

Help Desk Application

Manual

Contents

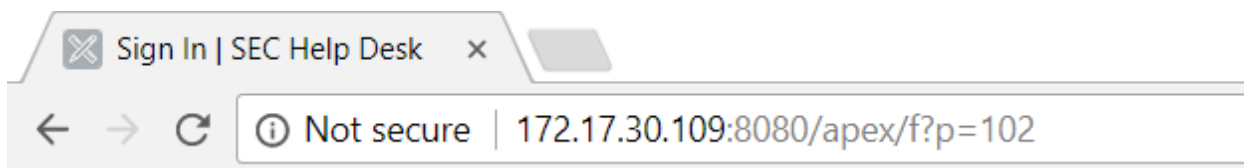
1. Getting Started.....	1
i. Accessing the Application.....	1
ii. Logging In/Out.....	3
iii. Dashboard Layout.....	4
2. Create a Ticket.....	5
i. Overview.....	5
ii. Possible Resolutions.....	6
iii. Submitting a Ticket.....	7
3. Tickets.....	8
i. Overview.....	8
ii. Ticket Status.....	9
iii. Selecting Tickets.....	10
iv. Display Selector.....	12
4. Buttons.....	14
i. Close Tickets.....	14
ii. View My Worktools.....	19

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 your url access to access the login page.

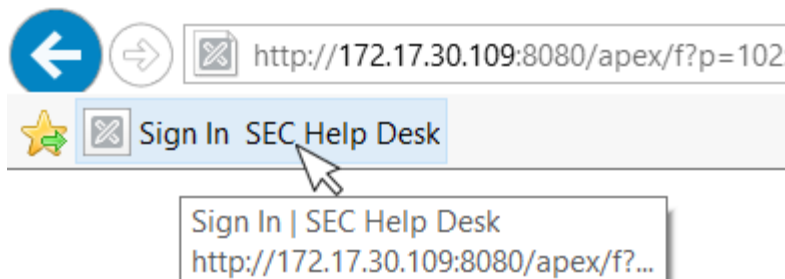
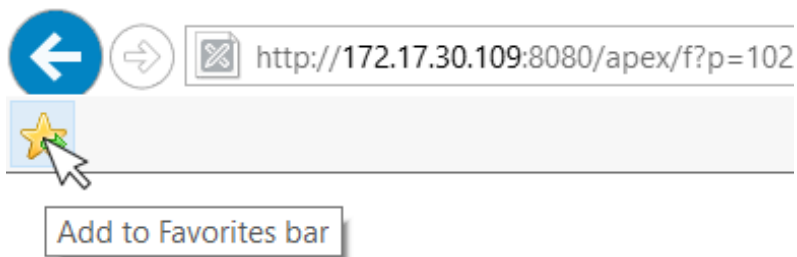
E.g. **http://172.17.30.109:8080/apex/f?p=102**



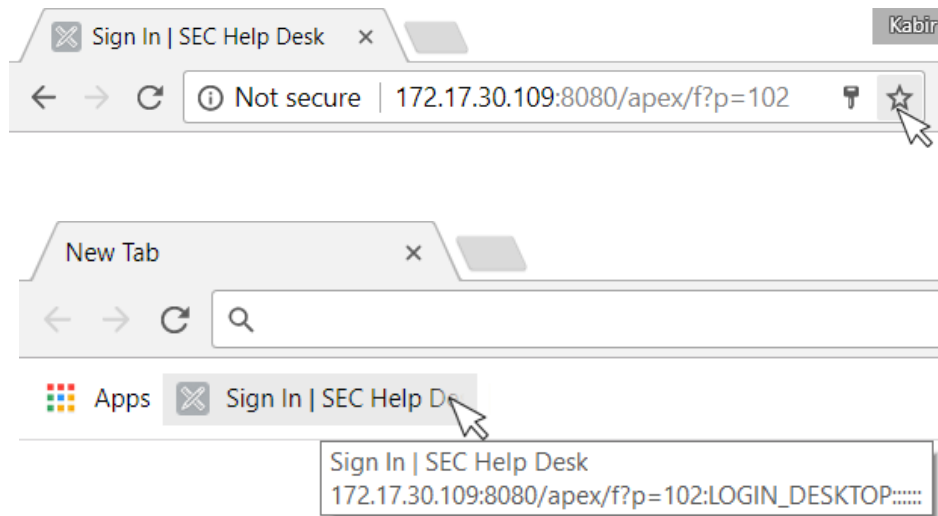
- It is advisable to bookmark or favorites the login page so it is easily accessible in the future.

To bookmark or favorite the login page first go to the login page, then simple press the  button next to the address bar.

