Securities and Exchange Commission

Applications Division

Help Desk Application

Manual

# **Contents**

Getting Started

Accessing the Application

- To access the application first open your web browser and make sure you are connected to the internet.
- In the address bar, type **http://172.17.30.109:8080/apex/f?p=102** to access the login page.
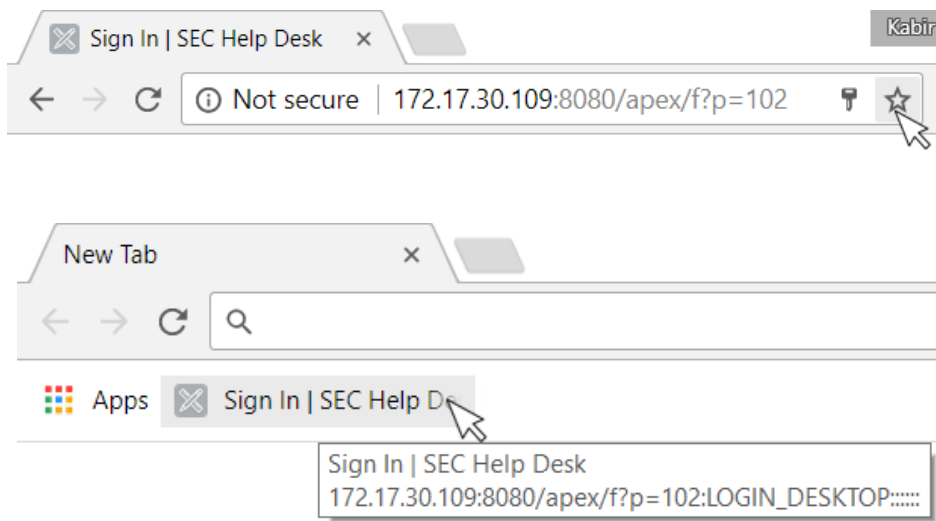

- It is advisable to bookmark or favorites the login page so it is easily accessible in the future.

  To bookmark or favorite the login page first go to the login page, then simple press the ⭐ button next to the address bar.
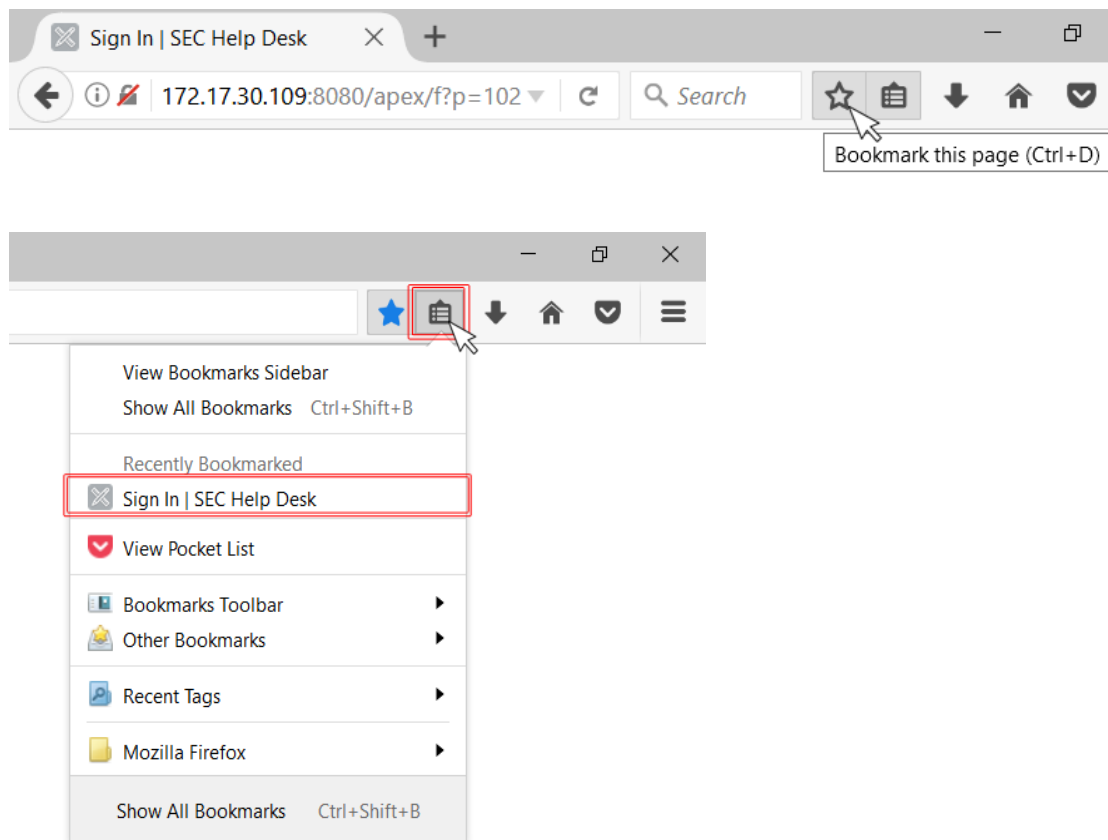
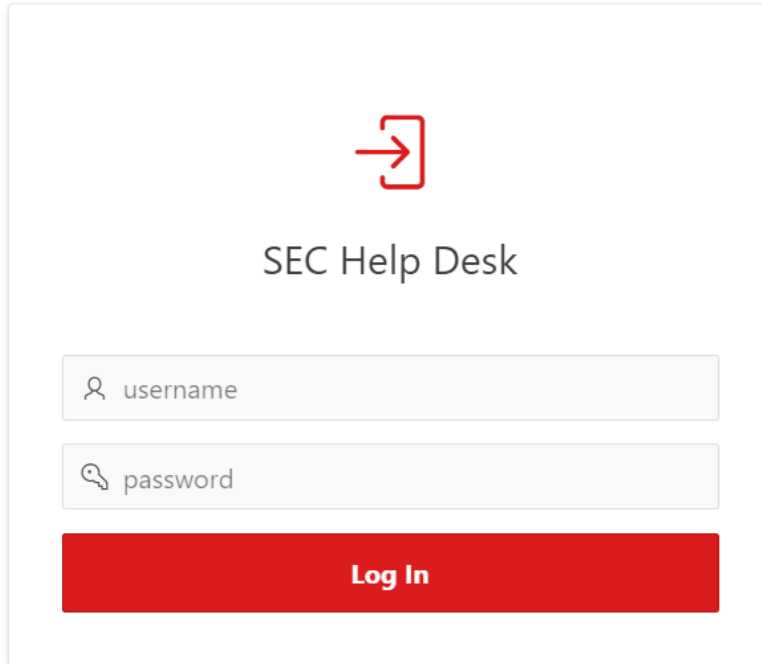For Internet Explorer
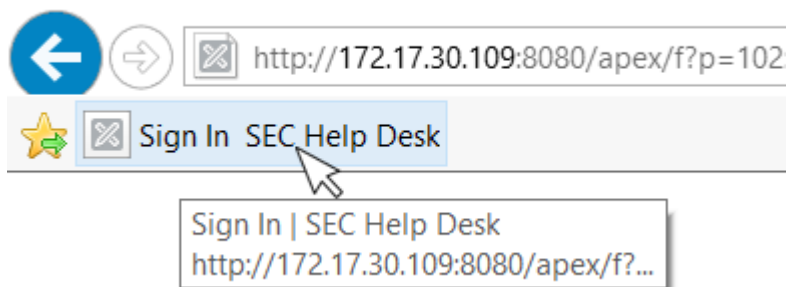
## For Google Chrome

