

INFOTREE HELPDESK SYSTEM

User Guidelines



USERS VERSION

INFOTREE SDN BHD

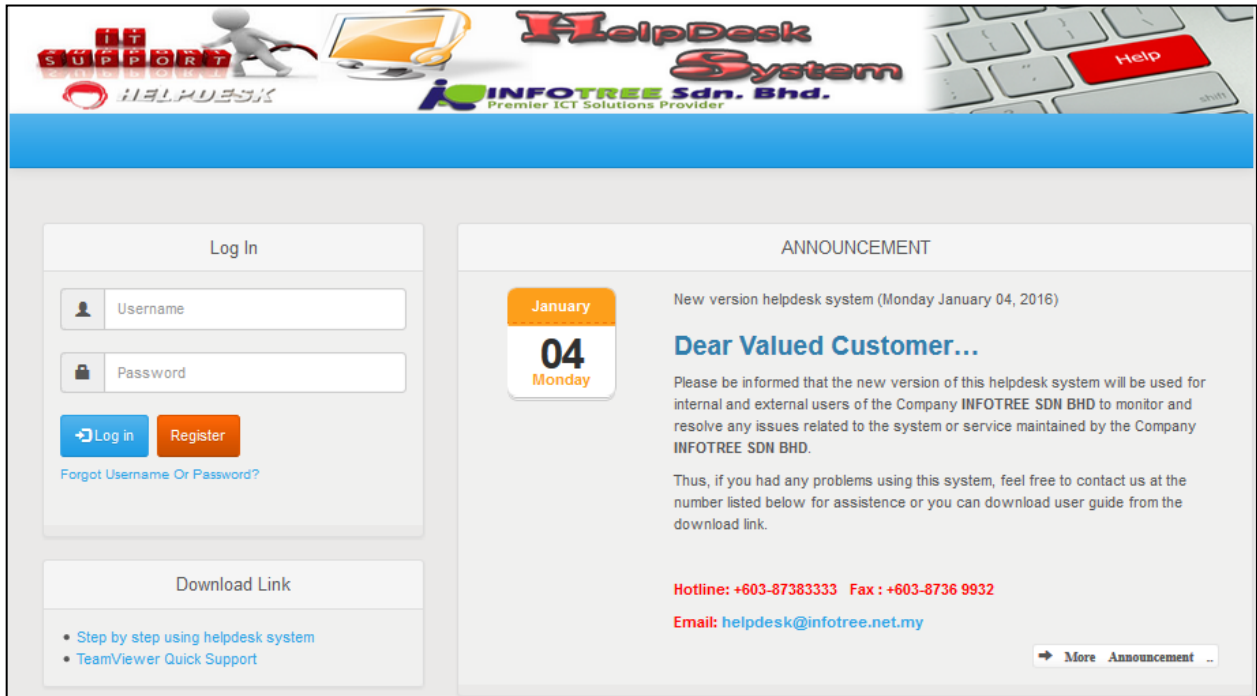
2016

User Guidelines for Users

Helpdesk System, Infotree Sdn Bhd

Step 1 Access URL

1. User accessing system through URL: <https://helpdesk.infotree.net.my>.

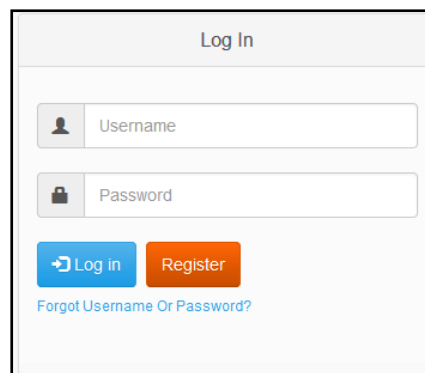


The screenshot shows the main interface of the Helpdesk System. On the left, the 'Log In' section includes a 'Username' field, a 'Password' field, and 'Log in' and 'Register' buttons. A link for 'Forgot Username Or Password?' is located below the login buttons. Below the login section is a 'Download Link' section with two links: 'Step by step using helpdesk system' and 'TeamViewer Quick Support'. On the right, the 'ANNOUNCEMENT' section features a calendar-style date display for 'January 04 Monday' and a message titled 'Dear Valued Customer...' regarding a new system version. Contact details for hotline, fax, and email are listed, along with a 'More Announcement' link.

