


Helpdesk System – User Manual

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



The logo features the letters 'FPT' in white, stylized font, set against a green circular background. Below the circle is a blue wavy line, and the entire graphic is on a light blue gradient background.

FPT- Helpdesk Management System

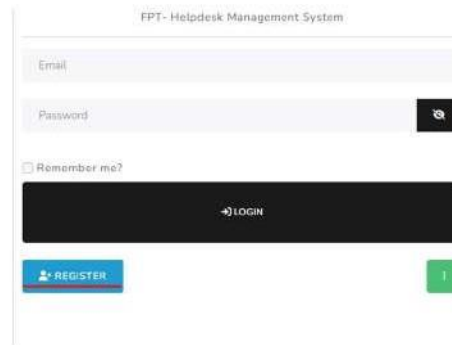
Email

Password

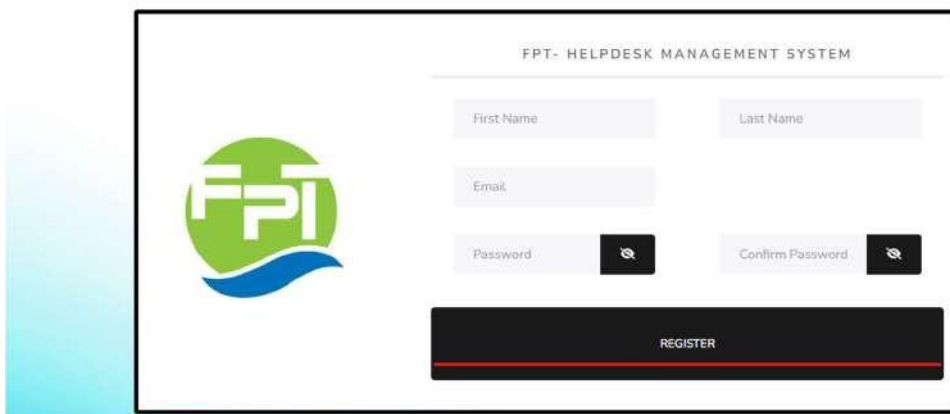
☐ Remember me?

Register a user account

Step 1 – Click Register

A screenshot of the FPT- Helpdesk Management System login and registration interface. It includes a title bar, an 'Email' input field, a 'Password' input field with a toggle icon, a 'Remember me?' checkbox, a black 'LOGIN' button, and a blue 'REGISTER' button with a user icon. A green '1' is visible in the bottom right corner.

Step 2-Populate your details and click Register
NEW ACCOUNT

A screenshot of the registration form titled 'FPT- HELPDESK MANAGEMENT SYSTEM'. It features the FPI logo on the left. The form fields include 'First Name', 'Last Name', 'Email', 'Password' (with a toggle icon), and 'Confirm Password' (with a toggle icon). A large black 'REGISTER' button is at the bottom. The entire form is enclosed in a black rectangular border.

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

FPT- Helpdesk Management System

Email

Password

Remember me?

→ LOGIN

REGISTER

⋮

Forgot your password ?

✉ Resend email confirmation

Step 2- Populate your email address and click Resend
RESEND EMAIL CONFIRMATION

FPT

Helpdesk Management System

RESEND EMAIL CONFIRMATION

Email

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 ?

FPT- Helpdesk Management System




☐ Remember me?


 LOGIN

REGISTER



-  Forgot your password ?
-  Resend email confirmation

Step 2 – Populate your email address and click Reset Password
FORGOT YOUR PASSWORD?



Helpdesk Management System

FORGOT PASSWORD ?

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
RESET PASSWORD



The screenshot shows the 'RESET PASSWORD' form in the FPT Help Management System. On the left is the FPT logo with the text 'Help Management System' below it. The form on the right has a title 'RESET PASSWORD' and three input fields: an email field containing 'ashlen_naidoo@fpt.co.za', a password field with masked characters '*****' and a toggle icon, and a confirm password field also with masked characters and a toggle icon. At the bottom is a large black button with the text 'RESET'.

Login

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



The screenshot shows the 'FPT- Helpdesk Management System' login page. On the left is the large FPT logo. The login form on the right has a title 'FPT- Helpdesk Management System' and two input fields: an email field containing 'user@fpt.co.za' and a password field with masked characters '*****' and a toggle icon. Below the password field is a checkbox labeled 'Remember me?'. At the bottom of the form is a large black button with a right arrow and the text 'LOGIN'. Below this button is a blue button with a user icon and the text 'REGISTER', and a green button with a vertical ellipsis icon.

