



# USER MANUAL

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## ONLINE SERVICE DESK SYSTEM

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EEI CORPORATION ONLINE SERVICE DESK SYSTEM

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EEI CORPORATION  
IT DEPARTMENT



CREATION DATE:  
MARCH 2018

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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 **network 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 <b>of the entire company</b> having a severe impact on IT services availability.	4 hours
SEV2	Important	Incident reports that resulting to interruption of operation of a specific <b>department/project</b> 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.

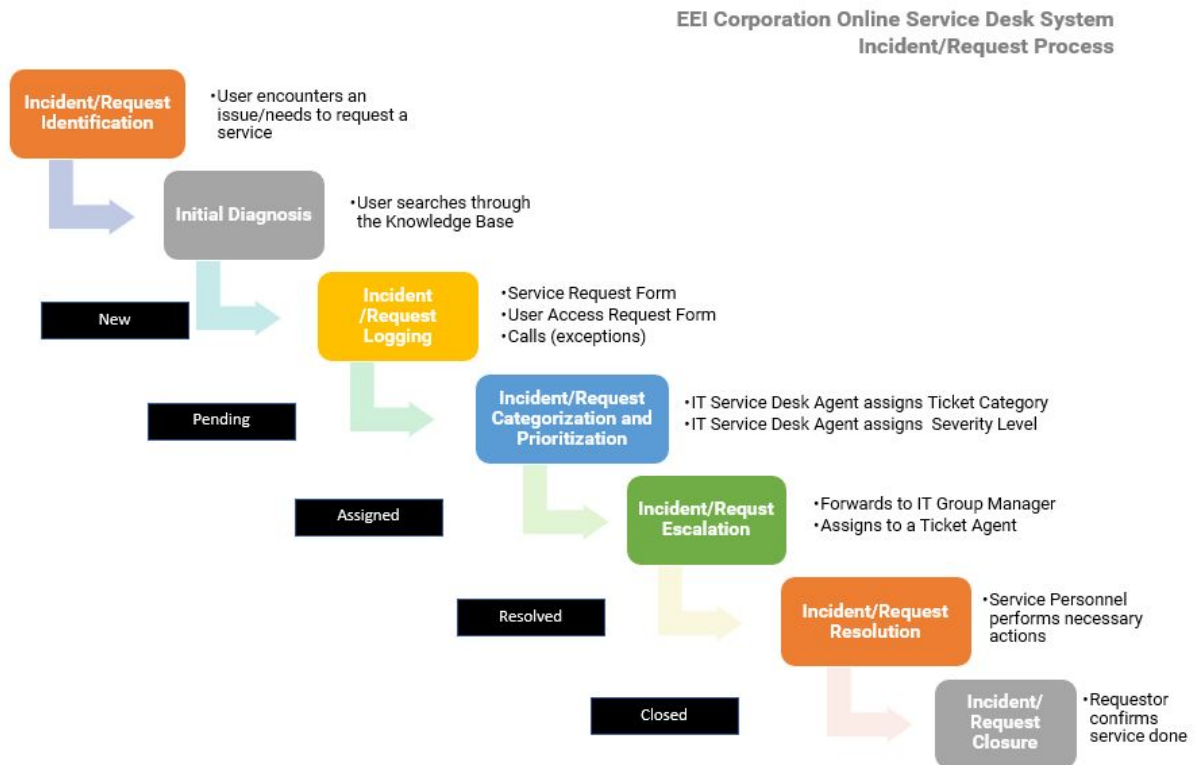
## E. What are the different ticket statuses?

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?



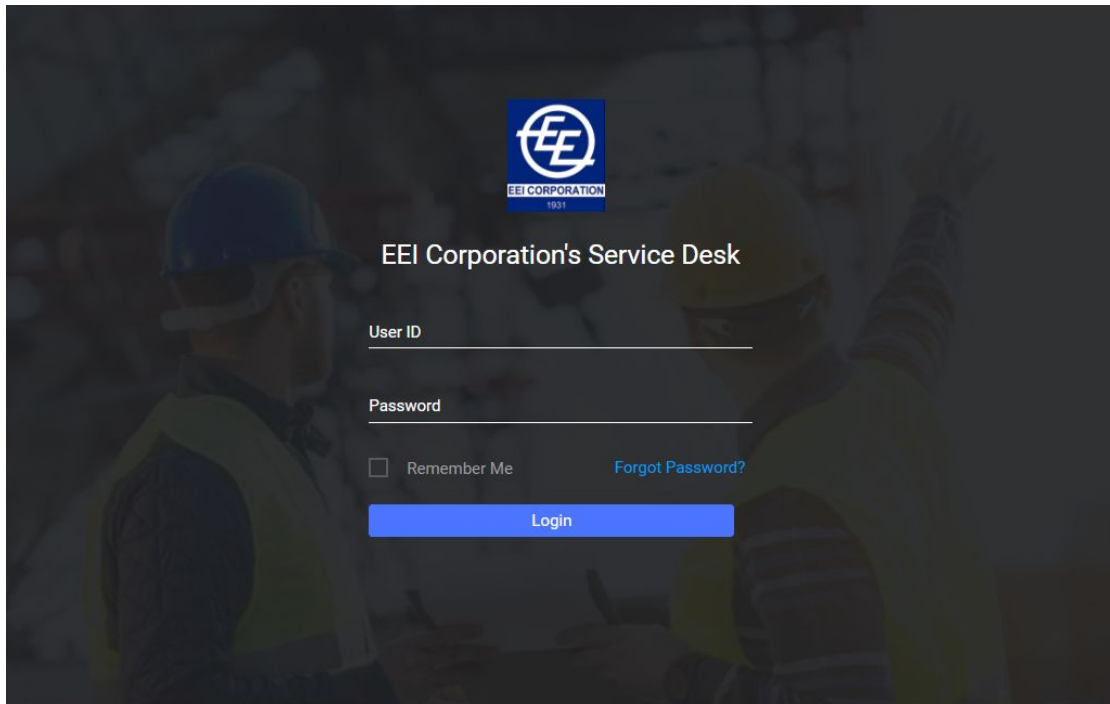
## G. Glossary of Terms

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

<b>Checker</b>	<p>The assigned person to check the ticket details before the ticket is forwarded to the approver.</p> <p>Usually applicable for projects</p>
<b>Approver</b>	<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>
<b>Open Ticket</b>	<p>A general term which refers to tickets that have the status of: Pending, Assigned and Resolved.</p>
<b>Closed Ticket</b>	<p>Refers to tickets that are already closed.</p>

