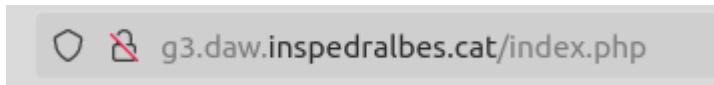


USER MANUAL OF THE APPLICATION

GUIDE TO USING THE APPLICATION

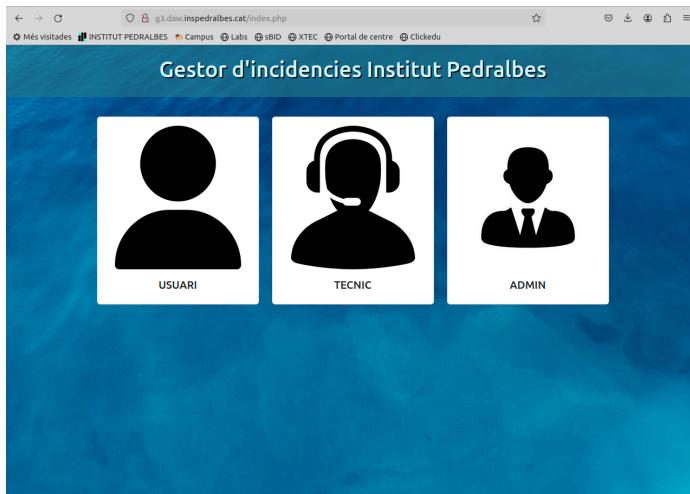
ACCESS TO THE APPLICATION

- You can access the application online via the following URL:
<http://g3.daw.inspedralbes.cat>



LOGIN PAGE

- When you enter the application, three cards will appear: **USUARI**, **TECNIC**, and **ADMIN**.



CREATE AN INCIDENT

- To create an incident, go to **USUARI > FORMULARI DE INCIDÈNCIES**. There you can report your IT issue.

g3.daw.Inspedralbes.cat/crear.php

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USUARI LLISTA D'INCIDÈNCIES

FORMULARI D'INCIDÈNCIES

- Nom:

- Departament:

- Selecciona -

- Descripció de la incidència:

ENVIAR

USER INCIDENT LIST

- Under **USUARI**, click the **LLISTAT DE INCIDÈNCIES** card. There you can view all the incidents reported by you and other users.

→ ↵ ⌂ g3.daw.inspedralbes.cat/llista_usuari.php

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PAGINA USUARI FORMULARI DE INCIDÈNCIES

LLISTAT DE INCIDÈNCIES

- Filtrar per estat:
Tots

- Filtrar per prioritat:
Tots

Aplicar filtre

ID: 28
Usuari: jjjjjjjjjjjjjjjjjj
Empletat: No assignat
Departament: RRHH
Estat: No Fet
Prioritat: Sense prioritat
Descripció: jjjjjjjjjjjjjjjjjjjjjjjjjjjjjj
Data: 2025-05-15

ID: 34
Usuari: JOAO
Empletat: Iker
Departament: Administració
Estat: No Fet
Prioritat: Mitja
Descripció: dnjiufawfbnrtiubqbfwloifubughyabfaf
Data: 2025-05-15

ID: 36
Usuari: IKER
Empletat: No assignat
Departament: Administració
Estat: Fet
Prioritat: Sense prioritat
Descripció:
DDDDDDDDDDDDDDDDIABDQAYDBAUDHYBVADHADIGABDOLDBUYFABF

TECHNICIAN / ADMIN INCIDENT LIST

- If you go to **TECNIC > LLISTA** (or **ADMIN > LLISTAT** for admins), you will see the list of all incidents assigned to technicians.
 - At the top left, you can filter incidents by technician name, status, and priority.

