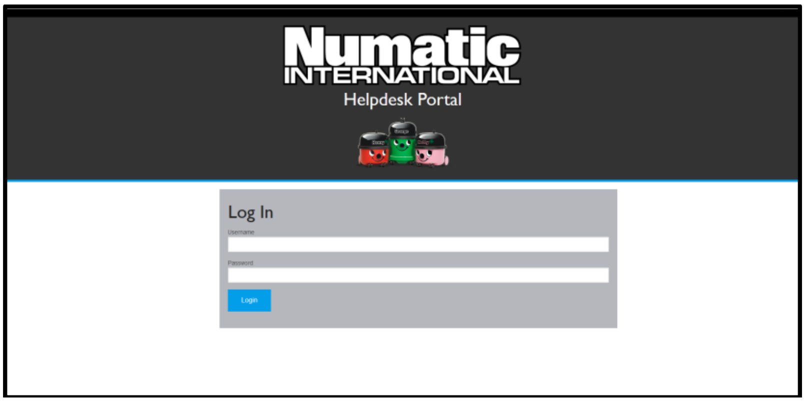
# User Guide

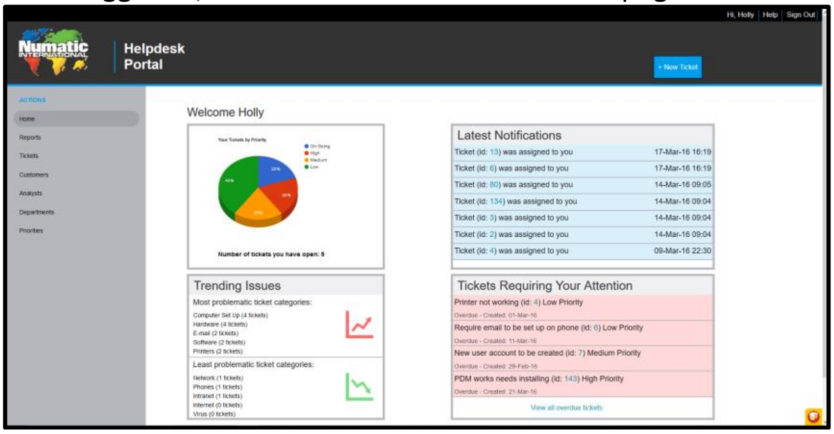
This gives a brief overview of how the system works and can be used.

## Log in

This is the log in screen that users will see as soon as they open the system up.

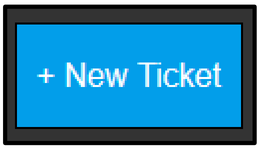



Once logged in, users will be taken to the homepage that is tailored to them.