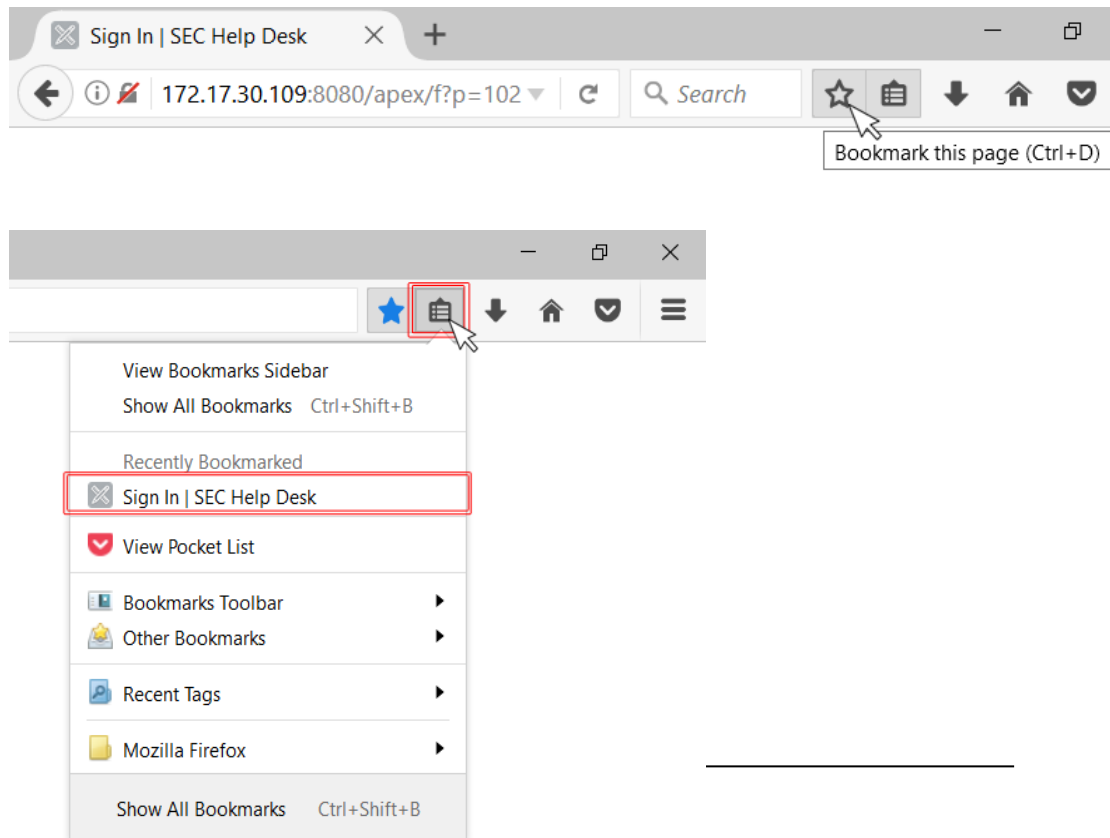
For Internet Explorer



For Google Chrome

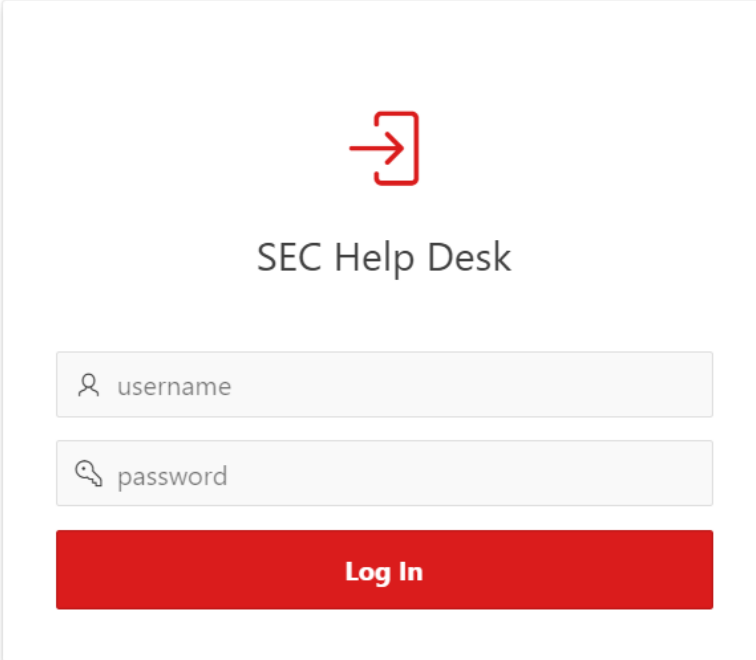


For Mozilla Firefox



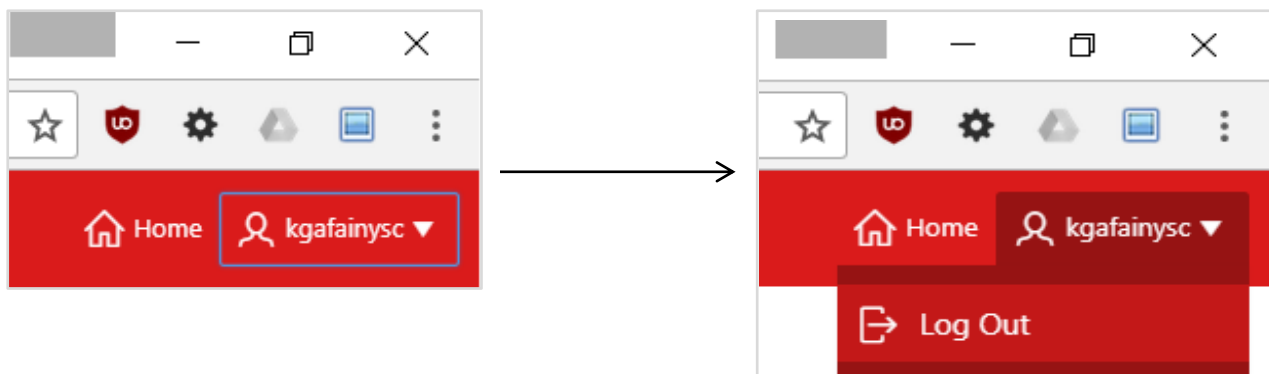
Logging In/Out

- After accessing the application, the main login page will be displayed. Here you are required to input your username and password.
- Click the login button.

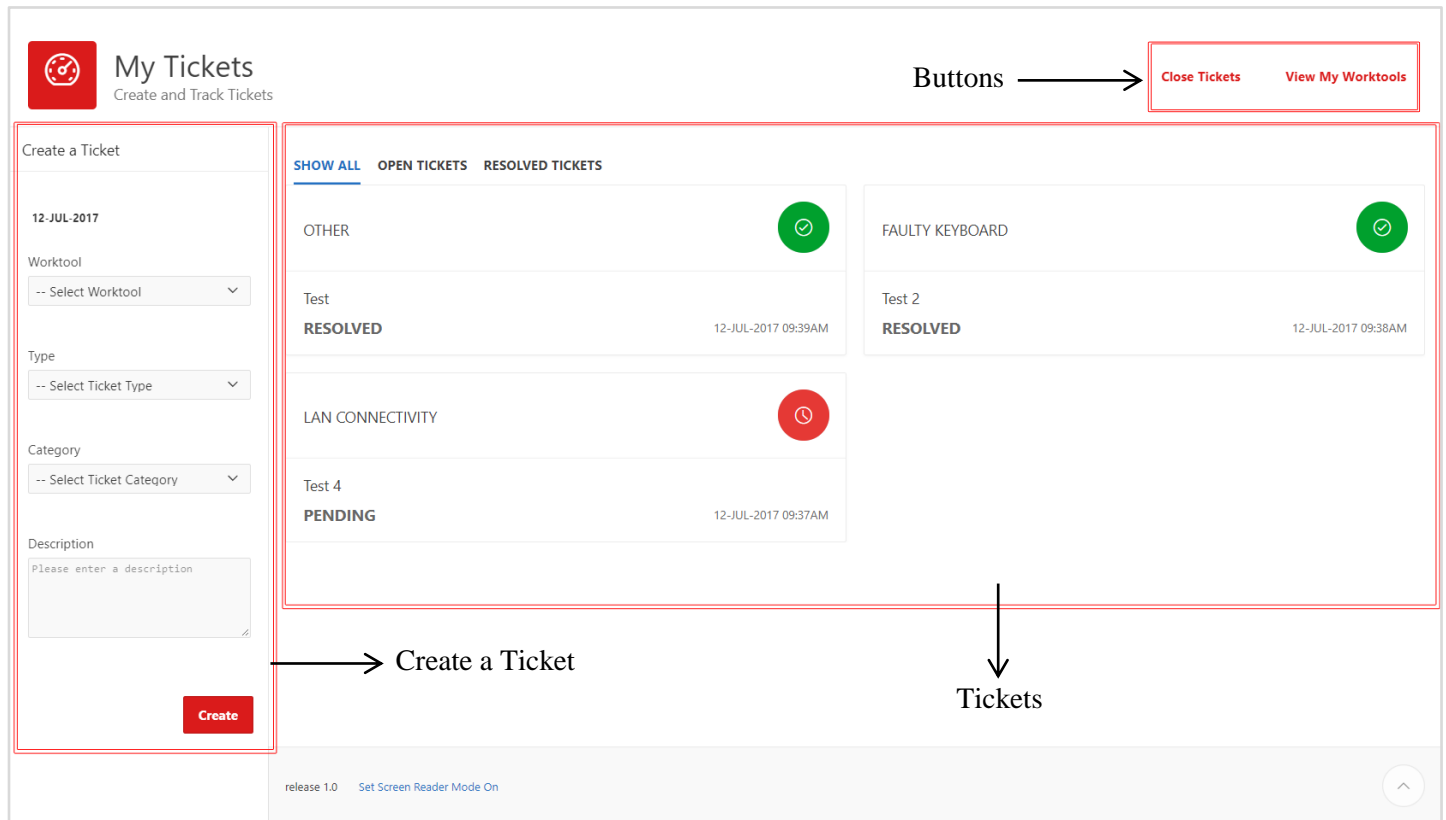


The image shows a login form for the SEC Help Desk. At the top center is a red icon of a document with an arrow pointing into it. Below the icon is the text "SEC Help Desk". Underneath are two input fields: the first is labeled "username" with a person icon, and the second is labeled "password" with a key icon. At the bottom is a large red button with the text "Log In" in white.

