



MAINTENANCE HELPDESK SYSTEM

USER MANUAL: CUSTOMER (STAFF)

VERSION 2.0

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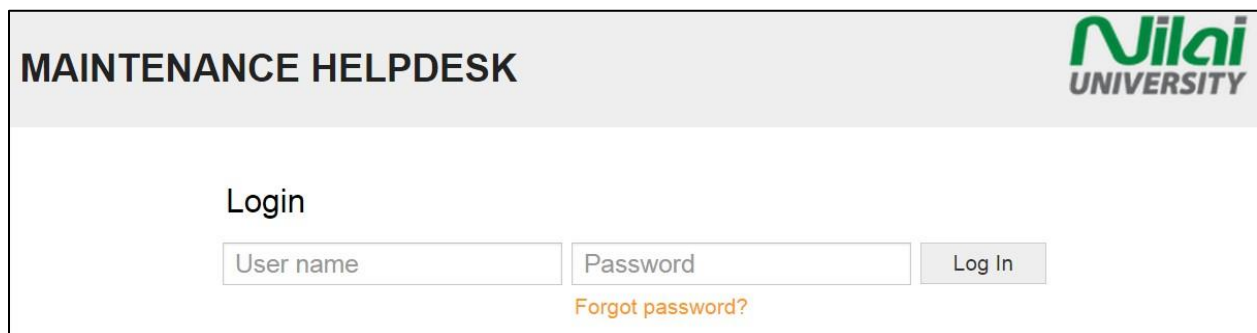
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MAINTENANCE HELPDESK SYSTEM

❖ LOGIN

Step 1:

Enter URL: <http://maintenance.nilai.edu.my>



The screenshot shows a web browser window displaying the 'MAINTENANCE HELPDESK' page. The page has a grey header with the text 'MAINTENANCE HELPDESK' on the left and the 'Nilai UNIVERSITY' logo on the right. Below the header, the word 'Login' is centered. There are two input fields: 'User name' and 'Password'. To the right of the 'Password' field is a 'Log In' button. Below the 'Password' field, there is a link that says 'Forgot password?' in orange text.

Figure 1: Customer Webpage

Step 2:

Customer can login to the system by using the username and password that have been created by admin (Figure 2). Then, click 'Log In' button.

User name: Your windows login id

Password: nilai@123



Login

usertest

.....

Log In

Forgot password?

Figure 2: Customer Login Page

Step 3:

By default system will display welcome page when customer first time login (Figure 3). For returning customer, by default system will display the ticket list, refer Figure 4.