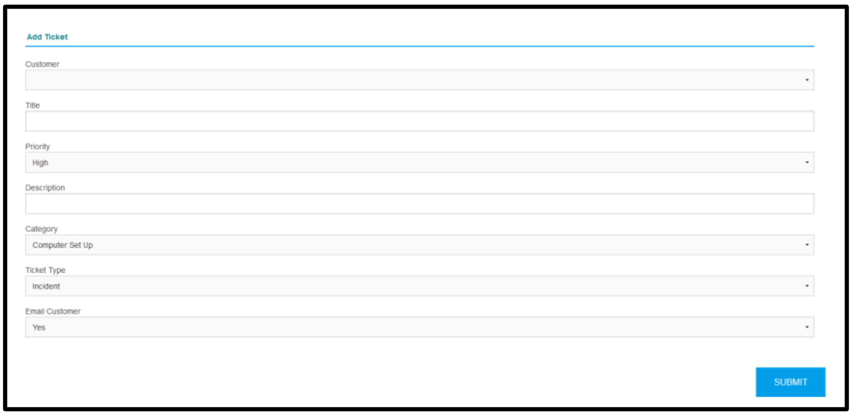



## Create a new ticket

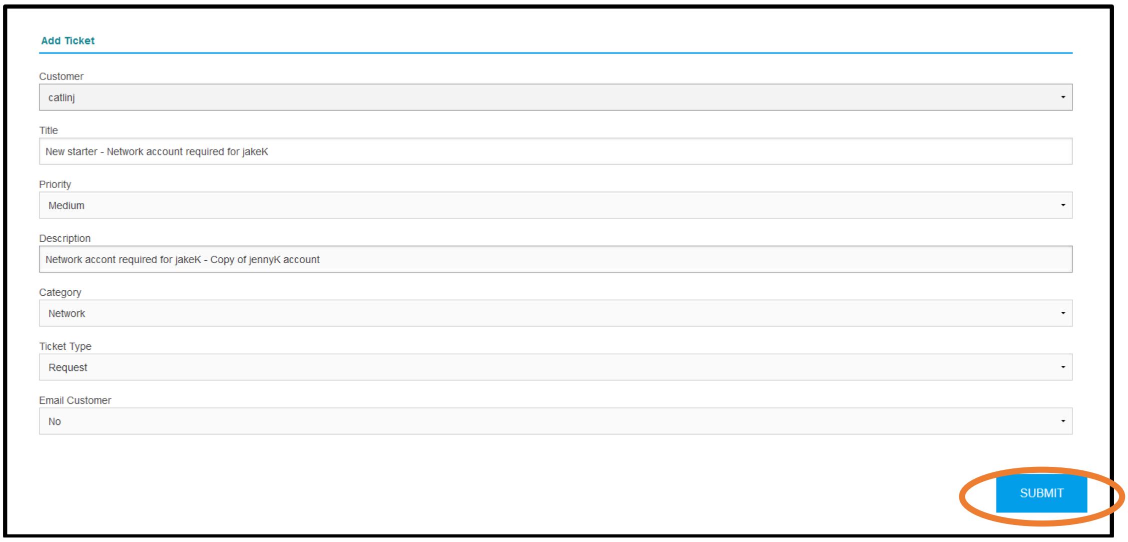
To create a new ticket, users can select the blue ‘new ticket’ button that is on every page or the + New Ticket option that is the ticket part of the system.



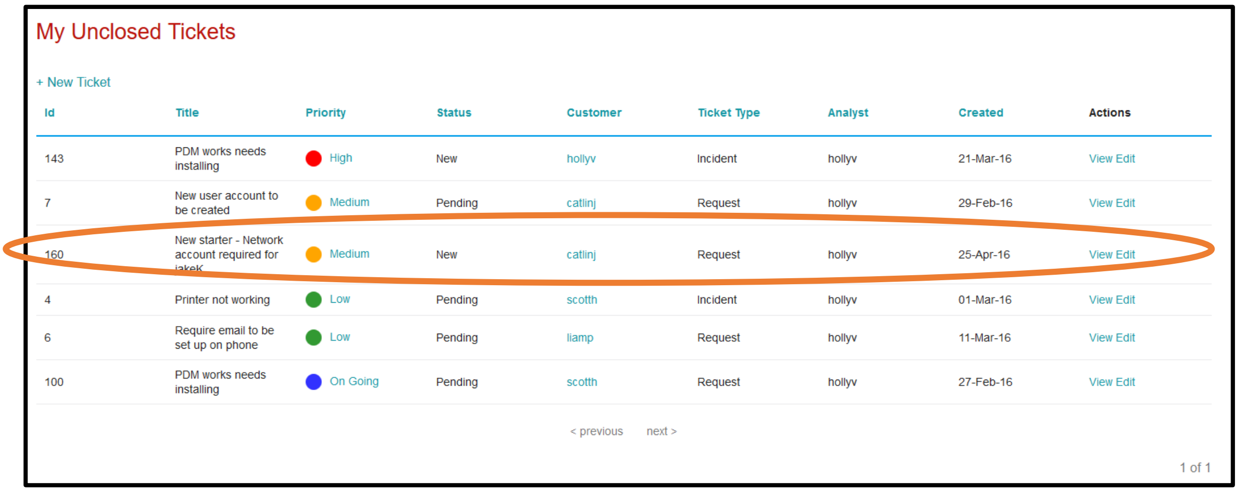

Once users select one of these buttons, they will be taken to the add ticket page. This is a form that requires users to fill in the selected options in order to create a new ticket.