Step 2 Registration

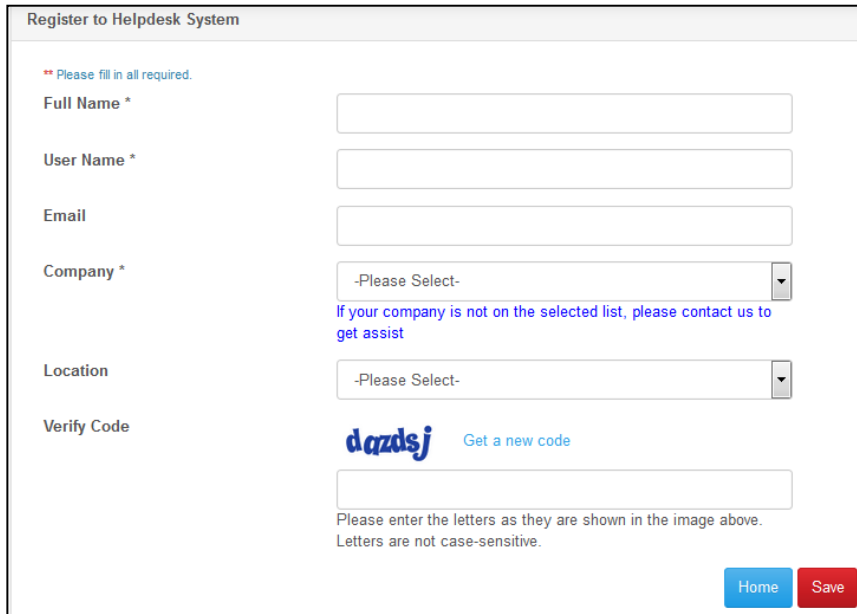
Registration through system

1. After get access to helpdesk system, registration can be done through Register button.

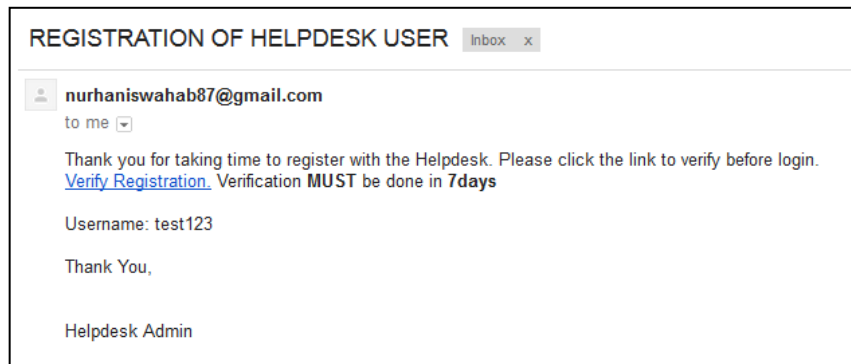


This is a close-up view of the 'Log In' section. It contains a 'Username' input field with a user icon, a 'Password' input field with a lock icon, a blue 'Log in' button with a right-pointing arrow, and an orange 'Register' button. Below the buttons is a blue link that says 'Forgot Username Or Password?'.

