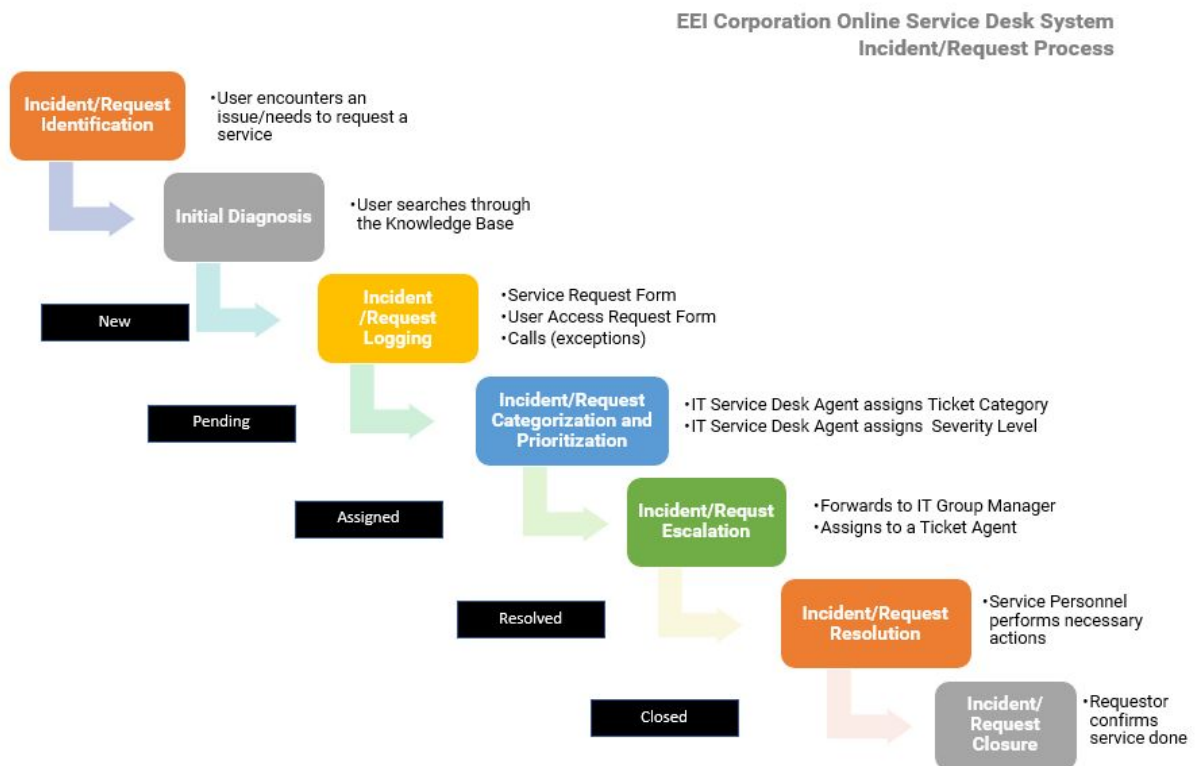
Tickets concerning network access and network hardware issues such as network outage, WiFi connection, etc.

E. What are the different ticket statuses?

1. New
 - A **new** ticket is a newly submitted ticket which has neither been approved (for user access tickets) nor assigned a severity level and a category.
2. Checked
 - A **checked** ticket is a ticket which has been reviewed by the designated checker. This is only applicable to user access tickets
3. Approved
 - An **approved** ticket is is a ticket which has been reviewed by the designated approver. This is only applicable to user access tickets
4. Rejected
 - A **rejected** ticket is a ticket which has been reviewed by a checker or approver but has not passed the said reviewing
5. Pending
 - A **pending** ticket is a ticket which has been assigned a severity level and a category
6. Assigned
 - An **assigned** ticket is a ticket which the respective IT group manager has assigned to a specific ticket agent (technician/network engineer)
7. Resolved

- A **resolved** ticket is a ticket which the ticket agent assigned has successfully
8. Closed
- A **closed** ticket is a ticket that has been resolved and confirmed by the requestor. This indicates that no further actions can be taken with the ticket.

F. What will be the general process with this system?



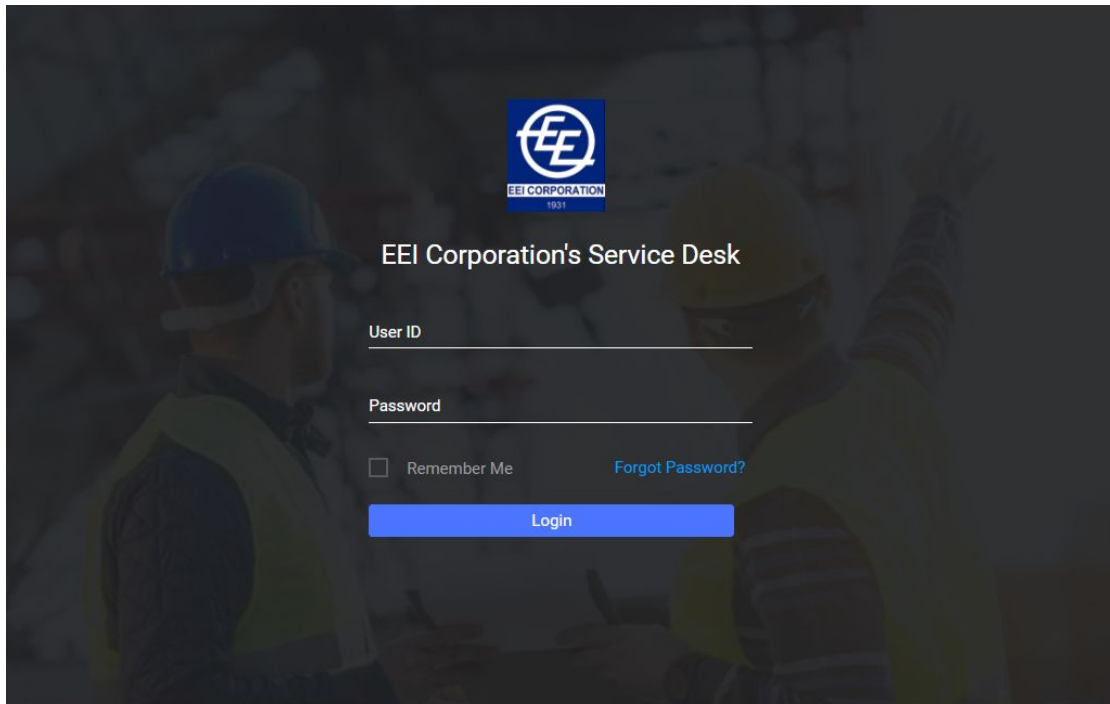
G. Glossary of Terms

Ticket	An electronic documentation of a concern or an issue
Service Ticket	A ticket for technicians concerns including: printer, hardware, scanner, mouse, keyboard among others
User Access Ticket	A ticket for application or network access; includes the signatures of the approver (required for all) and checker (optional)
Ticket Agent	The service team member assigned to resolve a

	ticket
Checker	<p>The assigned person to check the ticket details before the ticket is forwarded to the approver.</p> <p>Usually applicable for projects</p>
Approver	<p>The assigned approver of a user access ticket after it has been checked by the checker (if there is).</p> <p>Usually the project manager or the direct supervisor of the employee.</p>
Open Ticket	A general term which refers to tickets that have the status of: Pending, Assigned and Resolved.
Closed Ticket	Refers to tickets that are already closed.

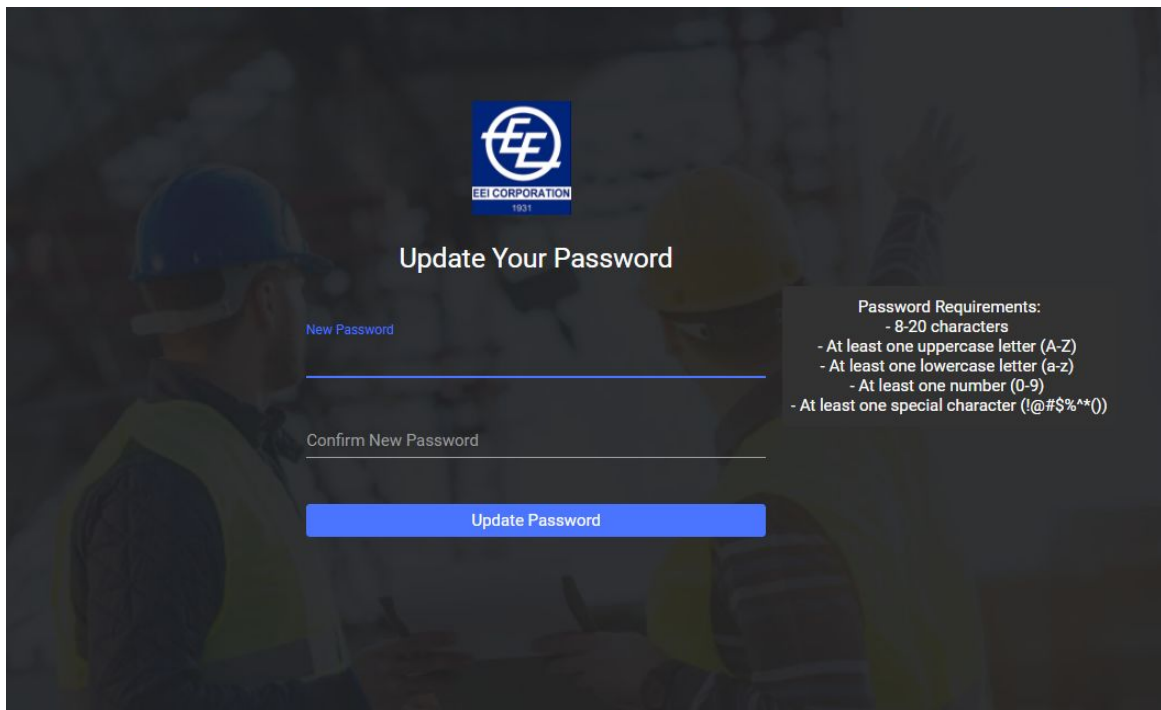
II. GENERAL


A. Log In



1. Enter your **official EEI user id** and **password**
 - a. ***What is my official EEI user id?***
 - i. Your official user id is the first letter of your first name and your full last name (*or your email handle **without** @eei.com.ph*)
 - ii. Example:
 1. Name: Juan B. Dela Cruz
 2. Username: jbdelacruz
2. Click “**Login**” to proceed

B. Update Password




EEI CORPORATION
1931

Update Your Password

New Password

Confirm New Password

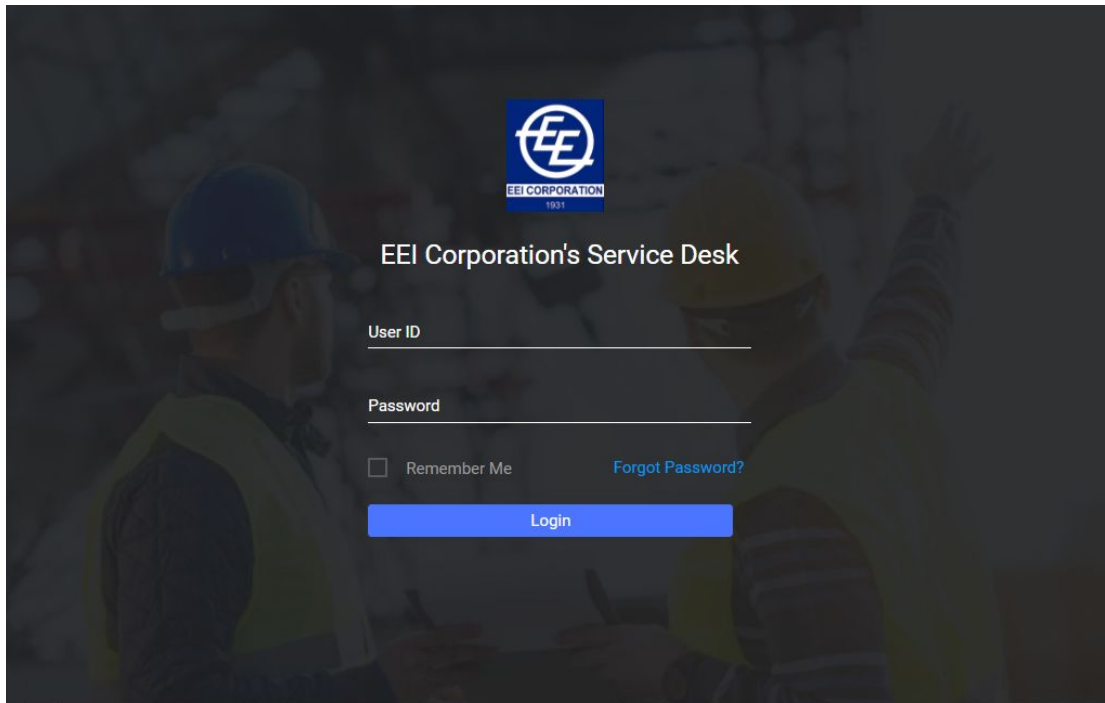
Update Password

Password Requirements:

