DEPARTMENT OF Chemistry

Repair Ticketing System

Technician Manual

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Introduction

The Chemistry Repair Ticketing System is a web-based application where you can submit repair ticket requests to a Queen's Chemistry Technician. By doing so, you are able to get equipment owned and maintained by the Queen's Chemistry Department fixed, managed all in one place.

Navigation

Login

This is the first point of contact you will see when you access our website. You are prompted to login with your email and password you have registered with our system and provided to the Queen's Chemistry Network-System Administrator. Once the info is entered, click the "Log in" button. If your credentials are authenticated, you will be directed into the system. If not, an error message will appear prompting you of the wrong credentials entered.
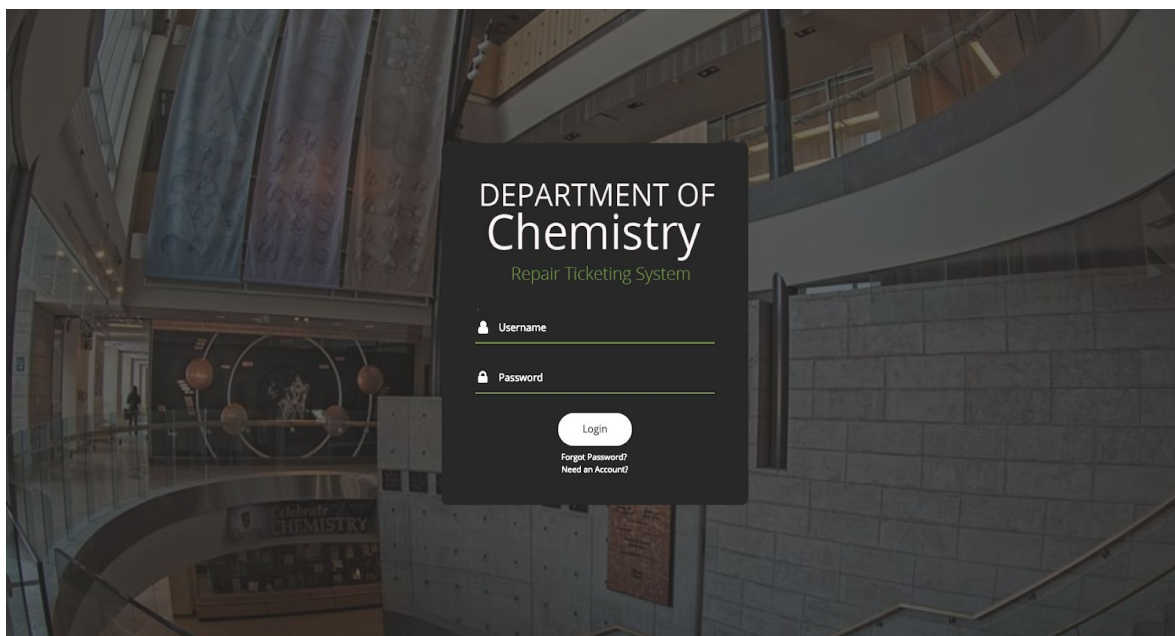

Figure 1. Login Screen

Need an Account?

Do you want privileges to be able to submit a repair ticket request for Queen's Department of Chemistry equipment? Email the Queen's Chemistry Repair email to ask for permission to gain access to the system. If granted, an account will be created for you with a corresponding email and password of your choosing.

Forgot Password?

