



SUPPORT DESK

HOW TO GUIDE

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SUPPORT DESK HOW TO GUIDE

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INTRODUCTION

The Chalvington Group has implemented a new Support Desk to allow for a more complete, fault logging system. The Support Desk will also allow you to log faults directly via email or a dedicated web portal with your own personalised profile.

This document will show you how.

SUPPORTED OPERATING SYSTEMS & BROWSERS

Please find a list below of supported operating systems, email clients and web browsers:-

Windows:-

Windows XP & Above
Internet Explorer 7 & Above
Firefox ver 14 & Above
Microsoft Outlook XP & Above
Outlook Express

Mac:-

OSX 10.5 & Above
Safari
Firefox
Mac Mail
Microsoft Entourage
Microsoft Outlook

HOW TO LOG A TICKET VIA EMAIL

1. Create a new email addressed to supportdesk@chalvingtongroup.com with a brief description in the subject line



The screenshot shows an email composition window. On the left is a 'Send' button. The 'To...' field contains the email address 'supportdesk@chalvingtongroup.com;'. The 'Cc...' field is empty. The 'Subject:' field contains the text 'My Printer won't work'.

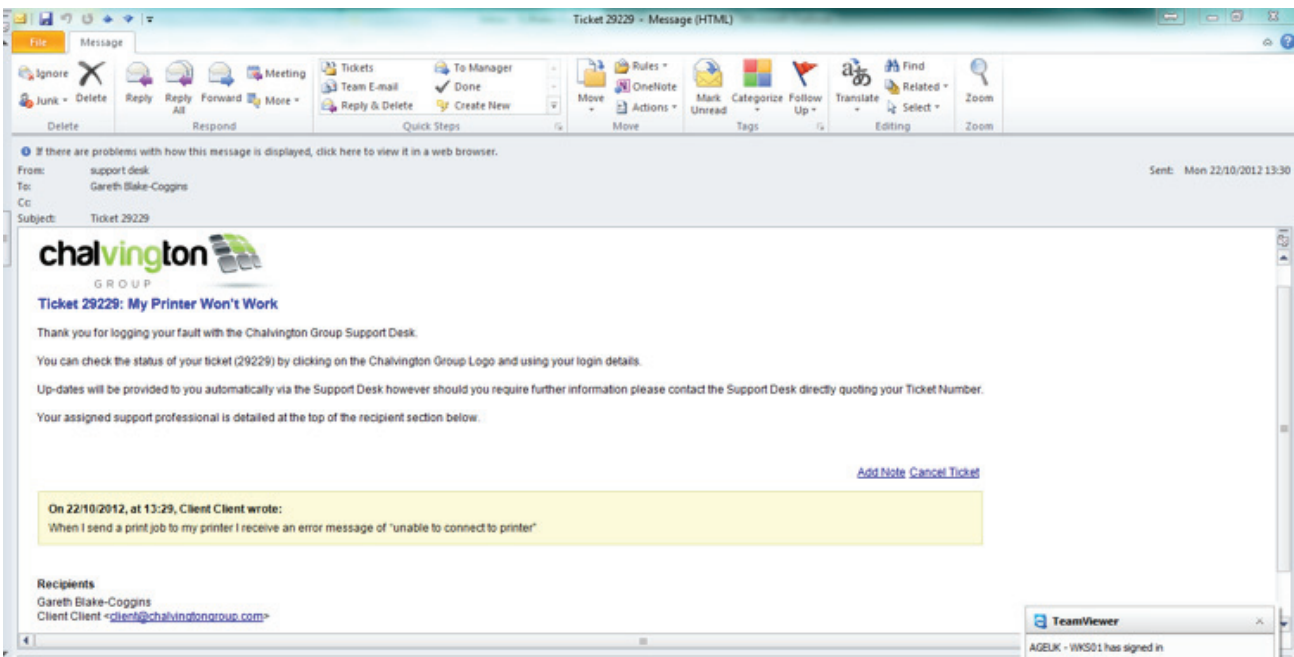
2. Add a detailed description in the body of the email



The screenshot shows the same email composition window as above, but with the email body text entered: 'When I send a job to my printer I receive the an error message of "unable to connect to printer"'. The 'To...' and 'Subject:' fields remain the same.

3. You can either add a screen shot of the fault you are logging, or simply press send.

4. You will now receive an email back from the Support Desk



5. If this is the first time you have logged a ticket with the Support Desk you will also receive a welcome email, which will contain the information displayed below.