## 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

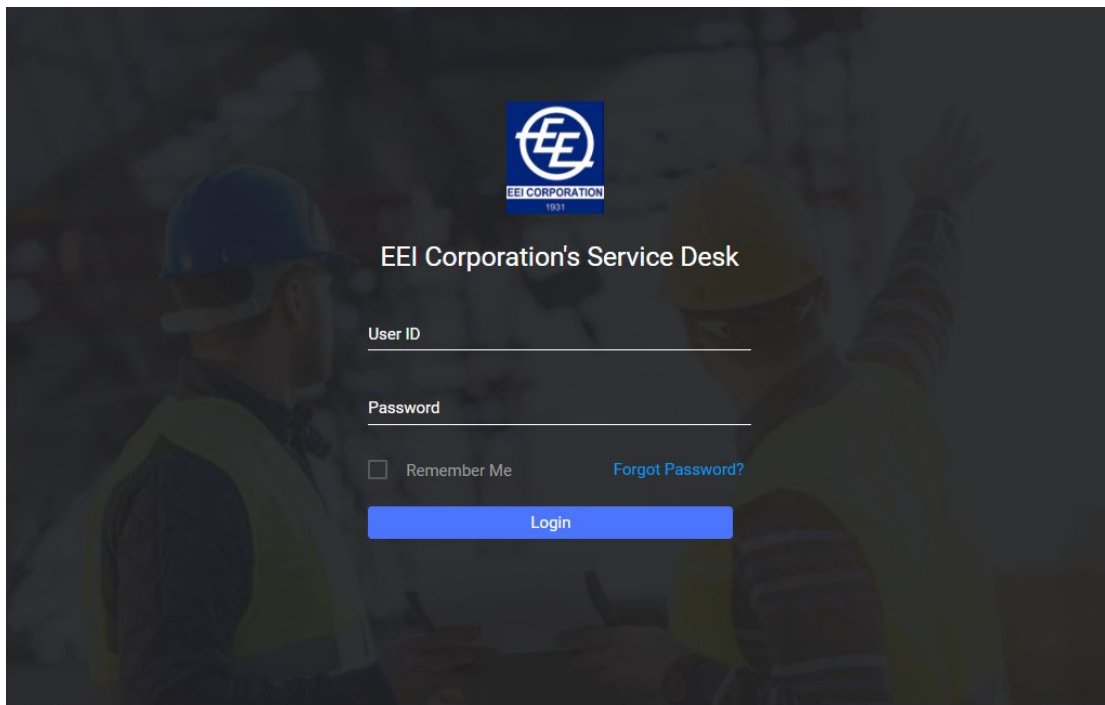
Confirm New Password

Update Password

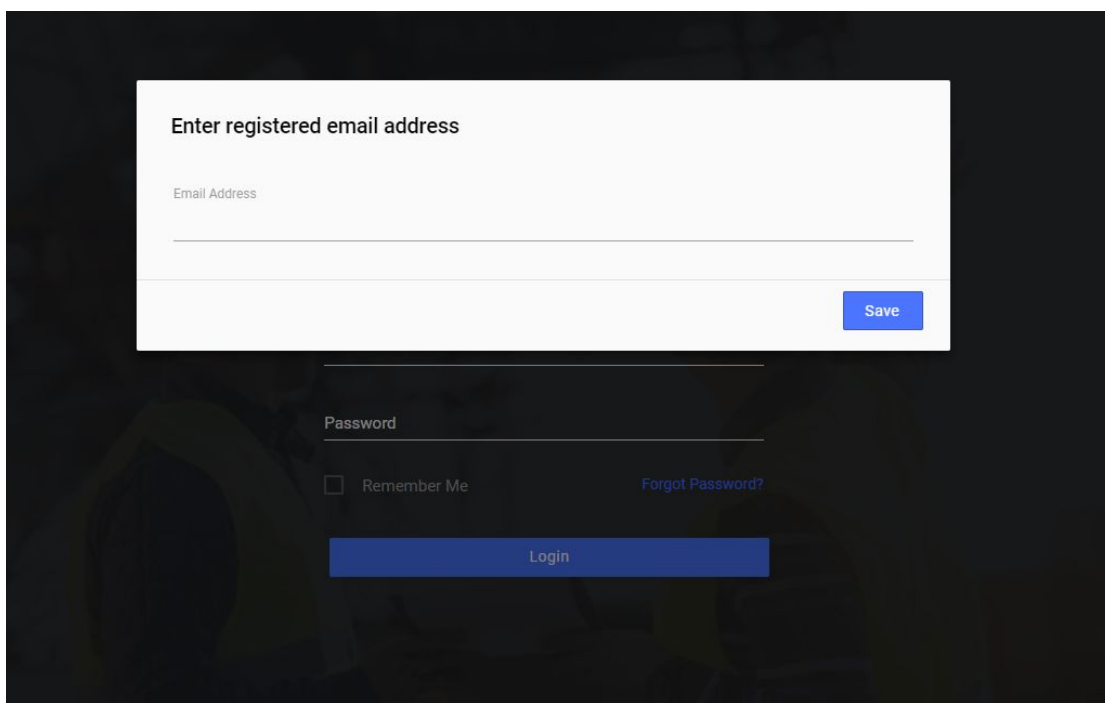
**Password Requirements:**  
- 8-20 characters  
- At least one uppercase letter (A-Z)  
- At least one lowercase letter (a-z)  
- At least one number (0-9)  
- At least one special character (!@#\$%^&\*())

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

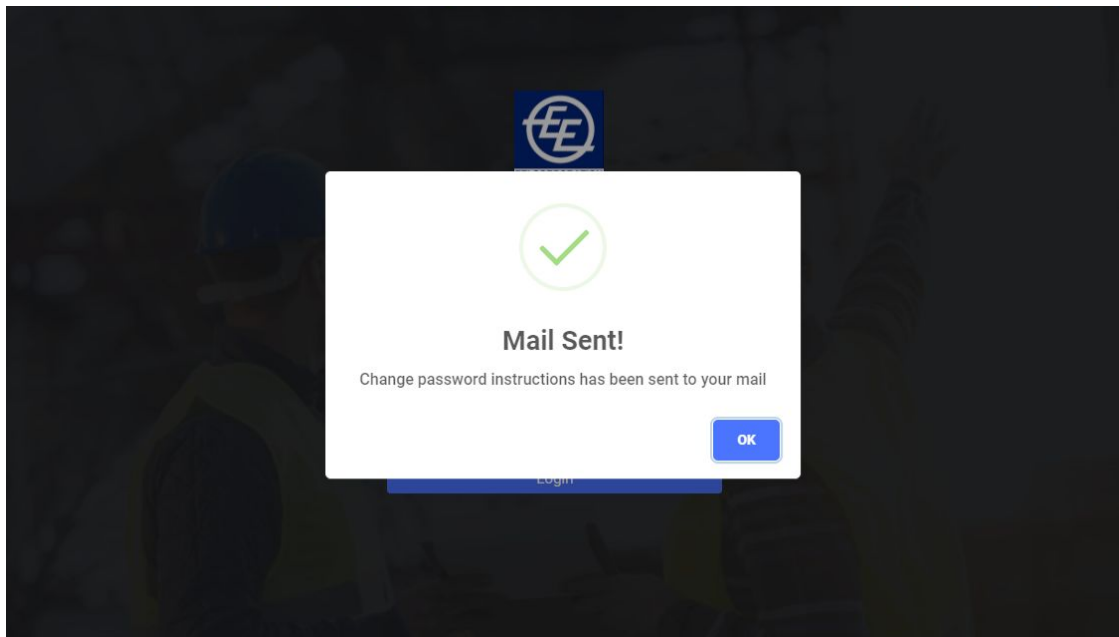
## C. Forgot Password



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

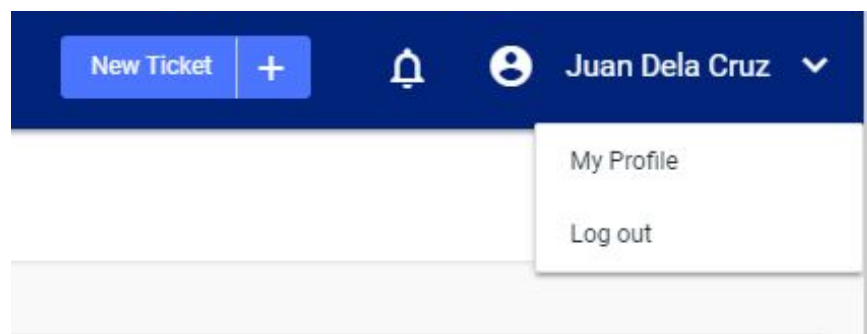


2. Enter your registered EEI e-mail address
3. Click **“Save”**
4. An e-mail will be sent to the e-mail address you entered for instructions on resetting your password.

