



# USER MANUAL

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## ONLINE SERVICE DESK SYSTEM

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EEI CORPORATION ONLINE SERVICE DESK SYSTEM

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EEI CORPORATION  
IT DEPARTMENT



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 **technician/network engineer** 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?

EEl 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 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



#### TECHNICALS TICKETS

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

### Access



#### ACCESS TICKETS

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

### Network



#### NETWORK TICKETS

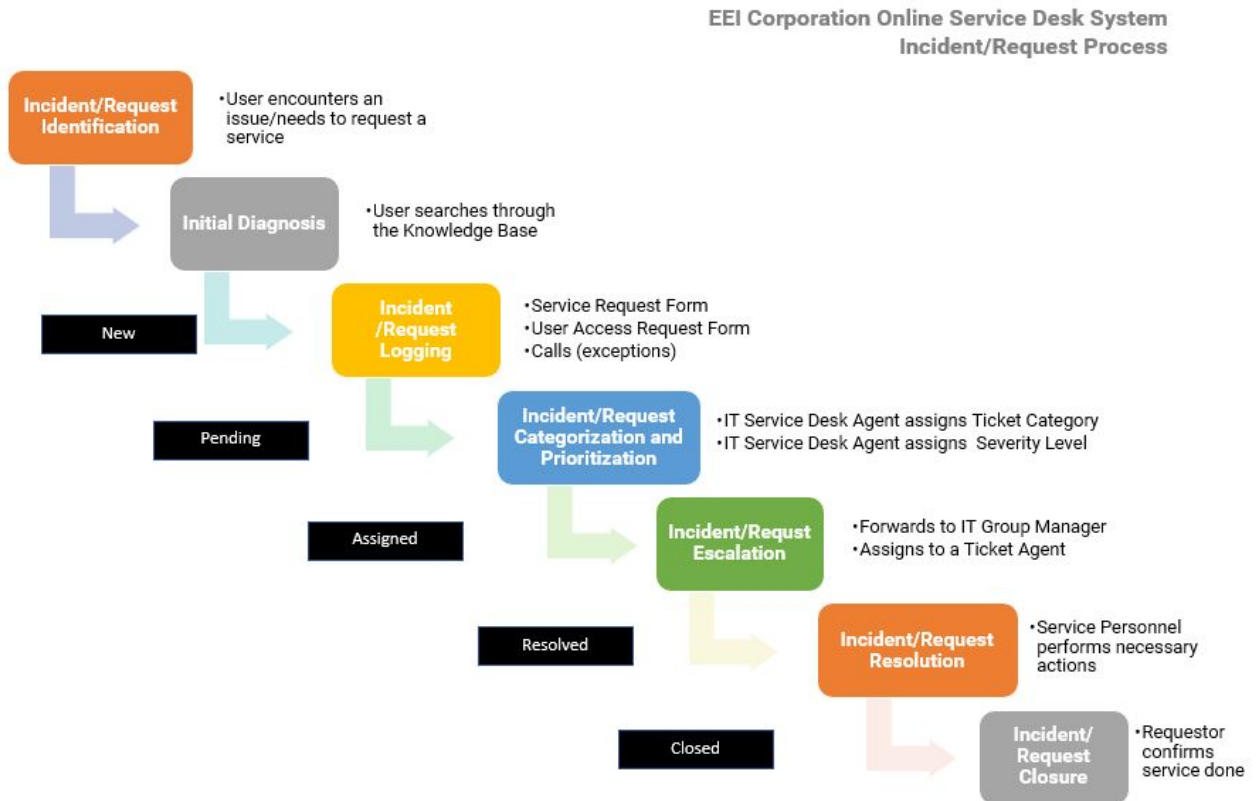
Tickets concerning network access and network hardware issues such as network outage, WiFi connection, etc.

## 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 and 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?



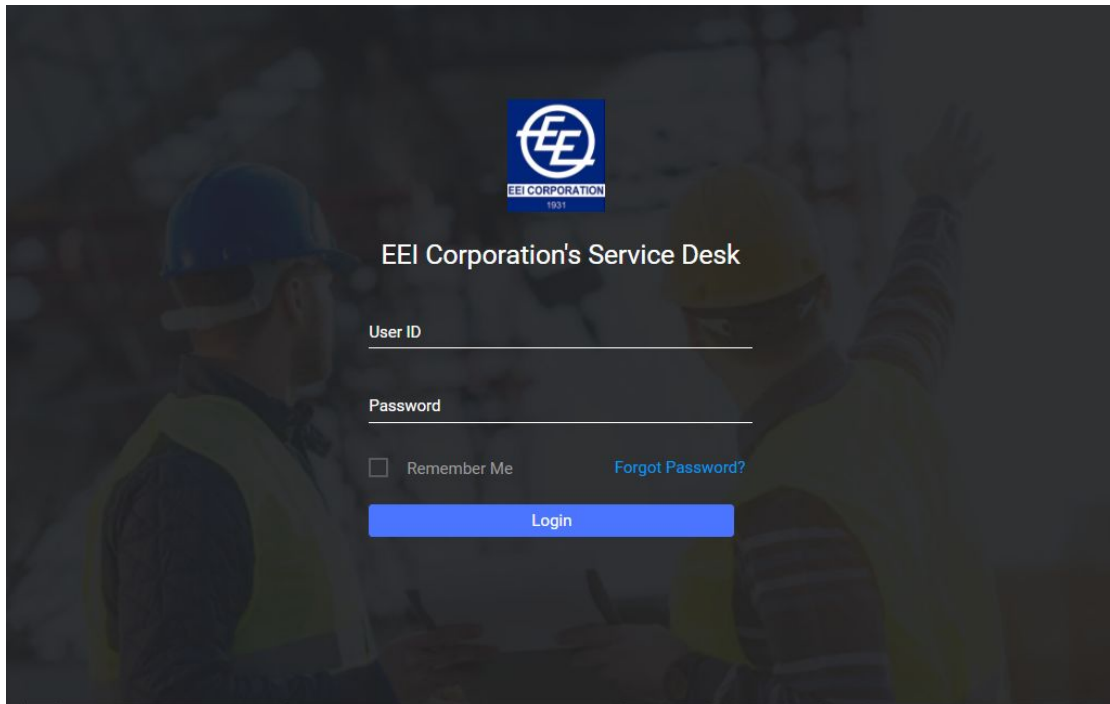
## G. Glossary of Terms

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

<b>Ticket Agent</b>	The service team member assigned to resolve a ticket
<b>Checker</b>	The assigned person to check the ticket details before the ticket is forwarded to the approver.  Usually applicable for projects
<b>Approver</b>	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.
<b>Open Ticket</b>	A general term which refers to tickets that have the status of: Pending, Assigned and Resolved.
<b>Closed Ticket</b>	Refers to tickets that are already closed.

## II. GENERAL

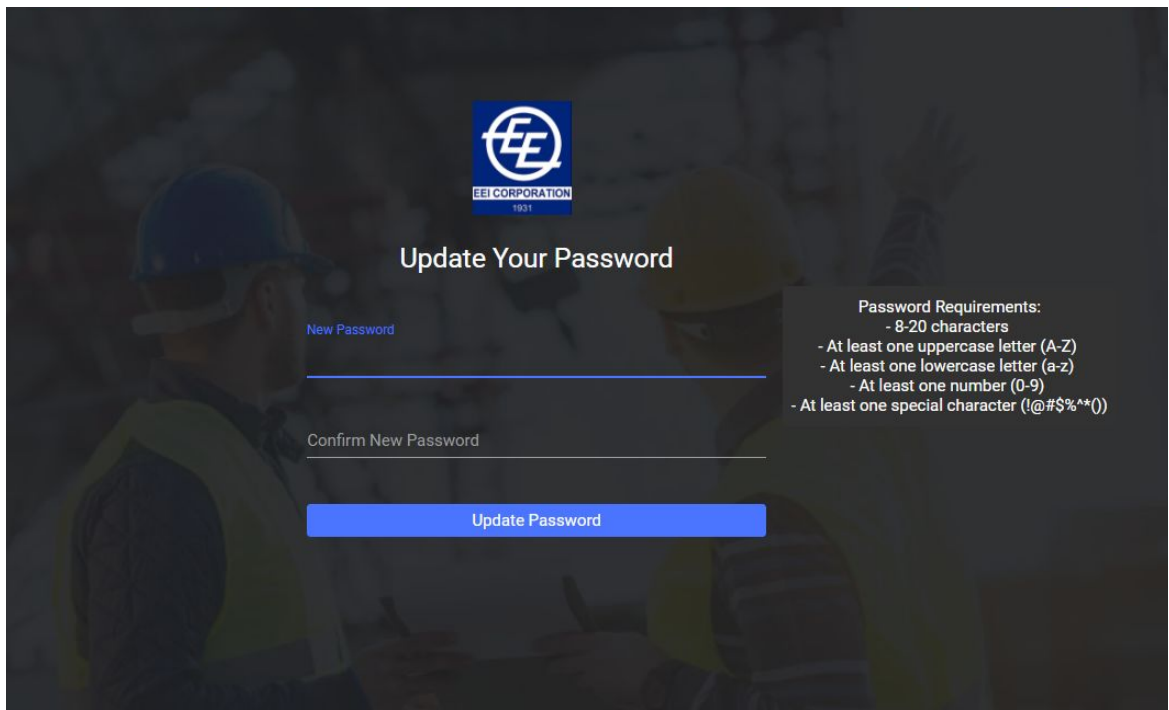
### A. Log In



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 **without** @eei.com.ph*)
    - ii. Example:
      1. Name: Juan B. Dela Cruz
      2. Username: jbdelacruz
2. Click “**Login**” to proceed



