



## KronoDesk™ User Manual

Version 1.0.0

Inflectra Corporation

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# 1. Introduction

KronoDesk™ is an integrated customer support system that includes help desk ticketing, customer support forums and an online knowledge base in a single user interface.

KronoDesk™ includes a powerful and flexible help desk ticketing system that can be quickly and easily tailored to meet your support needs. With support for custom fields and workflows you can create different support processes for your different products.

KronoDesk™ provides a knowledge base and online support forums, making your customers more self-sufficient with routine issues so that your support personnel can focus their time on the critical issues and complex enquiries.

This user manual outlines the features and functionality available in KronoDesk™, and demonstrates how to use the application to improve your customer satisfaction and optimize your customer support. For information on how to install and administer KronoDesk, please refer to the *KronoDesk Administrative Guide*.

## 1.1. Improve Customer Satisfaction

For your customers, KronoDesk™ provides a single, easy to use destination for all their support needs. When they arrive with a problem, question or enquiry, KronoDesk will direct them to relevant knowledge base articles, suggest helpful discussion threads and provide self-service solutions so that they can find a wide range of immediate solutions and suggestions.

For those enquiries that do not match an existing article or have not yet been discussed in a support forum, KronoDesk will direct the customer to log a help desk ticket.

The system provides an easy-to-use help desk submission form that gathers the appropriate information to ensure a speedy resolution of the problem. The customer can use their personalized dashboard to view the status of their help desk tickets and provide additional information as requested by the support agents.

## 1.2. Optimize Customer Support

For your support agents, KronoDesk™ eliminates the time and effort spent checking separate systems for help desk tickets, support requests and forum posts. Using the customizable agent dashboard, they can view all their assigned tickets, monitor incoming forum posts and check for new tickets all from the same screen.

To reduce the time and effort spent dealing with routine enquiries, the agents can use KronoDesk to create knowledge base articles, FAQs, whitepapers and forum posts to document common problems and the possible solutions.

## 2. Functionality Overview

This section outlines the functionality provided by KronoDesk™ in the areas of help desk ticketing, customer support forums, online knowledge base and user account management.

### 2.1. Dashboards

When a customer first accesses KronoDesk, they are taken to the KronoDesk Customer Homepage. This page is designed to provide them with an easy to use starting point for resolving their support issue. They are provided with tools for searching the online knowledge base, asking questions in the support forums and a link to create a help desk ticket.

The dashboard also includes recent knowledge base articles, news updates, and recent forum posts so that they can keep on top of recent development and contribute back into the support community.

For customer service agents, the Employee Homepage provides them with a consolidated view of their assigned tickets, any tickets not current assigned, recent forum posts, and current news updates so they can see all inbound requests from customers in one single place, ensuring that they are able to monitor the support forums and help desk from a single screen.

### 2.2. Knowledge Base

The KronoDesk™ online knowledge base provides the first level of support to customers. Instead of having to constantly respond to the same routine enquiries and support requests, customer support agents can use the built-in knowledge base to create articles related to different topics, categories and products. Knowledge base articles can be linked to multiple categories and also tagged with meta-tags to make searching easier by customers. The system includes full rich-text editor so that articles can be formatted with lists, tables, different text styles and embedded hyperlinks.

### 2.3. Support Forums

The KronoDesk™ support forums provide the next level of support to customers. Where a fully codified knowledge base article has not yet been synthesized and created by the support agents, the support forums provide a place where users can search for existing messages concerning the same problem. The support forums thereby provide a community where customers and support agents can post replies to common questions visible to the entire community.

This provides a faster turnaround for customers who can find immediate solutions to their issues and enables the support agents to focus their time on dealing customer issues that have not been previously encountered or customers issues that particularly complex or environment-specific.

### 2.4. Help Desk Ticketing

The KronoDesk™ help desk ticket management system provides the final level of customer support. When a customer cannot readily find the solution through either the knowledge base or support forums, they can submit a help desk ticket through KronoDesk's help desk submission system. The system allows them to quickly and easily enter the description of the problem, attach any relevant documents or screenshots, categorize the issue and then submit it for resolution by the support agents.

The customer support agents can use the help desk system to review incoming tickets, assign them to themselves or other support agents as needed, provide suggestions to the customer, or escalate to the next level of support. They can use the system to add notes to the ticket, change the fields, or ask for more information. Any changes made to the ticket will be notified to the customer so that they're kept abreast of changes to their ticket. In addition, the customer can use their customer homepage to see a list

of their open tickets together to see at a glance what action has been taken and what recommendations have been made.

## 2.6. User Account Management

KronoDesk™ supports the management of an unlimited number of users, which can be administered through the same web interface as the rest of the application, and each user of the system can be given a specific role in the system. In addition, each user has a secure Account management section of the application where they can update their personal information, manage their subscriptions and change their password information.

In addition to these administration functions, each user has their own personalized dashboard view of all the pertinent and relevant information. This feature reduces the information overload associated with managing such a rich source of information, and allows a single customer and employee snapshot to be viewable at all times for rapid decision-making.

## 2.7. Miscellaneous

### 2.7.1. Artifact Relationships

The sections above have outlined the different features and functions available in the system, and have described the various artifacts managed in the system (e.g. tickets, articles, forums, threads, etc.). To aid in understanding how the information is related, the following diagrams illustrates the relationships between the different artifacts and entities:

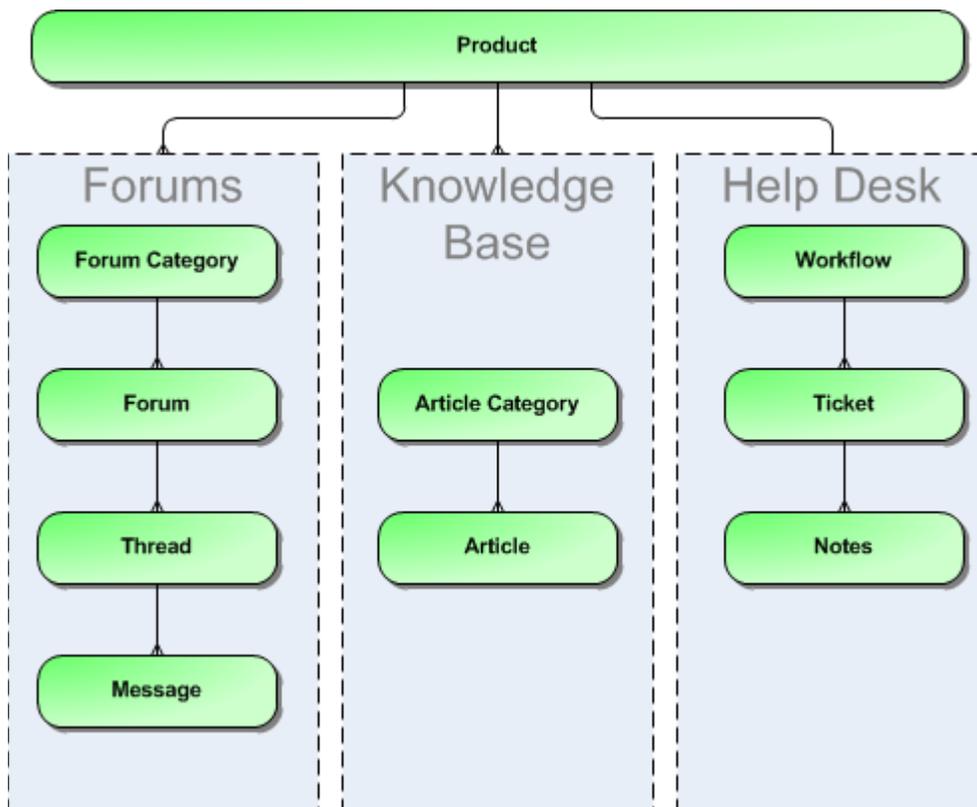


Figure 1: The relationships between the various KronoDesk entities

With these overall concepts in mind, the rest of this help manual will outline the functionality in each of the KronoDesk™ screens, and provide specific information on how to manage each of the artifacts illustrated

above. Note that this manual does not explain the Administration-level functionality of the system; for that, please refer to the *KronoDesk™ Administration Guide*.

### 2.7.2. Artifact Naming Conventions

On various screens in the system, you will see lists of artifacts (tickets, articles, etc.) together with a unique identification number. In order to make it easier to recognize at a glance which type of artifact the identification number refers to, KronoDesk uses a system of two-letter prefixes which help identify the type of artifact being displayed. The current prefixes used by the system are:

Artifact	Prefix	Artifact	Prefix
Ticket	TK	Knowledge Base Article	KB
Ticket Status	TS	User	US
Ticket Type	TT	Forum	FR
Ticket Priority	TP	Thread	TH
Ticket Resolution	TR	Message	MG
Product	PR		

In addition, certain artifacts in the system are displayed with an icon that helps distinguish them from each other, and provides additional context on the state of the artifact:

Icon	Artifact Description
	Knowledge Base Article
	Forum
	Thread
	Thread Message
	Help Desk Ticket
	SpiraTeam® Incident
	Artifact has an Attachment

### 3. Home Page

When you first access KronoDesk™, the system will default to displaying either the Customer Home Page or the employee home page. The choice of default home page depends on whether you are logged into the system and if so, what role(s) your user belongs to. In either case, you can switch from the Customer Home Page to the Employee Home Page by clicking the link at the top of the page (assuming your user has permissions to see the other page).