For Mozilla Firefox

<u>Logging In/Out</u>

- After accessing the application, the main login page will be displayed. Here you are required to input your username and password.
- The username is the same as the corporate username, and the default password is 123456 e.g. Username 'secuser123', Password '123456'.
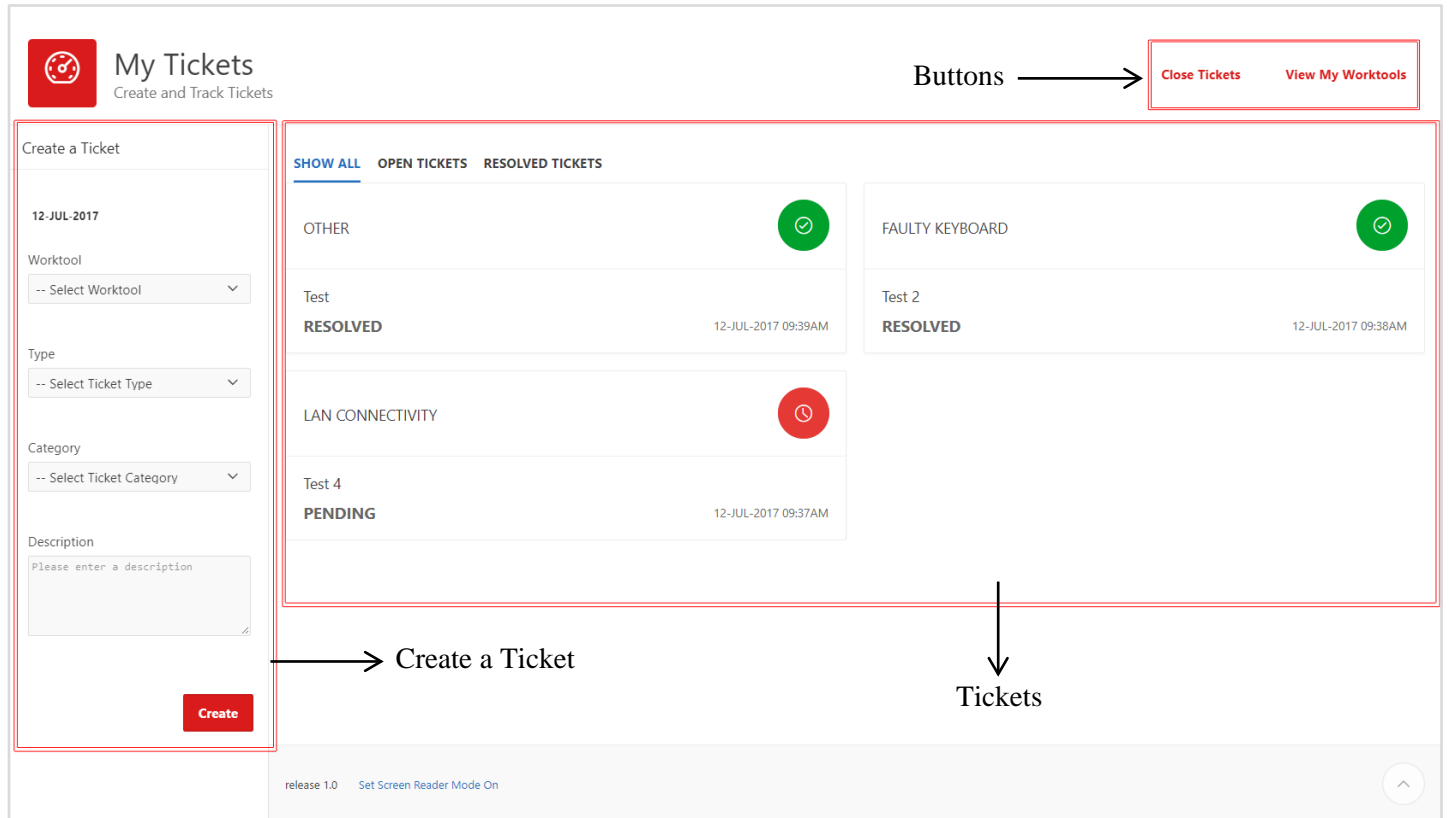- Click the login button.

