User guide
Gestor d'incidències

PAULA VERA
MARCOS SUÁREZ

Introduction

Welcome to the user guide of our program. We will guide you through the functions of our application making your landing easier.
Each section will explain with a wide range of detail how to send your first incident report to us.
In this guide you will find concrete information such as how to use this application or solutions for common bugs as well.
You can find the file of this guide digitally directly on our app and it can be printed.

Once you have finished this guide don't hestitate contacting us if a concern remains.

Index

01 Incident reports

What are incident reports?

An incident report is a written record of an event that requires attention or resolution. It is sent to administrators, who will manage the task with the technician's help. We will inform you of every significant step toward resolving the issue.

How can I make a report?

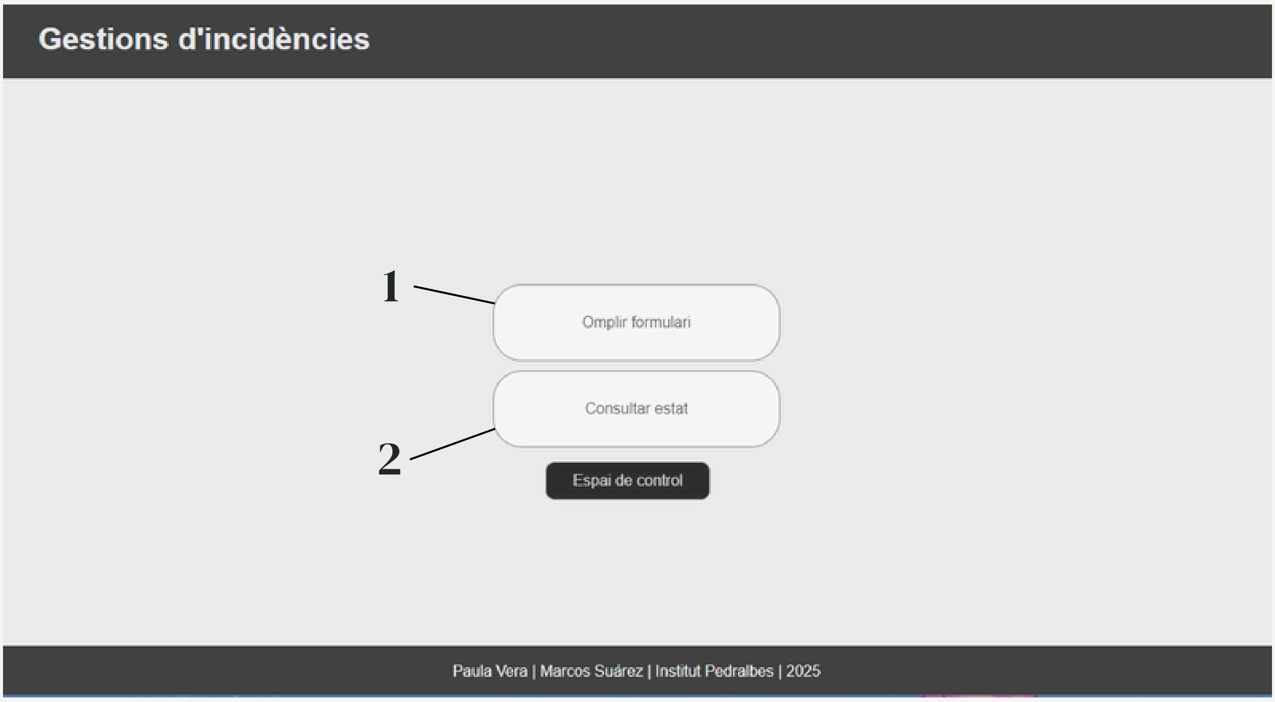
First, the data you need to gather includes the department related to the issue and its description. Simply fill out the form in the "Omplir formulari" section, and once it’s submitted, you’ll receive a tracking number "ID de consulta". Save this number carefully, as you’ll need it to check the progress.

How can I check the status?