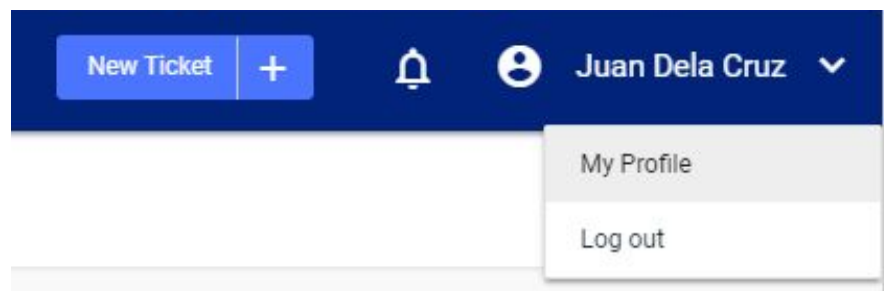


## D. My Profile

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



2. Click “My Profile” to view your account’s basic information



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

EEI Corporation Service Desk

New Ticket +

Juan Dela Cruz

WELCOME  
Juan Dela Cruz  
Network Group Manager

Home

My Tickets

- All Tickets 6
- Pending 0
- Assigned 0
- Resolved 0
- Closed 0
- Others 0

Network Tickets

### My Profile

Juan Dela Cruz  
NETWORK GROUP MANAGER

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

## 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

New Ticket +

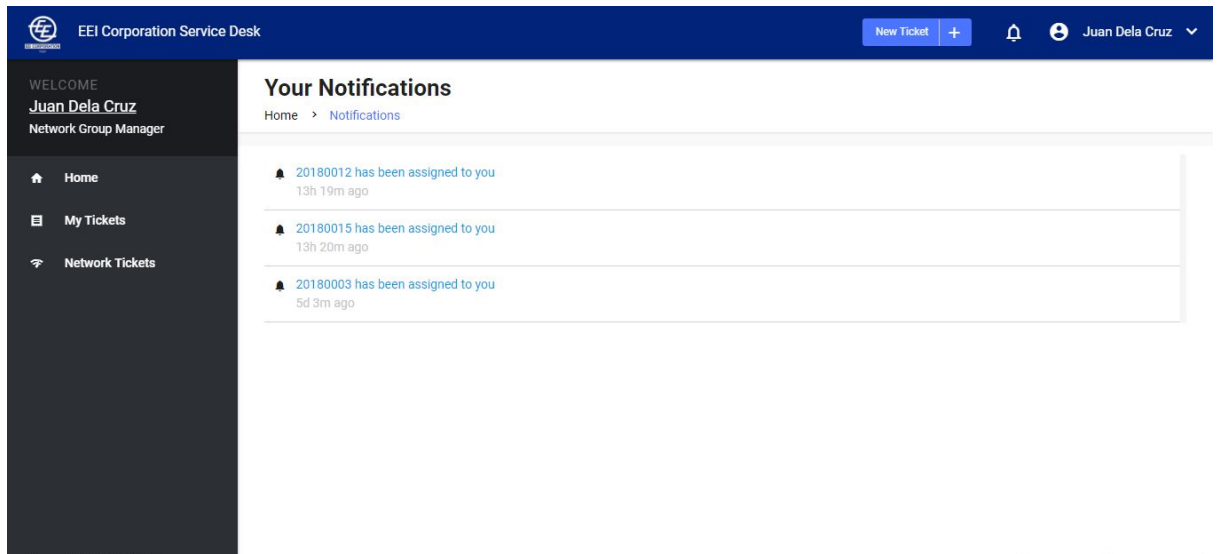
Notification bell icon

### Notifications

- 20180019 has been assigned to you  
2h 52m ago
- 20180014 has been assigned to you  
8h 33m ago

