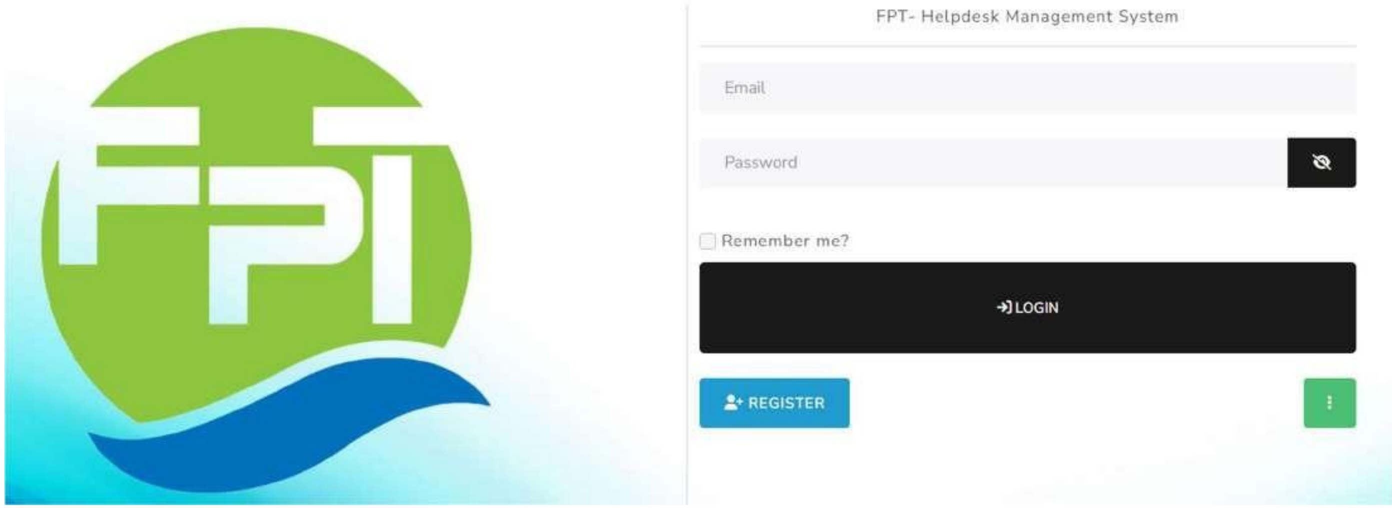
Helpdesk System – User Manual

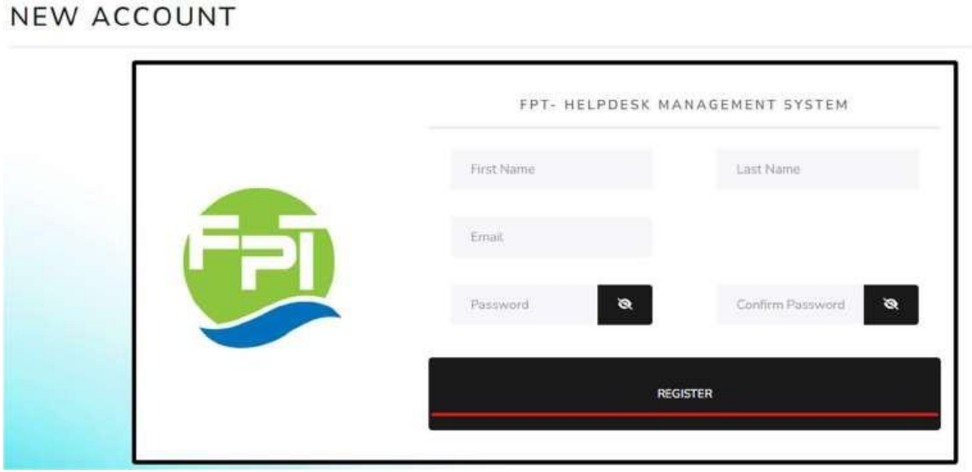
Access system on the browser using https://queries.fpt.co.za:9443 in the address bar