- To log out of the application, click the user icon located at the top right of the page. Navigate and click the 'Log Out' option.
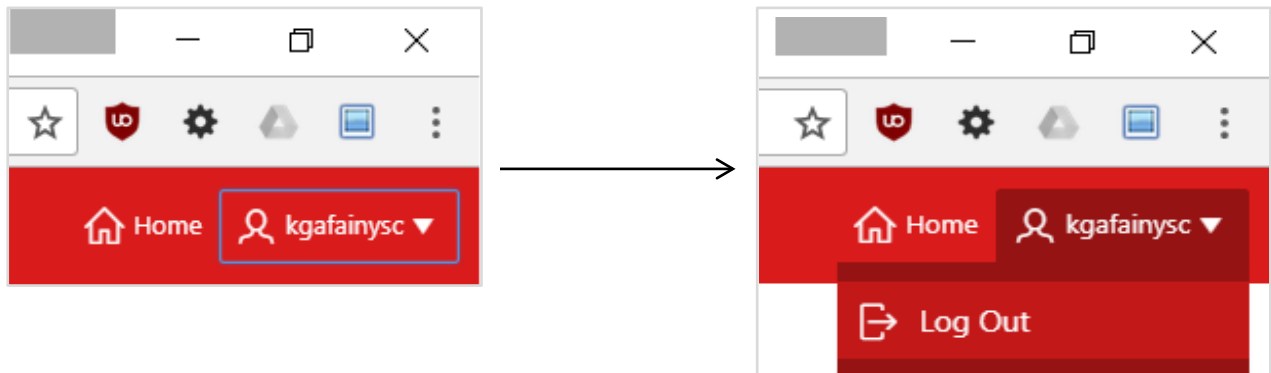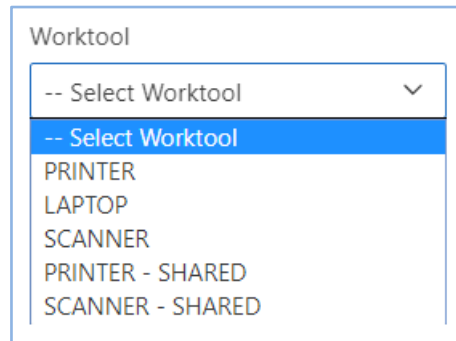
Dashboard Layout

- The user dashboard has three main regions; create a ticket, tickets and buttons.
- The 'Create a Ticket' region allows you to create tickets of different issues and categories.
- The 'Tickets' region shows different tickets which have been previously created.
- The 'Buttons' regions shows the different buttons accessible, each with their own purpose.
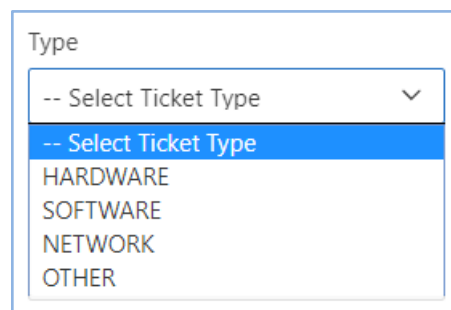
Create a Ticket

Overview

- The 'Create a Ticket' region is where new tickets can be created.
- The region has multiple drop-down menus and a description box to help give a defined explanation of the issue.
- Tickets are created on Worktools i.e. Equipment you are lodging the complaint on.
- To create new tickets first select the Worktool relating with the ticket you are about to create.

