



USER MANUAL

ONLINE SERVICE DESK SYSTEM

EEI CORPORATION ONLINE SERVICE DESK SYSTEM

EEI CORPORATION
IT DEPARTMENT



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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 **administrator** 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?

EEI 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?

Technical



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

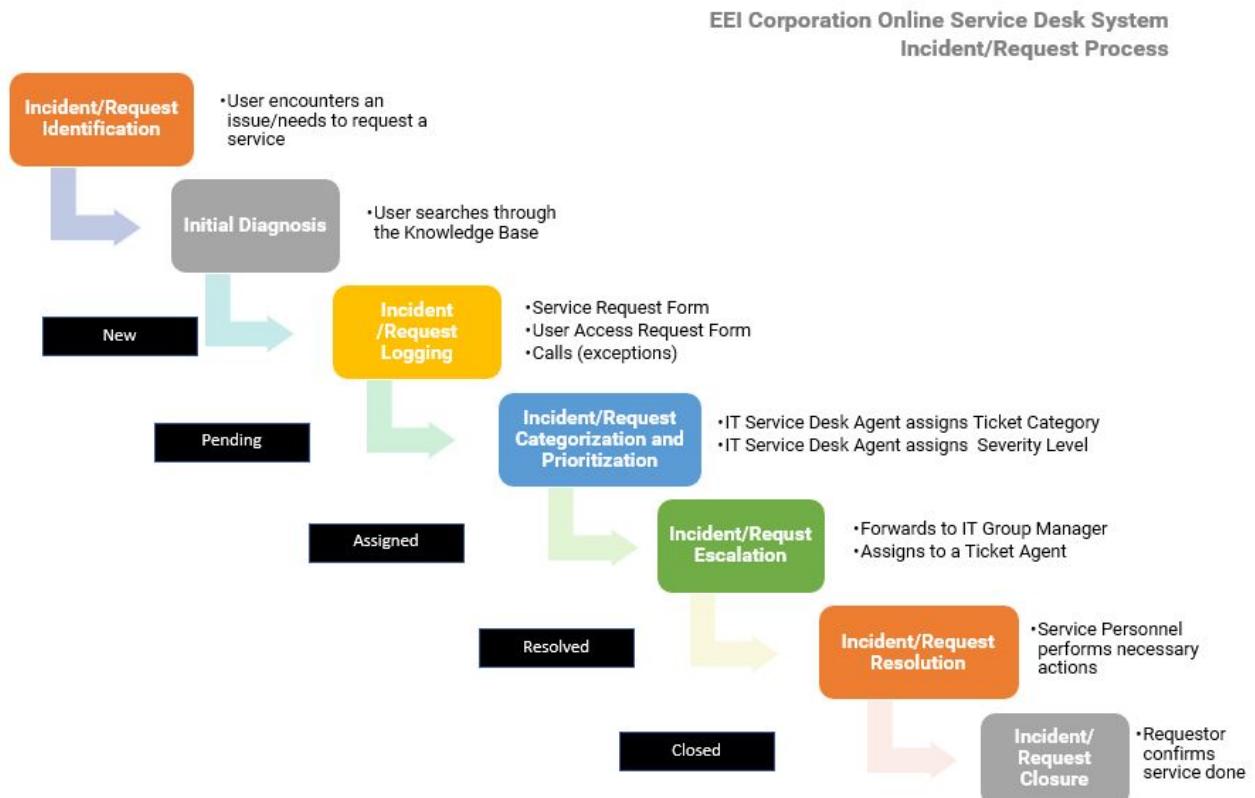
Tickets concerning network access and network hardware issues such as network outage, WiFi connection, etc.

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 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?



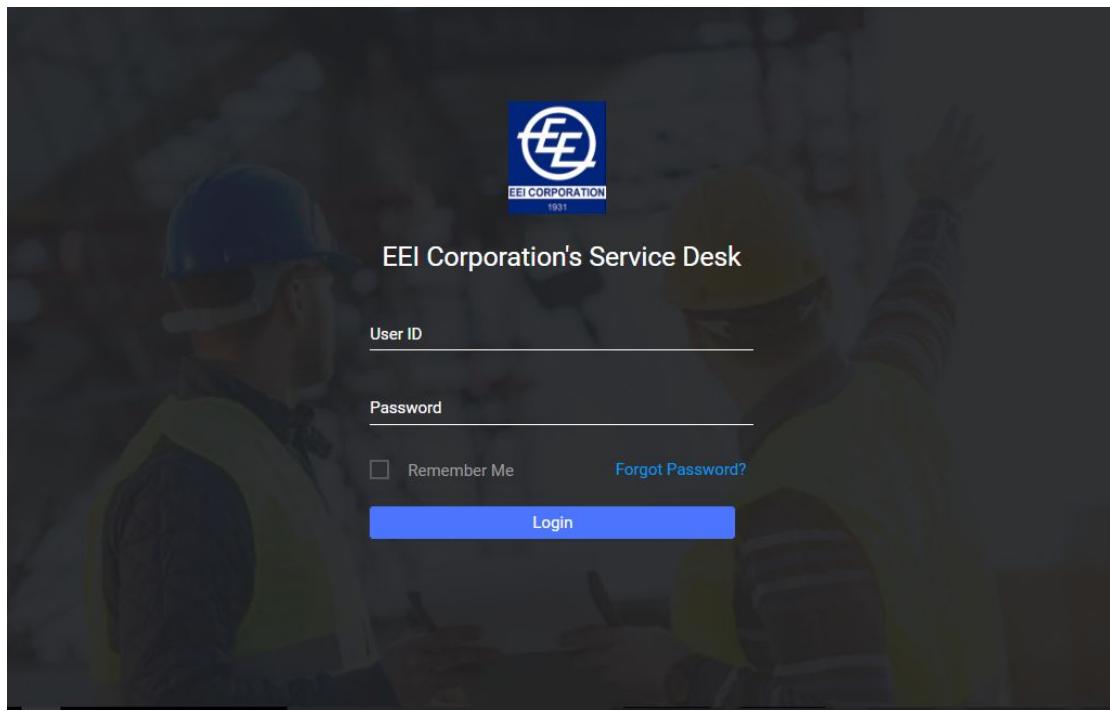
G. Glossary of Terms

Ticket	An electronic documentation of a concern or an issue
Service Ticket	A ticket for technical 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	The assigned person to check the ticket details before the ticket is forwarded to the approver.
	Usually applicable for projects
Approver	The assigned approver of a user access ticket after it has been checked by the checker (if there is).
	Usually the project manager or the direct supervisor of the employee.
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



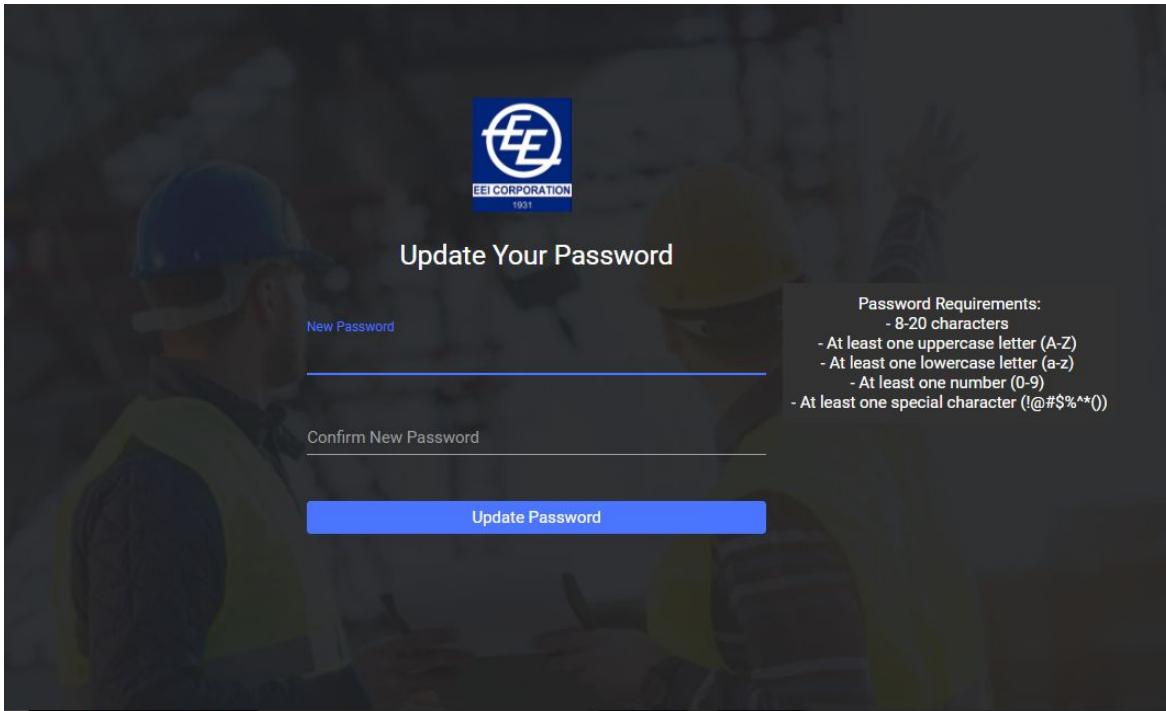
1. Enter your **official EEI user id** and **password**