- 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

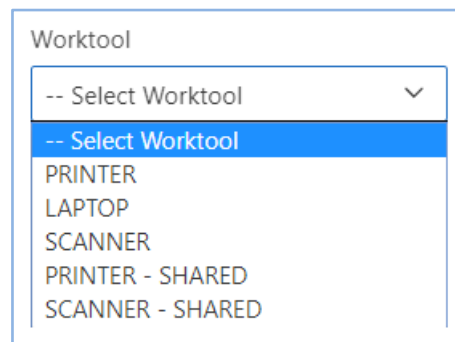


- The user dashboard has three main regions; create a ticket, tickets and buttons.
- The 'Create a Ticket' region allows you to create tickets of different issues and categories.
- The 'Tickets' region shows different tickets which have been previously created.
- The 'Buttons' regions shows the different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

Create a Ticket

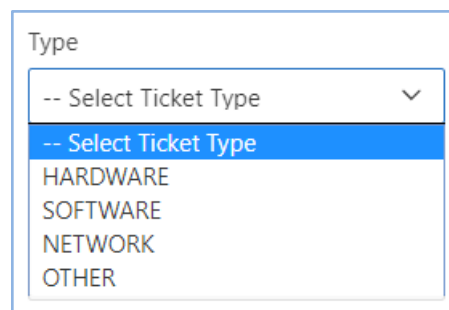
Overview

- 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.



A screenshot of a dropdown menu titled 'Worktool'. The menu is open, showing a list of options. The first option is '-- Select Worktool' with a downward arrow. Below it is another option '-- Select Worktool' which is highlighted in blue. The remaining options are PRINTER, LAPTOP, SCANNER, PRINTER - SHARED, and 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.



A screenshot of a dropdown menu titled 'Type'. The menu is open, showing a list of options. The first option is '-- Select Ticket Type' with a downward arrow. Below it is another option '-- Select Ticket Type' which is highlighted in blue. The remaining options are HARDWARE, SOFTWARE, NETWORK, and 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.

Possible Resolutions

- 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.

The diagram illustrates the process of selecting a ticket type and category, and how it affects the description box. On the left, a form has two dropdown menus: 'Type' (set to 'OTHER') and 'Category' (with a dropdown menu open showing 'OTHER' selected). An arrow points to the right, where a 'Description' box is shown. The box contains a text input field with the placeholder 'Please enter a description'. Below the input field, a light blue box displays '1 POSSIBLE RESOLUTION(S)'. A red 'Create' button is at the bottom right 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.

A pop-up window titled 'Possible Resolutions' with a close button (X) in the top right corner. The window contains a list of six items, each labeled 'Possible Resolution Test'. Below the list is a large empty space.

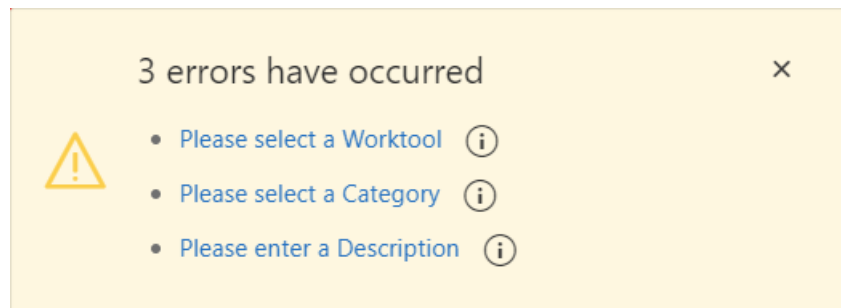
- If none of the resolutions are related to your issue, ignore them and go ahead with submitting the ticket.

Submitting a Ticket

- 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.