Register a user account

Step 1 – Click Register

Step 2-Populate your details and click Register

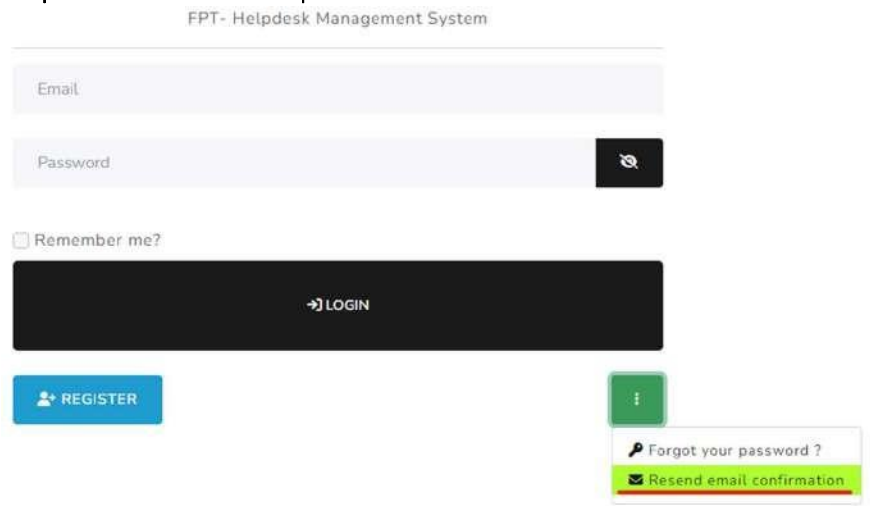


Step 3

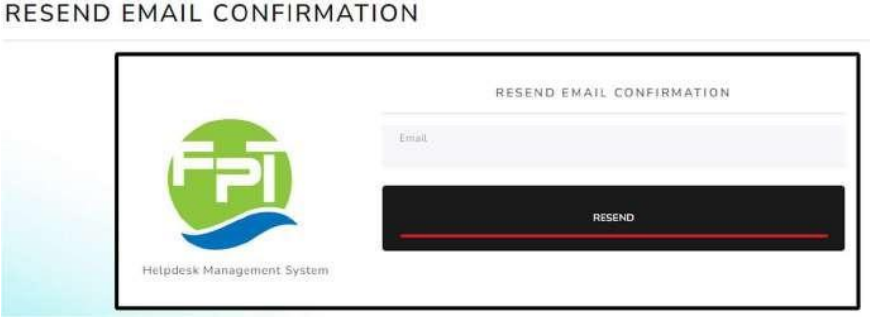
A confirmation email will be sent to the email address you provided, once confirmed you will be able to access the system.

Resend email confirmation – If required

Step 1 – Click on the ellipsis then select Resend email confirmation



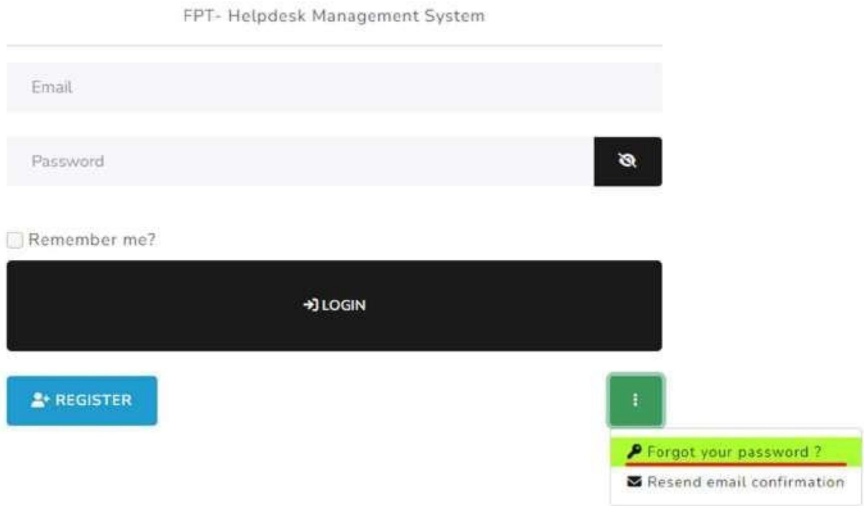
Step 2- Populate your email address and click Resend



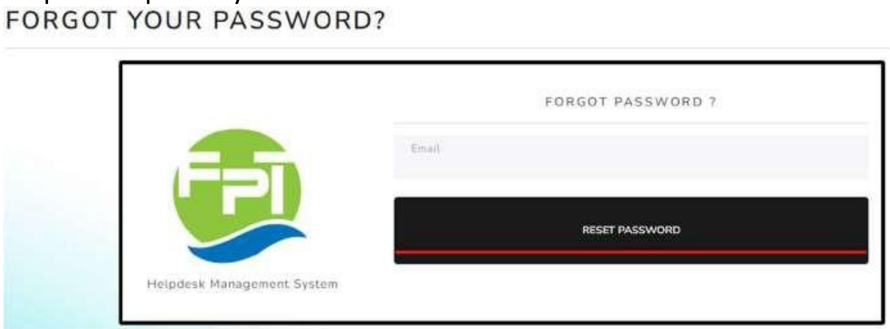
Step 3 – A confirmation email should have been sent to your inbox

Forgot Password – If required

Step 1- Click on the ellipsis then select Forgot your password ?



