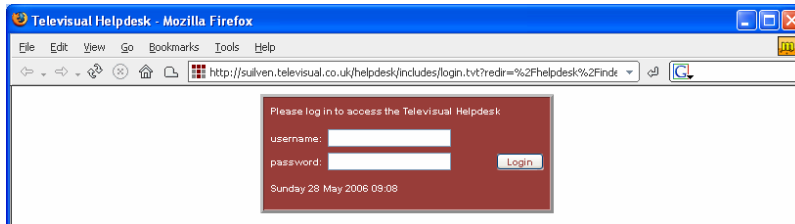


How to use the Televisual Helpdesk

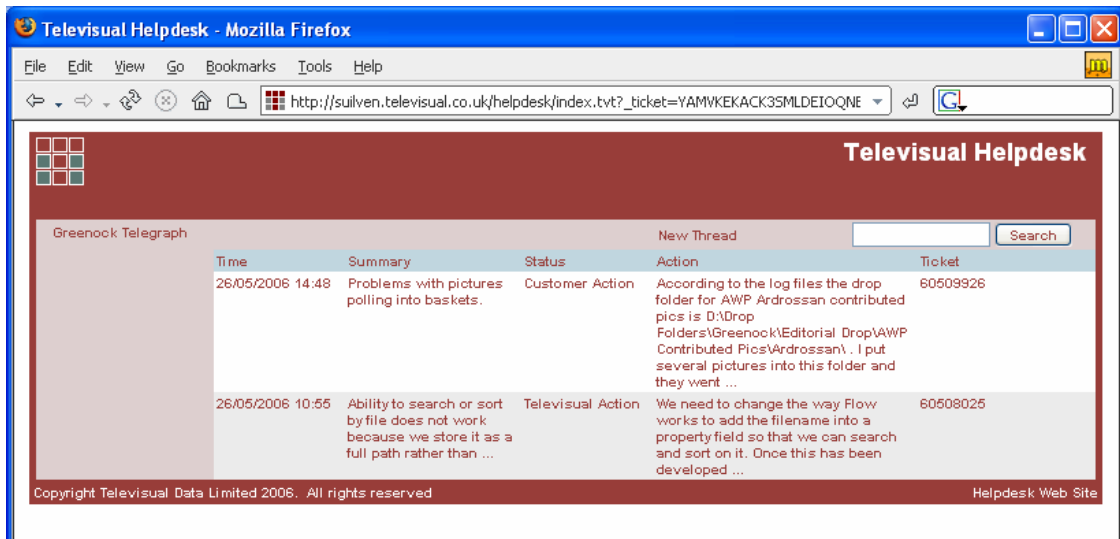
This document describes how to access and use the web based Televisual Helpdesk

To access the helpdesk navigate to <http://helpdesk.televisual.co.uk>

You will then see the log in dialog.



