

# USER MANUAL

**ONLINE SERVICE DESK SYSTEM** 

EEI CORPORATION ONLINE SERVICE DESK SYSTEM

EEI CORPORATION



CREATION DATE: MARCH 2018

## EEI CORPORATION ONLINE SERVICE DESK SYSTEM USER MANUAL

#### **ABOUT THIS DOCUMENT**

This user manual contains all the necessary information for the <u>technician/network</u> <u>engineer</u> to make full use of the Service Desk System. This also includes a description of the system functionalities and step-by-step procedures for system access and use. A glossary of terms as well as screen images are provided for better visualization of the system's functionalities.

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# I. GETTING STARTED

## A. What is this system?

EEI Corporation's Online Service Desk System serves as the main point of contact between all users outside of the IT department and the IT Service Team as the service provider. This platform is a ticketing system which allows proper documentation of all user requests for the benefit of all parties involved.

## B. Who are the different users of this system?

- 1. Requestor
- 2. Technicals Group Manager
- 3. Access Group Manager
- 4. Network Group Manager
- 5. Technicians
- 6. Network Engineers
- 7. Administrator

## C. What are the severity levels?

Priority	Name	Description	Resolution Time
SEV1	Critical	Interruption resulting to a complete operation interruption <b>of the entire</b> <b>company</b> having a severe impact on IT services availability.	4 hours
SEV2	Important	Incident reports that resulting to interruption of operation of a specific <b>department/project</b> having a severe impact on IT services availability.	6 hours
SEV3	Normal	Non critical interruption that will not allow the user to use the IT resources and possible workaround is available.	8 hours
SEV4	Very Low	The defect that does not interrupt nor damage the usability of the IT system/facilities/resources, and the desired results can be easily obtained by working around is stated as minor.	24 hours
SEV5	Low	Any cosmetic issue on application of upgrade hardware or special request that have very minimal effect in any operation of the company.	48 hours

#### D. What are the ticket categories?

#### Technicals

Г



Tickets concerning hardware issues such as monitor, CPU, printer, scanner, keyboard, etc.



#### ACCESS TICKETS

Tickets concerning application access, password, account deactivation, etc.





#### NETWORK TICKETS

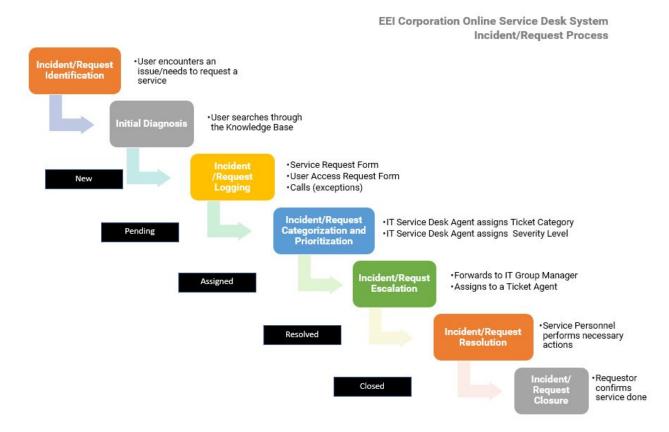
Tickets concerning network access and network hardware issues such as network outage, WiFI connection, etc.

## E. What are the different ticket statuses?

- 1. New
  - A **new** ticket is a newly submitted ticket which has neither been approved (for user access tickets) nor assigned a severity level and a category.
- 2. Checked
  - A checked ticket is a ticket which has been reviewed by the designated checker. This is only applicable to user access tickets
- 3. Approved
  - An **approved** ticket is is a ticket which has been reviewed by the designated approver. This is only applicable to user access tickets
- 4. Rejected
  - A rejected ticket is a ticket which has been reviewed by a checker or approver but has not passed the said reviewing
- 5. Pending
  - A **pending** ticket is a ticket which has been assigned a severity level and a category
- 6. Assigned
  - An assigned ticket is a ticket which the respective IT group manager has assigned to a specific ticket agent (technician/network engineer)
- 7. Resolved

- A **resolved** ticket is a ticket which the ticket agent assigned has successfully
- 8. Closed
  - A **closed** ticket is a ticket that has been resolved <u>and</u> confirmed by the requestor. This indicates that no further actions can be taken with the ticket.

## F. What will be the general process with this system?



## G. Glossary of Terms

Ticket	An electronic documentation of a concern or an issue
Service Ticket	A ticket for technical concerns including: printer, hardware, scanner, mouse, keyboard among others
User Access Ticket	A ticket for application or network access; includes the signatures of the approver (required for all) and checker (optional)

Ticket Agent	The service team member assigned to resolve a ticket
Checker	The assigned person to check the ticket details before the ticket is forwarded to the approver.
	Usually applicable for projects
Approver	The assigned approver of a user access ticket after it has been checked by the checker (if there is).
	Usually the project manager or the direct supervisor of the employee.
Open Ticket	A general term which refers to tickets that have the status of: Pending, Assigned and Resolved.
Closed Ticket	Refers to tickets that are already closed.