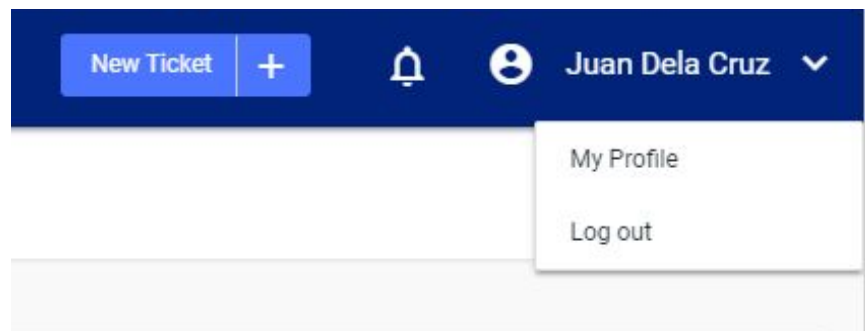
View all notifications

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

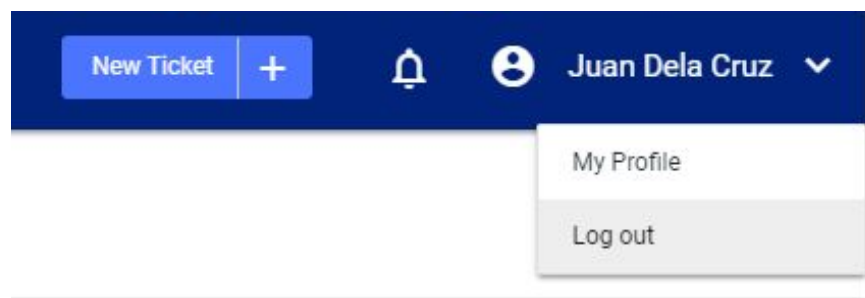


## F. Log Out

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

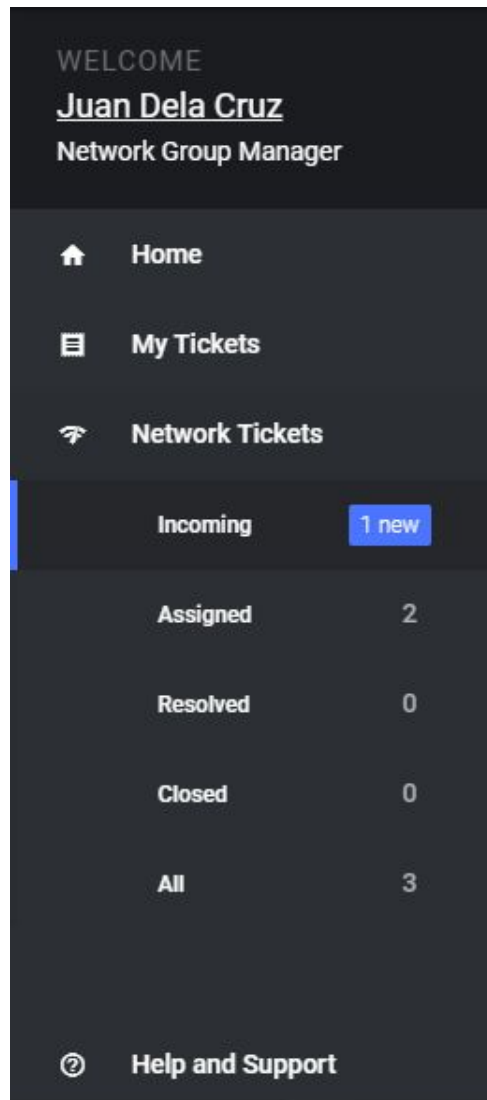


2. Click “**Logout**”



### III. NETWORK GROUP MANAGER

#### A. Navigation



#### Home

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

#### My Tickets

- Displays all tickets you submitted

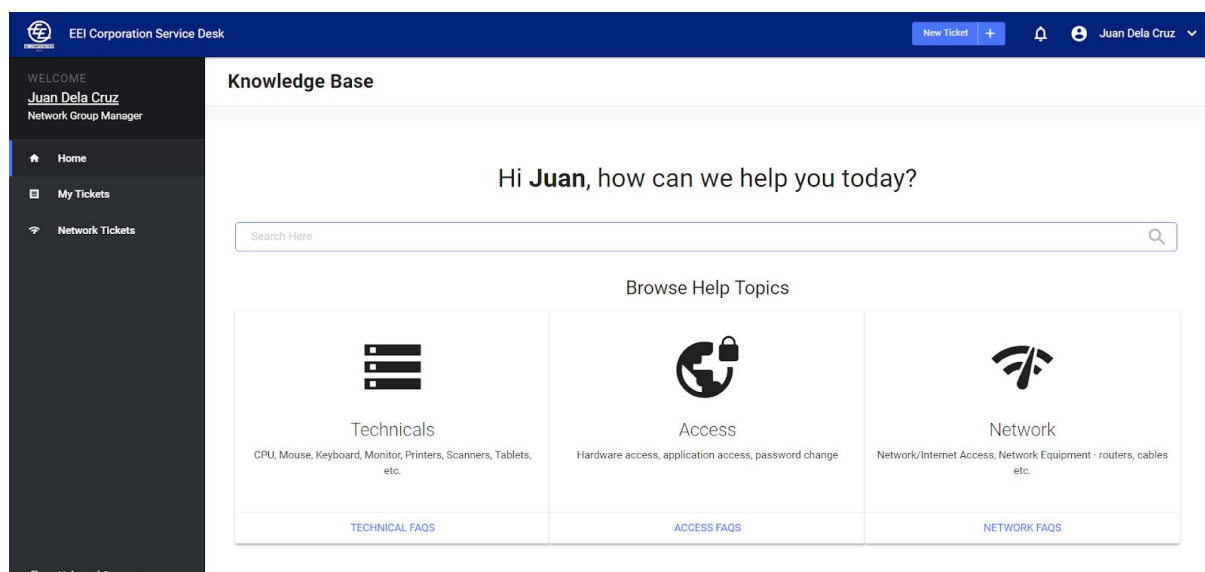
#### Network Tickets

- Displays all tickets categorized as Network

#### Help and Support

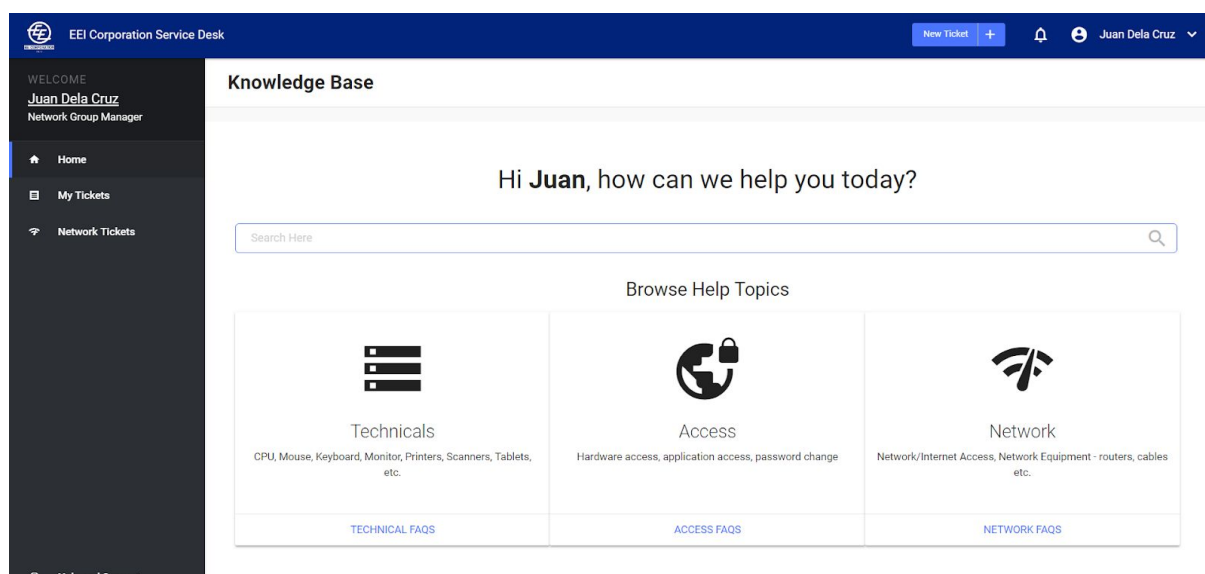
## B. Knowledge Base

The Home page of the Network Group Manager is the knowledge base, and 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

The screenshot shows the EEI Corporation Service Desk Knowledge Base. The header includes the EEI logo, the text "EEI Corporation Service Desk", and a "New Ticket" button. The user "Juan Dela Cruz" is logged in. The left sidebar shows a welcome message and navigation links: Home, My Tickets, and Network Tickets. The main content area is titled "Knowledge Base" and displays a greeting: "Hi Juan, how can we help you today?". Below this is a search bar with the text "monj". A dropdown menu shows search results: "\*For problems on the auto reset button on the monitors", "My monitor is not displaying anything. What do I do?", and "My monitor does not turn on. What do I do?". Underneath, there are three categories: "Technicals" (CPU, Mouse, Keyboard, Monitor, Printers, Scanners, Tablets, etc.), "Access" (Hardware access, application access, password change), and "Network" (Network/Internet Access, Network Equipment - routers, cables etc.).

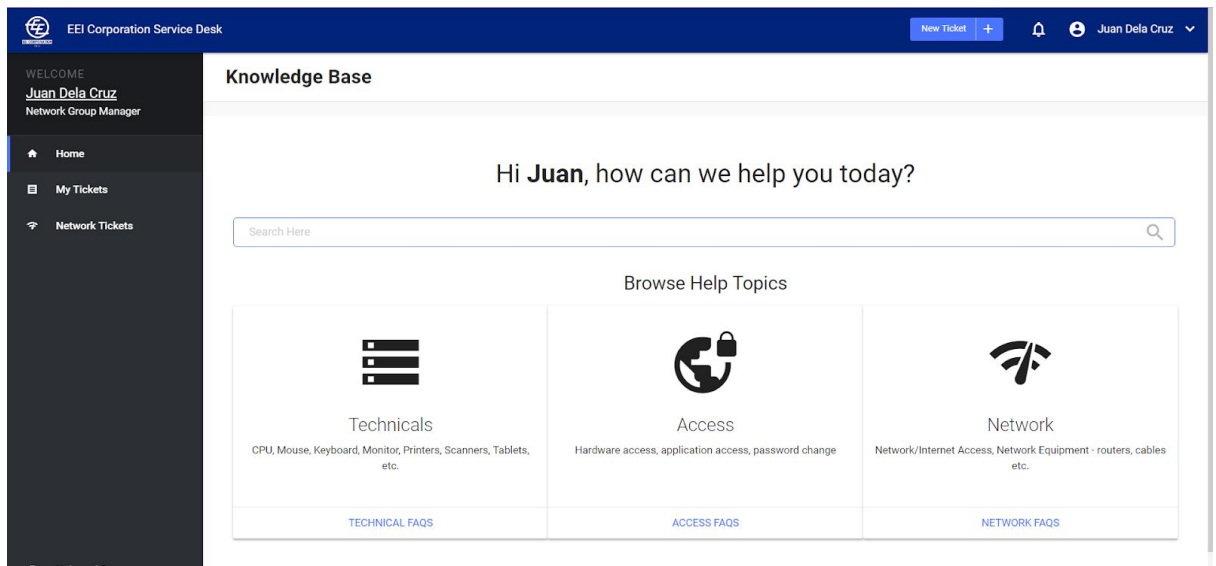
## 3. Follow the steps found in the article page

The screenshot shows the EEI Corporation Service Desk article page for "Technicals FAQ #7". The header is the same as the previous screenshot. The left sidebar shows the same navigation links. The main content area is titled "Technicals FAQ #7" and includes a breadcrumb trail: "Knowledge Base > Technicals FAQ > Technicals FAQ #7". The article title is "My monitor is not displaying anything. What do I do?". The article content lists four 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.