Step 2 – Populate your email address and click Reset Password



Step 3 – An email is sent to your inbox , click on the link and you will be redirect to reset your password

Step 4 – Populate your email address , password then confirm your password and click Reset

Login

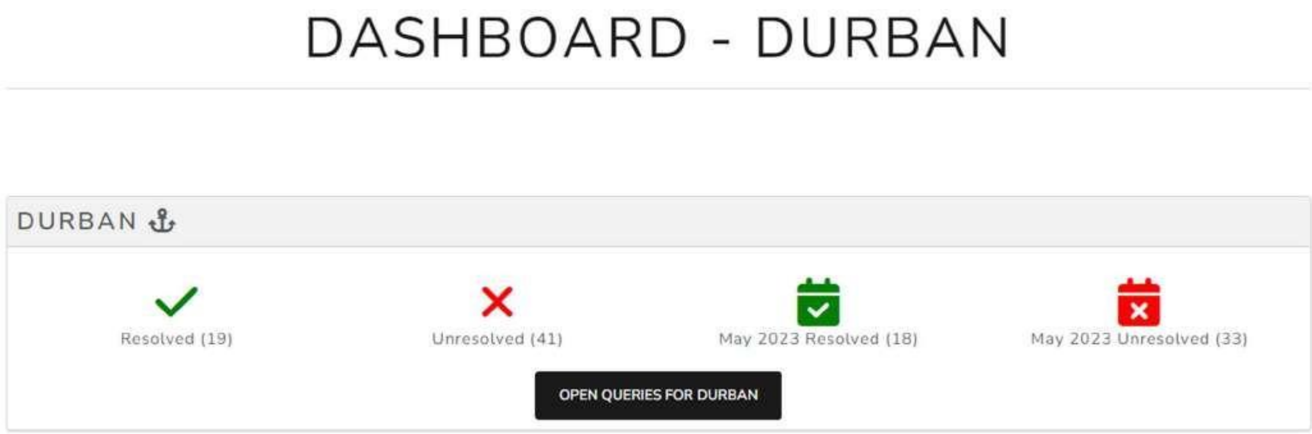
Step 1- Populate your email, password and click Log In

Navigation bar

Home

Displays the overviews of :

1. Queries resolved
2. Queries unresolved
3. Queries resolved for current month
4. Queries unresolved for current month
5. Unresolved queries for the port



UNRESOLVED QUERIES FOR DURBAN (41)

Search:

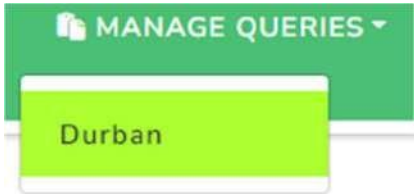
QUERY NUMBER	LOG DATE	PORT	CLIENT	QUERY DESCRIPTION	DEPARTMENT
Q059/DUR	22/05/2023 08:36	Durban	Afrigold	New query	Information Technology
Q058/DUR	15/05/2023 13:06	Durban	Dole	Tester	Information Technology
Q057/DUR	15/05/2023 12:53	Durban	Synergy Fruit	Tester	Information Technology
Q056/DUR	15/05/2023 09:31	Durban	Afrigold	Tester	Information Technology
Q055/DUR	08/05/2023 18:08	Durban	Alliance Fruit	Pallets	Intake