# II. GENERAL

## A. Log In

EEI Corporation's Service Desk
User ID
Password
Remember Me Forgot Password?

1. Enter your official EEI user id and password

#### a. What is my official EEI user id?

- i. Your official user id is the first letter of your first name and your full last name (or your email handle <u>without</u> @eei.com.ph)
- ii. Example:
  - 1. Name: Juan B. Dela Cruz
  - 2. Username: jbdelacruz
- 2. Click "Login" to proceed

## **B. Update Password**

Æ	
EEI CORPORATION 1931	
Update Your Password	
	Password Requirements: - 8-20 characters - At least one uppercase letter (A-Z) - At least one lowercase letter (a-z) - At least one number (0-9) - At least one special character (1@#\$%^*())
Confirm New Password	—
Update Password	

- 1. On your first login, you will be required to change your password
- 2. Password requirements are as follows:
  - a. 8-20 characters
  - b. At least one uppercase letter (A-Z)
  - c. At least one lowercase letter (a-z)
  - d. At least one number (0-9)
  - e. At least one special character [!@#\$%^&\*(]
- 3. Retype the password you first entered to confirm
- 4. Click "Update Password" to proceed

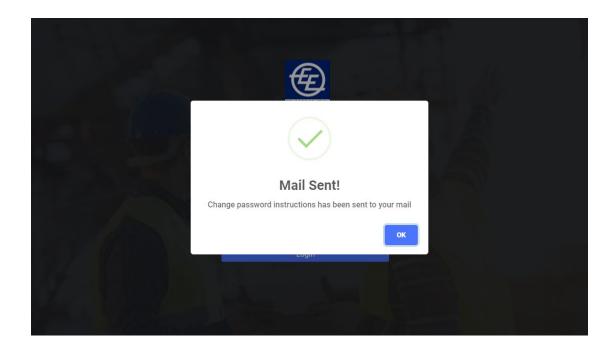
## C. Forgot Password

	on's Service Desk
User ID	A REAL
Password	
Remember Me	Forgot Password?
	.ogin

1. On the login page, click "Forgot Password" link above the login button

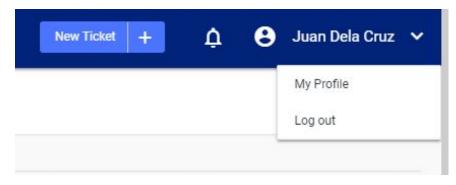
Enter registere	ed email address	
Email Address		
		Save
	Password	

- 2. Enter your registered EEI e-mail address
- 3. Click "Save"
- 4. An e-mail will be sent to the e-mail address you entered for instructions on resetting your password.

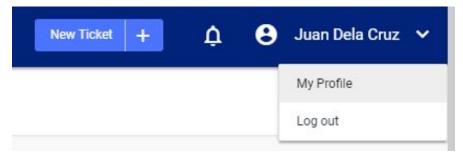


## D. My Profile

1. Click your name on the upper right hand corner of the screen



2. Click "My Profile" to view your account and basic information



3. You will be redirected to "My Profile" page

E	EEI Corporation Service Desk						8	Juan Dela Cruz 🗸 🗸
Jua	LCOME an Dela Cruz hnician		My Profile					
A	Home		Juan Dela Cruz TECHNICIAN					
8	My Tickets							
	All Tickets	5	FIRST NAME	Juan				
	Pending	0	LAST NAME	Dela Cruz				
	Assigned	o	USERID	techdelacruz				
	Resolved	0	E-MAIL ADDRESS	aprilhannangelo@gmail.com				
	Closed	0	USER TYPE	Technician				
	Others	0						
ข	Assigned Tickets							

## **E.** Notifications

- 1. To view all notifications, click on the **notification bell** icon.
  - a. Clicking the notification will redirect you to the ticket details page

	New Ticket	+	¢
Notifications			
Ticket No. 20180 1h 27m ago	010 has been a	approved	
Your ticket 2018	0015 has been	rejected	
Your ticket 2018	0015 has been	rejected	
Your ticket 2018	0015 has been	rejected	
Your ticket 2018	0015 has been	cancelled	
Ticket No. 20180 3h 1m ago	012 needs you	ir review	
TICKETS LEFT			