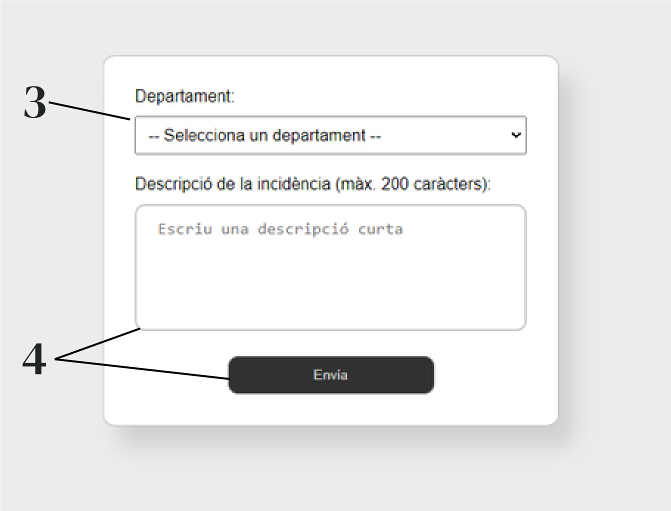
Simply go to the "Consulta" section and enter the ID number you received when submitting the incident report . This will display the original information provided and updates from the technician about the report's progress.

02
User
Interface

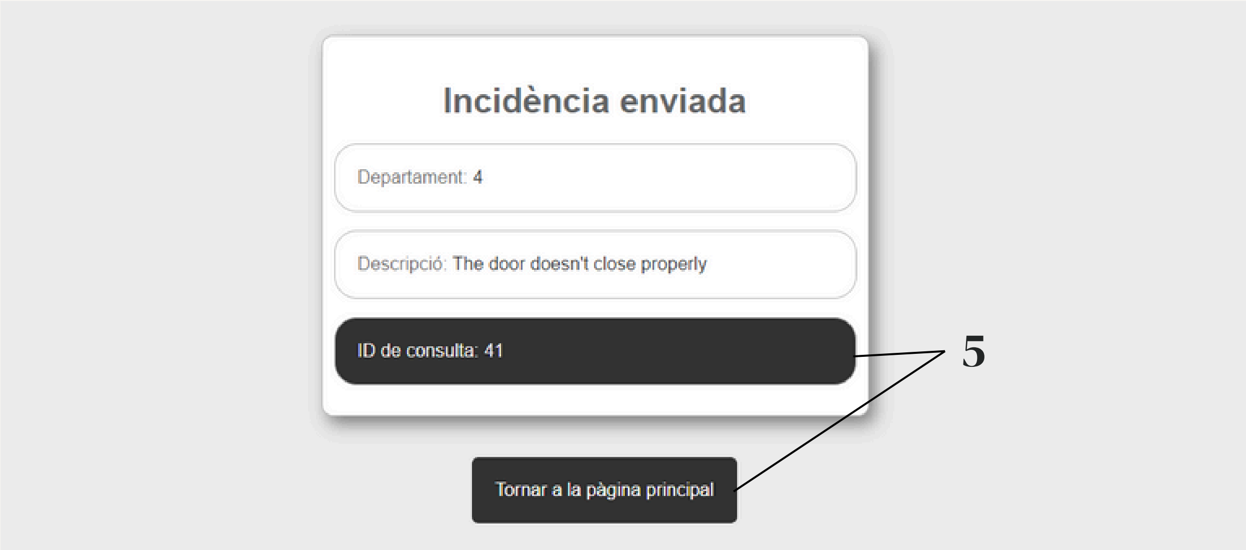
User interface



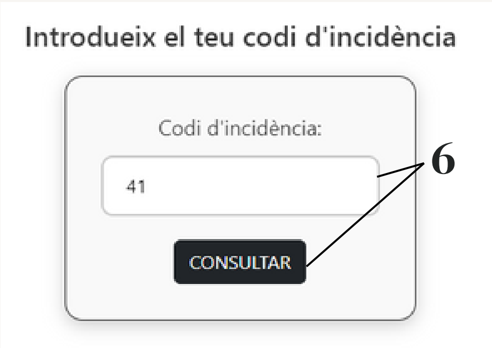
1 - Button for going to the form page.
2- Button for check your incident report.