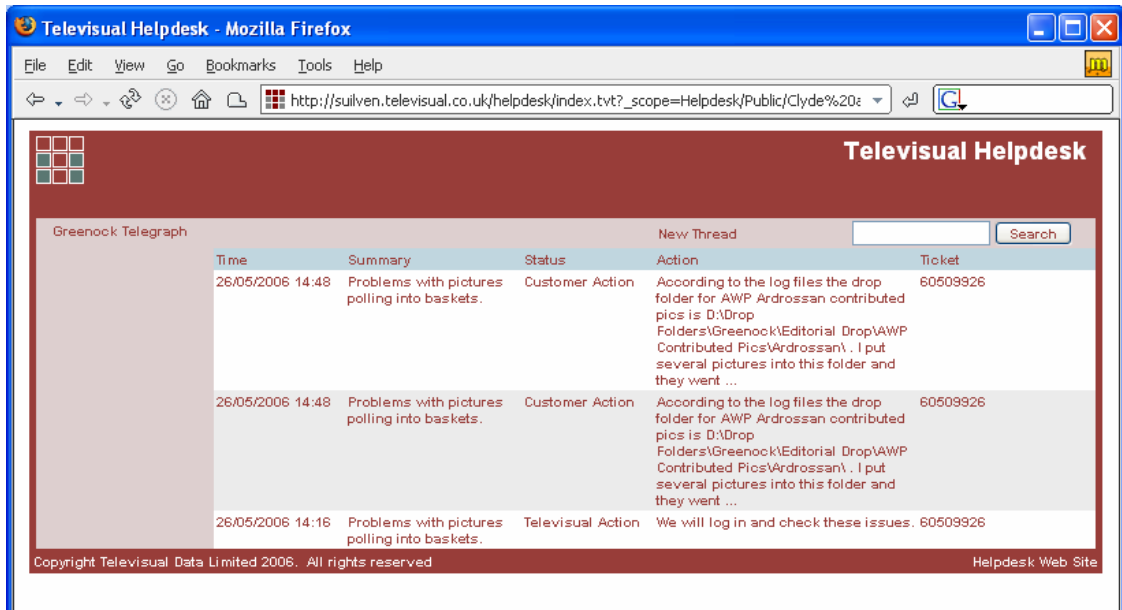
Log in using your user name (which will normally be your email address) and the password given to you by Televisual. You will then be redirected to the home page for helpdesk incidents for your organisation.



Each live incident is listed with the time the last action was logged, a summary of the incident, the status (i.e. whether the next action will be taken by Televisual, or by you), the action and the ticket allocated to the incident.

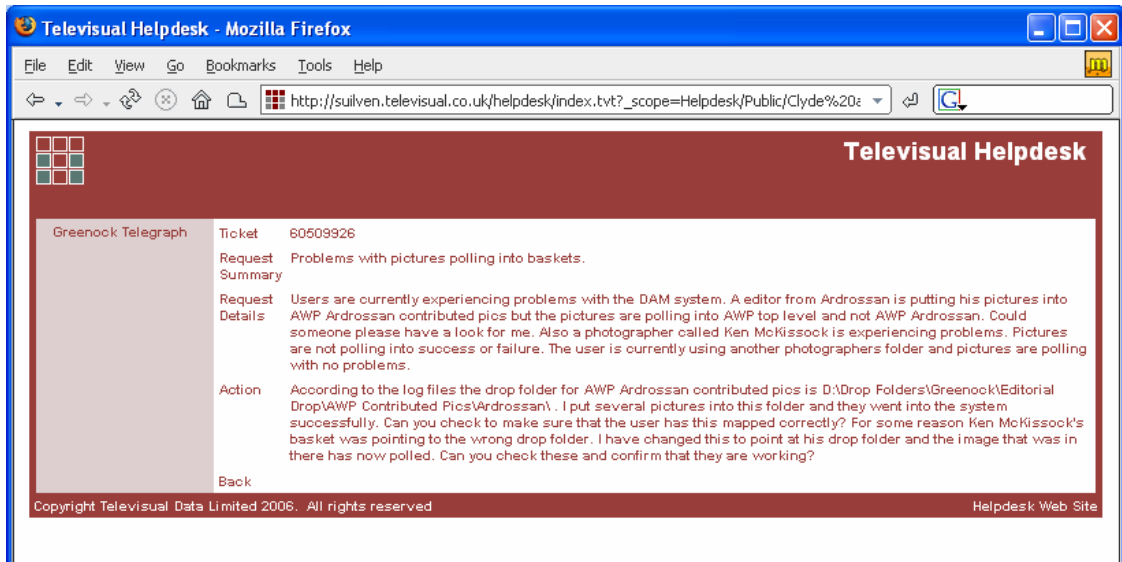
The incidents are sorted by default by the priority allocated by Televisual to fixing them. You can sort them by time the last action was logged or by status by clicking on the appropriate column heading. To return to the default sort click on your organisation name at the top left of then page.

This page displays only the most recent logged action for an incident. To see the whole incident history, click on the ticket number.