2. To view the complete list of all your notifications, click "View all

#### Notifications"

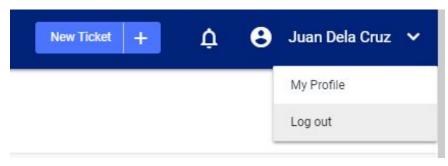
EEI O	Corporation Service Desk	New Ticket +	🛕 🔒 Juan Dela Cruz 🗸
WELCOME Juan Dela ( Technician	Cruz Your Notifications		
A Home	20180007 has been assigned to you     1h 1m ago		
🗐 My Tick	ets 20180007 has been assigned to you Th 16m ago		
€] Assigne	d Tickets  20180001 has been assigned to you 2h 7m ago		
calhost/final-prod/	all-notifications.php#1		

## F. Log Out

1. Click your name on the upper right hand corner of the screen

New Ticket +	¢	8	Juan Dela Cruz 🗸 🗸
			My Profile Log out

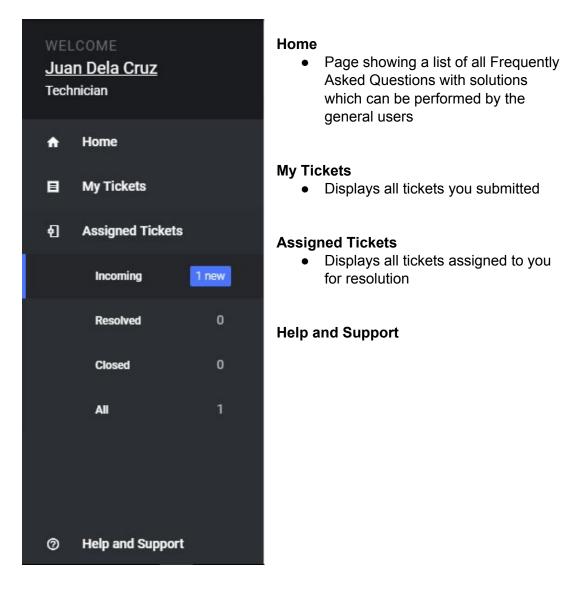
2. Click "Logout"



# **III. TECHNICIANS/NETWORK ENGINEERS**

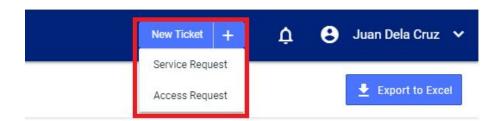
## A. Navigation

• Note: Technicians and Network Engineers have the same functionalities



## B. Submitting a New Ticket

To submit a ticket, click "**New Ticket**" button on the top navigation bar and **select** the corresponding type of ticket for your need



#### For Service Request:

- 1. Fill out the digital service request form.
- 2. Attach a file or screenshot if possible.
- 3. Click "Submit". Make sure to review the details before submitting.

E	EEI Corporation	n Service [	Desk			New Ticket +	Ţ	θ.	luan Dela Cruz	~
Jua	LCOME a <b>n Dela Cruz</b> hnician		New Service Red New Ticket > New Service							
÷	Home		Date Prepared (YYYY/MM/DD) 2018-04-01		Deparment/Project	t				
8	My Tickets		Request Title		Details					
	All Tickets									
2.	Pending		Asset No. Device Code	R.C. Number Project Number	SELECT FILE					
	Assigned									
	Resolved						Subr	nit	Cancel	l
	Closed									
	Others									
Ð	Assigned Tickets									
0	Help and Support									

4. A confirmation box will pop out after you click the "Submit" button.

E	EEI Corporation	Service D	lesk		New Ticket +	Ų	8	Juan Dela Cruz	~
Jua	LCOME I <b>n Dela Cruz</b> Innician		New Service F New Ticket > New Serv						
A	Home		Date Prepared (YYYY/MM/D 2018-04-01		ct				
B	My Tickets		Request Title						
	All Tickets		Scanner Broken	$\cdot$	en got broken				
	Pending		Asset No. HP OfficeJet 430-56	Submit ticket?	E				
	Assigned			Make sure to review your submission before confirming.	_				
	Resolved			Close Submit		Subi	mit	Cancel	
	Closed								
	Others								
Ð	Assigned Tickets								
0	Help and Support								

5. To finally confirm your submission, click the **"Submit"** button again. A ticket number will be assigned to your request

EEI Corp	oration Service	Desk		New Ticket +	🛕 😫 Juan Dela Cruz 🗸
WELCOME Juan Dela Cru: Technician		New Service Requined			
A Home		Date Prepared (YYYY/MM/D 2018-04-01	$\sim$	et.	
🗐 My Tickets		Request Title	$(\checkmark)$		
All Tickets		Scanner Broken	$\odot$	en got broken	
Pending		Asset No. HP OfficeJet 430-56	Ticket Submitted!	E	
Assigned			Your ticket number is: 20180003		
Resolved				ок	Submit Cancel
Closed					
Others					
€] Assigned Ti	kets				
⑦ Help and Su	oport				

