

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

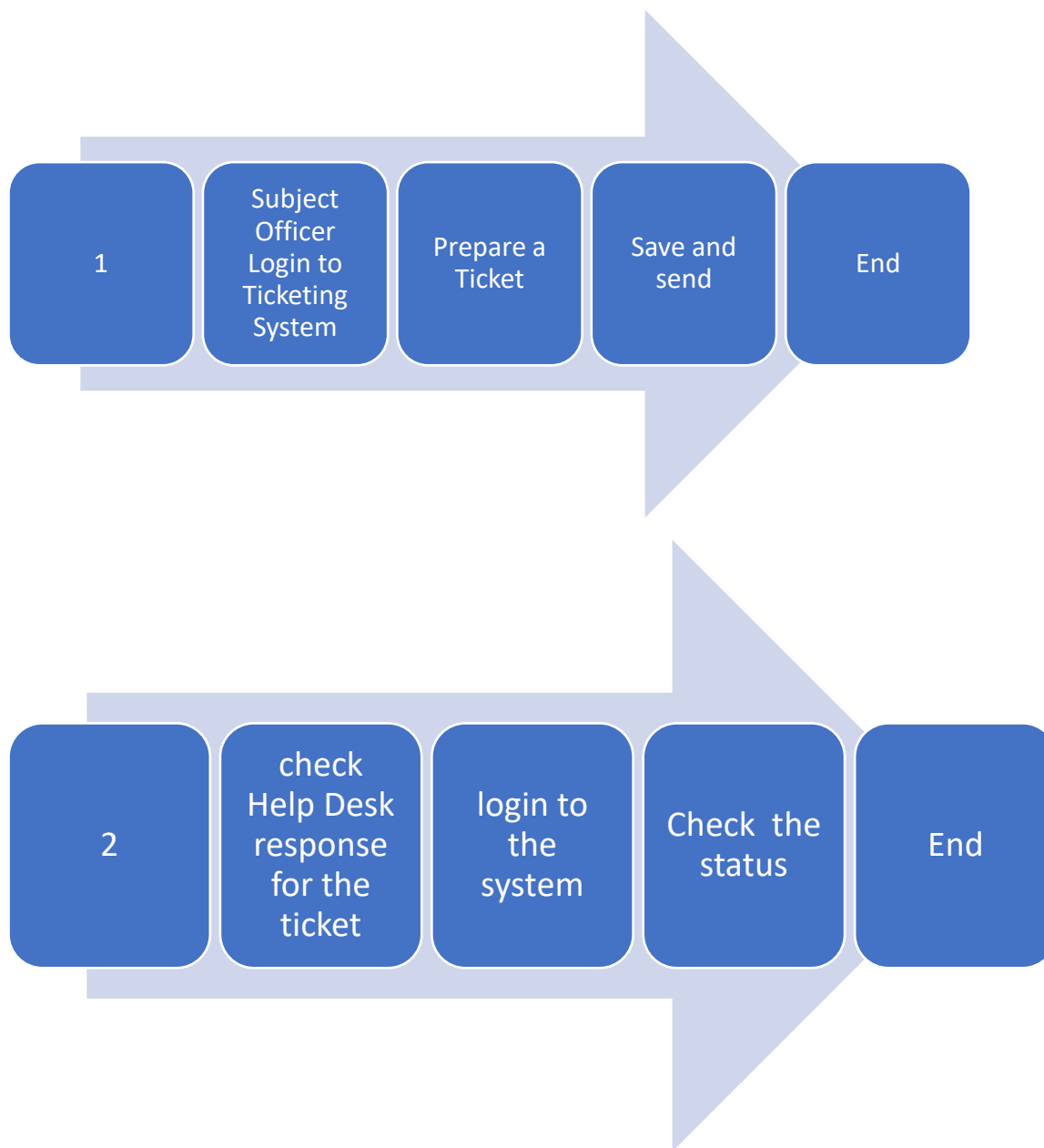