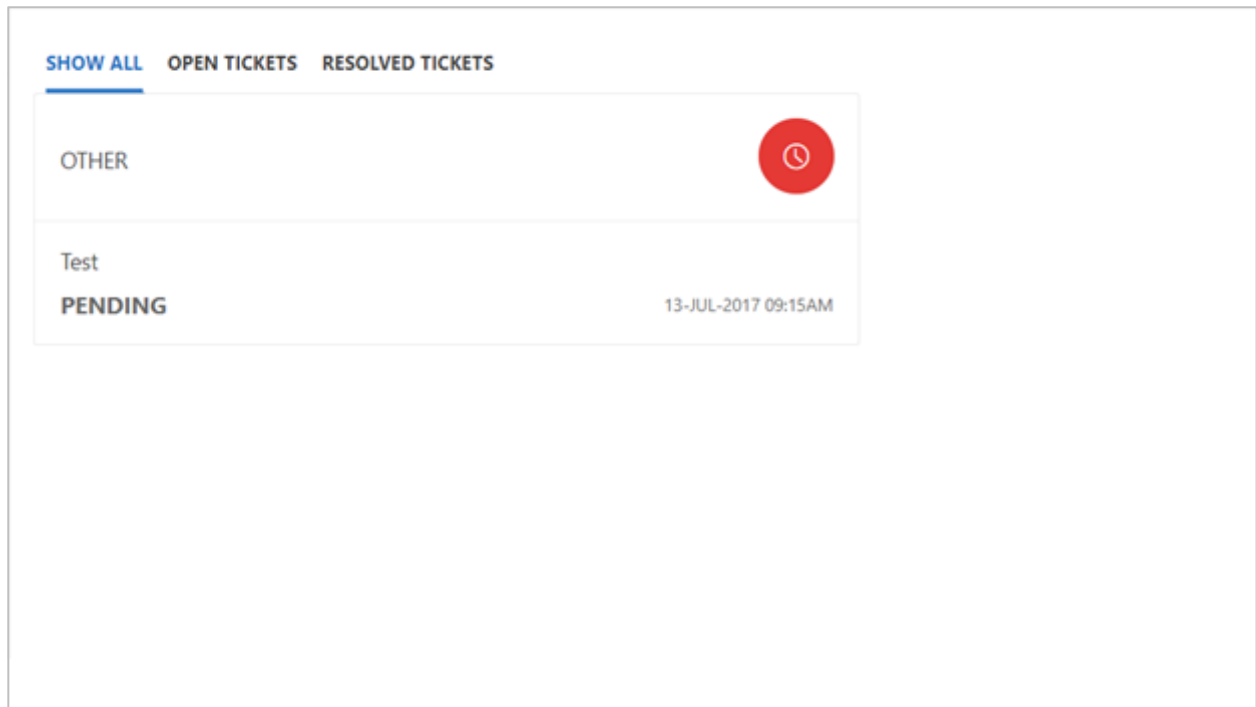
- The created ticket will now be available in the ‘Tickets’ region.

OTHER	
Test	
PENDING	13-JUL-2017 09:15AM

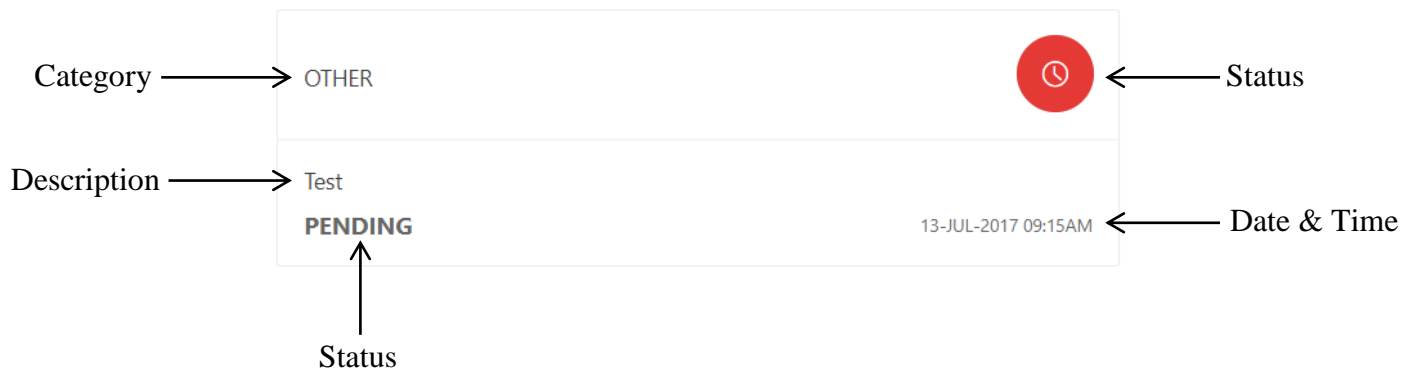
Tickets

Overview

- 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



→ OUT FOR REPAIRS



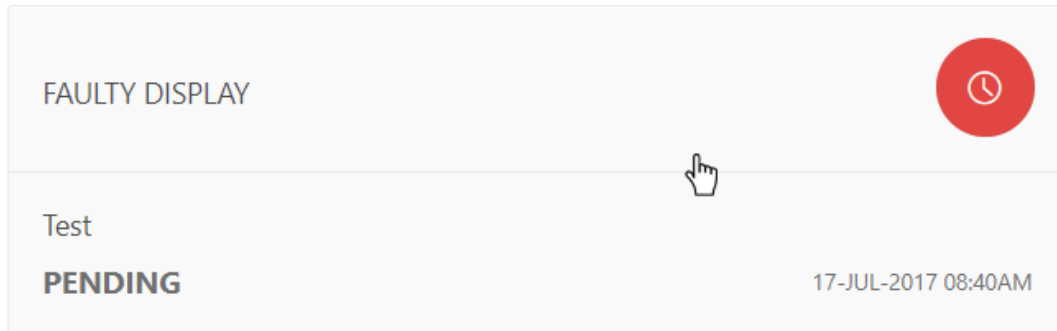
→ BACK FROM REPAIRS



→ RESOLVED

Selecting Tickets

- 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.