6. Your newly submitted ticket can be found on "My Tickets" page

E	EEI Corporation	Service [	Desk					New Ticket +	¢ ₿	Juan D	ela Cruz	~
Jua	LCOME I <mark>n Dela Cruz</mark> Inician		My Tio My Tickets	Ckets All My Tickets	3						2 tickets	
ħ	Home		Clear 🖨	Category 🔻	Severity 🔻					٩	Search He	ere
B	My Tickets			Ticket # ∽	Status	Title	Date Created	Rem	arks			-
	All Tickets		?	20180003	New	Scanner Broken	2018-04-01 12:38:39					
	Pending		1	20180002	New	Monitor broken	2018-04-01 12:31:05					
	Assigned							Rows per page:	<b>10 *</b> 1	-2 of 2	<	>
	Resolved											
	Closed											
	Others											
ଶ	Assigned Tickets											
0	Help and Support											

#### For User Access Request:

- Fill out the digital service request form. The form has 3 sections: Requestor Details, Reviewed By and Request Details
  - a. If needed, fill out the checker and/or approver fields under the
     "Reviewed By" section of the form
    - Note: checker and approver must also have an account
    - Checker is an optional field, approver is required
  - b. Type the details of the people to be granted access to by clicking

"Add Row" in the "Request Details" section of the form.

E	EEI Corporation	n Service D	esk				New Ticket +	¢	θ	Juan Dela Cruz 🗸 🗸
Ju	LCOME <u>an Dela Cruz</u> hnician		New User Access							
÷	Home		Requestor Details							
8	My Tickets		Date Prepared (YYYY/MM/DD) 2018-04-01	R.C. Number Project Number		Request Title				
	All Tickets	2	Company			Expiry Date				3
	Pending	0				dd/mm/yyyy				
	Assigned	0	Department/Project							
	Resolved	0								
	Closed	o	Reviewed By: Checker * optional			Approver * optional				
	Others	0				Department's or Gr	oup's PM or Person-In-	Charge		
Ð	Assigned Tickets		Request Details							
			Application Name	Access Request	Request Typ	De	Full Name of User			+ Add Row
					Select Uni	it	•			×
0	Help and Support									

2. Click "Submit". Make sure to review the details before submitting.

EEI Corporation S	rvice Desk	New Ticket +	🛕 😫 Juan Dela Cruz 🗸
WELCOME Juan Dela Cruz Technician	New User Access Request		
🚖 Home	Requestor Details		
🖬 My Tickets	Date Prepared (YYYY/MM/D 2018-04-01		
All Tickets	2 Company	Access	
Pending	EEI Corporation Submit tic	ket?	
Assigned	Department/Project Make sure to review your submiss	ion before confirming.	
Resolved		Close Submit	
Closed	Reviewed By: Checker *optional	Approver * optional	
Others	User Requestor Two	User Requestor Four	
1 Assigned Tickets	Perment Patrile		
⑦ Help and Support	Request Details	Doguet Tuno Sull Name of Licer	1 Add Dow

3. A confirmation box will pop out. Click "**Submit**" again to finally confirm your submission.

E	EEI Corporation	I Service D	lesk		New Ticket +	🛕 😫 Juan Dela Cruz 🗸
Jua	LCOME an Dela Cruz nnician		New User Access			
A	Home		Requestor Details	$\sim$		
B	My Tickets		Date Prepared (YYYY/MM/D 2018-04-01	$(\checkmark)$	A	
	All Tickets		Company		Access	
	Pending		EEI Corporation	Request Submitted!		
	Assigned		Department/Project	Your ticket number is: 20180006		
	Resolved		Reviewed By:		ок	
	Closed		Checker *optional		Approver * optional	
	Others		User Requestor Two		User Requestor Four	
	Assigned Tickets		Request Details			
	Help and Support		Request Details			

## C. My Tickets

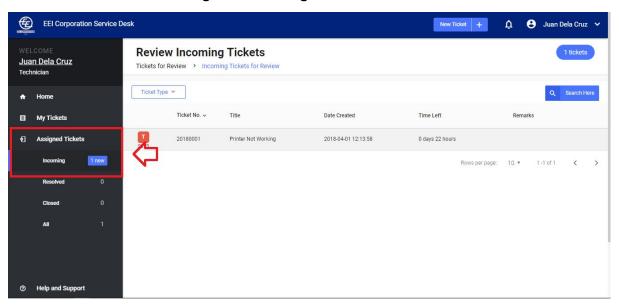
**My Tickets** page shows the list of all the tickets you submitted. You can filter your view by status, category or severity.