Worktool

-- Select Worktool ⌄

-- Select Worktool
PRINTER
LAPTOP
SCANNER
PRINTER - SHARED
SCANNER - SHARED

- The *Worktool* drop down menu displays a list of Worktools associated with you.
- Next select the ticket Type. The *Type* drop down menu display four options; HARDWARE, SOFTWARE, NETWORK and OTHER. These options denote the outlining category associated the ticket.

Type

-- Select Ticket Type ⌄

-- Select Ticket Type
HARDWARE
SOFTWARE
NETWORK
OTHER

- Each type is connected to list of different categories, found in the *Category* drop down menu. This category signifies the central nature of the ticket.
- The *Description* box allows you to enter a detailed account of the problem. This allows the support staff to get a better understanding of the nature of the ticket.

<u>Possible Resolutions</u>

- For every ticket category, there might be a possible solution relating to it.
- After selecting a ticket *Type* and *Category*, if there exists a possible solution to the selected type and category, a hidden region appears at the bottom of the *Description* box.

- This region shows the number of possible resolutions to the selected ticket category.
- By clicking this region, a pop-up window will appear showing a list of possible resolutions to the ticket category.

- If none of the resolutions are related to your issue, ignore them and go ahead with submitting the ticket.

<u>Submitting a Ticket</u>

- To submit a ticket, click on the *Create* button located at the bottom of the 'Create a Ticket' region.

- If an error message is displayed, then some information is missing.
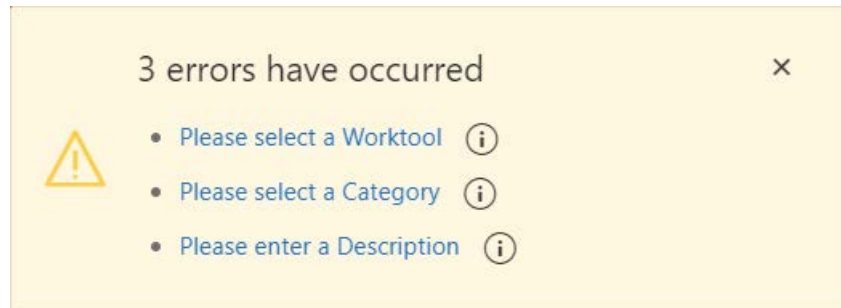
- Please make sure all the menus have an item selected and the description box has detailed information inserted.
- If there are no errors, a success message will be displayed and the ticket will be created.

- The created ticket will now be available in the 'Tickets' region.

Tickets

<u>Overview</u>

- Once a ticket is created, the 'Tickets' region is where it will be displayed.
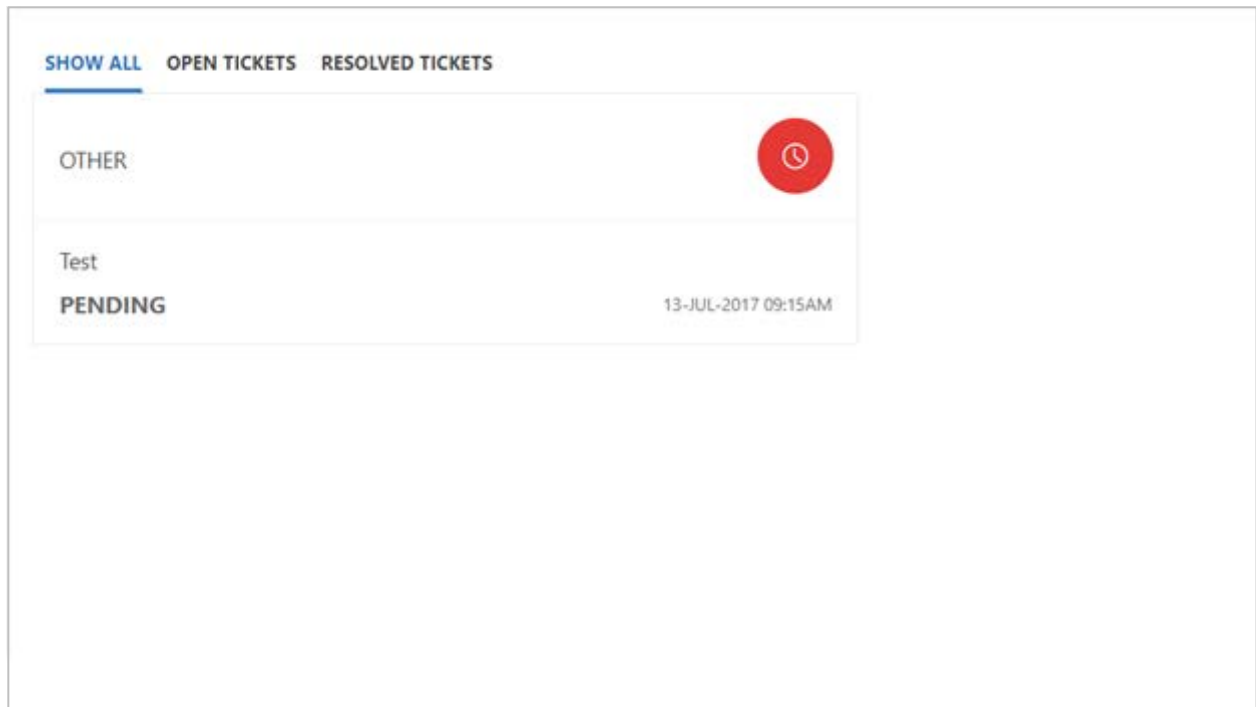
- This region only shows tickets that YOU have created. These tickets can be viewed in more detail by clicking on them.
- The layout of all the tickets is the same, regardless of their status.