Details will either be entered or selected from a drop down box, once filled out the submit button should be selected.




The user is then taken to their tickets list, where the new ticket will also be listed.


My Unclosed Tickets

+ New Ticket

| Id | Title | Priority | Status | Customer | Ticket Type | Analyst | Created | Actions |
|---|---|---|---|---|---|---|---|---|
| 143 | PDM works needs installing | High | New | hollyv | Incident | hollyv | 21-Mar-16 | View Edit |
| 7 | New user account to be created | Medium | Pending | catlinj | Request | hollyv | 29-Feb-16 | View Edit |
| 160 | New starter - Network account required for jakeK | Medium | New | catlinj | Request | hollyv | 25-Apr-16 | View Edit |
| 4 | Printer not working | Low | Pending | scotth | Incident | hollyv | 01-Mar-16 | View Edit |
| 6 | Require email to be set up on phone | Low | Pending | liamp | Request | hollyv | 11-Mar-16 | View Edit |
| 100 | PDM works needs installing | On Going | Pending | scotth | Request | hollyv | 27-Feb-16 | View Edit |

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## Creating Updates and performing ticket actions

Once the ticket has been created, users can view the ticket, where they can then perform actions on the ticket.

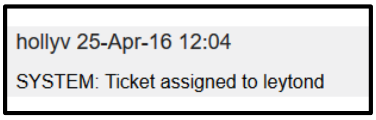

To create an update select the + New Update option.


This will then open up a form, here users can create a ticket update. Updates can be either a time booking, just an update or both. Once filled in the user should select ‘Submit’ to save the update.

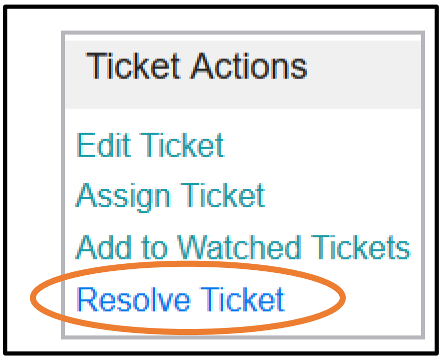

The update will then show on the ticket’s page, updates that are purely time booking will not show in the update list, but will be show under ticket details as ‘total time’.

The ticket can also be re-assigned to another analyst, by selecting the ‘Assign Ticket’ and selecting an analyst.


This will then update the analyst in the ticket details and also create an automated system update.




The ticket can be resolved once the ticket solution has been found or the action required has been taken.

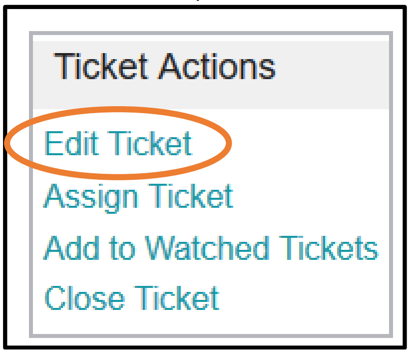



Once this has been selected the ticket will be resolved and another automated system update will also be created.