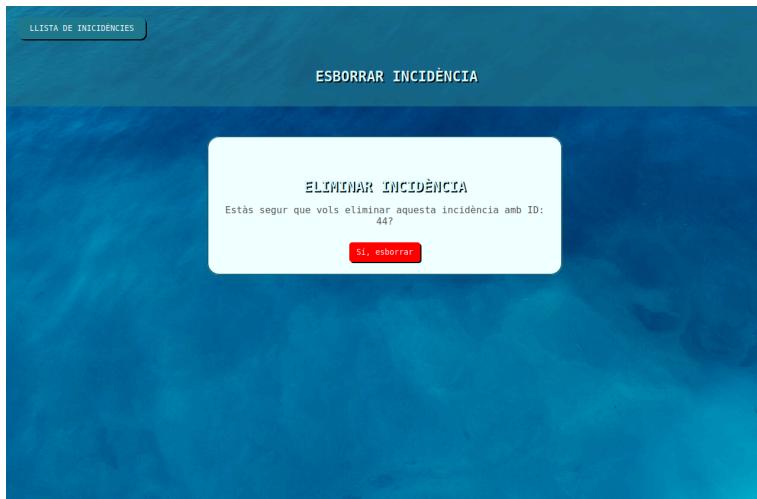


DELETE AN INCIDENT

- In the incident list, each incident has a red button labeled “**ESBORRAR**”.



- Clicking it will ask if you're sure you want to delete the incident.



- If you confirm, the incident and all its actions will be deleted.
-

ADD AN ACTION

- In the incident list, each incident has a blue button labeled “**ACTUACIO**”.



- Clicking it will open a form where you can register a technical action related to the incident.

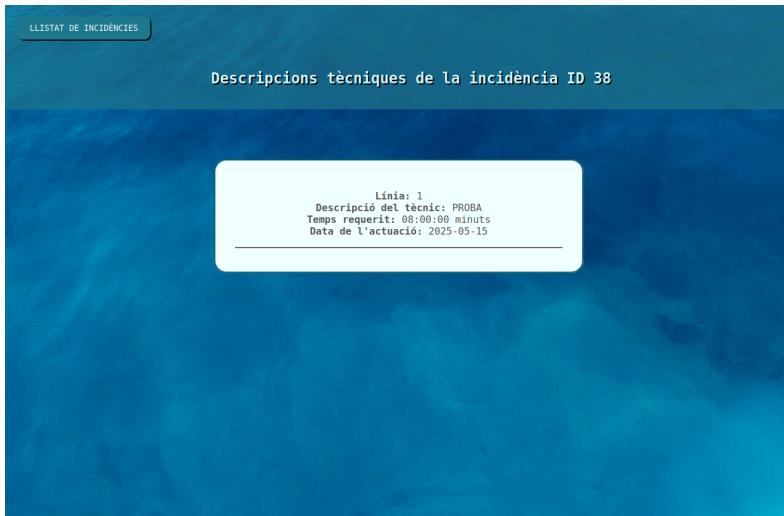
A screenshot of a web-based application interface. At the top left, there is a small button labeled "LLISTAT DE INCIDÈNCIES". Below it, the main title is "Actuacions tècniques de la incidència". A central modal window is open, showing details for "Incidència ID 28". The modal contains fields for "Afegir actuació tècnica", "Descripció tècnica" (with a large text input field), "Temps requerit" (with a dropdown menu showing "-- : --"), and "Estat de l'actuació" (with a dropdown menu showing "— Selecciona un estat —"). At the bottom of the modal is a green button labeled "Desar Canvis".

VIEW ACTION DESCRIPTIONS FOR EACH INCIDENT

- In the incident list, each incident has a green button labeled “**DESCRIPCIONS**”.



- Clicking it will show all the technical actions that have been recorded for that incident.



VIEW ALL UNASSIGNED INCIDENTS

- Go to **ADMIN > LLISTAT DE INCIDENCIAS NO ASIGNADAS**.
- There you can view all incidents that have not yet been assigned to any technician.

ADMIN		LLISTA DE INCIDÈNCIES						
FORMULARI DE INCIDÈNCIES								
ID	Usuari	Empleat	Departament	Descripció	Estat	Prioritat	Data	
42	PROBA	NO ASIGNAT	Administració	EEEEEEEEEEEEEEEEEEEEEE	No Fet	NO ASIGNAT	2025-05-15	Assignar