Log Query

LOG QUERY

1. Log Query – Query creation function

Manage Queries



Note : Port visibilty dependant on user logged in

1. Manage queries – Existing queries

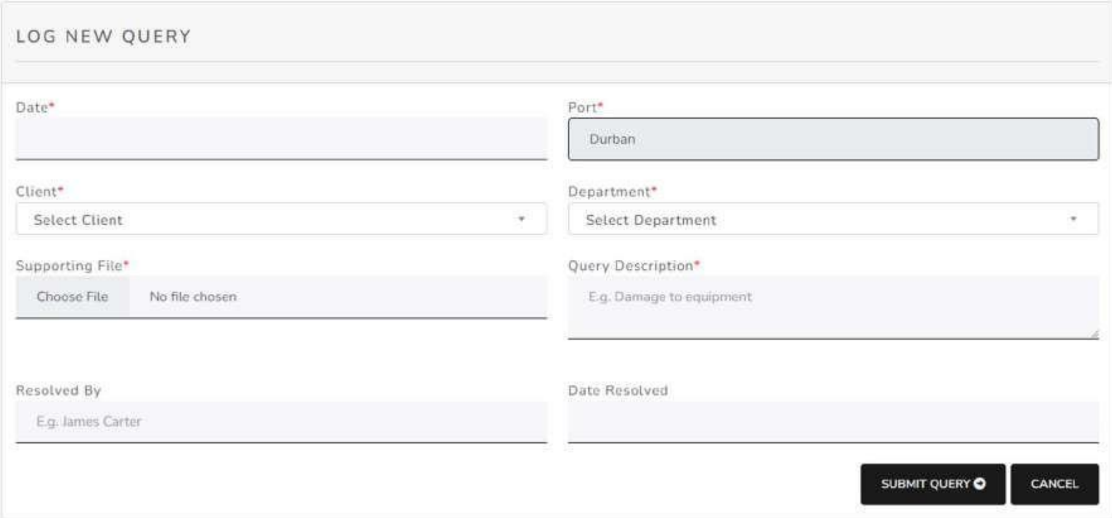
Logout

Logs user out of the system

Create A Query

Step 1- Click log query

Step 2- Populate details and click submit query



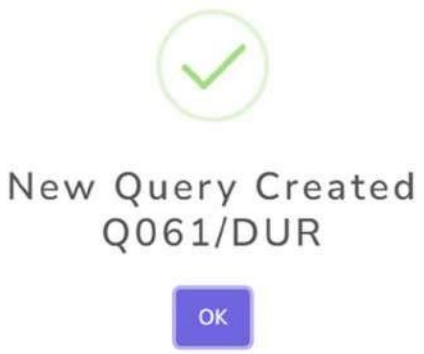
Mandatory – Populate fields

1. Select Date
2. Select Port (else defaulted to assigned port)
3. Select Client
4. Select Department
5. Browse or Drag&Drop file in Support File input
6. Enter query description

Non- Mandatory

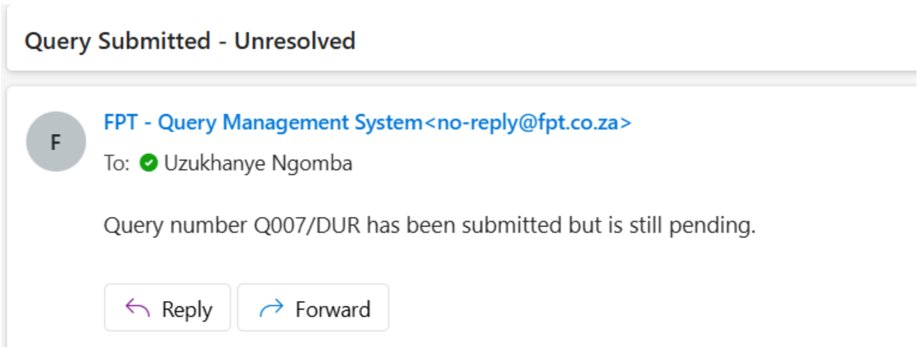
7. Enter person to resolve
8. Select Date Resolved

Step 4 - Query submits to the system with response of new query created

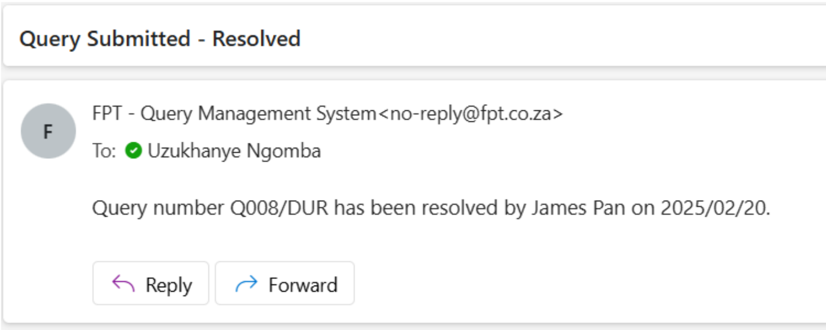


Step 5 – After getting the response you will receive an email.

i) If the fields Resolved By and Date Resolved were left empty when creating query you will get this email, that query was submitted but is still pending.