#### 3.1. Customer Home Page

When you first access the system without being logged-in, it will display the public version of the customer home page illustrated below:

The screenshot shows the KronoDesk Customer Home Page. At the top, there is a search bar and navigation links for 'Sign-In | Register | Help?'. Below the search bar are tabs for 'Home Page', 'Knowledge Base', and 'Forums'. The main content area is titled 'Support Overview' and contains three numbered steps: 1. Search the Knowledge Base, 2. Ask a Question in the Forums, and 3. Fill Out a Help Desk Ticket. To the right, there are sections for 'Recent Updates', 'Popular Articles (More Articles)', and 'Recent Forum Posts (More Posts)'. The 'Recent Updates' section lists several news items with dates and times. The 'Popular Articles' section lists several articles with titles and dates. The 'Recent Forum Posts' section lists several forum posts with titles and dates.

This version of the home page is neither personalized, nor customizable and displays the following widgets:

- **Support Overview** – This widget walks you through the steps of getting your support issue resolved. It provides a search box for searching the online knowledge base, links to browse the support forums and a message that you need to first log-in if you want to submit a help desk ticket.
- **Recent Forum Posts** – This widget displays a list of the most recent forum posts, including the name and date of the post. Positioning the mouse over the title will display a popup tooltip containing the long description of the post.
- **Recent Updates** – If enabled by the administrator, this will display a list of recent news items from the company's website made available by an RSS newsfeed. Positioning the mouse over the title will display a popup tooltip containing the long description of the news item.
- **Popular Articles** – This widget displays a list of the knowledge base articles that have been most frequently viewed by users of the system. Each article is displayed with its title and date of

publication. Positioning the mouse over the title will display a popup tooltip containing the long description of the article.

- **Recent Articles** - This widget displays a list of the most recently submitted knowledge base articles that have been submitted into the system. Each article is displayed with its title and date of publication. Positioning the mouse over the title will display a popup tooltip containing the long description of the article.

If you follow the instructions and login to the system with a basic user account (i.e. a user that does not have the “customer” role), the dashboard will change to the basic authenticated user home page illustrated below:

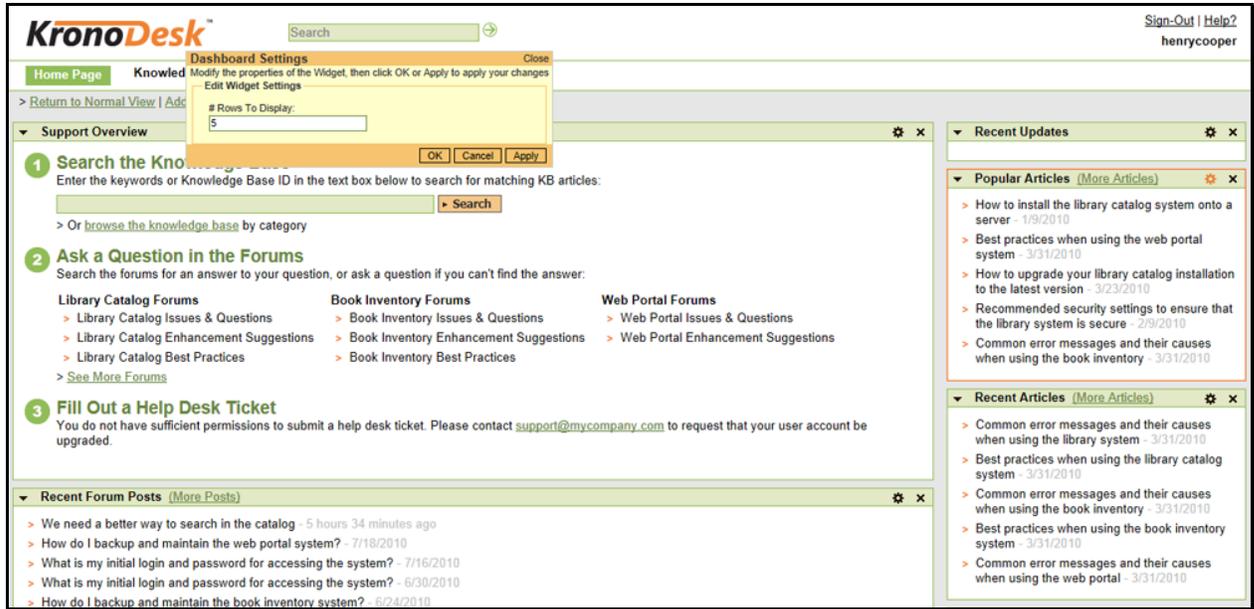
The screenshot shows the KronoDesk user home page. At the top, there is a search bar and navigation links for 'Home Page', 'Knowledge Base', and 'Forums'. Below this, there are several widgets:

- Support Overview:** Contains three main sections:
  - 1 Search the Knowledge Base:** A search box with a 'Search' button and a link to 'browse the knowledge base by category'.
  - 2 Ask a Question in the Forums:** A section for asking questions, with sub-sections for 'Library Catalog Forums', 'Book Inventory Forums', and 'Web Portal Forums'. Each sub-section lists specific topics like 'Library Catalog Issues & Questions' and 'Book Inventory Enhancement Suggestions'.
  - 3 Fill Out a Help Desk Ticket:** A message stating that the user does not have sufficient permissions to submit a ticket and should contact support@mycompany.com.
- Recent Updates:** A list of recent system updates, including 'Review of SpiraTest by GetApp', 'Devoteam Joins Inflectra Partnership Program', and 'KronoDesk Scheduled for Release June 7th'.
- Recent Forum Posts:** A list of recent forum posts, such as 'How do I backup and maintain the web portal system?' and 'What is my initial login and password for accessing the system?'.
- Popular Articles:** A list of popular articles, including 'How to install the library catalog system onto a server' and 'Best practices when using the web portal system'.
- Recent Articles:** A list of recent articles, including 'Common error messages and their causes when using the library system'.
- Subscribed Threads:** A section for threads the user is subscribed to.

This version of the home page contains all the widgets in the public version, with the following addition:

- **Subscribed Threads** – This widget displays a list of the support forum threads that your user is currently subscribed to. This allows you to keep track of specific topics that are of interest.

In addition, when logged-in the various widgets can be repositioned and customized. To reposition, minimize or close any of the widgets, simply click on the “Modify Layout/Settings” link and that will switch the dashboard into edit mode where you can drag and drop them into different positions, minimize, close or edit the settings:



You can also add additional items to the dashboard by clicking “Add Items to Dashboard” and choosing the appropriate widgets from the list of additional widgets.

When logged in as a basic user, the **Support Overview** widget will display a message letting you know that your role does not permit you to submit a help desk ticket. If you need to be able to submit help desk tickets, you will need to request that your administrator upgrade your user to a “Customer” role.

If you login to the system with a Customer account (one that has the role of customer), you will get the registered customer home page which is illustrated below:

**KronoDesk™**  [Sign-Out](#) | [Help?](#)  
marthanoble

[Home Page](#) | [Knowledge Base](#) | [Forums](#) | [Help Desk](#)

> [Modify Layout/Settings](#) | [Add Items to Dashboard](#)

**Support Overview**

- 1 Search the Knowledge Base**  
Enter the keywords or Knowledge Base ID in the text box below to search for matching KB articles:  
   
> Or [browse the knowledge base](#) by category
- 2 Ask a Question in the Forums**  
Search the forums for an answer to your question, or ask a question if you can't find the answer:  

<b>Library Catalog Forums</b>	<b>Book Inventory Forums</b>	<b>Web Portal Forums</b>
> Library Catalog Issues & Questions	> Book Inventory Issues & Questions	> Web Portal Issues & Questions
> Library Catalog Enhancement Suggestions	> Book Inventory Enhancement Suggestions	> Web Portal Enhancement Suggestions
> Library Catalog Best Practices	> Book Inventory Best Practices	

  
> [See More Forums](#)
- 3 Fill Out a Help Desk Ticket**  
If you cannot find an answer in our [Knowledge Base](#) or [Support Forums](#), fill out a [Help Desk Ticket](#). A support engineer will respond to you shortly.

**Recent Forum Posts** ([More Posts](#))

- > How do I backup and maintain the web portal system? - 7/18/2010
- > What is my initial login and password for accessing the system? - 7/16/2010
- > What is my initial login and password for accessing the system? - 6/30/2010
- > How do I backup and maintain the book inventory system? - 6/24/2010
- > When I access the system I get an HTTP 500 error, any ideas? - 6/24/2010

**My Open Tickets** ([View All](#))

ID	Name	Product	Created Date	Status	Assignee	Last Updated
TK19	<a href="#">Cannot log into the application</a>	Library Catalog System	14-Dec-2011	Waiting on Development	Donna W Harkness	12-Jan-2012
TK15	<a href="#">The tables get cutoff on low-res modes</a>	Library Web Portal	27-May-2011	Waiting on Customer	Jack Van Stanten	1-Jul-2011
TK3	<a href="#">Cannot log into the application</a>	Library Catalog System	12-Apr-2010	Open	Jack Van Stanten	4-Jun-2010
TK11	<a href="#">Editing the date on an author is clunky</a>	Library Web Portal	25-Sep-2009	Assigned	Donna W Harkness	15-Nov-2009
TK7	<a href="#">Cannot install system on Oracle 9i</a>	Book Inventory System	2-Sep-2009	Assigned	Jack Van Stanten	15-Sep-2009

**Recent Updates**

- > Review of SpiraTest by GetApp <sup>™</sup>  
- 16 hours 22 minutes ago
- > Devoteam Joins Inflectra Partnership Program <sup>™</sup>  
- 5/31/2012
- > KronoDesk Scheduled for Release June 7th <sup>™</sup>  
- 5/31/2012
- > Spira v3.2 Patch 11 Now Available <sup>™</sup>  
- 5/18/2012
- > Commit Joins Inflectra Partnership Program <sup>™</sup>  
- 5/4/2012

**Popular Articles** ([More Articles](#))

- > How to install the library catalog system onto a server - 1/9/2010
- > Best practices when using the web portal system - 3/31/2010
- > How to upgrade your library catalog installation to the latest version - 3/23/2010
- > Recommended security settings to ensure that the library system is secure - 2/9/2010
- > Common error messages and their causes when using the book inventory - 3/31/2010

**Recent Articles** ([More Articles](#))

- > Common error messages and their causes when using the library system - 3/31/2010
- > Best practices when using the library catalog system - 3/31/2010
- > Common error messages and their causes when using the book inventory - 3/31/2010
- > Best practices when using the book inventory system - 3/31/2010
- > Common error messages and their causes when using the web portal - 3/31/2010

**Subscribed Threads** ([More Posts](#))

**Useful Links**

- > Link 1
- > Link 2
- > Link 3

This version of the home page contains all the widgets in the public version, with the following additions:

- **Support Overview** – This widget includes all of the information in the other versions of the home page, but it will also include links for creating a new help desk ticket.
- **Useful Links** – This widget simply displays a list of useful links that have been provided by the customer support agents.
- **My Open Tickets** – This widget displays a list of all the open help desk tickets logged by your user. The list is displayed in descending date-order. The list includes the name of the ticket, the product it relates to, the status of the ticket and the customer support agent it is assigned to (if any). Positioning the mouse over the title will display the full description of the ticket, together with any notes from the customer support agent.