## B. Update Password



**EEI CORPORATION**  
1931

### Update Your Password

New Password

Confirm New Password

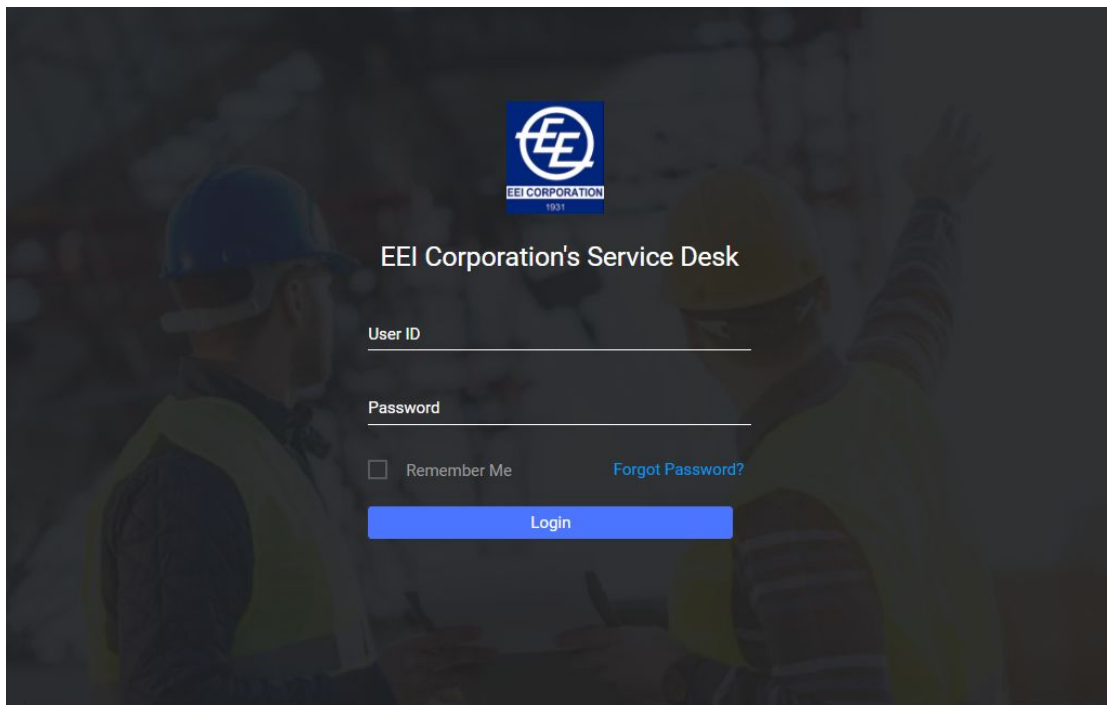
**Update Password**

**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. 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



EEI CORPORATION  
1931

EEI Corporation's Service Desk

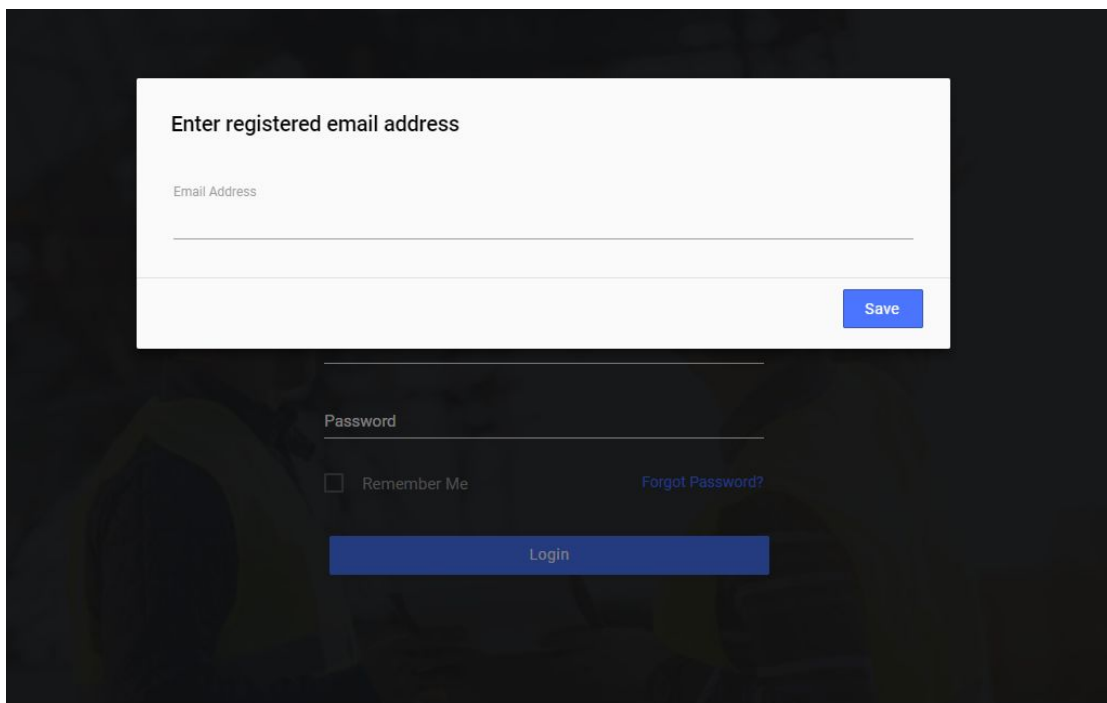
User ID

Password

Remember Me [Forgot Password?](#)

Login

1. On the login page, click **“Forgot Password”** link above the login button



Enter registered email address

Email Address

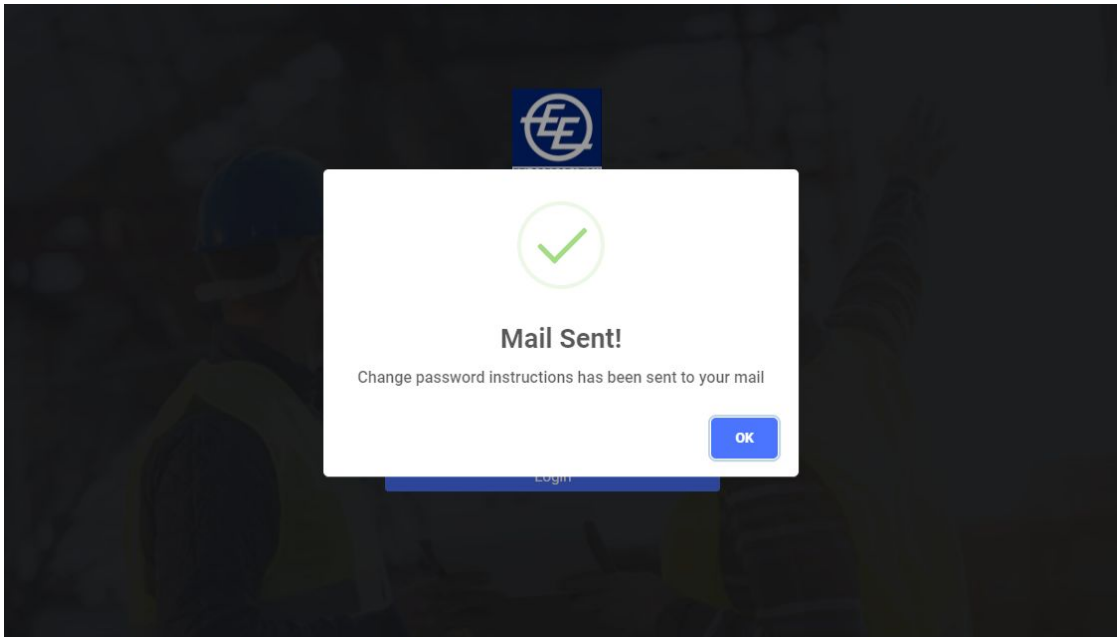
Save

Password

Remember Me [Forgot Password?](#)

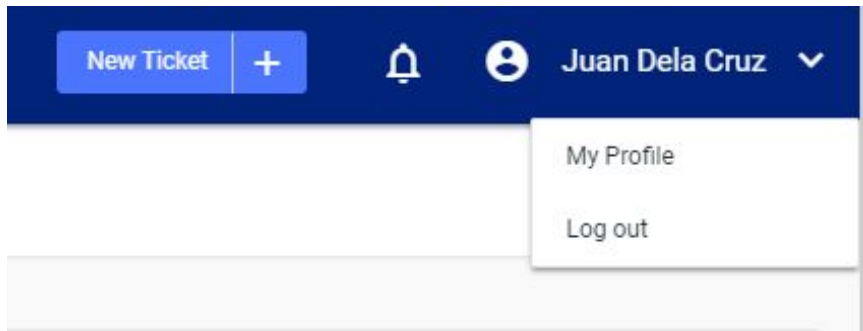
Login

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.

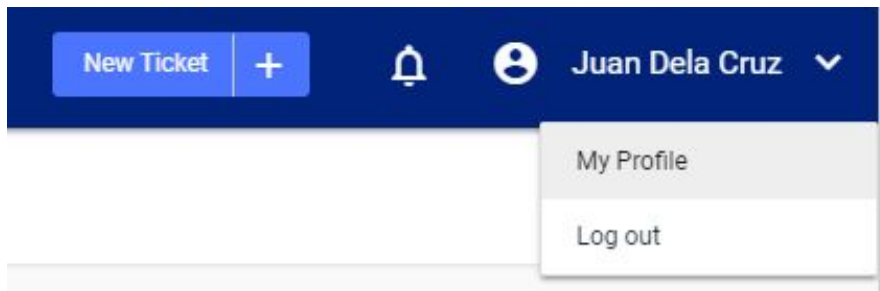


## D. My Profile

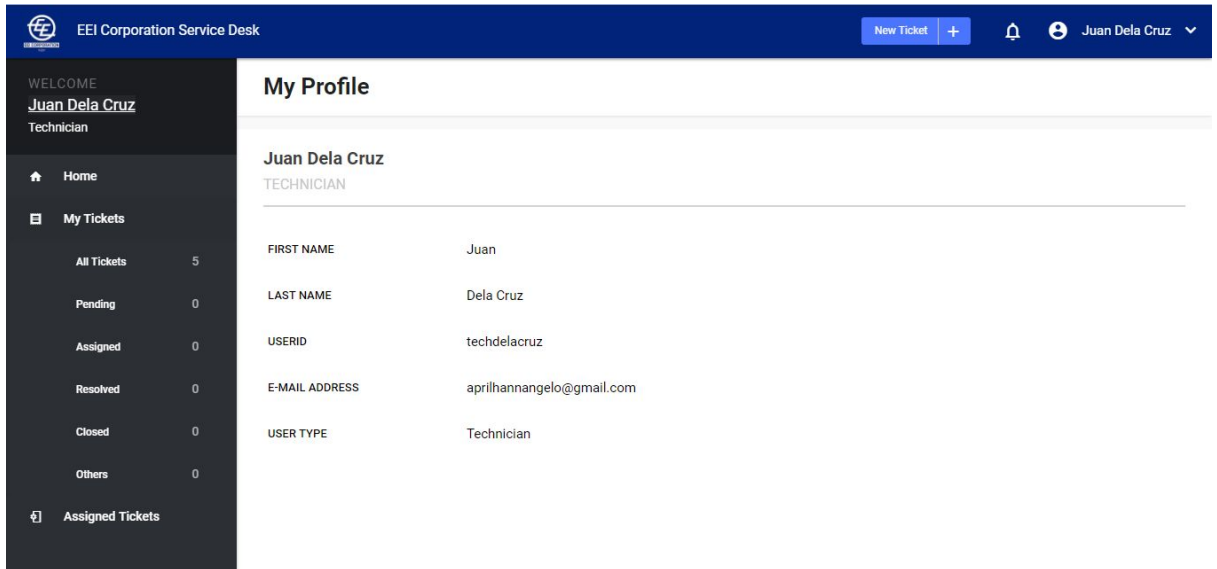
1. Click your name on the upper right hand corner of the screen