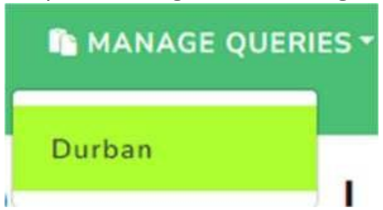


ii) And if the fields Resolved By and Date Resolved were entered you will get this email that query was submitted and resolved.



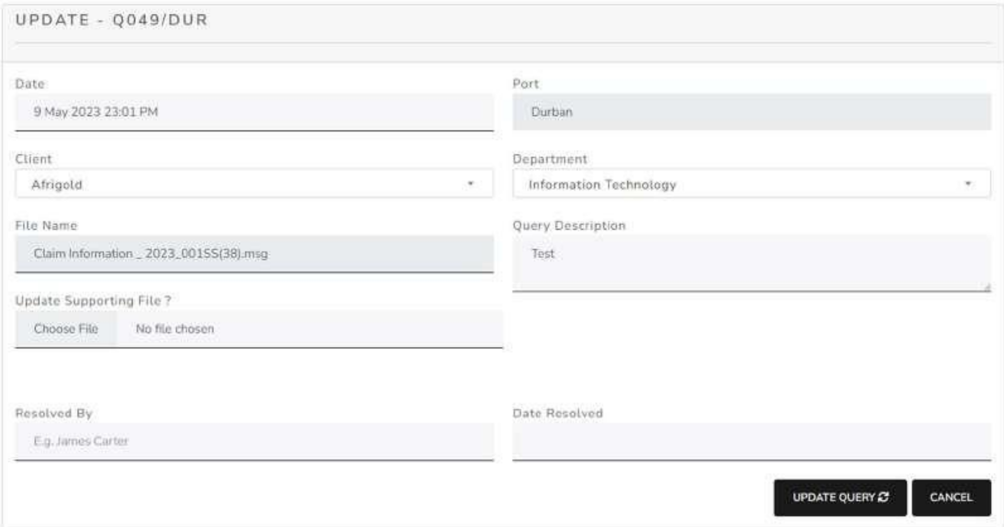
Update Existing Query

Step 1 - Navigate to manage queries then click on the port

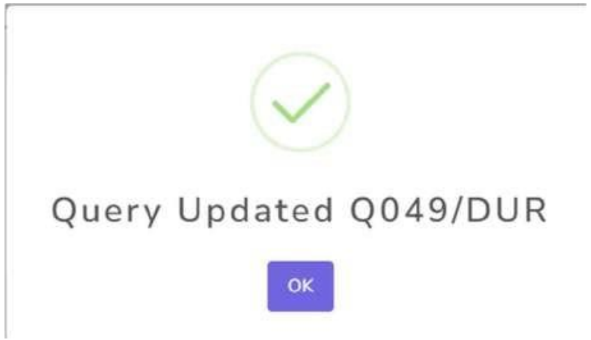


Step 2 - Locate the query you want , then click on the dropdown with ellipsis and then click Update Query

Step 3 – Update the fields and click update query (Note: some fields are grayed out also you have an option to upload a new file)



Step 4 - Query submits to the system with response of query updated



View Existing Query

Step 1 - Navigate to manage queries then click on the port

Step 2 - Locate the query you want , then click on the dropdown with ellipsis and then click More Information

