

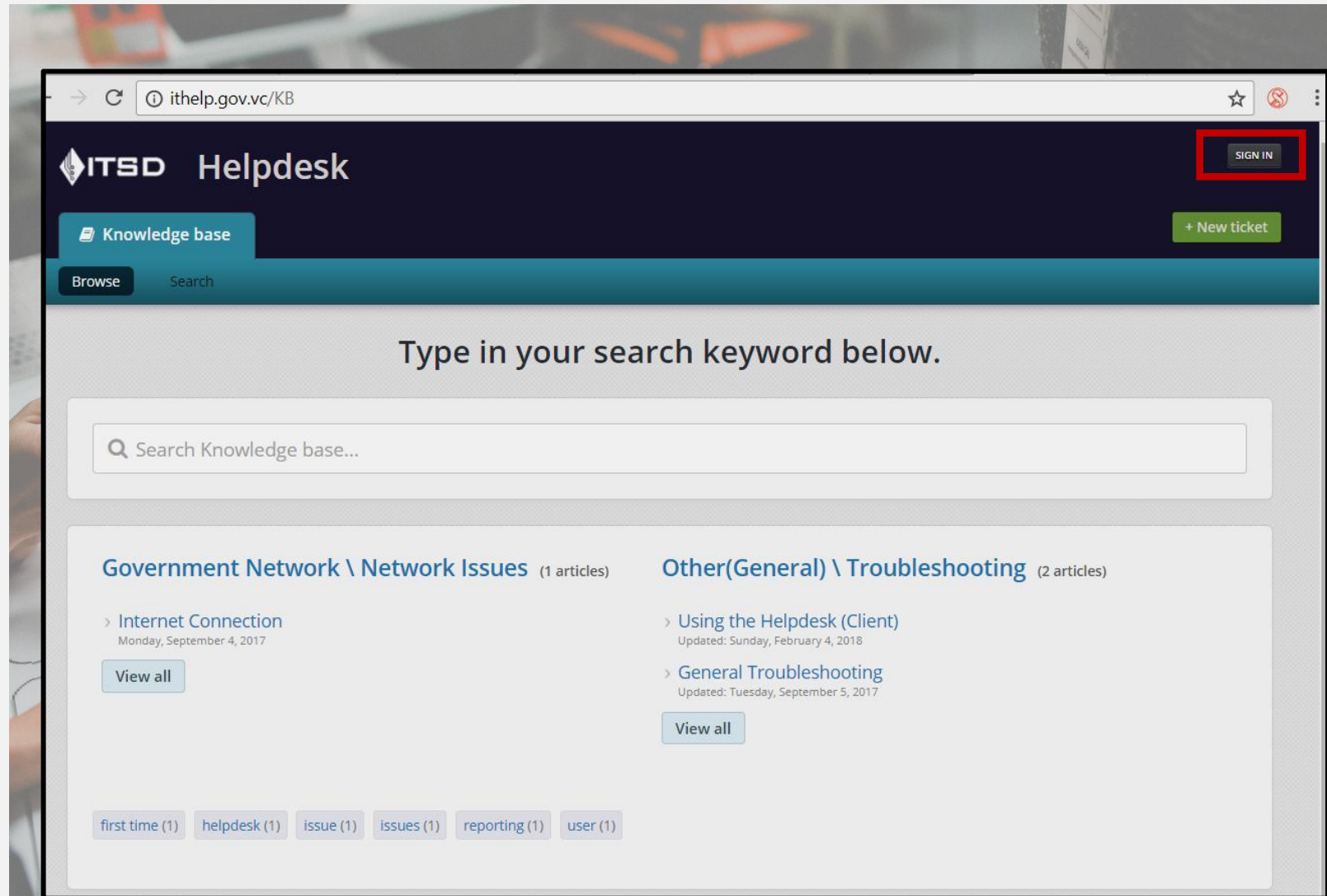


# HELPDESK

## MANUAL

# ▶ ACCESS

- [ithelp.gov.vc](http://ithelp.gov.vc)
- Click [Sign In](#)



The screenshot shows a web browser window with the URL [ithelp.gov.vc/KB](http://ithelp.gov.vc/KB). The page header includes the ITSD Helpdesk logo and a 'SIGN IN' button highlighted with a red box. Below the header is a 'Knowledge base' section with a search bar and a '+ New ticket' button. The main content area features a search prompt 'Type in your search keyword below.' and a search input field. Below the search field, there are two article categories: 'Government Network \ Network Issues (1 articles)' and 'Other(General) \ Troubleshooting (2 articles)'. The first category includes an article titled '> Internet Connection' with a 'View all' button. The second category includes articles titled '> Using the Helpdesk (Client)' and '> General Troubleshooting', both with 'View all' buttons. At the bottom, there are several tags: 'first time (1)', 'helpdesk (1)', 'issue (1)', 'issues (1)', 'reporting (1)', and 'user (1)'.