- Tickets cannot be deleted once created; they can only be closed.

Ticket Status

- Every ticket has a status to show what stage the ticket is in.
- By default, once a ticket is created it is assigned a status of *Pending*.
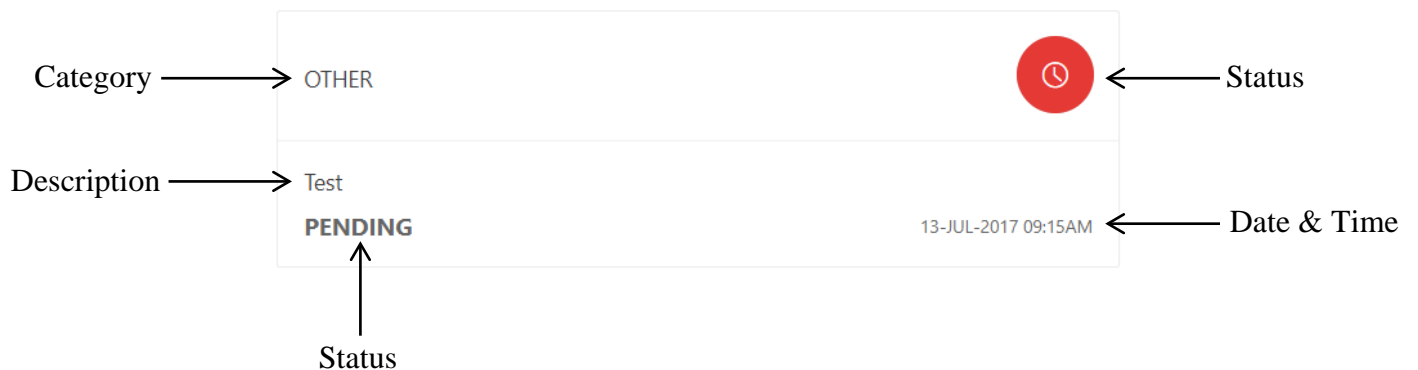- As the IT staff work on the ticket, the status will change until the ticket is resolved and closed.
- The different ticket statuses are; Pending, Retrieved, Out For Repairs, Back From Repairs, and Resolved.
- Every status has an icon associated with it.
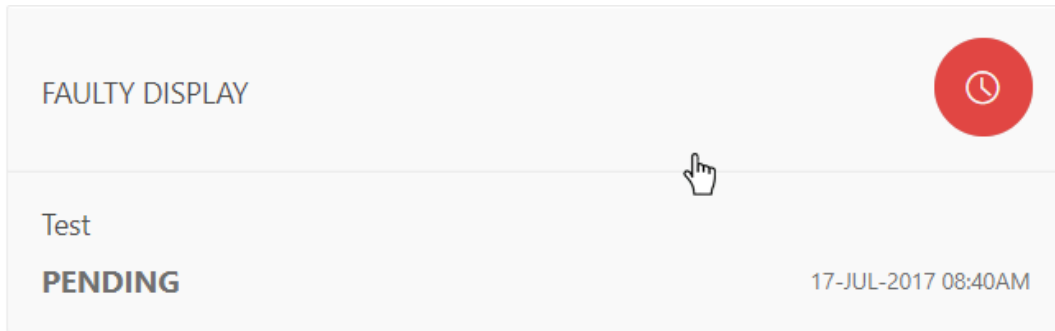
PENDING

RETRIEVED

OUR FOR REPAIRS

BACK FROM REPAIRS

RESOLVED

<u>Selecting Tickets</u>

- By selecting a ticket, you can view the different details and information of the ticket.
- To select a ticket, simply click on the tickets you want to view.

- A pop-up menu will appear, displaying the details of the selected ticket.

- With the exception of the *Description*, all the information cannot be altered by you.
- Only the IT support can change any of the details of the ticket.
- You are advised however to refrain from changing the *Description* regularly, to avoid confusing the support staff working on the ticket.
- The *Status*, *Last Update* and *Assigned To* are the details that will be changing regularly.

Ticket	Ticket ID number. Every ticket has a unique identification number.
Date Created	The date the ticket was created. This date does not change
Username	The Staff ID of who created the ticket.
Worktool	The name of the Worktool which the ticket was created on.
Type	The outlining nature of the ticket.
Category	The specific issue regarding the ticket.
Description	A description of the issue.
Status	The current status of the ticket.
Last Update	The date and time the ticket was last worked on.
Department	The department of the staff who raised the ticket.
Division	The division of the staff who raised the ticket.
Ticket Division	The division of the IT support who is handling the ticket.
Assigned To	The ID of the staff who has been assigned to handle the ticket.

