

TAAP User Guide

Submitting Support Requests

Support Hours:
9am to 5pm
Monday to Friday (excluding Public Holidays)

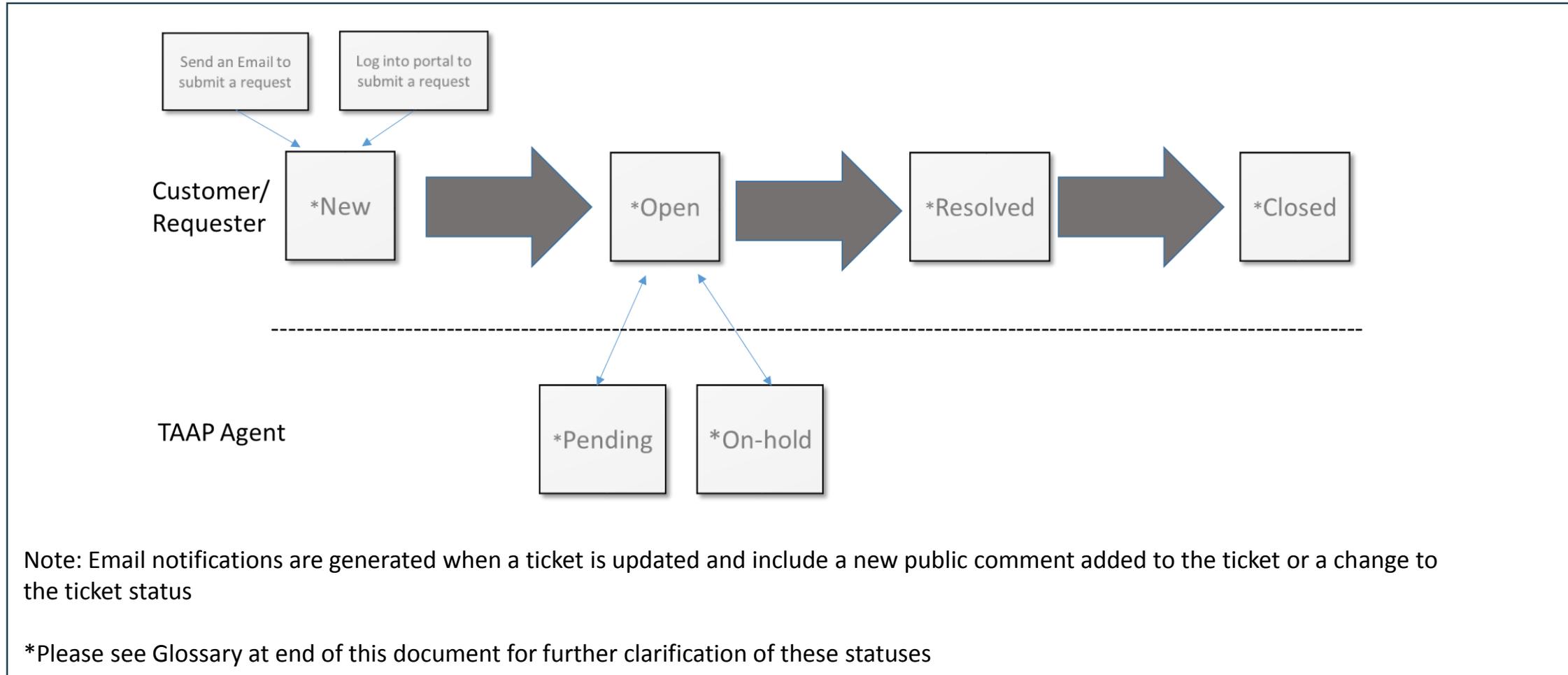
By: A.Yapa

Version: V1.5

Date: 15th January 2016



Lifecycle of a Support Item

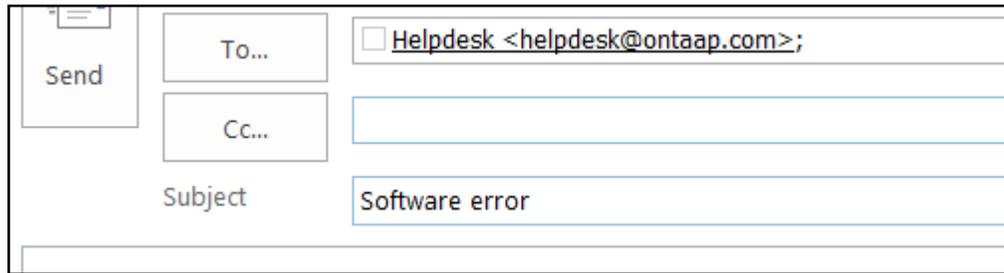


Raising a Support Request by Email

To email a Support Request:

1 - Send an email directly from your mailbox

- From your mailbox, in the “To” address field, insert: helpdesk@ontaap.com



The screenshot shows an email composition interface. On the left is a 'Send' button. The 'To...' field contains 'Helpdesk <helpdesk@ontaap.com>'. The 'Cc...' field is empty. The 'Subject' field contains 'Software error'.

- Fill in subject header
- Provide description with as much detail as possible, including any error messages within the body of the email, as well as any attachments