Step 3 – View detailed query information

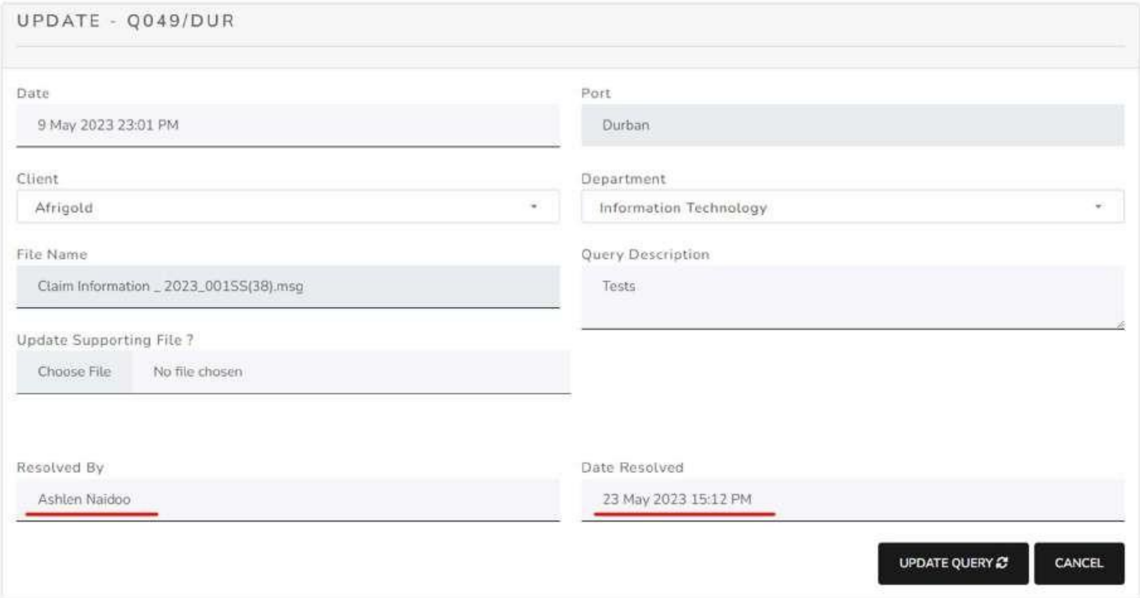
Resolve A Query

Note: (1) If the query card has a red border around the edges this indicates the query is UNRESOLVED

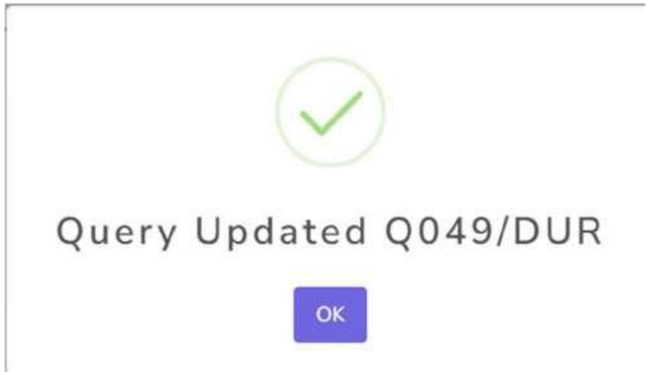
(2) If the query card has a green border around the edges this indicates the query is RESOLVED

Step 2 - Locate the query you want , then click on the dropdown with ellipsis and then click Update Query

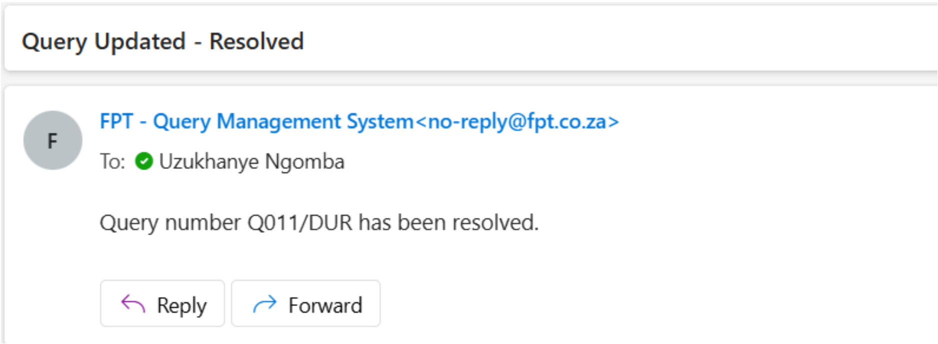
Step 3 – Populate Resolved By & Date Resolved and click update query (Note: This can also be done when creating a new query)



Step 4 - Query submits to the system with response of query updated



Step 5 – After updating the query you will get and email that query has been resolved.