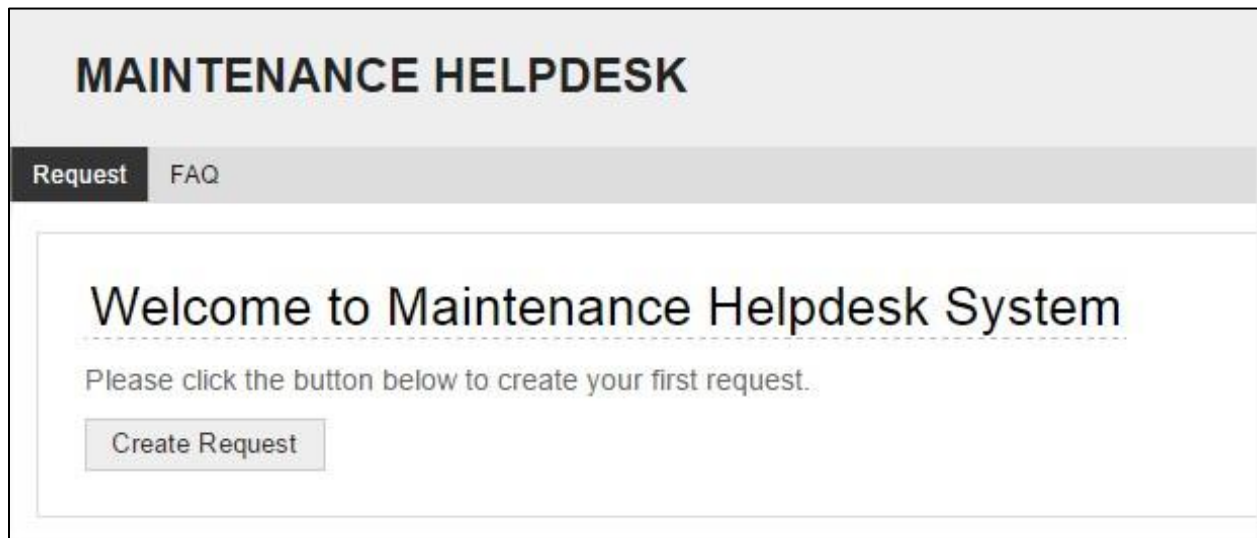


Figure 3: Welcome Page

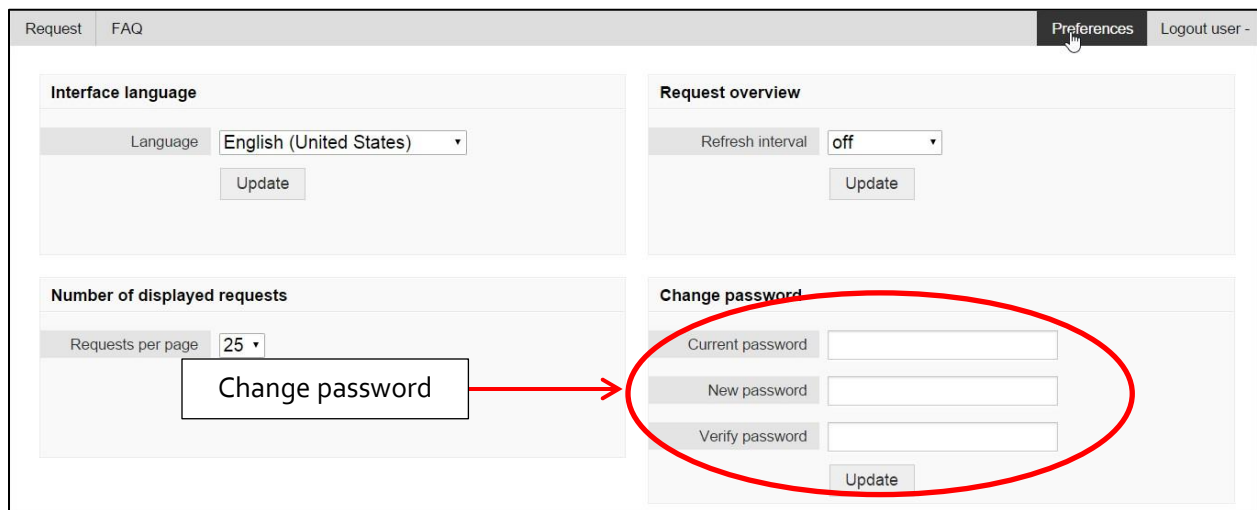


Figure 4: List of the Tickets

❖ CHANGE PASSWORD

Step 1:

Login, and click on the 'Preferences' tab at upper right of the system. The system will display the preferences page. Refer Figure 5.



The screenshot shows the 'Preferences' page of a system. The top navigation bar includes 'Request', 'FAQ', 'Preferences', and 'Logout user -'. The main content area is divided into four panels:

- Interface language:** Language: English (United States) (dropdown), Update button.
- Request overview:** Refresh interval: off (dropdown), Update button.
- Number of displayed requests:** Requests per page: 25 (dropdown).
- Change password:** Current password, New password, Verify password (text input fields), Update button.

A red oval highlights the 'Change password' section, and a red arrow points from a box labeled 'Change password' to the 'Current password' field.