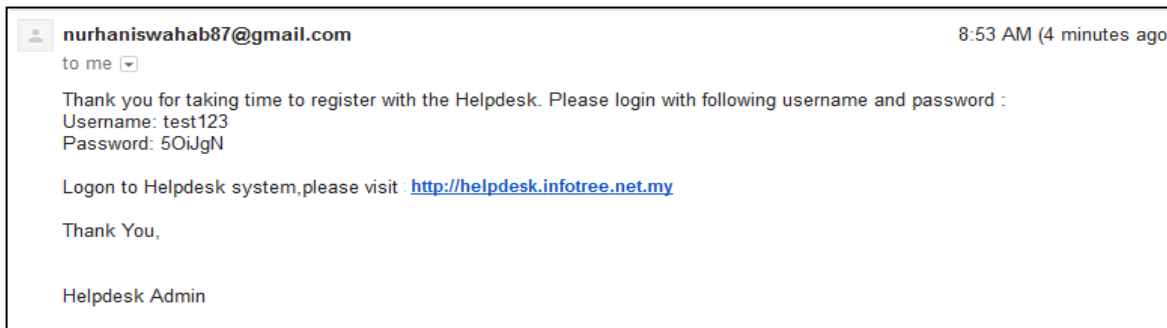
2. Fill up registration form, all required field must fill in and click button Save for save all records.

A registration form titled "Register to Helpdesk System". It includes fields for Full Name, User Name, Email, Company (dropdown), Location (dropdown), and a CAPTCHA section with a "Get a new code" link. There are "Home" and "Save" buttons at the bottom right. A note says "Please enter the letters as they are shown in the image above. Letters are not case-sensitive."

3. System admin will send the verification link for verify users. Verification must be done in within 7days.

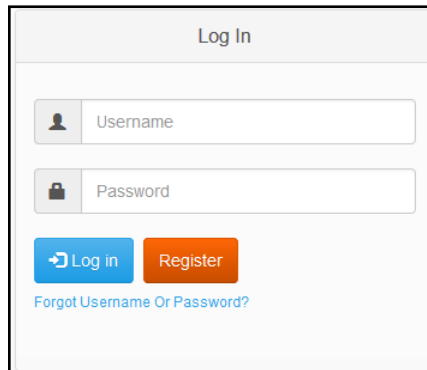


4. After that, system redirect to login page. Again, system admin send email to registered email with provided username and temporary password. User need to login with provided username and password.




Forgot Username or Password

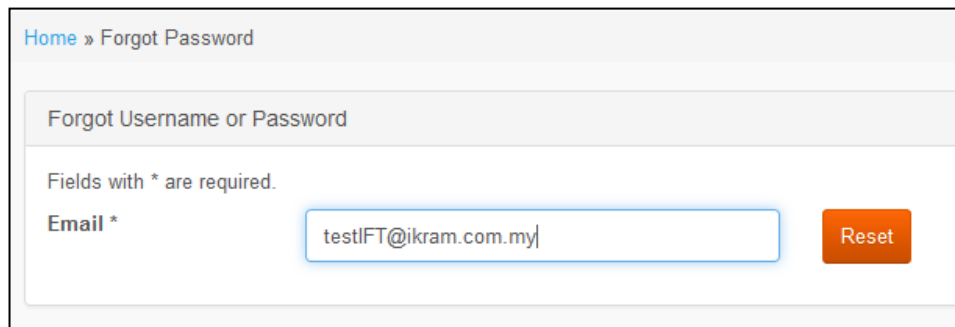
1. Click the link '*Forgot Username Or Password*' in the login page.



The screenshot shows a 'Log In' form with two input fields: 'Username' and 'Password'. Below the fields are two buttons: 'Log in' (blue) and 'Register' (orange). A blue link labeled 'Forgot Username Or Password?' is positioned below the 'Log in' button.

