User Guide

0. Help Desk-Emetsoft-220-Help Desk-Help Desk version 2.0.0

For

Supply, delivery, installation, Commissioning, Training and Maintenance of Enterprise Resource Planning System (DMMC-ERP)

For

DEHIWALA MOUNT-LAVINIA MUNICIPAL COUNCIL

By

EMETSOFT (PVT) LTD

1. REVISION HISTORY

Date	Version	Description	Author
08-03-2022	0.0.1	Initial version	EMETSOFT IMP Team
26-04-2022	0.1.1	Modifications to the report	EMETSOFT IMP Team
28-04-2022	1.0.0	Final Release	Project Manager
19-05-2022	2.0.0	Enhancements for the manual	Project Manager

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ENTERPRISE RESOURCE PLANNING (ERP)

Dehiwala Mount Lavinia Municipal Council

Welcome to the Easiest, Fastest, most Secure, FIRST & the ONLY ERP for the LGA sector

DMMC ERP SUPPORT CENTRE

HELP
DESK

HELP DESK
Ticketing and issues managment

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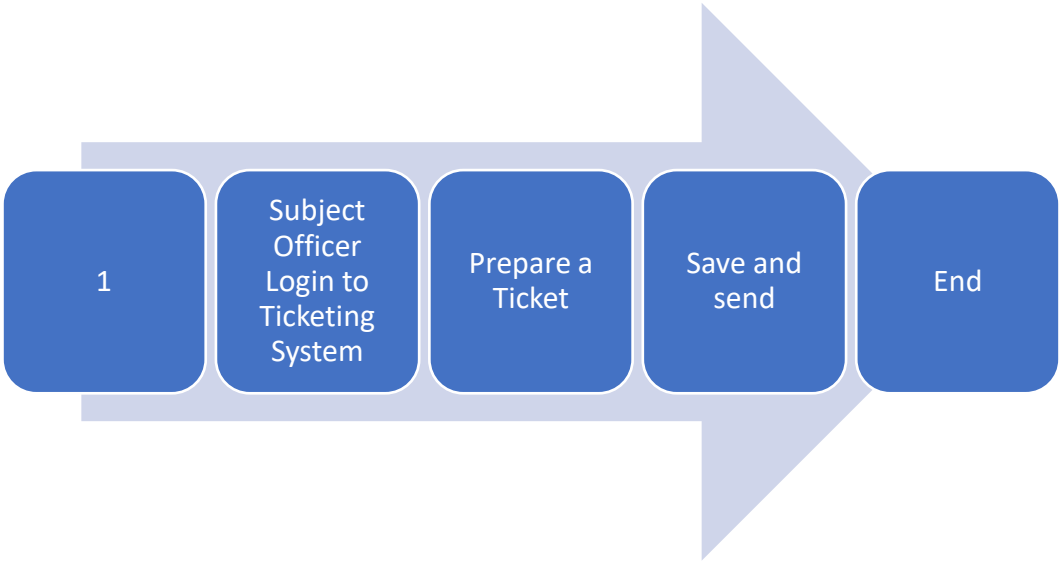
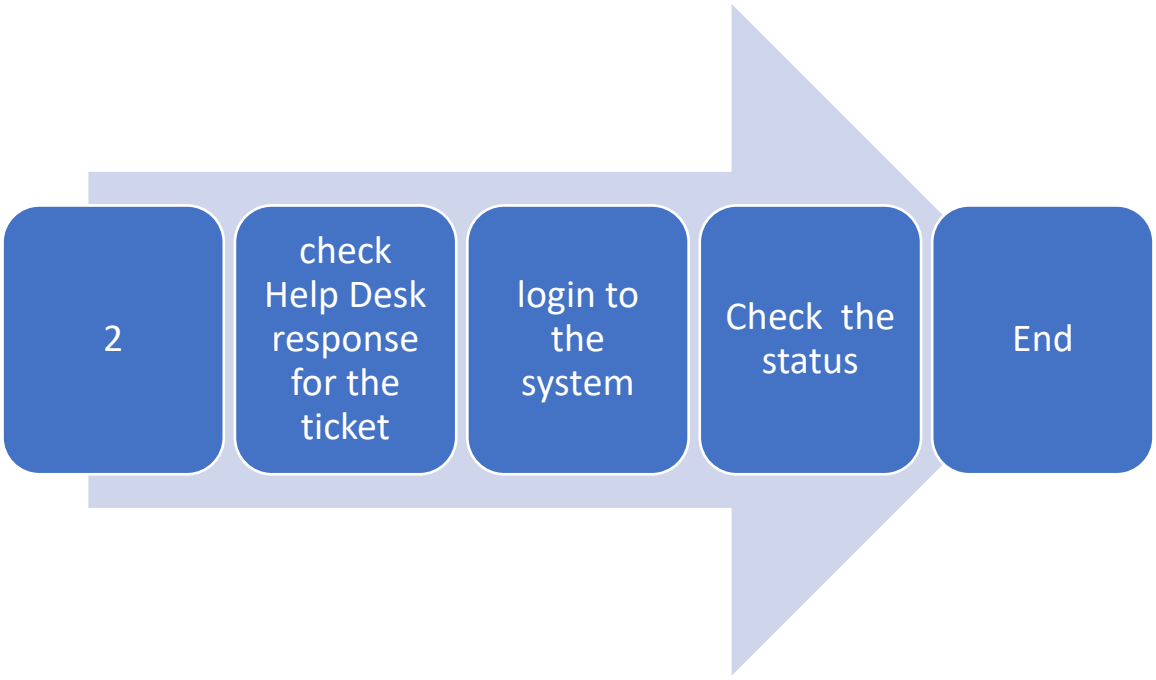
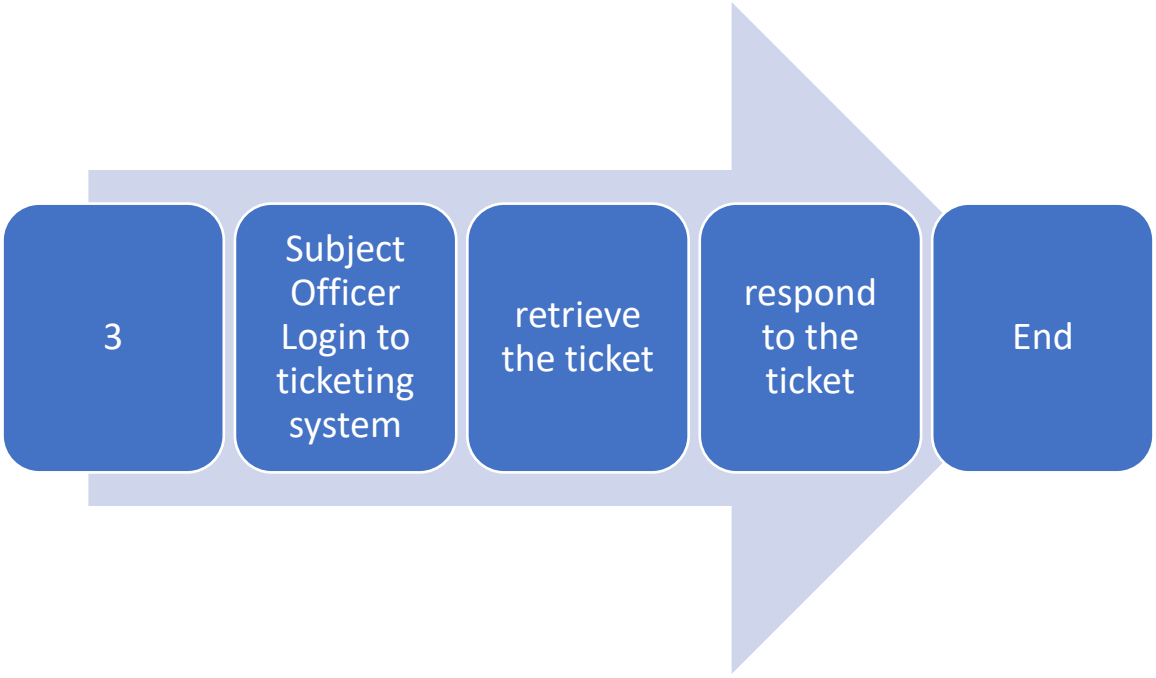
3. THE PROCESS