Chalvington Group Support Desk

to me

Welcome to the Chalvington Group Support Desk.

We have now created a personalised account for you on our web based Support Platform.

Here you will be able to:-

Manage all faults

Access a dedicated FAQ containing:-

Self Help Documents

Change Request Forms

To access your Support Desk please click on our logo at the top of this email.

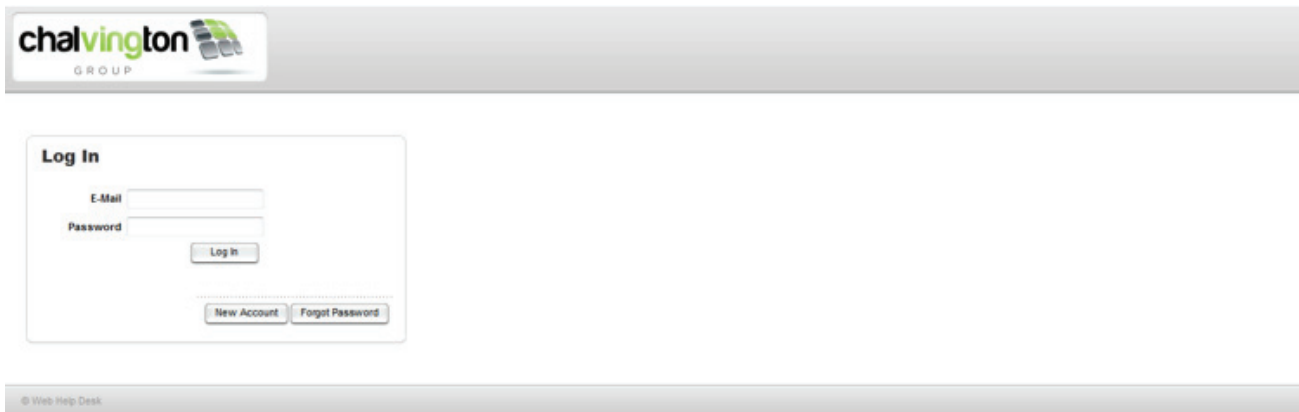
Your personalised login details are:-

You have successfully raised your Support Ticket via email to the Support Desk, during the life of the Support Ticket you will receive up-dates, via email, every time work is carried out, or where, an up-date is required.

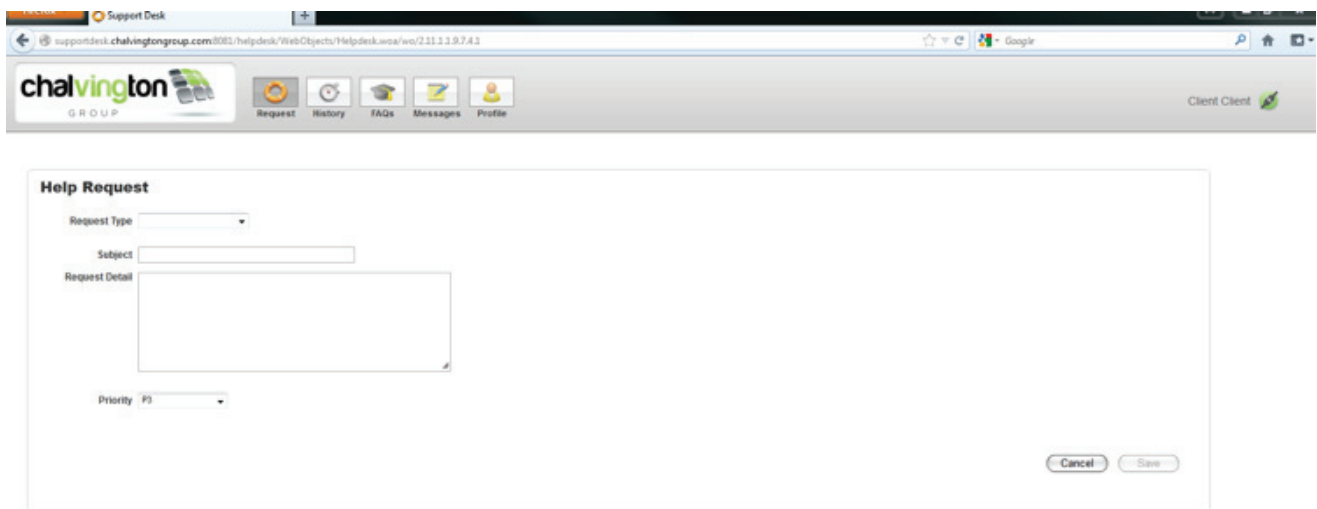
HOW TO LOG A TICKET VIA THE WEB PORTAL

If the fault is with your email - the web portal will enable you to log your ticket as well as complete other functions detailed later in this document.