Ticket

TICKET13

DATE CREATED13-JUL-2017 11:39AM

USERNAMEKGAFAINYSC

WORKTOOLLAPTOP

TYPENETWORK

CATEGORYFORGOT PASSWORD

DESCRIPTIONTest

STATUSPENDING

DEPARTMENTInformation Technology

LAST UPDATE13-JUL-2017 11:39AM

DIVISIONHardware Support & Admin

TICKET DIVISIONUNASSIGNED

ASSIGNED TOUNASSIGNED

Cancel

Apply Changes

- 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.

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

- 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.

Ticket ×

TICKET 13	DATE CREATED 13-JUL-2017 11:39AM
USERNAME KGAFAINYSC	WORKTOOL LAPTOP
TYPE NETWORK	CATEGORY FORGOT PASSWORD
DESCRIPTION Test	
STATUS RESOLVED	DEPARTMENT Information Technology
LAST UPDATE 17-JUL-2017 03:20PM	DIVISION Hardware Support & Admin
TICKET DIVISION Hardware Support & Admin	ASSIGNED TO ITHSA01

Cancel







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’

SHOW ALL		OPEN TICKETS	RESOLVED TICKETS
OTHER			
OTHER			
BACK FROM REPAIRS		17-JUL-2017 04:10PM	
OTHER			
Test			
RETRIEVED		17-JUL-2017 04:09PM	
FAULTY KEYBOARD			
LOCALTIMESTAMP			
RESOLVED		13-JUL-2017 04:04PM	
SLOW CONNECTION			
Test			
OUT FOR REPAIRS		17-JUL-2017 04:09PM	
FAULTY DISPLAY			
Test			
PENDING		17-JUL-2017 04:08PM	
OTHER			
Test			
RESOLVED		13-JUL-2017 04:04PM	

‘Open Tickets’

SHOW ALL		OPEN TICKETS	RESOLVED TICKETS
OTHER			
OTHER			
BACK FROM REPAIRS		17-JUL-2017 04:10PM	
OTHER			
Test			
RETRIEVED		17-JUL-2017 04:09PM	
SLOW CONNECTION			
Test			
OUT FOR REPAIRS		17-JUL-2017 04:09PM	
FAULTY DISPLAY			
Test			
PENDING		17-JUL-2017 04:08PM	

‘Resolved Tickets’

SHOW ALL		OPEN TICKETS	RESOLVED TICKETS
OTHER			
OTHER			
RESOLVED		17-JUL-2017 04:36PM	
FAULTY KEYBOARD			
LOCALTIMESTAMP			
RESOLVED		13-JUL-2017 04:04PM	