2. Click **“My Profile”** to view your account and basic information

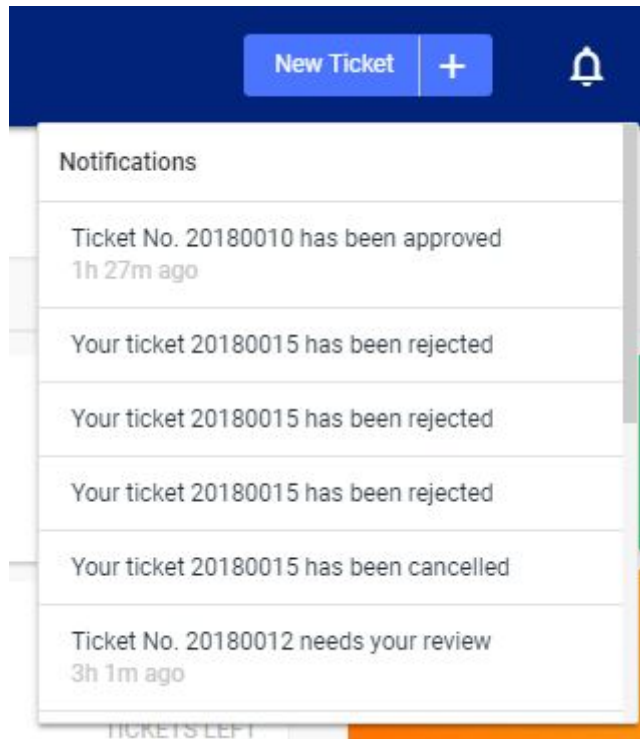


3. You will be redirected to “My Profile” page

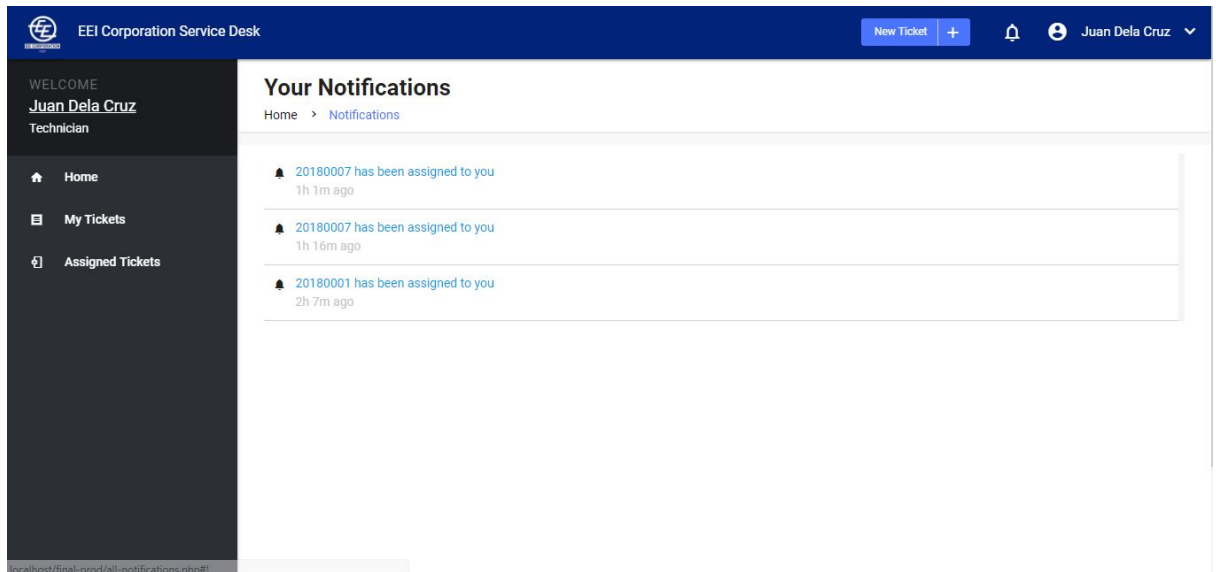


## E. Notifications

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

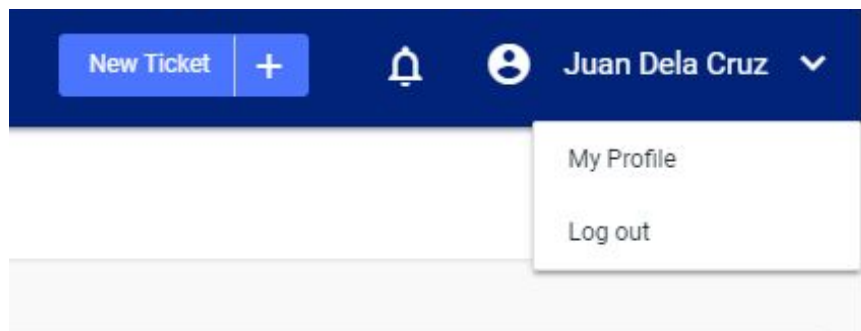


2. To view the complete list of all your notifications, click **“View all Notifications”**

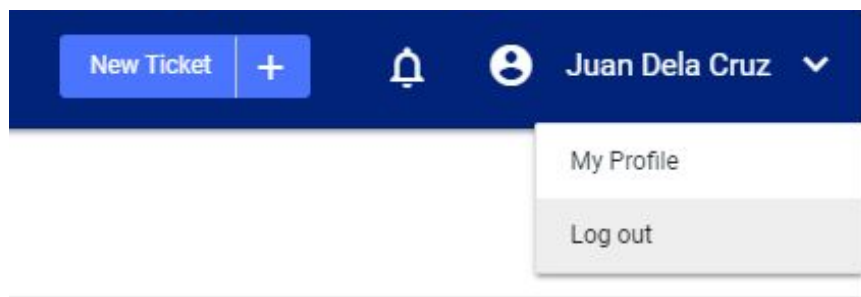


## F. Log Out

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



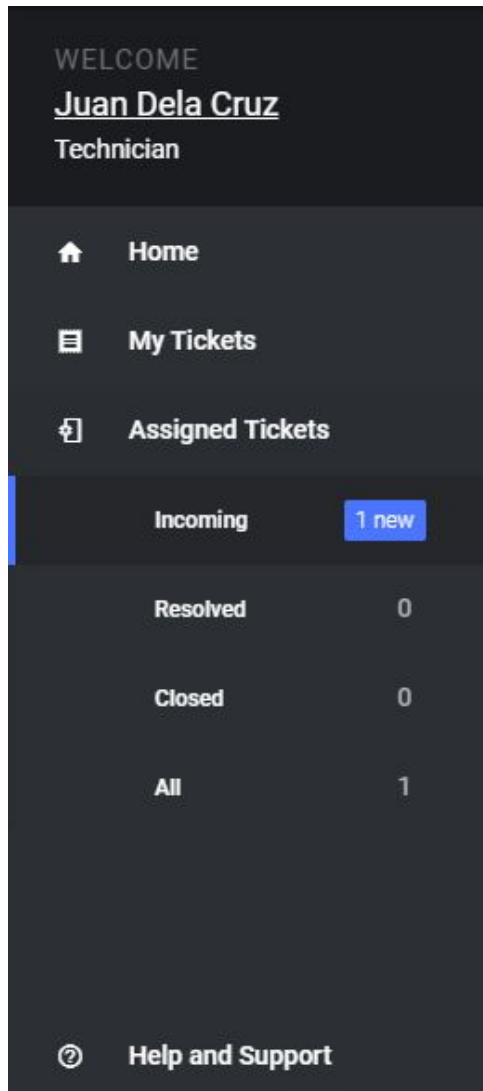
2. Click **“Logout”**



## III. TECHNICIANS/NETWORK ENGINEERS

### A. Navigation

- *Note: Technicians and Network Engineers have the same functionalities*



#### Home

- Page showing a list of all Frequently Asked Questions with solutions which can be performed by the general users

