

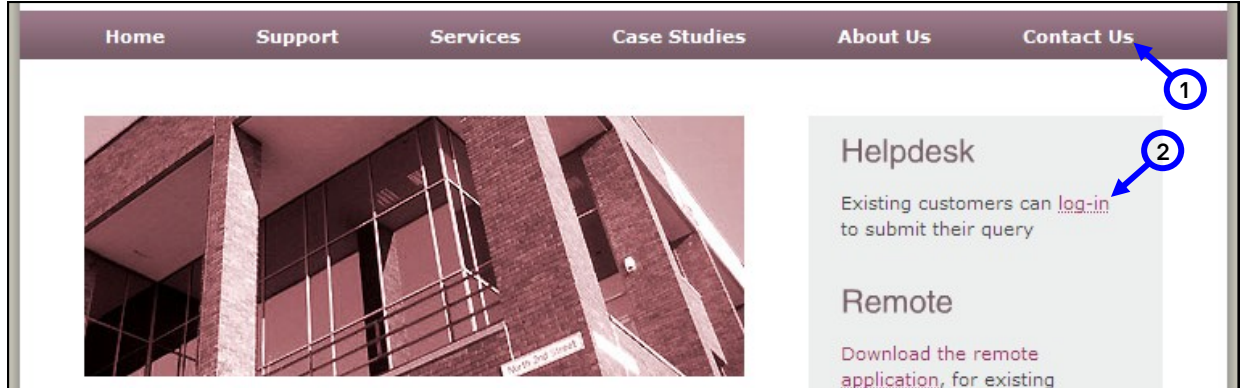
Helpdesk User Guide

Partnership Ltd

10-100

NOTE: Support hours are 9am to 5:30pm Monday to Friday. Excluding Public Holidays. Outside of the standard hours, the online helpdesk is available 24/7 to log a ticket, which will be dealt with once business hours commence.

1. To log in to the 10-100 helpdesk, open an Internet browser window and in the address bar type <http://support.10-100.co.uk> (Goto step 3) or browse to the 10-100 Partnership homepage and click the "Contact Us" on the right of the title bar.
2. When the "Contact Us" page is displayed, click "Log-in". You will now be switched to the Helpdesk Login screen. Please bookmark this page for quick future access.

A screenshot of the Helpdesk login screen. It features two main sections: 'If you have an account' and 'If you have lost your password'. The 'If you have an account' section has input fields for 'Email or Username' and 'Password', a 'Remember me until I log out manually' checkbox, and a 'Login' button. A blue circle with the number 3 points to the 'Login' button. The 'If you have lost your password' section has an input field for 'Email or Username' and a 'Send Login Details' button. A blue circle with the number 4 points to the 'Send Login Details' button.

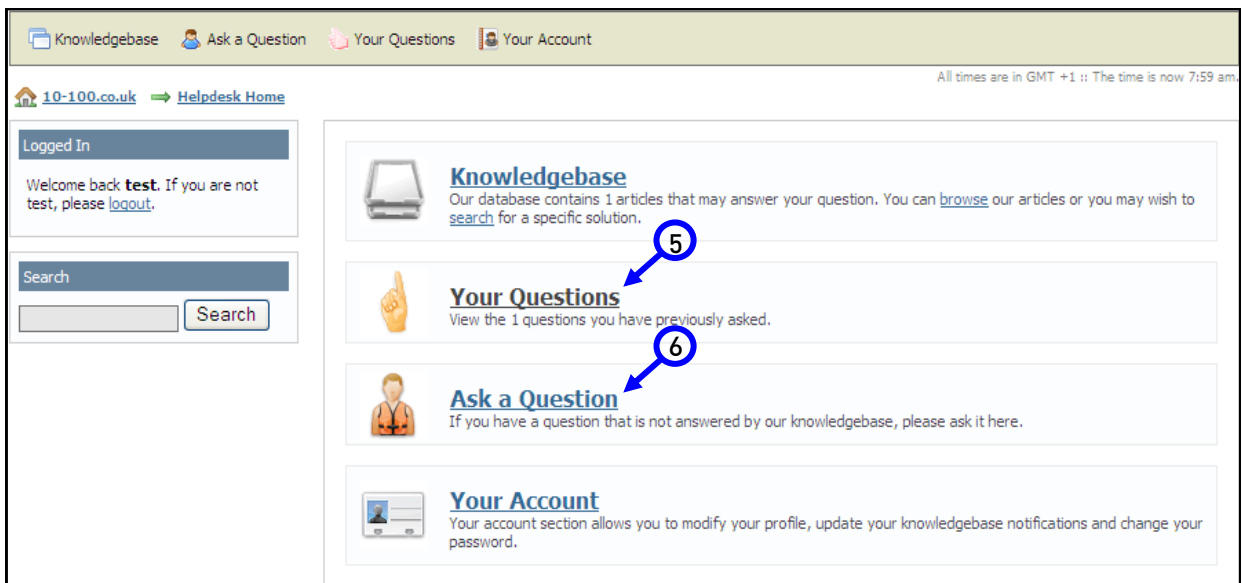
3. You will now be presented with the login screen. Please type your email address/company account & the password provided in your Helpdesk "Welcome Email" and click the login button.

4. Lost passwords can be recovered by typing in your email address or company account and clicking "Send Login Details".

Once you have logged into the helpdesk, the following screen will appear. From this screen you are presented with 2 main options. These are:

5. Your Questions (Edit/Change/View a currently open Helpdesk Ticket)
6. Ask a Question (Create a new Helpdesk Ticket)

NOTE: Please do not change the settings in "Your Account".



Helpdesk User Guide

Partnership Ltd

10-100

Creating a Ticket

8. From the front screen, select "Ask a Question"

9. Select the relevant email address for ticket replies to be sent to.

10. Enter a subject for this incident e.g. Outlook crashes

11. Select the most relevant Category for this ticket.

12. Enter your name.

13. If you are on a specific phone number or away from the office, enter a contact number where an engineer can reach you.

14. If you are not at head office, please state your location.

15. If you know your computers asset number or name, please enter it here.

16. Please enter a detailed description of the problem or request. Include any relevant information such as error messages, frequency of the problem, has it ever happened before now, did it ever work before etc.

17. If you need to upload a screen grab or file, you can select "Browse" and attach the file. Up to 5 files can be attached..

18. When you have finished, click the "Submit Question" button. The ticket will now be entered into the helpdesk and your ticket summary page will be displayed on screen for confirmation. At the same time, a confirmation email will be sent and a 10-100 engineer will be assigned to deal with the ticket.

To check the progress of a ticket, use the "Your Questions" option from the front screen and select the relevant ticket.

If internet access is unavailable or the situation classed as an emergency, you can log a call directly over the phone. To contact the 10-100 Office, please call 01908 424451 and ask to speak to an engineer.

For reference:

Helpdesk Username _____

Helpdesk Password _____

The screenshot shows a web form for creating a ticket. It is divided into several sections: 'User Details' (with a dropdown for email address, callout 9), 'Question Properties' (with fields for Subject, Category, Your Name, Your Phone Number, Your Location, and Machine Asset/Serial No, callouts 10-15), 'Your Question' (a large text area, callout 16), 'You May Upload an Attachment' (with a 'Browse...' button, callout 17), and 'When You Are Finished' (with 'Submit Question' and 'Reset Form' buttons, callout 18).