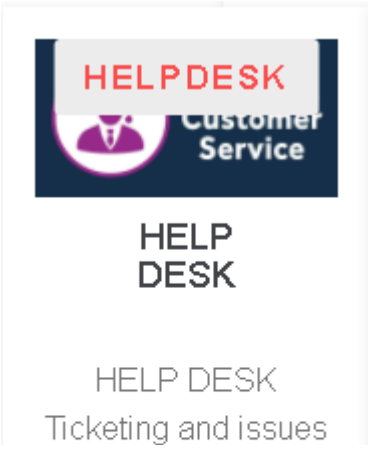




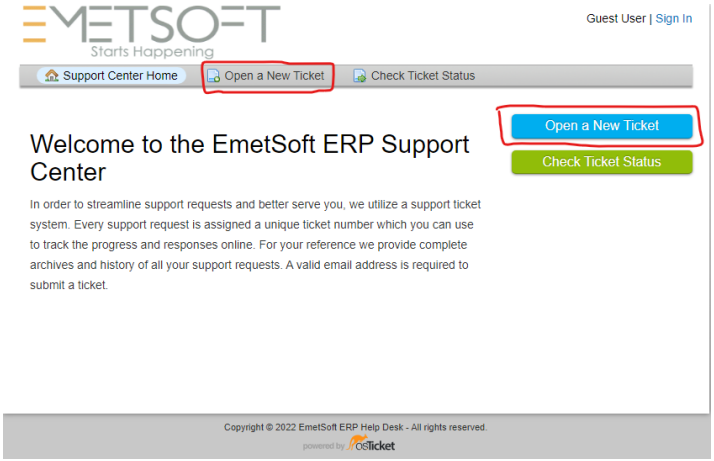


4. ERP HELP DESK SYSTEM (ANONYMOUS USER)

Step 1 : click on this Icon in ERP Page



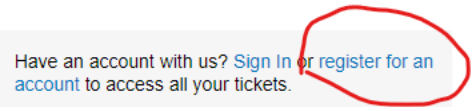
Step 2 :New Ticket or complain



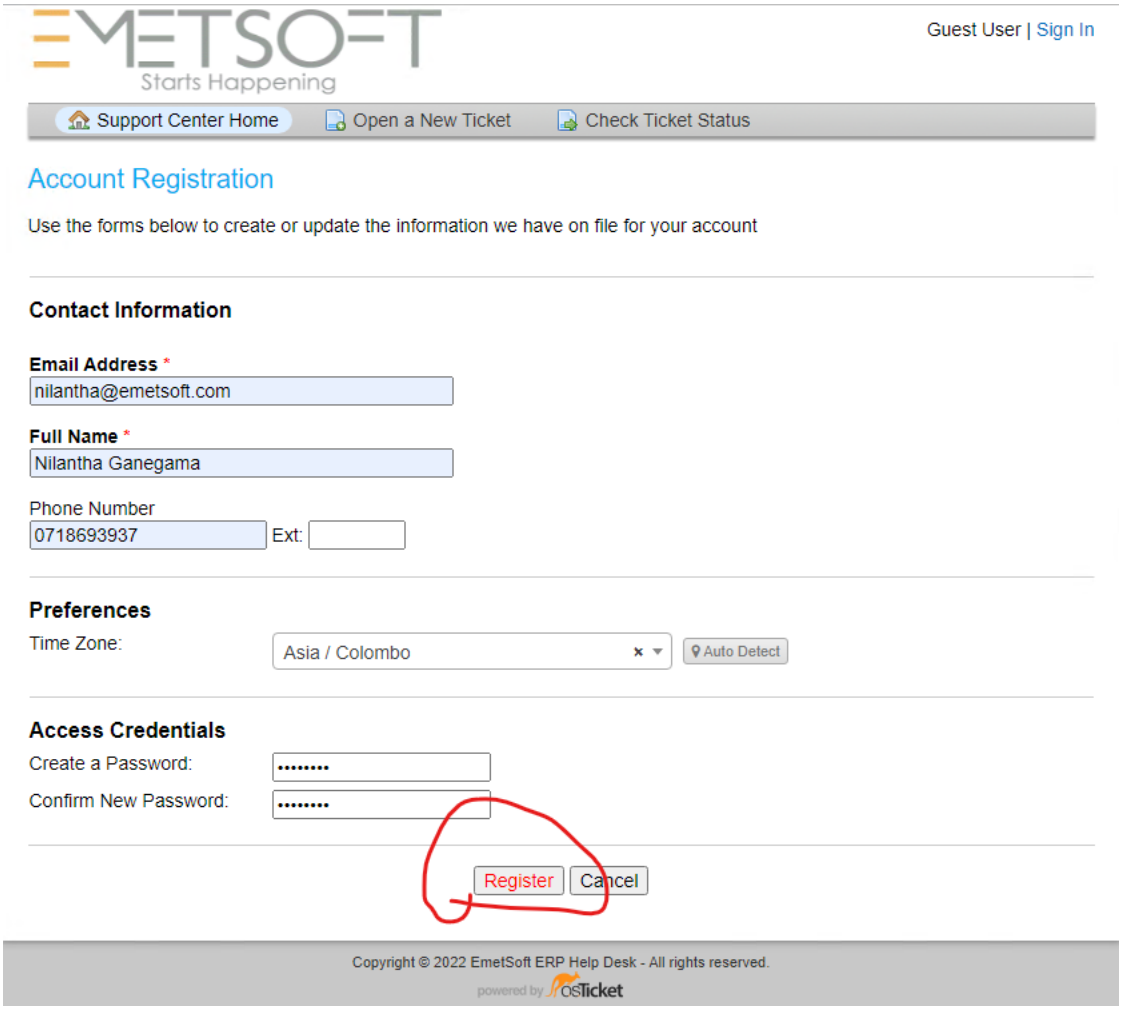
Click on |Open a New Ticket| link to open an new complain.