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

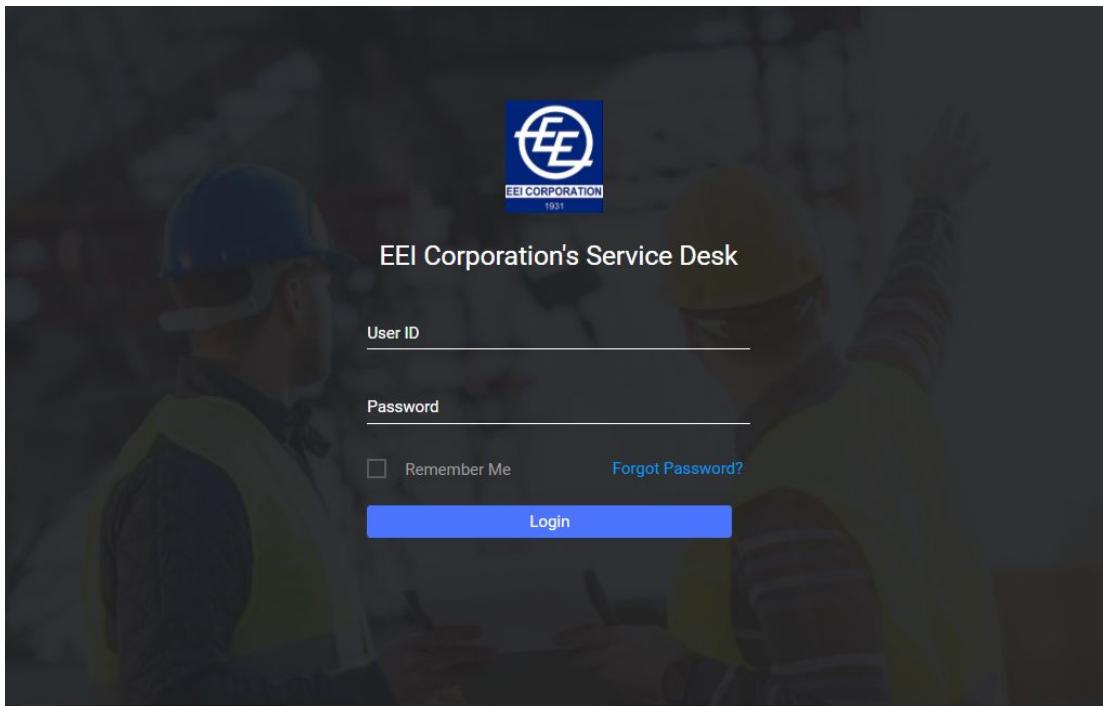
2. Click “**Login**” to proceed

B. Update Password

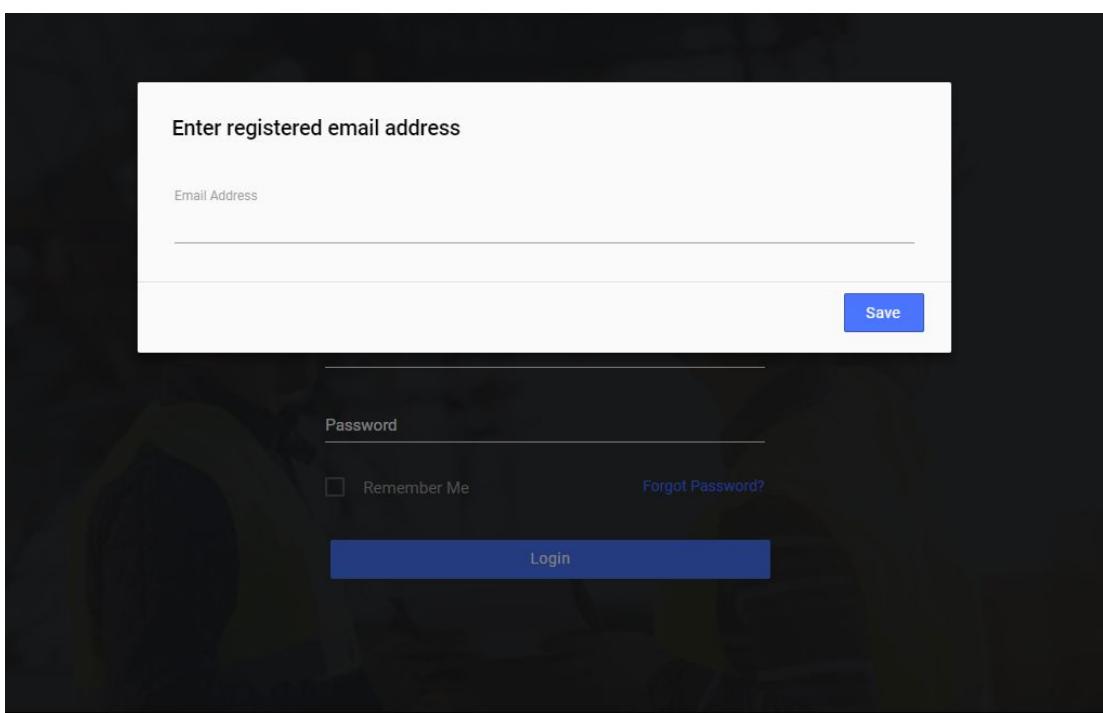


1. On your first login, you will be **required** to **change** your password
2. Password requirements are as follows:
 - a. 8-20 characters
 - b. At least one uppercase letter (A-Z)
 - c. At least one lowercase letter (a-z)
 - d. At least one number (0-9)
 - e. At least one special character [!@#\$%^&*()]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

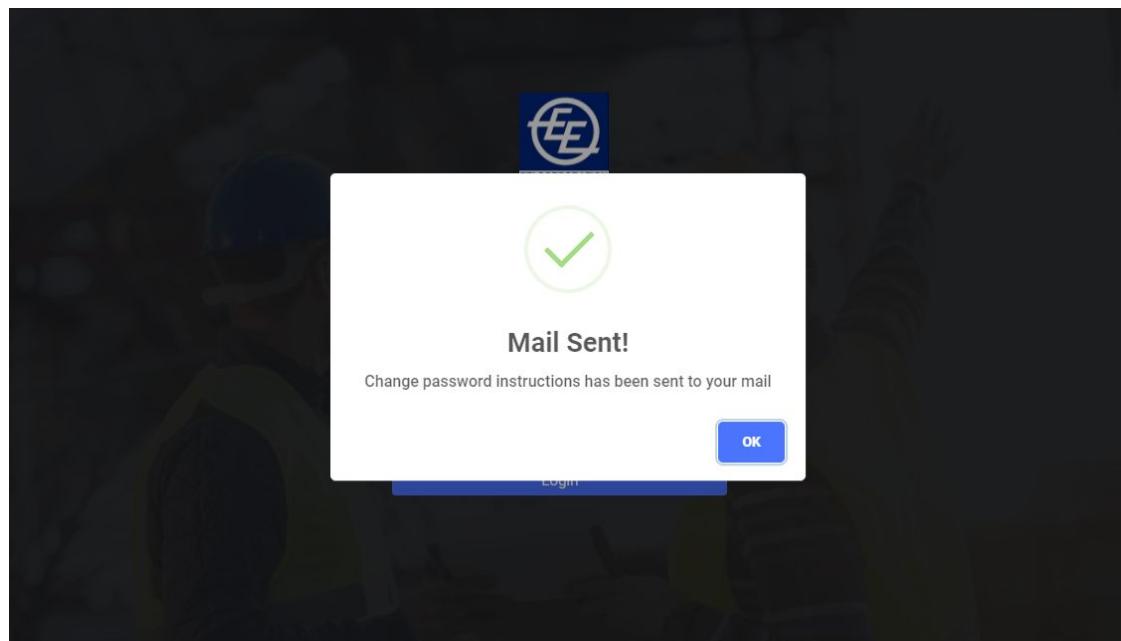
C. Forgot Password



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

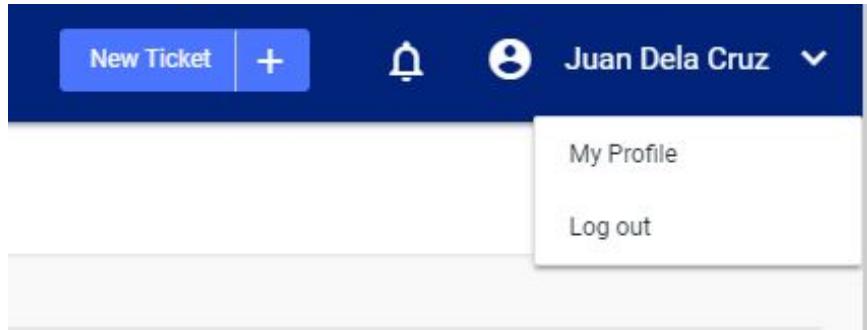


2. Enter your registered EEI e-mail address
3. Click “**Save**”
4. An e-mail will be sent to the e-mail address you entered for instructions on resetting your password.

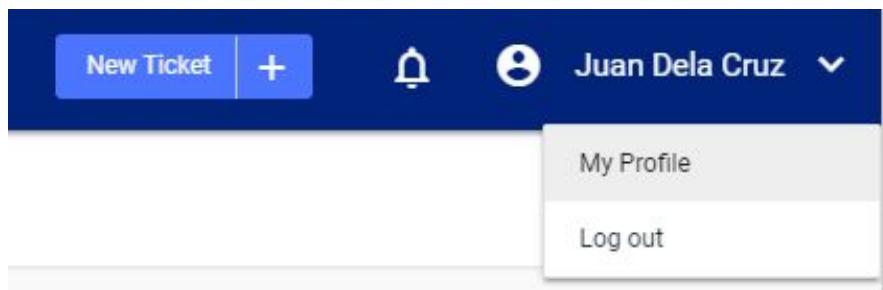


D. My Profile

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



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

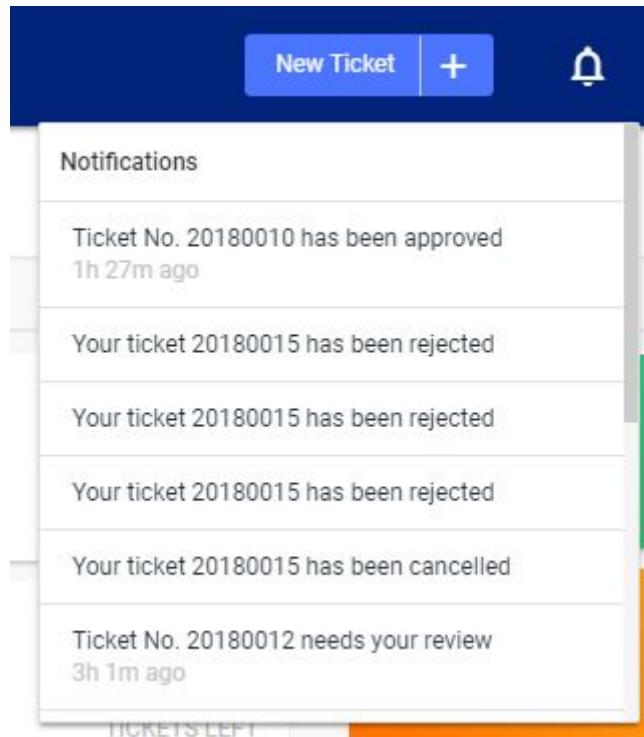


3. You will be redirected to “My Profile” page

A screenshot of the "My Profile" page. The left sidebar has a dark theme with white text. It shows a "WELCOME" message, the user's name "User Administrator", and their role "Administrator". Below this, there are sections for "Home", "My Tickets", and "Tickets for Review". Under "My Tickets", it lists "All Tickets" (0), "Pending" (0), "Assigned" (0), "Resolved" (0), and "Closed" (0). Under "Tickets for Review", it lists "Others" (0). At the bottom of the sidebar, there is a link to "Manage Users" with the URL "localhost/final-prod/myprofile.php#". The main content area has a light gray background. It features a title "My Profile" and a section titled "User Administrator" with the role "ADMINISTRATOR". Below this, there is a table with five rows: FIRST NAME (User), LAST NAME (Administrator), USERID (administrator), E-MAIL ADDRESS (aprilhannangelo@gmail.com), and USER TYPE (Administrator). The top right corner of the main content area shows the "New Ticket" button, the user profile icon, and the text "User Administrator" with a downward arrow.

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



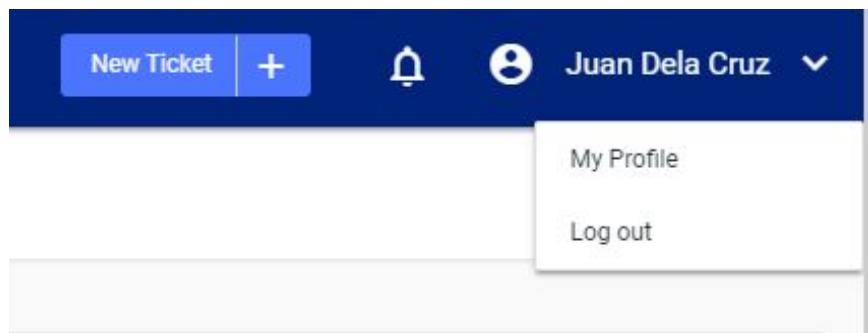
2. To view the complete list of all your notifications, click "**View all Notifications**"

The screenshot shows the 'EEI Corporation Service Desk' website. The top navigation bar includes a logo, 'EEI Corporation Service Desk', a 'New Ticket' button, a plus sign, and a user account icon labeled 'User Administrator'. The left sidebar, titled 'WELCOME User Administrator Administrator', lists navigation options: Home, My Tickets, Tickets for Review, Manage Users, and Knowledge Base. The main content area is titled 'Your Notifications' and shows a list of notifications:

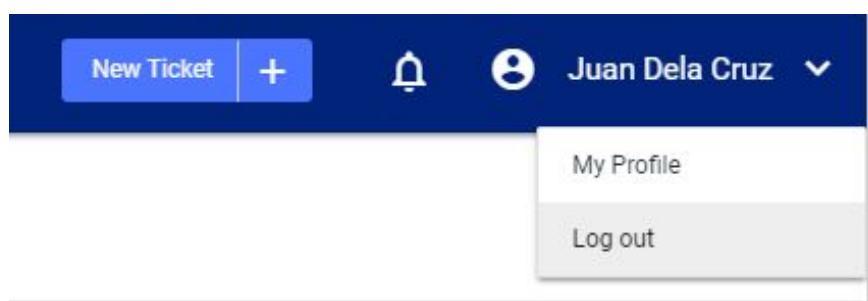
- Ticket No. 20180007 needs your review
3d 8h 8m ago
- Ticket No. 20180006 has been approved
3d 8h 25m ago
- Ticket No. 20180005 needs your review
3d 8h 36m ago
- Ticket No. 20180004 needs your review
3d 8h 36m ago
- Ticket No. 20180003 needs your review
3d 8h 55m ago
- Ticket No. 20180002 needs your review
3d 15h 37m ago
- Ticket No. 20180001 needs your review
3d 15h 37m ago