#### My Tickets

- Displays all tickets you submitted

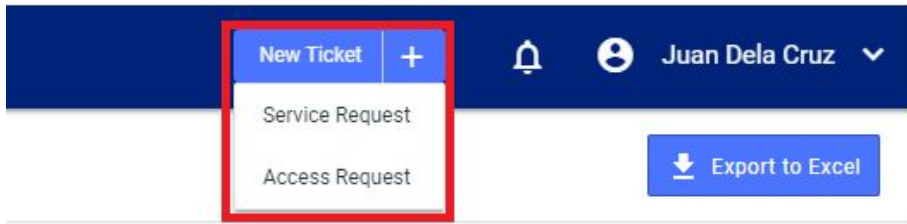
#### Assigned Tickets

- Displays all tickets assigned to you for resolution

#### Help and Support

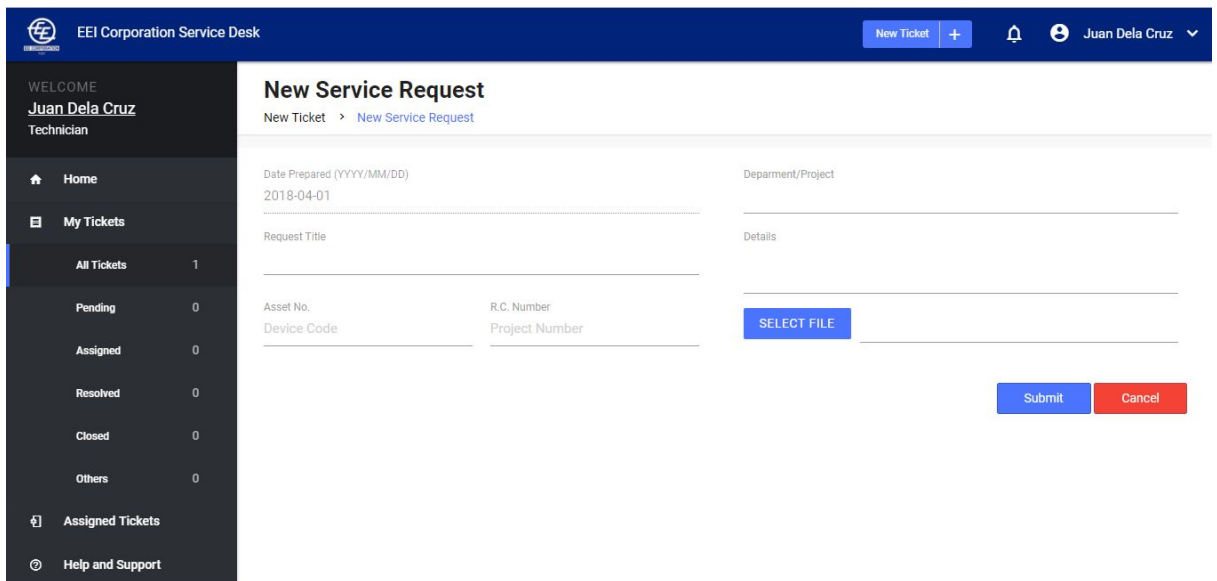
### B. Submitting a New Ticket

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

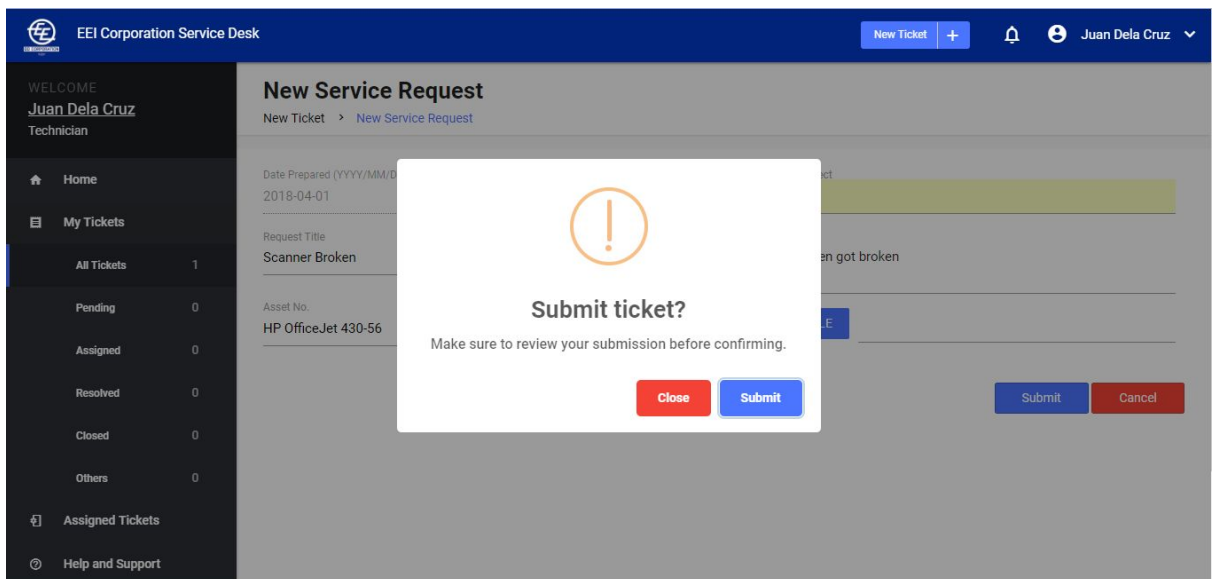


**For Service Request:**

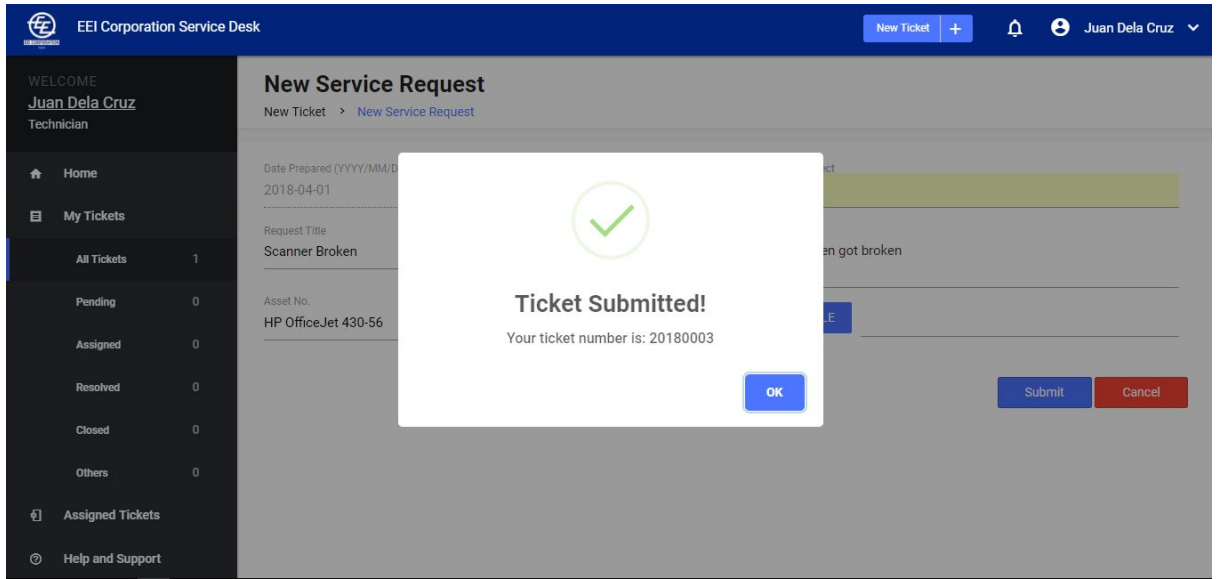
1. Fill out the digital service request form.
2. Attach a file or screenshot if possible.
3. Click **“Submit”**. Make sure to review the details before submitting.



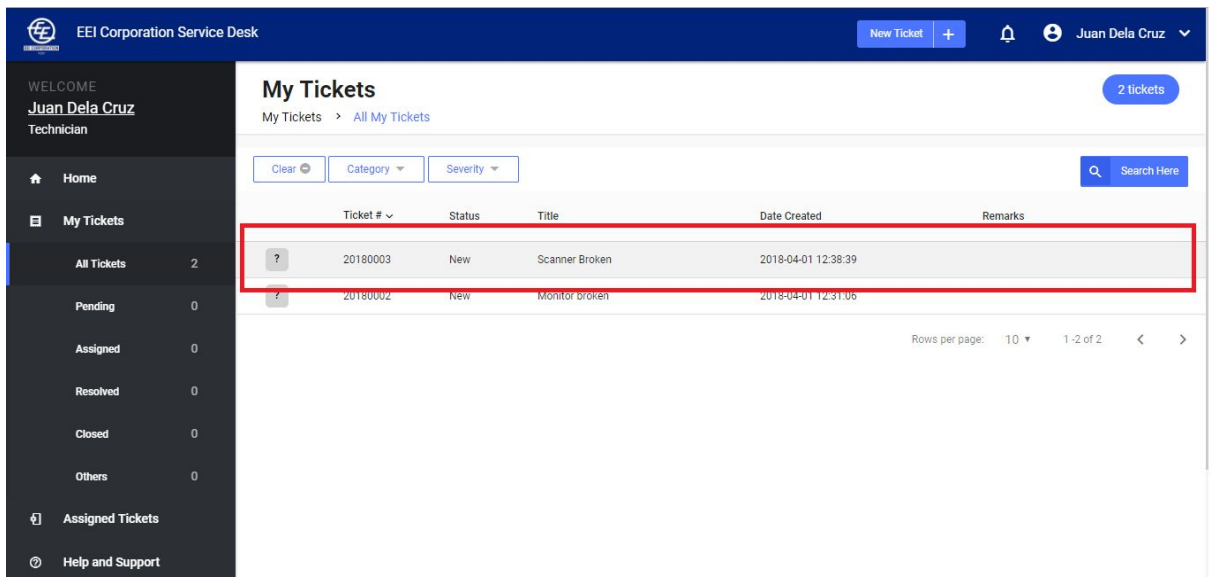
4. A confirmation box will pop out after you click the **“Submit”** button.



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



- Your newly submitted ticket can be found on **“My Tickets”** page





### For User Access Request:

1. 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.