5. NEW TICKET

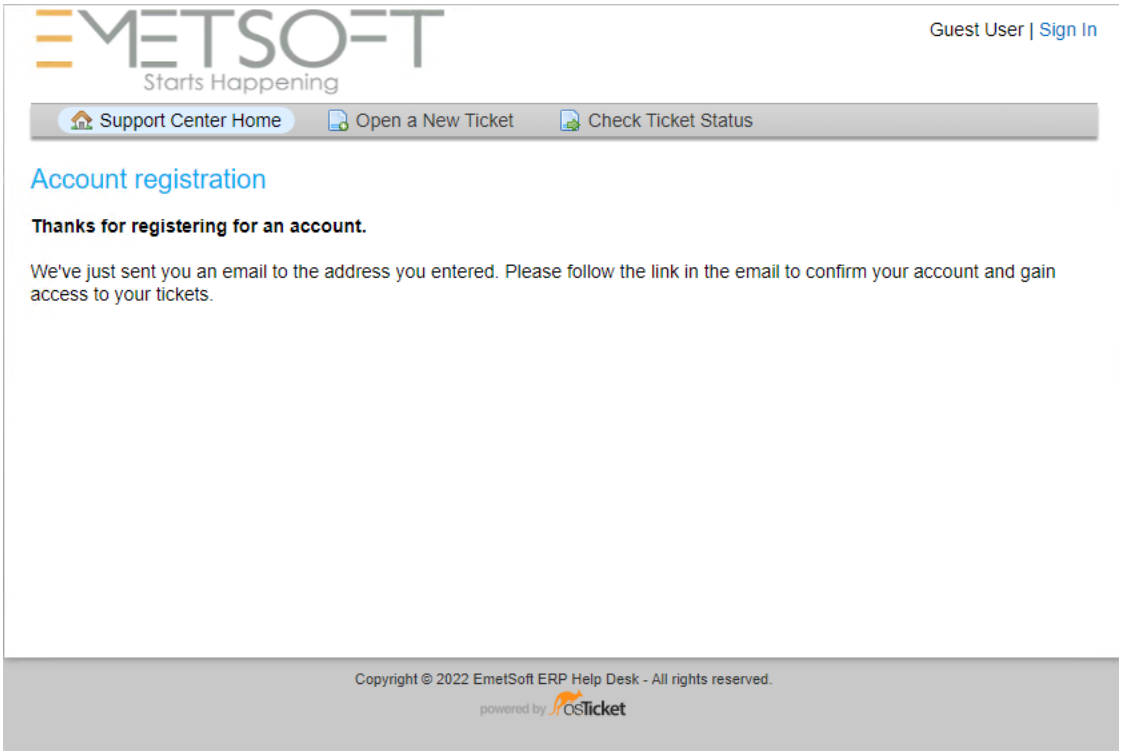
If you need to check the progress of the complaint, you must be a registered user. Registration is easy, just click on



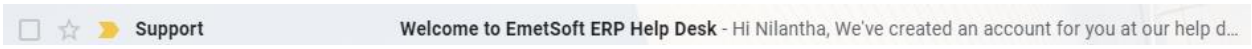
Then enter details and click on Register button



Then you will get a verification message



Then you will receive confirmation message to the given email



Details will be like this :

Hi Nilantha,

We've created an account for you at our help desk at http://www.emetsoft.com/dmmc-help.

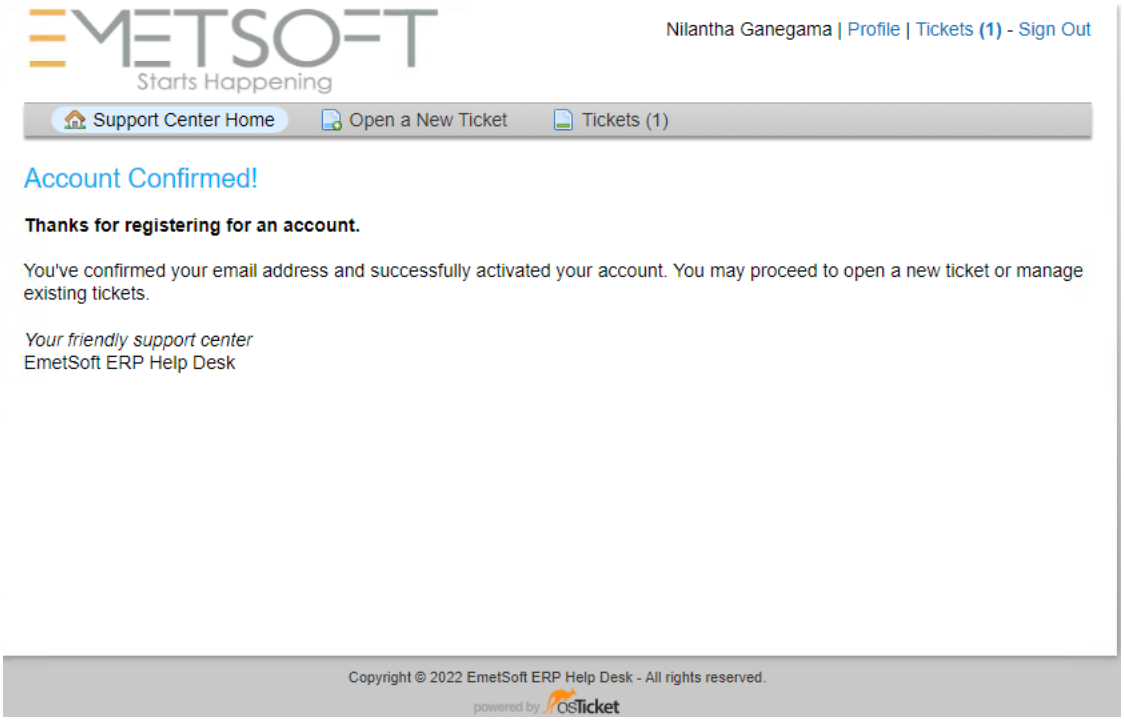
Please follow the link below to confirm your account and gain access to your tickets.