Navigation bar

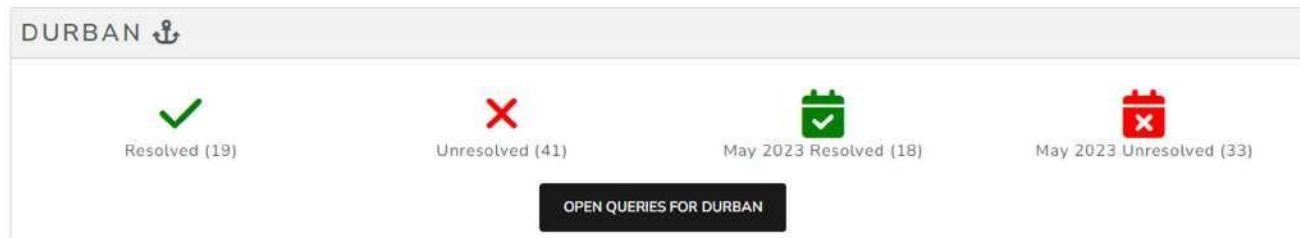
Home



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

DASHBOARD - DURBAN



UNRESOLVED QUERIES FOR DURBAN (41)

Search:

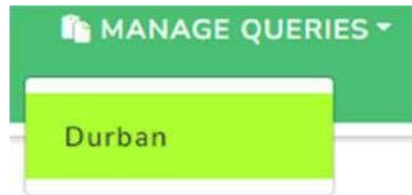
QUERY NUMBER	LOG DATE	PORT	CLIENT	QUERY DESCRIPTION	DEPARTMENT
Q059/DUR	22/05/2023 08:36	Durban	Afrigold	New query	Information Technology
Q058/DUR	15/05/2023 13:06	Durban	Dole	Tester	Information Technology
Q057/DUR	15/05/2023 12:53	Durban	Synergy Fruit	Tester	Information Technology
Q056/DUR	15/05/2023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

LOG NEW QUERY

Date*

Port*

Durban

Client*

Select Client

Department*

Select Department

Supporting File*

Choose File

No file chosen

Query Description*

E.g. Damage to equipment

Resolved By

E.g. James Carter

Date Resolved

SUBMIT QUERY

CANCEL

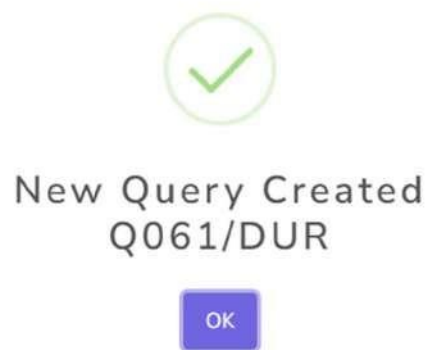
Mandatory – Populate fields

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

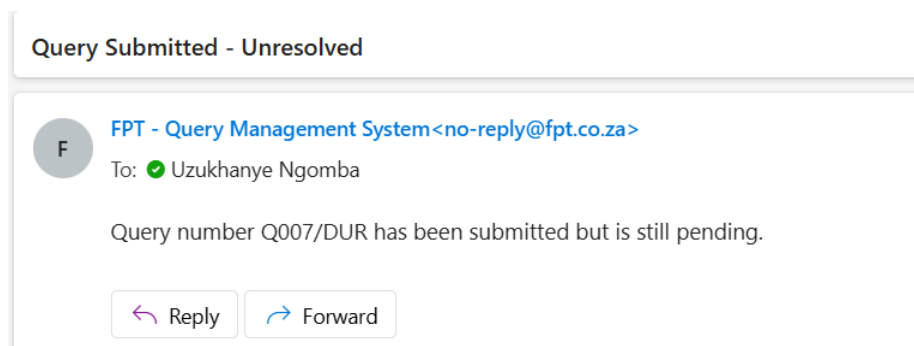
7. Enter person to resolve
8. Select Date Resolved

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.

Query Submitted - Resolved

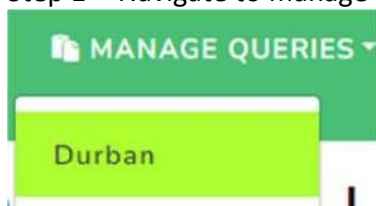
FPT - Query Management System <no-reply@fpt.co.za>
To: Uzukhanye Ngomba

Query number Q008/DUR has been resolved by James Pan on 2025/02/20.