Figure 5: Preferences Page

❖ CREATE NEW REQUEST

Step 1:

Navigation: Request > New Request

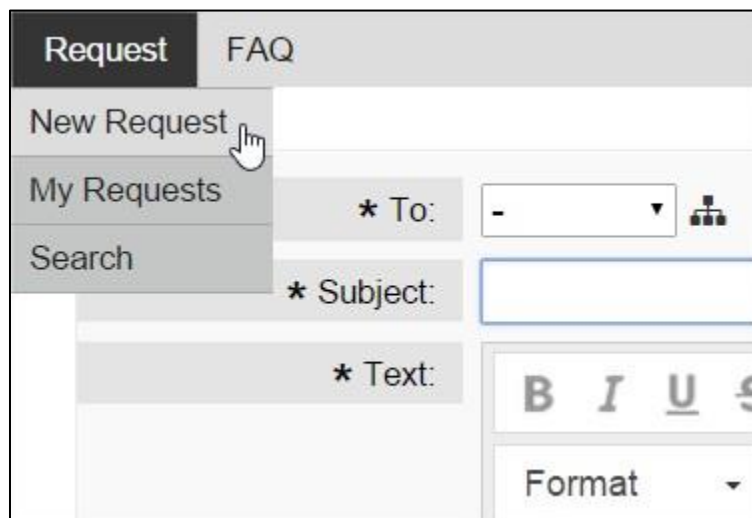


Figure 6: Create New Request

Step 2:

Customer fills in the form and submits the request by click the 'Submit' button (Figure 7). Customer will receive email notification once they submit new request. The email will contains the request number and also the request current status.

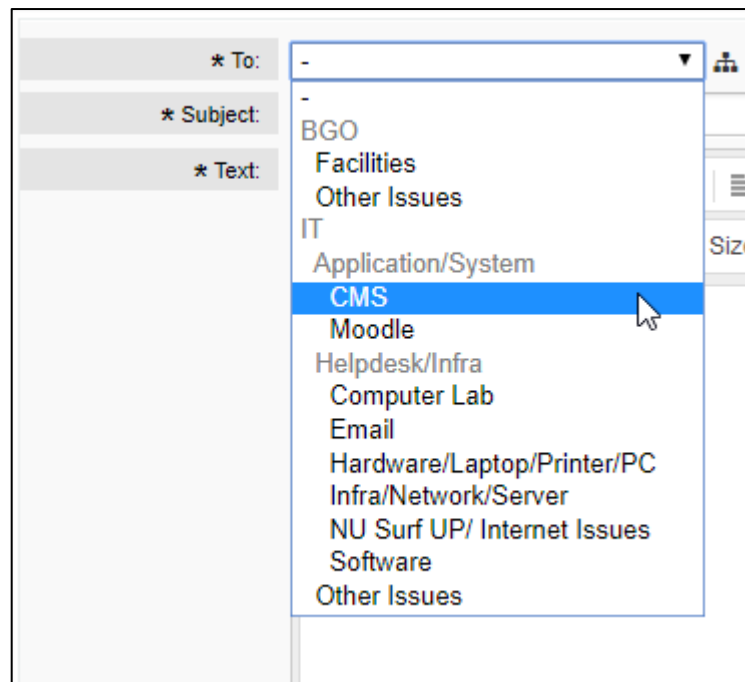


Figure 7: Choose Category

* To: Support

* Subject: Light bulb out

* Text:

B I U [Text Formatting Icons]

Format Font Size [Color, Background Color, Text Color, Link, Unlink, Text Color, Background Color]

Hi Admin,

Light bulb out. Room A123. Kindly, replace the light

Problem: Light bulb
Quantity: 1
Type: Long Light

Tg

Regards,
User

Attachment: Choose File No file chosen

Priority: 3 normal

Submit

Fill in the form. Kindly state your:-

- Room number
- Problem
- Quantity of item
- Phone extension number
- Any required details

Figure 8: Create New Ticket Page

❖ VIEW REQUESTS

Customer must view the request in order to know the current status of the request.

Step 1:

Navigation: Tickets > My Request.

