USER GUIDE

Introduction

Welcome to the user guide for the IT Incident MWeb PAGEanagement application. This tool allows members of the center to report IT problems and track them until they are resolved.

This guide is intended for both normal users (faculty, students) and technicians and administrators

Accessing the Application

Application URL	INCIDENCE APPLICATION
Login credentials	• **Username**: Provided by the system • **Password**: Provided by the IT administrator

User Roles

Basic User	• **Can report new incidents** • **Can view the status of their own incidents**
Technician	• **Views assigned incidents** • **Logs actions taken** • **Adds final reports**
IT Manager (Admin)	• **Assigns technicians to incidents** • **Defines type and priority** • **Monitors overall incident activity**

Main Features

Report a New Incident (Basic User)

1. Go to the "New Incident" section
2. Fill in:
   - Department
   - Description of the issue
3. Click "Submit"

View My Incidents

1. Open the "My Incidents" section
2. Check the status (Pending, In Progress, Resolved)
3. Click an incident to see detailed updates

Assign Technician, Type & Priority (Admin)

1. Go to Incident Management
2. Select a pending incident
3. Assign:
   - Technician
   - Type (Hardware, Software, Network, etc.)
   - Priority (Low, Medium, High)

Log Technical Actions (Technician)

1. Go to Assigned Incidents
2. Select an incident
3. Add:
   - Actions taken
   - Date and time

Reports and Statistics

- Technicians can generate reports by department or date range
- The system can show graphs by status, type, or assigned technician

Example Use Case

Example : A teacher reports that the projector isn't working

1. The teacher logs in and submits a new incident
2. The IT manager assigns a technician
3. The technician logs that the HDMI cable was replaced
4. The incident is marked as resolved