# ▶ REGISTER

- Click [Register](#)

Helpdesk

**Login**

Username or Email

Password

**Login**

remember me | [Forgot your password](#) | [Register](#)

**Submit a ticket**

Have no time to login?  
Submit your ticket right away.

**Submit a ticket**

## ▶ ENTER DETAILS

- Fill in all fields marked in red.

Register

\* Username:

\* Email:

\* Password:

\* Confirm password:

First name:

Last name:

Phone number:

Location:

Language: (default) ▼

\* Enter the code shown:

H3MRS2

Register

## ► What can I do?

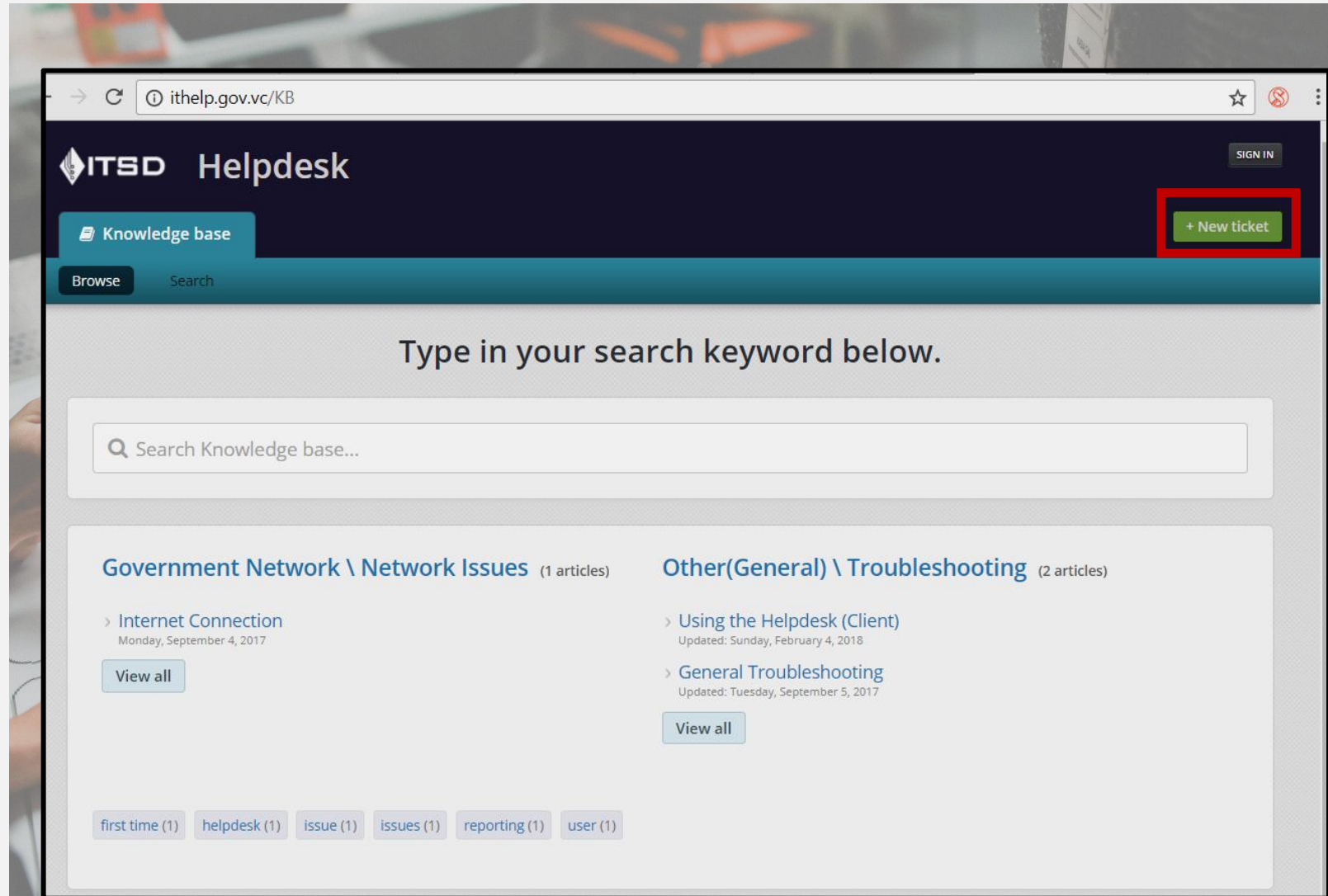
- submit support tickets (request for a problem to be resolved) to the system
- check for updates on tickets I have submitted
- search and read Knowledge Base articles
- NOTE: *You should **NOT** submit a ticket for someone else unless you are an ITSD Technician.*



