

Instruction TopDesk SelfServiceDesk

Important Information


This document helps you to create incidents with SelServiceDesk-Tool. It is also possible to retrieve the status and more information about the incident.

Equally it is possible to send an email to support@afg.ch. The IT department will create an incident of your email which is also available online.





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1. Overview start site




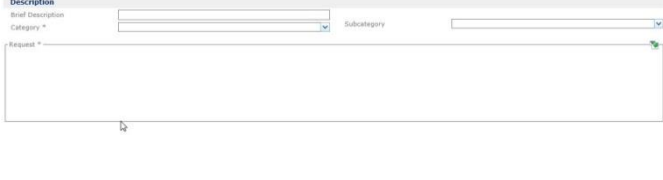

Open the SelfServiceDesk	AFG → http://support.afg.ch
	Click on "Use SelfServiceDesk"

2. Overview of the start site






	<p>New Incident</p> <p>Click "New Incident" to open new ticket</p>
	<p>Show open Incidents</p> <p>Show all of your open Incidents</p>
	<p>Search function</p> <p>search for your incidents</p>
	<p>Menu Current news</p> <p>Current news forwards you to the start page</p>

<p>Shortcuts</p> <hr/> <p> Current news</p> <hr/> <p> Current Incidents</p> <hr/> <p> New Incident</p> <hr/> <p> Forms</p> <hr/> <p> Eintritt/Änderung Mitarbeiter</p> <hr/> <p> Changes bei den Vorgesetzten</p>	<p>Menu Current Incidents</p> <p>All your current Incidents will be displayed here</p>
<p>Shortcuts</p> <hr/> <p> Current news</p> <hr/> <p> Current Incidents</p> <hr/> <p> New Incident</p> <hr/> <p> Forms</p> <hr/> <p> Eintritt/Änderung Mitarbeiter</p> <hr/> <p> Changes bei den Vorgesetzten</p>	<p>Menu New incident</p> <p>record a new Incident</p>







3. Register new Incident

	<p>New Incident</p> <p>Click on New Incident</p>
	<p>Incident Number</p> <p>This is your Incident Number. If any question arises, you can turn to the IT-Hotline.</p>
	<p>Caller</p> <p>Your information will be filled out automatically.</p>
	<p>Description</p> <p>Please insert a short description of your request and categorize the problem in a category and sub-category (e.g. Hardware, SAP etc.)</p>
	<p>Register Incident</p> <p>To register an Incident, click on register.</p>

4. Add an Incident-Attachment

	<p>Register new Incident</p> <p>Register a new Incident first. See chapter 3.</p>
	<p>Current Incidents</p> <p>All your current Incidents will be showed here.</p>
	<p>Open Incident</p> <p>Please click on your Incident.</p>
	<p>Upload File</p> <p>Please click on Upload</p>
	<p>Select File</p> <p>Select the file and click on Upload.</p>

5. Edit / Close current Incidents

	<p>Current Incidents</p> <p>All of your open Incidents will be showed here.</p>
	<p>Open Incident</p> <p>Please click on your Incident.</p>
	<p>Edit</p> <p>Please click on Edit.</p>
	<p>Action</p> <p>Among Action you can add a new description.</p>
	<p>Close Incident</p> <p>With a click on Close, you close your Incident.</p>
	<p>Save</p> <p>Please click on Save to save your Incident.</p>