F. Log Out

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

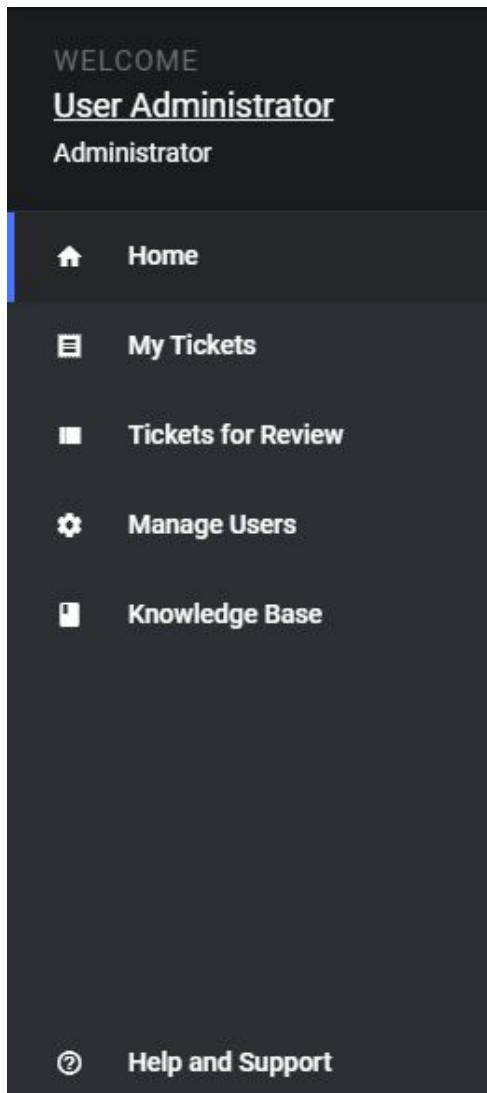


2. Click "Logout"



III. ADMINISTRATOR

A. Navigation



Home

- Displays the Performance Dashboard Analytics summary of all tickets submitted

My Tickets

- Displays all tickets you submitted

Tickets For Review

- Displays all tickets submitted by other users for review (assignment of severity and category)

Manage Users

- Displays all available users of the Service Desk System

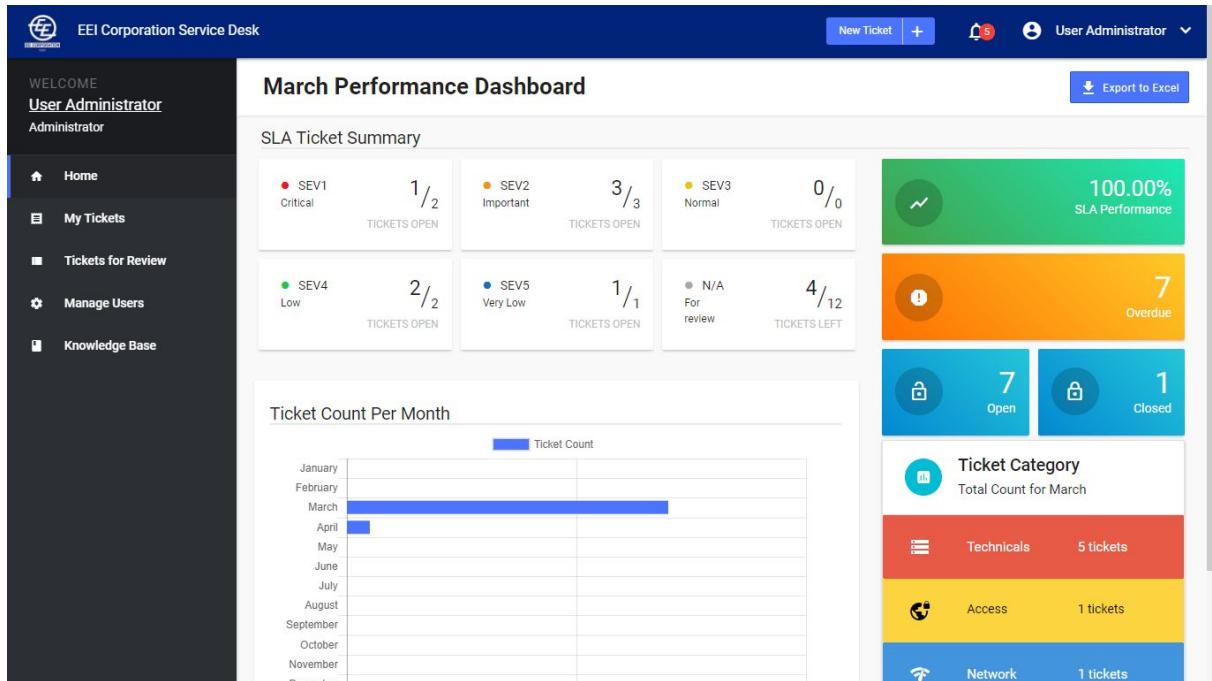
Knowledge Base

- 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
- Click the “Export to Excel” button on the upper right hand part of the screen

The screenshot shows the EEI Corporation Service Desk interface. On the left is a dark sidebar with navigation links: Home, My Tickets, Tickets for Review, Manage Users, Knowledge Base, and Help and Support. The main area is titled "March Performance Dashboard". It features an "SLA Ticket Summary" section with five categories: SEV1 Critical (1/2), SEV2 Important (3/4), SEV3 Normal (0/0), SEV4 Low (2/2), and SEV5 Very Low (1/1). To the right of this is a large green box showing "100.00% SLA Performance". Below the summary is a chart titled "Ticket Count Per Month" showing ticket counts from January to November. The chart has a blue bar for March. To the right of the chart is a "Ticket Category" section with three items: Technicals (5 tickets), Access (1 ticket), and Network (2 tickets). At the top right of the dashboard is a blue button labeled "Export to Excel" with a red arrow pointing to it.

- 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 EEI Corporation Service Desk interface with a modal window overlaid. The modal is titled "Choose Export Details" and contains two input fields: "Start Date" and "End Date", both set to "dd/mm/yyyy". Below the fields are two buttons: "Create" (yellow) and "Cancel" (red). In the background, the March Performance Dashboard is visible, showing the same SLA summary, ticket count chart, and ticket category section as the first screenshot. The modal is partially obscuring the dashboard content.

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

The screenshot shows the EEI Corporation Service Desk interface. On the left, there's a navigation sidebar with options like Home, My Tickets, Tickets for Review, Manage Users, and Knowledge Base. The main area displays a dashboard with various metrics: SLA Performance (100.00%), Overdue (8), Open (7), and Closed (1) tickets. Below the dashboard, there's a chart titled 'Ticket Count Per Month' showing counts for January, February, March, and April. At the bottom left of the dashboard, there's a link labeled 'Service Desk Repor...xls'. A red arrow points to this link, and a red box highlights the entire 'Choose Export Details' dialog box.

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

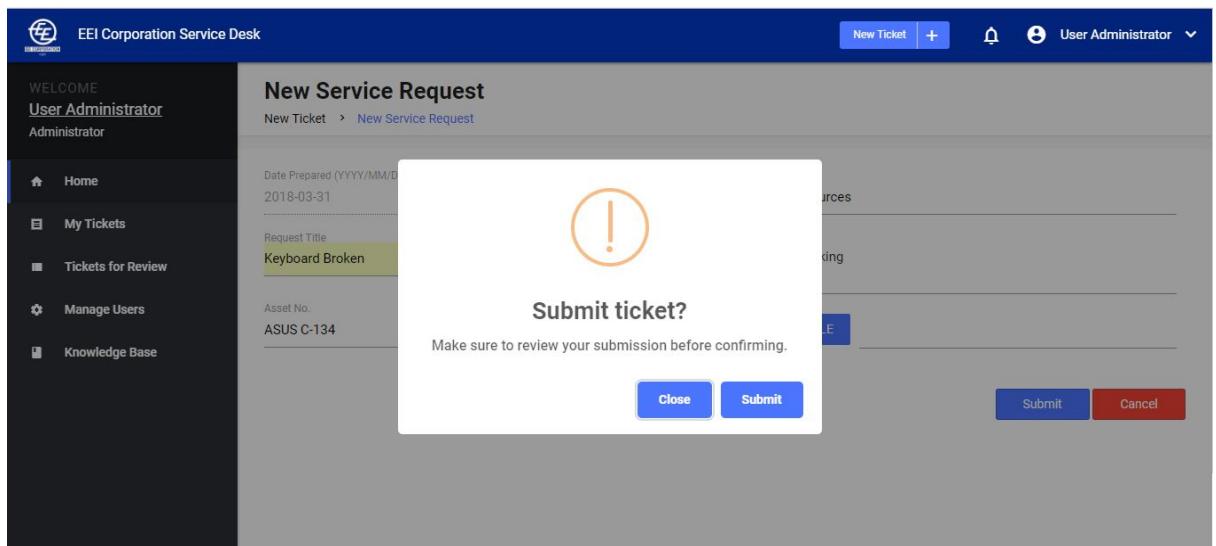
The screenshot shows the top navigation bar of the service desk. It features a 'New Ticket' button with a plus sign, a bell icon, and a user profile icon labeled 'User Requestor'. A dropdown menu is open from the 'New Ticket' button, listing 'Service Request' and 'Access Request' as options. The 'Service Request' option is currently selected.

For Service Request:

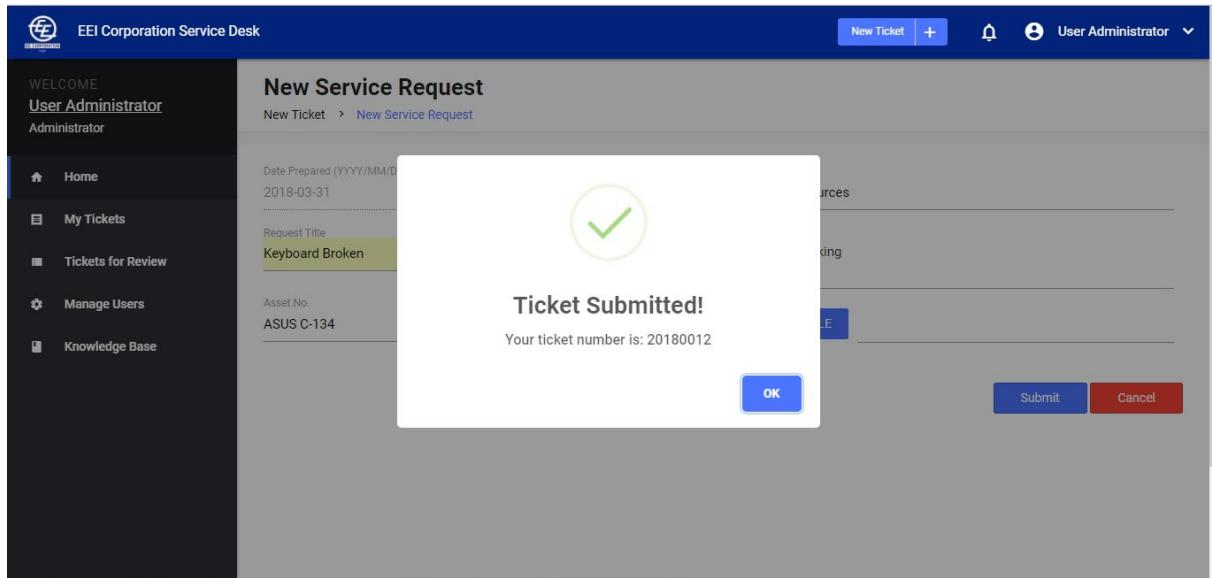
1. Fill out the digital service request form.
2. Attach a file or screenshot if possible.
3. Click “Submit”. Make sure to review the details before submitting.