# Submitting Tickets

# ▶ NEW TICKET

- [ithelp.gov.vc](http://ithelp.gov.vc)
- Click [+New Ticket](#)



The screenshot shows the ITSD Helpdesk website interface. The browser address bar displays "ithelp.gov.vc/KB". The page header includes the "ITSD Helpdesk" logo and a "SIGN IN" button. A green button labeled "+ New ticket" is highlighted with a red rectangular box. Below the header, there is a search bar with the placeholder text "Search Knowledge base...". The main content area features two columns of article categories: "Government Network \ Network Issues (1 articles)" and "Other(General) \ Troubleshooting (2 articles)". Each category has a "View all" button. At the bottom, there are several tags: "first time (1)", "helpdesk (1)", "issue (1)", "issues (1)", "reporting (1)", and "user (1)".

## New ticket

Please ensure that you use a short descriptor in the subject area, and describe your issue clearly in Ticket Details. Ensure that you fill in your Ministry, Department, and Name.

Try to select an appropriate category for your issue/request. If in doubt, choose Troubleshooting.

If this is your first time please read: [Manual](#)

### Subject



Ticket details

Troubleshooting ▼

priority - Normal ▼

attach a file...

\* Ministry

\* Department

\* Contact Person/Owner

\* Contact Number/ Ext.

Submit



## Tickets

- You must fill in the ticket fields, namely: Subject, Ticket Details, Ticket Category and Priority.
- You can also attach any picture/screenshot of the issue, or any related document
- You can choose from a dropdown list: Ministry & Department
  - The defaults are Ministry of Finance... and ITSD, so please choose YOUR MINISTRY/ DEPARTMENT.
- You then type YOUR name and WORK contact number
- **All fields are required.**

Subject

Short subject e.g. "Printer Jam"



Enter your ticket details:  
What happened?  
When and where did it occur?  
What did you do before the problem occurred?

Attach a screenshot or photo (optional)

Ticket category

Troubleshooting ▼

priority - Normal ▼

attach a file...

\* Ministry Ministry of Finance, Economic Planning, Sustainable Development and Information Technology ▼

\* Department ITSD ▼

\* Contact Person/Owner Contact Person/Owner

\* Contact Number/ Ext. Contact Number/ Ext.

**YOUR name & WORK number**

Submit

# You will receive confirmation by email that the ticket was submitted

The screenshot shows an email client interface. At the top, there is a search bar and navigation icons. The email subject is "RE: Remote test {64}" and it is in the "Inbox". The sender is "ITSD Support Team via gov.vc" with the email address "ithelp@gov.vc". The message is dated "4:11 AM (4 minutes ago)". The body of the email contains a thank you message and a link to the user's profile page. A note at the bottom of the email body asks the user to keep the subject line intact when replying. At the bottom of the email client, there is a storage usage indicator (7.06 GB of 15 GB used), a link to "Terms - Privacy", and account activity information (Last account activity: 0 minutes ago).

RE: Remote test {64} Inbox x

ITSD Support Team via gov.vc  
to me

4:11 AM (4 minutes ago)

--reply above this line--

Thank you for submitting your ticket to our helpdesk. One of our support gurus will get back to you with more information shortly.

--Your ticket--  
remote test

<http://ithelp.gov.vc/User/AutoLogin?username=jozecinc.springer.vc-0gmail.com&email=jozecinc.springer.vc-0gmail.com&userHash=0e2c582e766834391f49477f50160fa9&ReturnUrl=http%3a%2f%2fithelp.gov.vc%2fTicket%2f64>

NOTE: When replying to this email please leave the subject-line intact.

Click here to [Reply](#) or [Forward](#)

7.06 GB (47%) of 15 GB used [Manage](#) [Terms - Privacy](#) Last account activity: 0 minutes ago [Details](#)



**Knowledge Base**

**(FAQs)**

Type in your search keyword below.