1. Open your web browser and go to the following website:-
<http://supportdesk.chalvingtongroup.com:8081>

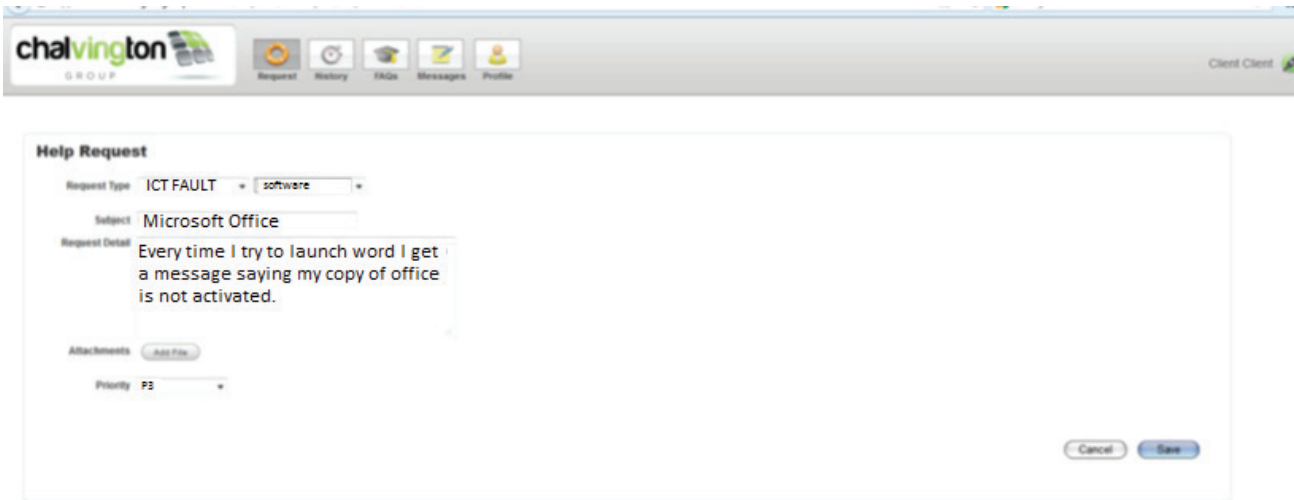


2. Fill in your email address and password in the required fields - Log In
3. You will now see your home page as shown below

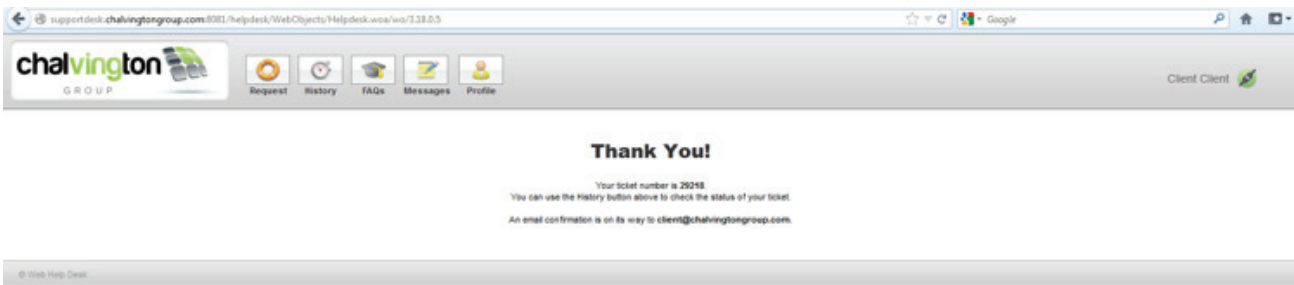


4. Select which request type best suits your fault. For the purpose of this guide we are going to use ICT Fault.
5. Select the request, sub-type. For the purpose of this guide, we are going to use software
6. Fill in the subject line for your request type, for example, the name of the software which is the cause of the fault. For the purpose of this guide we are going to use, Microsoft Office.

