

MI Create a support case using Extranet access

Access: Users with Extranet access

Learn: How a new support case is created using the Extranet access at your supplier.

On installations with TimeLog Help Desk, it is possible to create new support cases directly from the Help Desk module.

Creating a Support Case

Figure 1: Extranet -> Help Desk

Login using TimeLog Project Extranet access, as described in the user guide

⇒ I 4 Extranet – Customer access

- Click on the tab HELP DESK and then on the link *New support case* 1.

Figure 2: Extranet -> Help Desk (New support case)

- Select a *Contact*: 2 for the support case.
- Enter a descriptive *Heading*: 3 of the support case.
- Enter a description of the problem in the field *Comment*: 4.
- Attach a *File*: using the *Browse...* 5 button.
- Enter a *Comment*: 6 to the attached file.
- Click on *Upload* 7 to add the file to the support case.
- The file name is listed under the heading *Files* 8, and more files can be added to the list.
- Click on *New* 9 to create the support case at the supplier.

Support Cases

Figure 3: Extranet -> Help Desk (Support cases)

The newly created support case is added to the list of support cases.

- Click on the support case *No.* or *Heading* 10 or the link *[Show]* to view the case information.
- Attached files can be removed by using the link *[Remove]* after the file name.

Tip: the following formats can be uploaded (attached) to a support case DOC, DOCX, GIF, PDF, JPEG, BMP, HTM, MSG, XLS, XLSX, ZIP, TIF and TXT. Maximum file size 1 Mb.

Figure 1: Extranet -> Help Desk



Figure 2: Extranet -> Help Desk (New support case)

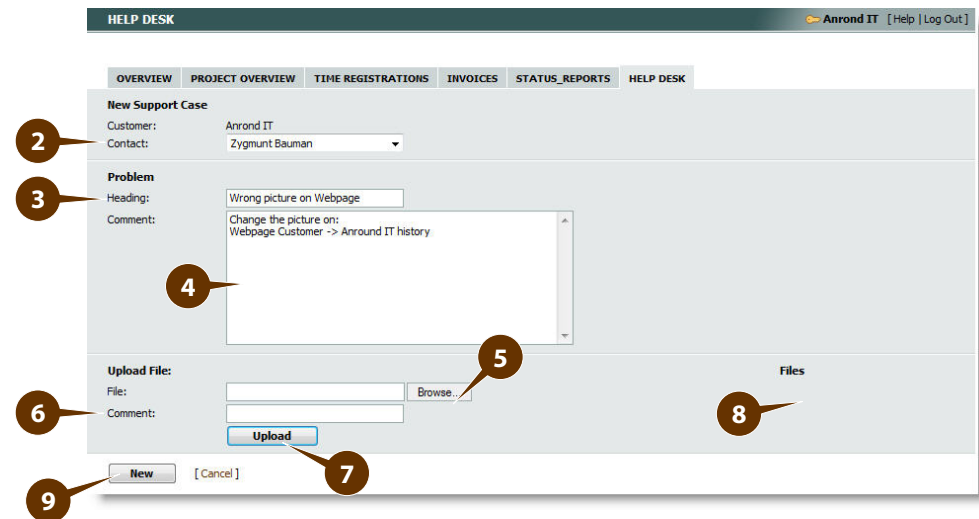
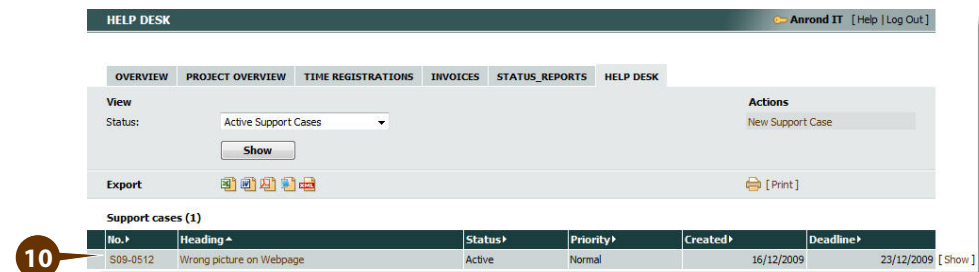


Figure 3: Extranet -> Help Desk (Support case)



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Created Support Cases

By clicking on the tab HELP DESK all active support cases that have been created by the extranet customer and their supplier are listed.