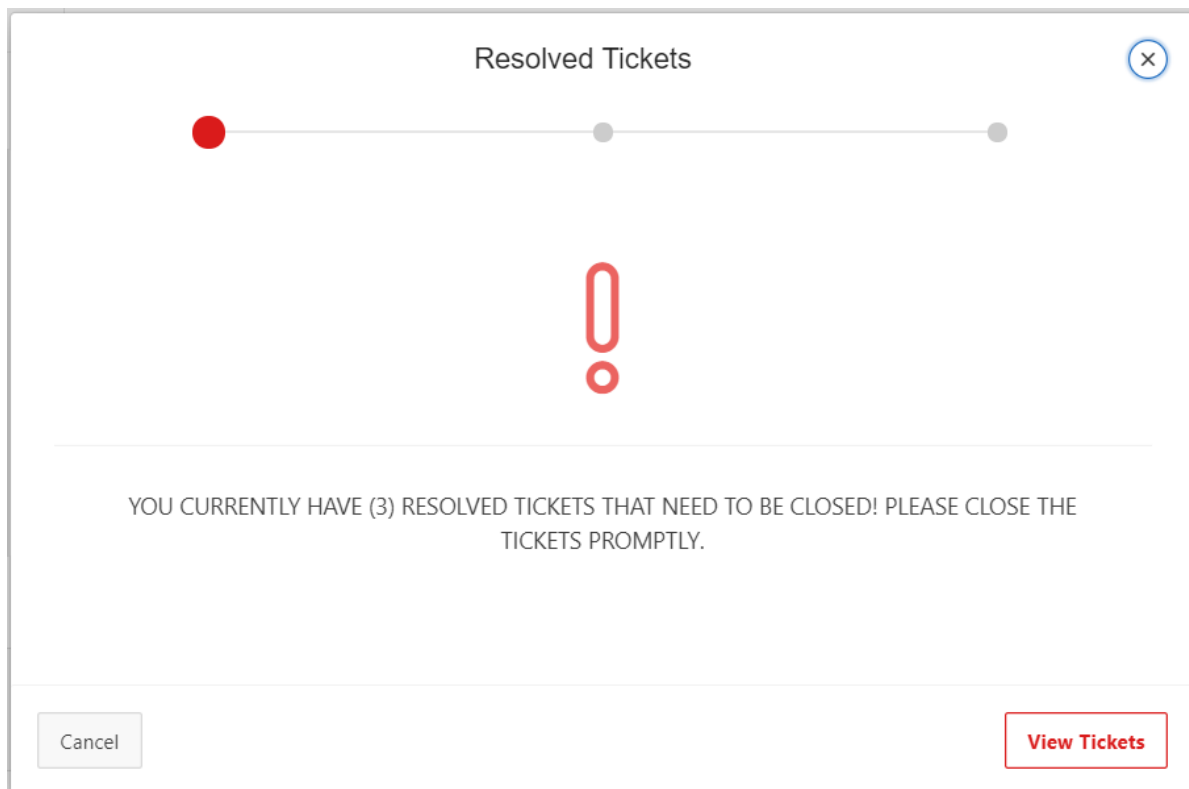
Buttons

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.



- 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.

View Tickets

- 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.

Select Resolved Tickets

✓

●

●

✓

OTHER

Test

13-JUL-2017 04:04PM

PRINTER

✓

FAULTY KEYBOARD

LOCALTIMESTAMP

13-JUL-2017 04:04PM

LAPTOP

✓

OTHER

OTHER

PRINTER - SHARED

<

Cancel

Select All >

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

✓

OTHER

Test

13-JUL-2017 04:04PM

PRINTER

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

Close Ticket

✓

✓

●

Worktool	PRINTER
Category	OTHER
Description	Test
Status	RESOLVED
Last Update	13-JUL-2017 04:04PM
Assigned To	UNASSIGNED

<

Cancel

Close Ticket

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

Close Ticket

- 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.

Select Resolved Tickets

✓

✓

FAULTY KEYBOARD

LOCALTIMESTAMP

13-JUL-2017 04:04PM

LAPTOP

✓

OTHER

OTHER

17-JUL-2017 04:36PM

PRINTER - SHARED

<

Cancel

Select All >

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

Select All >

- 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.

Close Ticket

✓

✓

Are you sure you want to close all tickets?

