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# Installation:

To install the app, copy IverScribe.html and the data folder to a local directory, and open Iverscribe.html with Internet Explorer.

# Getting Started:

This application is designed as a note-taking aid. It will track your time working on a ticket, calculate that time in hours and decimals of hours, and easily facilitate copying data. It even has features to help you write less.

However, it cannot save data; the entire form will clear if the page is reloaded. That being said, the “Copy Ticket to Clipboard” button can be used to facilitate saving tickets, if you desire (see below).

## “Tools” Sidebar:

The “Tools” sidebar automatically resizes itself when the page is loaded. If you find that you cannot get to a field in the sidebar (particularly after resizing the window), you can click the “Tools” heading, and the sidebar will resize itself.

## “Notes” Field:

When the page is loaded, the “Notes” field is active. This allows for quick initial note taking. There is not a copy button that includes the contents of “Notes,” as it is designed to be place to temporarily store information.

## “Copy Ticket to Clipboard” Button:

The “Copy Ticket to Clipboard” button copies the important ticket information to the clipboard in a clean, convenient format. It is designed to be an easy way to copy the information into a text file so that it can be saved.

## “Clear Form” Button:

One may assume that the “Clear Form” button does exactly what it says and clears all of the fields. While it does this, it also copies the entire ticket to the clipboard first (to help prevent “oh, crap!” moments).

# Starting a Ticket:

The note-taking system was designed to be intuitive, so this section will not cover every field, etc. It just aims to hit the high points of ticket creation.

## Timestamps:

The “Begin” timestamp populates automatically after you populate either the “User(s) Affected” or “Contact” fields. Alternatively, you can click on the “Begin” button. The “Finish” timestamp is only populated using the “Finish” button. When both the “Begin” and “Finish” timestamps are populated, the time worked will be calculated and displayed in hours and decimals of hours. The timestamps can be reset using the buttons.

## Case Details (New Case) and Event Notes:

Once populated, the “User(s) Affected,” “Description of Issue,” “Hardware Affected,” and “Software Affected” fields will automatically populate the “Contact,” “Description of Issue,” “Hardware Affected,” and “Software Affected” fields (respectively) of the “Event Notes” section if that field is empty.

The “Force Copy Section to Event Notes” button will overwrite the contents of the “Contact,” “Description of Issue,” “Hardware Affected,” and “Software Affected” fields of the “Event Notes” section regardless of the contents of those fields.

The “Copy Section to Clipboard” buttons format and copy the data from that section onto the clipboard to be pasted into the live ticket.

This functionality is limited to text-only, due to limitations of JavaScript’s clipboard functionality. Highlighting all content in the troubleshooting steps section will copy and include any images or screenshots when pasted.

# Menu:

The purpose of the menu (“hamburger” icon in the upper-right corner) is to provide quick access to useful resources. The menu is currently very sparse, but hopefully will expand.

## PodChat Template:

The PodChat template is of particular note. It opens a new page with a template that can be filled out, copied to clipboard, and pasted in Pod Chat quickly.

# Scribz:

Scribz is a tool that was designed to reduce repetitive typing. Scribz are essentially macros that write to “Troubleshooting Steps.” Scribz can draw information from the main form and from the Scribz input field. Select your scribz, enter something in the input field, click “Write It!” and lines of text are added to the “Troubleshooting Steps” field.

Scribz can be modified, added, and removed by editing the “scribz.js” file in the data folder.