EEI Corporation Service Desk

New Ticket + Juan Dela Cruz

### New User Access Request

New Ticket > New User Access Request

**Requestor Details**

Date Prepared (YYYY/MM/DD) 2018-04-01 R.C. Number Project Number Request Title

Company Expiry Date dd/mm/yyyy

Department/Project

**Reviewed By:**

Checker \*optional Approver \*optional  
Department's or Group's PM or Person-In-Charge

**Request Details**

Application Name	Access Request	Request Type	Full Name of User	+ Add Row

Select Unit

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

EEI Corporation Service Desk

New Ticket + Juan Dela Cruz

### New User Access Request

New Ticket > New User Access Request

**Requestor Details**

Date Prepared (YYYY/MM/DD) 2018-04-01 R.C. Number Project Number Request Title

Company EEI Corporation Expiry Date Access

Department/Project HR

**Reviewed By:**

Checker \*optional Approver \*optional  
User Requestor Two User Requestor Four

**Request Details**

Application Name	Access Request	Request Type	Full Name of User	+ Add Row

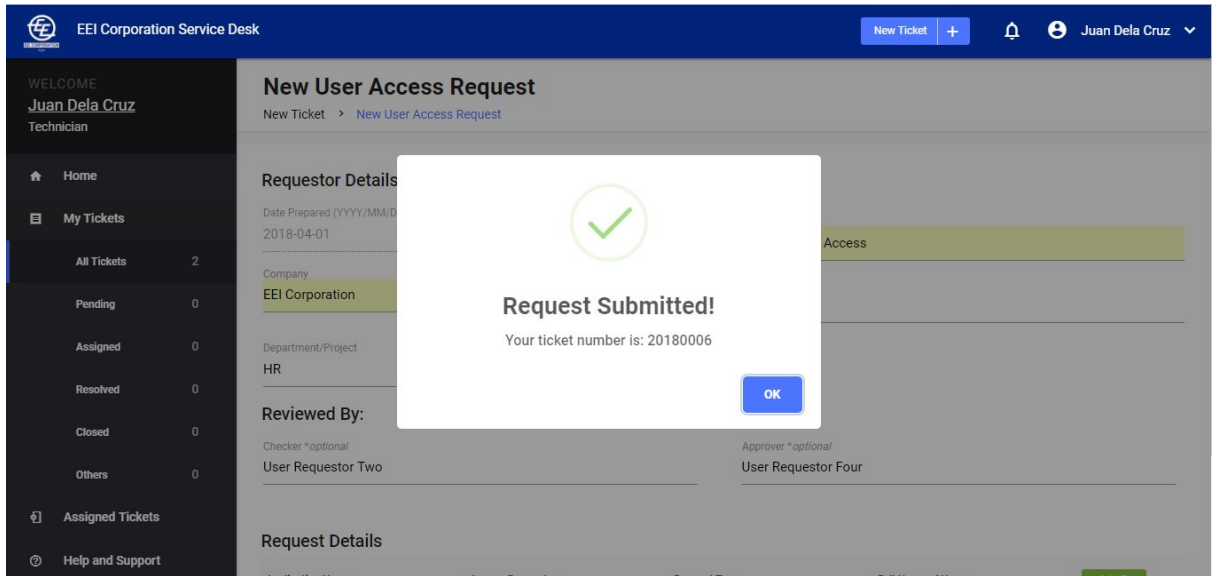
Select Unit

**Submit ticket?**

Make sure to review your submission before confirming.

Close Submit

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



## 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.

The screenshot displays the 'My Tickets' interface. At the top, there's a navigation bar with 'New Ticket' and user information 'Juan Dela Cruz'. Below this, a sidebar on the left lists navigation options: Home, My Tickets (selected), All Tickets (5), Pending (0), Assigned (0), Resolved (0), Closed (0), Others (0), Assigned Tickets, and Help and Support. The main content area is titled 'My Tickets' and shows a list of tickets. The table has columns: Ticket #, Status, Title, Date Created, and Remarks. The first five rows show tickets with status 'New' and titles like 'Project Team Access' and 'Scanner Broken'. A 'Filter Buttons' section (Clear, Category, Severity) and a 'Search Button' (Search Here) are located above the table. A 'Table Sorter' icon is on the right side of the table. The page also includes a 'Filter by Status' section at the bottom.

- To view the details of each ticket, click on the row of the ticket.
- **Filter Buttons** *\*also applicable to all other tables*
  - By Status** - refer to the side navigation for the links.
  - By Category** - “**Category**” dropdown button is visible on the page before the table
  - By Severity Level** - “**Severity**”.dropdown button is visible on the page before the table
  - 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”.

EEI Corporation Service Desk

New Ticket +

Juan Dela Cruz

WELCOME  
Juan Dela Cruz  
Technician

Home

My Tickets

Assigned Tickets

Incoming 1 new

Resolved 0

Closed 0

All 1

Help and Support

### Review Incoming Tickets

Tickets for Review > Incoming Tickets for Review

1 tickets

Ticket Type

Search Here

Ticket No. ▾	Title	Date Created	Time Left	Remarks
20180001	Printer Not Working	2018-04-01 12:13:58	0 days 22 hours	

Rows per page: 10 ▾ 1 - 1 of 1 < >

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

The screenshot shows the 'Review Incoming Tickets' interface. On the left is a navigation sidebar with 'Assigned Tickets' selected. The main area displays a table of tickets. One ticket is highlighted with a red border:

Ticket No.	Title	Date Created	Time Left	Remarks
20180001	Printer Not Working	2018-04-01 12:13:58	0 days 22 hours	

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

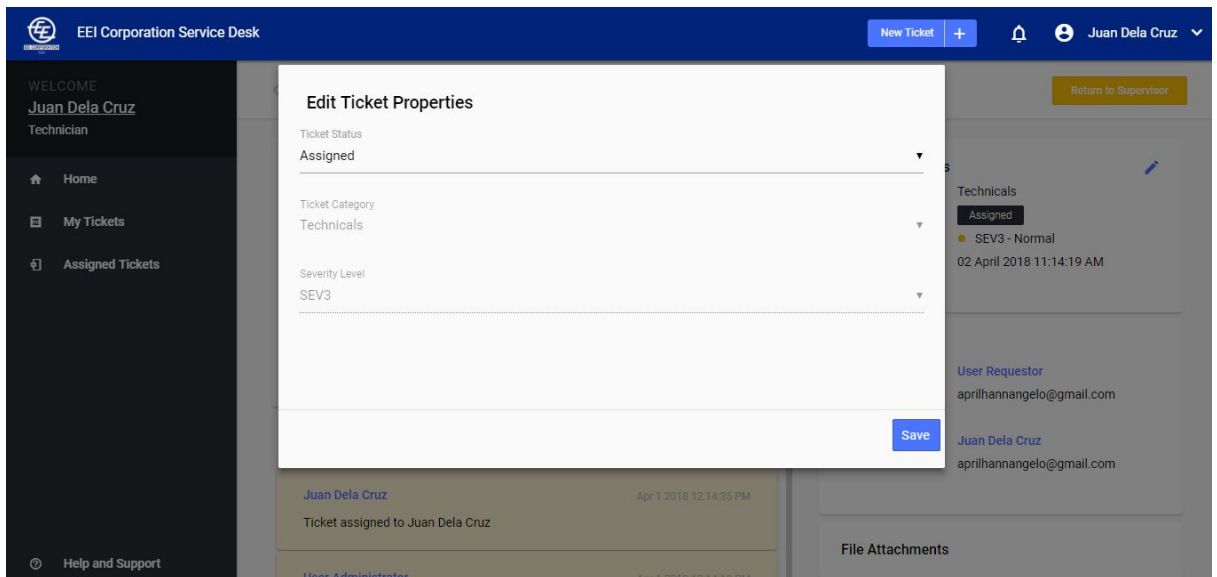
The screenshot shows the 'Ticket #20180001' details page. The 'Ticket Properties' panel on the right is highlighted with a red border and contains a blue pencil icon for editing:

**Ticket Properties**

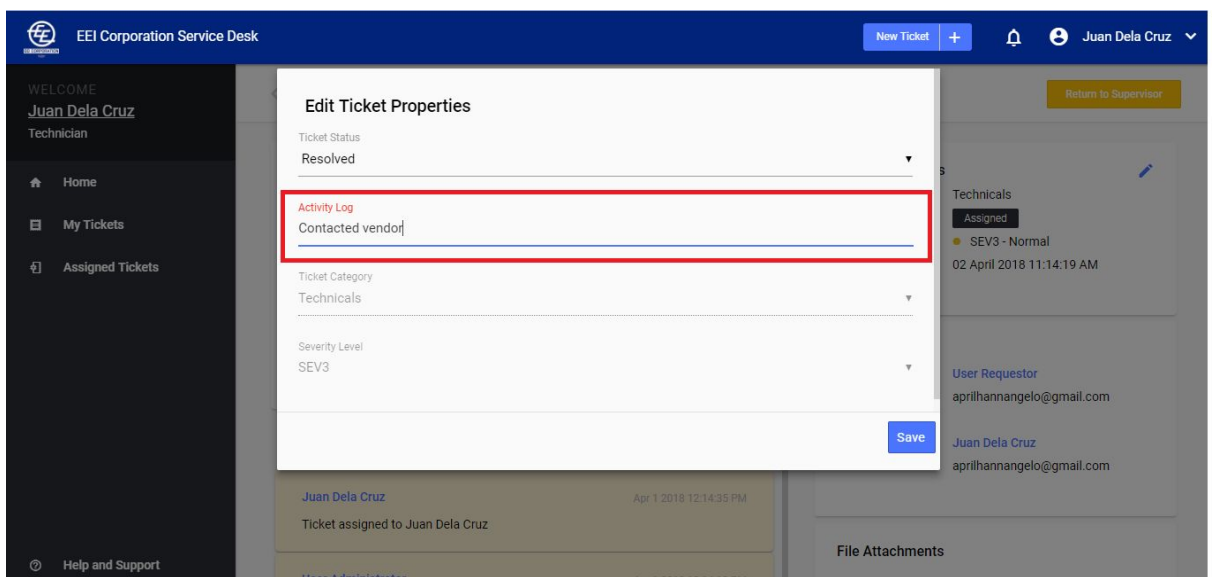
- Category: Technicals
- Status: Assigned
- Severity: SEV3 - Normal
- Due on: 02 April 2018 11:14:19 AM
- Resolution Date:

Below the properties panel, the 'Ticket Details' section shows the requestor as 'User Requestor' and the ticket agent as 'Juan Dela Cruz'.