The screenshot shows the 'New Service Request' page. On the left is a dark sidebar with navigation links: Home, My Tickets, Tickets for Review, Manage Users, and Knowledge Base. The main area has a title 'New Service Request' and a breadcrumb 'New Ticket > New Service Request'. It contains several input fields: 'Date Prepared (YYYY/MM/DD)' with the value '2018-03-31', 'Request Title' with the value 'Keyboard Broken', 'Asset No.' with the value 'ASUS C-134', 'R.C. Number' with the value 'N/A if not applicable', and a 'Details' section with a 'SELECT FILE' button. At the bottom are 'Submit' and 'Cancel' buttons.

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

The screenshot shows the 'My Tickets' page. The sidebar lists categories: All Tickets (6), Pending (1), Assigned (0), Resolved (1), Closed (0), and Others (0). The main area is titled 'My Tickets' and shows a table of tickets. The first ticket, with Ticket # 20180012, Status New, Title 'Keyboard Not Working', and Date Created 2018-03-31 12:41:08, is highlighted with a red border. Other tickets listed include 20180011, 20180010, 20180008, 20180007, and 20180006. A search bar at the top right shows '6 tickets'.

	Ticket #	Status	Title	Date Created	Remarks
?	20180012	New	Keyboard Not Working	2018-03-31 12:41:08	
?	20180011	New	hi	2018-03-31 08:00:00	
?	20180010	New	hi	2018-03-31 08:00:00	
?	20180008	New	nihoh	2018-03-28 08:00:00	
N SEV4	20180007	Pending	jojo	2018-03-28 08:00:00	
F SEV2	20180006	Resolved	ih	2018-03-28 08:00:00	

For User Access Request:

1. Fill out the digital service request form. The form has 3 sections: Requestor Details, Reviewed By and Request Details

New User Access Request

New Ticket > New User Access Request

Requestor Details

Date Prepared (YYYY/MM/DD)
2018-03-31

R.C. Number
Project Number

Company

Department/Project

Reviewed By:

Checker *optional

Approver *optional
Department's or Group's PM or Person-In-Charge

Expiry Date
dd/mm/yyyy

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

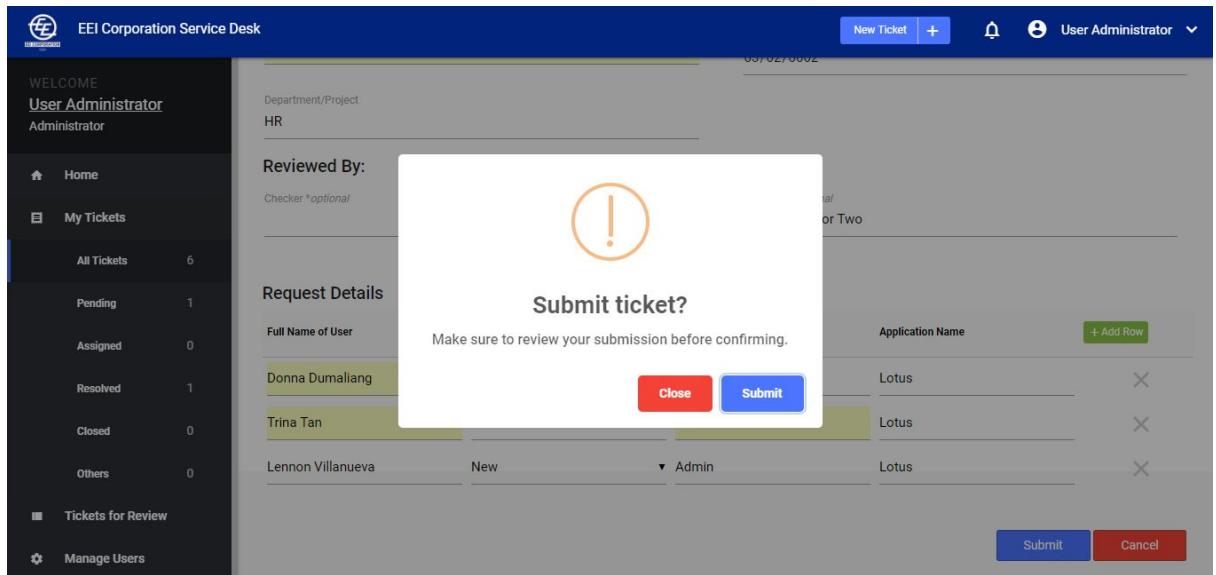
Full Name of User	Request Type	Access Request	Application Name	
	Select Unit			X
	Select Unit			X
	Select Unit			X

+ Add Row

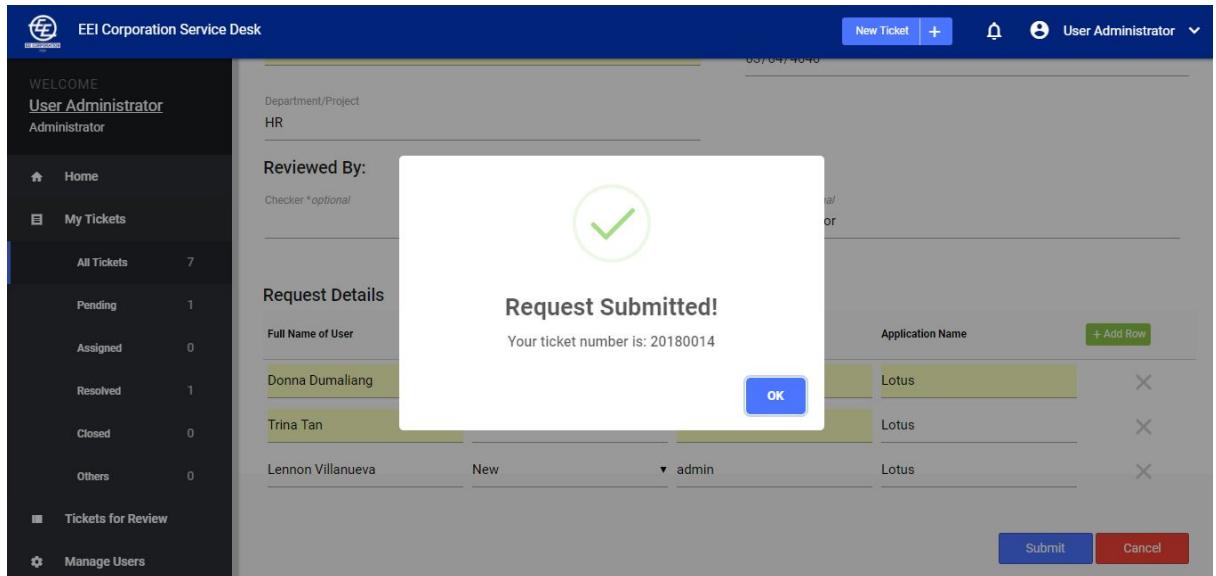
Submit Cancel

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

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



6. 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 shows the 'My Tickets' page of the EEI Corporation Service Desk. The sidebar on the left is titled 'User Administrator' and includes links for Home, My Tickets, Tickets for Review, and Manage Users. The main content area is titled 'My Tickets' and shows a table with no data available. The table has columns for Ticket #, Status, Title, Date Created, and Remarks. At the top of the table are filter buttons for 'Clear', 'Category', and 'Severity'. To the right of the table is a 'Search Button' and a 'Search Here' input field. A red box highlights the filter buttons and the search area. Another red box highlights the 'All Tickets' section in the sidebar. Red arrows point to the 'Filter Buttons', 'Search Here' button, and the 'All Tickets' sidebar section.

- **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. Tickets for Review

The **Tickets for Review** Section is divided into 5 navigation links namely: Incoming, Pending, Assigned, Resolved and Closed showing the number of tickets per status.

- **Incoming Tickets** - tickets that need to be assigned a ticket category and ticket severity level. Returned tickets from the IT group managers are also included here

The screenshot shows the EEI Corporation Service Desk interface. On the left, there's a sidebar with a dark background and white text. It includes a logo, the text "EEI Corporation Service Desk", "WELCOME", "User Administrator", and "Administrator". Below this are links for "Home", "My Tickets" (which is selected and highlighted with a red border), "Tickets for Review" (also highlighted with a red border), "Incoming" (4 new), "Pending" (4), "Assigned" (1), "Resolved" (2), and "Closed" (1). Further down are "Manage Users" and "Knowledge Base". At the top right, there are buttons for "New Ticket" (+), a bell icon, and "User Administrator". The main content area has a title "Review Incoming Tickets" and a subtitle "Tickets for Review > Incoming Tickets for Review". It shows a table with columns: "Ticket No.", "Type", "Title", "Date Created", and "Remarks". The table contains five rows of ticket information. At the bottom right of the main content area, there are buttons for "Search Here" and "Rows per page: 10 ▾ 1-5 of 5".

Ticket No.	Type	Title	Date Created	Remarks
20180012	Service	Keyboard Not Working	2018-03-31 12:41:08	
20180010	User Access	hi	2018-03-31 08:00:00	
20180008	Service	nho	2018-03-28 08:00:00	
20180004	Service	JSQO	2018-03-28 08:00:00	
20180003	Service	oj	2018-03-28 08:00:00	Ticket returned

I. Assign Ticket Severity Level and Ticket Category

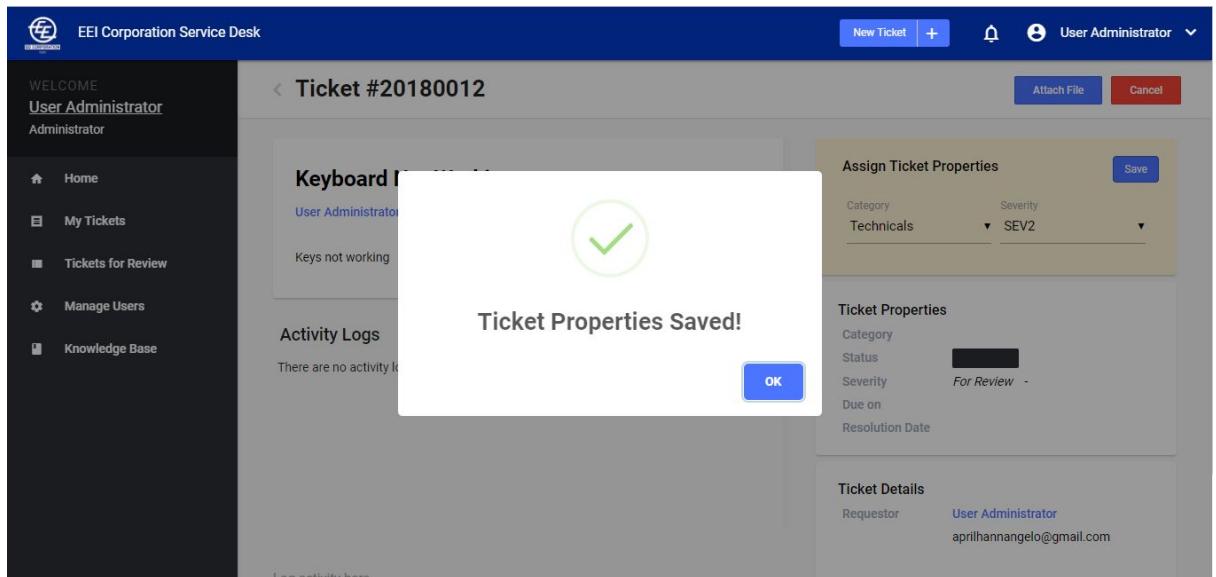
1. Click “Incoming Tickets” under Tickets for Review or click the corresponding notification

The screenshot shows the 'EEI Corporation Service Desk' interface. On the left, a dark sidebar menu includes 'Home', 'My Tickets', 'Tickets for Review' (which is selected and highlighted in blue), 'Incoming' (with 5 new items), 'Pending' (4 items), 'Assigned' (1 item), 'Resolved' (2 items), 'Closed' (1 item), 'Manage Users', and 'Knowledge Base'. The main content area is titled 'Review Incoming Tickets' and shows a table of tickets. The table columns are 'Ticket No.', 'Type', 'Title', 'Date Created', and 'Remarks'. The table contains five rows of ticket information. At the bottom right of the table, there are buttons for 'Rows per page' (set to 10), '1-5 of 5', and navigation arrows. The top right of the screen shows 'New Ticket' with a plus sign, a bell icon, and 'User Administrator'.