[Reply](#) [Forward](#)

Update Existing Query

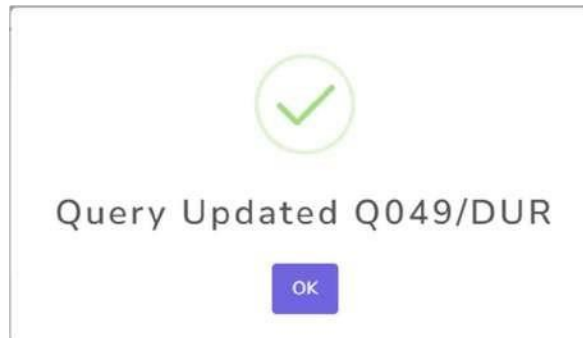
Step 1 - Navigate to manage queries then click on the port



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

Q048/DUR-11 MAY 2023 10:58

Description: Test

Port: Durban

Client: Afrigold

Department: Information Technology

File : Claim Information _
2023_001SS(37).msg





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

Q060/DUR-22 MAY 2023 11:10

Description: Client query

Port: Durban

Client: Capespan

Department: Intake

File : FW_ client query log
sheet (1).msg





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

Q049/DUR-09 MAY 2023 23:01

Description: Test

Port: Durban

Client: Afrigold

Department: Information Technology

File : Claim Information _ 2023_001SS(38).msg

Update Query

More Information

Q046/DUR-11 MAY 2023

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

UPDATE - Q049/DUR

Date: 9 May 2023 23:01 PM

Port: Durban

Client: Afrigold

Department: Information Technology

File Name: Claim Information _ 2023_001SS(38).msg

Query Description: Tests

Update Supporting File ?

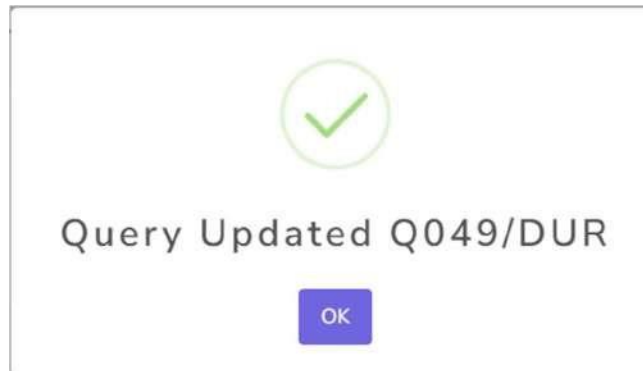
Choose File No file chosen

Resolved By: Ashlen Naidoo

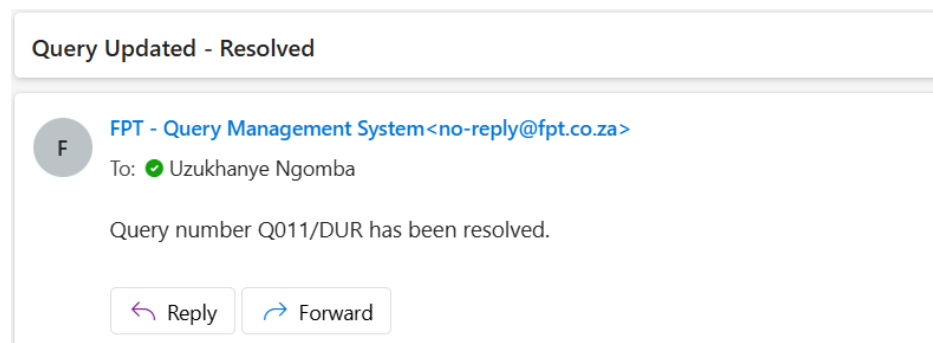
Date Resolved: 23 May 2023 15:12 PM

UPDATE QUERY CANCEL

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

Q049/DUR-09 MAY 2023 23:01

Description: Tests


Port: Durban

Client: Afrigold

Department: Information Technology

File : Claim Information _
2023_001SS(38).msg





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.

DURBAN - LOGGED QUERIES

EXPORT FEBRUARY 2025

EXPORT - 2025

Operations

SEARCH

February 2025

Q010/DUR-10 FEB 2025 10:54

Description: tester

Port: Durban

Client: Capespan

Department: Operations

File : blank.pdf

Q002/DUR-03 FEB 2025 13:39

Description: the

Port: Durban

Client: Synergy Fruit

Department: Operations

File : required icon(9)(1).png

Q010/DUR-10 FEB 2025 10:54

Description: tester

Port: Durban

Client: Capespan

Department: Operations

File : blank.pdf



Q002/DUR-03 FEB 2025 13:39

Description: the

Port: Durban

Client: Synergy Fruit

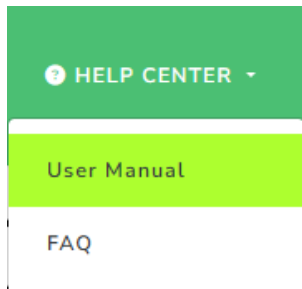
Department: Operations

File : required icon(9)(1).png



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.