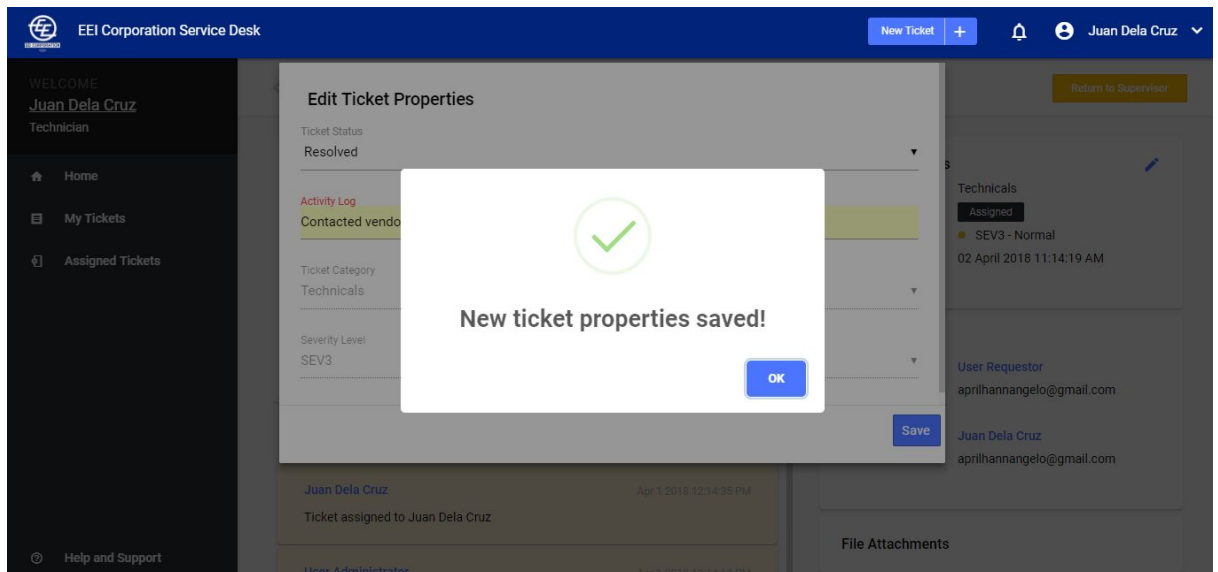
4. A modal will open for the **Edit Ticket Properties** form.



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.

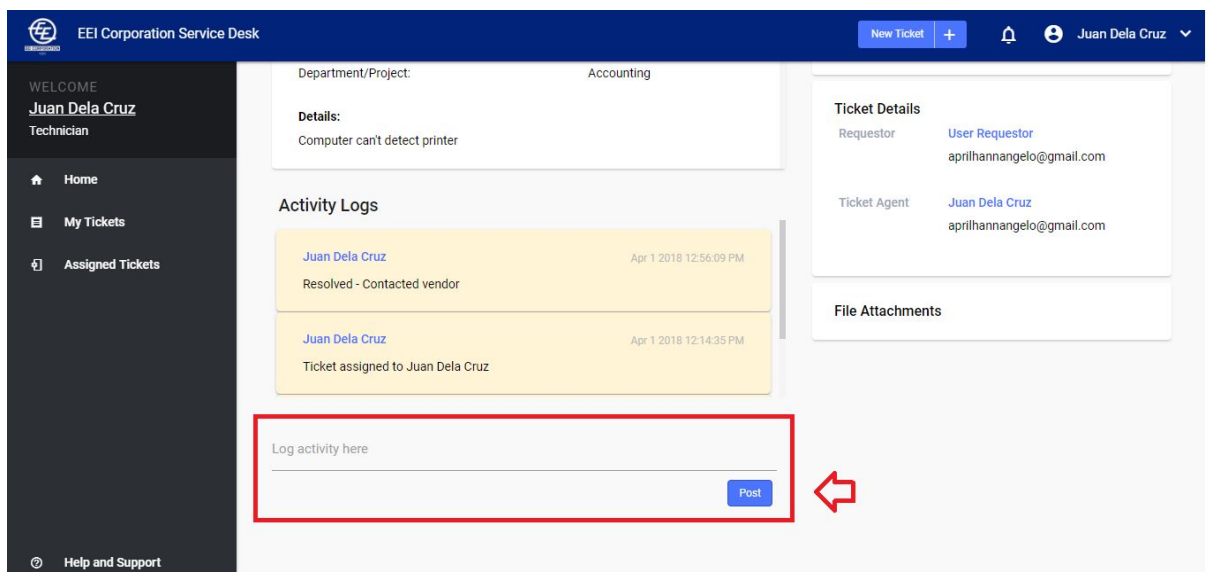


## 7. Click "Save"

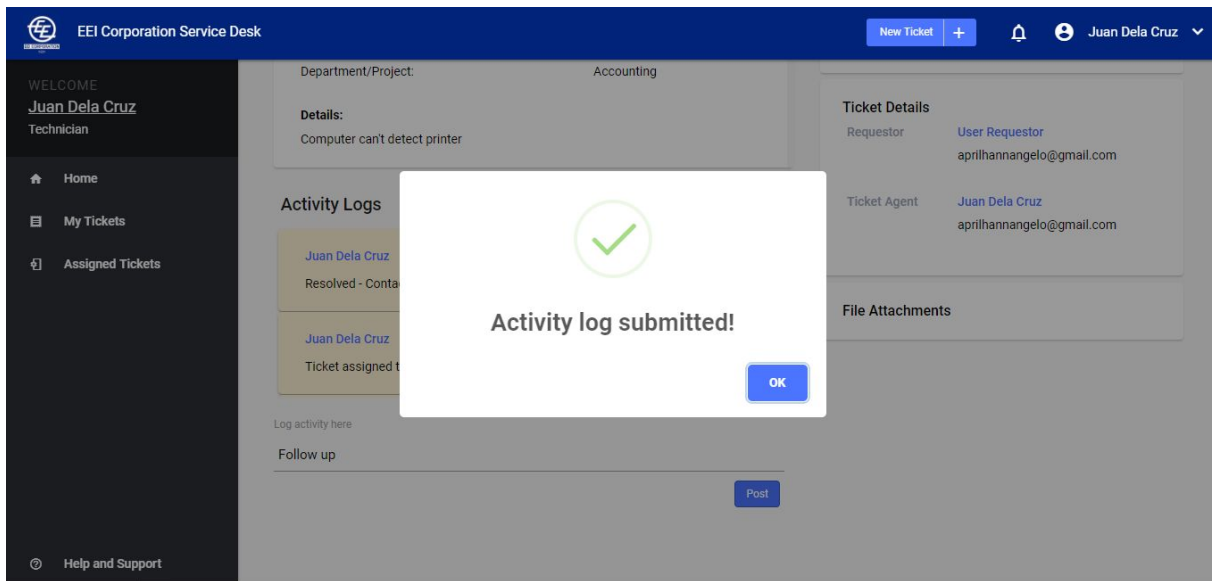


## II. Add Activity Log

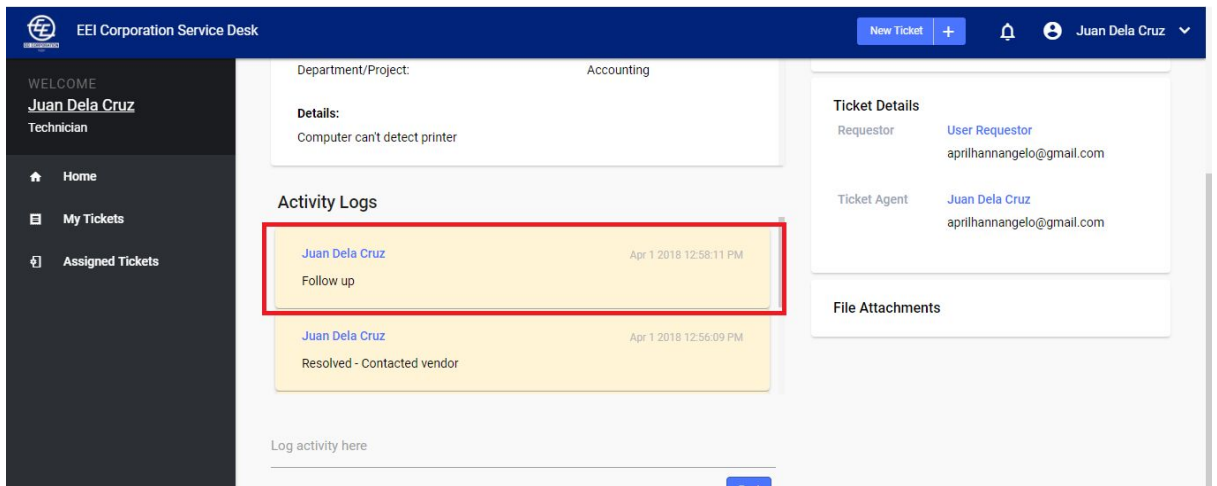
1. Under "Activity logs", click the text field that says "Log activity log here"
2. Input your activity log



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



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





### III. Return to IT Group Manager

1. Click “Incoming” under “Assigned Tickets”

EEI Corporation Service Desk

New Ticket +

Juan Dela Cruz

WELCOME  
Juan Dela Cruz  
Technician

Home

My Tickets

Assigned Tickets

Incoming 1 new

Resolved 0

Closed 0

All 1

Help and Support

### Review Incoming Tickets

Tickets for Review > Incoming Tickets for Review

1 tickets

Ticket Type

Search Here

Ticket No. ▾	Title	Date Created	Time Left	Remarks
20180001	Printer Not Working	2018-04-01 12:13:58	0 days 22 hours	