E	EEI Corporation	n Service De	esk				New Tick	ket + Á	😫 Juan Dela Cruz 🗸
Jua	LCOME an Dela Cruz nnician		and Same	ickets s > All My Tickets	3				5 tickets
A	Home		Clear O	Category 🔻	Severity 🔻	Filter Buttons	Se	arch Button	Q Search Here
B	My Tickets			Ticket # 🗸	Status	Title	Date Created	Remarks	
	All Tickets	5	?	20180006	New	Project Team Access	2018-04-02 08:00:00	4	4
	Pending	0	?	20180005	New	Project Team Access	2018-04-02 08:00:00	L	le Sorter
	Assigned	0	?	20180004	New	Project Team Access	2018-04-02 08:00:00	145	Conter
		257	?	20180003	New	Scanner Broken	2018-04-01 12:38:39		
	Resolved	0	?	20180002	New	Monitor broken	2018-04-01 12:31:06		
	Closed	0	2.21					Rows per page: 10 🔻	1-5 of 5 < >
	Others	0	$\langle \neg$	Filter by Statu	S				
อ	Assigned Tickets								
0	Help and Support								

- To view the details of each ticket, click on the row of the ticket.
- Filter Buttons \*also applicable to all other tables
  - A. By Status refer to the side navigation for the links.
  - **B.** By Category "Category" dropdown button is visible on the page before the table
  - C. By Severity Level "Severity".dropdown button is visible on the page before the table
  - D. Clear Filter "Clear" button is visible on the page before the table
- Search Button \*also applicable to all other tables
  - To search for any ticket or ticket detail, click the "Search Here" button on the right side of the page
- Table Sorter \*also applicable to all other tables
  - To arrange the rows by column in ascending or descending, click on the table header of the column you wish to be the basis of arrangement. .

## **D. Assigned Tickets**

- I. Resolve Ticket
  - 1. Click "Incoming" under "Assigned Tickets".



2. Click the table row of the ticket to be edited view its **details page** 

E	) EEI Corporatio	n Service Desk				New Ticket +	🛕 😮 Juan Del	a Cruz 🗸 🗸
Jua	LCOME an Dela Cruz nnician		iew Incomin for Review > Incom	g Tickets ing Tickets for Review			1	tickets
÷	Home	Ticket	Туре 🔻				Q S	earch Here
B	My Tickets		Ticket No. 🗸	Title	Date Created	Time Left	Remarks	_
Ð	Assigned Tickets	SEV3	20180001	Printer Not Working	2018-04-01 12:13:58	0 days 22 hours		
	Incoming	1 new				Rows per page:	10 ▼ 1-1 of 1	< >
	Resolved	o						
	Closed	0						
	All	1						
0	Help and Support							

 On the upper right hand corner of the ticket properties panel, click the blue pencil button to edit the ticket properties

EEI Corporation Service Desk			New Ticket	+ 🛕 🔒 Juan Dela Cruz 🗸
WELCOME Juan Dela Cruz	< Ticket #20180001			Return to Supervisor
Technician           A         Home           Image: My Tickets         Image: My Tickets           Image: My Tickets         Image: My Tickets	Printer Not Working User Requestor reported on Sunday Apr 1 2 R.C. Number: Asset Number:	2018 12:13:58 РМ 0 НР OfficeJet 430	Ticket Propertie Category Status Severity Due on Resolution Date	es Crechnicals Assigned • SEV3 - Normal 02 April 2018 11:14:19 AM
	Department/Project: Details: Computer can't detect printer	Accounting	Ticket Details Requestor	User Requestor
	Activity Logs		Ticket Agent	aprilhannangelo@gmail.com Juan Dela Cruz aprilhannangelo@gmail.com
	Juan Dela Cruz Ticket assigned to Juan Dela Cruz	Apr 1 2018 12:14:35 PM	File Attachmen	ts
⑦ Help and Support	User Administrator	Apr 1 2018 12:14:19 PM		

EEI Corporation Service Desk			New Ticket + 🛕 🕒 Juan Dela Cruz 🗸
WELCOME Juan Dela Cruz Technician	Edit Ticket Properties		Return to Supervisor
A Home E My Tickets	Ticket Category		S Technicals
My Tickets     Assigned Tickets	Technicals Severity Level		<ul> <li>SEV3 - Normal</li> <li>02 April 2018 11:14:19 AM</li> </ul>
	SEV3		
			User Requestor aprilhannangelo@gmail.com
			Save Juan Dela Cruz aprilhannangelo@gmail.com
	Juan Dela Cruz Ticket assigned to Juan Dela Cruz	Apr 1 2018 12:14:35 PM	
⑦ Help and Support	User Administrator		File Attachments

4. A modal will open for the Edit Ticket Properties form.

- 5. Change the selected value of the ticket status dropdown to "Resolved".
- 6. An input field will appear which will require you to log the action you performed to resolve the ticket.