- By default, when a ticket is created its *Ticket Division* and *Assigned To* details read 'UNASSIGNED'.
- When a ticket has been assigned, the details will change to reflect the division and the staff the ticket has been given to.

STATUS	**PENDING**		DEPARTMENT	**Information Technology**
LAST UPDATE	**17-JUL-2017 02:42PM**		DIVISION	**Hardware Support & Admin**
TICKET DIVISION	**Hardware Support & Admin**		ASSIGNED TO	**ITHSA01**

Cancel   **Apply Changes**

- Any update made on the ticket will change the *Last Update* information and set it to the time of the update.

- When a ticket is resolved, the details cannot be edited or deleted and can only be viewed.

Display Selector

- The display selector, which is located at the top left of the 'Tickets' region, is used to filter the view of the tickets displayed.
- There are three views; 'Show All', 'Open Tickets' and 'Resolved Tickets'.
- To filter the tickets, move the pointer over the view you want and select it.

- Show All displays all of the tickets you have previously created.
- Open Tickets displays your tickets that currently have not been resolved yet. It shows ticket of all statuses except RESOLVED.
- Resolved Tickets shows all of your tickets that have been resolved.
- 'Show All' is set as the default.

'Show All'

'Open Tickets'

'Resolved Tickets'

Buttons

Close Tickets

- Every ticket that is resolved needs to be closed.
- This is done to verify that the ticket has been resolved and the staff who raised the ticket has acknowledged its resolution.
- If there is a resolved ticket that needs to be closed, a window will pop-up every time you log in or refresh the home page.
- This can also be accessed by clicking the *Close Tickets* button located around the top right of the page.

Close Tickets

- The pop-up window is a step-by-step guide of the *Close Tickets* process.

Resolved Tickets ⊗

YOU CURRENTLY HAVE (3) RESOLVED TICKETS THAT NEED TO BE CLOSED! PLEASE CLOSE THE TICKETS PROMPTLY.

Cancel **View Tickets**
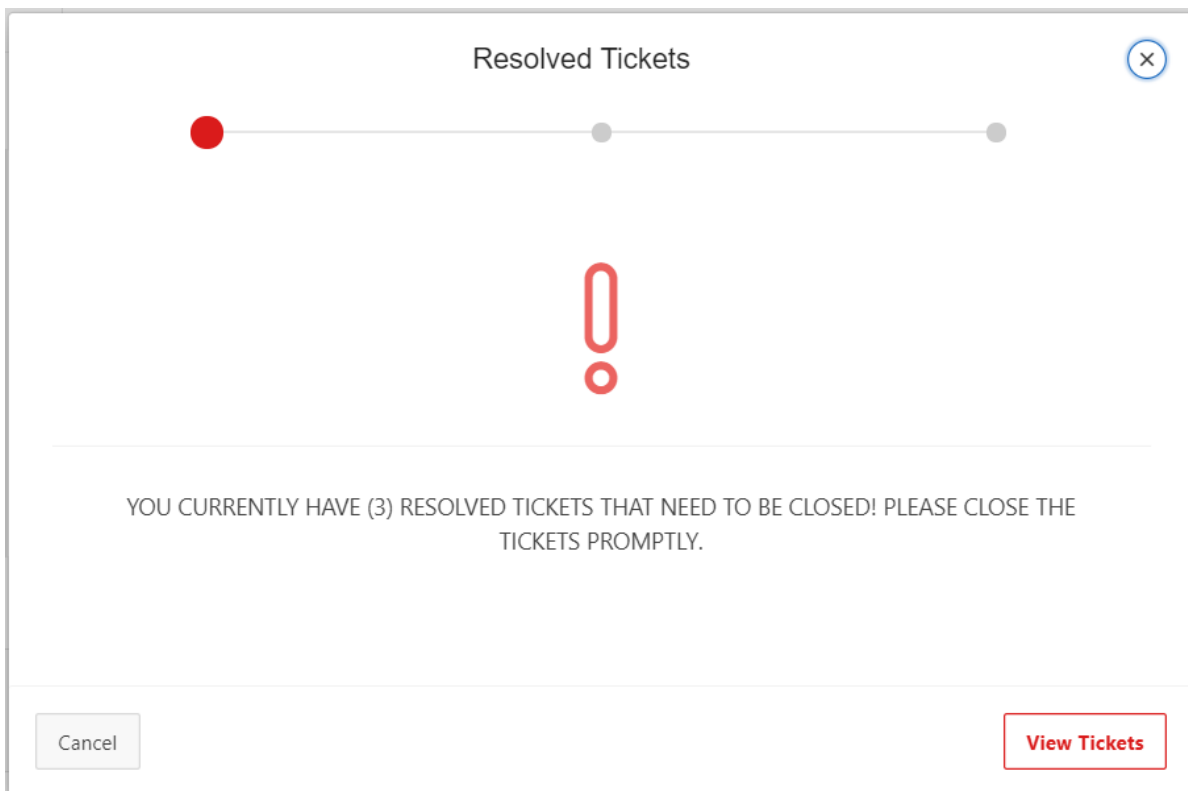
- The window shows how many resolved tickets there are that need to be closed by the staff.
- To view the tickets, press the *View Tickets* button.