### 3.2. Employee Home Page

When you first access the system whilst logged-in as a customer support agent (i.e. in the “Employee” role), it will display the employee home page illustrated below:

The screenshot shows the KronoDesk employee home page. At the top, there is a search bar and navigation links for Home Page, Knowledge Base, Forums, and Help Desk. The main content area is divided into several sections:

- My Assigned Tickets (View All):** A table with columns for ID, Name, Product, Opener, Created Date, Status, and Last Updated. It lists 10 tickets, including "Author cannot be updated after set.", "Validation on the edit book page", "The tables get cutoff on low-res modes", "Cannot log into the application", "Clicking on link throws fatal error", "Cannot install system on Oracle 9i", "Exporting data to excel", and "Quote handling issues throughout".
- Unassigned Tickets (View All):** A table with the same columns as above, listing 2 tickets: "Book title is always marked as 'deactivated'." and "Doesn't let me add a new category".
- Recent Updates:** A list of news items with titles like "Review of SpiraTest by GetApp", "Devoteam Joins Inflectra Partnership Program", "KronoDesk Scheduled for Release June 7th", "Spira v3.2 Patch 11 Now Available", and "Commit Joins Inflectra Partnership Program".
- Recent Forum Posts (More Posts):** A list of forum posts with titles like "We need a better way to search in the catalog" and "How do I install the library catalog system onto my computer?".
- Subscribed Threads (More Posts):** A list of support forum threads with titles like "How do I access the library catalog system for the first time?", "How do I backup and maintain the library system?", and "What is my initial login and password for accessing the system?".

This dashboard is personalized to the current user and can also be customized by clicking on either the “Modify Layout/Settings” or “Add Items to Dashboard” hyperlink. By default, this home page includes the following customer agent widgets:

- **My Assigned Tickets** – This widget displays a grid containing the most recent open help desk tickets that have been assigned to you. Each ticket is displayed along with the name of the product it relates to, the customer who opened it, the date it was created, its current status, and the date that it was last updated.
- **Unassigned Tickets** – The widget displays a grid containing the most recent open help desk tickets that are not currently assigned to any customer support agent. Each ticket is displayed along with the name of the product it relates to, the customer who opened it, the date it was created, its current status, and the date that it was last updated.
- **Recent Updates** – If enabled by the administrator, this will display a list of recent news items from the company’s website made available by an RSS newsfeed. Positioning the mouse over the title will display a popup tooltip containing the long description of the news item.
- **Recent Forum Posts** – This widget displays a list of the most recent forum posts that have not yet been answered. The list includes the name and date of the post, and positioning the mouse over the title will display a popup tooltip containing the long description of the post.
- **Subscribed Threads** – This widget displays a list of the support forum threads that your user is currently subscribed to. This allows you to keep track of specific topics that are of interest.

### 3.3. Global Search

KronoDesk includes a global search bar that can be used to search across products and artifact types for items that include the entered keywords in either the name or description field:

The screenshot shows the KronoDesk interface. At the top left is the KronoDesk logo. A search bar contains the word "book" with a search button to its right. Below the search bar, there are navigation tabs: "Home Page" (selected), "Modify Layout/Settings", "My Assigned Tickets", and "Unassigned Tickets".

The "My Assigned Tickets" section contains a table with the following data:

ID	Name
TK1	Author ca
TK13	Validation
TK15	The table
TK3	Cannot in
TK5	Clicking c
TK7	Cannot in
TK21	Exporting
TK14	Quote ha

The "Unassigned Tickets" section contains a table with the following data:

ID	Name
TK2	Book titl
TK12	Doesn't l

The main content area is titled "Search Results" and displays the following text: "The following 34 results match your keyword(s) 'book':". Below this, a list of search results is shown, each with a ticket ID, a title, a description, and a date:

- TK13 - Validation on the edit book page** (Library Catalog System)  
The edit book page keeps throwing validation errors even where form filled out correctly  
Tuesday, January 31, 2012
- TK2 - Book title is always marked as 'deactivated'** (Library Catalog System)  
When selecting the Book item, once entered in, the title field is disabled and cannot be changed.  
Wednesday, January 18, 2012
- TK9 - Cannot add a new book to the system** (Library Web Portal)  
When I click on the button to add a book, enter the new information and click submit, I get a subscript out of range error  
Sunday, May 29, 2011
- FR4 - Book Inventory Issues & Questions** (Book Inventory System)  
General discussions surrounding the use of the Book Inventory product. This is appropriate forum for posting questions and issues to the community.  
Saturday, January 01, 2011
- FR5 - Book Inventory Enhancement Suggestions** (Book Inventory System)  
Discuss ideas and suggestions for customising and extending the Book Inventory product.  
Saturday, January 01, 2011
- FR6 - Book Inventory Best Practices** (Book Inventory System)  
Discussions of best practices for using the Book Inventory product in specific situations / environments. Please do not pose general issues in this forum.  
Saturday, January 01, 2011
- TK28 - Validation on the edit book page** (Book Inventory System)  
The edit book page keeps throwing validation errors even where form filled out correctly  
Wednesday, September 08, 2010
- MG39 - How do I backup and maintain the book inventory system?** (Book Inventory System)

You can search for individual keywords by simply entering them in the search box and clicking the arrow button on the right. You can search for phrases by enclosing the words in double quotes.

For example, searching on **book name** will find any artifacts that include either of the two words book and name in the name or description. Searching on "**book name**" will only return items that have that exact phrase in either the name or description.

### 3.4. Register for New Account

When you click on the hyperlink to register a new account, the system will display the following dialog:

**New Support Account**

### Register New Support Account

Use the form below to create a new account.

**Account Information**

Login\*:

Email Address\*:

First Name\*:

Last Name\*:

Middle Initial:

Password\*:

Confirm Password\*:

Passwords are required to be a minimum of 6 characters in length.

Password Question\*:

Password Answer\*:

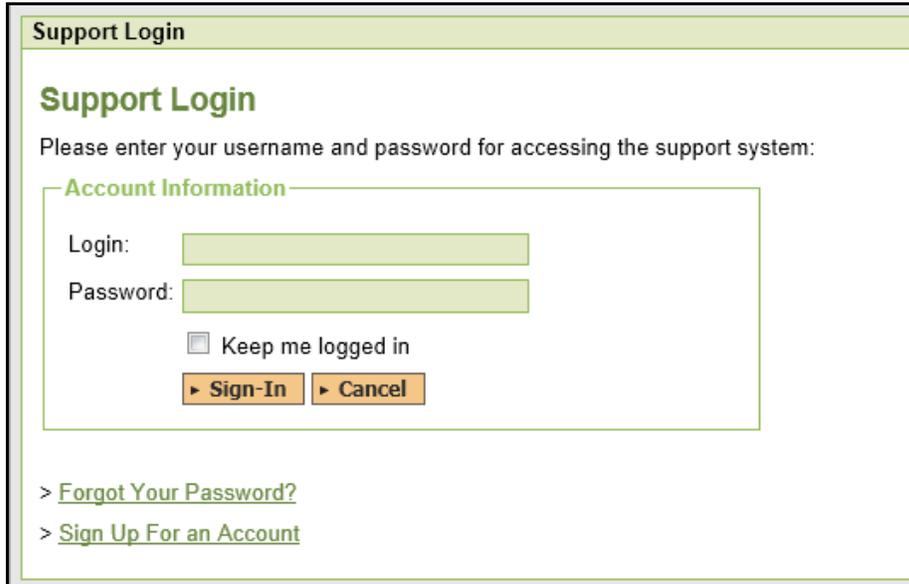
You need to enter the following fields:

- **Login** – the username that you'd like to use in the system. This has to be unique.
- **Email Address** – a valid email address that notifications will be sent to.
- **First Name** – your first name
- **Last Name** – your last name
- **Middle Initial** – your middle initial (if applicable)
- **Password** – enter your desired password twice to ensure that you have entered it correctly.
- **Password Question/Answer** – enter a question that only you will know the answer to, together with the matching answer to that question.

Once click the [Create User] button, the system will create a new user in the system. Depending on how the administrator has configured the system, you may get a welcome email that provides you with a copy of your chosen login information.