Did you create an account a while back but forgot the password you used? Please email the Queen's Chemistry Repair email to reset your password in order for you to regain access into the Repair Ticketing System.
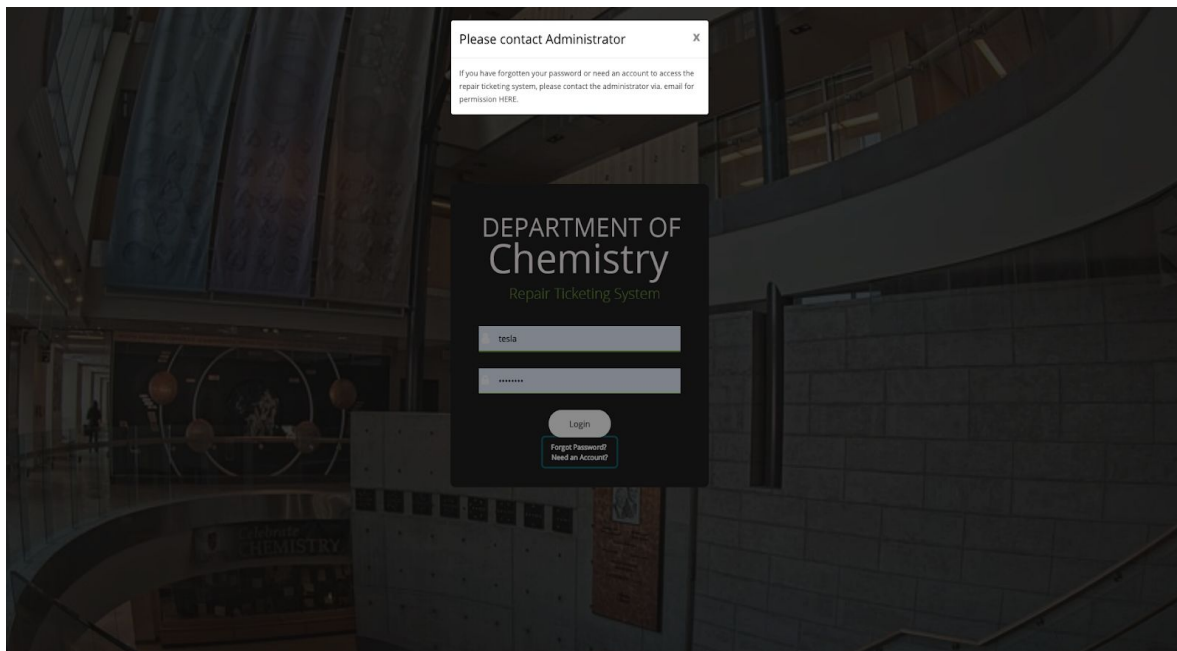

Figure 2. Prompt to Contact Administrator if Account is Needed or Password is Forgotten on Login Page

Tickets

The Tickets page found on the top navigation bar displays all tickets starting from most recent to furthest submitted and their corresponding status of in progress, closed, and unassigned tickets. This page is also the first thing displayed when you successfully login. With each ticket, its corresponding ticket ID, machine name, room, status, comments, created date, closed time, who it was requested by, supervisor name, supervisor code, and Assigned Tech information is displayed. If there are many tickets displayed, use the <<Last and Next>> buttons found at the top and bottom of the page to navigate to more or previous tickets list.

Ticket ID: Indicates a number assigned to a ticket upon creation to uniquely identify each submitted repair ticket into the system

Machine Name: The name of the machine the requires repair(s)

Room: The room number the machine that requires repair(s) is located

Status: The status of the repair ticket can be unassigned, in progress, or Closed. It is your responsibility as a Technician to change the status according to the repair ticket progress

Comments: General comments yourself and the User can post regarding the submitted repair ticket

Created: The date the repair ticket was created and submitted in the form of YYYY-MM-DD

Closed: The date the repair ticket was completed and closed in the form of YYYY-MM-DD

Requested By: Displays the email address and the full name of the User who submitted and requested the repair ticket

Supervisor Info: Displays the name of the supervisor the User indicated in their
repair ticket as well as the project code

Assigned Tech: You must assign a repair ticket to a Technician for each repair ticket

Invoice: Directs you to a page where you can add items and their corresponding costs needed for the repair(s) and will be included in the invoice

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Figure 3. Technician Tickets Page

Editable Fields

In the table, the columns "Machine Name" and "Room" and their row fields are editable. This means you may change the text entered by the requester in order to follow consistent naming conventions or to accommodate changes. All you have to do is click over the field you want to edit, and type in the change.