2. Next, enter the registered email and click button  .

Normally, user registered with official email : *testIFT@ikram.com.my*

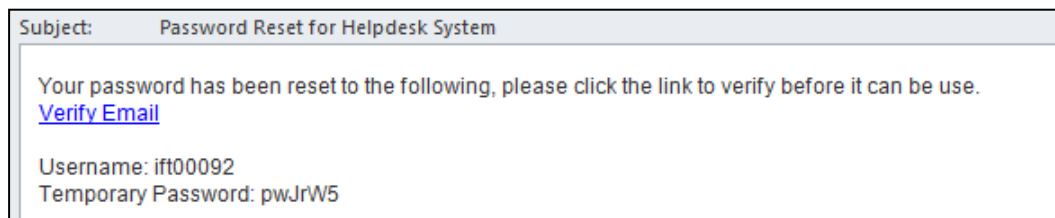


The screenshot shows the 'Forgot Username or Password' page. It includes a breadcrumb 'Home » Forgot Password' and a heading 'Forgot Username or Password'. A note states 'Fields with * are required.' Below this is an 'Email *' field containing the text 'testIFT@ikram.com.my' and an orange 'Reset' button.

3. Then, system admin will send email when reset password successful.

Password reset successful! Verification has been sent to your email regarding your request.

4. Email contents verification link, username and password. But, user cannot login if not verify the email first.
5. Click link '*Verify Email*'.



The screenshot shows an email notification with the following content:

Subject: Password Reset for Helpdesk System

Your password has been reset to the following, please click the link to verify before it can be use.
[Verify Email](#)

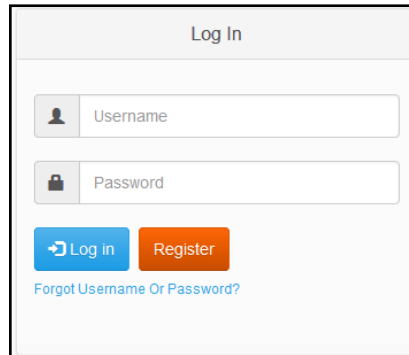
Username: ift00092
Temporary Password: pwJrW5

6. After verification successful, user can login with username and temporary password given.

Step 3 Login

Login

1. User can login to the system using provided username and password.

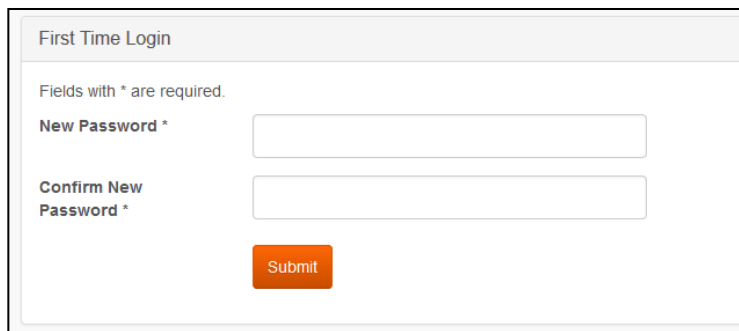


The screenshot shows a 'Log In' form with the following elements: a title 'Log In', a 'Username' input field with a person icon, a 'Password' input field with a lock icon, a blue 'Log in' button with a right arrow, an orange 'Register' button, and a blue link 'Forgot Username Or Password?' below the buttons.

2. If login successful, user can use this system for any enquiry, change request or problems that related to Infotree sdn bhd's services.

Users First Time Login

1. If users first time login, system shows First Time Login window and now users can change the password by entering New Password.
2. Then, click Submit.



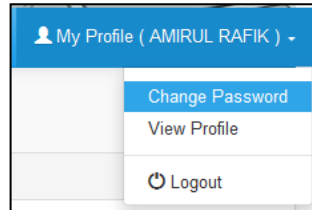
The screenshot shows a 'First Time Login' form with the following elements: a title 'First Time Login', a note 'Fields with * are required.', a 'New Password *' input field, a 'Confirm New Password *' input field, and an orange 'Submit' button.