- You can also use the Cc... field



Raising a Support Request by Email



2 - You will receive an automated response to acknowledge submission

From: TAAP Helpdesk <helpdesk@ontaat.com>

Sent: 05 January 2016 16:27

To:

Subject: [Request received]

##- Please type your reply above this line -##

Your request (862) has been received and is being reviewed by our support staff.

To add additional comments, reply to this email.

3 - Reply direct to the email response but ensure you keep the subject line and original body intact



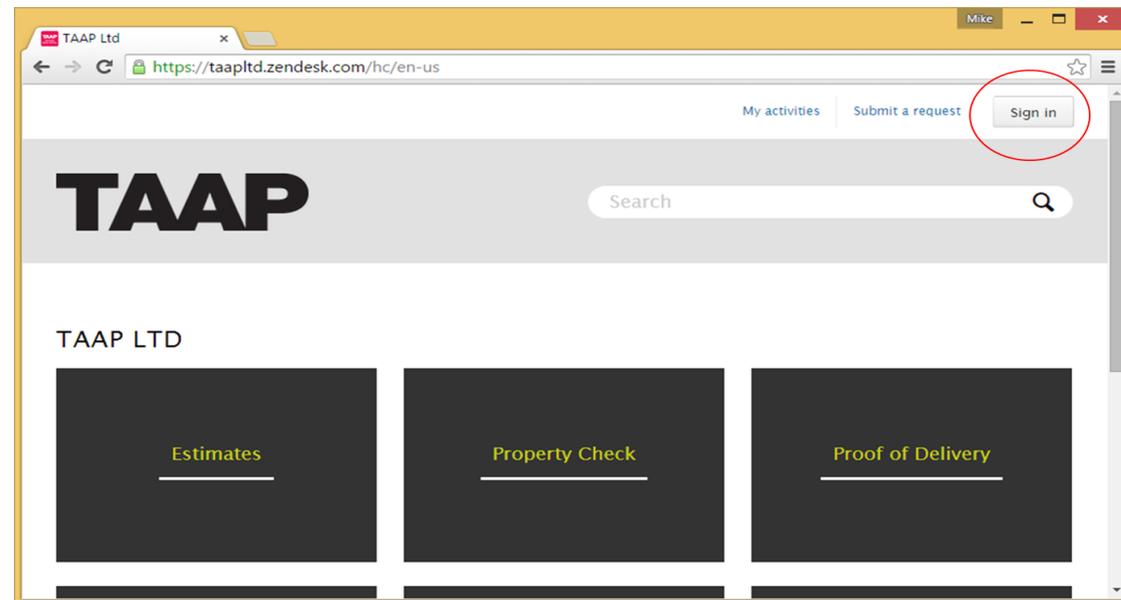
Raising a Support Request via the Web Portal

To raise a Support request via the Web Portal:

1 - Log into the online portal, open up an Internet browser and go to:

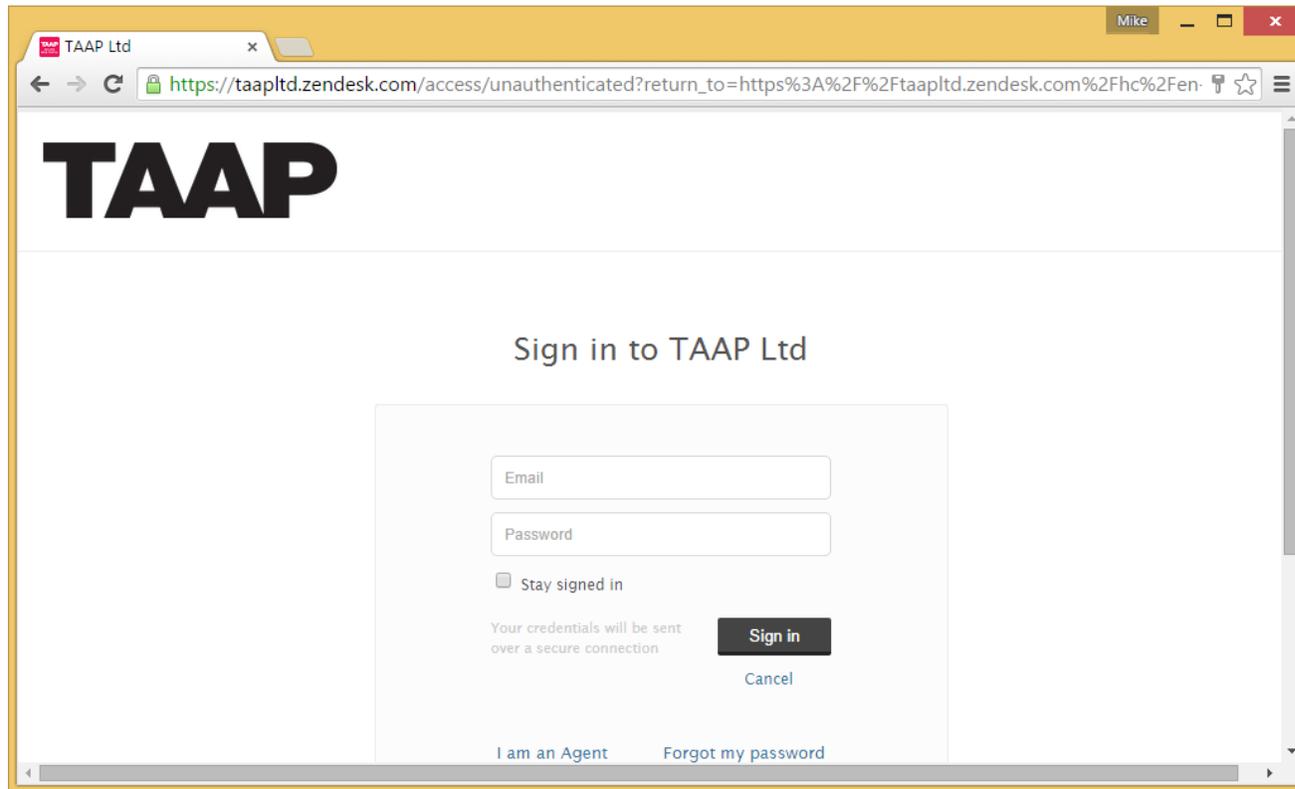
<https://taapltd.zendesk.com>

2 – Click on the Sign-In Button



Raising a Support Request via the Web Portal

3 - Enter your USER NAME and PASSWORD, then click SIGN IN

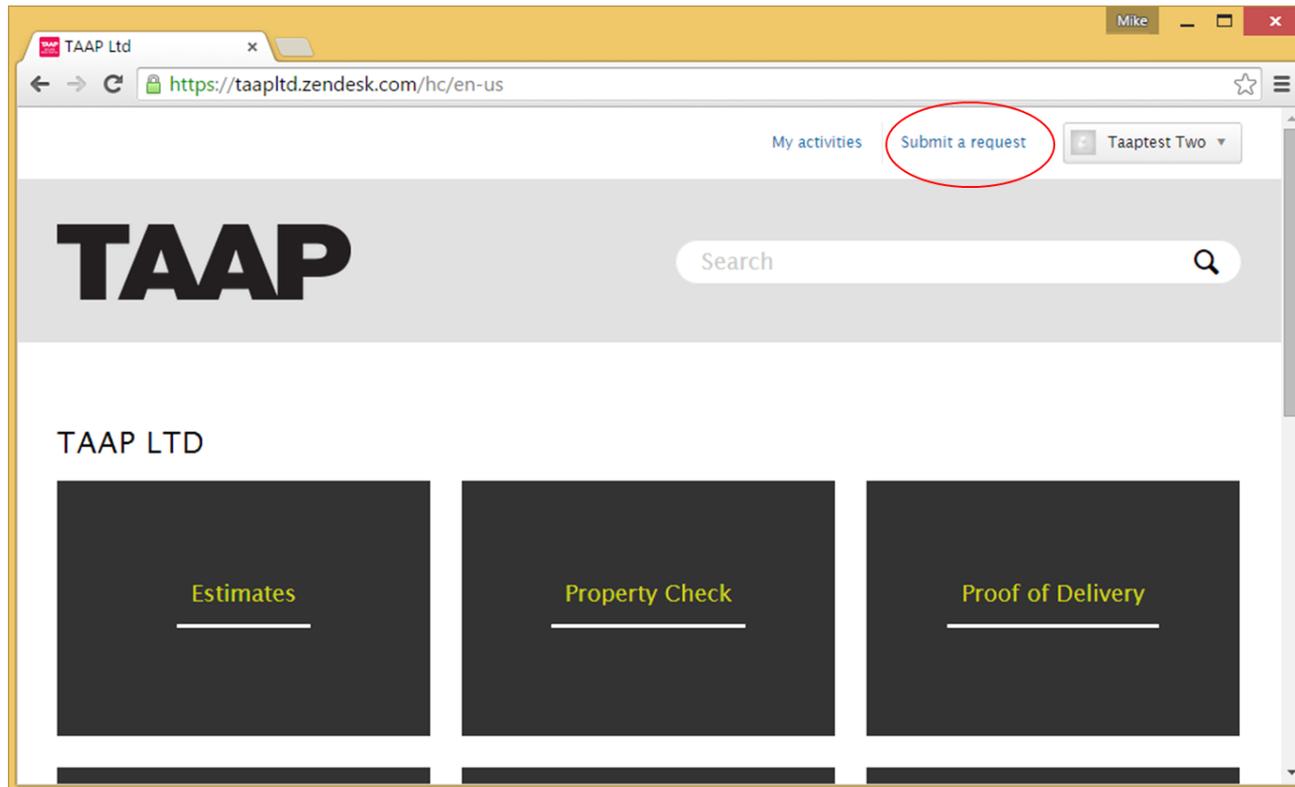


The screenshot shows a web browser window with the URL https://taapltd.zendesk.com/access/unauthenticated?return_to=https%3A%2F%2Ftaapltd.zendesk.com%2Fhc%2Fen. The page features the TAAP logo at the top left. Below the logo, the text "Sign in to TAAP Ltd" is centered. The sign-in form includes an "Email" input field, a "Password" input field, and a "Stay signed in" checkbox. Below the form, there is a note: "Your credentials will be sent over a secure connection". To the right of this note are two buttons: "Sign in" (a dark button) and "Cancel" (a light blue button). At the bottom of the form area, there are two links: "I am an Agent" and "Forgot my password".