- This button takes you to the next step, where you will select the tickets that need to be closed.
- You can select one ticket to view its information, or close all the tickets at the same time.

- Here there are three (3) tickets that need to be closed.
- To select and view a single ticket, simply click on that ticket.

- Some information about the resolved ticket will be displayed for brief review by the staff.
- After review, the staff can close the ticket.

- To close the selected ticket, press the *Close Ticket* button at the bottom right of the pop-up window.

- This button will close the selected ticket, which will no longer appear in the pop-up window.
- If there are no resolved tickets that need to be closed anymore, it will redirect you to your home page.
- If there still are some tickets that need to be resolved, you will be redirected to select them.

- To close multiple resolved tickets, press the *Select All* button located at the bottom right of the pop up window.

- All the tickets displayed on the window will be select to be closed.
- You will be redirected to the next page to confirm the action.

- To proceed, press the *Close All* button located at the bottom right of the window.

- This will confirm your action and close all of your resolved tickets.
- The window will then redirect you to your home page.

- The *Close Tickets* pop-up window initiates when there are resolved tickets.
- It will only appear when there are resolved tickets that need to be closed by the staff.
- The *Close* Tickets button will not display the step-by-step process if there are no resolved tickets to be close.
- If the *Close Tickets* button is pressed when there are no tickets to be closed, there will be no data found.
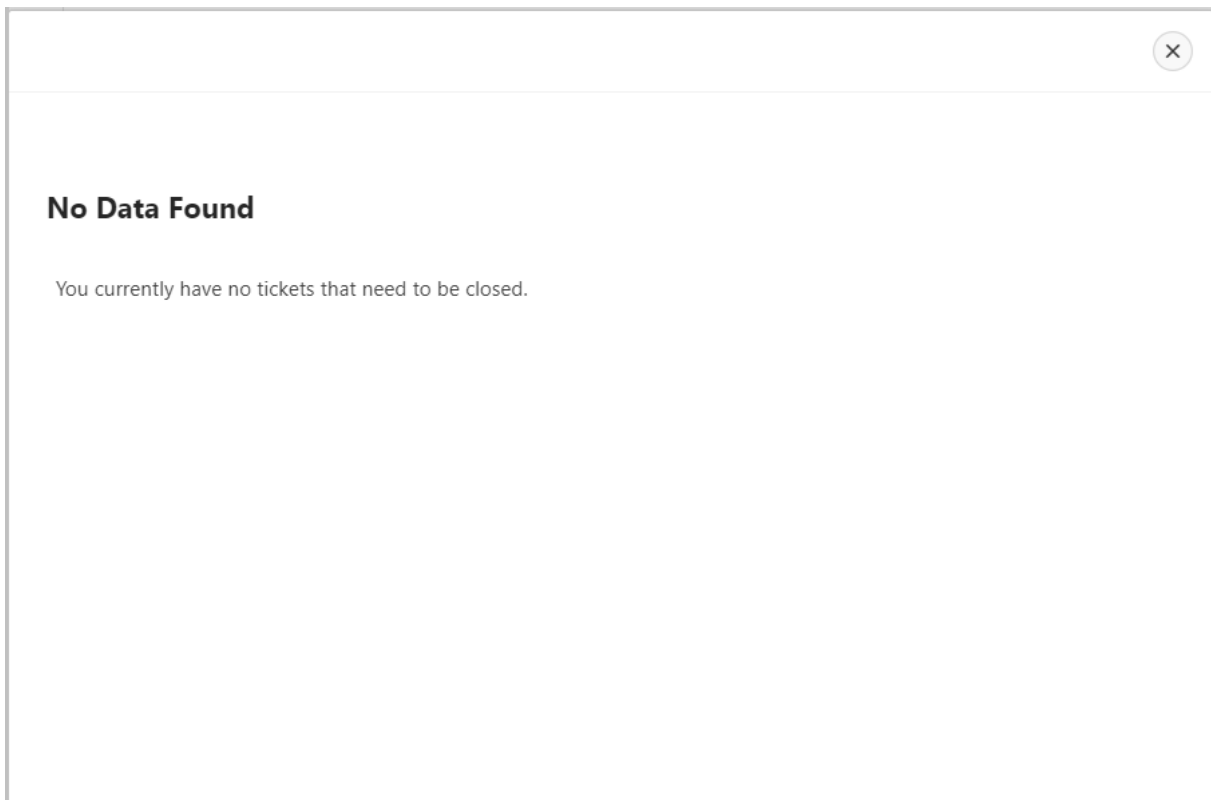
<u>View My Worktools</u>