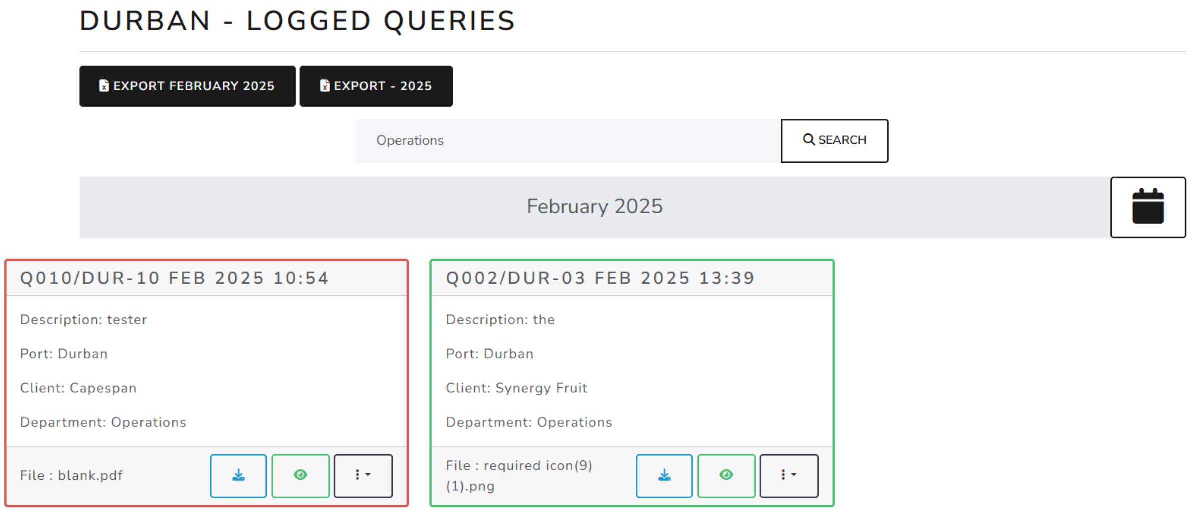


Step 6 – Notice the border has changed color which is now green to indicate the query is resolved

Search

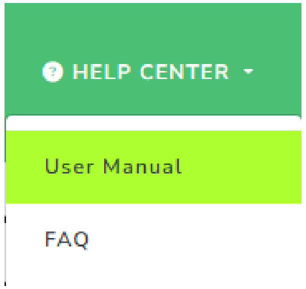
Step 1 – Navigate to manage queries then click port.

Step 2 – You will see a search bar and you can filter or search by department, client and description.

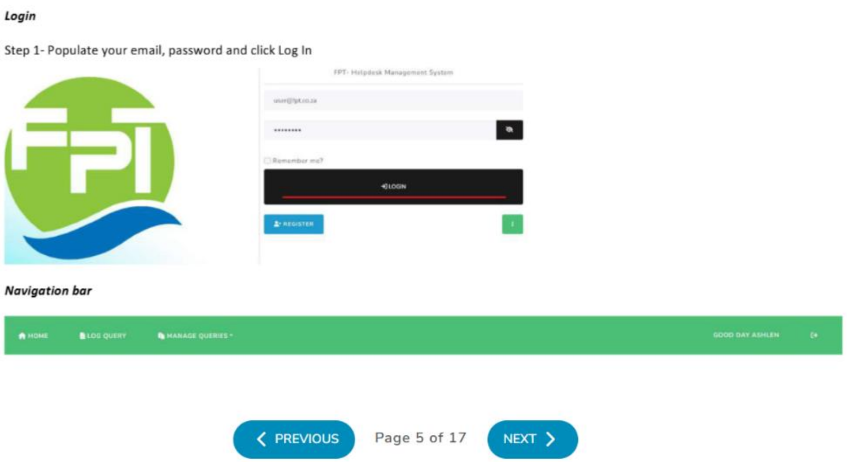


Help Center

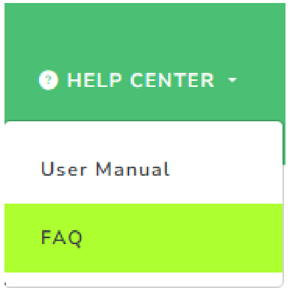
Step 1 – Navigate to Help Center click on User Manual



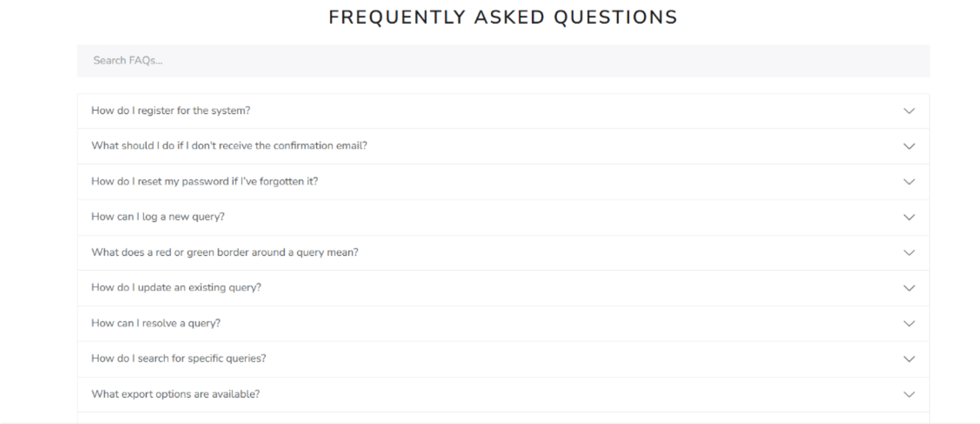
Step 2 – After clicking user manual it will take you to a page with pdf document guiding you how the system works, and have at the bottom the are buttons for previous and next.