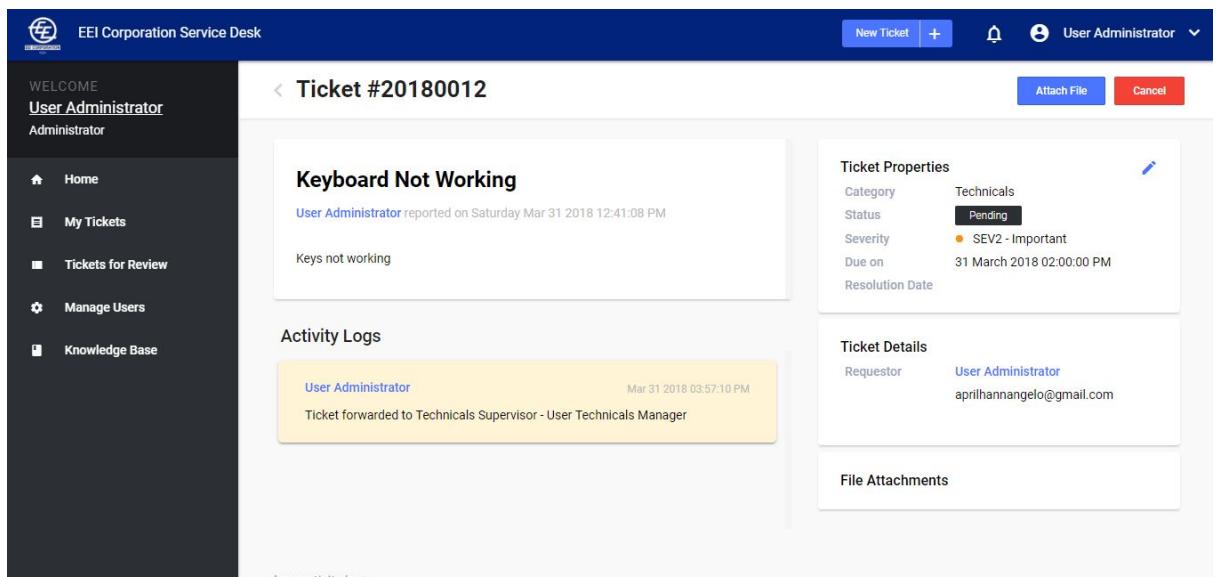
2. Click the table row of the ticket you want to review to see all of its details
3. Assign the **ticket properties (category and severity)** of the ticket by selecting the appropriate severity level and category of the ticket

The screenshot shows the 'Ticket #20180012' details page. The left sidebar is identical to the previous screenshot. The main content area shows ticket details: 'Keyboard Not Working' (reported by User Administrator on Saturday Mar 31 2018 12:41:08 PM, status: Keys not working). To the right, a red box highlights the 'Assign Ticket Properties' dialog box. This dialog has two dropdown menus: 'Category' (Select) and 'Severity' (Select). Below the dialog, there are sections for 'Ticket Properties' (Category, Status, Severity, Due on, Resolution Date) and 'Ticket Details' (Requestor: User Administrator, email: aprilhannangelo@gmail.com). At the bottom, there is a 'File Attachments' section and a 'Post' button.

- Click “Save” once ticket category and severity level have been assigned
 - Note: Assigning ticket properties will officially change the ticket status to “Pending”. SLA timer will officially begin at this point*



- Once assigned, the details page of the ticket must show the newly assigned ticket properties and the expected due date based on the ticket's severity level



II. Edit Ticket Properties

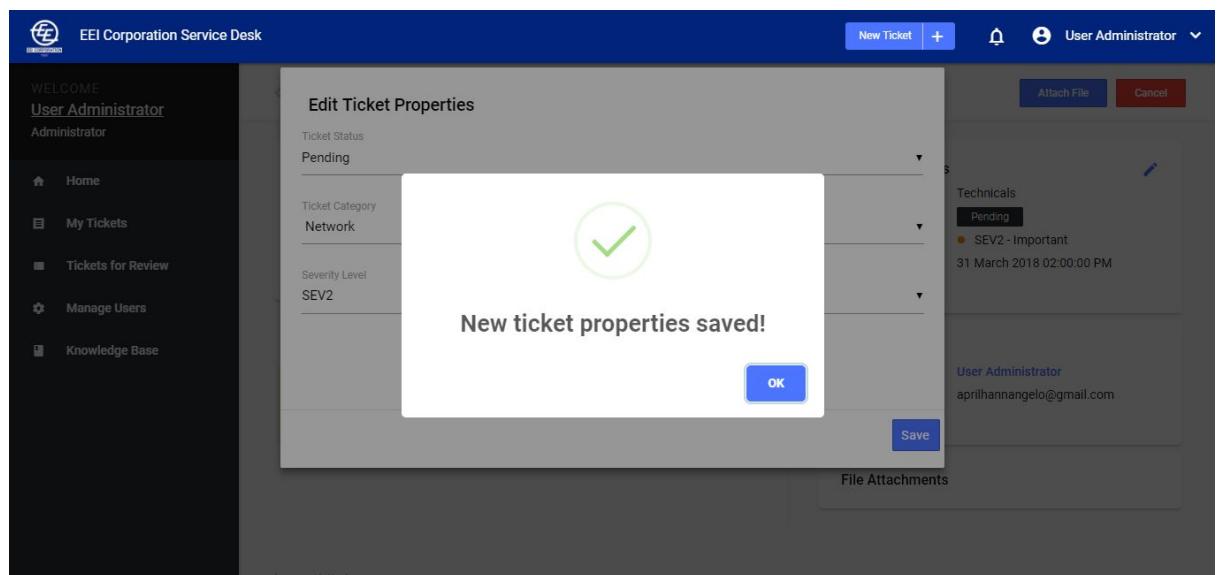
1. Click the table row of the ticket to be edited view its **details page**
2. On the upper right hand corner of the ticket properties panel, click the **blue pencil button** to edit the ticket properties

The screenshot shows the ticket details page for ticket #20180012. At the top right are 'Attach File' and 'Cancel' buttons. The ticket title is 'Keyboard Not Working'. Below it, the user 'User Administrator' reported on Saturday Mar 31 2018 12:41:08 PM. The description is 'Keys not working'. To the right, under 'Ticket Properties', the category is 'Technical', status is 'Pending', severity is 'SEV2 - Important', due date is '31 March 2018 02:00:00 PM', and resolution date is listed. Below this is a section for 'Ticket Details' showing the requestor 'User Administrator' and email 'aprilhannangelo@gmail.com'. A yellow box highlights an activity log entry from 'User Administrator' at 'Mar 31 2018 03:57:10 PM' stating 'Ticket forwarded to Technicals Supervisor - User Technicals Manager'. At the bottom right is a 'File Attachments' section.

3. A modal will open for the **Edit Ticket Properties** form. Change the selected value of the dropdown of the property you wish to edit

The screenshot shows the 'Edit Ticket Properties' modal. It contains fields for 'Ticket Status' (set to 'Pending'), 'Ticket Category' (set to 'Technical'), and 'Severity Level' (set to 'SEV2'). At the bottom right of the modal is a 'Save' button. The background shows the EEI Corporation Service Desk interface with a sidebar menu and a main dashboard area.

4. Click “Save”



III. Cancel Ticket

1. Click the table row of the ticket to be cancelled to view its **details page**.
2. On the upper right hand corner of the **details** page of the ticket, click **“Cancel”**

The screenshot shows the ticket details page for Ticket #20180012. The ticket title is "Keyboard Not Working". The "Ticket Properties" section shows the category as "Network", status as "Pending", severity as "SEV2 - Important", and due date as "31 March 2018 02:00:00 PM". The "Ticket Details" section shows the requestor as "User Administrator" with email "aprilhannangelo@gmail.com". The "File Attachments" section is empty. The "Activity Logs" section contains two entries: "Ticket forwarded to Network Supervisor -" and "Ticket forwarded to Technicals Supervisor - User Technicals Manager". The top right corner features a "Cancel" button, which is highlighted with a red box and a red arrow pointing to it.

3. Click **“Confirm”** to continue ticket cancellation

The screenshot shows the same ticket details page as before, but now a confirmation dialog box is overlaid. The dialog has a large exclamation mark icon and the text "Are you sure? You will not be able to undo the action and edit the ticket." It includes "Close" and "Confirm" buttons. The background ticket details are visible through the dialog.

4. A confirmation message will pop out and the ticket status will change to **Cancelled**.

The screenshot shows the EEI Corporation Service Desk interface. On the left is a sidebar with navigation links: Home, My Tickets, Tickets for Review, Manage Users, and Knowledge Base. The main area displays a ticket titled "Ticket #20180012". The ticket properties on the right include Category: Network, Status: Pending, Severity: SEV2 - Important, Due on: 31 March 2018 02:00:00 PM, and Resolution Date. The ticket details show Requestor: User Administrator and Email: aprilhannangelo@gmail.com. A modal dialog box in the center says "Keyboard I" and "Keys not working", with a large green checkmark icon. Below it, the message "Ticket 20180012 is cancelled" is displayed, along with an "OK" button. At the bottom of the screen, a footer bar says "Log out" and "Help".

F. Manage Users

I. Add New User

1. Click the “Manage Users” tab

The screenshot shows the EEI Corporation Service Desk interface. On the left, there is a dark sidebar with the following navigation options: Home, My Tickets, Tickets for Review, Manage Users (which is highlighted with a blue border), and Knowledge Base. The main content area is titled "Manage Users" and shows a table of existing users. The table columns are Requestor Name, User ID, Email Address, and User Type. The data includes:

Requestor Name	User ID	Email Address	User Type
User Technician	technician	aprilhannangelo@gmail.com	Technician
User Technicals Manager	technicalmanager	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

At the top right of the main area, there is a button labeled "13 users". At the bottom left, the URL "localhost/final-prod/manageUsers.php#1" is visible.

2. Click “Add New User”

This screenshot is similar to the previous one, showing the EEI Corporation Service Desk interface. The "Manage Users" tab is selected. A red box and arrow point to the "Add New User" button, which is highlighted with a blue border. The rest of the interface and user data are identical to the first screenshot.

3. Fill out the “Add New User” form. Click “Submit” once done.

The screenshot shows the 'Add New User' page of the EEI Corporation Service Desk. The left sidebar has a dark theme with white text and icons. It includes links for Home, My Tickets, Tickets for Review, Manage Users (which is selected and highlighted in blue), and Knowledge Base. The main content area has a light gray background. At the top, it says 'Add New User' and 'Manage Users > Add New User'. Below that is a section titled 'User Details' with fields for User ID (labeled 'First Name'), Last Name, Email Address, and User Type (a dropdown menu showing 'Select'). At the bottom are 'Cancel' and 'Submit' buttons.

