

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 <u>support@afg.ch</u>. 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 → <u>http://support.afg.ch</u>
Example of the Difference	Click on "Use SelfServiceDesk"



2. Overview of the start site



AFG	
Building the Difference	

Shortcuts	Menu Current Incidents
Current news	All your current Incidents will be displayed here
V Current Incidents	
Vew Incident	
Forms	
Eintritt/Änderung Mitarbeiter	
Changes bei den Vorgesetzten	
Shortcuts	Menu New incident
Current news	record a new Incident
🤤 Current Incidents	
🔮 New Incident	
Forms	
Eintritt/Änderung Mitarbeiter	
Changes bei den Vorgesetzten	



3. Register new Incident

New Incident	New Incident Click on New Incident
1609-0422 Caller Name Verdasco Saez, Roberto Branch AFG Services AG - Arbon Citv Arbon	Incident Number This is your Incident Number. If any question arises, you can turn to the IT- Hotline.
Verdasco Saez, Roberto Name Verdasco Saez, Roberto Branch AFG Services AG - Arbon City Arbon Telephone Number +41 71 440 55 27 Location (Caller) CC H1 EG Department EDV Description	Caller Your information will be filled out automatically.
Description Extremoly *	Description Please insert a short description of your request and categorize the problem in a category and sub-category (e.g. Hardware, SAP etc.)
	Register Incident To register an Incident, click on register.



4. Add an Incident-Attachment

New Incident	Register new Incident Register a new Incident first. See chapter 3.
ident Current Incidents	Current Incidents All your current Incidents will be showed here.
Incident Caller Branch 1609-0422 Verdasco Saez, Roberto +41 71 440 55 27 AFG Services AG - Arbon CC H1 EG Hardware > Bildschirm test 29.09.2016 12:59: asdasdf P	Open Incident Please click on your Incident.
Ibio9-0422 Type of Incident Kalar Vortices See, Added Branch Millianous Add, Added Coll Millianous Add, Added Coll Incident Traja Coll Incident Traja <	Upload File Please click on Upload
Upload file for incident - Back to incident Description File name Warning: Sending a file to the server takes some time, especially large files.Some browsers cannot upload large files (larger than 2 GB). Upload Cancel	Select File Select the file and click on Upload.



5. Edit / Close current Incidents

ident	Current Incidents All of your open Incidents will be showed here.
Incident Caller Branch 1609-0422 Verdasco Sazz, Roberto +41 71 440 55 27 AFG Services AG - Arbon CC H1 EG Hardware > Bildschirm test 29.09,2016 12:59: asdasdf P	Open Incident Please click on your Incident.
Isophonetazz Type of Incident Imme Variante Jana, Balada 3 Imme Milli Encident Aladazi 3 Imagine Nationary Setflervordens Dapartenet 412 / 14 dis 327 Imagine Dapartenet EDV Uppercy	Edit Please click on Edit.
Description	Action Among Action you can add a new description.
Processing Closed	Close Incident With a click on Close, you close your Incident.
	Save Please click on Save to save your Incident.