# 🛠️ How to Create an Incidence

📌 Step 1: When you are on our page, to create an incidence you will click on the button "Crear incidència." This button is at the top of the page or on the left in the homepage.
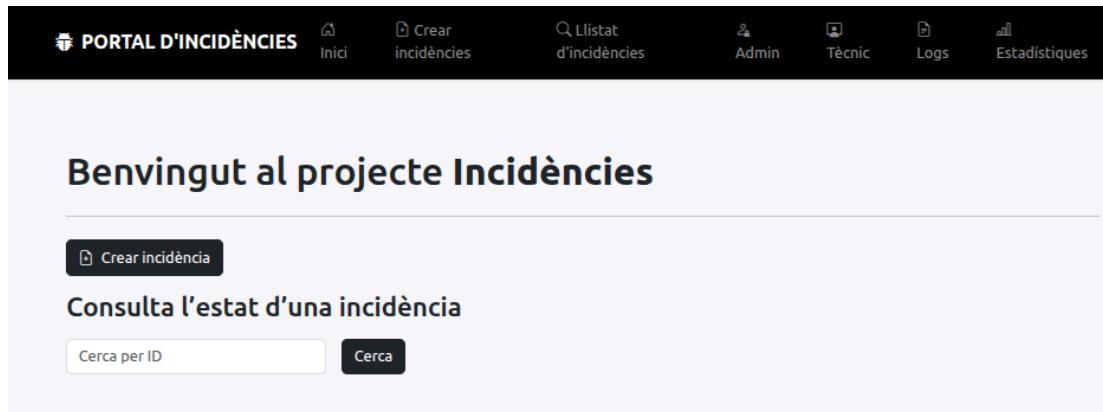


📌 Step 2: Provide the following details:
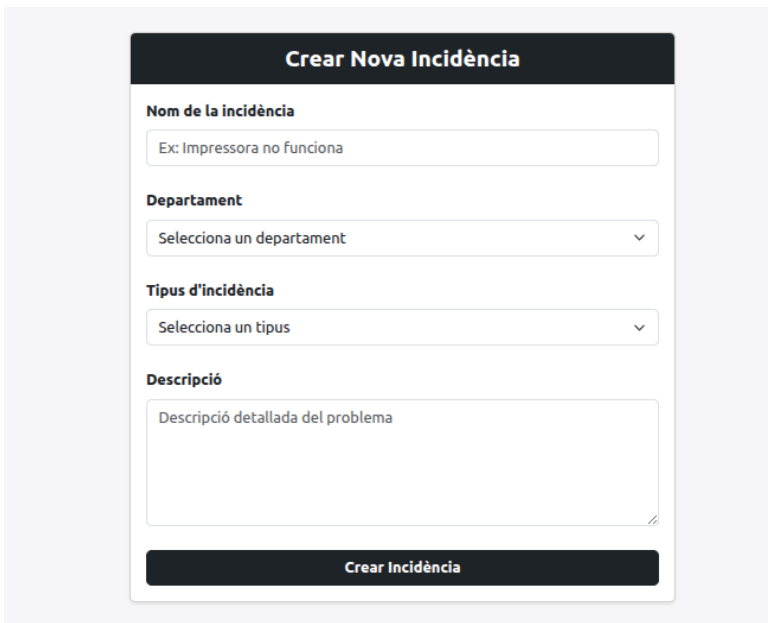
- 🏷️ **Name**: A short title for the incidence (*Broken screen*).
- 🏢 **Department**: Select the department to which the incidence belongs.
- 📂 **Type**: Choose the category of your incidence. (Hardware, Software, Network, Others)
- 🧾 **Description**: Write a brief explanation of the problem.



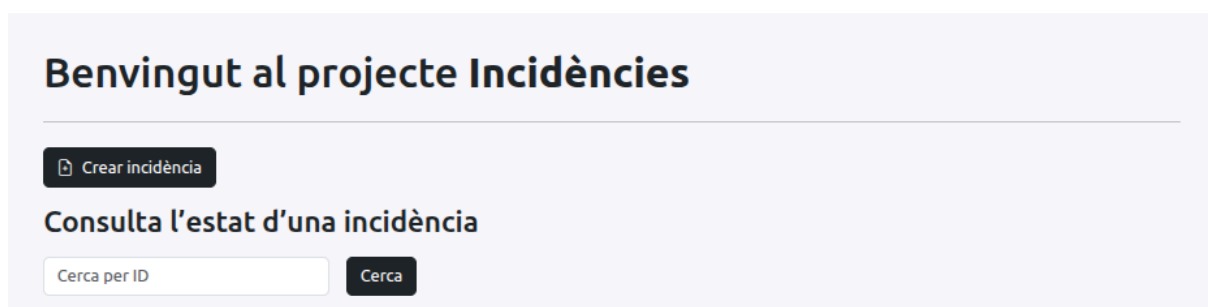All this is created by us, only the icons are taken externally

The types are:
- 💻 **Hardware**: All physical part (Monitor, Pc component, keyboard, mouse)
- 🧠 **Software**: All programs that run on device (Antivirus, Windows Explorer, Microsoft 365, Google Drive).
- 🌐 **Xarxes (Networks):** All incidences about network connectivity (Internet outages, Wi-Fi problems, VPN issues, DNS issues)
- 📋 **Altres (Others)**: All other incidences that do not fall into the above categories (Administration request, user problems)

📌 Step 3: Once you create the incident, an alert will appear stating that you have correctly made the incident. **Save** the incident ID for any query



## 🔍 How to See Your Incidence State
📌 Step 1: At the top you will click on the button " Llistat d'incidències." This button is at the top of the page on nav or on the homepage.



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📌 Step 2: Put your incidence ID and click "Cerca". You will see all information about your incidence, in "Estat" you will see if it's "Pendent d'assignar", "Assignada", "En procés" o "Resolta"

## Benvingut al projecte **Incidències**

🗎 Crear incidència

### Consulta l'estat d'una incidència

Cerca per ID          Cerca

**Resultat de la cerca**

**ID:** 2

**Departament:** Departament d'Informàtica

**Descripció:** Cap dispositiu es connecta a la xarxa del segon pis.

**Estat:** En procés

**Actuacions visibles per l'usuari:**

⊘ Reinici del punt d'accés del segon pis.

⊘ Es detecta avaria a l'switch. Es demana reemplaçament.

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