4. A confirmation box will pop out. Click “Submit” to proceed.

The screenshot shows the same 'Add New User' page as above, but with a modal dialog box overlaid. The dialog has a light gray background with a large orange exclamation mark icon at the top. Below it, the text 'Create New User?' is centered. Underneath that, a smaller message says 'Make sure all details are correct.' At the bottom right of the dialog are 'Close' and 'Submit' buttons. The rest of the page remains visible in the background.

The screenshot shows the EEI Corporation Service Desk interface. On the left is a sidebar with navigation links: Home, My Tickets, Tickets for Review, Manage Users (which is selected), and Knowledge Base. The main content area has a title 'Add New User' and a breadcrumb 'Manage Users > Add New User'. A modal window titled 'User Details' displays a green checkmark icon and the message 'User account created! An email has been sent to Lennon Villanueva'. The user details listed are: User ID (lvillanueva), First Name (Lennon), Last Name (Villanueva), Email Address (lvillanueva@eei.com.ph), and User Type (Requestor). At the bottom of the modal are 'Cancel' and 'Submit' buttons. The URL 'localhost/final-prod/manageUsers.php#1' is visible at the bottom of the page.

5. An e-mail will be sent to the user with his/her login credentials. Sample screenshot of the e-mail:

The email is from 'EEI Corporation's Service Desk'. The subject line is 'Welcome to the EEI Service Desk Application'. The body of the email reads:
Hi April Hann Angelo,
You have been granted access to the EEI Service Desk Application as a Requestor.
The following are your login credentials:
Username: **aHangel0**
Password: **gcY9QfAY**
You will be prompted to change your password on your first login. For inquiries, kindly reply to this email.
[Click here to go to website](#)
--
IT Service Desk Team

At the bottom, it says 'Copyright © 2018 EEI Corporation | No. 12 Manggahan street, Libis, Quezon City 1101 Metro Manila.'

II. Deactivate Account

1. To deactivate an account, click the row of the table of the corresponding user.
This will redirect you to the user's profile page.

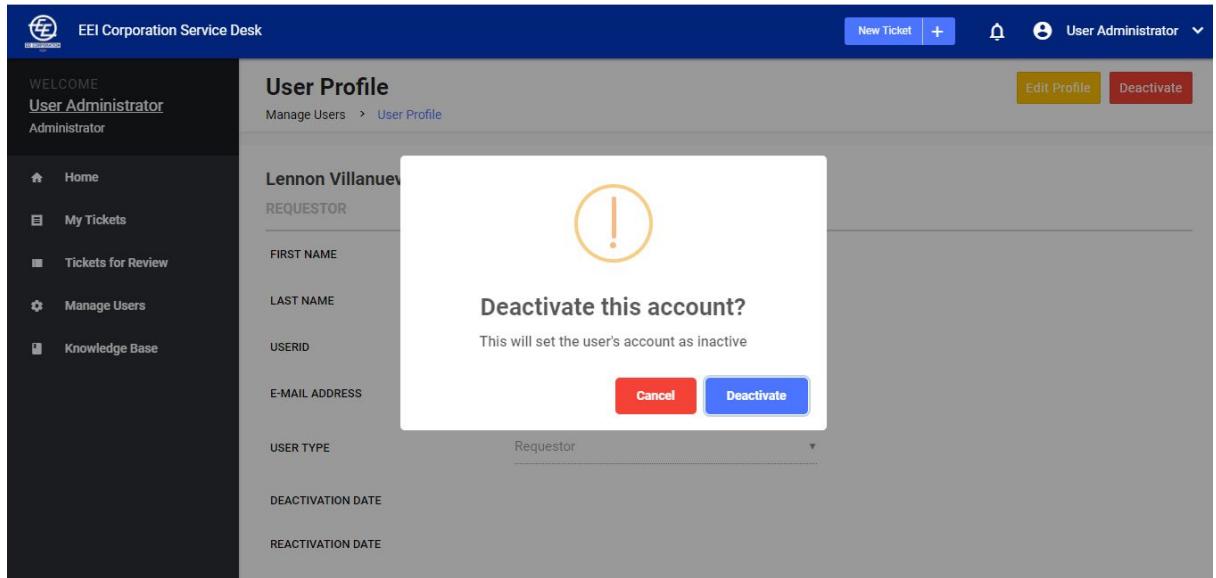
The screenshot shows the 'Manage Users' page. On the left is a dark sidebar with navigation links: Home, My Tickets, Tickets for Review, Manage Users (which is selected and highlighted in blue), and Knowledge Base. The main area has a title 'Manage Users' and a breadcrumb 'Manage Users > All Users'. Below is a table with columns: Requestor Name, User ID, Email Address, and User Type. The table contains 14 rows of user data. A red box highlights the entire table area. At the bottom right of the table are buttons for 'Rows per page' (set to 10), '1-10 of 14', and navigation arrows.

Requestor Name	User ID	Email Address	User Type
User Technician	technician	aprilhannangelo@gmail.com	Technician
User Technicals Manager	technicalmanager	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

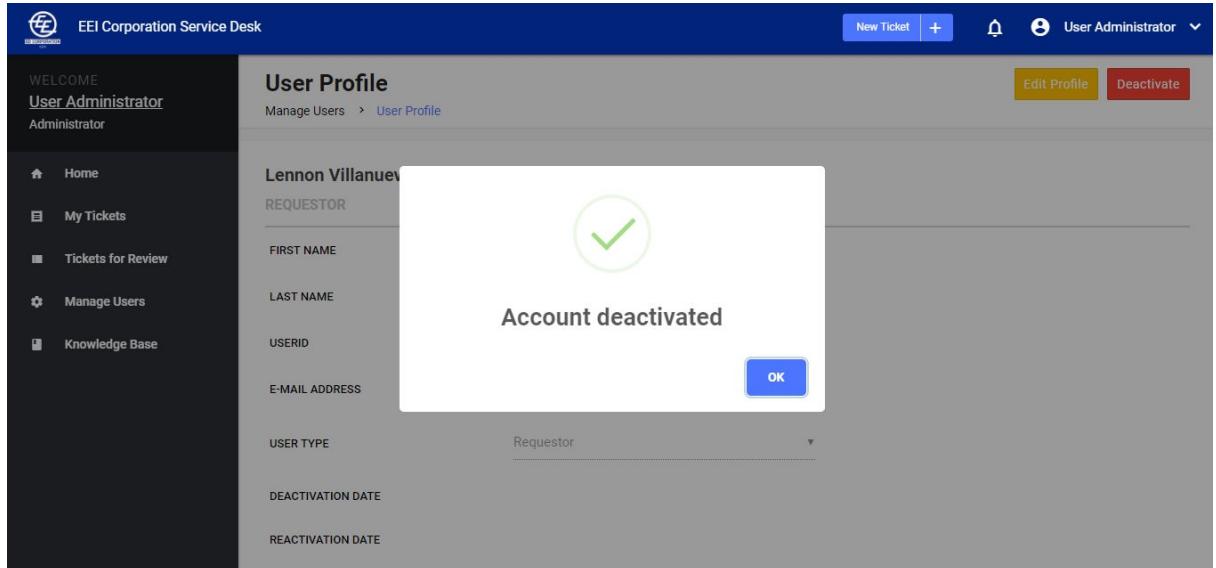
2. Once in the user's profile page, click the “Deactivate” button on the upper right hand part of the page

The screenshot shows the 'User Profile' page for 'Lennon Villanueva'. The sidebar is identical to the previous screenshot. The main area has a title 'User Profile' and a breadcrumb 'Manage Users > User Profile'. It displays the user's details: FIRST NAME (Lennon), LAST NAME (Villanueva), USERID (lvillanueva), E-MAIL ADDRESS (lvillanueva@eei.com.ph), and USER TYPE (Requestor). Below these are sections for DEACTIVATION DATE and REACTIVATION DATE. At the top right of the profile area are two buttons: 'Edit Profile' (yellow) and 'Deactivate' (red, which is highlighted with a red box).

3. A confirmation box will pop out. Click “**Deactivate**” to proceed with the process



4. Account is now deactivated.



III. Reactivate Account

1. To reactivate an account, go to the deactivated user's profile page and click "Reactivate" on the upper right hand part of the screen.

The screenshot shows the 'User Profile' page for 'Lennon Villanueva'. The top navigation bar includes 'New Ticket', a '+' icon, a bell icon, and 'User Administrator'. Below the navigation, there are tabs for 'Edit Profile', 'Deactivated' (which is greyed out), and 'Reactivate' (which is highlighted with a red box). The main content area displays Lennon's profile information: FIRST NAME (Lennon), LAST NAME (Villanueva), USERID (lvillanueva), E-MAIL ADDRESS (lvillanueva@eei.com.ph), USER TYPE (Requestor), DEACTIVATION DATE (2018-03-31 17:13:09), and REACTIVATION DATE (empty). On the left, a sidebar menu lists 'Home', 'My Tickets', 'Tickets for Review', 'Manage Users', and 'Knowledge Base'. The 'Manage Users' option is underlined, indicating it is selected.

2. A confirmation box will pop out. Click "Deactivate" to proceed with the process

The screenshot shows the same 'User Profile' page for 'Lennon Villanueva'. A confirmation dialog box is overlaid on the page. The dialog features a large orange exclamation mark icon at the top, followed by the question 'Reactivate this account?'. Below the question, a smaller text states 'This will set the user's account as active.' At the bottom of the dialog are two buttons: 'Cancel' (red) and 'Reactivate' (blue). The background of the page is dimmed, and the 'Reactivate' button on the top right of the page is also dimmed, indicating it is inactive while the confirmation dialog is open.

3. Account is no reactivated

The screenshot shows the EEI Corporation Service Desk interface. On the left, a dark sidebar menu includes options like Home, My Tickets, Tickets for Review, Manage Users, and Knowledge Base. The main content area is titled "User Profile" under "Manage Users > User Profile". It displays a user profile for "Lennon Villanueva" with fields for REQUESTOR, FIRST NAME, LAST NAME, USERID, E-MAIL ADDRESS, USER TYPE (Requestor), DEACTIVATION DATE (2018-03-31 17:13:09), and REACTIVATION DATE. A prominent modal dialog box is centered over the page, containing a green checkmark icon, the text "Account reactivated", and a blue "OK" button.

G. Knowledge Base

The **Knowledge Base** page contains the Frequently Asked Questions of common users with a step by step solution. The FAQS are divided into 3 parts: Technicals, Access and Network. A search bar is also made available for easier look up of common issues. The administrator can manage the content of the Knowledge Base. He/She can add FAQ articles and subcategory/ies if needed.

The screenshot shows the EEI Corporation Service Desk Knowledge Base interface. The top navigation bar includes 'New Ticket' (+), a bell icon, and 'User Administrator'. The left sidebar, titled 'WELCOME User Administrator Administrator', has a dark theme with white text and icons. It lists 'Home', 'My Tickets', 'Tickets for Review', 'Manage Users', and 'Knowledge Base', with 'Knowledge Base' being the active tab. The main content area is titled 'Knowledge Base' and features a greeting 'Hi User, how can we help you today?'. A search bar with placeholder 'Search Here' and a magnifying glass icon is below it. The 'Browse Help Topics' section is divided into three categories: 'Technicals' (represented by a server icon), 'Access' (represented by a lock icon), and 'Network' (represented by a Wi-Fi icon). Each category has a brief description and a link to 'FAQS': 'TECHNICAL FAQS' for Technicals, 'ACCESS FAQS' for Access, and 'NETWORK FAQS' for Network.

I. Search for an Article

1. Type a keyword or phrase in the search bar
 - a. Examples: CPU, Monitor not working, Paper jam, Printer

The screenshot shows the EEI Corporation Service Desk Knowledge Base. On the left, a sidebar menu includes Home, My Tickets, Tickets for Review, Manage Users, and Knowledge Base. The main area is titled 'Knowledge Base' and features a greeting 'Hi User, how can we help you today?'. A search bar contains the text 'CPU'. Below it, a snippet of an article reads: 'My CPU does not turn on. What do I do?'. To the right, there are three categories: 'Technicals' (represented by server icons), 'Access' (represented by a lock icon), and 'Network' (represented by a Wi-Fi icon). Each category has a brief description and a list of related topics.