Drop Down Menus

In the table under the *Status* and *Assigned Tech* column, you are able to click on the drop-down menu and select one of the options. By default, the *Status* column will be set to "unassigned" but you or another Technician should change the status according to the repair progress. By default, the *Assigned Tech* column is set to blank. Yourself or another Technician should assign the repair tickets accordingly. Once you have selected an option under each drop-down menu, click the green "Submit Changes" button found at the top and bottom of the page to save changes. Machine Name and Room are also editable by technicians in case they need to correct these values.
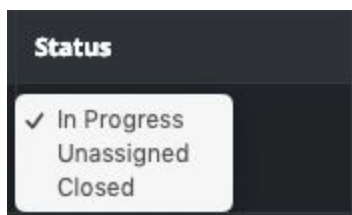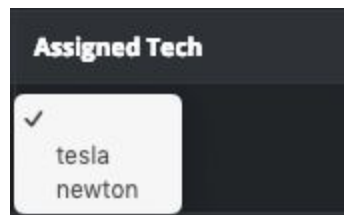
Figure 4. Status Column

Figure 5. Assigned Tech Column

Table Links

In the table under the *comments* column, the blue link "Click To See Forum" directs you to a conversation messaging display between yourself as the Technician and with a User who requested the repair ticket. If you wish to send a comment to the User regarding your repair ticket, write your message in the text box indicated by "Enter a message…". Once your message is written, click the button send on the right to submit your message. This page also shows a history of ticket status changes. The technician can also send a link to a copy of the invoice for that ticket by going to the invoice page.
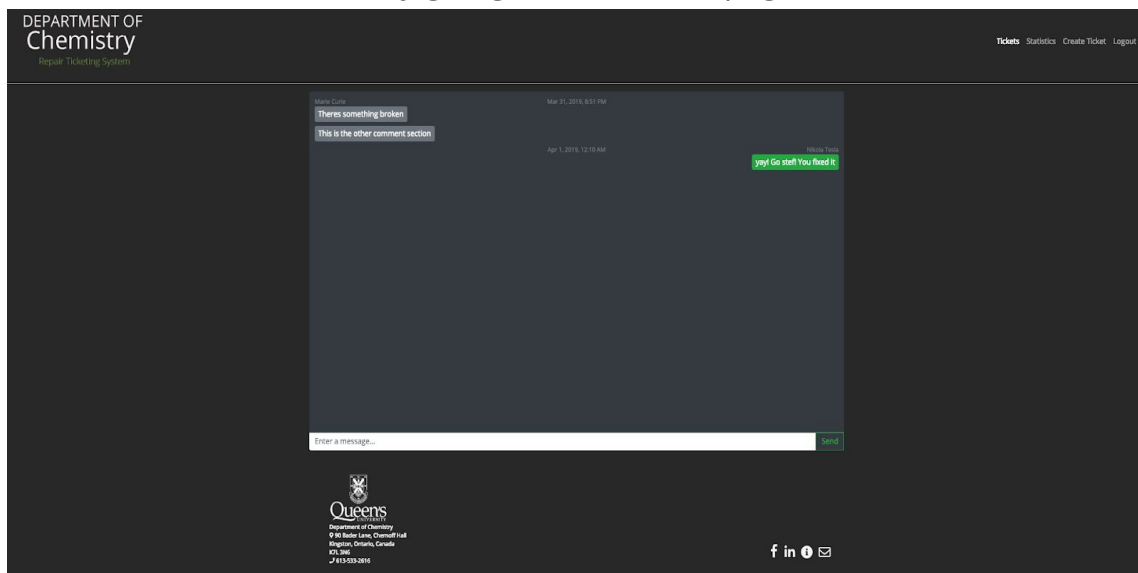

Figure 6. Click To See Forum Messages

In the table under the *Invoice* column, the blue link "Invoice" directs you to add item(s) required for the repair and the corresponding cost which would then be included in the invoice sent

to the User. Once you have entered the repair items required, click "Add Item" button found at the bottom. If you need to delete an item added, click the "delete" button found at the right. After adding each item, click the "Save" button found next to the "Delete" button in green.