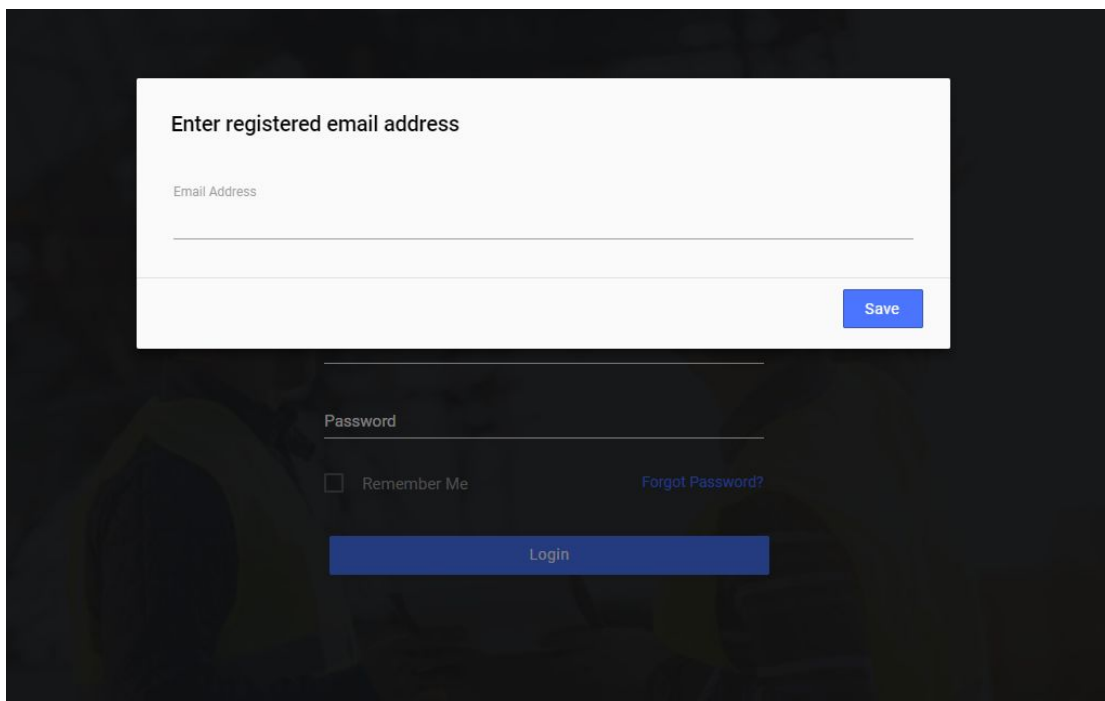
- 8-20 characters
- At least one uppercase letter (A-Z)
- At least one lowercase letter (a-z)
- At least one number (0-9)
- At least one special character (!@#%*^&*)

1. On your first login, you will be **required** to **change** your password
2. Password requirements are as follows:
 - a. 8-20 characters
 - b. At least one uppercase letter (A-Z)
 - c. At least one lowercase letter (a-z)
 - d. At least one number (0-9)
 - e. At least one special character [!@#%*^&*]
3. Retype the password you first entered to confirm
4. Click “**Update Password**” to proceed

C. Forgot Password



1. On the login page, click **“Forgot Password”** link above the login button



2. Enter your registered EEI e-mail address
3. Click **“Save”**
4. An e-mail will be sent to the e-mail address you entered for instructions on resetting your password.



Mail Sent!

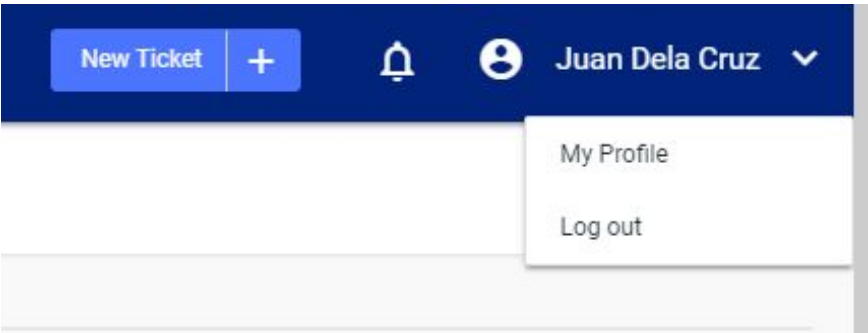
Change password instructions has been sent to your mail

OK

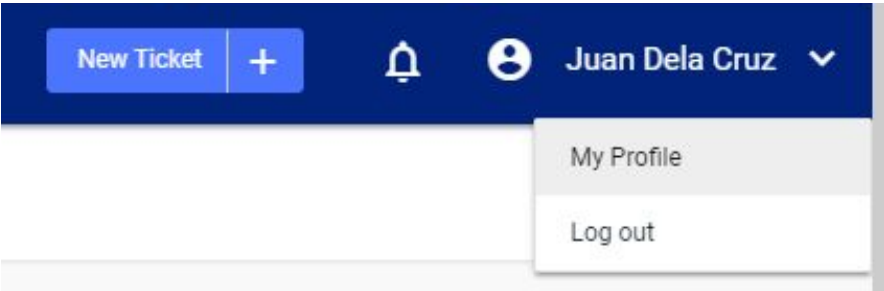
login

D. My Profile

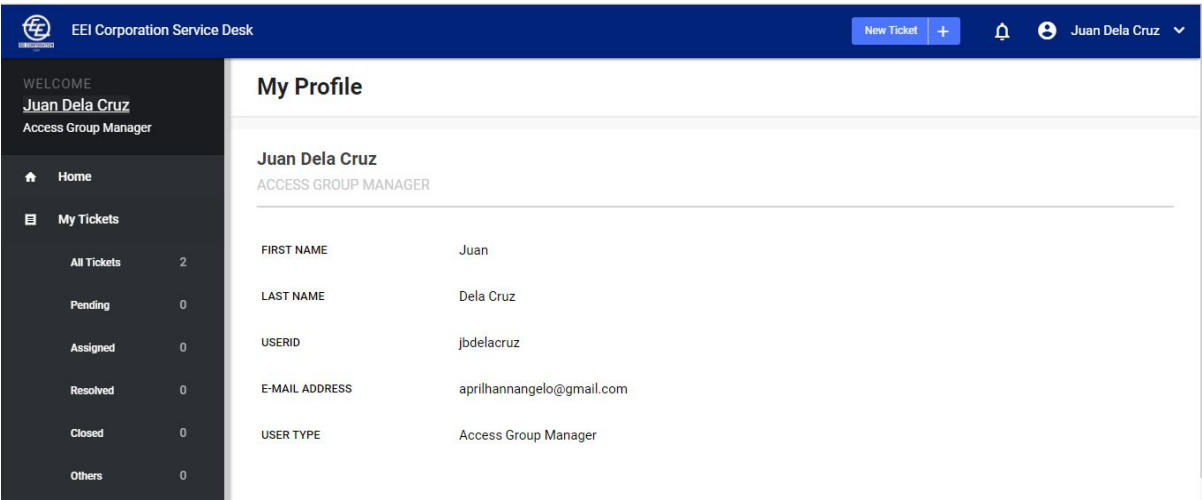
1. Click your name on the upper right hand corner of the screen



2. Click **“My Profile”** to view your account and basic information

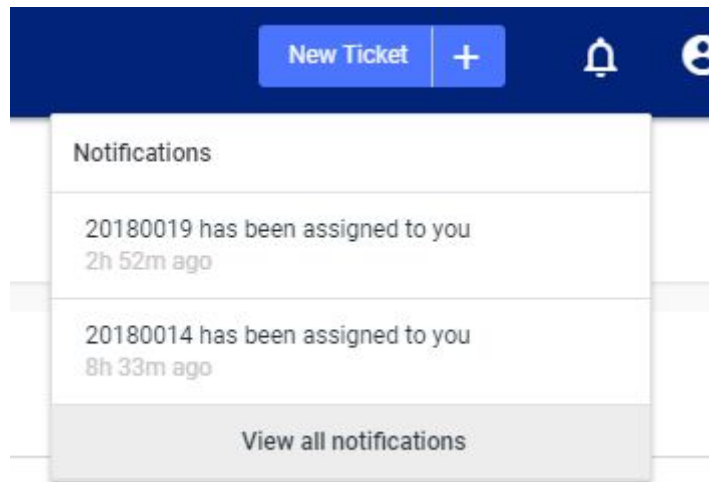


3. You will be redirected to **“My Profile”** page

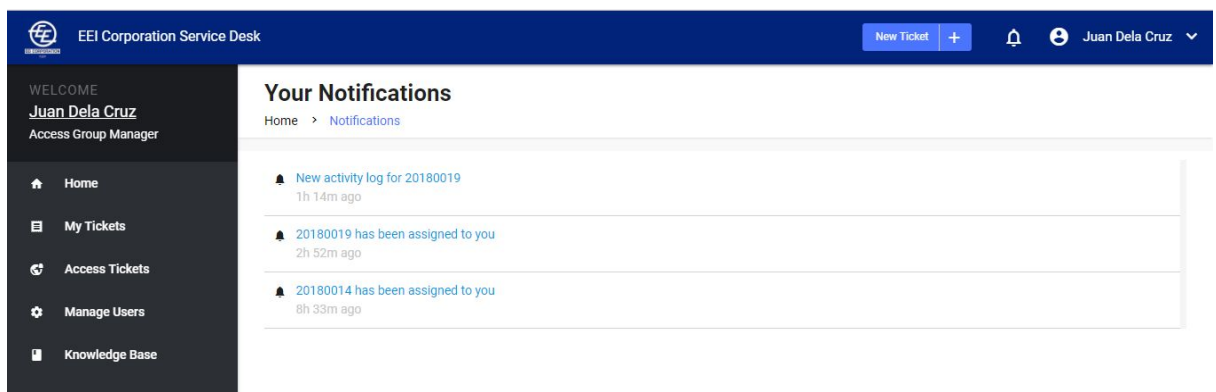


E. Notifications

1. To view all notifications, click on the **notification bell** icon.
 - a. Clicking the notification will redirect you to the ticket details page