3. Once prompt message 'Password change successful' appeared, users need to login with new password.

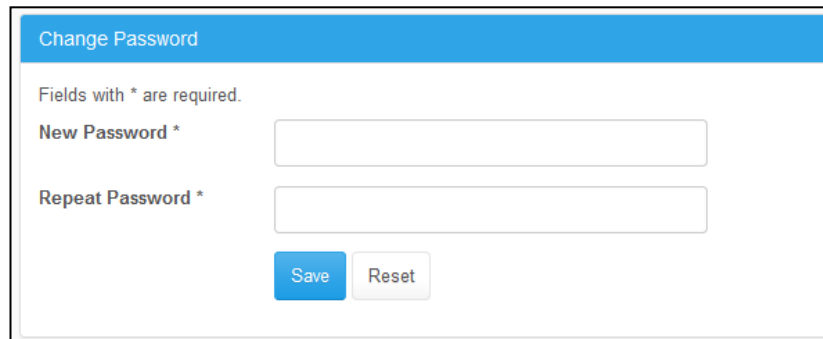
Password change successful! You may now login with your new password

Change Password

1. Others way for changing password,
2. Once login to the system, user can change password through *My Profile* menu.



3. Fill a new password in the form and click Save.

A screenshot of the 'Change Password' form. The form has a blue header with the title 'Change Password'. Below the header, there is a note: 'Fields with * are required.' There are two input fields: 'New Password *' and 'Repeat Password *'. At the bottom of the form, there are two buttons: 'Save' (blue) and 'Reset' (grey).

4. If password changed successful, users need to login with new password in later session login.




5. User Homepage

The screenshot shows the user homepage with a blue navigation bar containing 'Home', 'Ticketing', 'Schedule', 'Download', '2016', and 'GO!'. A user profile 'My Profile (Zakaria Bin Musa)' is visible in the top right. Below the navigation bar is an 'Add Ticket' button. The main content area is titled 'My Ticket Status Guest' and displays a table of ticket statuses. The table has columns for '#', 'Title', 'New', 'Complete', 'Pending', 'In-progress (Within Duration)', 'In-progress (Critical)', and 'Re-Assign'. There are 7 results displayed.

#	Title	New	Complete	Pending	In-progress (Within Duration)	In-progress (Critical)	Re-Assign
1	Remote dektop connection.....	0	0	1	0	0	0
2	Missing Data CA Module...	0	0	0	1	0	0
3	Internet...	1	0	0	0	0	0
4	IE Explorer Problem...	0	0	0	1	0	0
5	Request Dynamics SL ID Creation...	0	1	0	0	0	0


Step 4 Create New Ticket


1. User can make a report through call or can create ticket that related to category and type of problem occurred.
2. Create new ticket by clicking at button  in the users homepage.
3. Fill all required field in the add ticket form.

The screenshot shows the 'Add Ticket' form. It includes fields for 'Type' (set to 'Enquiry'), 'Category *' (set to '-Please Select-'), and 'Title *' (set to '--Please PRESS ENTER after you type in something OR select from the list--'). A red box highlights the 'Title *' field, and a blue callout box points to it with the text: 'Insert title of the problems, Please choose existing list that related to your problems, otherwise ENTER new title'. Below the title field is a rich text editor for the 'Description *' field.

- Attachment remark field is required when users upload any attachment of related problems.

- Click Create to save records and your ticket will solve as soon as possible.

- Button  will render to the page admin.

- Button  will delete the created ticket if have any mistakes.

Step 5 Response to Ticket ‘Complete’

- Once, ticket complete system admin will send email notification to guest.
- Next, guest need to check and response either that ticket fix or not.
- Login again, click on link of completed ticket and view it.

My Ticket Status Guest

Displaying 1-10 of 16 results.


#	Title	New	Complete	Pending	In-progress (Within Duration)	In-progress (Critical)	Re-Assign
1	Kiwire System for IUKL hotspot...	0	0	0	1	0	0
2	New ebooking system for Lembaga Getah Malaysia...	0	1	0	0	0	0
3	SFGA Call center...	0	0	1	0	0	0
4	TEAMS version II...	0	1	1	0	0	0

- Next, click icon edit and view ticket page. Here, guest must give a response on action.