### 3.5. Sign-In to Account

When you click on the hyperlink to sign-in to an existing user account, the following dialog is displayed:

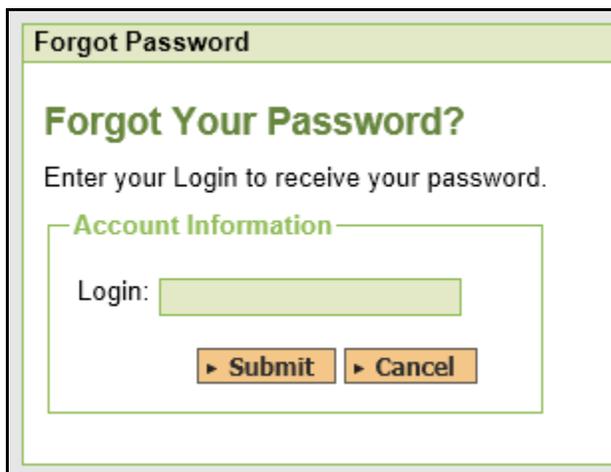


The screenshot shows a dialog box titled "Support Login". Inside, there is a heading "Support Login" and a prompt: "Please enter your username and password for accessing the support system:". Below this is a section titled "Account Information" which contains two input fields: "Login:" and "Password:". There is a checkbox labeled "Keep me logged in" and two buttons: "Sign-In" and "Cancel". At the bottom of the dialog, there are two hyperlinks: "> [Forgot Your Password?](#)" and "> [Sign Up For an Account](#)".

You need to enter a valid login and password to access the system. If you enter an incorrect login or password, the system will display a validation message. If you fail to login successfully after five (5) attempts, the system will lock your user account for ten (10) minutes. This is to prevent brute-force attacks on the system.

#### 3.5.1. Reset Your Password

If you have forgotten your password, click on the "Forgot Your Password" hyperlink which will display the following dialog:



The screenshot shows a dialog box titled "Forgot Password". Inside, there is a heading "Forgot Your Password?" and a prompt: "Enter your Login to receive your password.". Below this is a section titled "Account Information" which contains one input field: "Login:". There are two buttons: "Submit" and "Cancel".

To reset your password, you need to enter your login name and click the "Submit" button. Then you'll be taken to the password question/answer challenge screen:

**Forgot Password**

### Identity Confirmation

Answer the following question to receive your password.

**Account Information**

**Login:** henrycooper  
**Question:** What is 1+1?  
**Answer:**

[▶ Submit](#)

You will be asked to provide the answer to your secret question. If you successfully enter the correct password answer, the system will generate a new random password and email it to you.

**Forgot Password**

### Your Password Has Been Sent To You.

> [Return to Account Home](#)

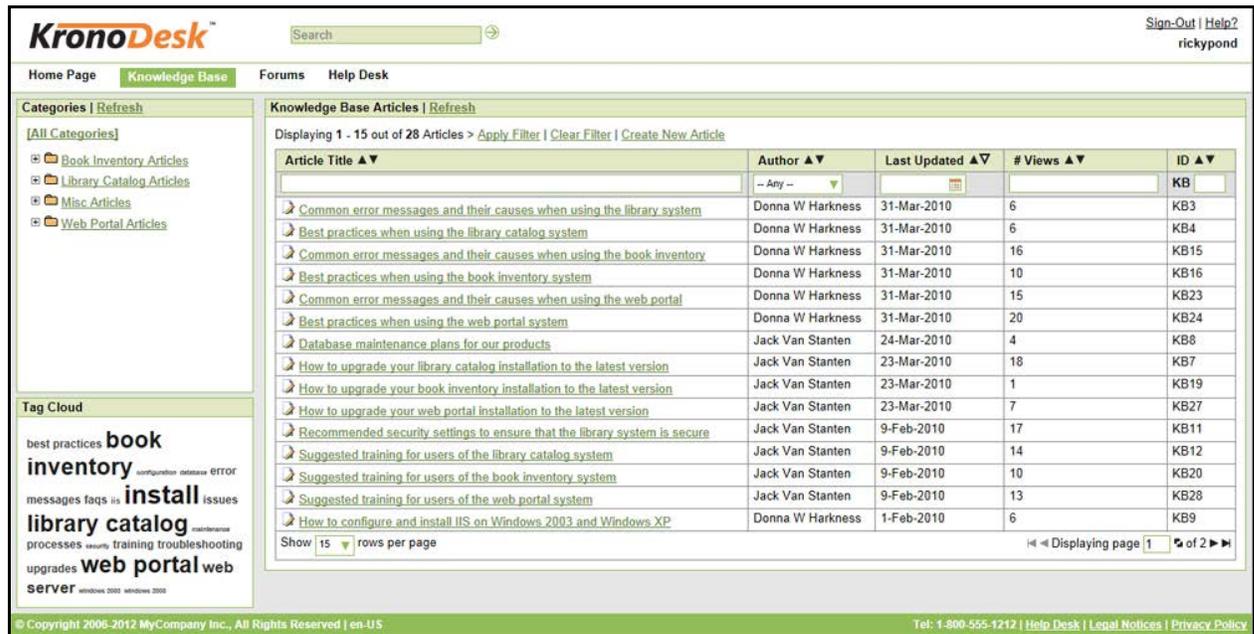
If for any reason you do not receive an email with your new password, you need to contact the administrator of your installation to have them manually reset your password.

## 4. Knowledge Base

The KronoDesk™ online knowledge base provides the first level of support to customers. Instead of having to constantly respond to the same routine enquiries and support requests, customer support agents can use the built-in knowledge base to create articles related to different topics, categories and products. Knowledge base articles can be linked to multiple categories and also tagged with meta-tags to make searching easier by customers. The system includes full rich-text editor so that articles can be formatted with lists, tables, different text styles and embedded hyperlinks.

### 4.1. Article List

When you click on the Knowledge Base option in the global navigation, you will be taken to the main knowledge base page:



The screenshot displays the KronoDesk Knowledge Base interface. At the top, there is a search bar and navigation links for Home Page, Knowledge Base, Forums, and Help Desk. The main content area is divided into three sections: Categories, Knowledge Base Articles, and a Tag Cloud. The Knowledge Base Articles section shows a table of 28 articles, with the first 15 displayed. The table columns are Article Title, Author, Last Updated, # Views, and ID. The Tag Cloud highlights terms like 'book', 'inventory', 'install', 'library catalog', and 'web portal'.

Article Title ▲▼	Author ▲▼	Last Updated ▲▼	# Views ▲▼	ID ▲▼
Common error messages and their causes when using the library system	Donna W Harkness	31-Mar-2010	6	KB3
Best practices when using the library catalog system	Donna W Harkness	31-Mar-2010	6	KB4
Common error messages and their causes when using the book inventory	Donna W Harkness	31-Mar-2010	16	KB15
Best practices when using the book inventory system	Donna W Harkness	31-Mar-2010	10	KB16
Common error messages and their causes when using the web portal	Donna W Harkness	31-Mar-2010	15	KB23
Best practices when using the web portal system	Donna W Harkness	31-Mar-2010	20	KB24
Database maintenance plans for our products	Jack Van Stanten	24-Mar-2010	4	KB8
How to upgrade your library catalog installation to the latest version	Jack Van Stanten	23-Mar-2010	18	KB7
How to upgrade your book inventory installation to the latest version	Jack Van Stanten	23-Mar-2010	1	KB19
How to upgrade your web portal installation to the latest version	Jack Van Stanten	23-Mar-2010	7	KB27
Recommended security settings to ensure that the library system is secure	Jack Van Stanten	9-Feb-2010	17	KB11
Suggested training for users of the library catalog system	Jack Van Stanten	9-Feb-2010	14	KB12
Suggested training for users of the book inventory system	Jack Van Stanten	9-Feb-2010	10	KB20
Suggested training for users of the web portal system	Jack Van Stanten	9-Feb-2010	13	KB28
How to configure and install IIS on Windows 2003 and Windows XP	Donna W Harkness	1-Feb-2010	6	KB9

This page consists of a category selector, a tag cloud and the main knowledge base article grid. Each of these is described in turn below:

#### 4.1.1. Category Selector

The top left-hand pane displays a hierarchical list of the various knowledge base categories that have been setup in the system. Clicking on the [+] expand icon will expand the child categories and clicking on the name of the category will display the list of articles in the category in the main pane to the right. If you want to search across all the categories, just click on the [All Categories] link and the main article grid will display a list of all the articles in the entire system.

The screenshot below illustrates how the grid will look when you have selected a specific category:

The screenshot displays the KronoDesk Knowledge Base interface. At the top, there is a search bar and navigation links for 'Sign-Out' and 'Help?' (rickypond). Below the navigation, there are tabs for 'Home Page', 'Knowledge Base', 'Forums', and 'Help Desk'. The main content area is divided into two sections: 'Categories | Refresh' on the left and 'Knowledge Base Articles | Refresh' on the right. The 'Categories' section lists various article categories such as 'Book Inventory Articles', 'Book Inventory News Article', 'Book Inventory Technical', 'Library Catalog Articles', 'Misc Articles', and 'Web Portal Articles'. The 'Knowledge Base Articles' section displays a table of 8 articles, with the first article selected. The table columns are 'Article Title', 'Author', 'Last Updated', '# Views', and 'ID'. The tag cloud on the left shows various tags like 'best practices', 'book', 'inventory', 'install', 'library catalog', 'web portal', and 'server', with 'book' and 'inventory' being the largest.

Article Title ▲▼	Author ▲▼	Last Updated ▲▼	# Views ▲▼	ID ▲▼
Common error messages and their causes when using the book inventory	Donna W Harkness	31-Mar-2010	16	KB15
Database maintenance plans for our products	Jack Van Stanten	24-Mar-2010	4	KB8
How to upgrade your book inventory installation to the latest version	Jack Van Stanten	23-Mar-2010	1	KB19
Recommended security settings to ensure that the library system is secure	Jack Van Stanten	9-Feb-2010	17	KB11
How to configure and install IIS on Windows 2003 and Windows XP	Donna W Harkness	1-Feb-2010	6	KB9
How to configure and install IIS on Windows 2008 and Windows Vista/7	Donna W Harkness	1-Feb-2010	10	KB10
How to install the book inventory system onto a server	Donna W Harkness	9-Jan-2010	10	KB13
How to troubleshoot IIS issues when using the book inventory system for the first time	Donna W Harkness	9-Jan-2010	6	KB14

#### 4.1.2. Tag Cloud

The tag cloud displays a list of all the tag names associated with knowledge base articles in the system. The size of the font is proportional to the number of articles associated with the tag. Clicking on a tag name will automatically filter the list of articles to find items that contain the selected tag.