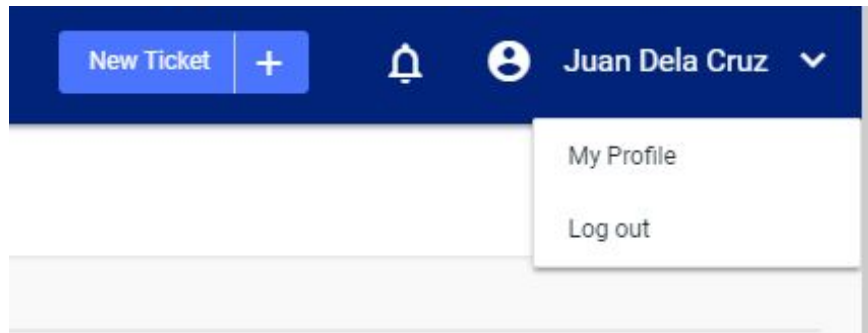


2. To view the complete list of all your notifications, click **“View all Notifications”**

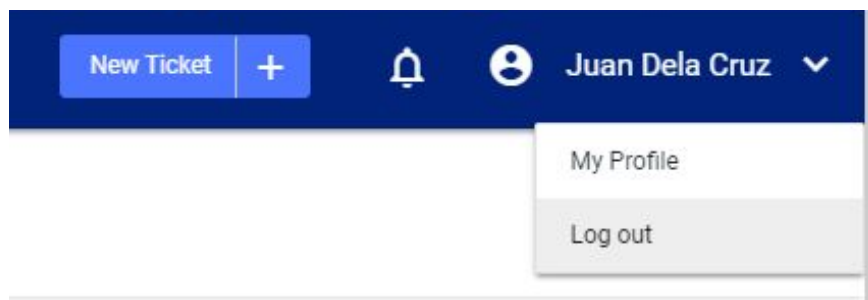


F. Log Out

1. Click your name on the upper right hand corner of the screen

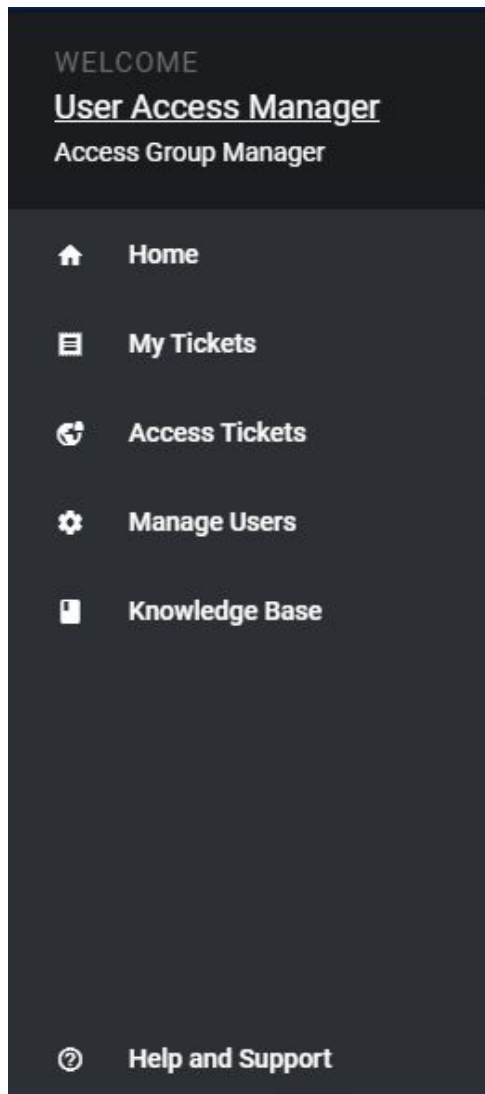


2. Click **“Logout”**



I. ACCESS GROUP MANAGER

A. Navigation



Home

- Displays the Dashboard Analytics summary of all tickets submitted (same with Administrator)

My Tickets

- Displays all tickets you submitted

Access Tickets

- Displays all tickets categorized as access

Manage Users

- Displays all available users of the Service Desk System

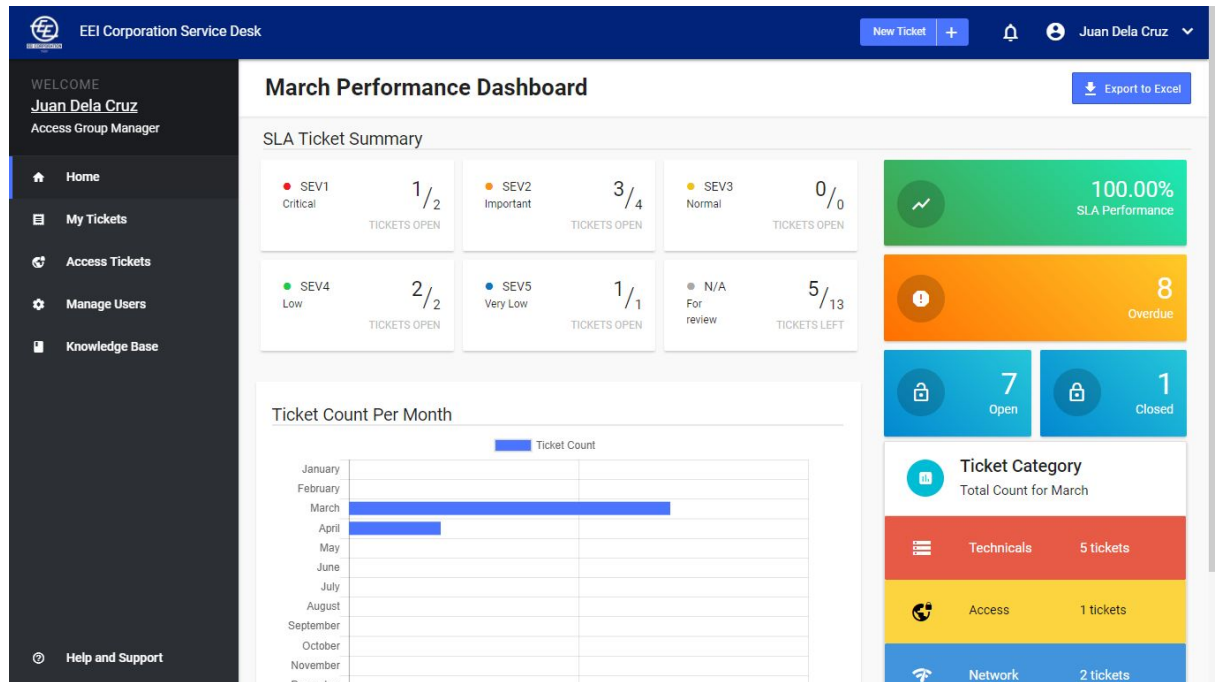
Knowledge Base

- Page showing a list of all Frequently Asked Questions with solutions which can be performed by the general users

Help and Support

B. Performance Dashboard

The **Performance Dashboard** page shows the summary of the number of tickets per category, severity level of the current month



- **SLA Ticket Summary** - shows the count of open tickets over the total number of tickets per severity level
- **SLA Performance** - shows the percentage of tickets resolved within the specified SLA(Service Level Agreement). A high SLA performance means that the Service Team is meeting their target SLAs while a low SLA performance means the opposite.
- **Open Tickets** - refer to all the tickets that have the status of Pending, Assigned and Resolved
- **Closed Tickets** - refer to all tickets that have the status of Closed
- **Ticket Count per Month** - refers to the count of all tickets submitted per month

I. Export Report

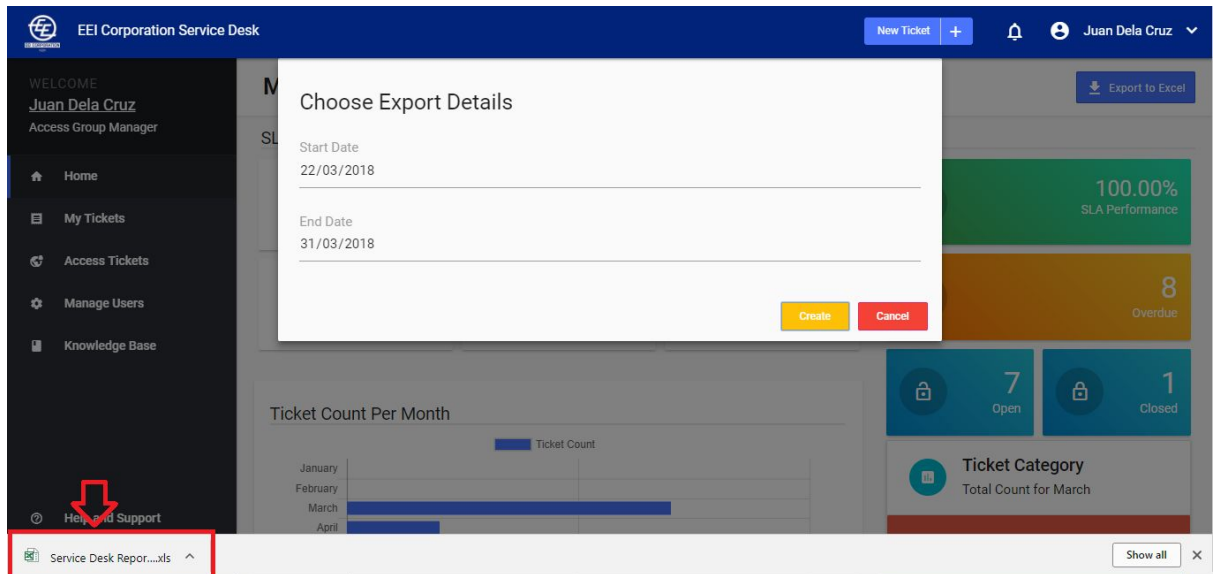
- The export function allows the administrator to download the dashboard summary and the tickets of the specified date range
1. Click the **“Export to Excel”** button on the upper right hand part of the screen

The screenshot shows the 'March Performance Dashboard' for the EEI Corporation Service Desk. The user 'Juan Dela Cruz' is logged in. The dashboard includes a sidebar with navigation links (Home, My Tickets, Access Tickets, Manage Users, Knowledge Base, Help and Support) and a main content area. The main content area features a 'SLA Ticket Summary' section with six cards showing ticket counts for different severity levels (SEV1 to SEV5 and N/A). Below this is a 'Ticket Count Per Month' bar chart. On the right side, there are several summary cards: '100.00% SLA Performance', '8 Overdue' tickets, '7 Open' and '1 Closed' tickets, and a 'Ticket Category' section showing counts for Technicals (5), Access (1), and Network (2). The 'Export to Excel' button is located in the top right corner of the dashboard area, highlighted with a red box and a red arrow.

2. A modal will pop out for you to select the date range of the report you wish to export. Indicate the start date and end date.

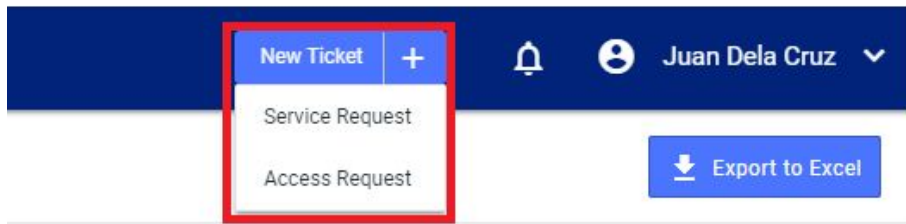
The screenshot shows the same 'March Performance Dashboard' as before, but with a 'Choose Export Details' modal open in the center. The modal has two input fields: 'Start Date' with the value '22/03/2018' and 'End Date' with the value '31/03/2018'. At the bottom right of the modal are two buttons: 'Create' (yellow) and 'Cancel' (red). The background dashboard content is visible but slightly dimmed.