http://www.emetsoft.com/dmmc-help/pwreset.php?token=sY8z0=t21rwgHB_5f0pk9bMA=f0

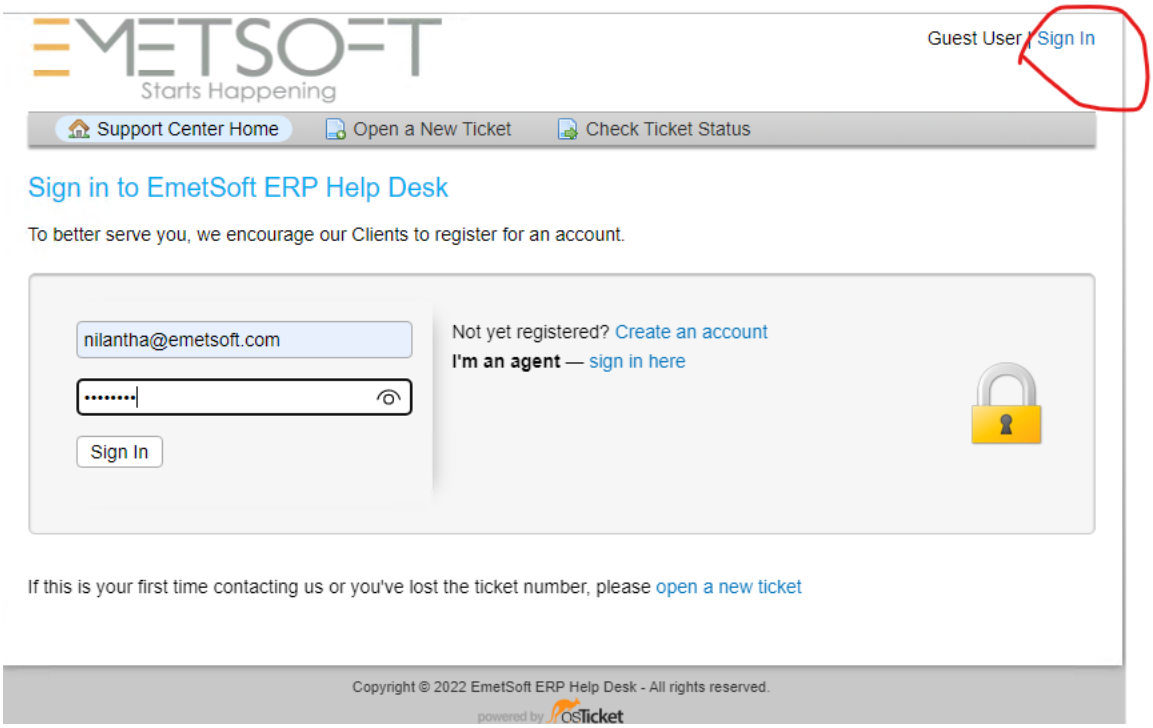
Your friendly Customer Support System
EmetSoft ERP Help Desk