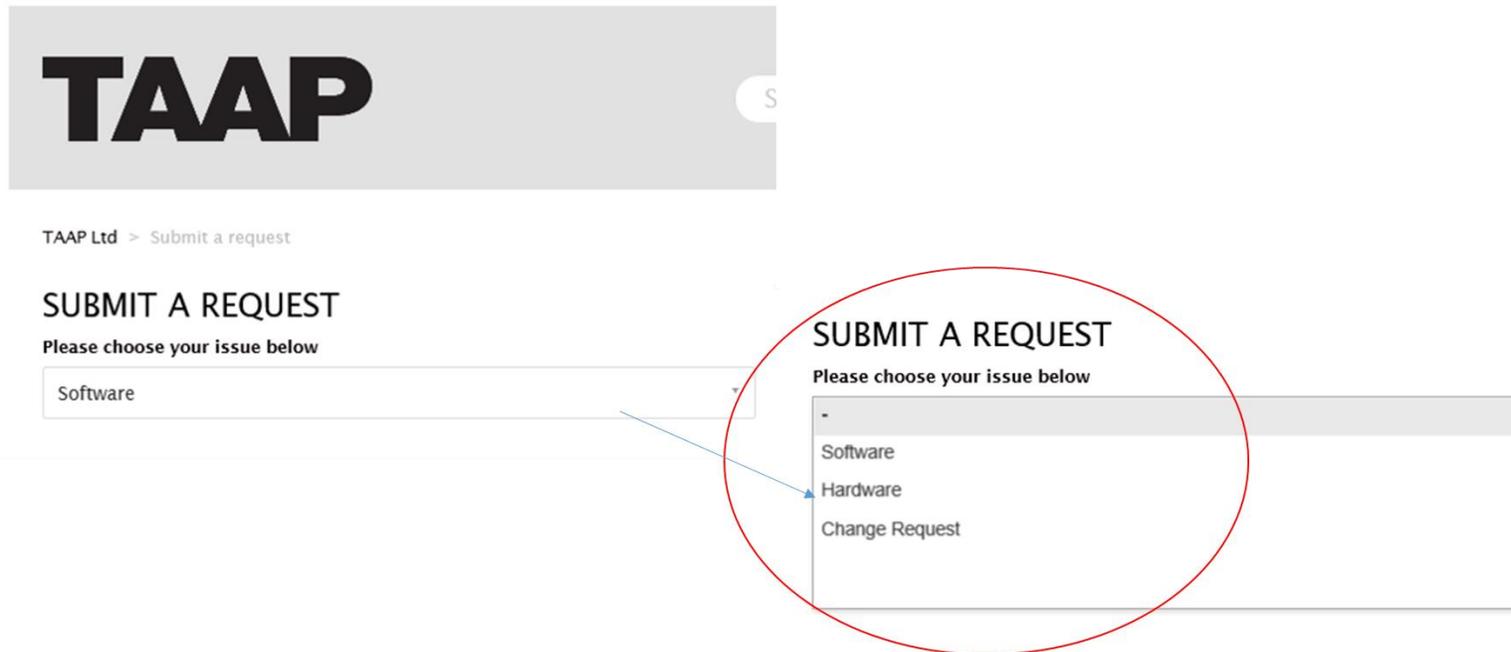
Raising a Support Request via the Web Portal

4 – Click “Submit a Request”



Raising a Support Request via the Web Portal

5 – Select subject of request from the dropdown list



TAAP

TAAP Ltd > Submit a request

SUBMIT A REQUEST
Please choose your issue below

Software

SUBMIT A REQUEST
Please choose your issue below

-
- Software
- Hardware
- Change Request



Raising a Support Request via the Web Portal



6 – Fill in your ticket request giving as much detail as possible and any specific error messages

My activities | [Submit a request](#) | TAAPTest Two

TAAP Search

TAAP Ltd > [Submit a request](#)

SUBMIT A REQUEST

Please choose your issue below

Software

Subject*

Description*

Please enter the details of your request. A member of our support staff will respond as soon as possible.



Raising a Support Request via the Web Portal



7 – If you have more than one Organization that you are linked to, then a dropdown box will appear, choose the relevant company before proceeding.

TAAP Ltd > Submit a request

SUBMIT A REQUEST

Please choose your issue below

Change Request

Organization *

Please tell us which Organization you would like this request associated with. You can change this later.