3. Click the **“Create”** button to proceed with download. An .xls file will be downloaded to your device.



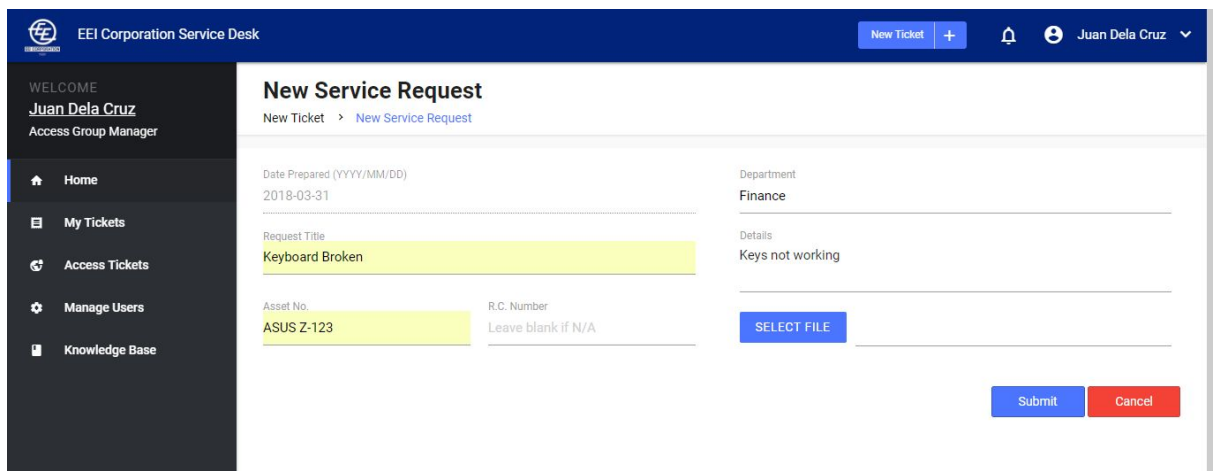
C. Submitting a New Ticket

To submit a ticket, click **“New Ticket”** button on the top navigation bar and **select** the corresponding type of ticket for your need

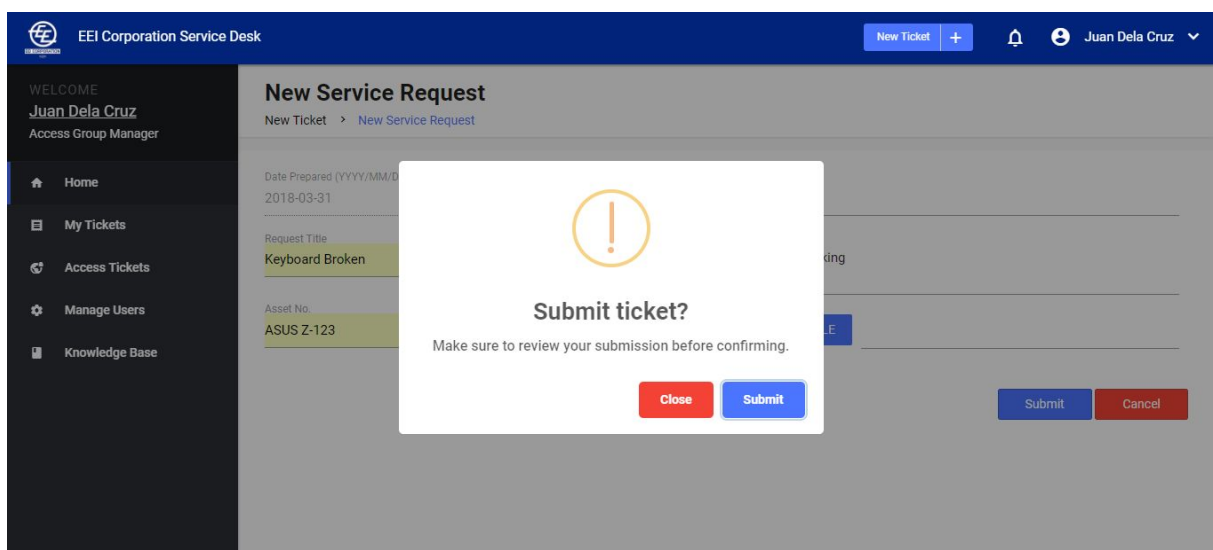


For Service Request:

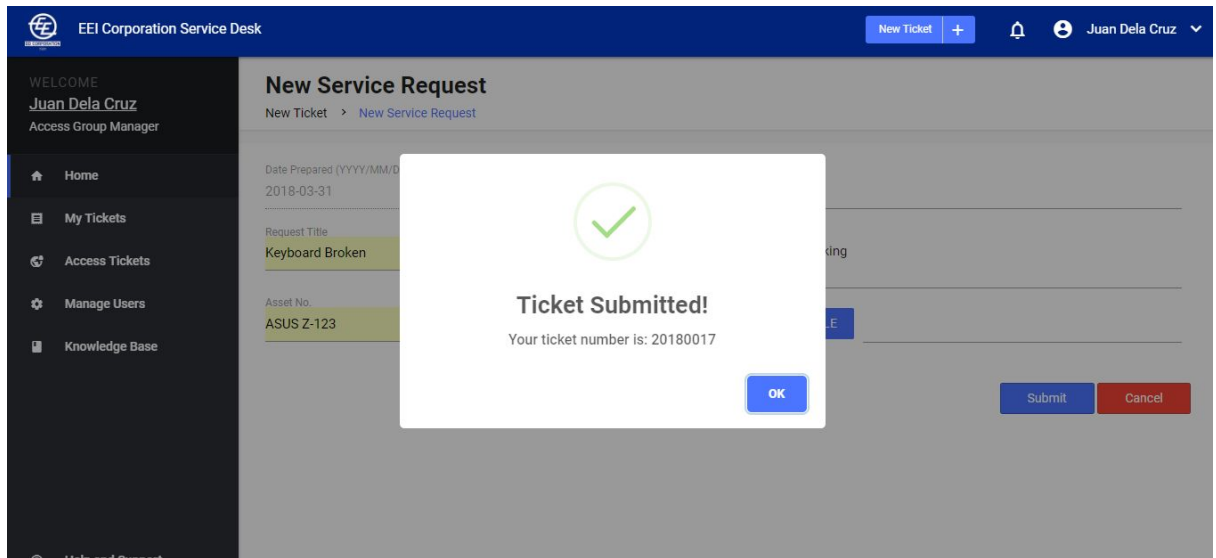
1. Fill out the digital service request form.
2. Attach a file or screenshot if possible.
3. Click **“Submit”**. Make sure to review the details before submitting.



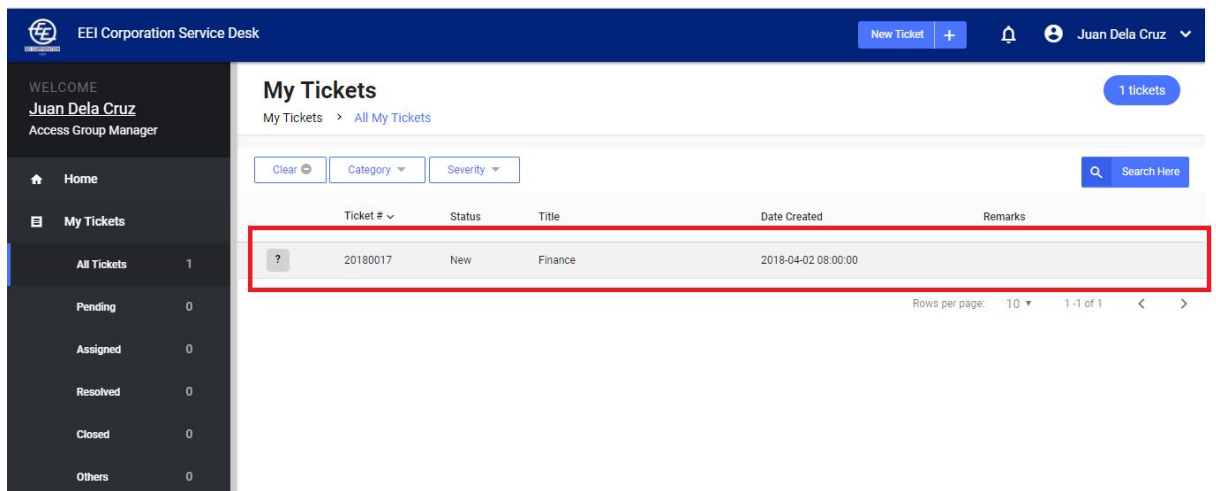
4. A confirmation box will pop out after you click the **“Submit”** button.



- To finally confirm your submission, click the **“Submit”** button again. A ticket number will be assigned to your request



- Your newly submitted ticket can be found on **“My Tickets”** page



For User Access Request:

1. Fill out the digital service request form. The form has 3 sections: Requestor Details, Reviewed By and Request Details
 - a. If needed, fill out the **checker** and/or **approver** fields under the **“Reviewed By”** section of the form
 - *Note: checker and approver must also have an account*
 - b. Type the details of the people to be granted access to by clicking **“Add Row”** in the **“Request Details”** section of the form.

The screenshot shows the 'New User Access Request' form in the EEI Corporation Service Desk. The form is divided into three main sections: Requestor Details, Reviewed By, and Request Details.

Requestor Details:

- Date Prepared (YYYY/MM/DD): 2018-03-31
- R.C. Number: 1234
- Request Title: Lotus Notes Access for team
- Company: EEI Corporation
- Expiry Date: 26/07/2018
- Department/Project: MRT-7 Project

Reviewed By:

- Checker *optional: User Requestor
- Approver *optional: User Requestor Two

Request Details:

Full Name of User	Request Type	Access Request	Application Name	
Donna Dumaliang	New	Admin	Lotus	+ Add Row

2. Click **“Submit”**. Make sure to review the details before submitting.

The screenshot shows the 'New User Access Request' form in the EEI Corporation Service Desk. A modal dialog is displayed in the center with an orange exclamation mark icon. The text in the modal reads: 'Submit ticket?' followed by 'Make sure to review your submission before confirming.' At the bottom of the modal are two buttons: 'Close' (red) and 'Submit' (blue). The background form is partially visible, showing fields for 'Requestor Details' (Date Prepared: 2018-03-31, Company: EEI Corporation, Department/Project: MRT-7 Project) and 'Reviewed By:' (Checker: optional, User Requestor; Approver: optional, User Requestor Two). The left sidebar shows a navigation menu with 'Home', 'My Tickets' (All Tickets: 1, Pending: 0, Assigned: 0, Resolved: 0, Closed: 0, Others: 0), 'Access Tickets', and 'Helppage1 Support'.

3. A confirmation box will pop out. Click **“Submit”** again to finally confirm your submission.

The screenshot shows the same 'New User Access Request' form, but the modal dialog now displays a green checkmark icon. The text in the modal reads: 'Request Submitted!' followed by 'Your ticket number is: 20180018'. At the bottom of the modal is a single button: 'OK' (blue). The background form details remain the same as in the previous screenshot.

4. An e-mail will be sent to the checker or approver for notification and a ticket number will be assigned to your request for your reference.

D. My Tickets

My Tickets page shows the list of all the tickets you submitted. You can filter your view by status, category or severity.

The screenshot displays the 'My Tickets' interface. At the top, there's a header with the EEI Corporation Service Desk logo and user information (Juan Dela Cruz). Below the header, a sidebar on the left contains navigation links: Home, My Tickets, Access Tickets, and Manage Users. The main content area is titled 'My Tickets' and shows a list of tickets. Above the table, there are filter buttons (Clear, Category, Severity) and a search button (Search Here). The table itself has columns for Ticket #, Status, Title, Date Created, and Remarks. A 'Table Sorter' icon (up arrow) is visible in the Remarks column. At the bottom of the table, there's a 'Filter by Status' button. The table contains five rows of ticket data.

Ticket #	Status	Title	Date Created	Remarks
20180006	New	Project Team Access	2018-04-02 08:00:00	
20180005	New	Project Team Access	2018-04-02 08:00:00	
20180004	New	Project Team Access	2018-04-02 08:00:00	
20180003	New	Scanner Broken	2018-04-01 12:38:39	
20180002	New	Monitor broken	2018-04-01 12:31:06	

- To view the details of each ticket, click on the row of the ticket.
- **Filter Buttons** **also applicable to all other tables*
 - **By Status** - refer to the side navigation for the links.
 - **By Category** - “**Category**” dropdown button is visible on the page before the table
 - **By Severity Level** - “**Severity**”.dropdown button is visible on the page before the table
 - **Clear Filter** - “**Clear**” button is visible on the page before the table
- **Search Button** **also applicable to all other tables*
 - To search for any ticket or ticket detail, click the “**Search Here**” button on the right side of the page
- **Table Sorter** **also applicable to all other tables*
 - To **arrange the rows by column in ascending or descending**, click on the table header of the column you wish to be the basis of arrangement. .

E. Access Tickets

The Access Tickets page shows all tickets categorized as access by the administrator.

The screenshot shows the 'Review Incoming Tickets' page in the EEI Corporation Service Desk. The left sidebar contains navigation links: Home, My Tickets, Access Tickets (selected), Incoming (2), Assigned (0), Resolved (0), Closed (0), All (2), Manage Users, Knowledge Base, and Help and Support. The main content area displays a table of incoming tickets. The table has columns for Ticket No., Date Created, Time Left, Title, and Remarks. Two tickets are listed: Ticket #20180019 (SEV1) and Ticket #20180014 (SEV1). A search bar and a 'Ticket Type' dropdown are at the top of the table. A '2 tickets' badge is in the top right corner.