Click on the confirm account link to verify your email

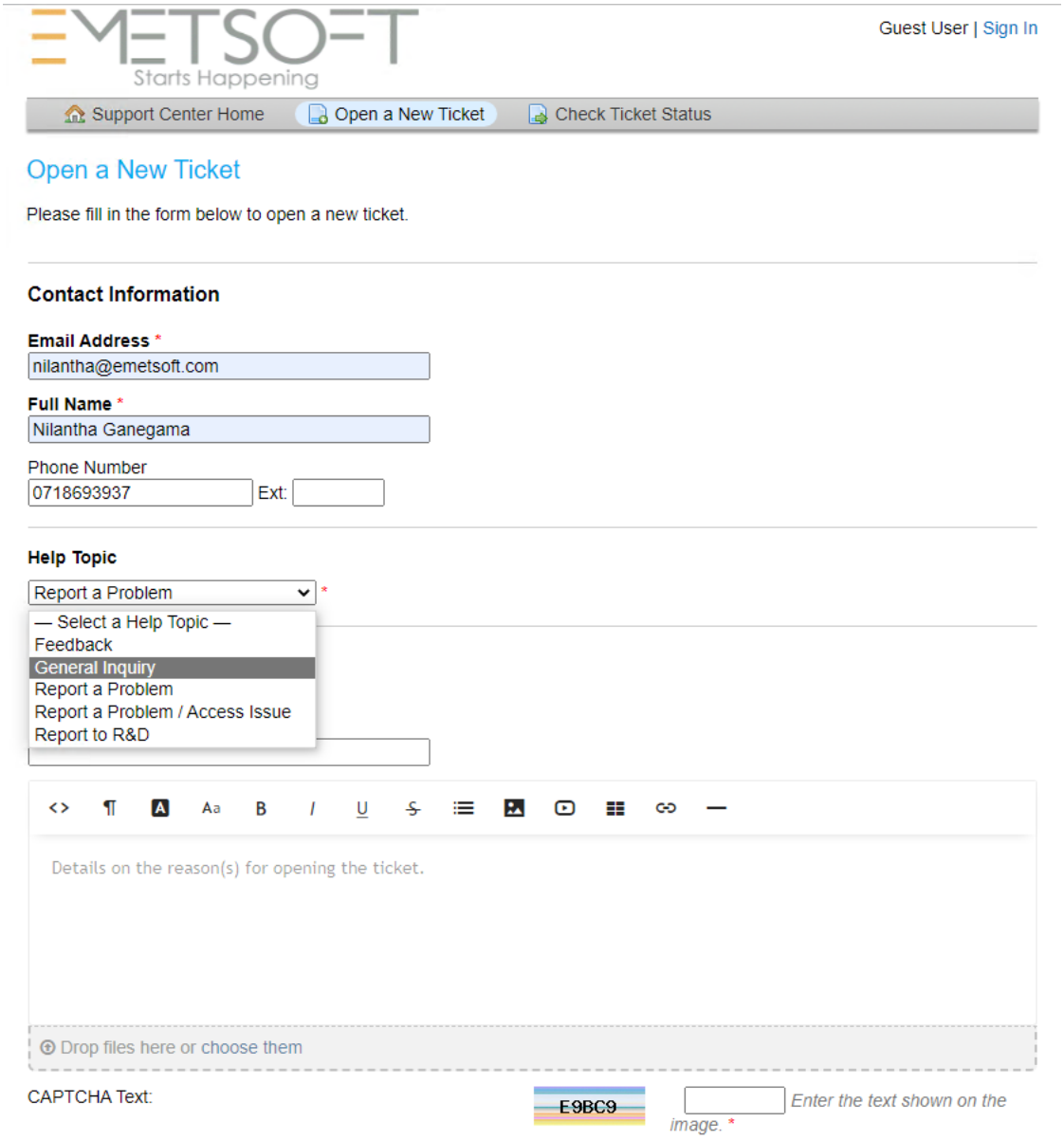
Then you will get confirm message

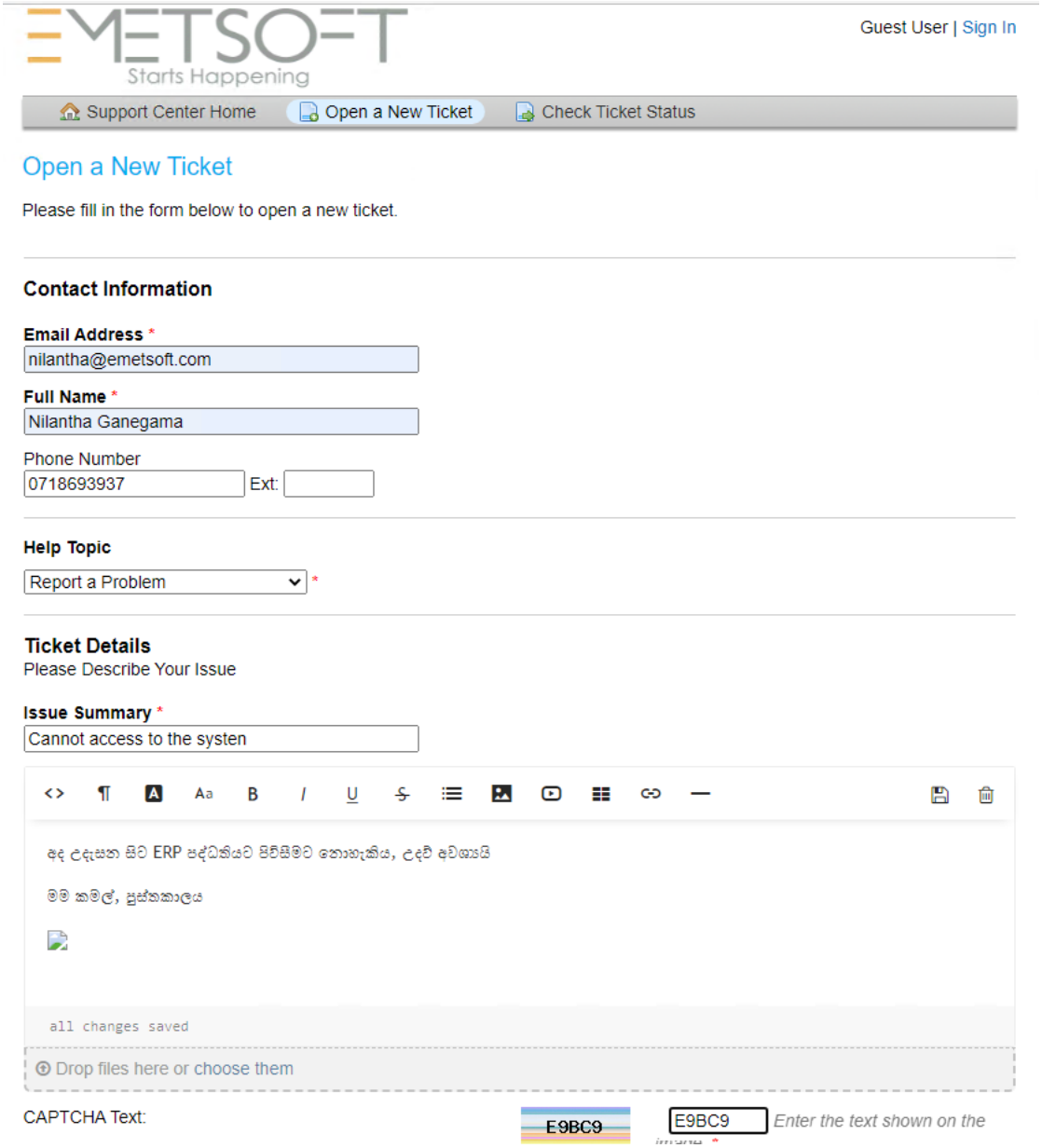


6. LOGIN TO THE SYSTEM



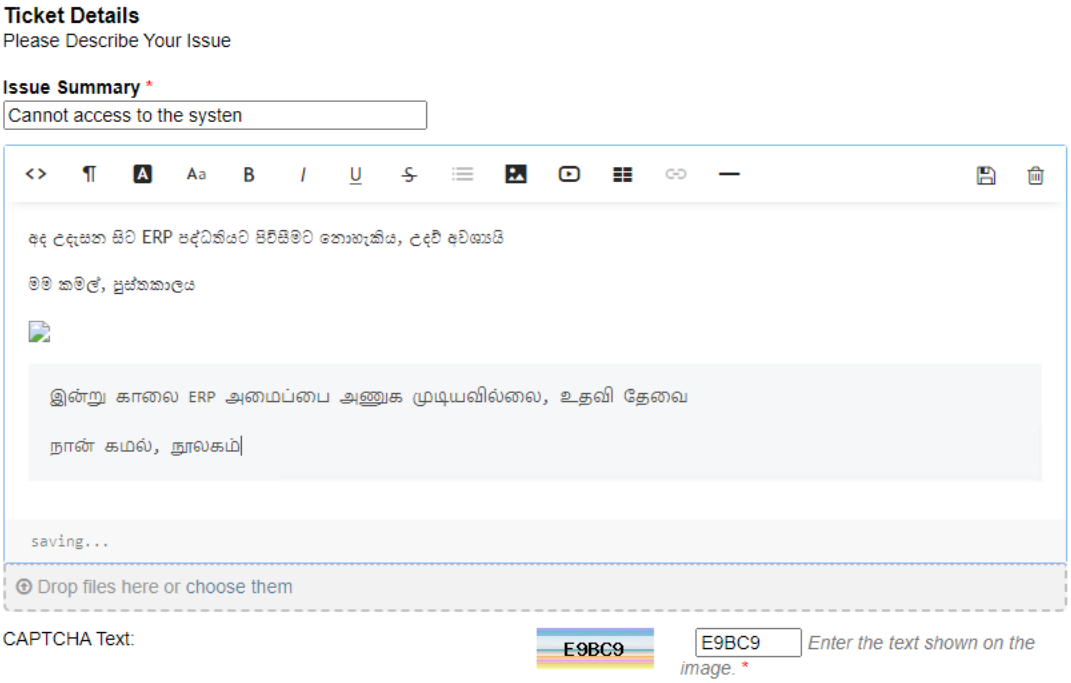
Fill the form with relevant details