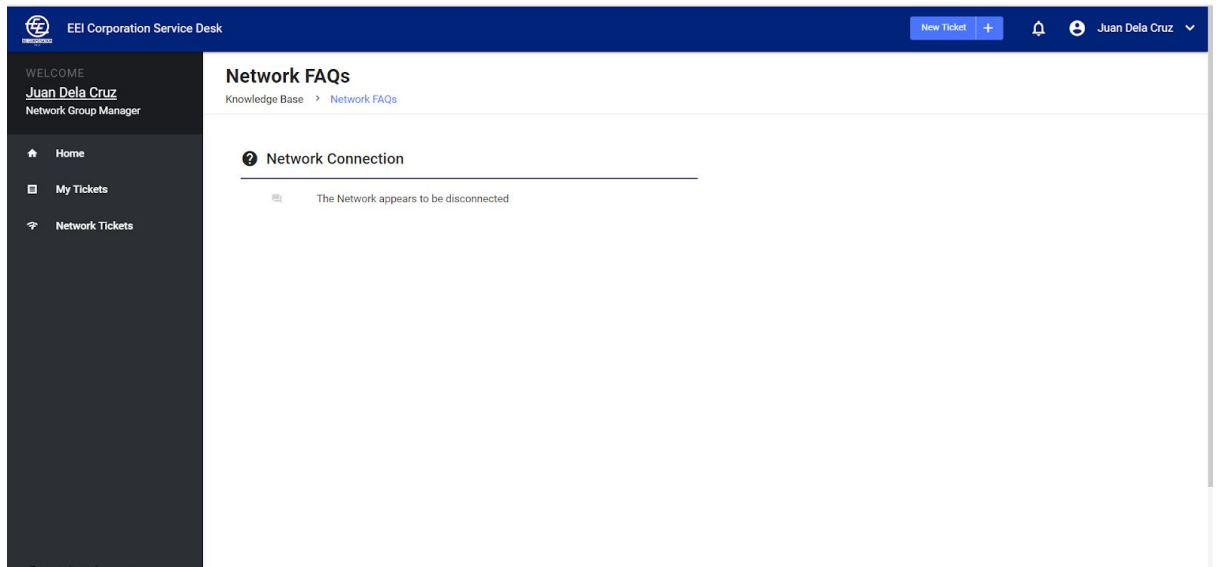


## II. View Article List

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

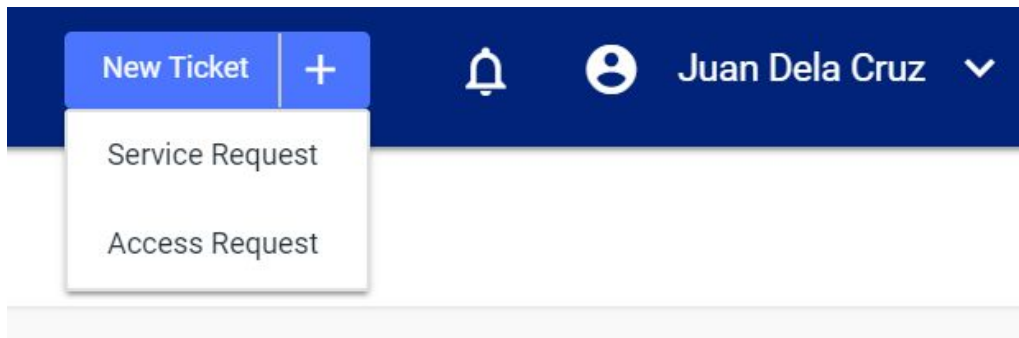
The screenshot displays the EEL Corporation Service Desk interface. At the top, a dark blue header bar contains the EEL logo, the text "EEL Corporation Service Desk", and user controls including a "New Ticket" button, a plus icon, a bell icon, and the user's name "Juan Dela Cruz" with a dropdown arrow. On the left, a dark sidebar menu lists "WELCOME Juan Dela Cruz Network Group Manager", "Home", "My Tickets", and "Network Tickets". The main content area has a breadcrumb trail: "Knowledge Base > Network FAQ > Network FAQ #19". Below this, the article title "The Network appears to be disconnected" is followed by a horizontal line and a list of four 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.

At the bottom left of the sidebar, there is a small icon and the text "Help and Support".