Ticket No.	Date Created	Time Left	Title	Remarks
20180019	2018-04-02 08:00:00	0 days 16 hours	Project Team Access	
20180014	2018-03-31 13:07:52	Overdue by 0 days 7 hours	Project Team Access	

I. Resolve Ticket/Edit Ticket Properties

1. Click the table row of the ticket
2. In the “Ticket Properties” panel, click the blue pencil icon

The screenshot shows the details for Ticket #20180019, titled 'Project Team Access'. The left sidebar is the same as in the previous screenshot. The main content area shows the ticket details, including the R.C. Number (212), Company (EEI Corporation), Department/Project (Finance), and Expiry Date (2018-03-16). A 'Ticket Properties' panel is highlighted with a red box, containing fields for Category (Access), Status (Pending), Severity (SEV1 - Critical), Due on (01 April 2018 12:00:00 PM), and Resolution Date. A blue pencil icon is visible in the top right corner of this panel. Below the ticket details, there is a 'Ticket Details' section with a 'Requestor' field showing 'User Requestor' and the email 'aprilhannangelo@gmail.com'.

Name	Application Type	Access Right	Application

3. A modal will pop out showing the ticket properties. Change the selected value of the Ticket Status dropdown by choosing “**Resolved**” status.
 - a. A required activity log field will be shown. Type the resolution done

The screenshot shows the EEI Corporation Service Desk interface. A modal titled "Edit Ticket Properties" is open. The "Ticket Status" dropdown is set to "Resolved". Below it, the "Activity Log" section is labeled "Required Field" and is empty. The "Ticket Category" dropdown is set to "Access", and the "Severity Level" dropdown is set to "SEV1". A "Save" button is at the bottom right of the modal. In the background, a ticket card is visible with the status "Pending", category "Access", severity "SEV1 - Critical", and date "01 April 2018 12:00:00 PM". The ticket card also lists "User Requestor" and "User Requestor Two" as "aprilhannangelo@gmail.com".

4. Click “**Save**”

The screenshot shows the EEI Corporation Service Desk interface. A modal titled "Edit Ticket Properties" is open. A success message is displayed in the center: "New ticket properties saved!" with a green checkmark icon. An "OK" button is at the bottom right of the message. The "Ticket Status" dropdown is set to "Resolved". The "Activity Log" section is labeled "Granted access" and contains the text "Payroll101". The "Ticket Category" dropdown is set to "Access", and the "Severity Level" dropdown is set to "SEV1". A "Save" button is at the bottom right of the modal. In the background, the same ticket card is visible as in the previous screenshot.

5. Ticket is now resolved.

II. Add Activity Log

1. In the **Activity Logs**” section of the ticket details page, log any activity done regarding the ticket in the input field.

The screenshot shows the EEI Corporation Service Desk interface. The top navigation bar includes a 'New Ticket' button and the user's name 'Juan Dela Cruz'. The left sidebar contains links for 'Home', 'My Tickets', 'Access Tickets', 'Manage Users', and 'Knowledge Base'. The main content area displays ticket details for 'Trina Tan' (Payroll101), including company, department, and expiry date. The 'Activity Logs' section is highlighted with a red box, showing a log entry from 'User Administrator' dated 'Mar 31 2018 06:52:59 PM' with the text 'Ticket forwarded to Access Supervisor -'. Below this is an input field labeled 'Log activity here' and a 'Post' button.

2. Click **“Post”** to submit activity log

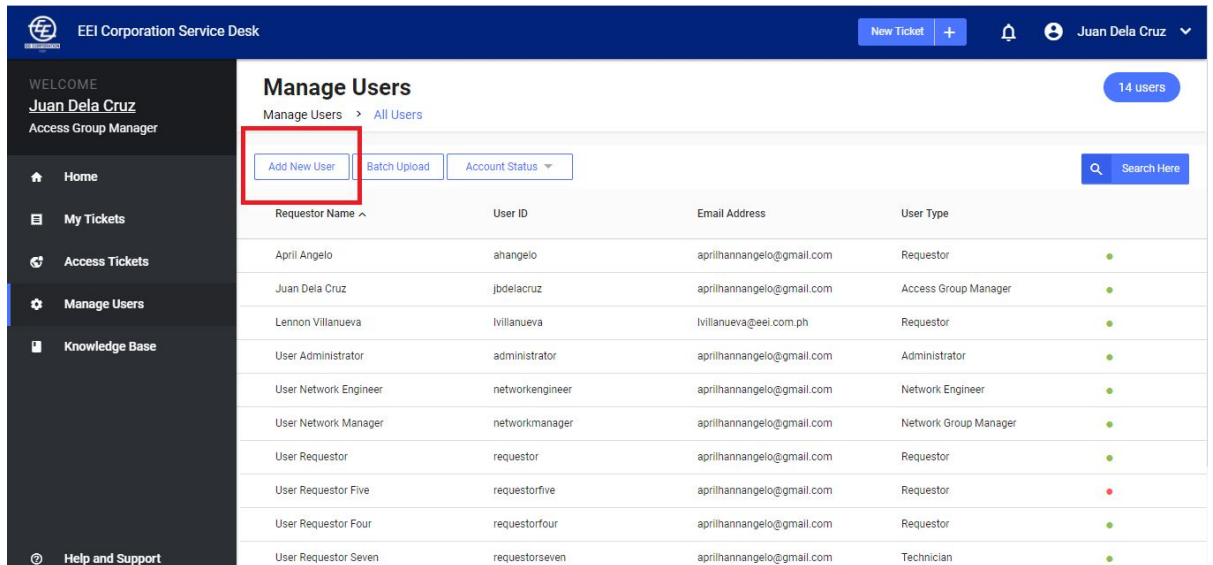
This screenshot shows the same interface as the previous one, but with a confirmation dialog box overlaid. The dialog box features a green checkmark icon and the text 'Activity log submitted!' with an 'OK' button. The background content is dimmed.

The screenshot shows the interface after the activity log has been submitted. The 'Activity Logs' section now includes a new entry from 'Juan Dela Cruz' dated 'Mar 31 2018 08:05:09 PM' with the text 'Submit screenshot'. The previous entry from 'User Administrator' remains below it. The 'Log activity here' input field and 'Post' button are still visible at the bottom.

F. Manage Users

I. Add New User

1. Click “**Manage Users**” on the side bar
2. Click “**Add new user**” and fill out the add new user form



EEI Corporation Service Desk

New Ticket + | Juan Dela Cruz

WELCOME
Juan Dela Cruz
Access Group Manager

Home
My Tickets
Access Tickets
Manage Users
Knowledge Base
Help and Support

Manage Users

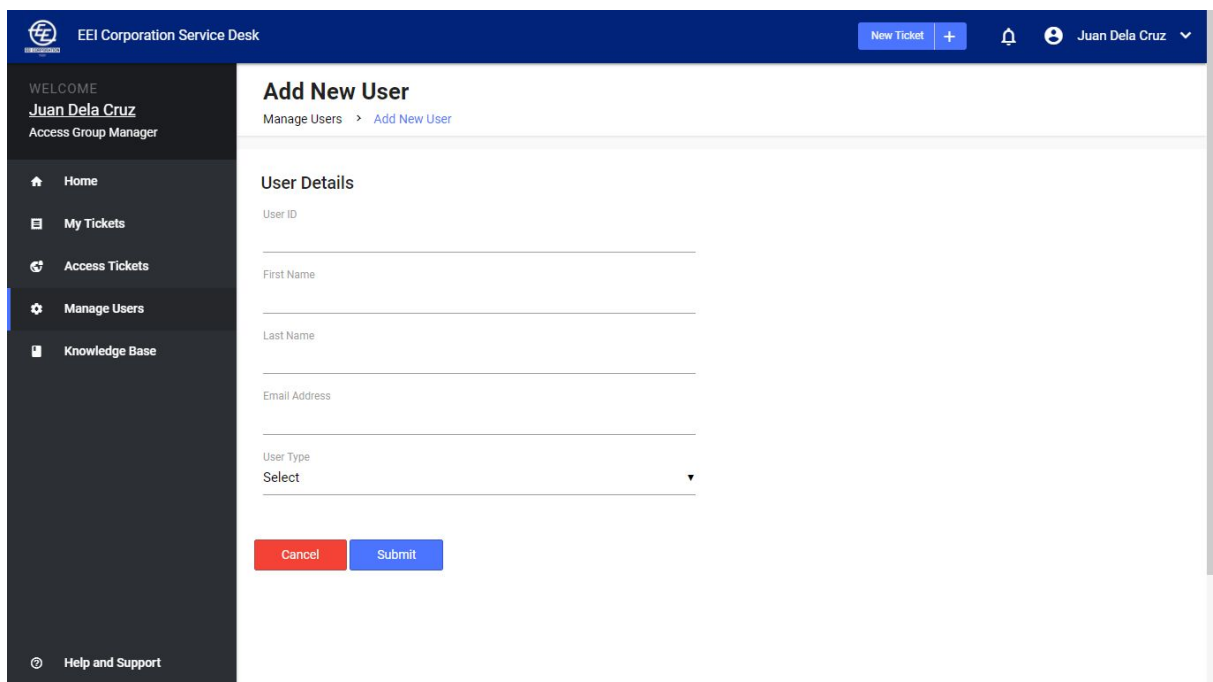
Manage Users > All Users

14 users

Add New User | Batch Upload | Account Status

Search Here

Requestor Name	User ID	Email Address	User Type
April Angelo	ahangelo	aprilhannangelo@gmail.com	Requestor
Juan Dela Cruz	jdelacruz	aprilhannangelo@gmail.com	Access Group Manager
Lennon Villanueva	lvillanueva	lvillanueva@eei.com.ph	Requestor
User Administrator	administrator	aprilhannangelo@gmail.com	Administrator
User Network Engineer	networkengineer	aprilhannangelo@gmail.com	Network Engineer
User Network Manager	networkmanager	aprilhannangelo@gmail.com	Network Group Manager
User Requestor	requestor	aprilhannangelo@gmail.com	Requestor
User Requestor Five	requestorfive	aprilhannangelo@gmail.com	Requestor
User Requestor Four	requestorfour	aprilhannangelo@gmail.com	Requestor
User Requestor Seven	requestorseven	aprilhannangelo@gmail.com	Technician



EEI Corporation Service Desk

New Ticket + | Juan Dela Cruz

WELCOME
Juan Dela Cruz
Access Group Manager

Home
My Tickets
Access Tickets
Manage Users
Knowledge Base
Help and Support

Add New User

Manage Users > Add New User

User Details

User ID

First Name

Last Name

Email Address

User Type
Select

Cancel Submit

3. Click **“Submit”** to create new user

The screenshot shows the 'Add New User' form in the EEl Corporation Service Desk. The form fields are: User ID (ahangelo), First Name (April), Last Name (Angelo), Email Address (aprilhannangelo@gmail.com), and User Type (Requestor). A modal dialog is displayed in the center with a yellow warning icon and the text 'Create New User? Make sure all details are correct.' The modal has 'Close' and 'Submit' buttons. The form also has 'Cancel' and 'Submit' buttons at the bottom.

4. A modal will appear to confirm your submission. Click **“Submit”** to confirm creation

The screenshot shows the 'Add New User' form in the EEl Corporation Service Desk. The form fields are: User ID (ahangelo), First Name (April), Last Name (Angelo), Email Address (aprilhannangelo@gmail.com), and User Type (Requestor). A modal dialog is displayed in the center with a green checkmark icon and the text 'User account created! An email has been sent to April Angelo'. The modal has an 'OK' button. The form also has 'Cancel' and 'Submit' buttons at the bottom.