#### 4.1.3. Article Grid

The main article grid displays a list of articles in either the selected category or in all categories, depending on the option you have chosen. This list can be filtered and sorted, and you can choose how many rows of documents to display on the page at one time.

Clicking on the name of the article will display the details of the article. In addition, if you position your mouse over the name of the article it will display a popup tooltip containing the long description of the article.

#### 4.2. Article Details

When you click on the name of an article, the article details page is displayed:

The screenshot shows the KronoDesk Knowledge Base interface. At the top, there is a search bar and navigation links for Home Page, Knowledge Base, Forums, and Help Desk. The main content area is divided into several sections:

- Article List:** A sidebar with a 'Display: Current Filter' dropdown and a list of article titles, including 'Common error messages and their c', 'Best practices when using the library', and 'How to configure and install IIS or'.
- Knowledge Base Article:** The main content area showing the article title 'How to configure and install IIS on Windows 2003 and Windows XP', the author 'Donna W Harkness', the date 'Tuesday, February 02, 2010', and a long description of the article. Below the description is an 'Attachments' section with a table for managing file uploads.
- Article Info:** A panel on the right showing 'Last Updated: 2/2/2010', 'Article ID: KB9', and '# Views: 7'.
- Tags:** A panel showing meta-tags like 'install x 9', 'web server x 5', 'iis x 2', and 'windows 2003 x 1'.
- Operations:** A panel with links for '> Edit This Article', '> Create New Article', and '> Delete This Article'.

This page displays the following information:

- **Article List** – The navigation pane consists of a link that will take you back to the article list, as well as a list of the other articles in the same category as the current one. This is useful as a navigation shortcut; you can quickly switch between the articles by clicking on the navigation links without having to first return to the article list page. The navigation list can be switched to either display all the articles in the category, or just those that match the current filter.
- **Knowledge Base Article** – This is the main part of the page and displays the name, short description and long description of the knowledge base article. If you click on the Subscription icon to the right of the article title, the article will be added to your list of subscribed knowledge base articles. Whenever a change is made to the article, you will receive an email notification.
- **Article Info** – This information pane displays the unique ID assigned to the article, the date it was last updated and the number of times that it has been viewed.
- **Tags** – This pane displays a list of the meta-tags associated with the current knowledge base article as well as an indication how many other knowledge base articles have been tagged with the same keywords. Clicking on the meta-tag name will automatically take you back to the knowledge base list page with the filter set to the tag name in question.
- **Operations** – This pane is only visible for customer support agents and will display options for creating a new article, deleting the current article or modifying the current article.
- **Attachments** – This section lets you attach documents/links/screenshots to an existing article. This is explained in more detail in section 4.3

#### 4.2.1. Editing an Article

Clicking on the operation to “Edit this Article” will display the edit article popup dialog box:

You can change the name, description, body, tags and assigned categories for the article. Once you are satisfied with your changes you can click the [Save] button to commit the changes.

#### 4.2.2. Creating an Article

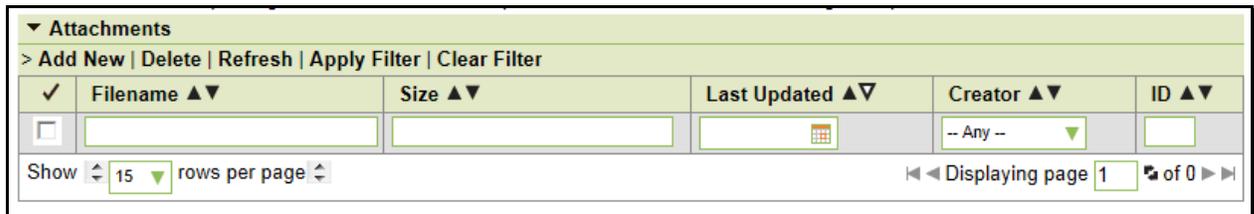
Clicking on the operation to “Create New Article” will display the new article popup dialog box:

You need to enter the name, description, body, tags and assigned categories for the article. Once you are satisfied with your submission you should click the [Save] button to add the new knowledge base article to the system.

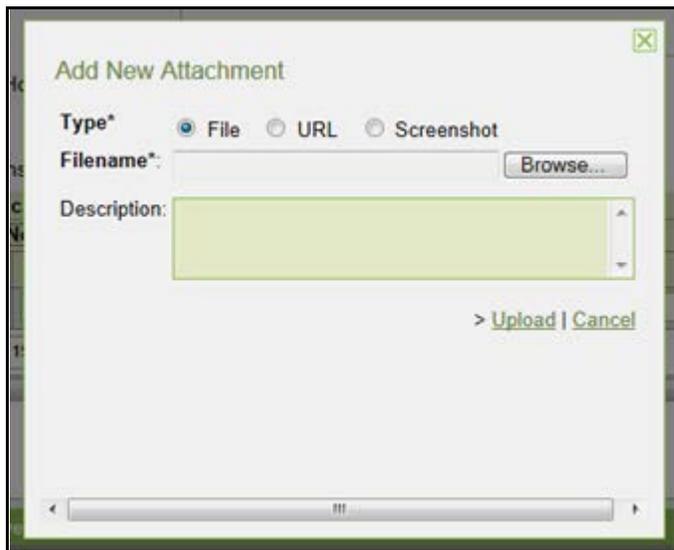
## 4.3. Article Attachments

### 4.3.1. Adding a Document Attachment

When you first click on the Attachments panel, it will display an empty list (since there will no documents attached to a new article). As you add documents, web links and screenshots, they will appear in this grid. You can remove any items by selecting the checkbox and clicking Delete. You can also filter and sort the attachments grid by entering a value into one of the filter controls or clicking on the sort direction arrow.



To add a new document attachment to the article, click on the “Add New” hyperlink and the following dialog will be displayed:



To upload a document, simply click on the [Browse] button, locate the file on your local computer, enter the optional description (that will be displayed alongside the attachment) and click “Upload”. The document will be uploaded from your local computer into KronoDesk, and will appear in the attachment list.

*Note: The system uses file extensions to identity the type of file, so if your local operating system doesn't use file extensions, you may want to rename the file before uploading (e.g. changing MyDocument to MyDocument.pdf to identity it as an Acrobat document).*

### 4.3.2. Adding a URL Attachment

When you first click on the Attachments panel, it will display an empty list (since there will no documents attached to a new article). As you add documents, web links and screenshots, they will appear in this grid. You can remove any items by selecting the checkbox and clicking Delete. You can also filter and sort the attachments grid by entering a value into one of the filter controls or clicking on the sort direction arrow.

▼ Attachments					
> Add New   Delete   Refresh   Apply Filter   Clear Filter					
✓	Filename ▲▼	Size ▲▼	Last Updated ▲▼	Creator ▲▼	ID ▲▼
<input type="checkbox"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	-- Any --	<input type="text"/>
Show 15 rows per page			Displaying page 1 of 0		

To add a new URL attachment to the article, click on the “Add New” hyperlink and when the ‘Add New Attachment’ dialog is displayed, click on the radio button to switch it to “URL”:

**Add New Attachment** ✕

Type\*  File  URL  Screenshot

URL\*:

Description:

> Upload | Cancel

To add a URL web link, simply enter the full URL in the top text box, together with an optional description (that will be displayed alongside the attachment), then click “Upload”. The URL web link will be added to the attachment list for the article.

### 4.3.3. Adding a Screenshot Attachment

When you first click on the Attachments panel, it will display an empty list (since there will no documents attached to a new article). As you add documents, web links and screenshots, they will appear in this grid. You can remove any items by selecting the checkbox and clicking Delete. You can also filter and sort the attachments grid by entering a value into one of the filter controls or clicking on the sort direction arrow.

▼ Attachments					
> Add New   Delete   Refresh   Apply Filter   Clear Filter					
✓	Filename ▲▼	Size ▲▼	Last Updated ▲▼	Creator ▲▼	ID ▲▼
<input type="checkbox"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	-- Any --	<input type="text"/>
Show 15 rows per page			Displaying page 1 of 0		

To add a new Screenshot attachment to the article, click on the “Add New” hyperlink and when the ‘Add New Attachment’ dialog is displayed, click on the radio button to switch it to “Screenshot”:

The image shows a dialog box titled "Add New Attachment" with a close button in the top right corner. It contains three radio buttons under the label "Type\*": "File", "URL", and "Screenshot", with "Screenshot" selected. Below this is a "Screenshot:" label followed by a large empty rectangular preview area. A green hyperlink "> Paste image from clipboard" is positioned below the preview area. Underneath the preview is a "Description:" label followed by a text input field. At the bottom right of the dialog are two buttons: "> Upload" and "Cancel".