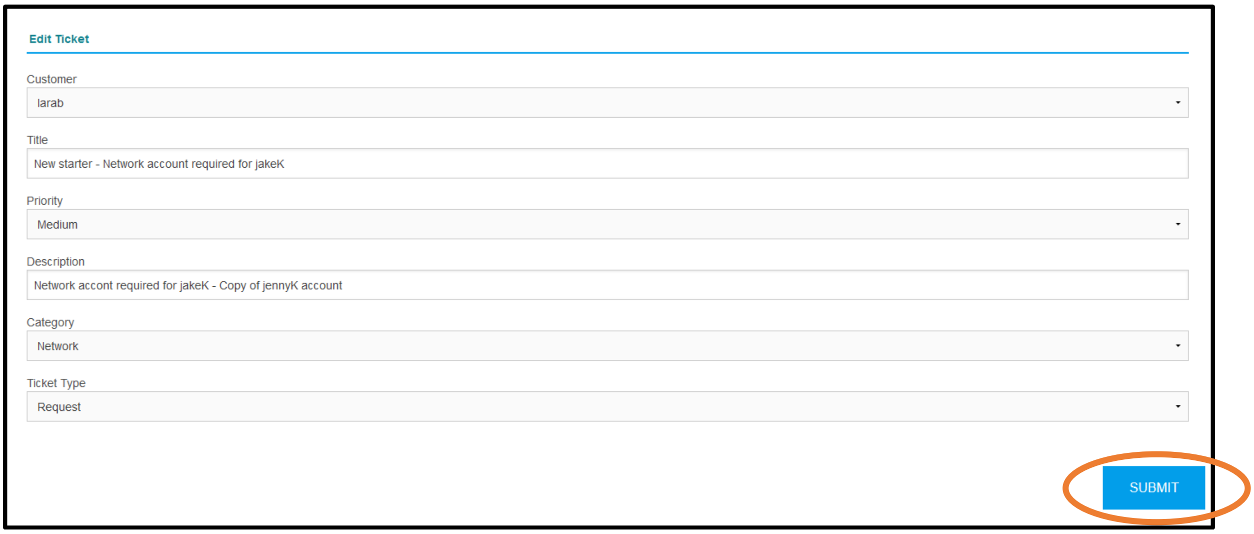

The same actions can be performed for closing a ticket and re-opening a ticket.

## Edit a ticket

To edit a ticket, select edit from the ticket actions list.

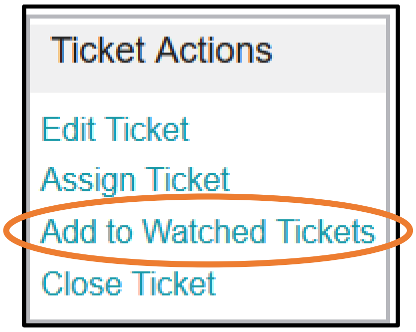



This will then bring up a form filled in with the current ticket information, changes can then be made to the ticket's details.