Once all your items have been added, you can generate a PDF of the invoice by clicking the "Save Invoice" button found at the top right. A new browser tab will open an Invoice where you may save and send it to Chemistry's Finance. There is also a "Send Invoice to User" button that will send a link to the current version of the invoice to the message forum for that ticket. The user will then be required to get their supervisor to sign the invoice for it to be approved once the repair has been completed.

Figure 7. Invoice Repair Cost Add

Figure 8. Repair Ticket Invoice

Search

You can narrow down your tickets by applying the one, more, or all filters found at the top above the table. Ticket ID, Created Date, and Closed Date require your input. Machines, Rooms, Requested By, Status, and Assigned Tech are drop down menus in which you must select from the displayed options. Once you have applied your search filters to your desired ticket information, click the green "Search" button found below the filter options. The table below will adjust and display tickets according to the search filters applied.

Figure 9. Search Ticket Filters

Statistics

The statistics page provides insights and analytics based on the data collected from users' submitted repair tickets. They are analyzed, processed and displayed for you in a graphical form for Tickets Assigned, # of Unassigned Tickets, Ticket History for both month and week, and Most Tickets for each machine and room.

Tickets Assigned: The tickets assigned bar graph displays the total amount of tickets assigned to each Technician from greatest to least out of all of the non-closed tickets.

# of Unassigned Tickets: The # of unassigned tickets pie graph displays the percentage of tickets currently in progress and unassigned.

Ticket History (Month): The ticket history line graph displays the opened (blue line) vs. closed (red line) tickets over the course of a month. To hide a line from the graph, you can click on the line name in the legend.

Ticket History (Week): The ticket history line graph displays the opened (blue line) vs. closed (red line) tickets over the course of a week. To hide a line from the graph, you can click on the line name in the legend.

Most Tickets (Machines): The most tickets line bar graph displays all the machines that have been reported for repairs from greatest to least repaired.

Most Tickets (Rooms): The most tickets line bar graph displays all the rooms that have been reported for repairs from greatest to least repaired.

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Figure 10. Statistics Page

Create Ticket

Complete the form in each indicated field as the information provided will be submitted to a Technician for review regarding the repairs. Once fully complete, click the green "Submit Ticket" button found at the bottom. You will then receive an email giving you a summary of the ticket as well as a confirmation that the ticket was submitted.

Machine Name: The name of the machine that needs repairs.
> Ex. ESI Single Quadrupole ZQ-LC/MS Mass Spectrometer

Room: Provide the room number with the machine that needs repairs is located
> Ex. Chernoff Hall Rm 102

Problem Description: Provide a detailed explanation of the issues encountered
> Ex. Unable to turn on but the power cord is connected

Project Code: Please enter your corresponding project code
> Ex. 198230

Supervisor Name: Please enter your first and last name
> Ex. John Doe

Other Comments: Add additional comments here regarding the machine and issues. This is not a mandatory field.
> Ex. Wrote a note indicating it was broken

Figure 11. Create New Ticket Page

Additional Links

At the bottom of every page found in the repair ticketing system besides the login, you can find icons that link to the Queen's Department of Chemistry socials. If the Queen's Crest logo found on the bottom left corner is clicked, it will direct you to the Queen's University homepage on a new tab. On the bottom right, you can find Queen's Department of Chemistry's Facebook, LinkedIn, Queen's Chemistry website, and an email linked to the Chemistry's Instrumentation Technician.

Figure 12. Department of Chemistry Repair Ticketing System Footer

Logout

When you are finished using the Queen's Department of Chemistry Repair Ticketing System, click the link labelled "Logout" found on the top right of the navigation bar to end your session. We highly recommend you to log out when you are finished to ensure the security and safety of your account. If you do not log out, your session will be remembered for, up to, 30 days. If you are using a public computer, we advise you to log out.