AmanoSupport Quick Start Guide

Clicking on <u>http://support.amanomcgann.com/AmanoSupport</u> will bring up this screen:

| Amano McGann Helpdesk | | MON IN |
|-----------------------|-----------------------------------------------------------------------------------------|--------|
| | Amano McGann Helpdesk | |
| | Login Usemanne or Email Password: remember me Cogin Forgot your password? | |
| | ● GET HELP FOR THIS PAGE Jitbit Powered by Jitbit Web-Based HelpDesk v8.7.0.0 ● ● | |

Please change your password upon first log in. This is done by clicking your username in the upper right then clicking <u>Edit</u> on the next screen. There will be a <u>Change Password</u> box towards the lower left of the screen.

| | Amano McGan <u>n He</u> l | Recently viewed tickets * test Loc our | | |
|---|--------------------------------------|--------------------------------------------|------------------------|---------------------------|
| | fickets Knowledge base | | New tick | t Q search (or ticket ID) |
| 1 | Jser details | | | |
| | test | Edit | Recent ticket history | |
| | First Name: | test | | |
| | Last name: | test | Recent notes | |
| | Tickets submitted: | 0 | | |
| | Tickets handled: | 0 | | |
| | Tickets created on-behalf of others: | 0 | | |
| | Email | **** | | |
| | Phone number: | **** | | |
| | Company: | | | |
| | Department: | | | |
| | Location: | | | |
| | Other notes: | | | |
| | Last seen: | 5/20/2014 9:25:54 AM | | |
| | IP: | *** *** *** *** | | |
| | Language: | en-US | | |
| | | | | |
| | | | GET HELP FOR THIS PAGE | |
| | | | | |

To create a new ticket click on New ticket and you will be brought to the page below. The Subject should clearly describe the problem or request. In the Body, provide as much detail as possible. Leave the Submit on behalf of another user box unchecked. Use your best judgment in the Category dropdown (this can be changed later) and adjust the Priority accordingly. Screenshots are always appreciated.

| Amano M | cGann He | Ipdes | <u> </u> | | Recently viewed tickets • mike LOG OUT |
|-------------------------------------------------------------------------------------------|-----------------------------------------------------------|--------------------------------------|-----------------|--|--------------------------------------------|
| Tickets K | nowledge base | Reports | Administration | | Q search (or ticket ID) |
| New ticket | | | | | |
| The Subject sho In the Body sec | ould clearly describe the p tion, provide as much deta | roblem or reques ail as possible. | đ | | |
| Submit on beha | If of another user | | | | |
| b <i>i</i> u Ø | | | | | |
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| | | | | | |
| (select category) Amano Networl General Networking Puchases Amano Security | Priority Non | mal 🗸 | 🖉 attach a file | | |

The ticket enters the system unassigned and when IT Staff accepts the ticket, the person claiming ownership of this request has accepted responsibility for resolving this issue and becomes the sole point of contact until this issue is resolved. This will effectively eliminate the waste of resources which occurs when more than one staff are requested to look at the same issue.

After submitting a new ticket you will receive a confirmation email. There will be a link at the bottom that will take you directly to your ticket. Anytime there is a change to the ticket the technician looking after that request is notified and the person who submitted the request is also notified. There are three methods that you can use to update your ticket.

- 1. Log directly into <u>http://support.amanomcgann.com/AmanoSupport</u> and search through your tickets.
- 2. Click on the link at the bottom of the Ticket notification emails that are sent from the ticketing system. This will take you directly to your ticket.
- 3. Probably the easiest method is to simply Reply to the Ticket notification email. Do not change anything in the To: or Subject: boxes. This will update the ticket automatically and will notify the assigned technician.

Hopefully this Quick Start Guide will get you familiar with our new Helpdesk system.