EEI Corporation Service Desk		New Ticket + 🛕 😝 Juan Dela Cruz 🗸
WELCOME Juan Dela Cruz Technician	Edit Ticket Properties Ticket Status Resolved	Retarn to Supervisor
A Home		S /
My Tickets	Activity Log Contacted vendor	Assigned SEV3 - Normal
€ Assigned Tickets	Ticket Category Technicals	02 April 2018 11:14:19 AM
	Severity Level SEV3	♥ User Requestor aprilhannangelo@gmail.com
		 Juan Dela Cruz aprilhannangelo@gmail.com
	Juan Dela Cruz Ticket assigned to Juan Dela Cruz	
⑦ Help and Support		File Attachments

#### 7. Click "Save"

EEI Corporation Service Desk			New Ticket +	ሷ 😫 Juan Dela Cruz 🗸
WELCOME Juan Dela Cruz Technician	Edit Ticket Properties Ticket Status Resolved		Ţ	
<ul> <li>♣ Home</li> <li>E My Tickets</li> <li>€ Assigned Tickets</li> </ul>	Activity Log Contacted vendo Ticket Category Technicals	et properties saved!	s Technicals Assoned • SEV3 - 02 April 20 • User Requ	Normal 18 11:14:19 AM
	Juan Dela Cruz	Apr 1 2018 12:14 35 PM	Save Juan Dela	
⑦ Help and Support	Ticket assigned to Juan Dela Cruz		File Attachments	

## II. Add Activity Log

- Under "Activity logs", click the text field that says "Log activity log here"
- 2. Input your activity log

EEI Corporation Service Desi	<b>k</b>		New Ticket	+ 🛕 🕃 Juan Dela Cruz 🗸
WELCOME Juan Dela Cruz Technician	Department/Project: Details: Computer can't detect printer	Accounting	Ticket Details Requestor	User Requestor
A Home E My Tickets	Activity Logs		Ticket Agent	aprilhannangelo@gmail.com Juan Dela Cruz aprilhannangelo@gmail.com
	Juan Dela Cruz Resolved - Contacted vendor	Apr 1 2018 12:56:09 PM	File Attachment	15
	Juan Dela Cruz Ticket assigned to Juan Dela Cruz	Apr 1 2018 12:14:35 PM		
	Log activity here	Post	¢	
⑦ Help and Support				

3. Click "Post" or press enter to submit activity log

EEI Corporation Service Des	k		New Ticket	+ 🛕 🕃 Juan Dela Cruz 🗸
WELCOME Juan Dela Cruz Technician	Department/Project: Details: Computer can't detect printer	Accounting	Ticket Details Requestor	User Requestor aprilhannangelo@gmail.com
<ul> <li>A Home</li> <li>My Tickets</li> <li>Assigned Tickets</li> </ul>	Activity Logs Juan Dela Cruz Resolved - Conta	$\checkmark$	Ticket Agent	Juan Dela Cruz aprilhannangelo@gmail.com
	Juan Dela Cruz Ticket assigned t Log activity here	Activity log submitted!	File Attachment	\$
<ul> <li>Help and Support</li> </ul>	Follow up	Post		

4. Your activity log is submitted and now will appear on top of the previous activity logs

EEI Corporation Service Desk			New Ticket	+ 🛕 🕄 Juan Dela Cruz 🗸	
WELCOME Juan Dela Cruz Technician	Department/Project: Details: Computer can't detect printer	Accounting	Ticket Details Requestor	User Requestor aprilhannangelo@gmail.com	
	Activity Logs		Ticket Agent	Juan Dela Cruz aprilhannangelo@gmail.com	
€] Assigned Tickets	Juan Dela Cruz Follow up	Apr 1 2018 12:58:11 PM	File Attachments		
	Juan Dela Cruz Resolved - Contacted vendor	Apr 1 2018 12:56:09 PM			

#### III. Return to IT Group Manager

1. Click "Incoming" under "Assigned Tickets"

E	EEI Corporation	Service Desk				New Ticket +	<b>∆ 8</b> Jua	n Dela Cruz 🗸 🗸
Jua	LCOME an Dela Cruz hnician		ew Incomine or Review > Incom	g Tickets Ing Tickets for Review				1 tickets
♠	Home	Ticket Ty	pe 🔻				Q	Search Here
8	My Tickets		Ticket No. 🗸	Title	Date Created	Time Left	Remarks	
Ð	Assigned Tickets	<b>1</b>	20180001	Printer Not Working	2018-04-01 12:13:58	0 days 22 hours		
	Incoming <mark>1</mark>	new 🗸				Rows per pag	ie: 10 ▼ 1-1 of 1	< >
	Resolved	0						
	Closed	0						
	All	1						
0	Help and Support							