- Worktools are the equipment assigned to staff, which is used to perform work.
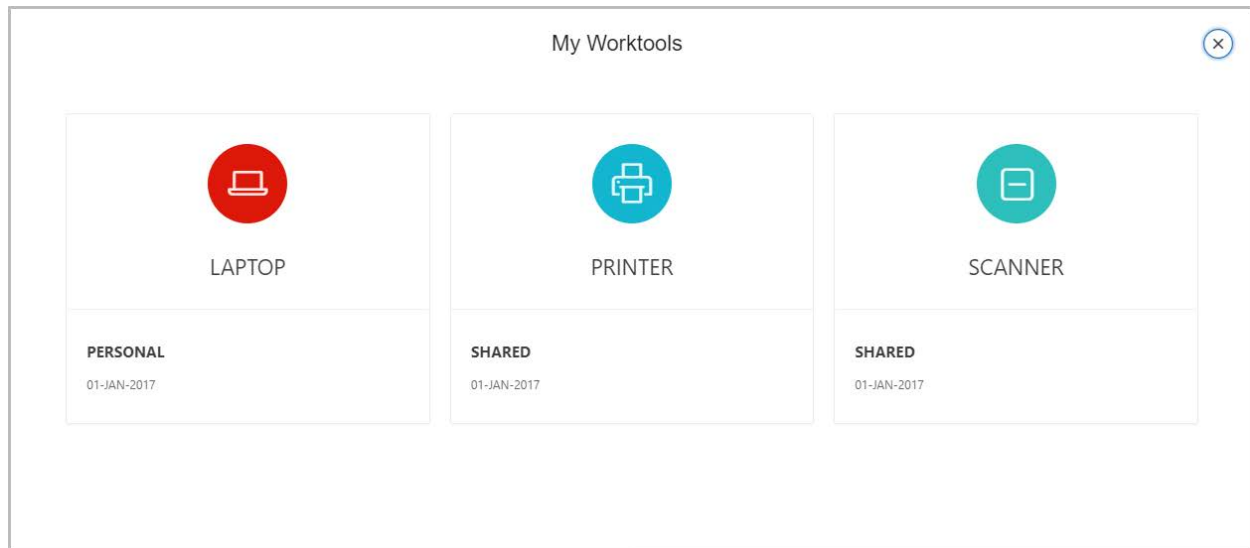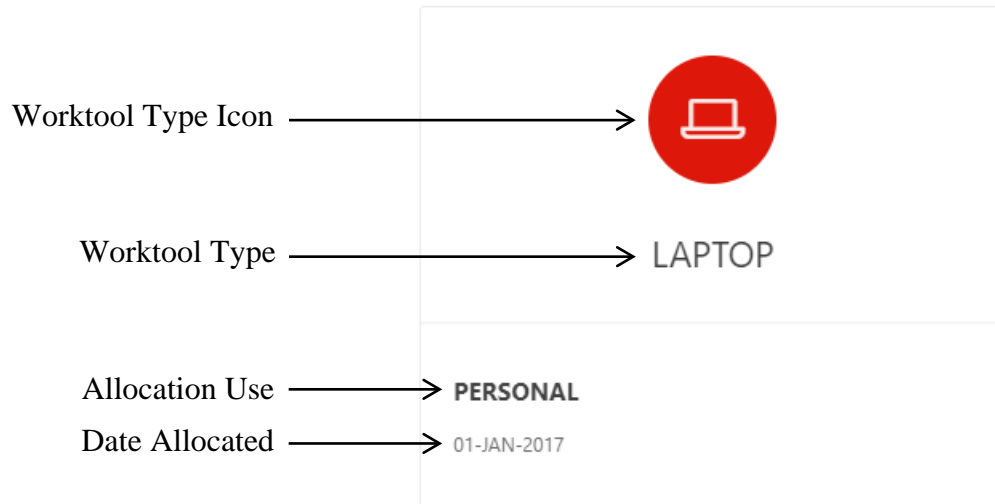- Every staff is assigned different worktools, and tickets are created on those worktools.
- The *View My Worktools* button is located at the top right of the page.

View My Worktools

- This allows you to view your worktools assigned to you.

My Worktools

LAPTOP	PRINTER	SCANNER
PERSONAL	**SHARED**	**SHARED**
01-JAN-2017	01-JAN-2017	01-JAN-2017

- There are two categories of worktools; Personal and Shared.
- Personal worktools are worktools that are assigned to a single staff e.g. Laptop, Phone, Mouse, etc.
- Each staff is responsible for their worktool and can create tickets on them.
- Shared worktools are equipment shared between staff in the same office e.g. Printer, Scanner, etc.
- Shared worktools are assigned to the head of the office i.e. Divisional Head, Head of Department, etc.
- Shared worktools can be viewed by all the staff in the office. However, only the head of the office can create tickets on the Shared worktools.

Worktool Type Icon ———————————→ 🖥️

Worktool Type ————————————→ LAPTOP

Allocation Use ————————→ **PERSONAL**
Date Allocated ————————→ 01-JAN-2017

Worktool Type   This shows the type of worktool which has been assigned.

Allocation Use   This shows whether the worktool is Personal or Shared use.

Date Allocated   This displays the date the worktool was assigned to the staff.