2. Click the Article Title that corresponds to your concern to view the article

The screenshot shows a detailed view of a Knowledge Base article. The left sidebar remains the same. The main content area is titled 'Technical FAQ #1' and shows the article title 'My CPU does not turn on. What do I do?'. Below the title is a numbered list of 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 top right of the article page, there are 'Edit' and 'Delete' buttons.

II. View List of Articles

1. Determine the category of your concern and select which among the 3 categories your concern belongs to. Click the link to view the list of articles under it.

EEI Corporation Service Desk

WELCOME
User Administrator
Administrator

Home My Tickets Tickets for Review Manage Users Knowledge Base

Hi User, how can we help you today?

Search Here

Browse Help Topics

Technical	Access	Network
CPU, Mouse, Keyboard, Monitor, Printers, Scanners, Tablets, etc. TECHNICAL FAQS	Hardware access, application access, password change ACCESS FAQS	Network/Internet Access, Network Equipment - routers, cables etc. NETWORK FAQS

2. Select the article title to view the complete article

EEI Corporation Service Desk

WELCOME
User Administrator
Administrator

Home My Tickets Tickets for Review Manage Users Knowledge Base

Knowledge Base > Technicals FAQs

Technical FAQs

Technical FAQs

CPU

- My CPU does not turn on. What do I do?

Monitor

- *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?

Printer

- A paper has been jammed while printing and I cannot print. What do I do?
- My printer does not turn on / work. What do I do?
- Printer paper jammed

3. Selecting the article title will lead to the article's specific page

The screenshot shows the EEI Corporation Service Desk interface. The left sidebar is dark with white text, showing navigation links: Home, My Tickets, Tickets for Review, Manage Users, and Knowledge Base. The main content area has a light background. At the top, it says "Technical FAQ #1" and "Knowledge Base > Technicals FAQ > Technicals FAQ #1". Below this, there is a section titled "My CPU does not turn on. What do I do?" followed by a numbered list of four troubleshooting steps. At the top right of the main content area, there are "Edit" and "Delete" buttons.

III. Add New Article

1. To add an article, click “**Add New Article**” in the main page of the Knowledge Base

The screenshot shows the EEI Corporation Service Desk Knowledge Base main page. The left sidebar is identical to the previous screenshot. The main content area has a light background. At the top, it says "Knowledge Base". On the right side, there are two blue buttons: "Add Article Subcategory" and "Add New Article", with "Add New Article" being highlighted with a red box. Below this, there is a greeting "Hi User, how can we help you today?", a search bar with the placeholder "Search Here", and a "Browse Help Topics" section. This section contains three categories: "Technicals" (represented by a server icon), "Access" (represented by a lock icon), and "Network" (represented by a Wi-Fi icon). Each category has a brief description below it.

2. Fill out the form and type the step by step solution to the FAQ. Provide the **article title, category and subcategory**.

EEI Corporation Service Desk

Welcome User Administrator Administrator

Home My Tickets Tickets for Review Manage Users Knowledge Base

Create Knowledge Base Article

Knowledge Base > Create Knowledge Base Article

Article Title: Printer paper jammed

Category: Technicals

Subcategory: Printer

Article Body:

B I U E H %

1. Check Printer
2. Buy cartridge

Submit Article

3. Click “Submit Article”.

EEI Corporation Service Desk

Welcome User Administrator Administrator

Home My Tickets Tickets for Review Manage Users Knowledge Base

Create Knowledge Base Article

Knowledge Base > Create Knowledge Base Article

Article Title: Printer paper jammed

Category: Technicals

Subcategory: Printer

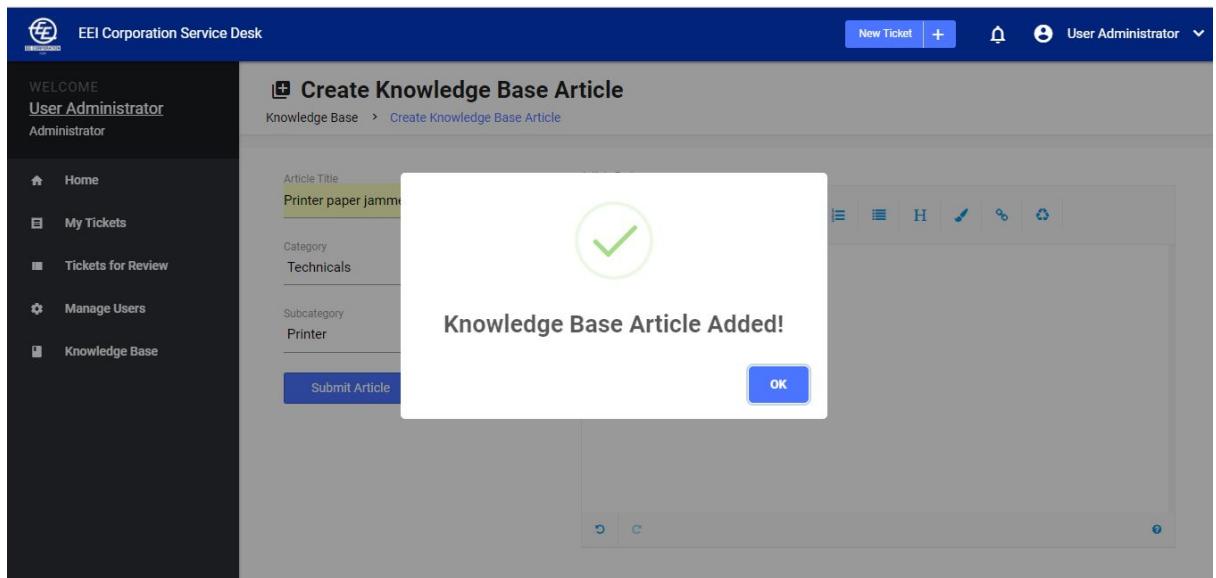
Submit Article

! Submit Article?

Make sure to recheck all details before submitting.

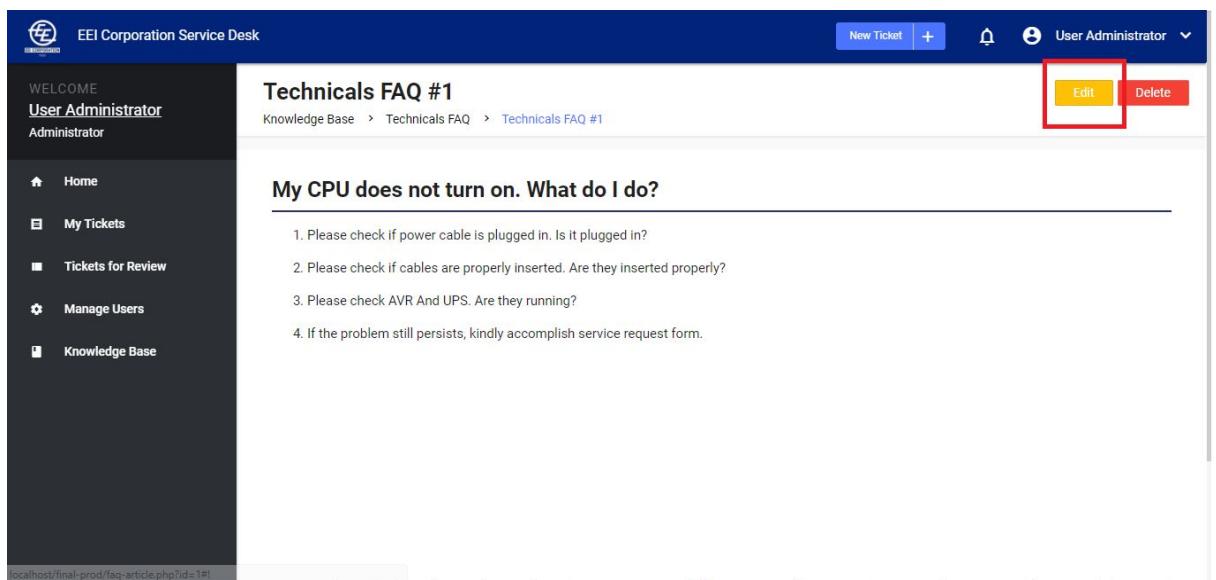
Close **Submit**

4. A confirmation box will pop out. Click Submit to confirm.



IV. Edit Article

1. To edit an article, go to the article's specific page and click the “Edit” button.



2. In the **edit article** page, type the edits in the text editor and click “**Save**” once done.

The screenshot shows the EEI Corporation Service Desk Knowledge Base interface. On the left, there's a sidebar with navigation links: Home, My Tickets, Tickets for Review, Manage Users, and Knowledge Base. The main content area is titled "Technicals FAQ #1" and shows a specific article: "My CPU does not turn on. What do I do?". The article content is a list of 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.

A "Save" button is located in the top right corner of the article editor.

3. A confirmation box will pop out. Click “**Submit**” to save the article edits

The screenshot shows a confirmation dialog box titled "Submit Edited Article?" with a large exclamation mark icon. It contains two buttons: "Close" (red) and "Submit" (blue). The background shows the same technical FAQ article as the previous screenshot.

The screenshot shows a success dialog box titled "Knowledge Base Article Edited!" with a green checkmark icon. It contains an "OK" button. The background shows the same technical FAQ article as the previous screenshots.

V. Delete Article

1. To delete an article, go to the article's specific page and click “Delete”

The screenshot shows the EEI Corporation Service Desk interface. On the left is a dark sidebar with navigation links: Home, My Tickets, Tickets for Review, Manage Users, and Knowledge Base. The main content area is titled "Technicals FAQ #1" and displays the article "My CPU does not turn on. What do I do?". Below the title is a numbered list of troubleshooting steps. In the top right corner of the main area, there are two buttons: "Edit" and "Delete". A red box highlights the "Delete" button, and a red arrow points from the text above to this button.

2. A confirmation box will pop out. Click “Delete” again to confirm article deletion

The screenshot shows the EEI Corporation Service Desk interface with the same sidebar and article content as the previous screenshot. A modal dialog box has appeared in the center. It contains a large orange exclamation mark icon, the text "Delete Article?", and the message "You will not be able to undo this action." At the bottom of the dialog are two buttons: "Cancel" and "Delete". The "Delete" button is highlighted with a red box, matching the style of the one in the previous screenshot.

3. Knowledge Base article is now deleted.

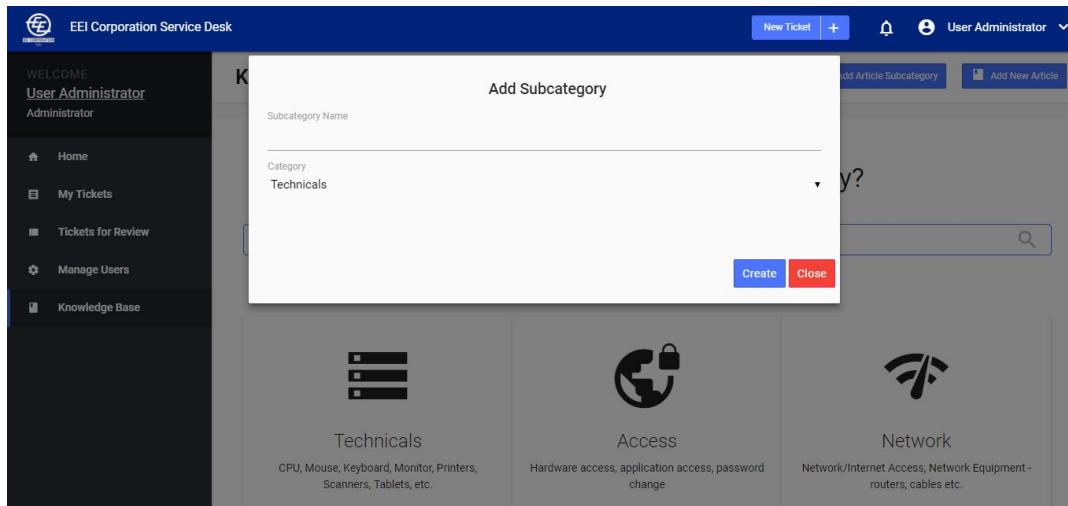
The screenshot shows the EEI Corporation Service Desk interface. On the left, a dark sidebar menu includes options like Home, My Tickets, Tickets for Review, Manage Users, and Knowledge Base. The main content area is titled "Technicals FAQ #1" under "Knowledge Base > Technicals FAQ > Technicals FAQ #1". A modal dialog box is centered over the page, containing a green checkmark icon and the text "Knowledge Base Article Deleted!". At the bottom right of the dialog is a blue "OK" button. The top right of the main window has buttons for "New Ticket" (+), "User Administrator", and "Edit" and "Delete" buttons.