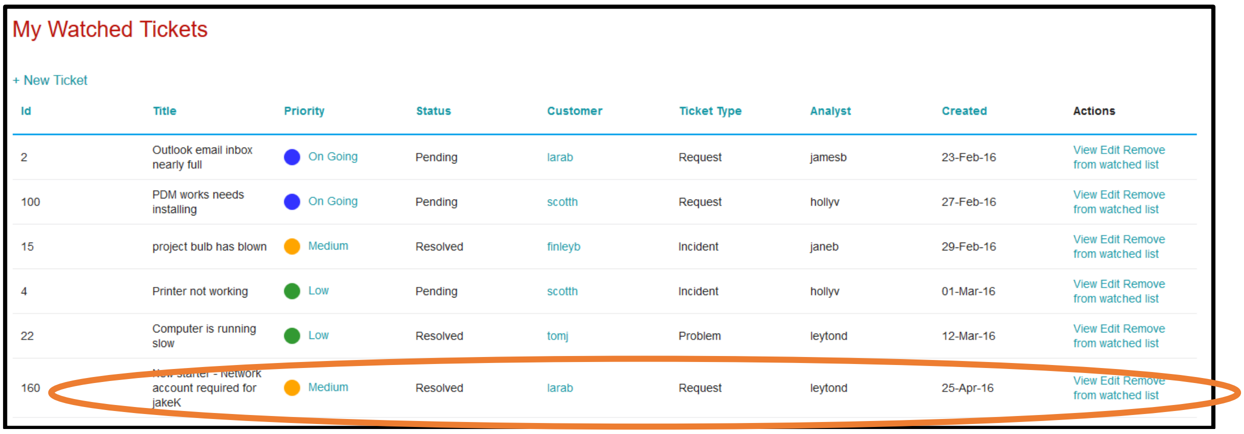



## Watched ticket

The watched ticket list is a list of favourite tickets, that the user manages to easily access tickets they may use frequently. Adding a ticket to the watched list can be done by selecting the 'add to watched tickets' option in the ticket actions.



Once the option has been selected, the ticket will then be listed in the watched tickets list.



My Watched Tickets

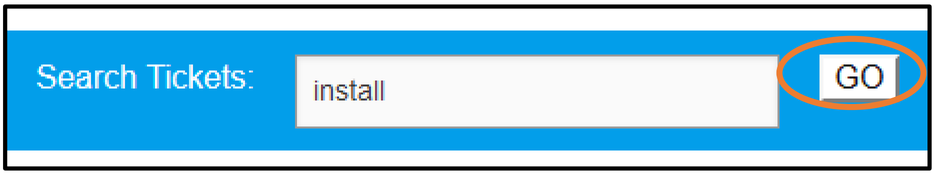
+ New Ticket

| Id | Title | Priority | Status | Customer | Ticket Type | Analyst | Created | Actions |
|---|---|---|---|---|---|---|---|---|
| 2 | Outlook email inbox nearly full | On Going | Pending | larab | Request | jamesb | 23-Feb-16 | View Edit Remove from watched list |
| 100 | PDM works needs installing | On Going | Pending | scotth | Request | hollyv | 27-Feb-16 | View Edit Remove from watched list |
| 15 | project bulb has blown | Medium | Resolved | finleyb | Incident | janeb | 29-Feb-16 | View Edit Remove from watched list |
| 4 | Printer not working | Low | Pending | scotth | Incident | hollyv | 01-Mar-16 | View Edit Remove from watched list |
| 22 | Computer is running slow | Low | Resolved | tomj | Problem | leytond | 12-Mar-16 | View Edit Remove from watched list |
| 160 | New starter - Network account required for jakeK | Medium | Resolved | larab | Request | leytond | 25-Apr-16 | View Edit Remove from watched list |

To remove a ticket from the list, select the 'remove from watched list'. The ticket will then no longer be shown on the list.


## Search Tickets

All tickets can be searched through, by entering search criteria in the search box. This can be either a ticket id or keywords.

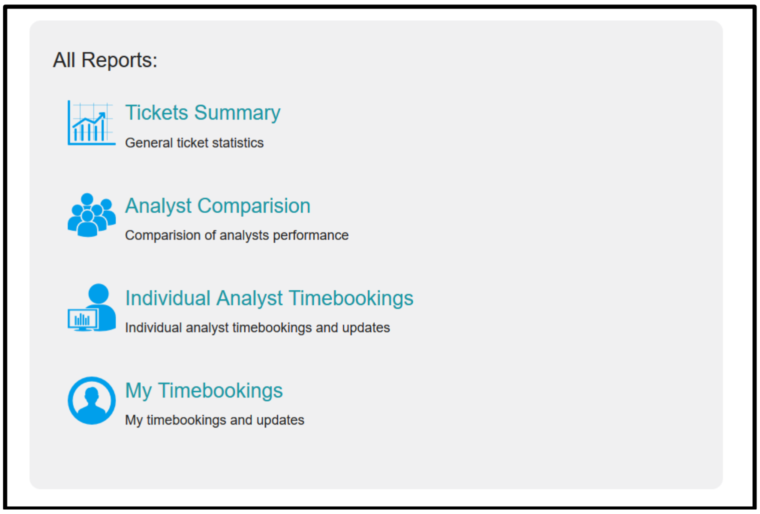



Once the user selects 'Go' they will be taken to the search results page that lists tickets matching the criteria.