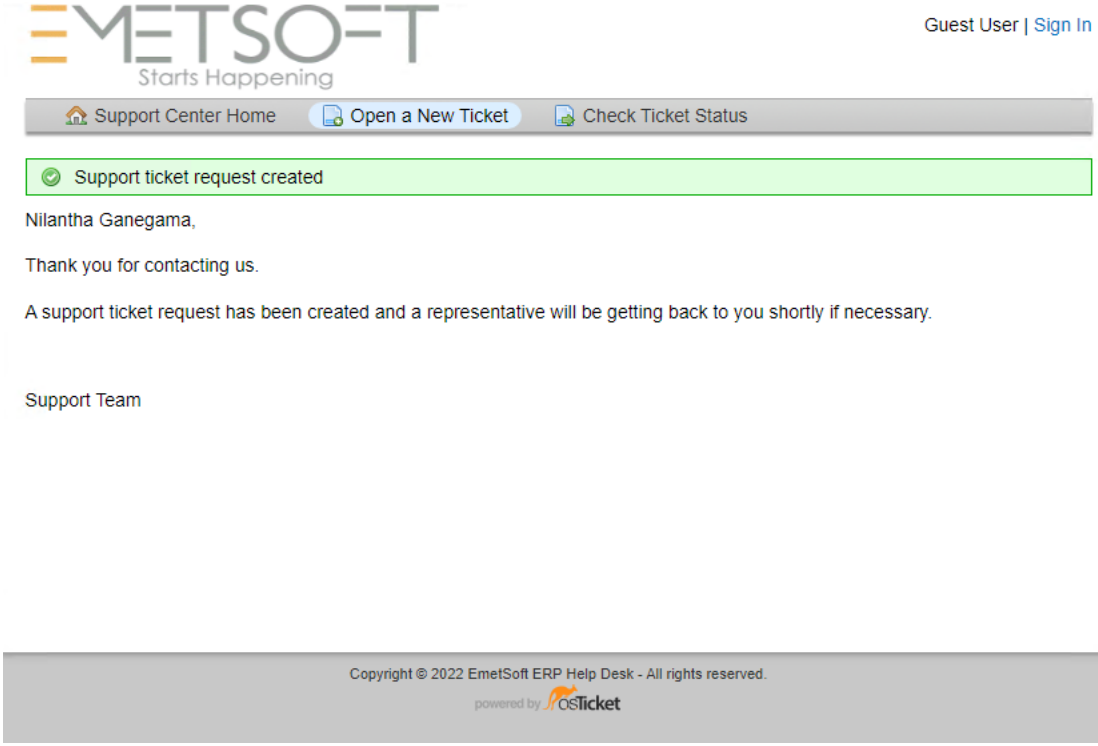


You may any language to Communicate with help desk. It is encouraged user to submit screen shot of the issue as far as possible to get it. That will be helpful to support agents to identify the issue more easily.