5. Once created, the list of users must show the newly created user

EEI Corporation Service Desk

New Ticket +

Juan Dela Cruz

WELCOME
Juan Dela Cruz
Access Group Manager

Home

My Tickets

Access Tickets

Manage Users

Knowledge Base

Help and Support

Manage Users

Manage Users > All Users

14 users

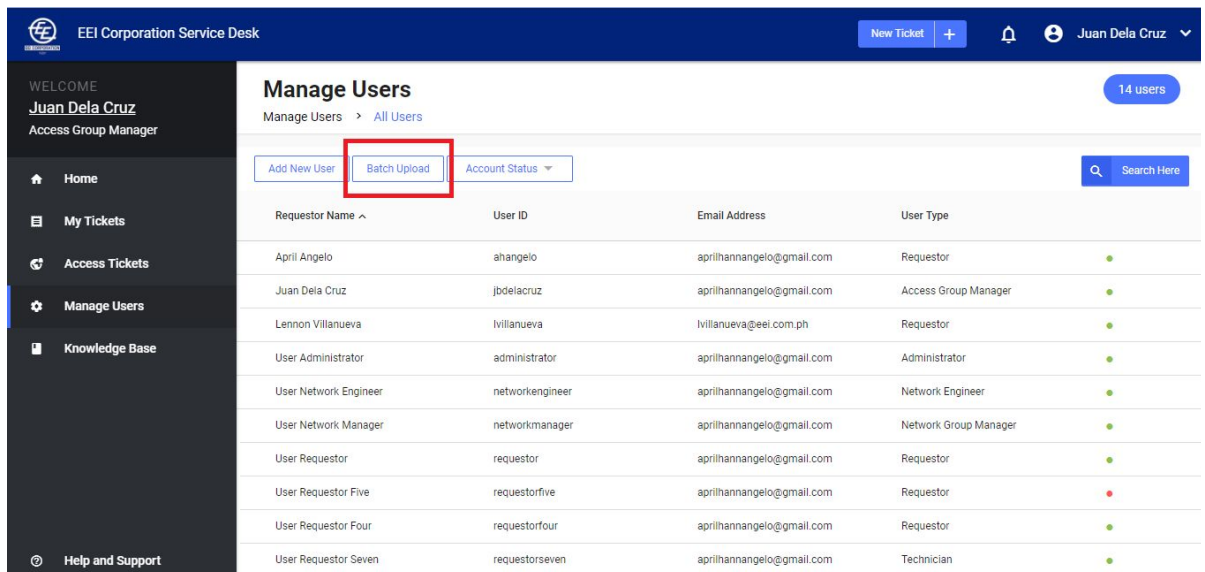
Add New User Batch Upload Account Status

Search Here

Requestor Name ^	User ID	Email Address	User Type	
April Angelo	ahangelo	aprilhannangelo@gmail.com	Requestor	●
Juan Dela Cruz	jdelacruz	aprimhannangelo@gmail.com	Access Group Manager	●
Lennon Villanueva	lvillanueva	lvillanueva@eei.com.ph	Requestor	●
User Administrator	administrator	aprilhannangelo@gmail.com	Administrator	●
User Network Engineer	networkengineer	aprilhannangelo@gmail.com	Network Engineer	●
User Network Manager	networkmanager	aprilhannangelo@gmail.com	Network Group Manager	●
User Requestor	requestor	aprilhannangelo@gmail.com	Requestor	●
User Requestor Five	requestorfive	aprilhannangelo@gmail.com	Requestor	●
User Requestor Four	requestorfour	aprilhannangelo@gmail.com	Requestor	●
User Requestor Seven	requestorseven	aprilhannangelo@gmail.com	Technician	●

II. Batch Upload

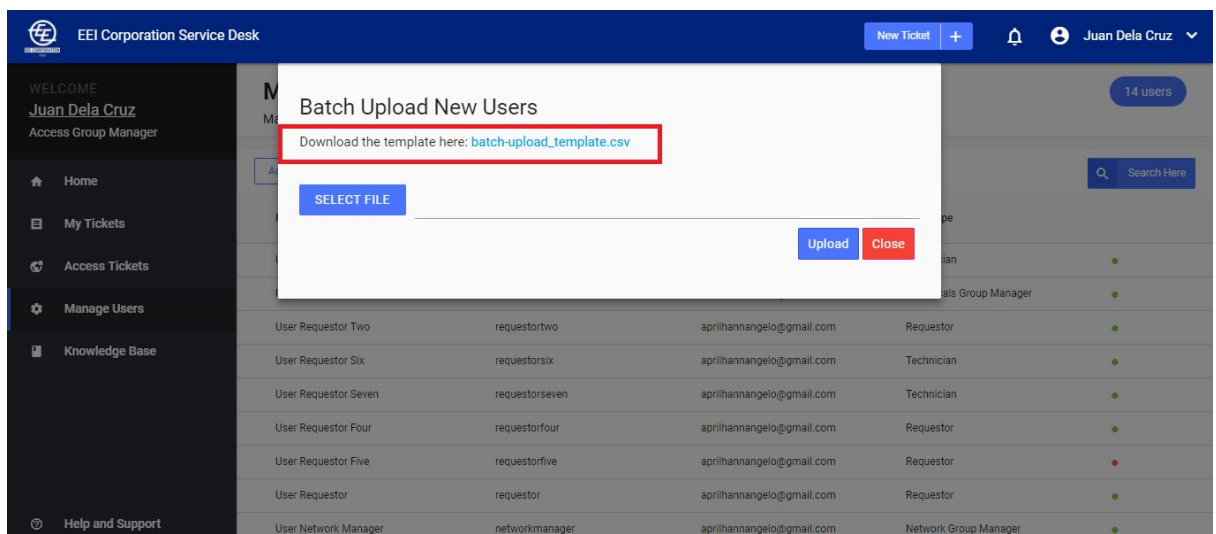
1. Click “**Manage Users**” on the side bar
2. Click “**Batch Upload**”



The screenshot shows the 'Manage Users' interface. On the left sidebar, 'Manage Users' is selected. The main area has a 'Batch Upload' button highlighted with a red box. Below the buttons is a table of users.

Requestor Name	User ID	Email Address	User Type	
April Angelo	ahangelo	aprilhannangelo@gmail.com	Requestor	●
Juan Dela Cruz	jbdelacruz	aprilhannangelo@gmail.com	Access Group Manager	●
Lennon Villanueva	lvillanueva	lvillanueva@eei.com.ph	Requestor	●
User Administrator	administrator	aprilhannangelo@gmail.com	Administrator	●
User Network Engineer	networkengineer	aprilhannangelo@gmail.com	Network Engineer	●
User Network Manager	networkmanager	aprilhannangelo@gmail.com	Network Group Manager	●
User Requestor	requestor	aprilhannangelo@gmail.com	Requestor	●
User Requestor Five	requestorfive	aprilhannangelo@gmail.com	Requestor	●
User Requestor Four	requestorfour	aprilhannangelo@gmail.com	Requestor	●
User Requestor Seven	requestorseven	aprilhannangelo@gmail.com	Technician	●

3. A modal will appear. To upload, click “**Select File**” to open the file explorer window and locate the .csv file to be uploaded



The screenshot shows a modal titled 'Batch Upload New Users'. It contains a link to download a template: [batch-upload_template.csv](#). Below the link is a 'SELECT FILE' button highlighted with a red box. At the bottom right are 'Upload' and 'Close' buttons.

** Required template: Download the template attached first to ensure correct batch uploading*

III. Deactivate Account

1. Click “**Manage Users**” on the side bar
2. Click the table row of the user you want to deactivate
 - a. *Note: The colored circles beside the user type are account status indicators. A green indicator means a user account is active whereas a red indicator means a user account is deactivated.*

EEI Corporation Service Desk

New Ticket + | Juan Dela Cruz

WELCOME
Juan Dela Cruz
Access Group Manager

Home
My Tickets
Access Tickets
Manage Users
Knowledge Base
Help and Support

Manage Users

Manage Users > All Users

14 users

Add New User | Batch Upload | Account Status | Search Here

Requestor Name	User ID	Email Address	User Type
User Technician	technician	aprilhannangelo@gmail.com	Technician
User Technicals Manager	technicalsmanger	aprilhannangelo@gmail.com	Technicals Group Manager
User Requestor Two	requestortwo	aprilhannangelo@gmail.com	Requestor
User Requestor Six	requestorsix	aprilhannangelo@gmail.com	Technician
User Requestor Seven	requestorseven	aprilhannangelo@gmail.com	Technician
User Requestor Four	requestorfour	aprilhannangelo@gmail.com	Requestor
User Requestor Five	requestorfive	aprilhannangelo@gmail.com	Requestor
User Requestor	requestor	aprilhannangelo@gmail.com	Requestor
User Network Manager	networkmanager	aprilhannangelo@gmail.com	Network Group Manager
User Network Engineer	networkengineer	aprilhannangelo@gmail.com	Network Engineer

3. Click the “**Deactivate**” button found on the upper right hand part of the screen.

EEI Corporation Service Desk

New Ticket + | Juan Dela Cruz

WELCOME
Juan Dela Cruz
Access Group Manager

Home
My Tickets
Access Tickets
Manage Users
Knowledge Base

User Profile

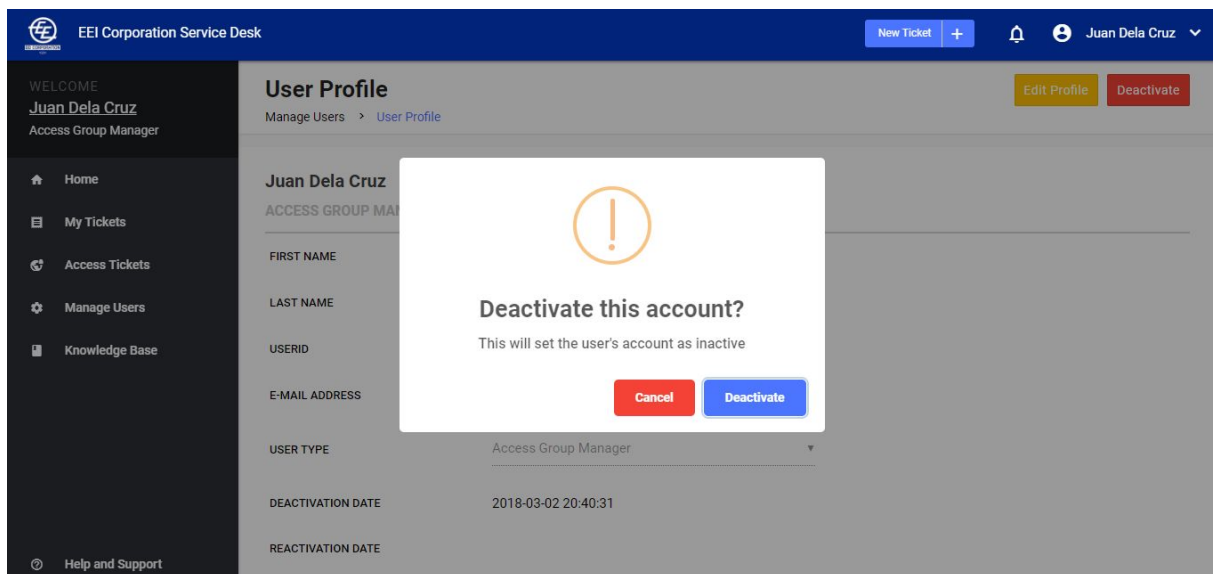
Manage Users > User Profile

Edit Profile | Deactivate

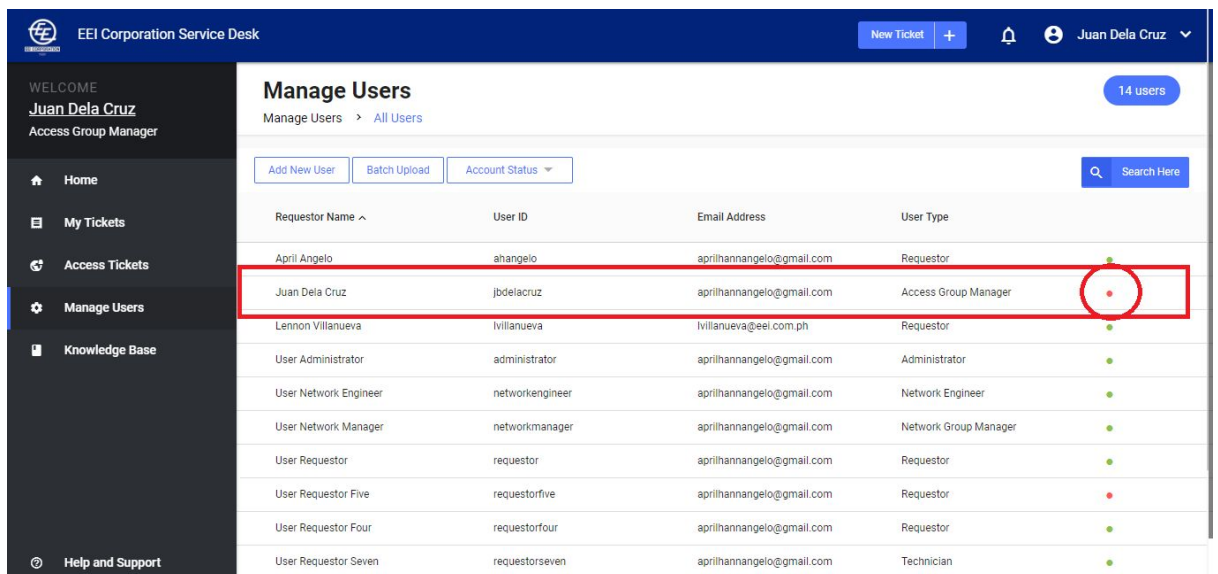
Juan Dela Cruz
ACCESS GROUP MANAGER

FIRST NAME: Juan
LAST NAME: Dela Cruz
USERID: jbdelacruz
E-MAIL ADDRESS: aprilhannangelo@gmail.com
USER TYPE: Access Group Manager