Rows per page: 10 ▾ 1-1 of 1 < >

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

EEI Corporation Service Desk

New Ticket +

Juan Dela Cruz

WELCOME  
Juan Dela Cruz  
Technician

Home

My Tickets

Assigned Tickets

Incoming 1 new

Resolved 1

Closed 0

All 2

Help and Support

### Review Incoming Tickets

Tickets for Review > Incoming Tickets for Review

1 tickets

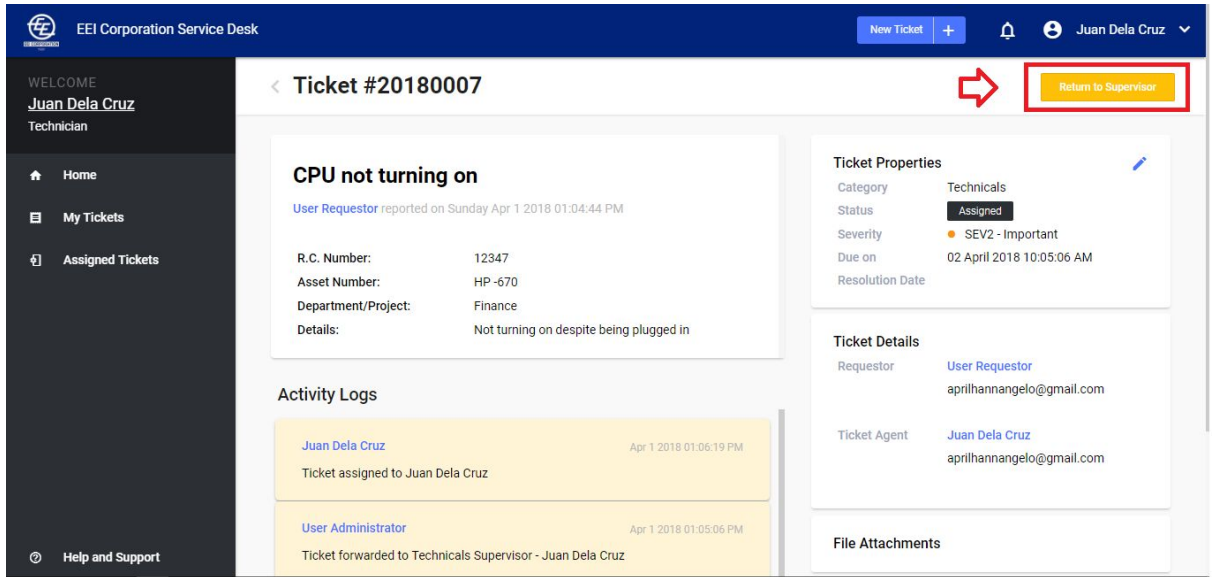
Ticket Type

Search Here

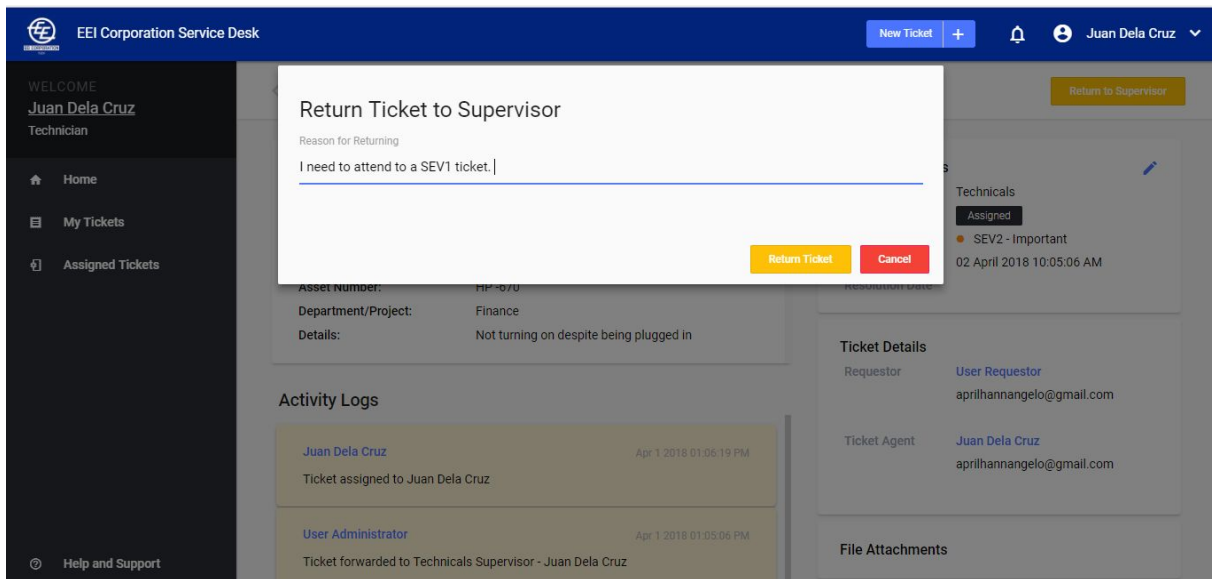
Ticket No. ▾	Title	Date Created	Time Left	Remarks
20180007	CPU not turning on	2018-04-01 13:04:44	0 days 20 hours	

Rows per page: 10 ▾ 1-1 of 1 < >

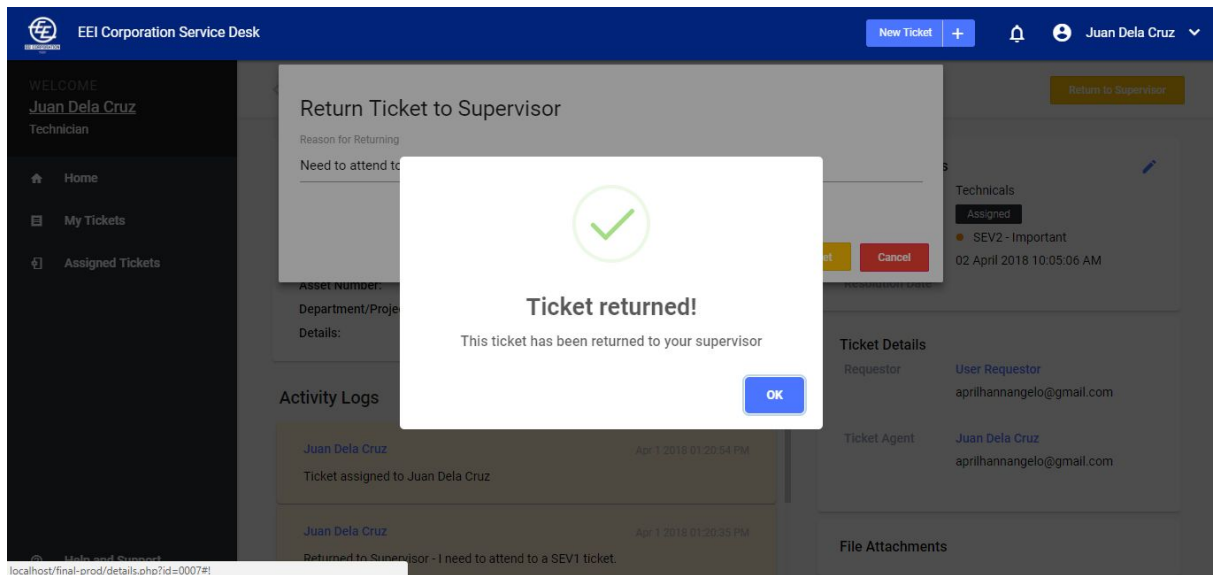
3. On the upper right hand corner of the **details** page of the ticket, click **“Return Ticket”**



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*



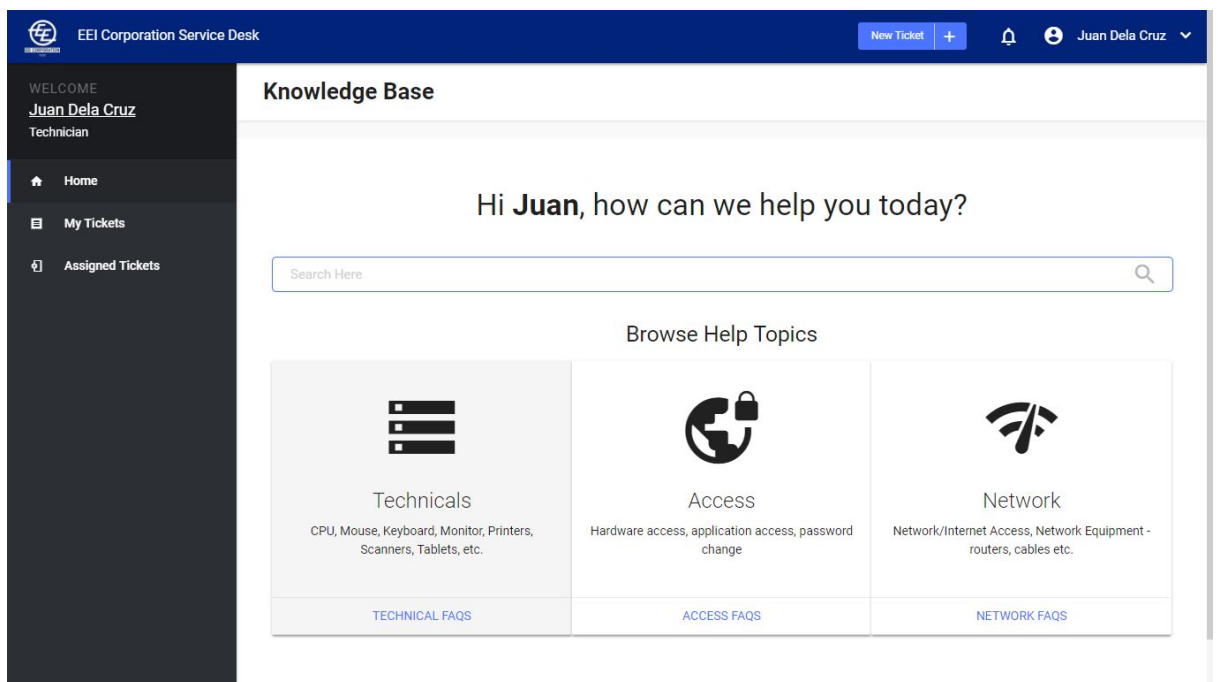
## 5. Click “Return Ticket”



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

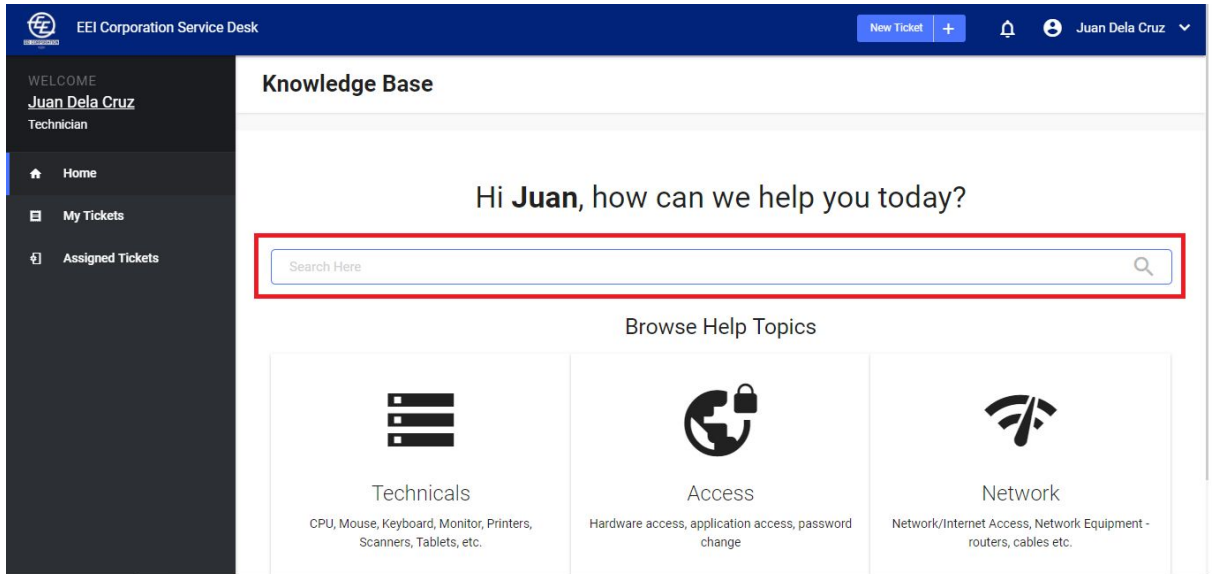
## E. Knowledge Base

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.