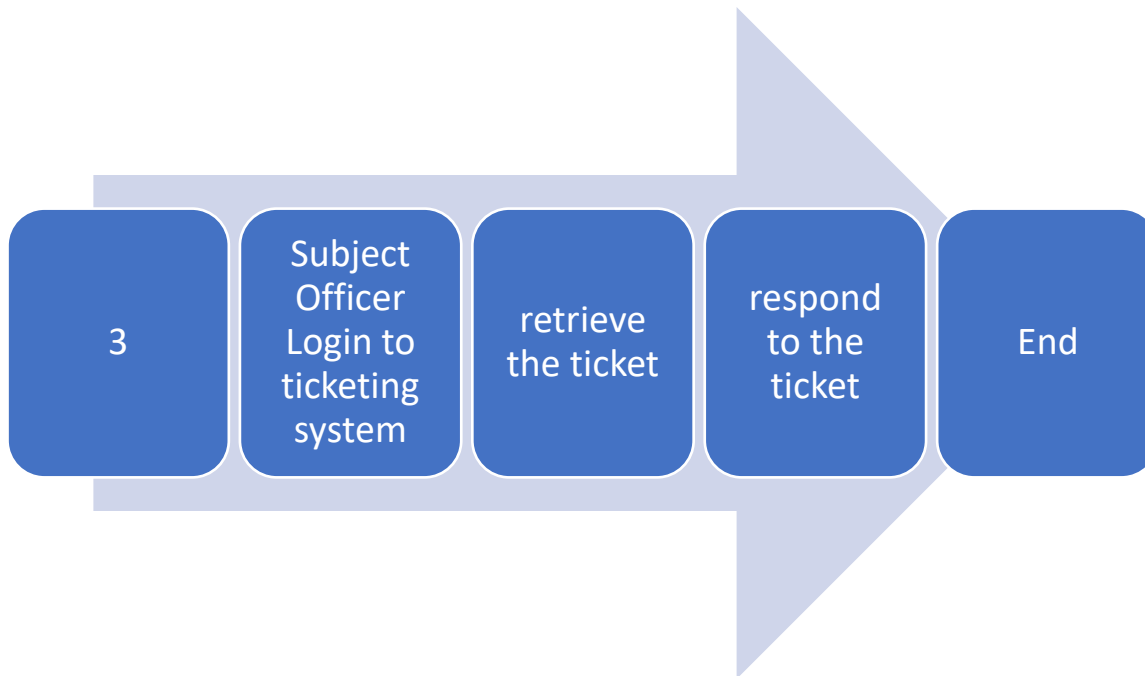
HELP
DESK

HELP DESK
Ticketing and issues
managment

[READ MORE](#)