Step 3 – Navigate to Help Center and click FAQ

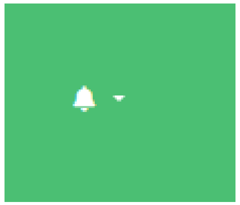


Step 4 – After clicking it will take you to the FAQ page were you can see all the questions and answers you need, you can also search you question.

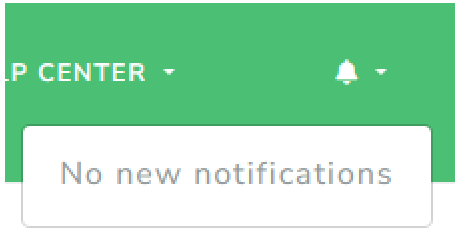


IN- System Notification

Step 1 – Navigate to the notification bell

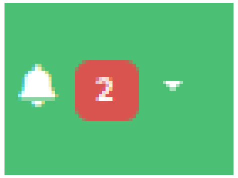


Step 2 – Press the dropdown if the are no notification it will say no notification.

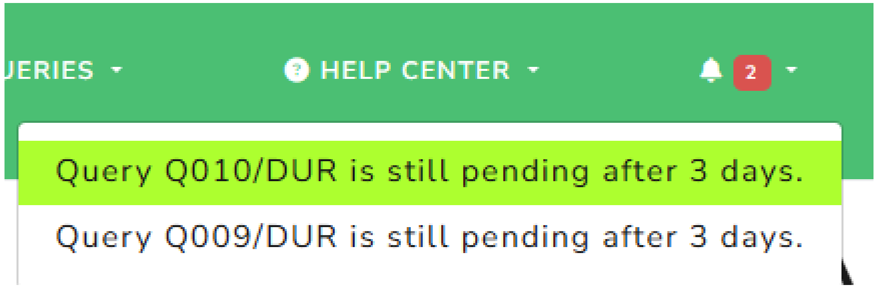


If you have pending notifications to resolve that are pending for more than 3 days.

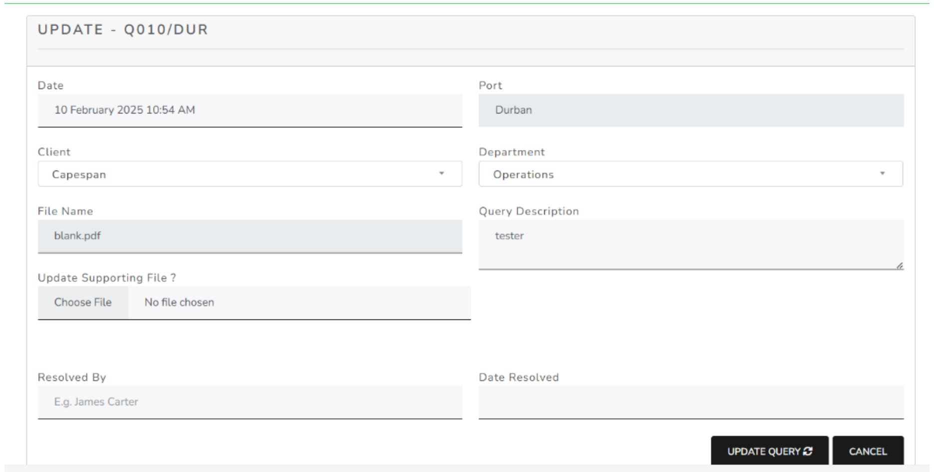
Step 1- Navigate to the notification bell



Step 2 – Press the dropdown to show you the pending queries.



Step 3 – Click the message to take you to the update page end resolve query.



Export Options

User has the option to export in 2 sets which exports to an excel format, you can find these options when browsing through queries

1. Export Current Month – this exports all queries whether resolved\unresolved for the current month
2. Export Current Year – this exports all queries whether resolved\unresolved for the current year