4. To confirm deactivation, click the “**Deactivate**” button again



5. Once deactivated, the green indicator should turn red



IV. Reactivate Account

1. Click “**Manage Users**” on the side bar
2. Click the table row of the user you want to deactivate
 - a. *Note: The colored circles beside the user type are indicators. A green indicator means a user is active whereas a red indicator means a user is inactive.*

WELCOME
Juan Dela Cruz
Access Group Manager

Home
My Tickets
Access Tickets
Manage Users
Knowledge Base
Help and Support

Manage Users

Manage Users > All Users

14 users

Search Here

Requestor Name	User ID	Email Address	User Type
April Angelo	ahangelo	aprilhannangelo@gmail.com	Requestor
Juan Dela Cruz	jbdelacruz	aprilhannangelo@gmail.com	Access Group Manager
Lennon Villanueva	lvillanueva	lvillanueva@eei.com.ph	Requestor
User Administrator	administrator	aprilhannangelo@gmail.com	Administrator
User Network Engineer	networkengineer	aprilhannangelo@gmail.com	Network Engineer
User Network Manager	networkmanager	aprilhannangelo@gmail.com	Network Group Manager
User Requestor	requestor	aprilhannangelo@gmail.com	Requestor
User Requestor Five	requestorfive	aprilhannangelo@gmail.com	Requestor
User Requestor Four	requestorfour	aprilhannangelo@gmail.com	Requestor
User Requestor Seven	requestorseven	aprilhannangelo@gmail.com	Technician

3. Click the “**Reactivate**” button beside the “**Deactivate**” button

WELCOME
Juan Dela Cruz
Access Group Manager

Home
My Tickets
Access Tickets
Manage Users
Knowledge Base
Help and Support

User Profile

Manage Users > User Profile

Edit Profile Deactivated **Reactivate**

Juan Dela Cruz
ACCESS GROUP MANAGER

FIRST NAME	Juan
LAST NAME	Dela Cruz
USERID	jbdelacruz
E-MAIL ADDRESS	aprilhannangelo@gmail.com
USER TYPE	Access Group Manager
DEACTIVATION DATE	2018-03-31 21:30:45

4. To confirm deactivation, click the “**Reactivate**” button again

The screenshot shows the 'User Profile' page for Juan Dela Cruz. A modal dialog is displayed in the center with the title 'Reactivate this account?' and the text 'This will set the user's account as active.' Below the text are two buttons: 'Cancel' (red) and 'Reactivate' (blue). The background shows the user's profile details, including first name, last name, user ID, email address, user type (Access Group Manager), and deactivation date (2018-03-31 21:30:45).

5. Once reactivated, the red indicator should turn back to green

The screenshot shows the 'Manage Users' page. A table lists users with columns: Requestor Name, User ID, Email Address, and User Type. The row for Juan Dela Cruz is highlighted with a red border. To the right of the table, there is a column of status indicators (green and red dots). The indicator for Juan Dela Cruz is a green dot, which is circled in red. The page also shows a search bar and a '14 users' count.

Requestor Name	User ID	Email Address	User Type	Status
April Angelo	ahangelo	aprilhannangelo@gmail.com	Requestor	Green
Juan Dela Cruz	jbdelacruz	aprilhannangelo@gmail.com	Access Group Manager	Green
Lennon Villanueva	lvillanueva	lvillanueva@eei.com.ph	Requestor	Green
User Administrator	administrator	aprilhannangelo@gmail.com	Administrator	Green
User Network Engineer	networkengineer	aprilhannangelo@gmail.com	Network Engineer	Green
User Network Manager	networkmanager	aprilhannangelo@gmail.com	Network Group Manager	Green
User Requestor	requestor	aprilhannangelo@gmail.com	Requestor	Green
User Requestor Five	requestorfive	aprilhannangelo@gmail.com	Requestor	Red
User Requestor Four	requestorfour	aprilhannangelo@gmail.com	Requestor	Green

V. Edit Profile

1. Click “**Manage Users**” on the side bar
2. Click the table row of the user you want to edit

EEI Corporation Service Desk

WELCOME
Juan Dela Cruz
Access Group Manager

Home
My Tickets
Access Tickets
Manage Users
Knowledge Base
Help and Support

Manage Users

Manage Users > All Users

14 users

Add New User Batch Upload Account Status

Search Here

Requestor Name	User ID	Email Address	User Type
User Technician	technician	aprilhannangelo@gmail.com	Technician
User Technicals Manager	technicalsmanger	aprilhannangelo@gmail.com	Technicals Group Manager
User Requestor Two	requestortwo	aprilhannangelo@gmail.com	Requestor
User Requestor Six	requestorsix	aprilhannangelo@gmail.com	Technician
User Requestor Seven	requestorseven	aprilhannangelo@gmail.com	Technician
User Requestor Four	requestorfour	aprilhannangelo@gmail.com	Requestor
User Requestor Five	requestorfive	aprilhannangelo@gmail.com	Requestor
User Requestor	requestor	aprilhannangelo@gmail.com	Requestor
User Network Manager	networkmanager	aprilhannangelo@gmail.com	Network Group Manager
User Network Engineer	networkengineer	aprilhannangelo@gmail.com	Network Engineer

3. Click “**Edit Profile**” on the upper right hand part of the screen

EEI Corporation Service Desk

WELCOME
Juan Dela Cruz
Access Group Manager

Home
My Tickets
Access Tickets
Manage Users
Knowledge Base
Help and Support

User Profile

Manage Users > User Profile

Edit Profile Deactivate

Juan Dela Cruz
ACCESS GROUP MANAGER

FIRST NAME Juan

LAST NAME Dela Cruz

USERID jbdelacruz

E-MAIL ADDRESS aprilhannangelo@gmail.com

USER TYPE Access Group Manager

DEACTIVATION DATE 2018-03-31 21:30:45

REACTIVATION DATE 2018-03-31 21:32:21

rows per page: 10 1 - 10 of 14

4. This allows inline editing. Click on the table cell you wish to edit.

EEI Corporation Service Desk

New Ticket +

Juan Dela Cruz

WELCOME
Juan Dela Cruz
Access Group Manager

Home
My Tickets
Access Tickets
Manage Users
Knowledge Base
Help and Support

User Profile

Manage Users > User Profile

Save Profile Deactivate

Juan Dela Cruz
ACCESS GROUP MANAGER

FIRST NAME	Juan
LAST NAME	Dela Cruz
USERID	jbdelacruz
E-MAIL ADDRESS	aprilhannangelo@gmail.com
USER TYPE	Access Group Manager
DEACTIVATION DATE	2018-03-31 21:30:45
REACTIVATION DATE	2018-03-31 21:32:21

5. Click “**Save Profile**” on the upper right hand part of the screen to save the edits you made.

EEI Corporation Service Desk

New Ticket +

Juan Dela Cruz

WELCOME
Juan Dela Cruz
Access Group Manager

Home
My Tickets
Access Tickets
Manage Users
Knowledge Base
Help and Support

User Profile

Manage Users > User Profile

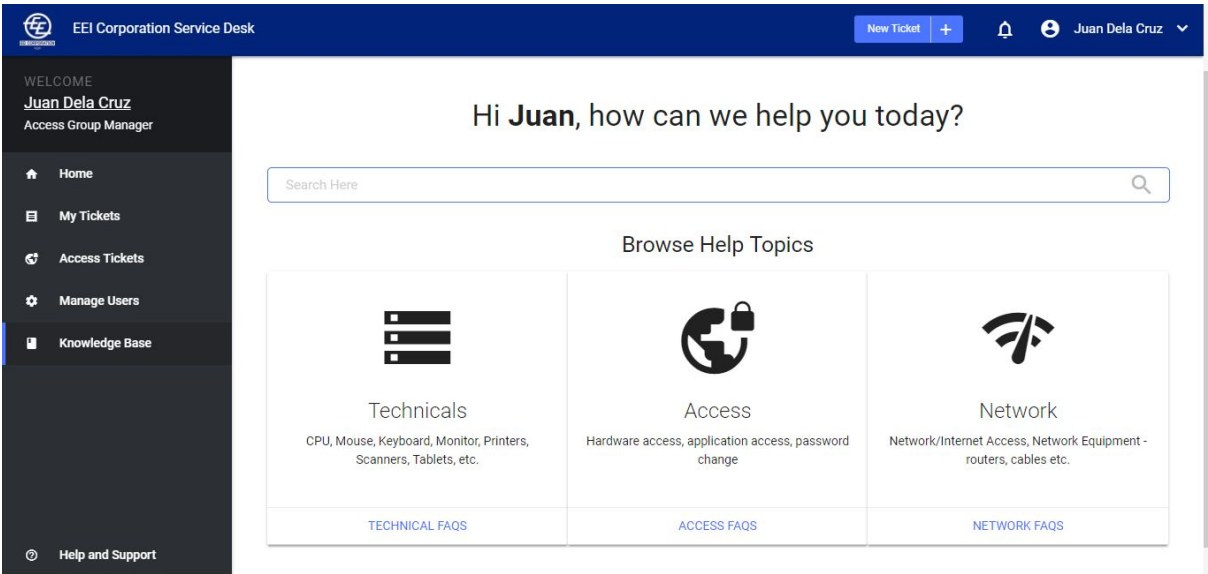
Save Profile Deactivate

Juan Dela Cruz
ACCESS GROUP MANAGER

FIRST NAME	Juan
LAST NAME	Dela Cruz
USERID	jbdelacruz
E-MAIL ADDRESS	aprilhannangelo@gmail.com
USER TYPE	Access Group Manager
DEACTIVATION DATE	2018-03-31 21:30:45
REACTIVATION DATE	2018-03-31 21:32:21

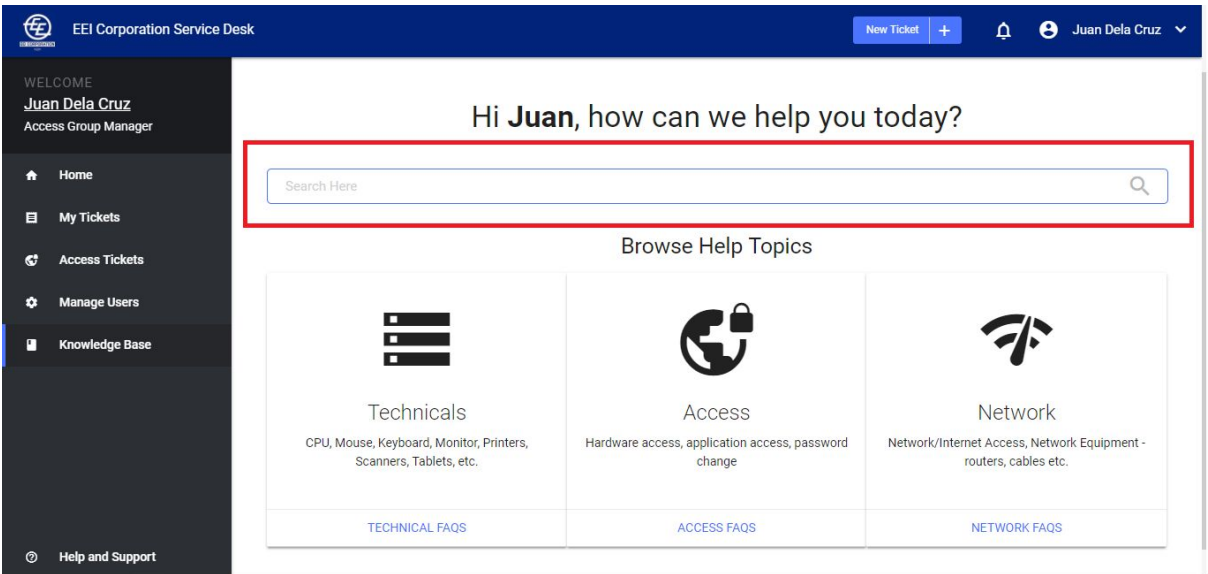
G. Knowledge Base

The Knowledge Base Section for the Access Group Manager is similar to that of a regular user. He/She can search and view the list of articles. Any new article suggestions should be discussed with the administrator of the system for consideration.