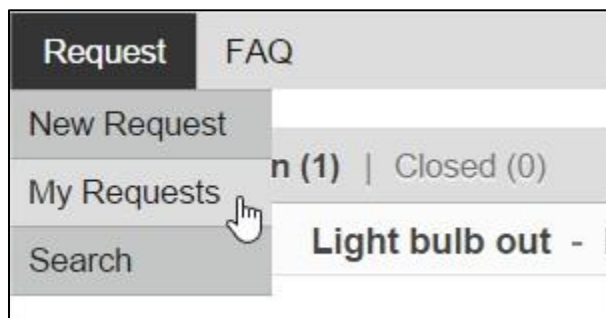


Figure 8: View Tickets

Step 2:

The system will display the list of the requests (Figure 9). Customer can choose to view 'All', 'Open' or 'Closed' requests.

All new requests will be place on "Open" group. While, the close requests is under "Closed" group.

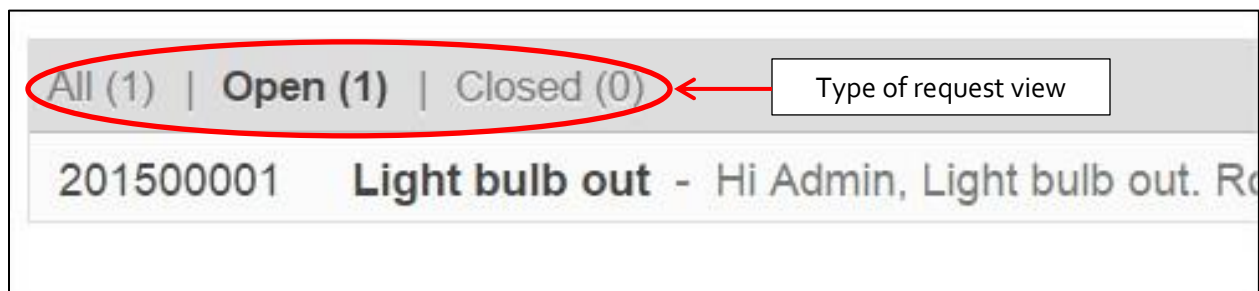


Figure 9: List of Open Request

Step 3:

Customer can track requests status and view each request details by click the request number (Figure 10). Then, the system will display the details of the selected request (Figure 11).



Figure 10: View Request Details

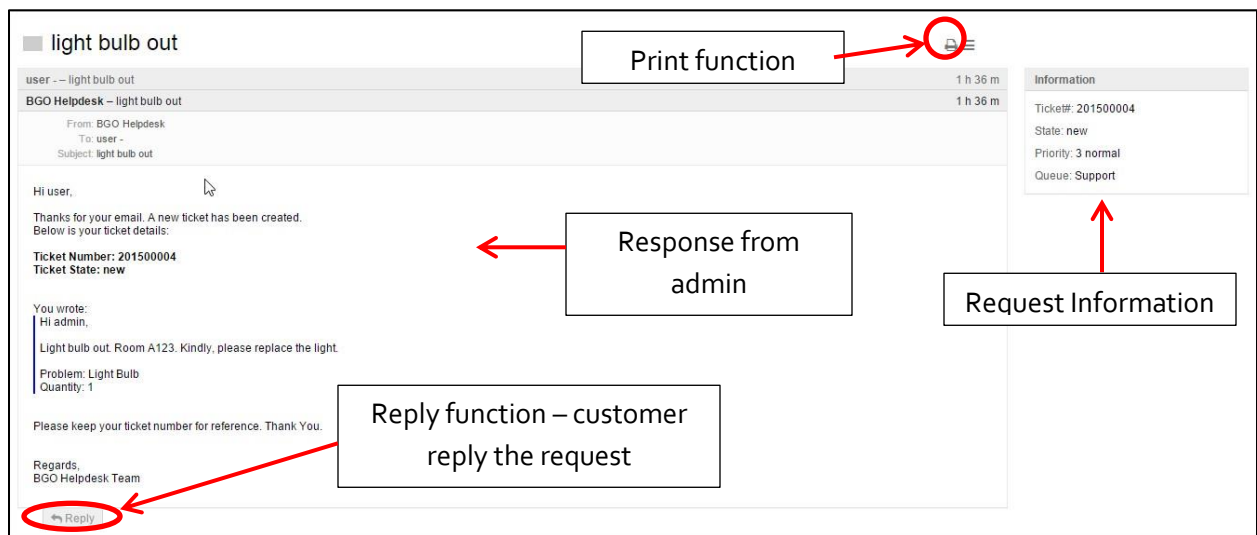


Figure 11: Details of Request

❖ LOGOUT

Step 1:

Click 'Logout' (Figure 12), to logout from the system.