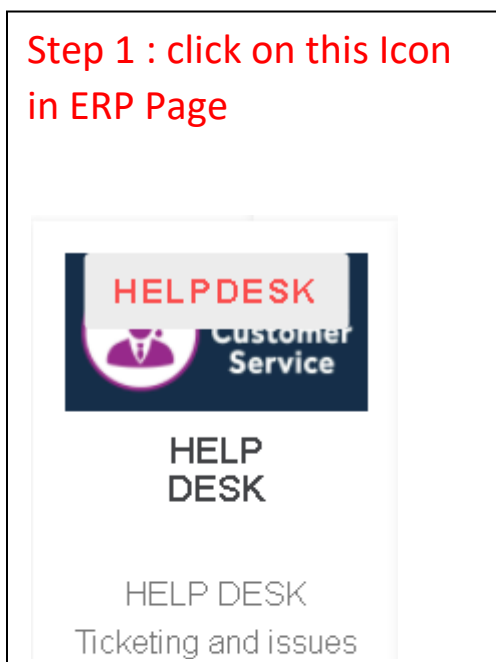
3. THE PROCESS



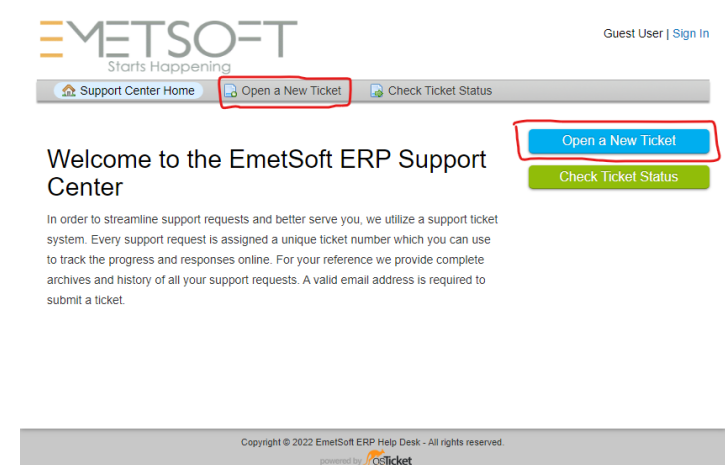


4. ERP HELP DESK SYSTEM (ANONYMOUS USER)

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

Have an account with us? [Sign In](#) or [register for an account](#) to access all your tickets.

Then enter details and click on Register button

Guest User | [Sign In](#)

[Support Center Home](#) [Open a New Ticket](#) [Check Ticket Status](#)

Account Registration

Use the forms below to create or update the information we have on file for your account

Contact Information

Email Address *

Full Name *

Phone Number

 Ext:

Preferences


Time Zone:

Access Credentials

Create a Password:

Confirm New Password:

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powered by 

Then you will get a verification message

Account registration

Thanks for registering for an account.

We've just sent you an email to the address you entered. Please follow the link in the email to confirm your account and gain access to your tickets.

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=t21rvgHB_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

Account Confirmed!

Thanks for registering for an account.


You've confirmed your email address and successfully activated your account. You may proceed to open a new ticket or manage existing tickets.

Your friendly support center
EmetSoft ERP Help Desk

6. LOGIN TO THE SYSTEM

Sign in to EmetSoft ERP Help Desk

To better serve you, we encourage our Clients to register for an account.

<input type="text" value="nilantha@emetsoft.com"/>	Not yet registered? Create an account I'm an agent — sign in here	
<input type="password" value="....."/>		
<input type="button" value="Sign In"/>		

If this is your first time contacting us or you've lost the ticket number, please [open a new ticket](#)

Fill the form with relevant details

Open a New Ticket

Please fill in the form below to open a new ticket.

Contact Information

Email Address *

Full Name *

Phone Number

Ext:

Help Topic

*

- Select a Help Topic —
- Feedback
- General Inquiry**
- Report a Problem
- Report a Problem / Access Issue
- Report to R&D

Rich Text Editor: <> | **A** | Aa | B | / | U | | | | |

Details on the reason(s) for opening the ticket.

Drop files here or choose them

CAPTCHA Text:



Enter the text shown on the image. *

Open a New Ticket

Please fill in the form below to open a new ticket.

Contact Information

Email Address *

nilantha@emetsoft.com

Full Name *

Nilantha Ganegama

Phone Number

0718693937 Ext:

Help Topic

Report a Problem *

Ticket Details

Please Describe Your Issue


Issue Summary *

Cannot access to the system

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මම කමලේ, පුස්තකාලය



all changes saved

📎 Drop files here or choose them

CAPTCHA Text:



Enter the text shown on the

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).

Ticket Details


Please Describe Your Issue

Issue Summary *

Cannot access to the system

<> ¶ A Aa B / U ↵ ☰ 📷 📺 🗑️ 🔍 ⌂

சுடி உடலுண சிடு ERP சடிடுவியடு சிடுசிடுடு ஸுடுடுகிய, உடிடு ஸடுடுகிய
டுடு கடுடு, சூடுகடுடு



இன்று கடுடு ERP அடுடுடுடு அடுடுடு முடிடுடுடுடு, உடுடு தேடுடு
நுடு கடுடு, நுடுகடுடு

saving...

