

MI Create a Support Case Using Extranet Access

Access: Users with Extranet access

Learn: How a new support case is created by the supplier using their extranet access. For installations with TimeLog Help Desk, new support cases can be created directly in 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 the HELP DESK tab, and then the *New support case* link 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 *Comment*: field 4.
- Attach a *File*: using the *Browse...* 5 button.
- Enter a *Comment*: 6 to the attached file.
- Click *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 *New* 9 to create the support case.

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)

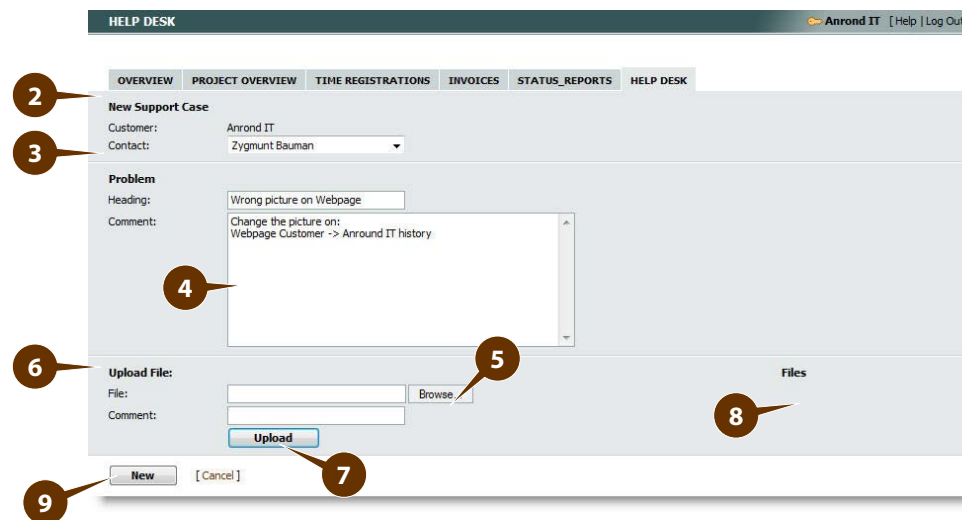
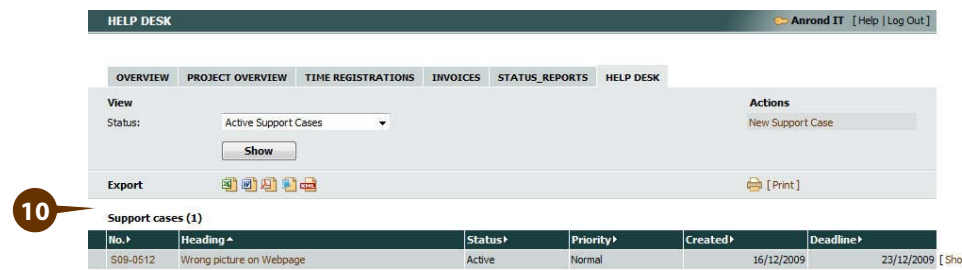


Figure 3: Extranet -> Help Desk (Support case)



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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: 1** drop-down menu to select the desired listing, and click **Show 2** to create the table.
- Choose from:
 - All* – all support cases, regardless of their status.
 - Active support cases (Active + Pending + ready for closure)* – all active support cases.
 - Active* – active support cases.
 - Pending* – support cases that are pending due to various reasons
 - 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 3** to export the table in the selected data format, and open the exported file using the program that the browser has been configured to use.
- The report can be printed by clicking on the **[Print] 4** link.
- Click on a support case no. or heading **5**, to open the Key Information.

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

- Under **Support Case 6** the Status, Priority, Date of creation, Extranet Customer and Contact for the case are shown.
- Under **Problem 7** the support case heading and comment are shown.
- Under the heading **Upload File: 8** 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 9** to attach a new file to the support case.
- Click on the tab **HELP DESK 10** to return to the list of support cases.

Figure 4: Extranet -> Help Desk (Status)

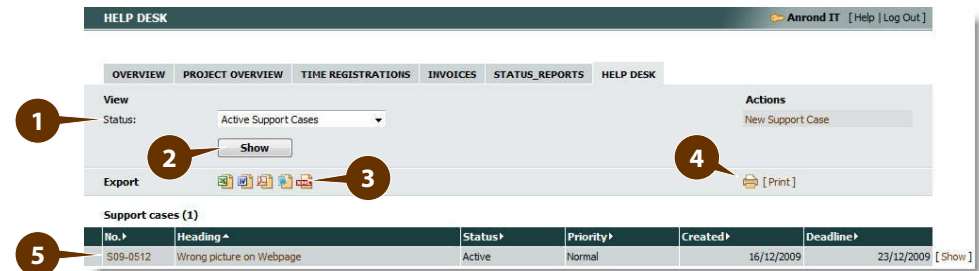
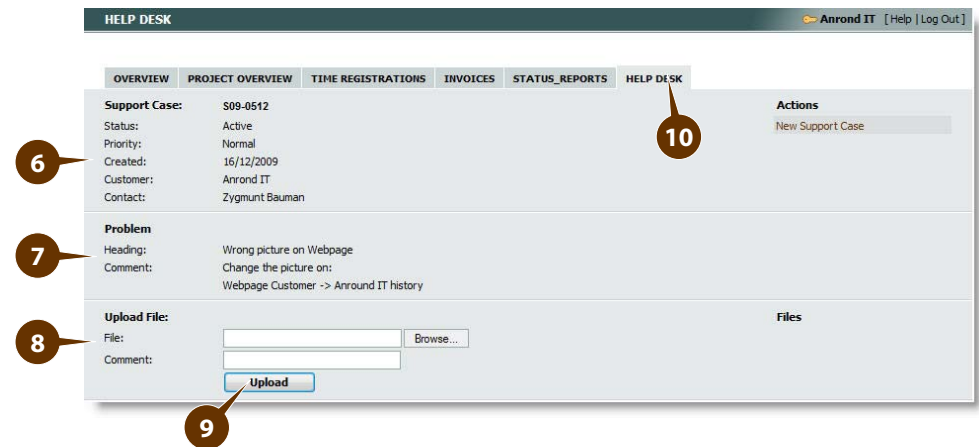


Figure 5: Extranet -> Help Desk (Support Case)



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