7. Fill in the request detail with as much detail as possible, your page should now look like the image below



8. You will then be presented with a brief summary screen, as seen below.

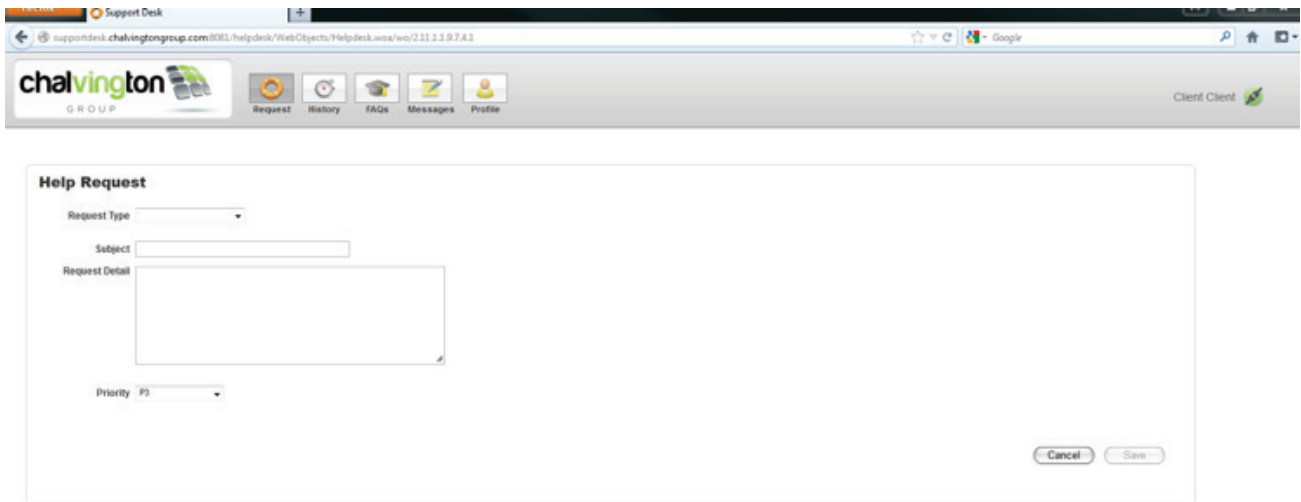


9. Your ticket has now been raised and you will receive a summary email as you would, when raising a ticket via email.

HOW TO CHANGE PROFILE SETTINGS

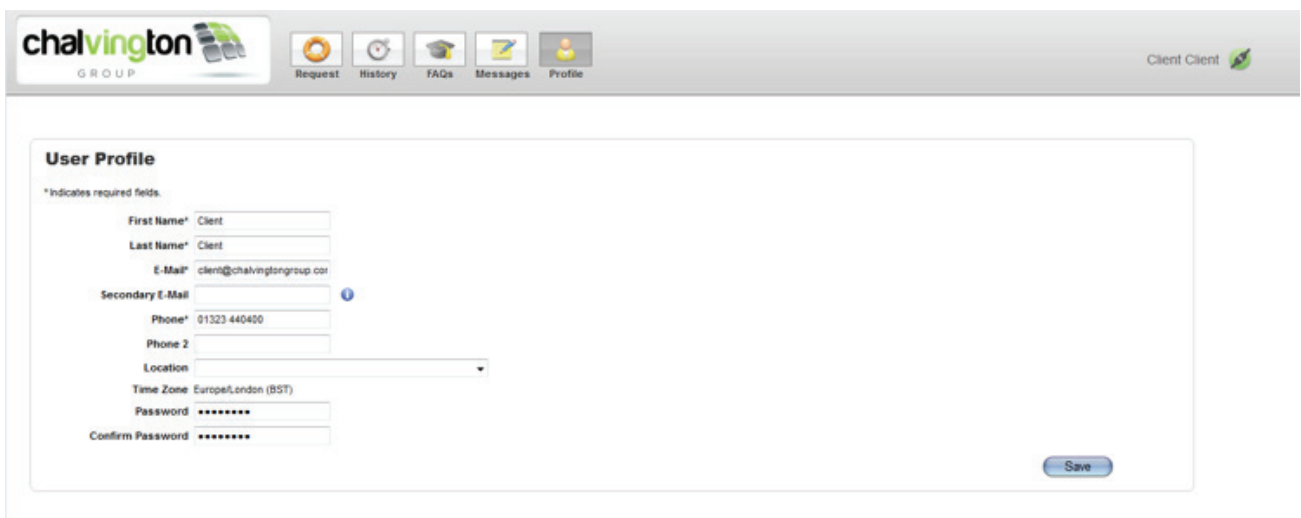
As with any on-line account, you will receive a random password, when your profile is setup. If you need to change this, the following steps will demonstrate how to complete this and will also show where you need to go, if you want to change any additional contact info.