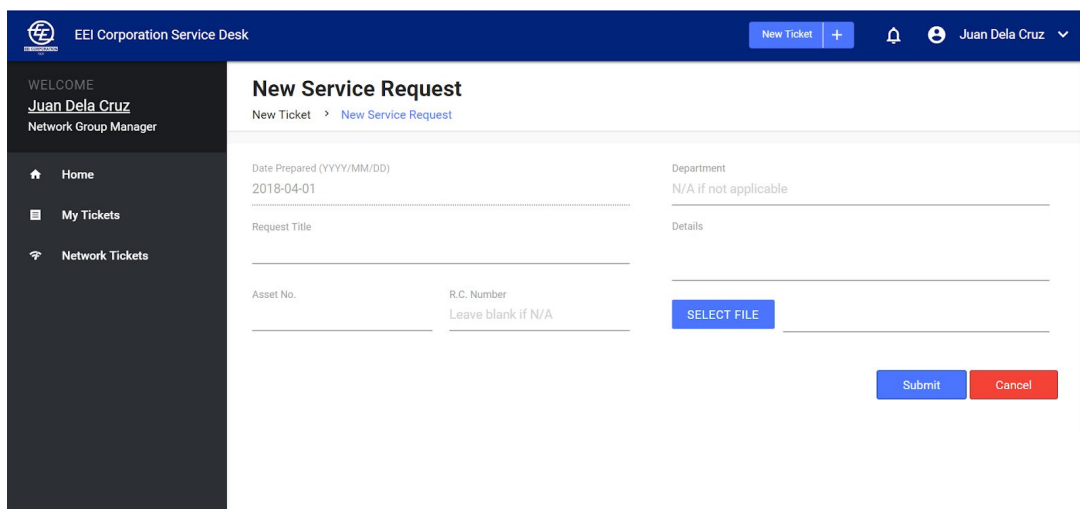
## C. Submitting a New Ticket

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

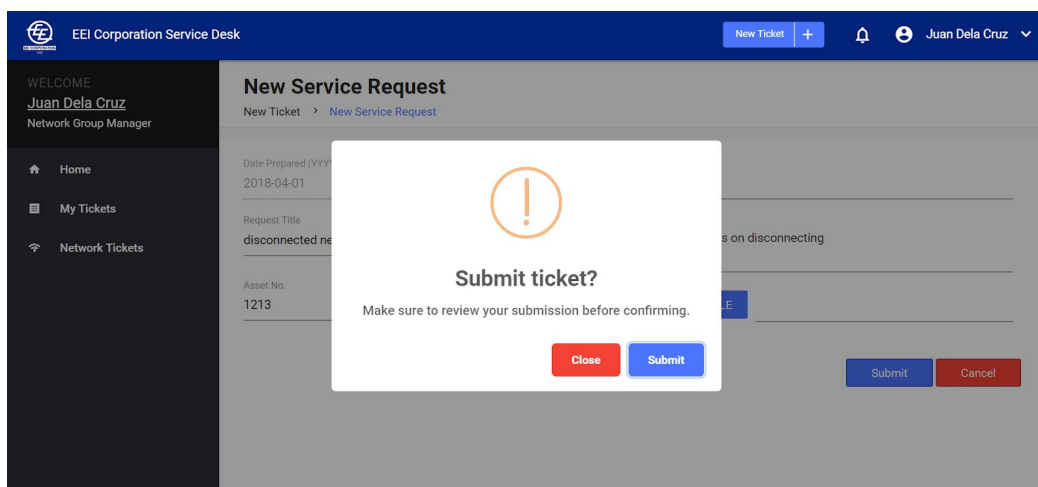


### ***For Service Request:***

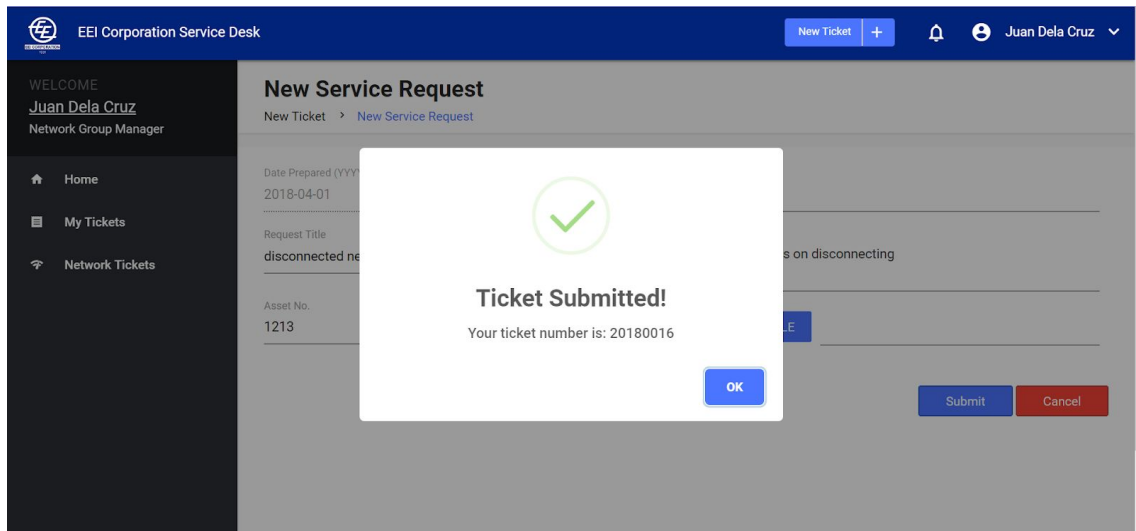
1. Fill out the digital service request form.
2. Attach a file or screenshot if possible.
3. Click **“Submit”**. Make sure to review the details before submitting.

A screenshot of the 'New Service Request' form in the EEI Corporation Service Desk. The form is titled 'New Service Request' and has a breadcrumb trail 'New Ticket > New Service Request'. It contains several input fields: 'Date Prepared (YYYY/MM/DD)' with the value '2018-04-01', 'Request Title', 'Asset No.', 'R.C. Number' (with a note 'Leave blank if N/A'), 'Department' (with the value 'N/A if not applicable'), and 'Details'. There is a 'SELECT FILE' button for attaching a file. At the bottom right, there are 'Submit' and 'Cancel' buttons. The left sidebar shows a navigation menu with 'Home', 'My Tickets', and 'Network Tickets'.

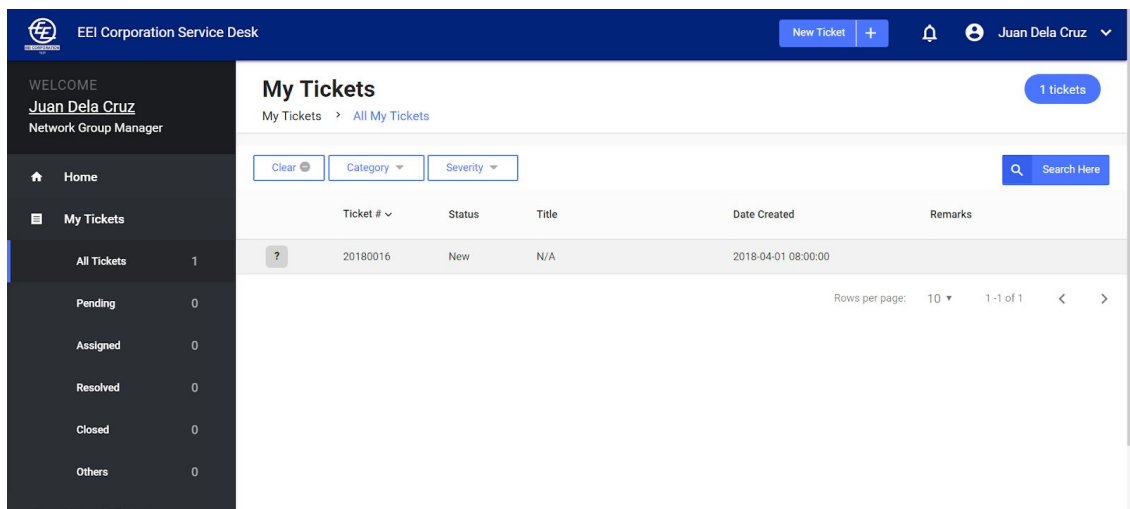
4. A confirmation box will pop out after you click the **“Submit”** button.



- 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 interface includes a top navigation bar with the EEI logo, 'EEI Corporation Service Desk', a 'New Ticket' button, a notification bell, and the user 'Juan Dela Cruz'. A left sidebar contains a 'WELCOME' message for 'Juan Dela Cruz, Network Group Manager' and a menu with 'Home', 'My Tickets' (showing 1 All Tickets, 0 Pending, 0 Assigned, 0 Resolved, 0 Closed, and 0 Others), and 'Network Tickets'. The main content area is titled 'New User Access Request' and contains three sections: 'Requestor Details' with fields for Date Prepared (2018-04-01), R.C. Number, Project Number, Request Title, Company, Expiry Date (mm/dd/yyyy), and Department/Project; 'Reviewed By:' with fields for Checker (optional) and Approver (optional, Department's or Group's PM or Person-In-Charge); and 'Request Details' which is a table with columns for Full Name of User, Request Type, Access Request, and Application Name. A green '+ Add Row' button is at the end of the table. At the bottom right are 'Submit' and 'Cancel' buttons.

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 confirmation dialog box is displayed in the center, asking 'Submit ticket?' with the instruction 'Make sure to review your submission before confirming.' The dialog has 'Close' and 'Submit' buttons. The background form includes sections for 'Requestor Details' (Date Prepared: 2018-04-01, R.C. Number: 313131, Company: test, Department/Project: test) and 'Request Details' (Full Name of User, Request Type: Access Request, Application Name). The left sidebar shows the user 'Juan Dela Cruz' and various navigation options.

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

The screenshot shows the 'New User Access Request' form after submission. A confirmation dialog box is displayed in the center, stating 'Request Submitted!' and 'Your ticket number is: 20180005'. The dialog has an 'OK' button. The background form shows the same details as the previous screenshot, but the 'Request Submitted!' message is now visible. The left sidebar shows the user 'User Network Manager' and various navigation options.

## 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.

EEI Corporation Service Desk

New Ticket +

Juan Dela Cruz

WELCOME  
Juan Dela Cruz  
Network Group Manager

Home

My Tickets

All Tickets 6

Pending 0

Assigned 0

Resolved 0

Closed 0

Others 0

Network Tickets

Help and Support

### My Tickets

My Tickets > All My Tickets

5 tickets

Clear Category Severity Filter Buttons

Search Button Search Here

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	

Table Sorter

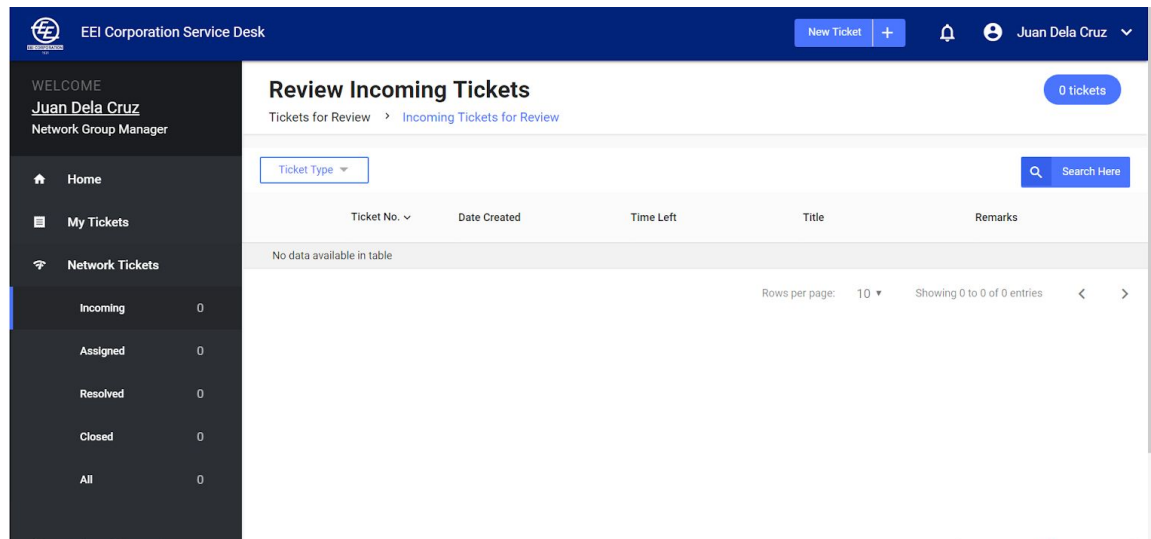
Filter by Status

Rows per page: 10 1-5 of 5

- 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. .