📎 Drop files here or choose them

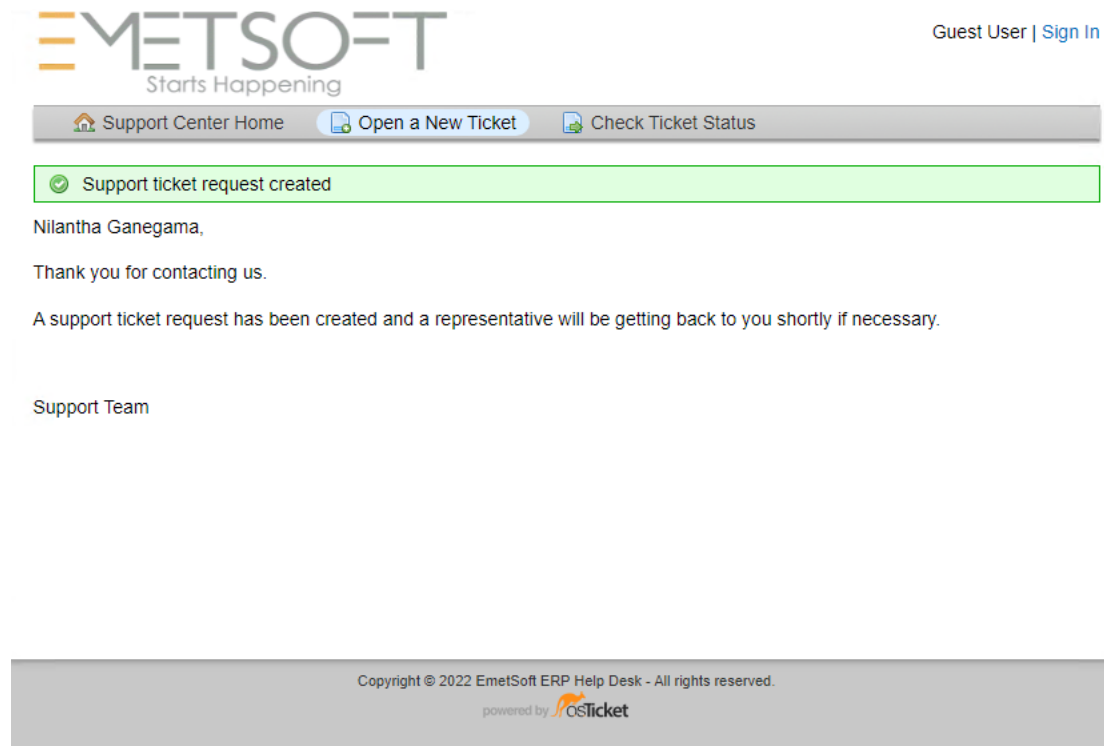
CAPTCHA Text:



E9BC9

Enter the text shown on the image. *

7. AUTOMATED RESPONSE FROM THE HELPDESK



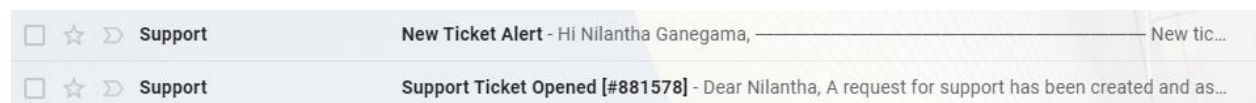
The screenshot shows the EmetSoft Helpdesk interface. At the top left is the EmetSoft logo with the tagline "Starts Happening". To the right, it says "Guest User | Sign In". Below the logo is a navigation bar with three buttons: "Support Center Home", "Open a New Ticket", and "Check Ticket Status". A green notification box at the top of the main content area says "Support ticket request created". The main body of the email contains the following text:

Nilantha Ganegama,
Thank you for contacting us.
A support ticket request has been created and a representative will be getting back to you shortly if necessary.