1. Log into the web portal using the web link provided in the previous section and you will be back at your home page.



The screenshot shows a web browser window with the URL `supportdesk.chalvingtongroup.com:8083/helpdesk/WebObjects/Helpdesk.woa/wo/2.11.1.9.7.4.1`. The page header includes the Chalvington Group logo and navigation icons for Request, History, FAQs, Messages, and Profile. The main content area is titled "Help Request" and contains a form with the following fields: "Request Type" (a dropdown menu), "Subject" (a text input field), "Request Detail" (a large text area), and "Priority" (a dropdown menu set to "P3"). At the bottom right of the form are "Cancel" and "Save" buttons.

2. Click on the profile button and you will be taken to your profile page.

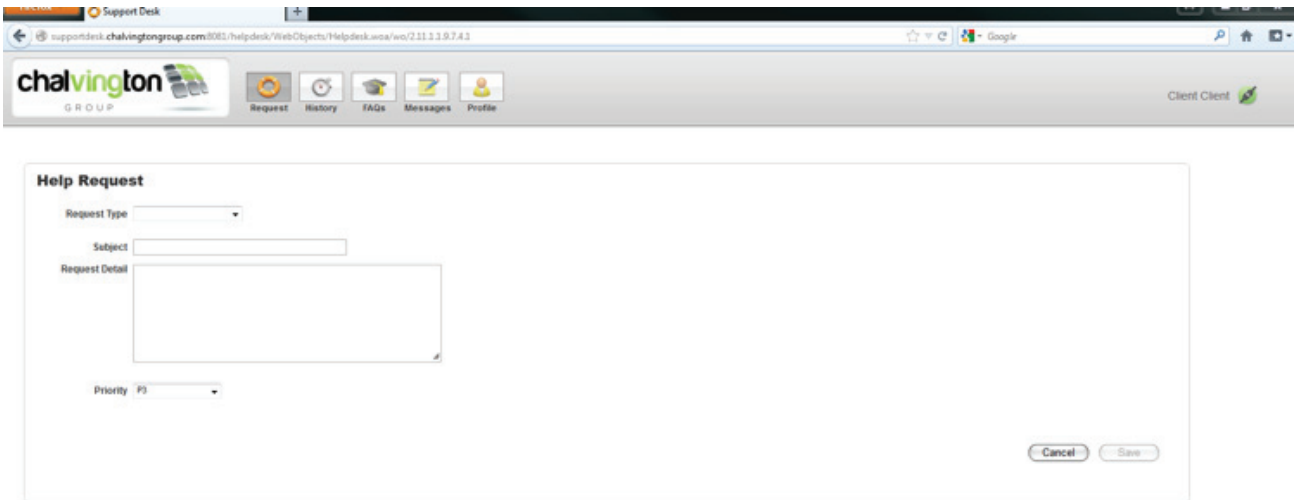


The screenshot shows the "User Profile" page. At the top left, it says "*Indicates required fields." The form contains the following fields: "First Name*" (filled with "Client"), "Last Name*" (filled with "Client"), "E-Mail*" (filled with "client@chalvingtongroup.com"), "Secondary E-Mail" (with an information icon), "Phone*" (filled with "01323 440400"), "Phone 2", "Location" (a dropdown menu), "Time Zone" (set to "Europe/London (BST)"), "Password" (masked with asterisks), and "Confirm Password" (masked with asterisks). A "Save" button is located at the bottom right of the form.

3. You can change your contact details and enter a new password if you wish, all fields marked with a * are mandatory and will need to be completed before you click on save.

HOW TO VIEW TICKET HISTORY

1. Log into your support desk home page



2. Click on the History button and you will now see a complete history of all your support tickets



The screenshot shows the 'Ticket History' table. The table has columns for 'No.', 'Date', 'Updated', 'Status', 'Request Detail', 'Survey', and 'URL'. There are two tickets listed:

No.	Date	Updated	Status	Request Detail	Survey	URL
24228	22/10/2012	22/10/2012	Open	My Printer Won't Work: When I send a print job to my printer I receive an error message of "unable t...		
24218	22/10/2012	22/10/2012	Open	Microsoft Office: Every time I try to launch word I get an message saying my copy of office is not ...		

At the bottom of the table, there are navigation controls: '2 items' and 'Tickets Per Page 10'.

3. Here you can click on each ticket number for a complete overview of that ticket.



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communicating with you...

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