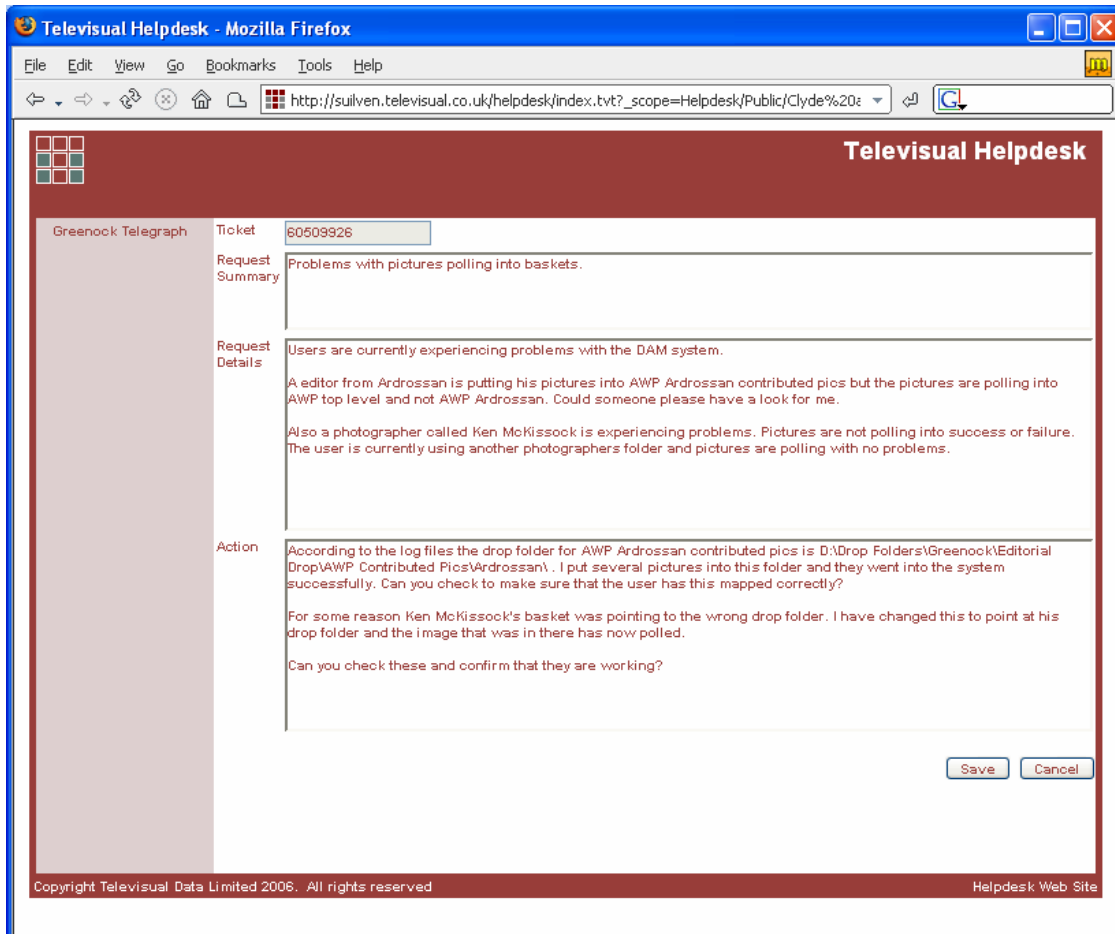


In either list view, you can see the detail of the incident by clicking on any element in the row apart for the ticket number. If the history of an incident is displayed and you click on any row other then the first, the history is displayed as ready only.

There is a *Back* link at the bottom left of the incident to return to the previous page.



If you click on the first row, the most recent action is displayed in an editable form.



Any edits in this view will be recorded as a new action for the incident. If you do not want to add a new action, click the *Cancel* button to return to the incident survey screen.

To create a new incident thread, click on the *New Thread* link above the list.



This will launch a blank incident form. The ticket will be generated automatically when the form is saved.