Raising a Support Request via the Web Portal

8 – Include screenshots, which can be attached. When the form is complete click on SUBMIT button

Priority

Request priority

Name

Telephone

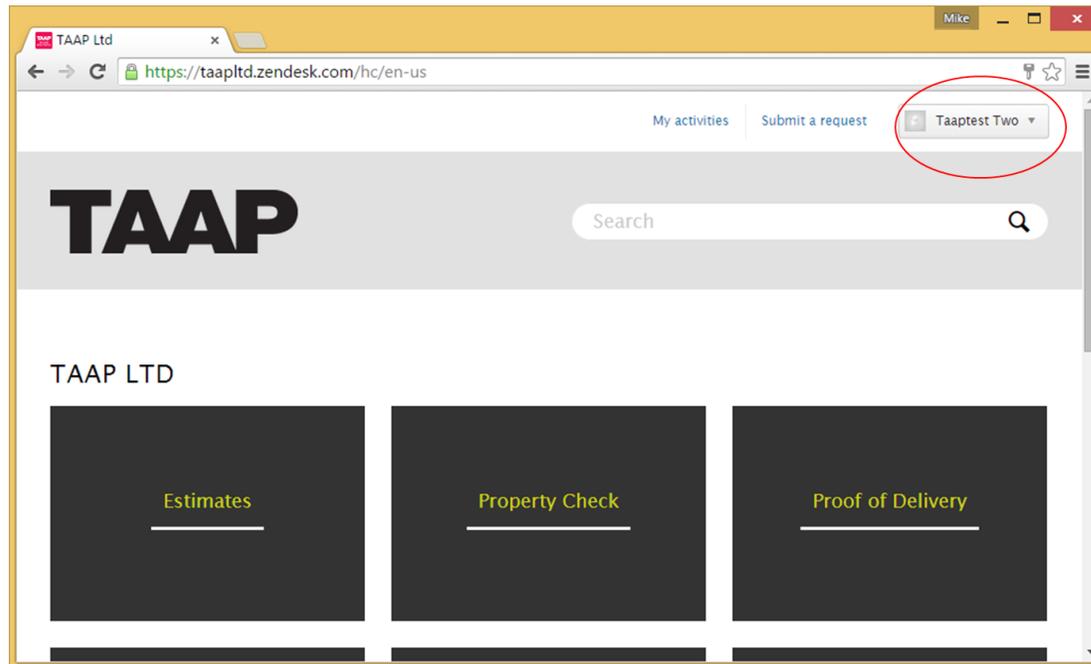
Attachments



Reviewing issues within the Support Web Portal

To review issues within the Support Web Portal:

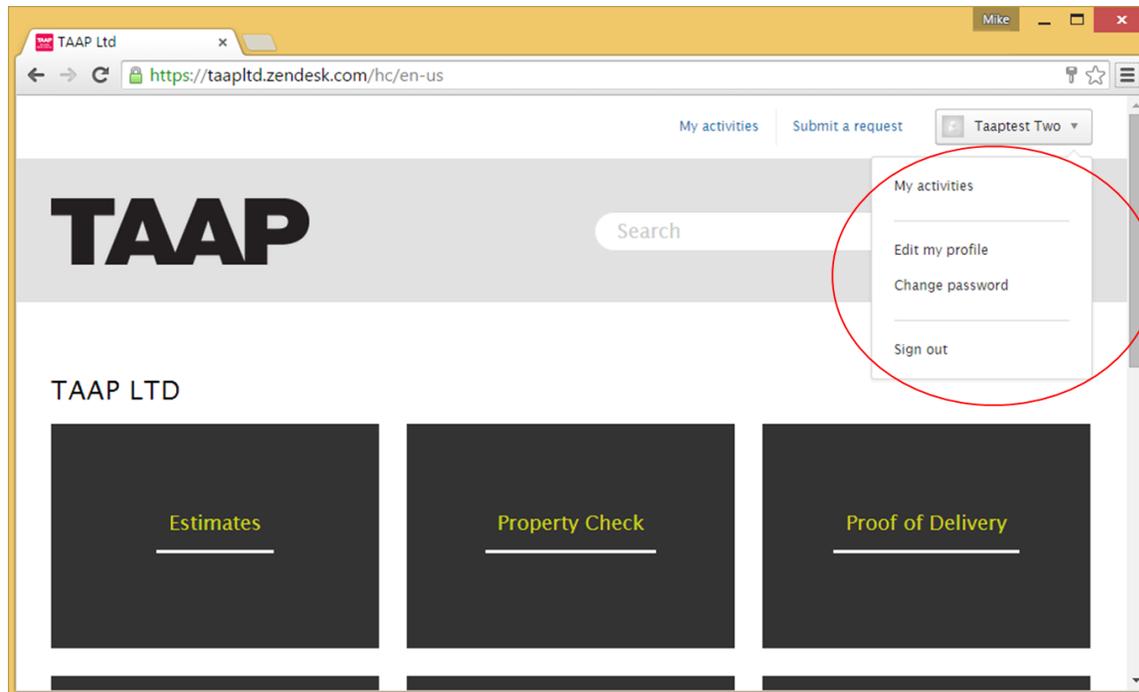
1 - Click on the button with your name on it