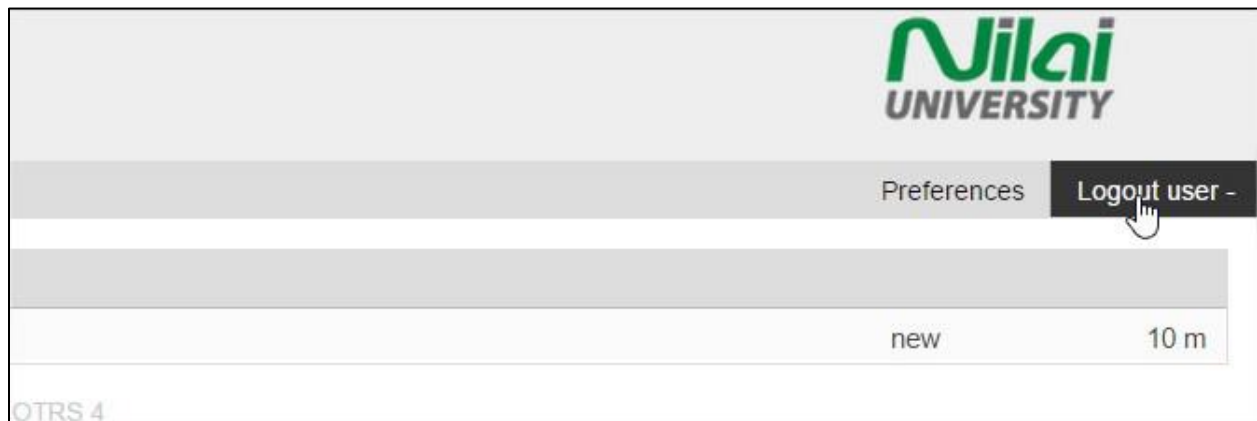


Figure 12: Logout

❖ FORGOT PASSWORD

Step 1:

Click on the "Forgot Password" link (Figure 13).



The screenshot shows a login form with the title "Login". It contains two input fields: the first contains the text "usertest" and the second contains six asterisks. To the right of the second field is a "Log In" button. Below the second field, the text "Forgot password?" is displayed in orange, with a red arrow pointing to it from the right.

Figure 13: Forgot Password Link

Step 2:

System will display "request new password" page. Refer Figure 14. Insert customer username and click "submit". A new password will be send to the customer email.



The screenshot shows a page titled "Request new password". It features a "User name" input field and a "Submit" button. Below the input field, the text "A new password will be sent to your email address." is displayed.

Figure 14: Request New Password Page

GLOSSARY

No	Word	Meaning
1.	Customer	The problem reporter.
2.	Open	All request that have been viewed and response by the admin.
3.	Priority	The importance of the request.
4.	Ticket Number	Unique number for the request. It will be the reference for customer.
5.	Request	The report made by customer.
6.	States	Status of the request.

STATUS OF REQUEST

No	Word	Meaning
1.	awaiting user feedback	Request waiting for user/ customer feedback.
2.	closed	All requests that have been solved by the admin and closed successful.
3.	new	New request created by customer.
4.	other problem	Problem due to other department/ vendors.
5.	problem fixed	After fixing the problem and communicating to the user.
6.	problem on-hold	The problem is kept on hold.
7.	received user feedback	Received feedback from user/ customer.
8.	rejected	Request rejected
9.	user follow-up	User being followed up
10.	work-in progress	Analysis of problem is in progress