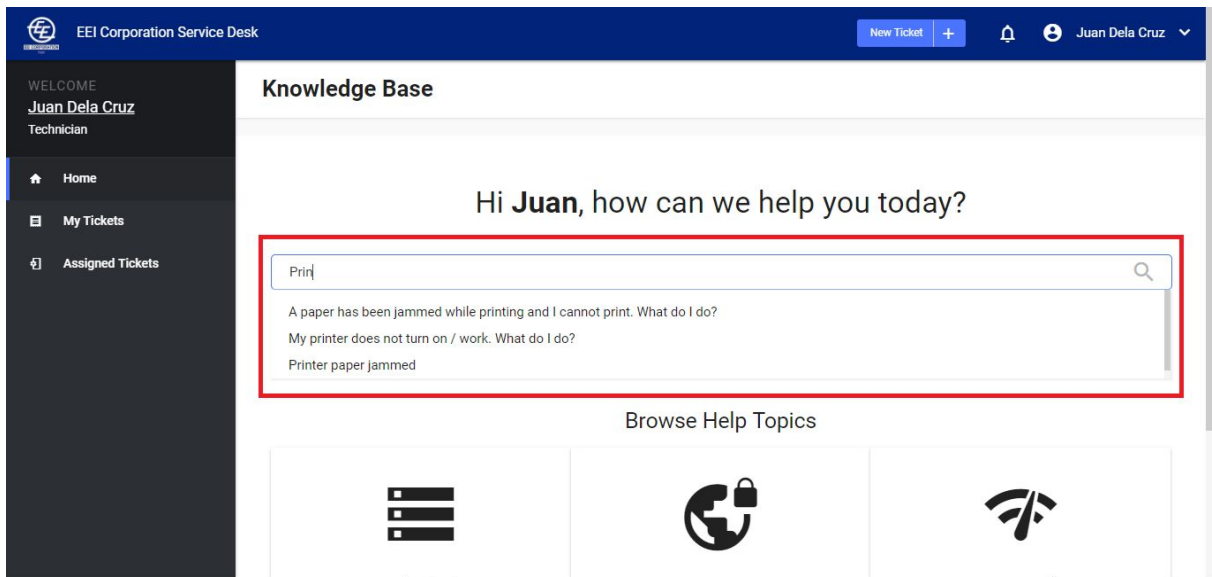
## I. Search Article

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



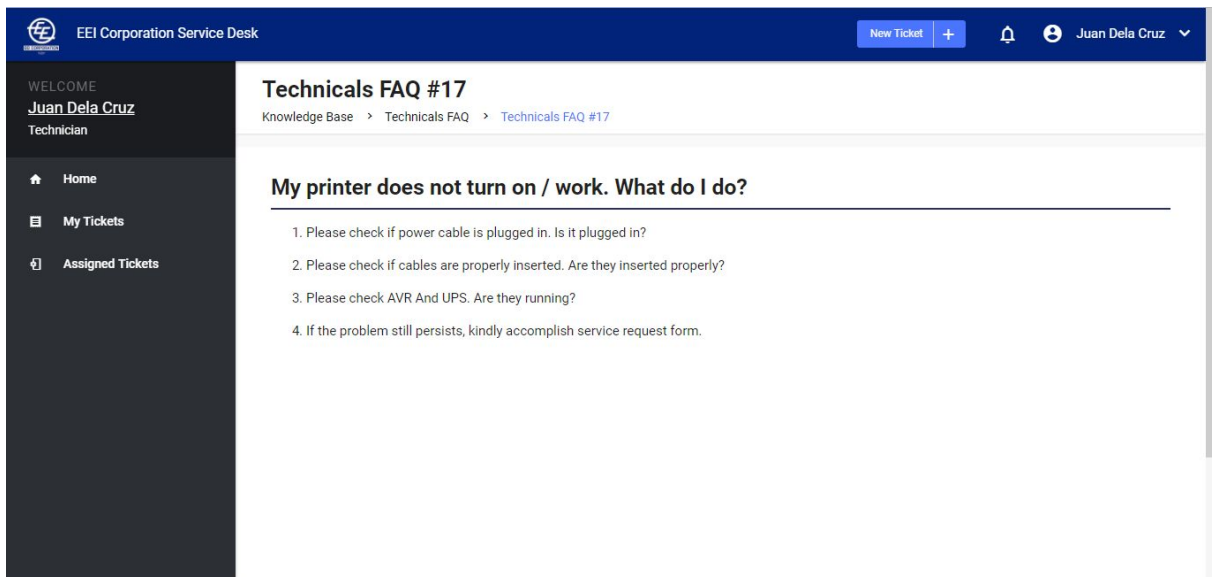
The screenshot shows the EEI Corporation Service Desk Knowledge Base interface. The top navigation bar includes the logo, the text "EEI Corporation Service Desk", a "New Ticket +" button, a notification bell, and the user name "Juan Dela Cruz". A left sidebar contains a "WELCOME" message for "Juan Dela Cruz, Technician" and navigation links for "Home", "My Tickets", and "Assigned Tickets". The main content area is titled "Knowledge Base" and features a greeting: "Hi Juan, how can we help you today?". Below the greeting is a search bar with the placeholder text "Search Here" and a magnifying glass icon. Underneath the search bar is a section titled "Browse Help Topics" with three categories: "Technicals" (CPU, Mouse, Keyboard, Monitor, Printers, Scanners, Tablets, etc.), "Access" (Hardware access, application access, password change), and "Network" (Network/Internet Access, Network Equipment - routers, cables etc.).

2. Click the article title you wish to view



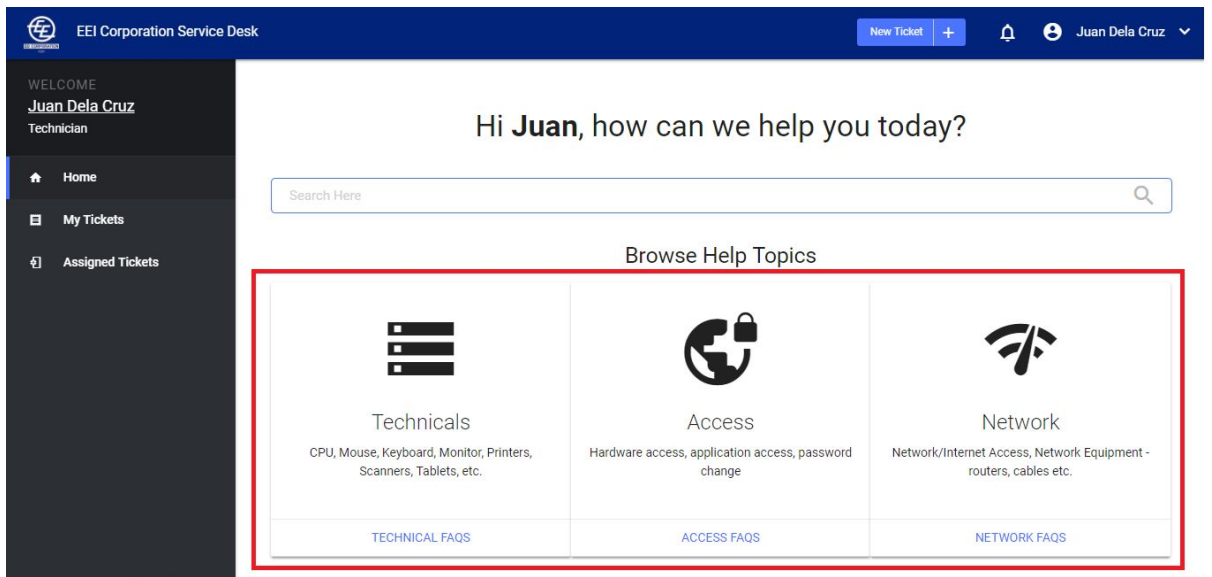
This screenshot shows the same Knowledge Base interface as the previous one, but with search results displayed. The search bar now contains the text "Print" and is highlighted with a red border. Below the search bar, three search results are listed: "A paper has been jammed while printing and I cannot print. What do I do?", "My printer does not turn on / work. What do I do?", and "Printer paper jammed". The "Browse Help Topics" section remains visible below the search results.

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



## II. View Article List

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



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

The screenshot shows the 'Access FAQs' page in the EEI Corporation Service Desk. The header includes the company logo, name, and user profile 'Juan Dela Cruz'. The left sidebar contains navigation options: Home, My Tickets, and Assigned Tickets. The main content area is titled 'Access FAQs' and is divided into two columns: 'Password' and 'Application'. Each column contains a list of FAQ items with question marks as icons.

Category	FAQ Item
Password	I cannot log in to my PC and/or Windows account. What do I do?
Application	Windows is not loading in my unit. What do I do?
Application	I cannot access the in-house application. What do I do?
Application	The program / application is not responding. What do I do?
Application	I cannot open a program / application. What do I do?
Application	My web browser keeps on opening multiple pages whenever I click on a link. What do I do?
Application	My web browser appears to be outdated / slow / ... What do I do?

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

The screenshot shows the detailed view of 'Access FAQ #23' in the EEI Corporation Service Desk. The header and sidebar are consistent with the previous screenshot. The main content area is titled 'Access FAQ #23' and features the article title 'Windows is not loading in my unit. What do I do?'. Below the title is a list of four numbered steps providing troubleshooting instructions.

1. Please check if power cable is plugged in. Is it plugged in?
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.