Reviewing issues within the Support Web Portal

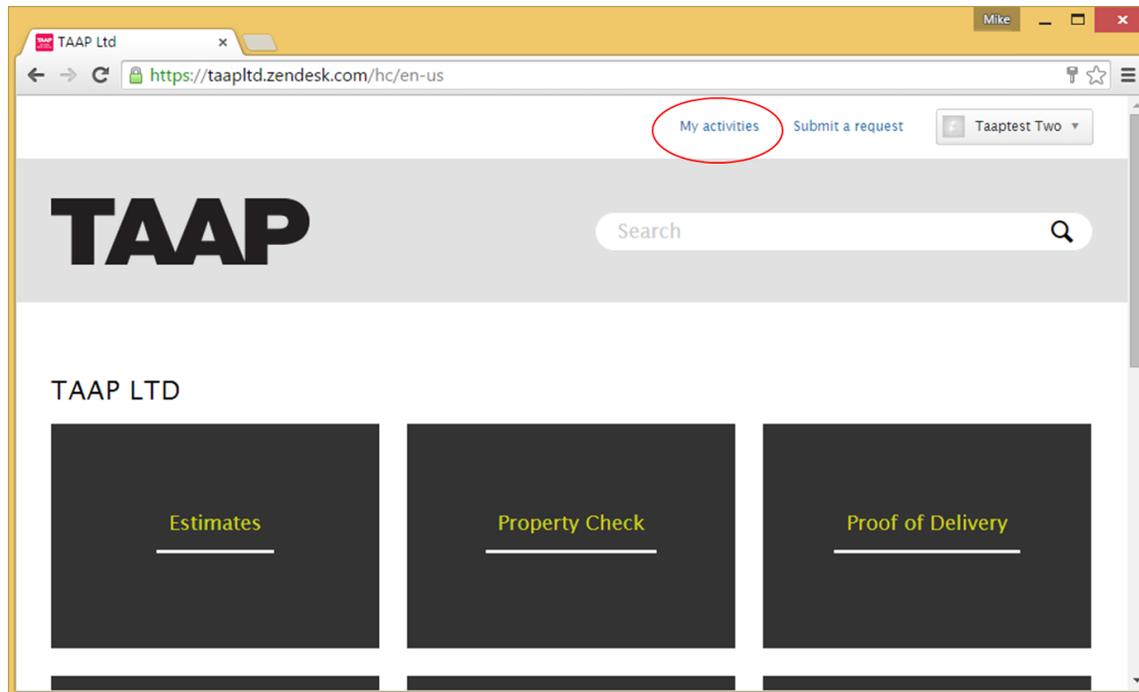


2 - You can open your activities, edit your profile and change your password



Reviewing issues within the Support Web Portal

3 - To see your previous activities including requests click My Activities



Reviewing issues within the Support Web Portal



4 - Select Issue you would like to view

My activities | Submit a request | TAAFTest Two

TAAP Search

My activities

Requests | Contributions | Following

My requests | Requests I'm CC'd on

Search requests Status: Any

Id	Subject	Created	Last activity	Status
875	Test - error with logging in	a few seconds ago	a few seconds ago	OPEN