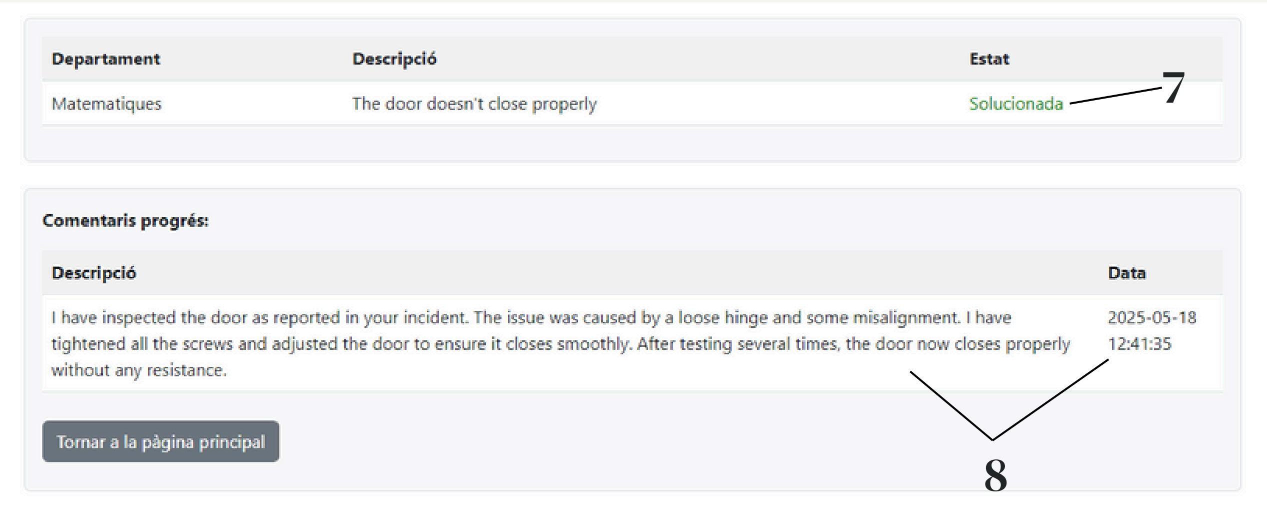
3- This is where you have to select your department.
4- Fill this with the problem's description and click send.



5- This is your incident ID, It's important to keep it somewhere safe so you can check it's status later. Click on the button to go back to the main window.



6 - Enter your ID and press the button
7- This will show your incident status.
8- The technician will send messages about the progress and you can check them here.



FAQ

What happens if I can't find my query ID?
In this case, the application administrators can find the corresponding incident ID using the date of the query, the department, or the problem description and send it to you.

What if the incident appears as resolved, but it's not?
You can open a new incident specifying that your previous problem hasn't been solved, and if possible, include the old ID number, so administrators have more context.

How can I write a clear incident report?
The first step is to clearly identify what the problem is. Try to describe it shortly with only the necessary details. If the problem is too extensive, you should contact management or the school office directly.

Why does it show as resolved, but I haven't seen any update message?
In this case, the assigned technician considered that no update message was needed. If you think this is not appropriate, contact us for more details.

What should I do if I made a mistake in the incident description?
You can inform the application administrator so they can correct or add the right information from the admin panel. It's important to provide the ID or the date to make management easier.

Can I see the status of my incident if I don't have the ID?
No, but you can request information about an old incident from the administrator by providing the date, the department, or a short description. They can check the status from the admin panel and inform you.

What happens if I accidentally send the same incident twice?
Administrators will review the data and, if they detect duplicates, will merge or delete the repeated incidents to keep the record organized.

How do I know who is handling my incident?
Normally, the application does not directly show who is managing your case, but you can ask the administrator, who can inform you which technician or department is assigned.

Can I add more information to an incident I've already sent?
No, but you can contact the administrator and provide the ID or the date of the incident so they can add the additional information to the original record.

Thanks for using our application

We hope it has helped you understand how to make the most of the application and solve any common issues quickly. If you ever have questions or need extra help, don't hesitate to contact us or your school administrator.