2. Click the table row of the ticket you want to review to see all of its details

E	EEI Corporation	n Service De	esk				New 1	icket +	¢ (	Juan D	ela Cruz	z <b>~</b>
Jua	LCOME I <b>n Dela Cruz</b> Innician			v Incoming Review > Incomi	J Tickets ng Tickets for Review						1 tickets	
A	Home		Ticket Type	Ŧ						٩	Search H	lere
B	My Tickets			Ticket No. 🗸	Title	Date Created	Time Left		Remark	s		_
ข	Assigned Tickets		T SEV2	20180007	CPU not turning on	2018-04-01 13:04:44	0 days 20 hours	3				
	Incoming	1 new						Rows per page:	10 •	1 -1 of 1	<	>
	Resolved	1										
	Closed	0										
	All	2										
0	Help and Support											

3. On the upper right hand corner of the **details** page of the ticket, click **"Return Ticket"** 

EEI Corporation Service Desk			New Ticket	+ 🛕 🕃 Juan Dela Cruz 🗸
WELCOME Juan Dela Cruz Technician	< Ticket #20180	007		Return to Supervisor
<ul> <li>A Home</li> <li>My Tickets</li> <li>€ Assigned Tickets</li> </ul>	CPU not turning User Requestor reported on R.C. Number: Asset Number:	J ON Sunday Apr 1 2018 01:04:44 PM 12347 HP -670	Ticket Properti Category Status Severity Due on Resolution Date	Technicals Assigned SEV2 - Important 02 April 2018 10:05:06 AM
	Department/Project: Details: Activity Logs	Finance Not turning on despite being plugged in	Ticket Details Requestor	User Requestor aprilhannangelo@gmail.com
	Juan Dela Cruz Ticket assigned to Juan D	Apr 1 2018 01:06:19 PM ela Cruz	Ticket Agent	Juan Dela Cruz aprilhannangelo@gmail.com
⑦ Help and Support	User Administrator Ticket forwarded to Techn	Apr 1 2018 01:05:06 PM licals Supervisor - Juan Dela Cruz	File Attachmer	its

4. On the pop up, input reason for returning ticket to IT Group Manager Note: Only tickets with valid reasons will be returned back to the IT Group manager

EEI Corporation Service Desk			New Ticket	+ 🗘 😫 Juan Dela Cruz 🗸
WELCOME Juan Dela Cruz Technician	Return Ticket to Reason for Returning	Supervisor		Return to Supervisor
🕈 Home	I need to attend to a SEV1	ticket.		s /
My Tickets				Assigned SEV2 - Important
Assigned Tickets		Retu	am Ticket Cancel	02 April 2018 10:05:06 AM
	Department/Project: Details:	Finance Not turning on despite being plugged in	Ticket Details	
	Activity Logs		Requestor	User Requestor aprilhannangelo@gmail.com
	Juan Dela Cruz Ticket assigned to Juan De	, age 1 2018 ongo 15 ma	Ticket Agent	Juan Dela Cruz aprilhannangelo@gmail.com
⑦ Help and Support	User Administrator Ticket forwarded to Techni	epr 1 ocros stras de Pet cals Supervisor - Juan Dela Cruz	File Attachment	s

#### 5. Click "Return Ticket"

EEI Corporation Service Desk			New Ticket	+ 🛕 😫 Juan Dela Cruz 🗸
WELCOME Juan Dela Cruz Technician	Return Ticket to S	Supervisor		
<ul> <li>A Home</li> <li>My Tickets</li> <li>€ Assigned Tickets</li> </ul>	Need to attend to Asset Number: Department/Proje	Ticket returned!	et Cancel	Technicals Assored SEV2-Important 02 April 2018 10:05:06 AM
_	Details:	This ticket has been returned to your supervisor	Ticket Details Requestor	User Requestor aprilhannangelo@gmail.com Juan Dela Cruz
	Juan Dela Cruz Ticket assigned to Juan Dela	Apr 1 2018 01:20:54 PM		Juan Dela Cruz aprilhannangelo@gmail.com
localhost/final-prod/details.php?id=0007#!	Juan Dela Cruz Returned to Sunervisor - Linee	Apr 1 2018 01:20:35 PM	File Attachments	

6. The ticket must not be in your Incoming Assigned Tickets

#### E. Knowledge Base

The Knowledge Base Section for the Technician and Network Engineer is similar to that of a regular user. He/She can search and view the list of articles. Any new article suggestions should be discussed with the administrator of the system for consideration.