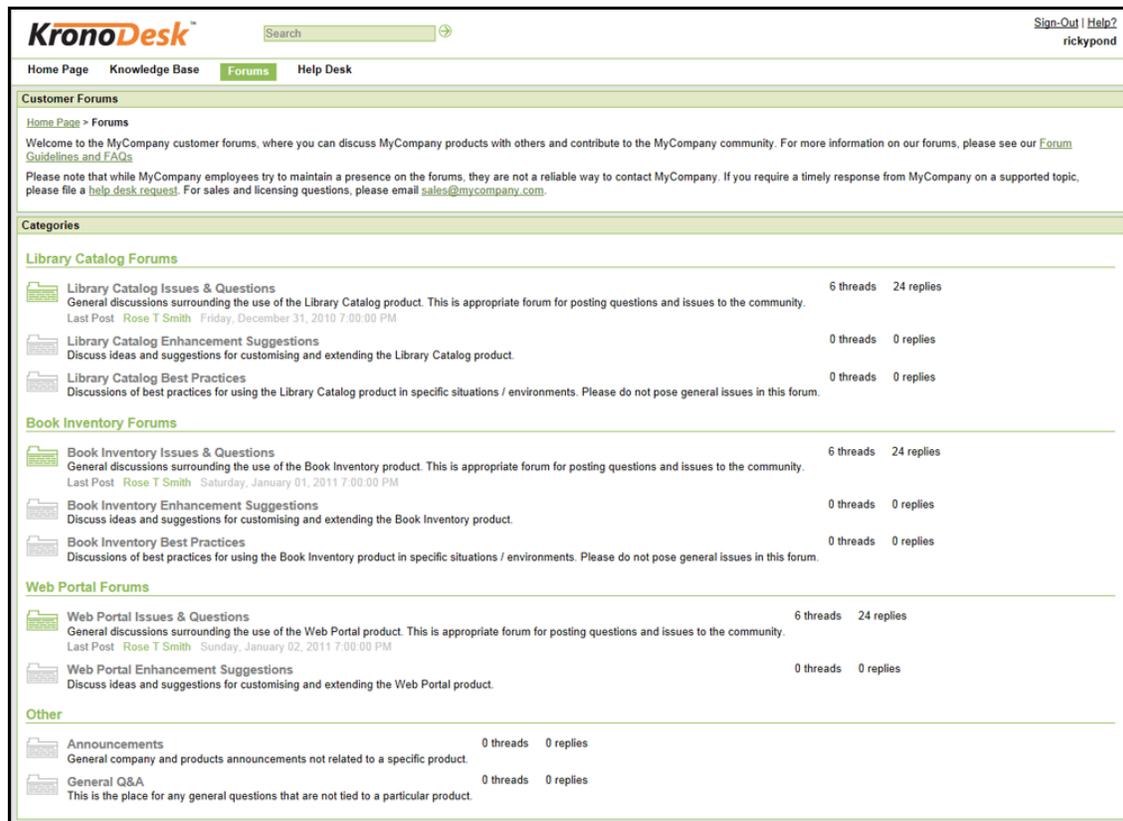
To upload a screenshot, first copy the image to your computer's clipboard (e.g. on Windows computers, the PRINT SCREEN button captures the current page and adds to the clipboard). Once the image is in the clipboard, click on the "Paste image from clipboard" hyperlink and the item will appear in the preview window. You can then fill in the optional description field, and click "Upload" to attach the image to the article.

## 5. Forums

The KronoDesk™ support forums provide the next level of support to customers. Where a fully codified knowledge base article has not yet been synthesized and created by the support agents, the support forums provide a place where users can search for existing messages concerning the same problem. The support forums thereby provide a community where customers and support agents can post replies to common questions visible to the entire community.

### 5.1. Category List

When you click on the Forums option in the global navigation, you will be taken to the forum home page that displays a list of all the categories and associated forums:



The screenshot shows the KronoDesk Forums page. At the top, there is a search bar and navigation links for Home Page, Knowledge Base, Forums (highlighted), and Help Desk. The main content area is titled "Customer Forums" and includes a welcome message and a note about the reliability of the forums. Below this, there are three main categories: "Library Catalog Forums", "Book Inventory Forums", and "Web Portal Forums". Each category contains a list of forums with their respective thread and reply counts. The "Library Catalog Issues & Questions" forum is highlighted in green, indicating new activity. Other forums include "Library Catalog Enhancement Suggestions", "Library Catalog Best Practices", "Book Inventory Issues & Questions", "Book Inventory Enhancement Suggestions", "Book Inventory Best Practices", "Web Portal Issues & Questions", "Web Portal Enhancement Suggestions", "Announcements", and "General Q&A".

Category	Forum Name	Description	Threads	Replies
Library Catalog Forums	Library Catalog Issues & Questions	General discussions surrounding the use of the Library Catalog product. This is appropriate forum for posting questions and issues to the community. Last Post: Rose T Smith, Friday, December 31, 2010 7:00:06 PM	6	24
	Library Catalog Enhancement Suggestions	Discuss ideas and suggestions for customising and extending the Library Catalog product.	0	0
	Library Catalog Best Practices	Discussions of best practices for using the Library Catalog product in specific situations / environments. Please do not pose general issues in this forum.	0	0
Book Inventory Forums	Book Inventory Issues & Questions	General discussions surrounding the use of the Book Inventory product. This is appropriate forum for posting questions and issues to the community. Last Post: Rose T Smith, Saturday, January 01, 2011 7:00:00 PM	6	24
	Book Inventory Enhancement Suggestions	Discuss ideas and suggestions for customising and extending the Book Inventory product.	0	0
	Book Inventory Best Practices	Discussions of best practices for using the Book Inventory product in specific situations / environments. Please do not pose general issues in this forum.	0	0
Web Portal Forums	Web Portal Issues & Questions	General discussions surrounding the use of the Web Portal product. This is appropriate forum for posting questions and issues to the community. Last Post: Rose T Smith, Sunday, January 02, 2011 7:00:00 PM	6	24
	Web Portal Enhancement Suggestions	Discuss ideas and suggestions for customising and extending the Web Portal product.	0	0
Other	Announcements	General company and products announcements not related to a specific product.	0	0
	General Q&A	This is the place for any general questions that are not tied to a particular product.	0	0

Each category will be displayed together with the list of active forums in the category. Each forum will be displayed along with the number of threads and replies in the forum as well as information describing the last post made in the forum.

If the forum is highlighted in green, it means that there is at least one new thread or reply in the forum that you have not already read. If the forum is in grey, it means that there are no new forums or replies since the last time you visited.

## 5.2. Category Details

If you click on the name of a category, it will bring up the category details page:

The screenshot shows the KronoDesk website interface. At the top, there is a search bar and navigation links for Home Page, Knowledge Base, Forums (highlighted), and Help Desk. Below the navigation is a 'Category Home' section for 'Library Catalog Forums'. A description states: 'These forums provide help and support on the library catalog system that was developed to allow librarians to electronically track what books are on loan to various customers.' Below this is a list of forums:

Forum Name	Description	Threads	Replies
Library Catalog Issues & Questions	General discussions surrounding the use of the Library Catalog product. This is appropriate forum for posting questions and issues to the community. Last Post <b>Rose T Smith</b> Friday, December 31, 2010 7:00:00 PM	6 threads	24 replies
Library Catalog Enhancement Suggestions	Discuss ideas and suggestions for customising and extending the Library Catalog product.	0 threads	0 replies
Library Catalog Best Practices	Discussions of best practices for using the Library Catalog product in specific situations / environments. Please do not pose general issues in this forum.	0 threads	0 replies

This page displays the selected category together with a list of active forums in the category. Each forum will be displayed along with the number of threads and replies in the forum as well as information describing the last post made in the forum.

If the forum is highlighted in green, it means that there is at least one new thread or reply in the forum that you have not already read. If the forum is in grey, it means that there are no new forums or replies since the last time you visited.

## 5.3. Forum Details

If you click on the name of a forum, it will bring up the forum details page:

The screenshot shows the KronoDesk website interface for a specific forum. At the top right, there are links for Sign-Out and Help? with the user name rickypond. The navigation bar includes Home Page, Knowledge Base, Forums (highlighted), and Help Desk. The 'Forum Home' section shows the breadcrumb 'Forums > Library Catalog Forums > Library Catalog Issues & ...' and the forum title 'Library Catalog Issues & Questions'. A description states: 'General discussions surrounding the use of the Library Catalog product. This is appropriate forum for posting questions and issues to the community.' Below this is a link to '> Start New Thread'. The 'Threads' section is a table listing forum threads:

Thread	Replies	Views
How do I install the library catalog system onto my computer? Rose T Smith Saturday, January 09, 2010 7:00:00 PM Last Reply Rose T Smith Wednesday, March 31, 2010 8:00:00 PM	4	6
How do I access the library catalog system for the first time? Martha Noble Tuesday, January 19, 2010 7:00:00 PM Last Reply Rose T Smith Wednesday, March 24, 2010 8:00:00 PM	4	50
When I access the system I get an HTTP 500 error, any ideas? Henry J Cooper Thursday, March 04, 2010 7:00:00 PM Last Reply Rose T Smith Sunday, March 14, 2010 8:00:00 PM	4	4
When I login to the system I get an HTTP 404 error, what's causing this? Bernard P Tyler Tuesday, February 09, 2010 7:00:00 PM Last Reply Rose T Smith Monday, March 01, 2010 7:00:00 PM	4	1
How do I backup and maintain the library system? Martha Noble Friday, January 29, 2010 7:00:00 PM Last Reply Rose T Smith Sunday, February 14, 2010 7:00:00 PM	4	8
What is my initial login and password for accessing the system? Rory Jones Monday, February 01, 2010 7:00:00 PM Last Reply Rose T Smith Tuesday, February 09, 2010 7:00:00 PM	4	200