VI. Add Article Subcategory

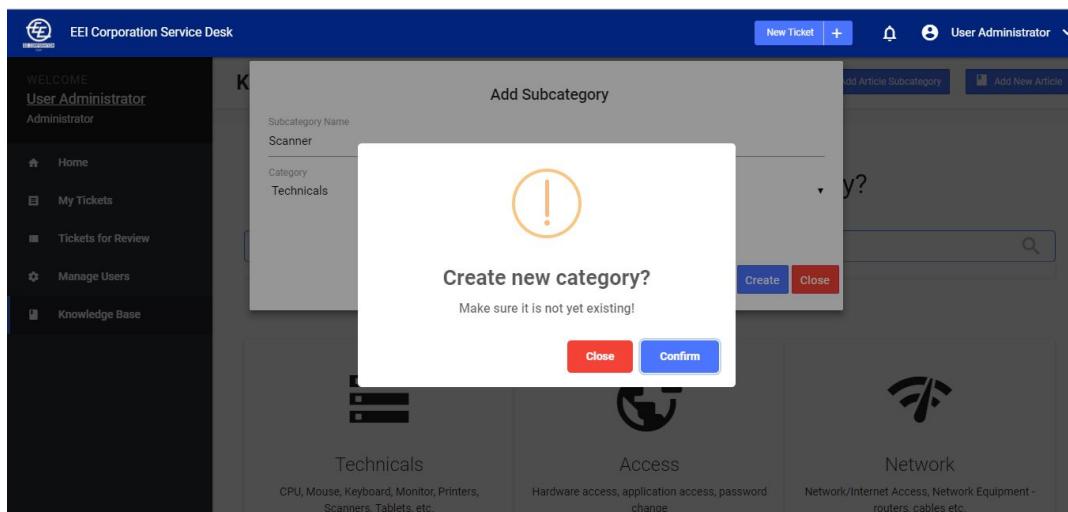
1. To add an article subcategory, go to the knowledge base main page and click the “Add Article Subcategory” button

The screenshot shows the EEI Corporation Service Desk Knowledge Base main page. The left sidebar is identical to the previous screenshot. The main content area is titled "Knowledge Base" and features a greeting "Hi User, how can we help you today?". It includes a search bar and a "Browse Help Topics" section with three categories: "Technicals" (represented by a server icon), "Access" (represented by a lock icon), and "Network" (represented by a Wi-Fi icon). Each category has a brief description below it. At the top right of the main content area, there are two buttons: "Add Article Subcategory" (highlighted with a red box) and "Add New Article".

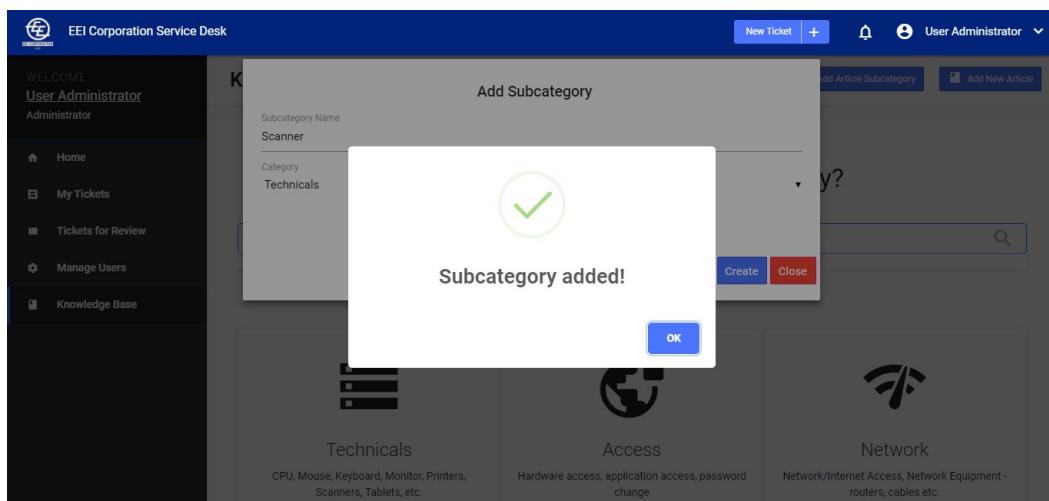
2. A modal will pop out. Provide the **subcategory name** and the **category** it will fall under. Click “**Create**” to save



3. A confirmation box will pop out. Click “**Confirm**” to continue with subcategory creation.

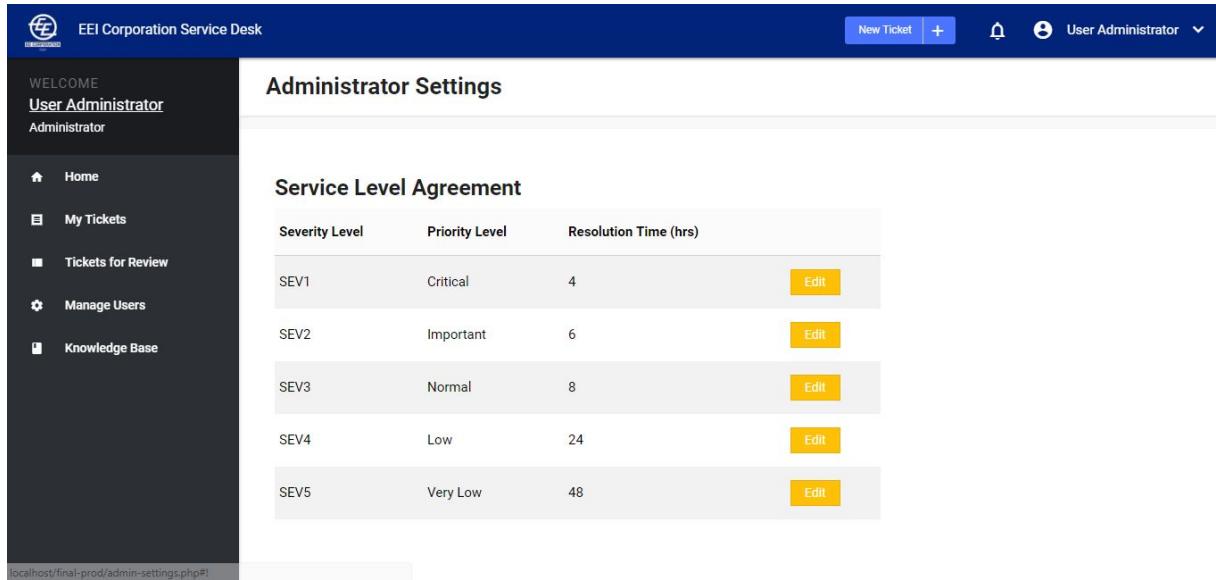


4. Subcategory is now added.



H. Administrator Settings

The administrator settings page allows the administrator to edit the Service Level Agreement resolution hours.

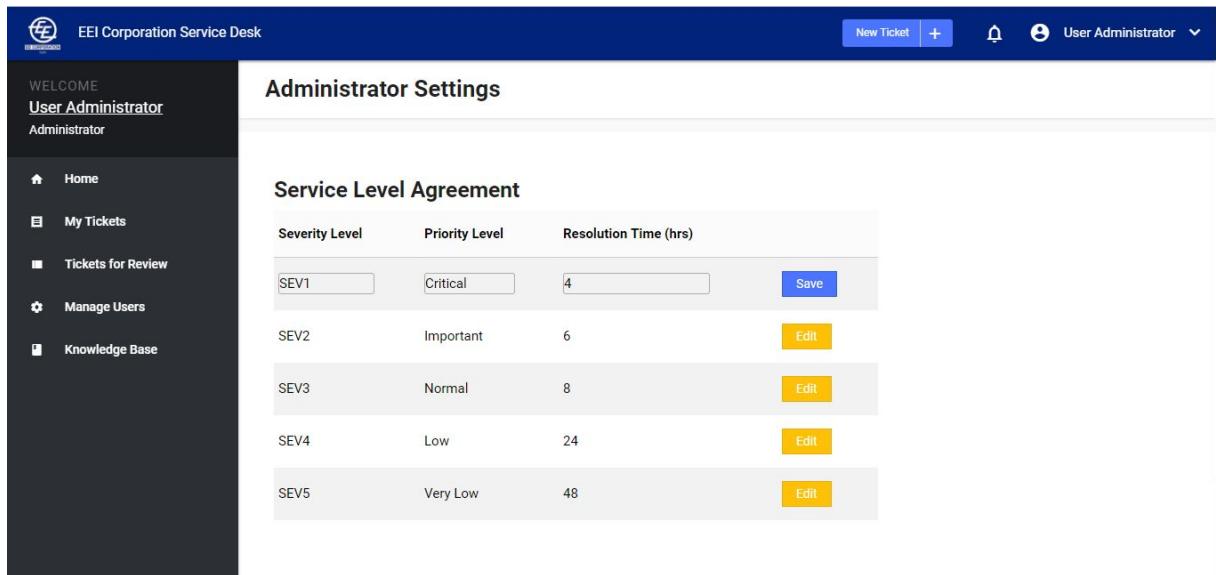


The screenshot shows the 'Administrator Settings' page with a sidebar on the left containing links for Home, My Tickets, Tickets for Review, Manage Users, and Knowledge Base. The main content area is titled 'Administrator Settings' and contains a table for 'Service Level Agreement'. The table has columns for Severity Level, Priority Level, and Resolution Time (hrs). It lists five rows: SEV1 (Critical, 4 hrs), SEV2 (Important, 6 hrs), SEV3 (Normal, 8 hrs), SEV4 (Low, 24 hrs), and SEV5 (Very Low, 48 hrs). Each row has an 'Edit' button in the last column. The URL 'localhost/final-prod/admin-settings.php#1' is visible at the bottom of the page.

Severity Level	Priority Level	Resolution Time (hrs)	
SEV1	Critical	4	Edit
SEV2	Important	6	Edit
SEV3	Normal	8	Edit
SEV4	Low	24	Edit
SEV5	Very Low	48	Edit

I. Edit SLA

1. To edit the SLA, click the “Edit” button of the row you wish to edit.



The screenshot shows the 'Administrator Settings' page with the 'Service Level Agreement' table. In the first row (SEV1), the 'Resolution Time (hrs)' field '4' is highlighted with a red border, indicating it is being edited. A blue 'Save' button is positioned next to the table. The other rows (SEV2, SEV3, SEV4, SEV5) remain unchanged with their original values.

Severity Level	Priority Level	Resolution Time (hrs)	
SEV1	Critical	4	Save
SEV2	Important	6	Edit
SEV3	Normal	8	Edit
SEV4	Low	24	Edit
SEV5	Very Low	48	Edit

2. The table is designed to allow inline editing. Type in the desired changes and click the “Save” button to save the changes.