EEI Corporation Service D	Desk		New Ticket +	👌 Juan Dela Cruz 🗸
WELCOME Juan Dela Cruz	Knowledge Base			
Technician				
A Home		n haw aan wa halo yau	today2	
E My Tickets		<b>n</b> , how can we help you	today?	
Assigned Tickets	Search Here			Q
		Browse Help Topics		
		¢	-	75
	Technicals	Access	Net	work
	CPU, Mouse, Keyboard, Monitor, Printers, Scanners, Tablets, etc.	Hardware access, application access, password change		ess, Network Equipment - cables etc.
	TECHNICAL FAQS	ACCESS FAQS	NETWO	ORK FAQS

#### I. Search Article

1. To search for an article, type the keywords in the search bar.

E	EEI Corporation Service D	esk		New Ticket +	<b>₽ 0</b>	Juan Dela Cruz 🗸
welcome Juan Dela Cruz		Knowledge Base				
Tech	nician					
÷	Home		n haw aan wa haln yay	today2		
8	My Tickets		<b>n</b> , how can we help you	today?		
Ð	Assigned Tickets	Search Here				٩
			Browse Help Topics			
			S	,	デ	
		Technicals	Access	T	Vetwork	
		CPU, Mouse, Keyboard, Monitor, Printers, Scanners, Tablets, etc.	Hardware access, application access, password change	Network/Internet rou	Access, Netwo ters, cables etc	

2. Click the article title you wish to view

E	EEI Corporation Service D	esk Dew Ticket + D G Juan Dela Cruz 🗸						
Jua	LCOME <u>an Dela Cruz</u> hnician	Knowledge Base						
<b>↑</b> ⊟	Home My Tickets Hi <b>Juan</b> , how can we help you today?							
Ð	Assigned Tickets	Prini       Q         A paper has been jammed while printing and I cannot print. What do I do?         My printer does not turn on / work. What do I do?         Printer paper jammed						
		Browse Help Topics						

#### 3. Follow the steps found in the article page

E	EEI Corporation Service De	sk	New Ticket +	¢	😫 Juan Dela Cruz 🗸 🗸
Jua	LCOME an <u>Dela Cruz</u> nnician	Technicals FAQ #17 Knowledge Base > Technicals FAQ > Technicals FAQ #17			
٨	Home	My printer does not turn on / work. What do I do?			
B	My Tickets	1. Please check if power cable is plugged in. Is it plugged in?			
Ð	Assigned Tickets	<ol> <li>Please check if cables are properly inserted. Are they inserted properly?</li> <li>Please check AVR And UPS. Are they running?</li> <li>If the problem still persists, kindly accomplish service request form.</li> </ol>			

#### II. View Article List

1. In the knowledge base main page, **click the category** you wish to view the articles.

EEI Corporation Service Desk			New Ticket + Ռ́ 😌 Juan Dela Cruz 🗸		
WELCOME Juan Dela Cruz Technician	Hi <b>Jua</b>	<b>n</b> , how can we help you	today?		
A Home	Search Here		Q		
My Tickets					
• Assigned Tickets	Browse Help Topics				
	Technicals CPU, Mouse, Keyboard, Monitor, Printers, Scanners, Tablets, etc.	Access Hardware access, application access, password change	Network Network Network/Internet Access, Network Equipment - routers, cables etc.		

2. You will be redirected to the article list page of the category you selected

EEI Corporation Service	Desk Access FAQs Knowledge Base > Access FAQs	New Ticket 🕂 <u>À</u> Juan Dela Cruz 🕚
Home	Password	Application
My Tickets	EI I cannot log in to my PC and/or Windows account. What do	🖹 Windows is not loading in my unit. What do I do?
Assigned Tickets	I do?	I cannot access the in-house application. What do I do?
		The program / application is not responding. What do I do?
		E I cannot open a program / application. What do I do?
		My web browser keeps on opening multiple pages whenever I click on a link. What do I do?
		My web browser appears to be outdated / slow / What do I do?

3. Click on any article title to view the whole article

Ð	EEI Corporation Service De	esk	New Ticket +	¢	😫 Juan Dela Cruz 🗸
	COME n <u>Dela Cruz</u> nician	Access FAQ #23 Knowledge Base > Access FAQ > Access FAQ #23			
A	Home	Windows is not loading in my unit. What do I do?			
E	My Tickets	1. Please check if power cable is plugged in. Is it plugged in?			
ย	Assigned Tickets	2. Please check if cables are properly inserted. Are they inserted properly?			
		3. Please check AVR And UPS. Are they running?			
		4. If the problem still persists, kindly accomplish service request form.			