Login

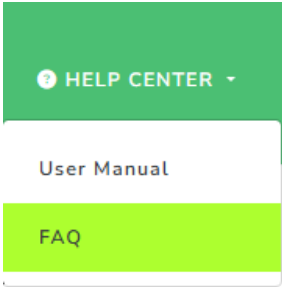
Step 1- Populate your email, password and click Log In

A screenshot of a login page for the 'FPI: Helpdesk Management System'. On the left is the FPI logo, which consists of a green circle with 'FPI' in white and a blue wave below it. To the right of the logo is a login form with fields for 'Email' (containing 'user@fpi.co.za') and 'Password' (masked with dots). Below the password field is a 'Remember me?' checkbox. At the bottom of the form are two buttons: a blue 'Log In' button and a green 'Forgot Password' button. A red error message is visible below the password field.

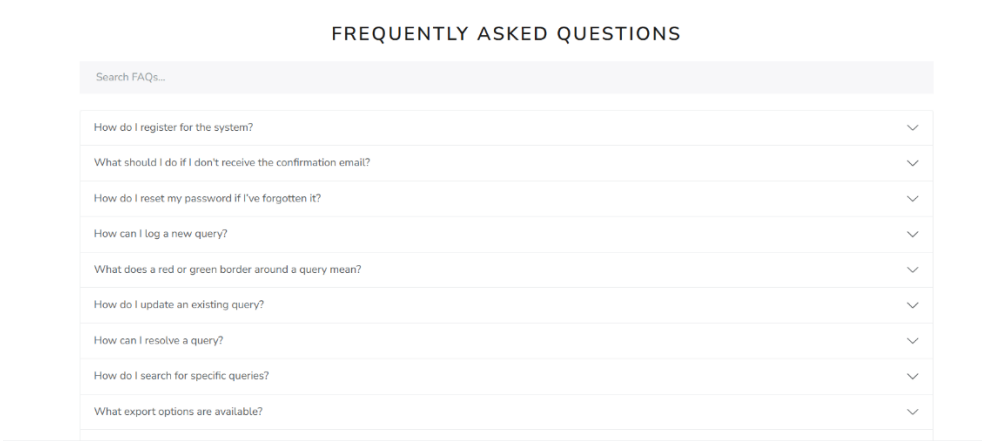
Navigation bar



Step 3 – Navigate to Help Center and click FAQ

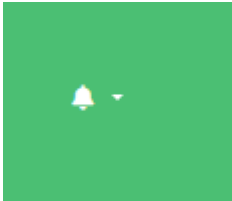


Step 4 – After clicking it will take you to the FAQ page were you can see all the questions and answers you need, you can also search you question.

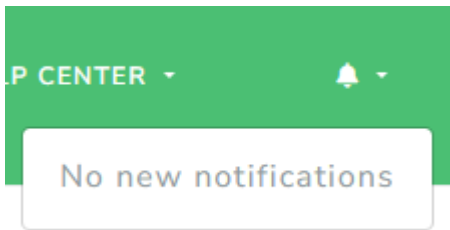


IN- System Notification

Step 1 – Navigate to the notification bell

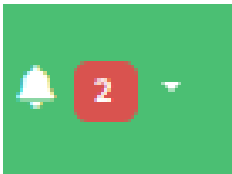


Step 2 – Press the dropdown if there are no notifications it will say no notification.

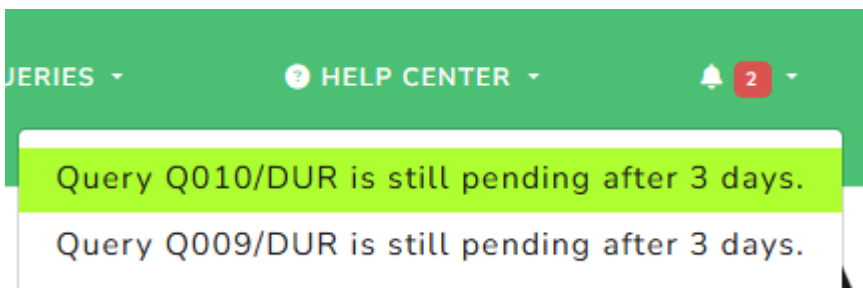


If you have pending notifications to resolve that are pending for more than 3 days.

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 and resolve query.

UPDATE - Q010/DUR

Date

10 February 2025 10:54 AM

Port

Durban

Client

Capespan

Department

Operations

File Name

blank.pdf

Query Description

tester

Update Supporting File ?

Choose File No file chosen

Resolved By

E.g. James Carter

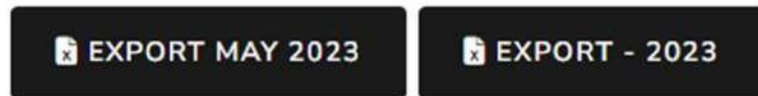
Date Resolved

UPDATE QUERY

CANCEL

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