**Government Network \ Network Issues** (1 articles)

> Internet Connection

Monday, September 4, 2017

View all

**Other(General) \ Troubleshooting** (2 articles)

> Using the Helpdesk (Client)

Updated: Sunday, February 4, 2018

> General Troubleshooting

Updated: Tuesday, September 5, 2017

View all

first time (1)

helpdesk (1)

issue (1)

issues (1)

reporting (1)

user (1)

Haven't found the answer? Contact our support...

or

Login

## Knowledge Base

- The knowledge base is a collection of articles that are meant to help you **troubleshoot** IT problems on your own, or **find answers to questions** that you might have.
- These articles are available without logging in.
- Just type in your keyword, or click a category



# Checking for Updates

# Checking for updates – Tickets Tab

The screenshot shows a web application interface for managing tickets. At the top, there is a dark blue header with a 'Tickets' tab and a 'Knowledge base' link. A green '+ New ticket' button and a search bar are also present. Below the header, there are filters for 'Unclosed' and 'All'. On the left, there is a 'Ticket categories' section with a dropdown menu showing 'All categories' and a count of '0'. Below this is a 'SORT BY' section with a dropdown menu set to 'Date' and a button for 'A → Z'. A link 'Select columns to display...' is also visible. The main content area is a light gray box with a message: 'This page shows a list of tickets you're allowed to see in the current view. Currently no tickets were found or you do not have enough permissions. You can try submitting a [new ticket](#).'

Tickets Knowledge base

+ New ticket search... (or ticket ID)

Unclosed All

Ticket categories

All categories 0

SORT BY

Date A → Z

Select columns to display...

This page shows a list of tickets you're allowed to see in the current view. Currently no tickets were found or you do not have enough permissions. You can try submitting a [new ticket](#).



# Ticket Status

- Each ticket has a status. This indicates the progress of the issue that is being tracked.
- New – a ticket was submitted but none of the technicians have replied or taken it over as yet.
- In progress – these tickets are in the process of being resolved – technicians should be interacting with the ticket submitter
- Closed– the ticket has been resolved and closed. Closed tickets can be reopened, in which case they go back to the "In progress" status.

# Ticket Details

Tickets

Knowledge base

+ New ticket

🔍 search... (or ticket ID)

Unclosed (1)

All

↩️ Close ticket

More...

Remote test

remote test

💬 Reply...



client

New ticket submitted

56 sec ago

## DETAILS

#64

New

Priority: Normal

Category: Other(General) / Troubleshooting

From: client

Assigned to:

Date: 10/4/2017 4:11 AM

Due:

Start date:

Close Date:

Ministry of Economic Planning,




# Editing your profile

# 1. Click on user name

The screenshot displays the ITSD Helpdesk interface. At the top left, the logo 'ITSD Helpdesk' is visible. The top right corner shows 'Recently viewed tickets' and a user profile with the name 'username' highlighted in a red box, along with a 'LOG OUT' button. Below the header, there are navigation tabs for 'Tickets' and 'Knowledge base', a '+ New ticket' button, and a search bar. The main content area shows a ticket titled 'Remote test' with a 'Close ticket' button and a 'More...' option. Below the ticket title is a 'Reply...' input field. A notification at the bottom left states 'New ticket submitted' with a timestamp of '56 sec ago'. On the right side, a 'DETAILS' panel lists ticket information: '#64', 'New', 'Priority: Normal', 'Category: Other(General) / Troubleshooting', 'From: [redacted]', 'Assigned to: [redacted]', 'Date: 10/4/2017 4:11 AM', 'Due:', 'Start date:', and 'Close Date:'. At the bottom right of the details panel, the text 'Ministry of Economic Planning,' is visible.