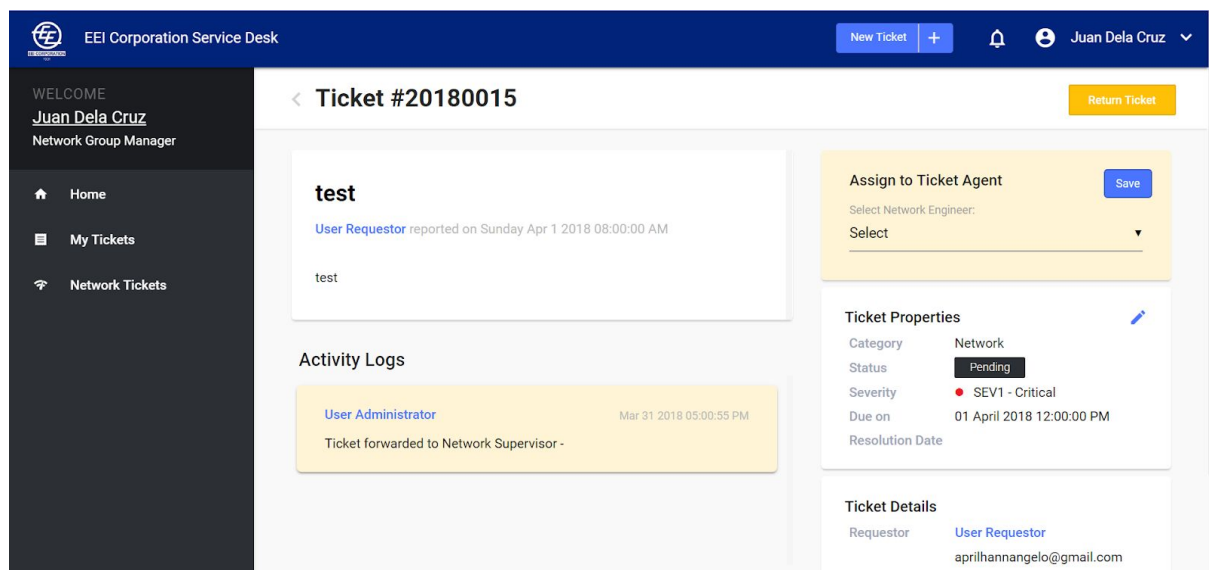
## D. Network Tickets

The Network Tickets page shows all tickets categorized as network by the administrator.



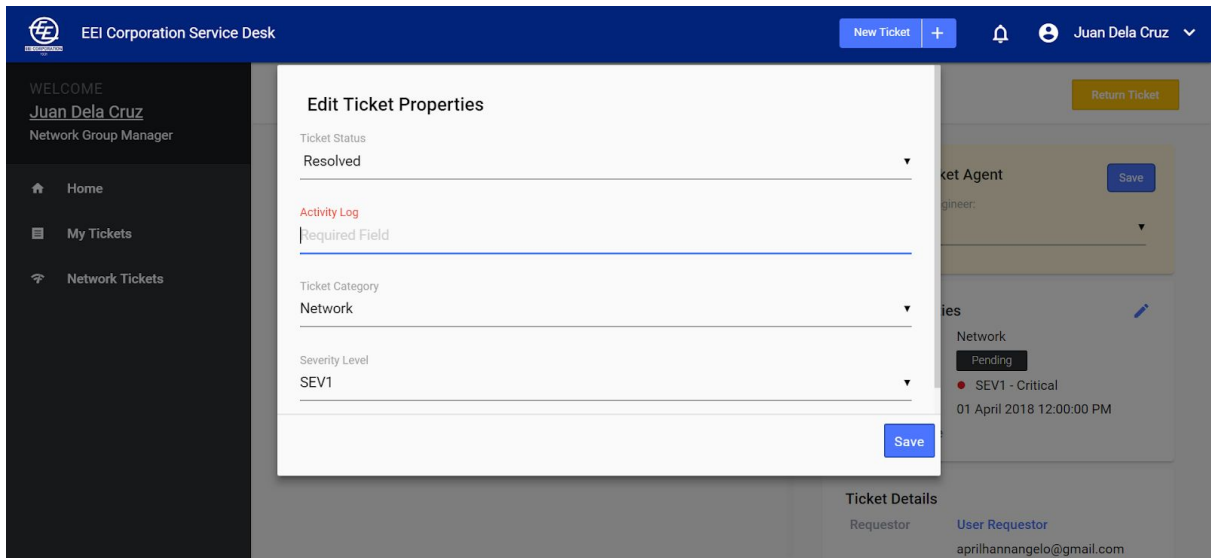
### I. Resolve Ticket/Edit Ticket Properties

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

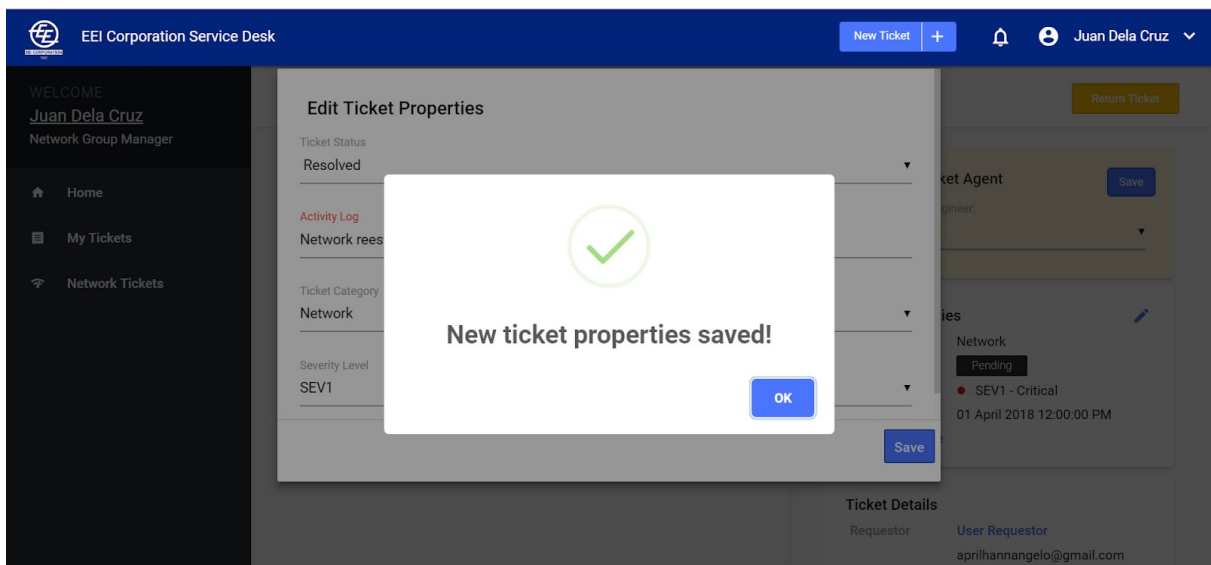


3. A modal will pop out showing the ticket properties. Change the selected value of the Ticket Status dropdown by choosing “Resolved” status.
  - a. A required activity log field will be shown. Type the resolution done





4. Click **“Save”**



5. Ticket is now resolved.

## II. Assign to ticket agent

### 1. Click “Incoming Tickets” under Network tickets

EEI Corporation Service Desk

New Ticket +

Juan Dela Cruz

WELCOME  
Juan Dela Cruz  
Network Group Manager

Home

My Tickets

Network Tickets

Incoming 1 new

Assigned 1

Resolved 1

Closed 0

All 3

### Review Incoming Tickets

Tickets for Review > Incoming Tickets for Review

Ticket Type

Search Here

	Ticket No. ▾	Date Created	Time Left	Title	Remarks
N SEV1	20180012	2018-03-28 08:00:00	0 days 9 hours	Test Test	