Figure 4: Extranet -> Help Desk (Status)

- Use the *Status*: ❶ drop down menu to select the wanted listing and click on *Show* ❷ to create the table.
- Choose between:
 - All* – all support cases, regardless of their status.
 - Active support cases (Active + Pending + ready for closure)* – all active support cases.
 - Active* – support cases that are being treated.
 - Pending* – support cases that are pending due to various
 - Ready for closure* – treated support cases that are awaiting closure.
 - Closed* – support cases that have been closed.
 - Cancelled* – support cases that have been cancelled.

- Click on one of the *Export* icons ❸ to export the table in the selected data format, and the exported file is opened using the program which the browser has been configured to use.
- The report can be printed by clicking on the [Print] ❹ link.
- Click on a support case no. or heading ❺, to open the Key Information.

Figure 5: Extranet -> Help Desk (Support Case)

- Under *Support Case* ❻ the Status, Priority, Date of creation, Extranet Customer and Contact for the case are shown.
- Under *Problem* ❼ the support case heading and comment are shown.
- Under the heading *Upload File*: ❽ screen shots and other files can be attached to help explain the problem.
 - A support case can easily contain several files.
 - The list of uploaded files can be seen under the heading *Files* to the far right.
- Click on *Upload* ❾ to attach a new file to the support case.
- Click on the tab *HELP DESK* ❿ to return to the list of support cases.

Figure 4: Extranet -> Help Desk (Status)

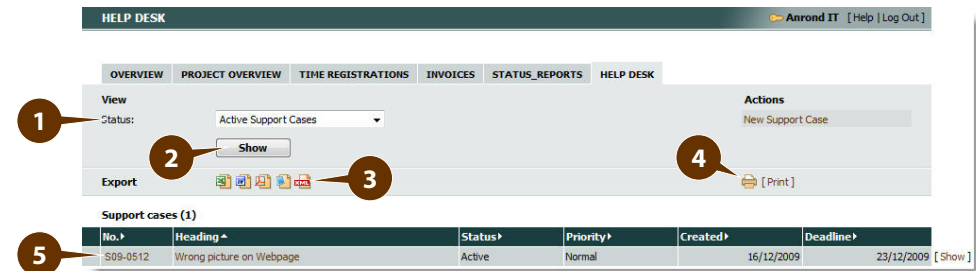
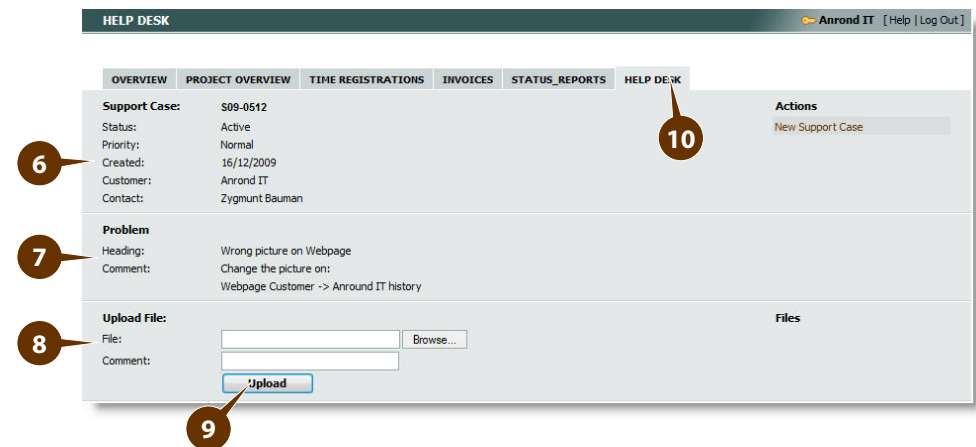


Figure 5: Extranet -> Help Desk (Support Case)



Tip: By moving the mouse over one of the icons or support cases the mouse-over text shows the export format.