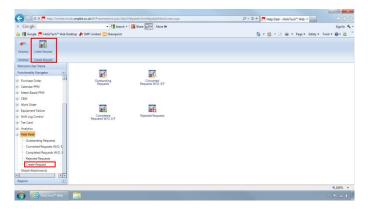
Creating a Request

 The Help Desk module can be accessed by selecting the 'Help Desk' option from the Functionality Navigator or by clicking the 'Help Desk' icon on the HolisTech[™] Web Desktop.



- 2. The 'Help Desk' Main Screen is displayed.
- 3. Click the 'Create New Request' icon on the Ribbon Bar.



 Alternatively, the user can create a Request from the Functionality Navigator by clicking the expand button (+) next to the 'Help Desk' node followed by the 'Create New Request' subnode (above). The following screen will be shown:

B Help Desk Work Request - Windows Internet Explorer					- C - X -	
Nttp://holistechweb.smpitd/	co.uk:90/PresentationLayer/Jobs/HelpDesk/DetailsFor		quest&SitelD+1		B	
Save & Exit Save Asset	Treeview Delete					
Site	Site 1	×.	Asset Description			
Position			Position			
Asset			Group			
Other			Asset FMEA			
Request Number						
Date Time Created						
User Logged In						
Creation Details						
Problem						
Priority Level		2				
Symptom Code		×				
Fault Code		×				
Repair Code		×				
Raised By		v				
Email Address						
Phone Number						
🚳 🙆 HolaTech**	Neb 📋				- (* at 0	

5. The mandatory 'Position' and 'Asset' fields will be blank. If the user knows the name of the Position of Asset then the user can select a Position or Asset in one of two ways. Firstly, the user can type directly into the 'Position' or 'Asset' fields or select the Position or Asset required from its drop-down menu (above). Alternatively, the user can click the 'Asset Treeview' button on the Ribbon Bar and select the required Position or Asset from the pop-up window (below).

Asset Tree	deu	
H	Z 20	
	-9- 94	
Save & Exit		
Save	Mutti-site / Single site view	
Asset Treevie	N	
- 1.51+1		
1 10 100	et by Position	
1.00	Main Tacility	
- H	Disused Assets	
- H	Maintenance Department	
	Systems Imaging	
- H	Reef Storage	
H	Preshall	
	R Copy Conveyor	
	Mail Room	
	Plant Room	
	Compressor Room	
	- Carl Asof	
	r 📷 Stores	
	- 🖉 AH3001 - Air Handling Unit No.1	
	- # AH0033 : Air Handling Unit No.3	
	- 🖉 CONFRANCELL: Auxiliary Fans Control Panel	
	- 🖉 BLECBUSD(1 : 1X/1 Isolator/Bus Chamber for Plant Room HBV	
	- 🖉 ELECOBILIAL : 11/1A/1 Distribution Board for Plant Room	
	- 🖉 BLECDB1X1B : 3X/2B Distribution Board	

If the user does not know the name of the Position or Asset then a brief description can be typed into the 'Other' field and a Position or Asset can be selected at a later stage.

Creation Details Tab

- 6. Under the 'Creation Details' tab, fill out the mandatory fields (bordered in red).
- Click the 'Save' button on the Ribbon Bar. The form will refresh itself and print options will be available on the Ribbon Bar and an extra tab for the details section (below). The following screen will be shown:

Help Desk Work Request - Windows Internet Explorer				
Http://holistechweb.smpt	td.co.uk90/PresentationLayer/Jobs/HelpDesk/DetailsFo	m/fmiHelpDeskWorkRequest.aspi?WID+141510		
	set Treeview Print Delete			
Seve Ass Site	set Treeview Print Delete			
Pesition	5/6 1	-		
Asset				
O Asset	Air Handling Unit			
Request Number	RQ141510			
Date Time Created				
User Logged In				
Creation Details Atta	achments			
Problem	Room not cooling sufficiently			
Priority Level	[3] Within A Week			
Symptom Code		*		
Fault Code		*		
Repair Code		*		
Raised By	Operator 04 .	*		
Email Address				
Phone Number				
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