Rows per page: 10 ▾ 1-1 of 1 < >

### 2. Click the table row of the ticket you want to review to see all of its details

EEI Corporation Service Desk

New Ticket +

Juan Dela Cruz

WELCOME  
Juan Dela Cruz  
Network Group Manager

Home

My Tickets

Network Tickets

### < Ticket #20180015

test

User Requestor reported on Sunday Apr 1 2018 08:00:00 AM

test

#### Activity Logs

Juan Dela Cruz  
Resolved - Network reestablished  
Mar 31 2018 05:58:44 PM

User Administrator  
Ticket forwarded to Network Supervisor -  
Mar 31 2018 05:00:55 PM

Log activity here

Post

#### Assign to Ticket Agent

Select Network Engineer:

Select

Save

#### Ticket Properties

Category Network

Status Resolved

Severity SEV1 - Critical

Due on 01 April 2018 12:00:00 PM

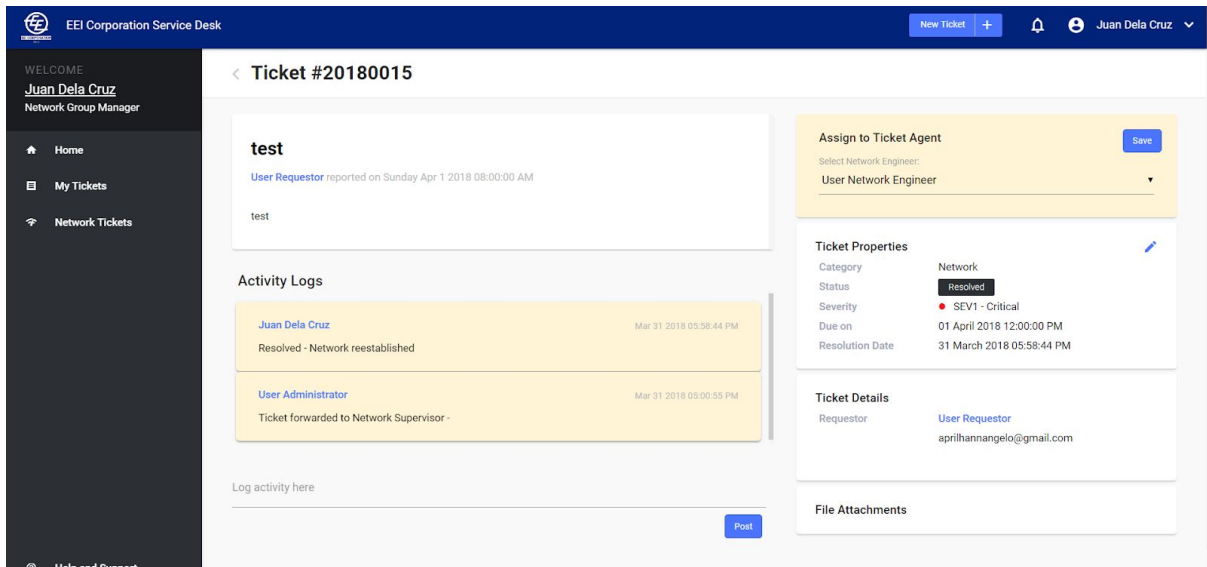
Resolution Date 31 March 2018 05:58:44 PM

#### Ticket Details

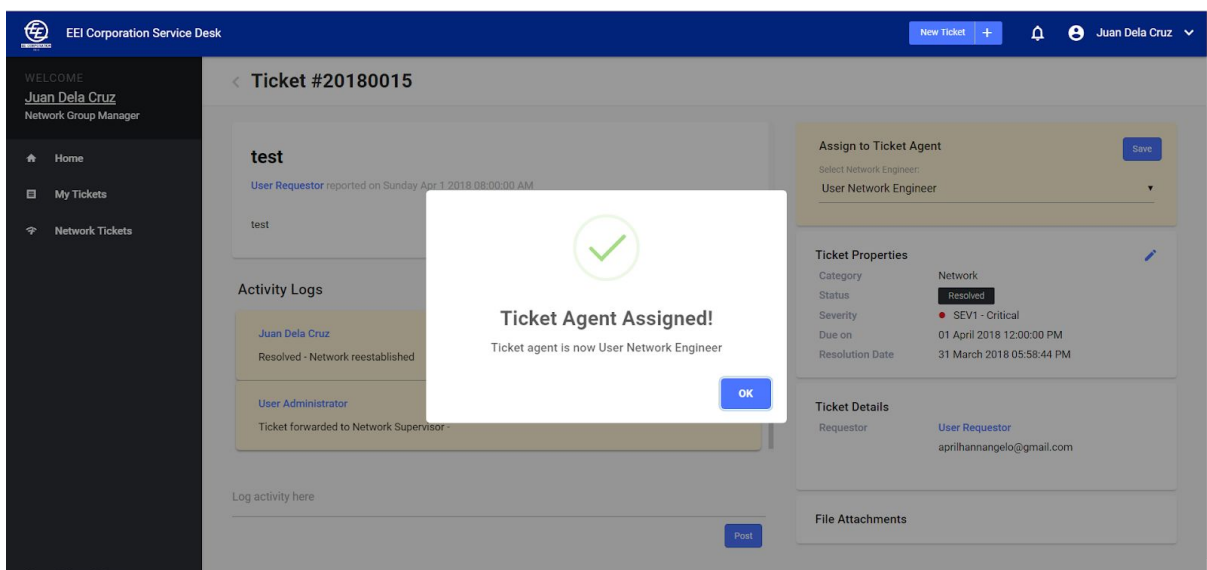
Requestor User Requestor  
aprilhanangelo@gmail.com

#### File Attachments

### 3. Assign the technician of the ticket by selecting the corresponding ticket agent of the ticket.



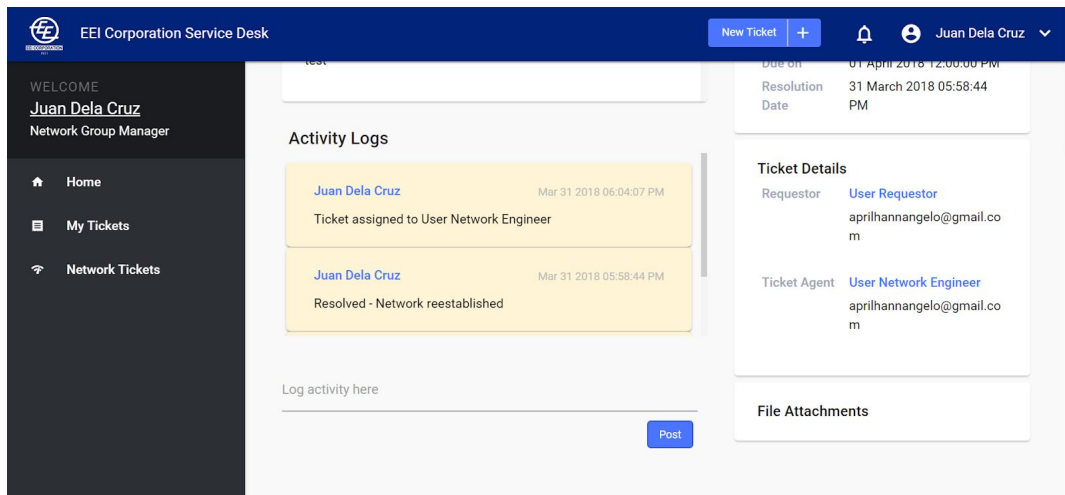
4. Click **“Save”** once ticket agent has been assigned



5. Once assigned, the details page of the ticket must show the newly assigned ticket agent under the box **“Ticket Details”**

### III. 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.



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