Home » Ticketing » Ticket

Search
Add Ticket

Displaying 1-2 of 2 results.

#	Ticket No	Description	Percentage %	Start Date	End Date	Status	Action
1	2847	testing case 1...	100	04 Feb 2016	08 Mar 2016	Completed	

- Fill up the action,

- Fix : if ticket fix with user requirement.
- Not fix : if ticket not fulfill the requirement, then this ticket again will solve later.

Ticket Detail Ticket History

Update Ticket 2847

Fields with * are required.

Type Enquiry

Category * Application

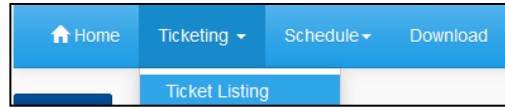
Project Title * helpdesk

Description * testing case 1

Action Fix Not Fix








Ticket Listing Menu

1. Under module Ticketing, users can view all created list ticket by clicking at Ticketing dropdown menu and click Ticket Listing.



2. List all created ticket done.

Displaying 1-7 of 7 results.

#	Ticket No	Description	Percentage %	Start Date	End Date	Assigned To	Status	Action
	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>		
1	2940	user remarks (3/5/2016)- No internet connection to...					New	 
2	2937	user remark (3/5/2016)Missing Data CA Module Batch...	50	3 May 2016	9 May 2016	Mohd Danial Bin Mansor	In-Progress	
3	2939	user remarks (3/5/2016)- Install antivirus- IP PC-...	0	3 May 2016	9 May 2016	ZAINUDIN BIN MAT	In-Progress	
4	2941	Network cable Unplugged....				MUHAMMAD SYAFIE B ABD GAFFAR	Pending	
5	2938	user remarks (3/5/2016)- request to create MSDynam...	100	3 May 2016	9 May 2016	Mohd Danial Bin Mansor	Completed	
6	2936	IE Explorer cannot open...	0	3 May 2016	9 May 2016	AZMIN BIN ARABI	In-Progress	


3. At the top of ticket listing, have menu searching for ticket according to:-
 - a. Status : New, Pending, In-Progress, Completed, Rejected, Reassign
 - b. Action
 - c. Start Date
 - d. End Date


From this, users can monitor their ticket and do follow up to related technician.

[Search](#)

Status

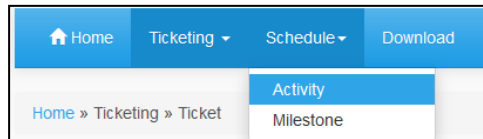
Action

Start Date 

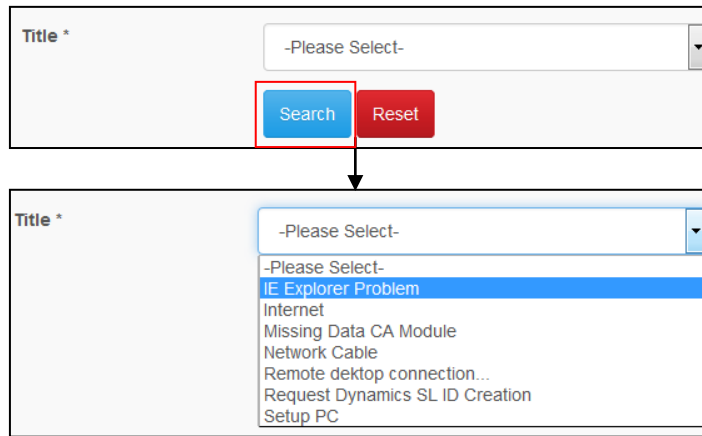
End Date 

Schedule Menu

1. Viewing schedule of ticket can be view for ticket activity and ticket milestone.
Click at Schedule and select either Activity or Milestone.