Reviewing issues within the Support Web Portal



5 – If we are waiting for a response from you, the status is shown as “Awaiting your reply”

My requests

Requests I'm CC'd on

Organization requests

Search requests

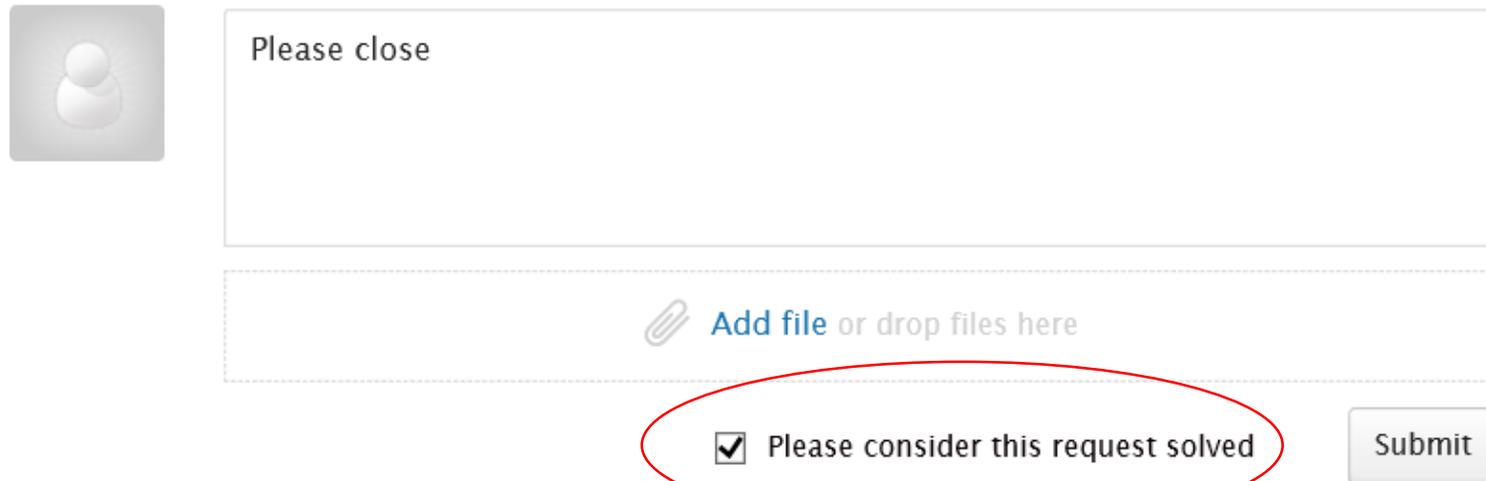
Status: Any

Id	Subject	Created	Last activity	Status
1265	Test - error with logging in	3 minutes ago	a few seconds ago	AWAITING YOUR REPLY



Reviewing issues within the Support Web Portal

6 – To **close** an issue: click on the comment box and a tick box will appear
“Please consider this request solved” - Tick this and click on Submit



The screenshot shows a user interface for closing an issue. On the left is a grey square icon with a white person silhouette. To its right is a large text input box containing the text "Please close". Below this is a dashed-line box for file uploads, containing a paperclip icon and the text "Add file or drop files here". At the bottom, there is a checkbox with a checkmark and the text "Please consider this request solved", which is circled in red. To the right of the checkbox is a grey "Submit" button.



Glossary of Helpdesk Status Values



Status	Description
New	The request was received but that it has not been opened and has probably not been assigned to an agent.
Open	The request has been assigned to an agent who is working to resolve it.
Pending	The agent has a follow-up question for the requester or may need more information about the support issue & is waiting for information to continue resolving the request.
On-Hold	The support request is awaiting a resolution from a third party—someone who is not a member of TAAP’s support staff.
Solved	The TAAP agent has resolved the support issue. Solved tickets are closed, typically, a number of days after they have been set to Solved. Until a ticket is closed, the requester can reopen the ticket.
Closed	The ticket has been changed to this status automatically, is complete and can't be reopened. Requesters however can create follow-up requests for closed requests.