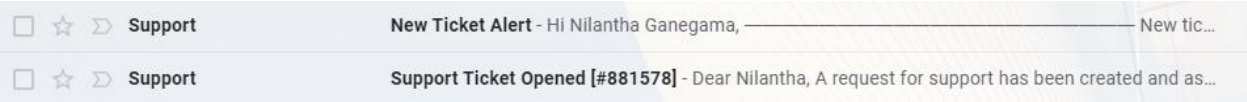
After entering rest of the detail click on CAPTCHA text box end enter the value showing in the sample box. (this value changes every time and one value will expire after few minutes.



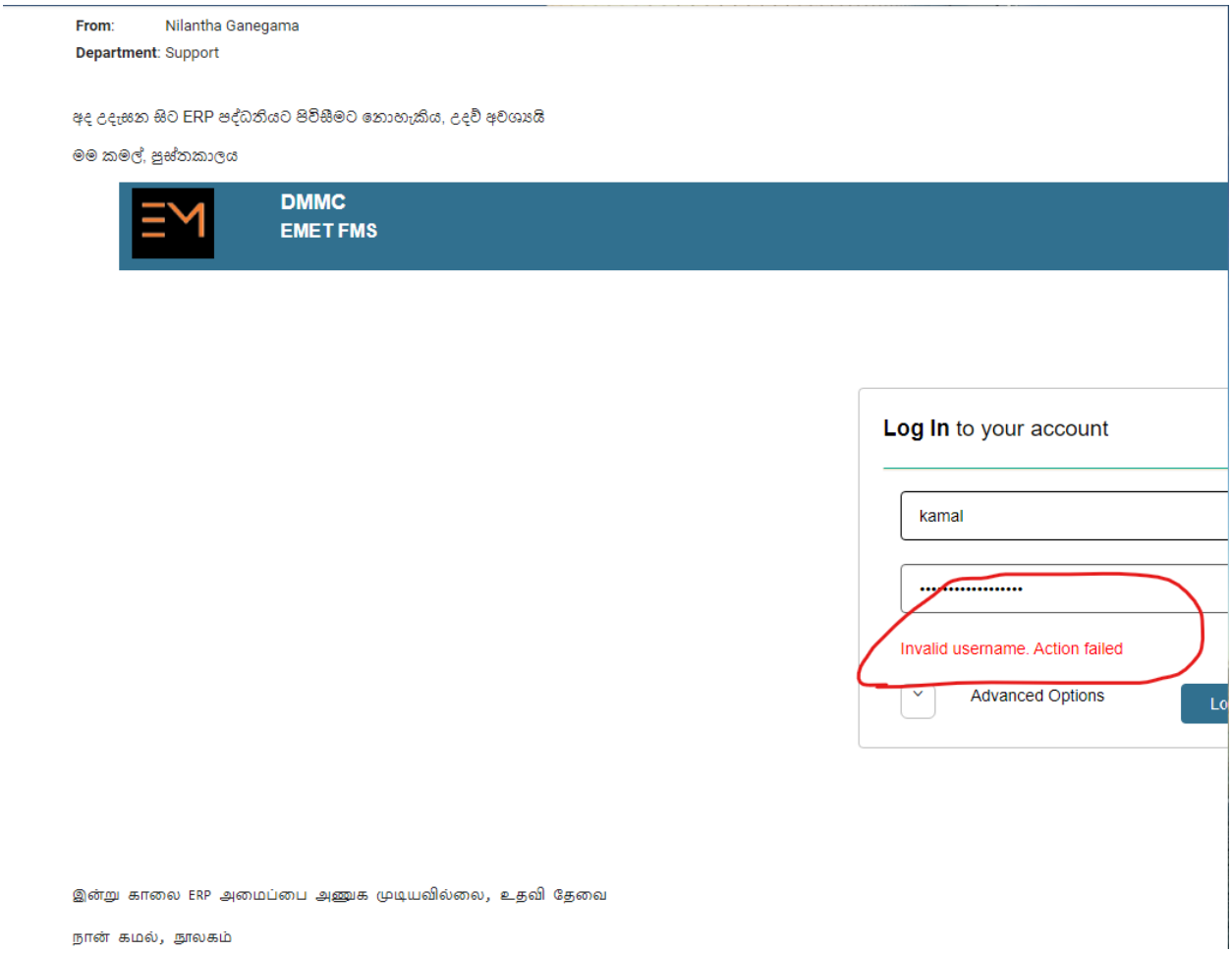
7. AUTOMATED RESPONSE FROM THE HELPDESK



8. THEN THE HELPDESK AGENTS WILL BE NOTIFIED WITH THE TICKET DETAILS



9. AGENT CAN VIEW IT IN DETAIL

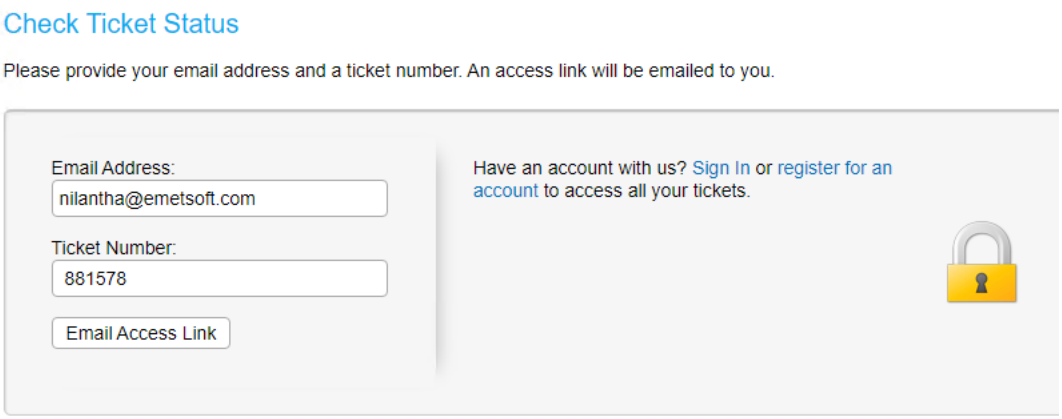


10. CHECK THE PROGRESS (ONLY FOR THE REGISTERED USERS)

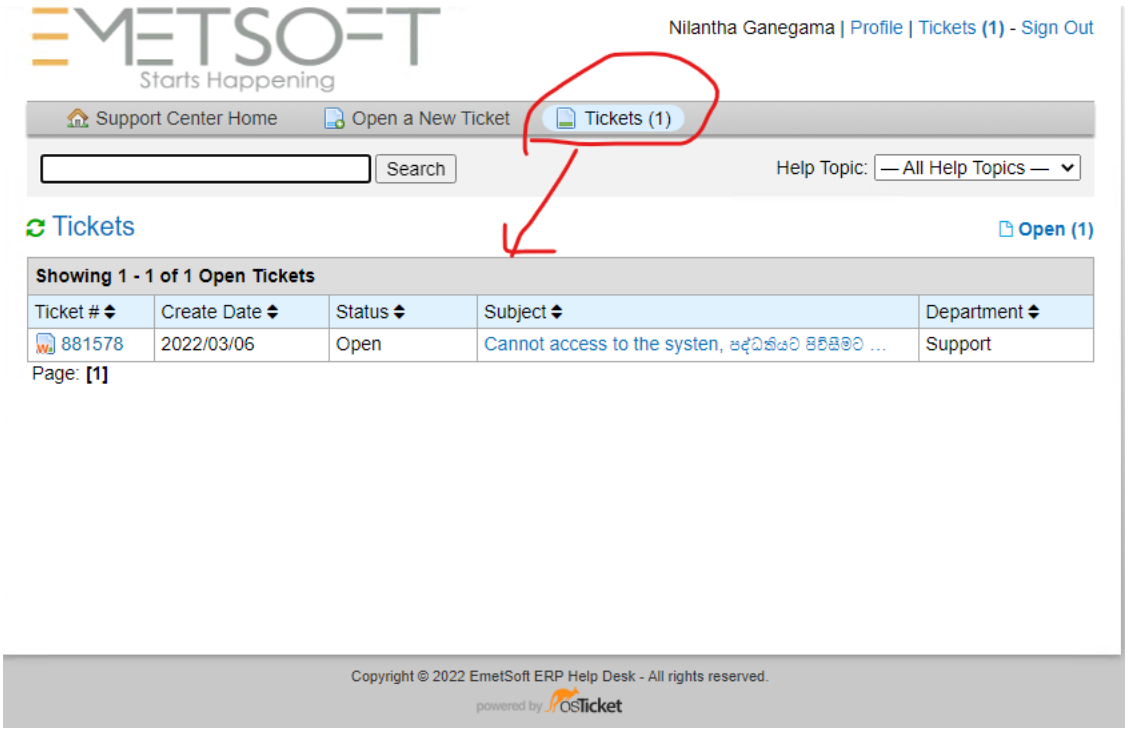
To check the status you must be registered user to the system and must login tot the system before check the progress