## 2. Click Edit

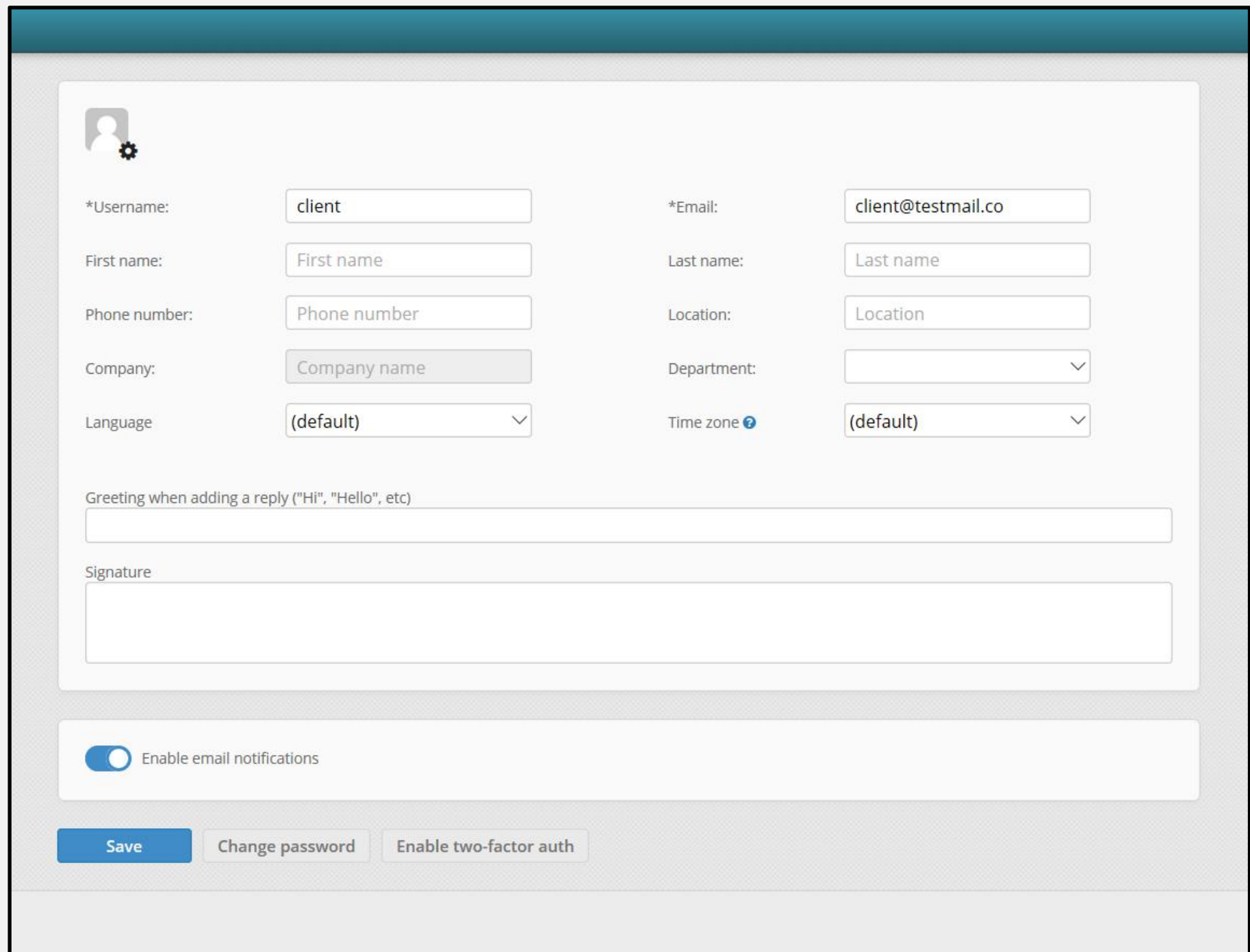
 client Edit

Type	Regular user
First name	
Last name	
Email	*****
Phone number:	*****
Company:	
Department:	
Last password change:	10/4/2017 12:29:38 PM
Other notes:	
IP:	***.***.***.***
Language:	

### 3. Make changes

#### NOTE:

Make sure to change your helpdesk password every 3 months.



The screenshot shows a user profile settings page. At the top left is a profile icon with a gear. The form is organized into two columns. The left column contains fields for Username (filled with 'client'), First name, Phone number, Company (filled with 'Company name'), and Language (set to '(default)'). The right column contains fields for Email (filled with 'client@testmail.co'), Last name, Location, Department (a dropdown menu), and Time zone (set to '(default)'). Below these are two text input fields: 'Greeting when adding a reply ("Hi", "Hello", etc)' and 'Signature'. At the bottom, there is a toggle switch for 'Enable email notifications' which is turned on. Three buttons are located at the very bottom: 'Save' (highlighted in blue), 'Change password', and 'Enable two-factor auth'.

*Username:	<input type="text" value="client"/>	*Email:	<input type="text" value="client@testmail.co"/>
First name:	<input type="text" value="First name"/>	Last name:	<input type="text" value="Last name"/>
Phone number:	<input type="text" value="Phone number"/>	Location:	<input type="text" value="Location"/>
Company:	<input type="text" value="Company name"/>	Department:	<input type="text" value=""/>
Language:	<input type="text" value="(default)"/>	Time zone:	<input type="text" value="(default)"/>

Greeting when adding a reply ("Hi", "Hello", etc)

Signature

Enable email notifications



**Thank You**  
For using ITSD Helpdesk