<

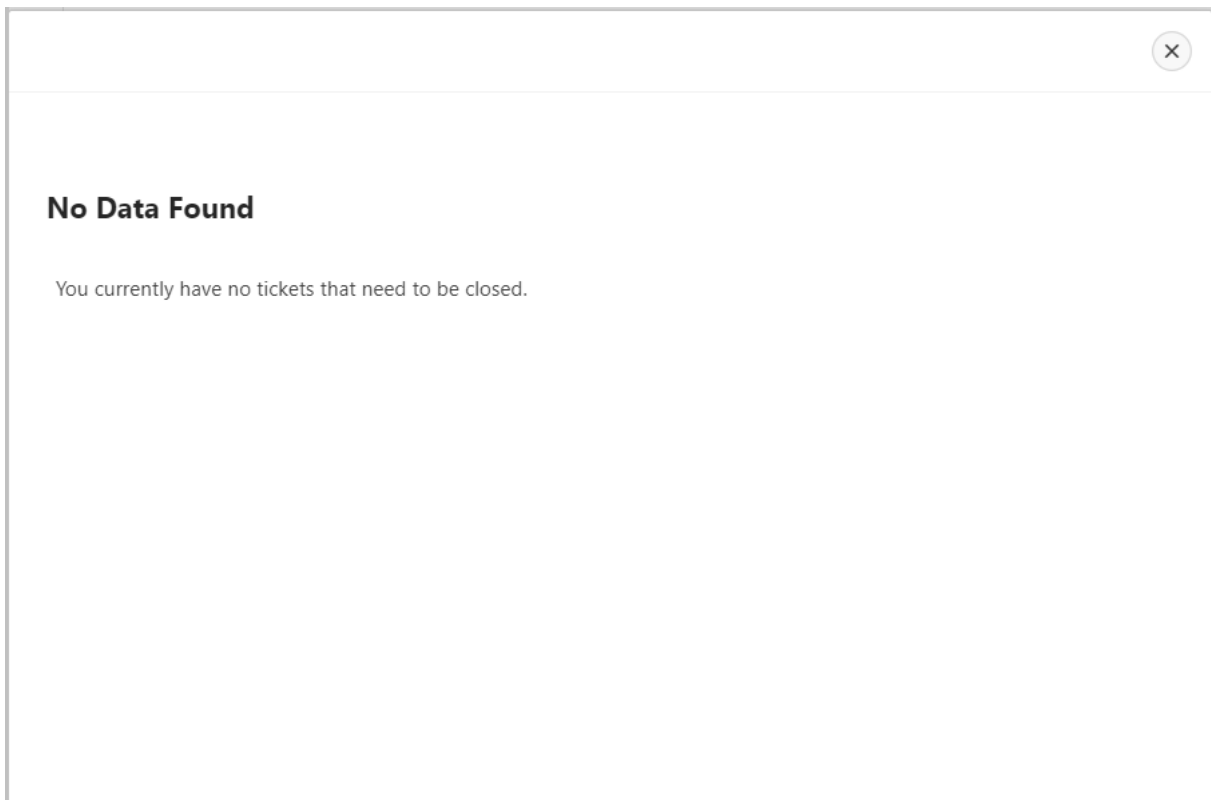
Cancel

Close All

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

A rectangular button with a red border and the text "Close All" in red.

- 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.

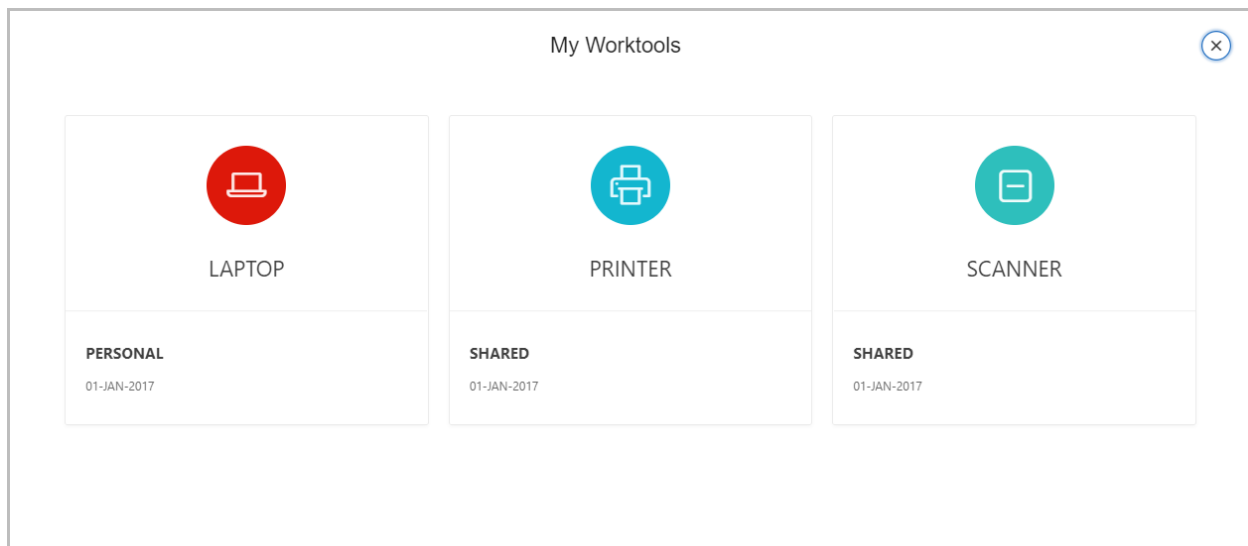


View My Worktools

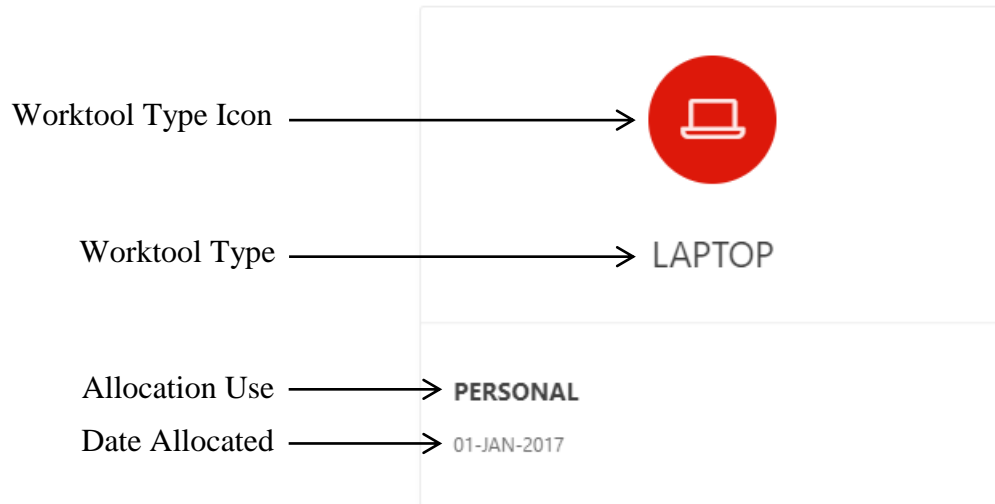
- Worktools are the equipment assigned to staff, which is used to perform work.
- Every staff is assigned different worktools, and tickets are created on those worktools.
- The *View My Worktools* button is located at the top right of the page.



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



- 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

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.