Just copy the ticket number

And paste it in

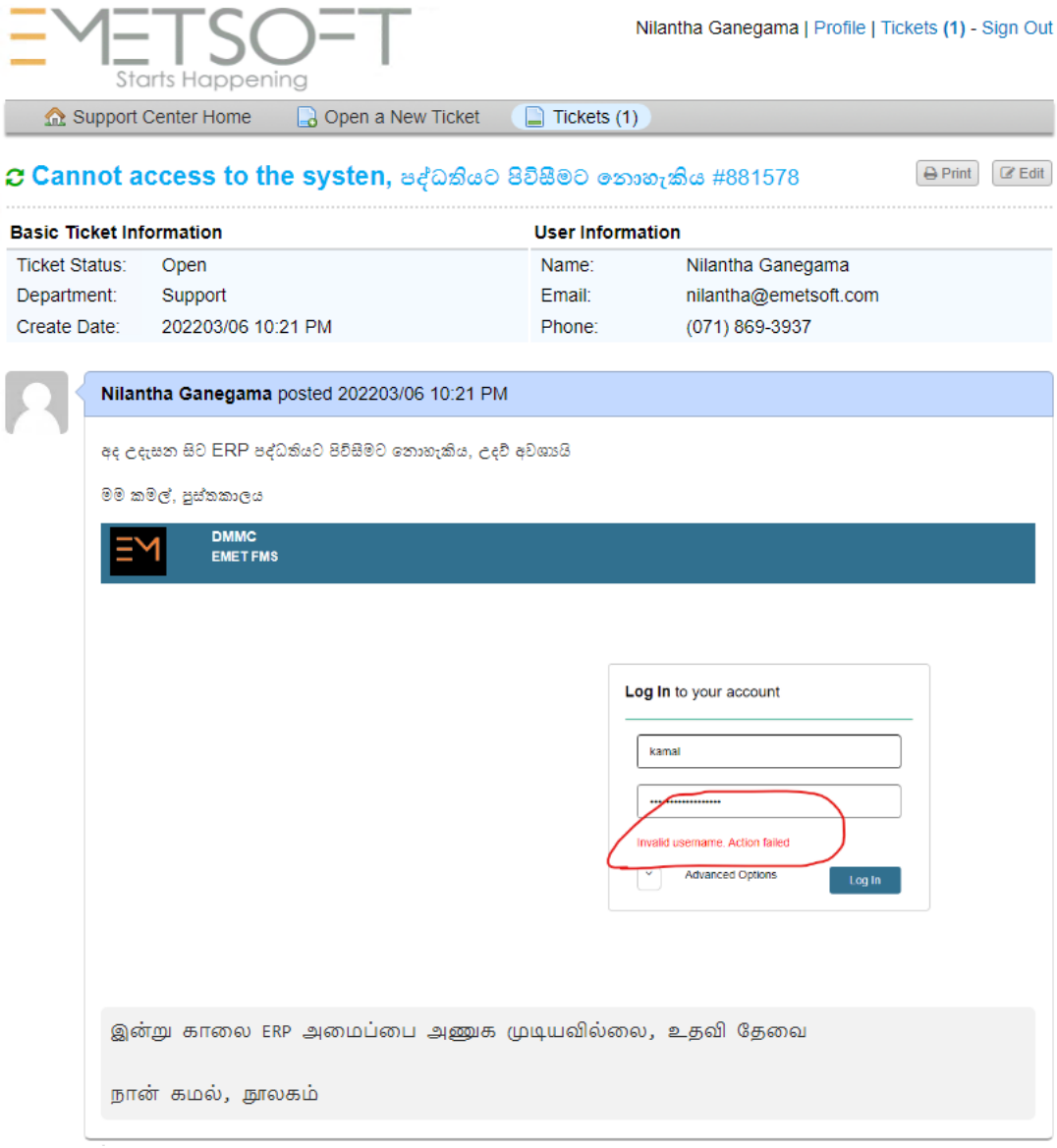


You will get

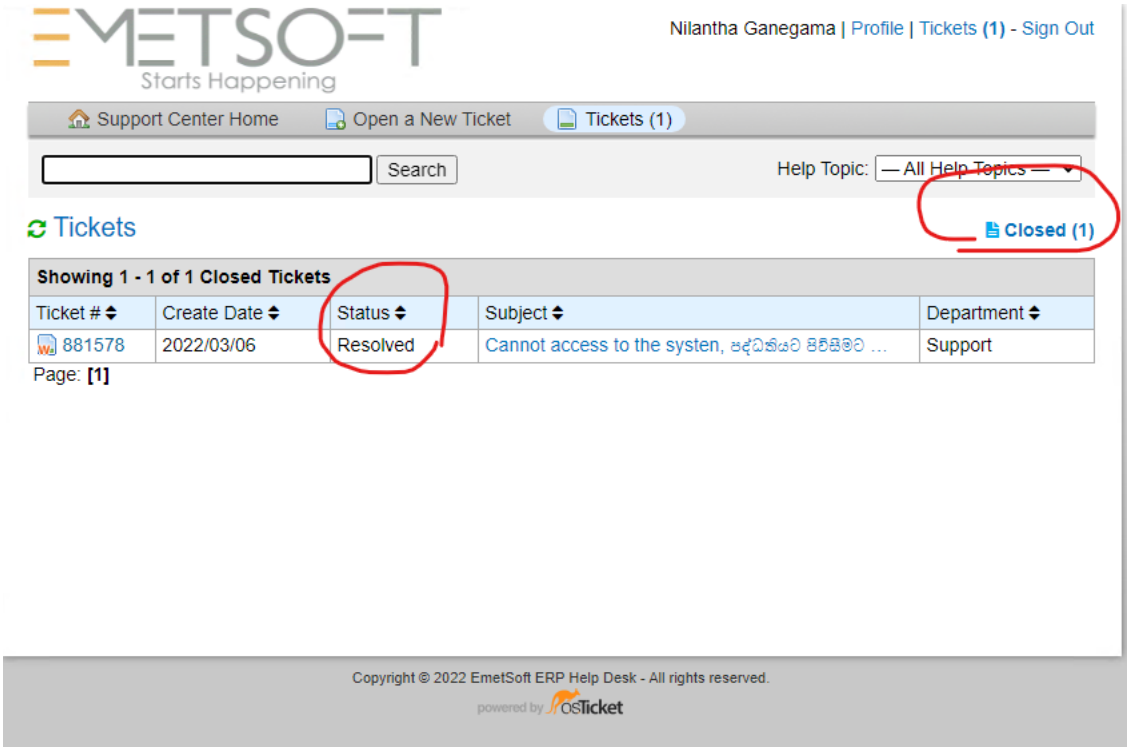


You can see the status is still OPEN.

By clicking on ticket id you can see the ticket details

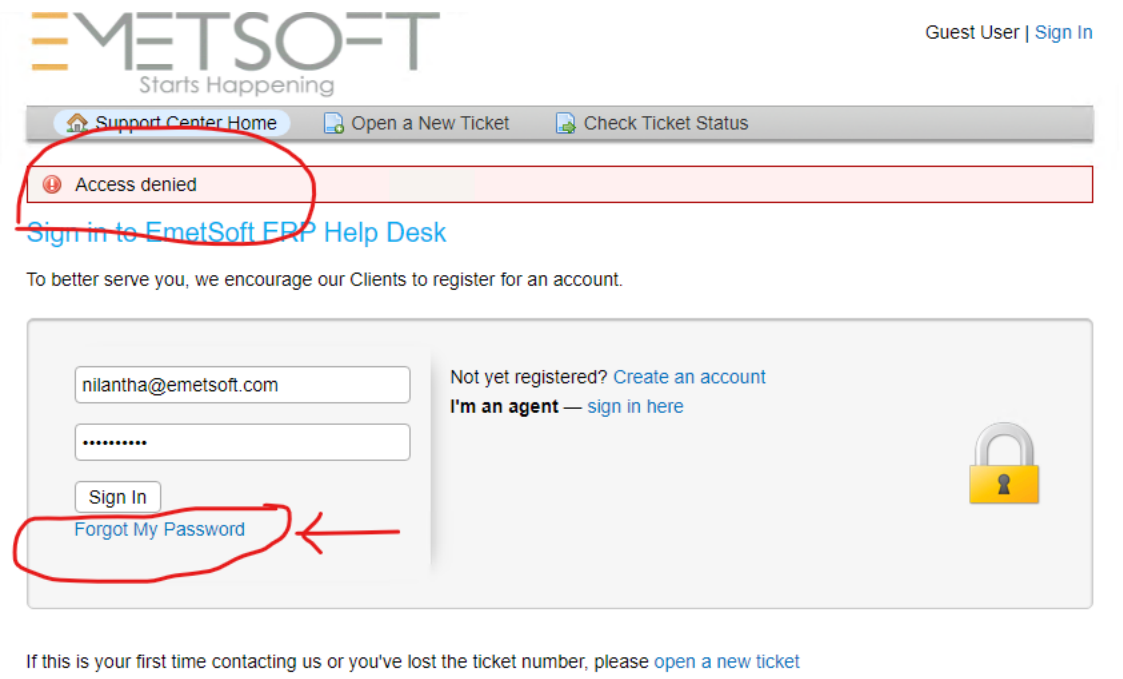


Once and agent involved and solved the issue you will see the status changes

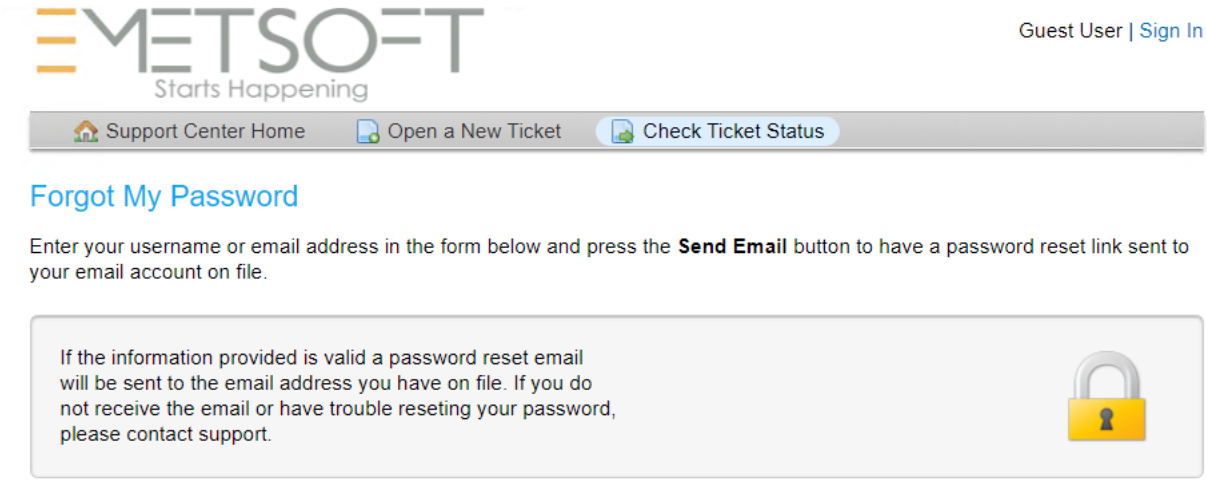


11. FORGET PASSWORD (ONLY FOR REGISTERED USERS)

If you forgot your password, you will be able to reset it by going to “Forgot my Password” link



Once you add required details system will send reset link to your registered email.



then follow the instructions given in the email.

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