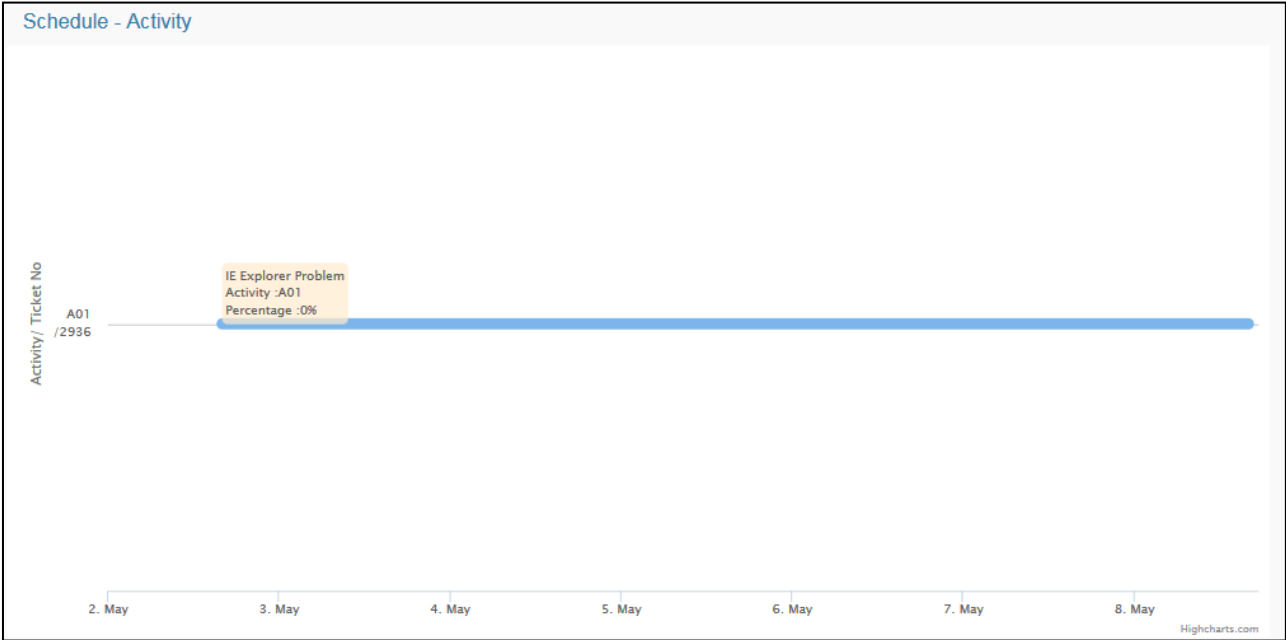
2. Under Activity menu, select title ticket that needs to view the schedule activity and click Search button.



3. Listed schedule activity of ticket as below.

<input type="checkbox"/>	Ticket No	Description	Assigned To	Start Date	End Date	Percentage %
<input type="checkbox"/>	2936	IE Explrorer cannot open...	AZMIN BIN ARABI	03 May 2016	09 May 2016	0

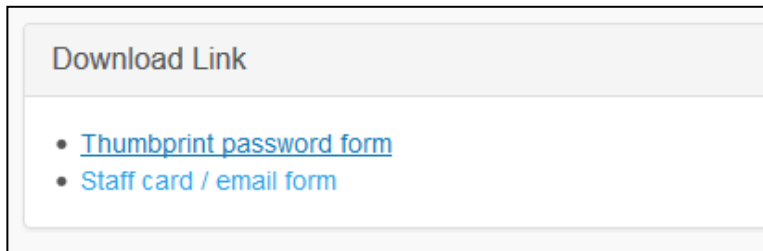
6. Example of schedule activity.



7. For schedule Milestone, users can follow the step as schedule activity.

Download File

1. Download Menu  just only view listed downloaded file.



2. Click the link of the documents needed to download.