Helpdesk Over Web – Quick Start Guide

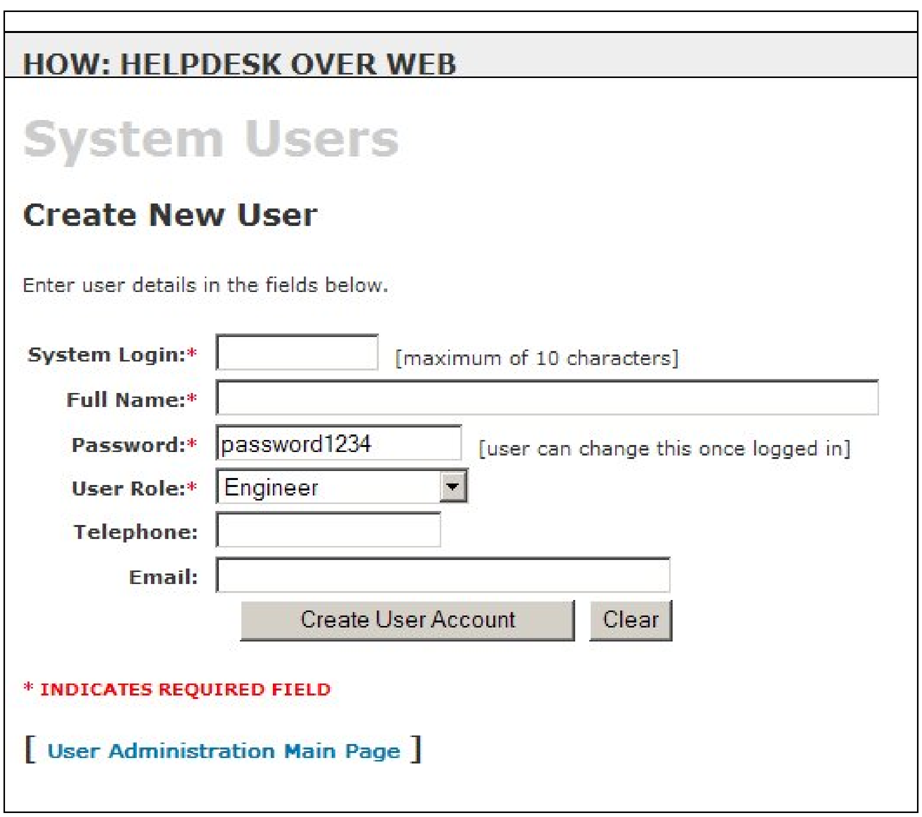
1. Introduction

This guide should assist in getting started quickly with the Helpdesk Over Web system. It assumes that the system has been installed and configured as per the Installation Guide, and is ready to use.

2. Creating New System Users

This section deals with adding new system users. These represent helpdesk personnel or those with an interest in the helpdesk (i.e. senior management). To add a new user:

1. Browse to http://<servername>/how/index.php
2. Click the Login link – either from the main text or the right-hand navigation panel.
3. Enter the username 'admin' and the appropriate password.
4. The main system menu will be presented. Select System User Administration.
5. The User Administration screen will appear. The user list will show the admin user.
6. Select Create New User.



7. Fill in the form with details of the new user, then click Create User Account.
8. The user account will be added and a success page shown.

3. Populating System Databases

System databases hold data that support the business of call logging. These include details of organisation sites, departments, users and assets. All users are able to update the users and assets databases, whilst only admin and users classed as Helpdesk Managers may update the department and site lists.

User & Asset Databases

1. From the main menu, select either Users Database or Assets Database.
2. A list of any users/assets currently stored will be displayed.
3. Select the Create New… link and enter details on the form displayed.
4. Submit the form and re-view the users/asset list.
5. Repeat as required.

Sites & Departments Database

1. Login as a user with appropriate rights.
2. From the main menu, select the Helpdesk Configuration option.
3. From the Configuration Menu, select either Departments Database or Sites Database.
4. Enter the name of the new site/department and click the Add button. Once the operation has completed, the list will be redisplayed with the new entry.

4. Logging a Call

1. From any other screen, select the Log New Call option in the right-hand navigation panel.
2. The date and time will be automatically populated.
3. Select the User and Asset from the drop-down lists provided.
4. Select the Call Severity and Fault Category, then type in details of the fault.
5. Set the call status to an appropriate setting.
6. Choose which engineer will handle the call (defaults to current user).
7. Click Submit to store the call and generate a call ID.