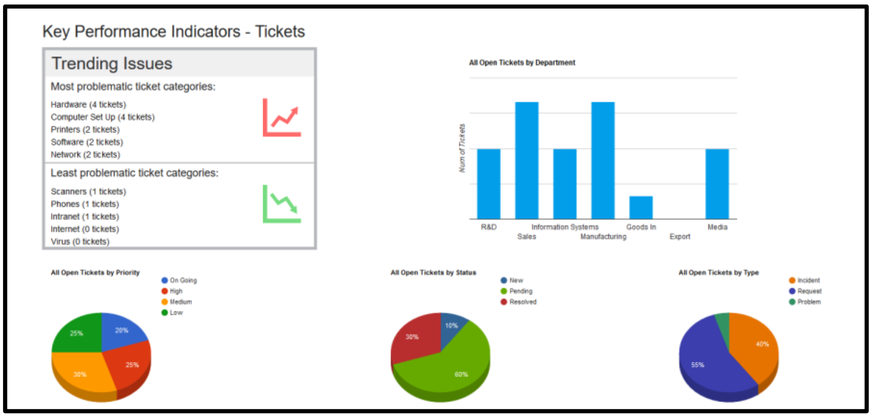
## Reports

Reports can be view by selecting the ‘Report’ option.


This will then list the reports that can be viewed in the system; some of these reports will be only available to managers within the system.

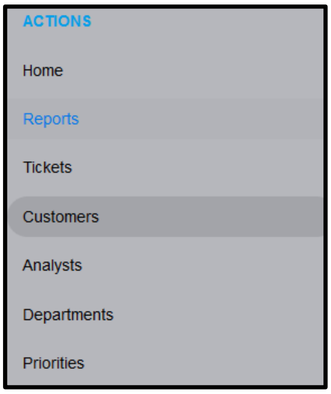



Users can then select the reports they wish to see, and they will be taken to the selected report.



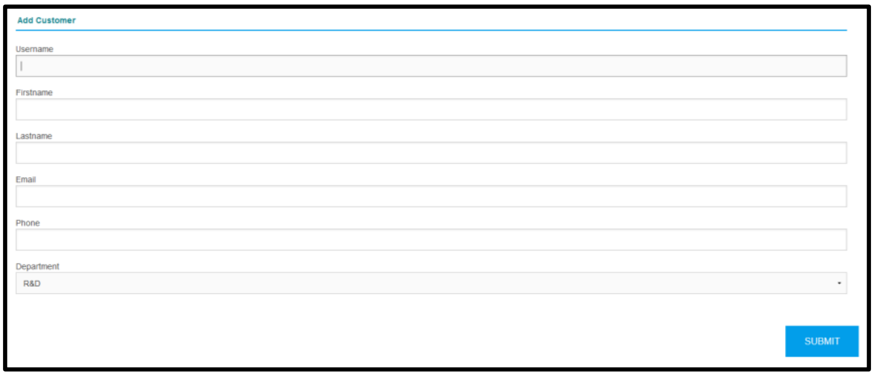
## Admin Features

There are a variety of different features that can be done, that are to do with maintaining the data within the system, such as, customer and department information. These actions can be found from the main navigation panel.

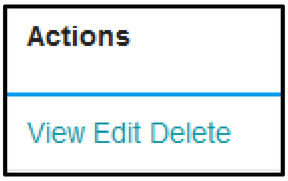



To add a new customer, select the + New Customer option.


This will then open the form to add a new customer. Users will then press submit to save the details.




Other actions including editing and deleting a customer can be done by selecting the option from the list.




These actions can also be applied to: departments, priorities and analysts. However in some cases manager responsibilities are required to perform actions.