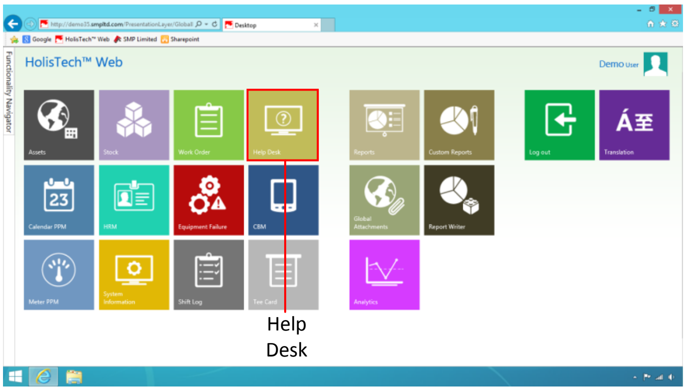
HolisTech™ Web – End User Quick Reference Guide WEB-EU-RQ1-01

Help Desk – Creating a Help Desk Request

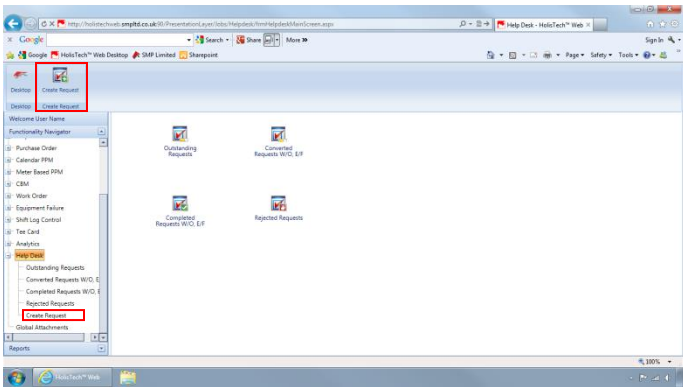
Creating a Request

1. 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.

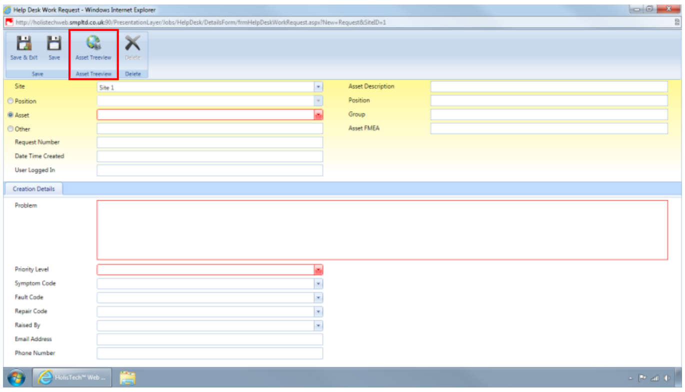


2. The ‘Help Desk’ Main Screen is displayed.

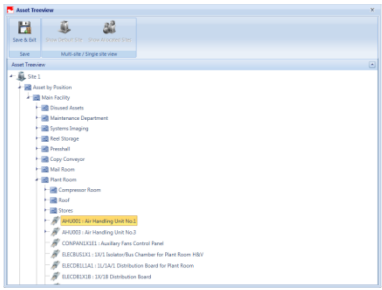
3. Click the ‘Create New Request’ icon on the Ribbon Bar.



4. 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’ sub-node (above). The following screen will be shown:



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).

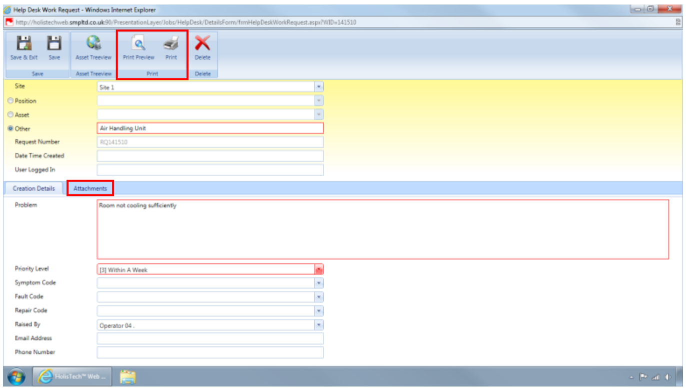


If the user does not know the name of the Position or Asset then a brief description can be typed into the ‘Other’ field and a Position or Asset can be selected at a later stage.

Creation Details Tab

6. Under the ‘Creation Details’ tab, fill out the mandatory fields (bordered in red).

7. 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:



Where can I get Help?

Email: support@smpltd.co.uk
Tel: +44 1793 823013 (09:00hrs – 17:00hrs GMT)