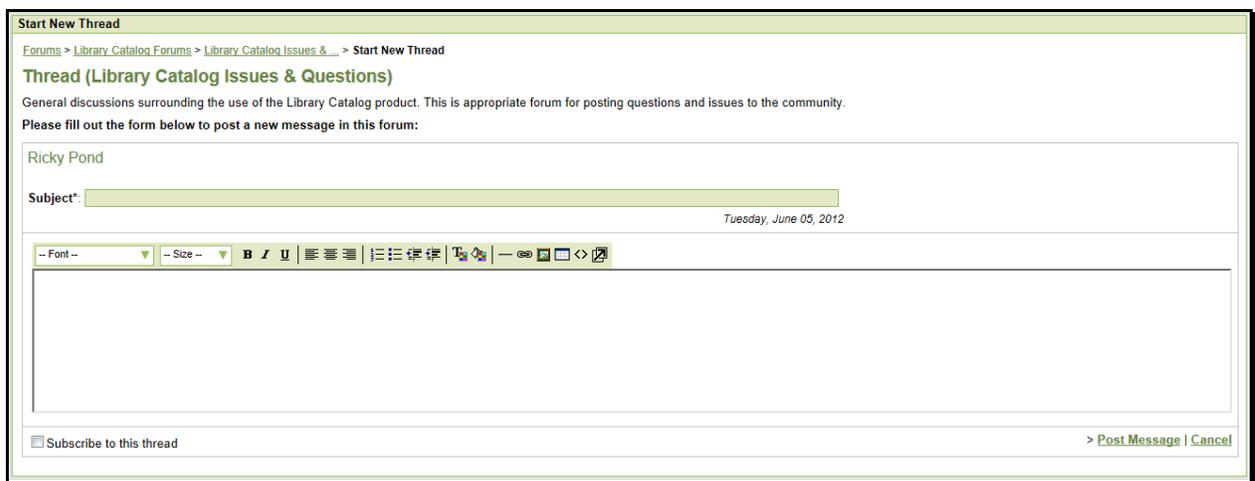
This page displays all the threads in the selected forum, together with the number of replies to the thread, the number of times the forum has been viewed and a description of the most recent reply to the thread.

If the thread is highlighted in green, it means that there is either a new thread or there is at least one new reply that you have not already read. If the thread is in grey, it means that you have already viewed the thread and that there are no new replies since the last time you visited.

If you click on the orange RSS icon, you can subscribe to the current forum in an RSS-compatible newsreader. If you click on the Subscription icon to the right of the RSS icon, the forum will be added to your list of subscribed forums. Whenever a new thread is posted or a new reply occurs, you will receive an email notification.

### 5.3.1. Starting a New Thread

If you are logged in as an authenticated user, you can click on the “Start New Thread” hyperlink to create a new forum thread:



The screenshot shows a web browser window titled "Start New Thread". The breadcrumb trail is "Forums > Library Catalog Forums > Library Catalog Issues & Questions > Start New Thread". The page title is "Thread (Library Catalog Issues & Questions)". Below the title is a description: "General discussions surrounding the use of the Library Catalog product. This is appropriate forum for posting questions and issues to the community." A note says "Please fill out the form below to post a new message in this forum:". The form has a text area with "Ricky Pond" entered. Below it is a "Subject:" label followed by an empty text input field. To the right of the subject field is the date "Tuesday, June 05, 2012". Below the subject field is a rich text editor toolbar with options for font, size, bold, italic, underline, bulleted list, numbered list, link, unlink, and image. Below the toolbar is a large empty text area for the message content. At the bottom left of the form is a checkbox labeled "Subscribe to this thread". At the bottom right are two hyperlinks: "> Post Message" and "Cancel".

You need to enter the subject and description of the new thread. Once you are satisfied with your submission you should click the “Post Message” hyperlink to add the new thread to the forum. If you would like to subscribe to the new thread (and thereby get notified when someone replies), make sure to check the “Subscribe to this thread” box before submitting.

## 5.4. Thread Details

If you click on the name of a thread in the thread list, it will bring up the thread details page:

Thread

Forums > Library Catalog Forums > Library Catalog Issues & ... > How do I access the libra...

How do I access the library catalog system for the first time?  

Martha Noble

Thursday, March 25, 2010

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua.

> Reply | Quote | Edit | Delete

4 Replies

Ricky Pond

re: Martha Noble on Thursday, March 25, 2010  
Tuesday, January 19, 2010 7:00:00 PM

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua.

> Reply | Quote | Edit | Delete

Donna W Harkness

re: Ricky Pond on Wednesday, January 20, 2010  
Wednesday, January 20, 2010 7:00:00 PM

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua.

> Reply | Quote | Edit | Delete

Jack Van Stanten

re: Martha Noble on Thursday, March 25, 2010  
Tuesday, March 23, 2010 8:00:00 PM

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua.

> Reply | Quote | Edit | Delete

Rose T Smith

re: Jack Van Stanten on Wednesday, March 24, 2010  
Wednesday, March 24, 2010 8:00:00 PM

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua.

> Reply | Quote | Edit | Delete

This page displays the subject and description of the thread together with a list of replies from different users. Each reply will be displayed along with information that describes whether the reply is a direct response to the thread itself or a reply to one of the other replies.

If you click on the orange RSS icon, you can subscribe to the current thread in an RSS-compatible newsreader. If you click on the Subscription icon to the right of the RSS icon, the thread will be added to your list of subscribed thread. Whenever a new reply occurs, you will receive an email notification.

Depending on your role, you will see different operations available for the thread and each of the individual replies:

- **Reply** – this allows you to reply to the thread or a specific message (see below)
- **Quote** – this allows you to reply to the thread or a specific message, quoting the text (see below)
- **Edit** – this allows you to make changes to the thread or reply (see below)
- **Delete** – this will delete the thread or reply

### 5.4.1. Reply to Thread

When you click on the “Reply” hyperlink it will display the following dialog:

Reply to Thread

Forums > Library Catalog Forums > Library Catalog Issues & ... > How do I access the libra...

re: How do I access the library catalog system for the first time?

Ricky Pond re: Martha Noble on Thursday, March 25, 2010  
Tuesday, June 05, 2012

-- Font -- -- Size -- **B** *I* U [List Icons] [Link Icon] [Image Icon] [Code Icon]

Subscribe to this thread > Post Reply | Cancel

**In Response To:**

Martha Noble Thursday, March 25, 2010

Lorem ipsum dolor sit amet, consectetur adipisicing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Lorem ipsum dolor sit amet, consectetur adipisicing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Lorem ipsum dolor sit amet, consectetur adipisicing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua.

You need to enter the description of your reply to the original post. Once you are satisfied with your submission you should click the “Post Reply” hyperlink to add the new response to the thread. If you would like to subscribe to the thread (and thereby get notified when someone replies), make sure to check the “Subscribe to this thread” box before submitting.

### 5.4.2. Reply to Thread with Quote

When you click on the “Quote” hyperlink it will display the following dialog:

Reply to Thread

Forums > Library Catalog Forums > Library Catalog Issues & ... > How do I access the libra...

re: How do I access the library catalog system for the first time?

Ricky Pond re: Martha Noble on Thursday, March 25, 2010  
Tuesday, June 05, 2012

-- Font -- -- Size -- **B** *I* U [List Icons] [Link Icon] [Image Icon] [Code Icon]

Martha Noble  
Lorem ipsum dolor sit amet, consectetur adipisicing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Lorem ipsum dolor sit amet, consectetur adipisicing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Lorem ipsum dolor sit amet, consectetur adipisicing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua.

I think you need to use...

Subscribe to this thread > Post Reply | Cancel

**In Response To:**

Martha Noble Thursday, March 25, 2010

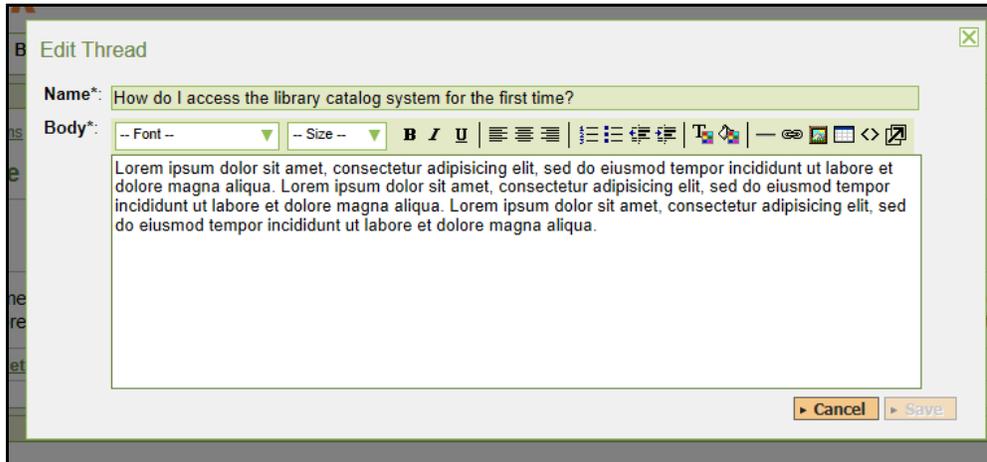
Lorem ipsum dolor sit amet, consectetur adipisicing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Lorem ipsum dolor sit amet, consectetur adipisicing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Lorem ipsum dolor sit amet, consectetur adipisicing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua.

You need to enter the description of your reply to the original post. The original post or reply will be displayed inside a grey box. You can delete some of the text inside the box so that you can make it clear which part of the original message you are responding to.

Once you are satisfied with your submission you should click the “Post Reply” hyperlink to add the new response to the thread. If you would like to subscribe to the thread (and thereby get notified when someone replies), make sure to check the “Subscribe to this thread” box before submitting.

### 5.4.3. Editing a Thread/Reply

When you click on the “Edit” hyperlink it will display the following dialog:



This page lets you edit a specific thread or reply in the forum. You can edit the subject and body of the message. Once you are satisfied with your changes, click the [Save] button to commit the changes.