Support Team

At the bottom, a grey footer bar contains the text: "Copyright © 2022 EmetSoft ERP Help Desk - All rights reserved. powered by OSTicket".

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



The screenshot shows a list of notifications for helpdesk agents. Each notification is on a separate line with a light grey background. Each line starts with a square checkbox, a star icon, and a right-pointing arrow, followed by the word "Support".

- ☆ > Support **New Ticket Alert** - Hi Nilantha Ganegama, _____ New tic...
- ☆ > Support **Support Ticket Opened [#881578]** - Dear Nilantha, A request for support has been created and as...

9. AGENT CAN VIEW IT IN DETAIL

From: Nilantha Ganegama
Department: Support

අද උදෑසන සිට ERP පද්ධතියට පිරිසිමට නොහැකිය, උදව් අවශ්‍යයි
මම කමලේ, පුස්තකාලය



DMMC
EMET FMS

Log In to your account

kamal

.....

Invalid username. Action failed



Advanced Options

Lo

இன்று காலை ERP அமைப்பை அணுக முடியவில்லை, உதவி தேவை
நான் கமல், நூலகம்

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

New ticket #881578 created

And paste it in


Check Ticket Status

Please provide your email address and a ticket number. An access link will be emailed to you.

Email Address:

Ticket Number:

Have an account with us? [Sign In](#) or [register for an account](#) to access all your tickets.



You will get

EMETSOFT
Starts Happening


Nilantha Ganegama | [Profile](#) | [Tickets \(1\)](#) - [Sign Out](#)

[Support Center Home](#) [Open a New Ticket](#) [Tickets \(1\)](#)


Help Topic: [All Help Topics](#)

[Tickets](#) [Open \(1\)](#)

Showing 1 - 1 of 1 Open Tickets

Ticket #	Create Date	Status	Subject	Department
 881578	2022/03/06	Open	Cannot access to the system, පද්ධතියට පිවිසීමට ...	Support

Page: [1]

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powered by 

You can see the status is still OPEN.

By clicking on ticket id you can see the ticket details

Cannot access to the system, පද්ධතියට පිවිසීමට නොහැකිය #881578 [Print](#) [Edit](#)

Basic Ticket Information		User Information	
Ticket Status:	Open	Name:	Nilantha Ganegama
Department:	Support	Email:	nilantha@emetsoft.com
Create Date:	202203/06 10:21 PM	Phone:	(071) 869-3937

Nilantha Ganegama posted 202203/06 10:21 PM

අද උදෑසන සිට ERP පද්ධතියට පිවිසීමට නොහැකිය, උදව් අවශ්‍යයි

මම කමිල්, පුස්තකාලය

Log In to your account

kamal

.....

Invalid username. Action failed

Advanced Options

Log In

இன்று காலை ERP அமைப்பை அணுக முடியவில்லை, உதவி தேவை

நான் கமல், நூலகம்

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

Search

Help Topic: — All Help Topics —

[Tickets](#)

[Closed \(1\)](#)

Showing 1 - 1 of 1 Closed Tickets

Ticket #	Create Date	Status	Subject	Department
881578	2022/03/06	Resolved	Cannot access to the system, සද්ධනියව පිවිසීමට ...	Support

Page: [1]

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

Access denied

[Sign in to EmetSoft ERP Help Desk](#)

To better serve you, we encourage our Clients to register for an account.

Sign In

[Forgot My Password](#)


Not yet registered? [Create an account](#)

I'm an agent — [sign in here](#)



If this is your first time contacting us or you've lost the ticket number, please [open a new ticket](#)

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


Guest User | [Sign In](#)

[Support Center Home](#) [Open a New Ticket](#) [Check Ticket Status](#)

Forgot My Password

Enter your username or email address in the form below and press the **Send Email** button to have a password reset link sent to your email account on file.

If the information provided is valid a password reset email will be sent to the email address you have on file. If you do not receive the email or have trouble resetting your password, please contact support.



then follow the instructions given in the email.

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