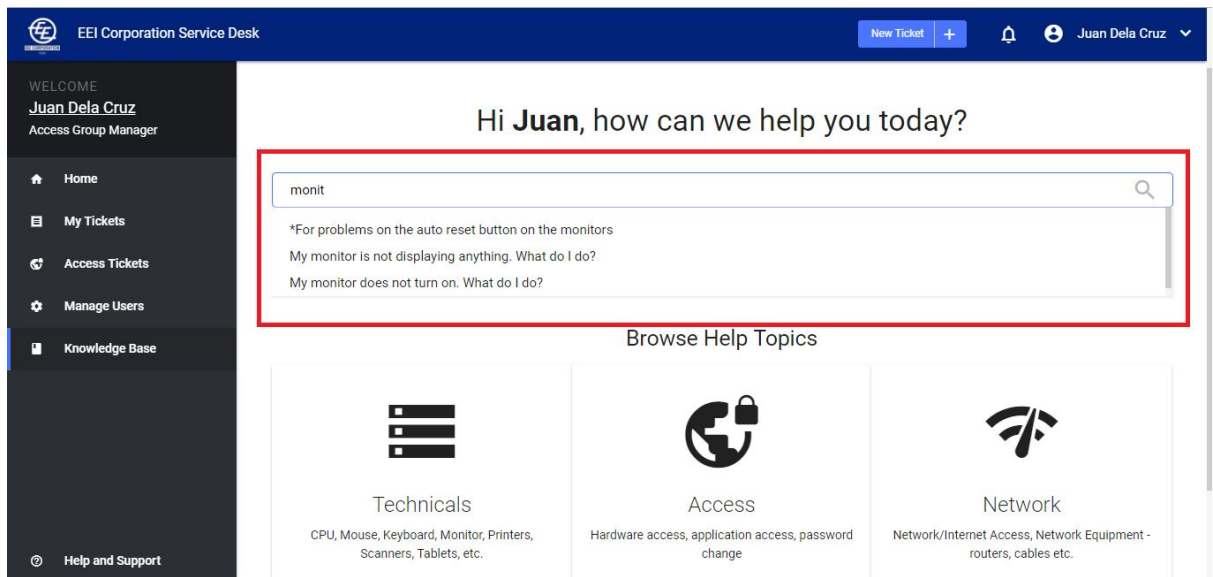


I. Search Article

1. To search for an article, type the keywords in the search bar.



2. Click the article title you wish to view



EEI Corporation Service Desk

WELCOME
Juan Dela Cruz
Access Group Manager

Home
My Tickets
Access Tickets
Manage Users
Knowledge Base
Help and Support

Hi **Juan**, how can we help you today?

monit

*For problems on the auto reset button on the monitors
My monitor is not displaying anything. What do I do?
My monitor does not turn on. What do I do?

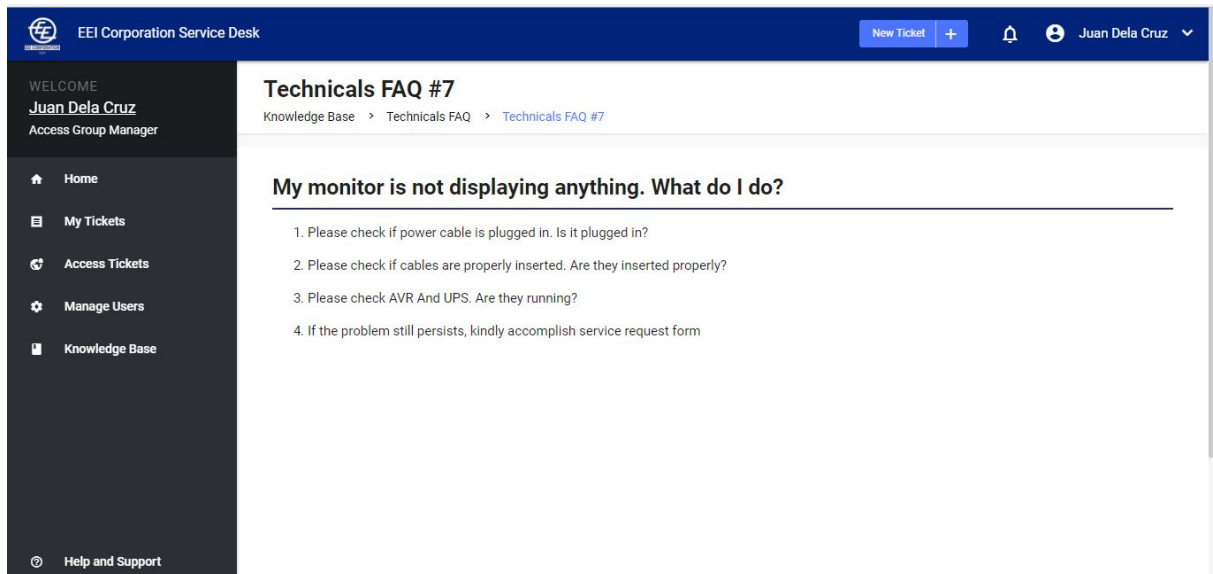
Browse Help Topics

Technicals
CPU, Mouse, Keyboard, Monitor, Printers, Scanners, Tablets, etc.

Access
Hardware access, application access, password change

Network
Network/Internet Access, Network Equipment - routers, cables etc.

3. Follow the steps found in the article page



EEI Corporation Service Desk

WELCOME
Juan Dela Cruz
Access Group Manager

Home
My Tickets
Access Tickets
Manage Users
Knowledge Base
Help and Support

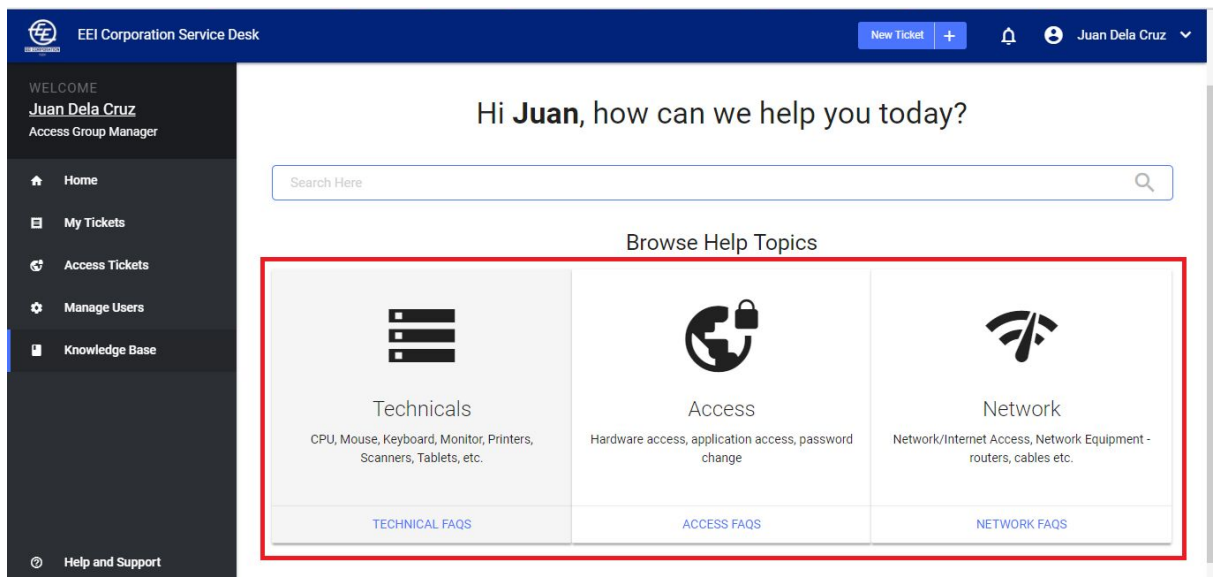
Technicals FAQ #7
Knowledge Base > Technicals FAQ > Technicals FAQ #7

My monitor is not displaying anything. What do I do?

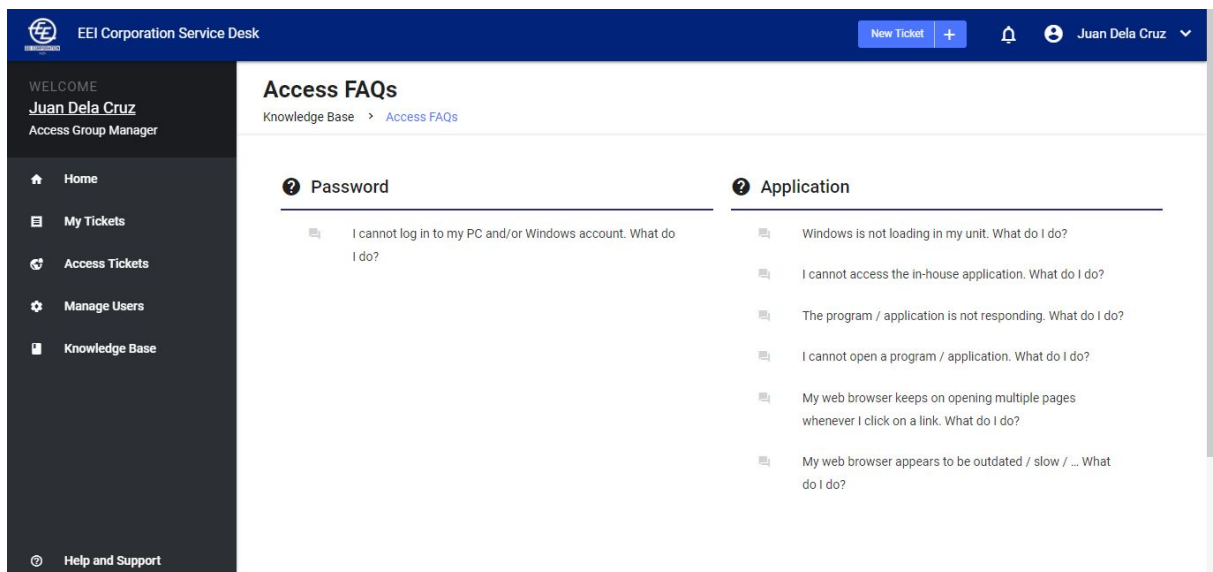
1. Please check if power cable is plugged in. Is it plugged in?
2. Please check if cables are properly inserted. Are they inserted properly?
3. Please check AVR And UPS. Are they running?
4. If the problem still persists, kindly accomplish service request form

II. View Article List

1. In the knowledge base main page, click the category you wish to view the articles.



2. You will be redirected to the article list page of the category you selected



3. Click on any article title to view the whole article

The screenshot displays the EEI Corporation Service Desk interface. At the top, a dark blue header bar contains the EEI logo, the text "EEI Corporation Service Desk", a "New Ticket" button with a plus icon, a notification bell, and a user profile for "Juan Dela Cruz". On the left, a dark sidebar lists navigation options: "Home", "My Tickets", "Access Tickets", "Manage Users", "Knowledge Base", and "Help and Support". The main content area is titled "Access FAQ #21" with a breadcrumb trail: "Knowledge Base > Access FAQ > Access FAQ #21". Below this, the article title "I cannot log in to my PC and/or Windows account. What do I do?" is underlined. The article body contains a numbered list of five troubleshooting steps:

1. Please check if power cable is plugged in. Is it plugged in?
2. Please check if cables are properly inserted. Are they inserted properly?
3. Please check AVR And UPS. Are they running?
4. If the problem still persists, kindly accomplish service request form.
5. 5. trial po