## 6. Help Desk

The KronoDesk™ help desk ticket management system provides the final level of customer support. When a customer cannot readily find the solution through either the knowledge base or support forums, they can submit a help desk ticket through KronoDesk's help desk submission system. The system allows them to quickly and easily enter the description of the problem, attach any relevant documents or screenshots, categorize the issue and then submit it for resolution by the support agents.

### 6.1. Ticket List

When you click on the Help Desk option in the global navigation, you will be taken to the main help desk page:

The screenshot shows the KronoDesk help desk interface. On the left, there is a sidebar with 'New Ticket' and 'Display Options' sections. The 'Display Options' section includes links for 'My Assigned Tickets', 'Unassigned Tickets', 'My Opened Tickets', 'My Closed Tickets', 'All Open Tickets', 'All Closed Tickets', and 'All Tickets'. Below this is an 'Operations' section with links for 'Assign Tickets to Me', 'Assign Tickets to User', and 'Unassign Tickets'. The main area displays a table of tickets with the following columns: ID, Name, Opener, Product, Priority, Assignee, Created Date, and Status. The table shows 15 tickets out of 21. The tickets are color-coded by priority: 1-Critical (red), 2-High (orange), 3-Medium (yellow), and 4-Low (light green). The table also includes a 'Show 15 rows per page' option at the bottom.

ID	Name	Opener	Product	Priority	Assignee	Created Date	Status
TK4	Not able to add new author	Bernard P Tyler	Library Catalog System	2 - High	Donna W Harkness	17-Dec-2011	Open
TK13	Validation on the edit book page	Rose T Smith	Library Catalog System	4 - Low	Jack Van Stanten	6-Dec-2011	Assigned
TK2	Book title is always marked as 'deactivated'.	Rory Jones	Library Catalog System	2 - High	Donna W Harkness	18-Jan-2012	Open
TK20	User expectations from old client app	Bernard P Tyler	Book Inventory System	3 - Medium	Donna W Harkness	24-Nov-2011	Waiting on Development
TK19	Cannot log into the application	Martha Noble	Library Catalog System	3 - Medium	Donna W Harkness	14-Dec-2011	Waiting on Development
TK1	Author cannot be updated after set.	Rose T Smith	Library Catalog System	1 - Critical	Jack Van Stanten	1-Oct-2011	Assigned
TK17	Session handling	Rose T Smith	Library Catalog System	3 - Medium	Donna W Harkness	15-Sep-2011	Waiting on Customer
TK6	Database not backing up correctly	Rory Jones	Book Inventory System	2 - High	Donna W Harkness	16-Aug-2011	Assigned
TK15	The tables get cutoff on low-res modes	Martha Noble	Library Web Portal	2 - High	Jack Van Stanten	27-May-2011	Waiting on Customer
TK9	Cannot add a new book to the system	Rose T Smith	Library Web Portal	2 - High	Donna W Harkness	5-Apr-2011	Assigned
TK16	Permissions not updating when changed	Bernard P Tyler	Library Catalog System	2 - High	Donna W Harkness	12-May-2011	Waiting on Customer
TK18	The homepage hangs whilst loading	Rory Jones	Library Catalog System	3 - Medium	Donna W Harkness	2-Apr-2011	Waiting on Development
TK12	Doesn't let me add a new category	Bernard P Tyler	Library Web Portal	2 - High	Donna W Harkness	28-Oct-2010	Open
TK3	Cannot log into the application	Martha Noble	Library Catalog System	3 - Medium	Jack Van Stanten	12-Apr-2010	Open
TK5	Clicking on link throws fatal error	Rose T Smith	Book Inventory System	1 - Critical	Jack Van Stanten	25-Jan-2010	Open

This page displays on the left-hand side a list of display options for viewing the help desk. The available option will depend on your role in the system. In general customers can only see their submitted tickets whereas customer support agents can see all the tickets in the system.

The following display options are available:

- **My Assigned Tickets** – This displays a list of all the open tickets assigned to the current user.
- **Unassigned Tickets** - This displays a list of all the open tickets that are not assigned to any support agents.
- **My Opened Tickets** - This displays a list of all the open tickets that were opened by the current user.
- **My Closed Tickets** - This displays a list of all the closed tickets that were opened by the current user.
- **All Open Tickets** – This displays a list of all the open tickets regardless of who opened them or who they are assigned to.
- **All Closed Tickets** - This displays a list of all the closed tickets regardless of who opened them or who they are assigned to.

- **All Tickets** - This displays a list of all the tickets regardless of their status, who opened them or who they are assigned to.

In addition, there is an Operations pane that is displayed for support agents and lets you perform the following tasks:

- **Assign Tickets to Me** – If you select ticket(s) in the main grid and then click this option, it will assign the selected tickets to your user.
- **Assign Tickets to User** – If you select ticket(s) in the main grid and then click this option, it will allow you to assign the selected tickets to a specific customer agent.
- **Unassign Tickets** – If you select ticket(s) in the main grid and then click this option, it will return the ticket to the unassigned list.

### 6.1.1. Filtering and Sorting

The main ticket grid allows you to filter and sort the ticket list by any of the displayed columns. You sort the column by simply clicking on the arrow in the header row. To filter a column you simply choose a value or enter search text in the appropriate control in the second row of the grid (the one with the grey background) and then click “Apply Filter” to apply the filter:

✓	ID ▲▼	Name ▲▼	Opener ▲▼	Product ▲▼	Priority ▲▼	Assignee ▲▼	Created Date ▲▼	Status ▲▼	T
<input type="checkbox"/>	TK1	Author cannot be updated after set.	Rose T Smith	Library Catalog System	1 - Critical	Jack Van Stanten	1-Oct-2011	Assigned	Se
<input type="checkbox"/>	TK2	Book title is always marked as 'deactivated'.	Rory Jones	Library Catalog System	2 - High		18-Jan-2012	Open	Se
<input type="checkbox"/>	TK4	Not able to add new author	Bernard P Tyler	Library Catalog System	2 - High	Donna W Harkness	17-Dec-2011	Open	Se
<input type="checkbox"/>	TK3	Cannot log into the application	Martha Noble	Library Catalog System	3 - Medium	Jack Van Stanten	12-Apr-2010	Open	Se
<input type="checkbox"/>	TK13	Validation on the edit book page	Rose T Smith	Library Catalog System	4 - Low	Jack Van Stanten	6-Dec-2011	Assigned	Se

If you want to undo the filter, simply click the “Clear Filter” hyperlink and the complete list of tickets will be displayed.

### 6.1.2. Context Menu

KronoDesk™ provides a handy shortcut for performing frequent operations on the ticket list. Simply hover the mouse over the ticket grid and click the right mouse button. This brings up the context menu:



You can use this to perform the following operations:

- **Assign Tickets to Me** – If you select ticket(s) in the main grid and then click this option, it will assign the selected tickets to your user.
- **Assign Tickets to User** – If you select ticket(s) in the main grid and then click this option, it will allow you to assign the selected tickets to a specific customer agent.

- **Unassign Tickets** – If you select ticket(s) in the main grid and then click this option, it will return the ticket to the unassigned list.

## 6.2. Create New Ticket

If you click on the hyperlink to “Create New Ticket”, the system will display the new help desk ticket entry page:

The screenshot shows a web application interface for creating a new ticket. On the left is a 'Ticket List' sidebar with a 'Display: Current Filter' dropdown and a list of tickets. The main area is titled 'New Ticket' and contains a form. At the top of the form is a text area for the ticket name and description, with a rich text editor toolbar. Below this is the 'Ticket Fields' section, which includes dropdown menus for 'Product\*' (set to 'Library Catalog System'), 'Type' (set to 'Sales'), 'Resolution', 'Priority', 'Operating System\*', and 'Browsers Affected\*'. There is also a text field for 'Other Information'. Below the fields is another 'Notes' text area with a rich text editor toolbar. At the bottom of the form are checkboxes for 'Hosted System?' and 'Target Date', a text field for 'Response Time (mins)', and a text field for 'Phone Extension' (set to '1000'). A 'Cancel' button and a 'Submit' button are located at the very bottom of the form.

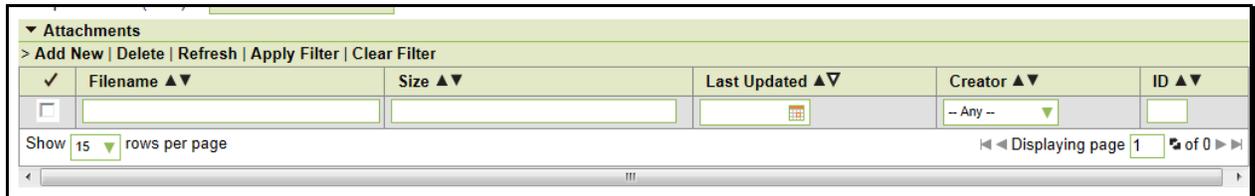
This page displays the following information:

- **Ticket List** – The navigation pane consists of a link that will take you back to the ticket list, as well as a list of the other tickets in the same results list as the current one. This is useful as a navigation shortcut; you can quickly open related tickets by clicking on the navigation links without having to first return to the ticket list page. The navigation list can be switched to display all the tickets in the list, just those that match the current filter, those that are assigned to you, and those that were opened by you.
- **Ticket Name/Description** – This section of the page allows you to enter the name and long description of your support issue. The long description allows formatted text and can include lists, tables and hyperlinks.
- **Ticket Fields** – This section displays all the fields that need to be filled out when submitting the ticket. The fields that are required are displayed in **bold type** with an asterisk(\*) next to the field name. When you change the product name field that may change the workflow associated with the ticket. If that happens, you will see some of the fields change. This is normal and allows the administrator to tailor the fields required to the type of product (e.g. a web application may need you to enter the browser type, whereas a mobile application would need to know the cellphone network)

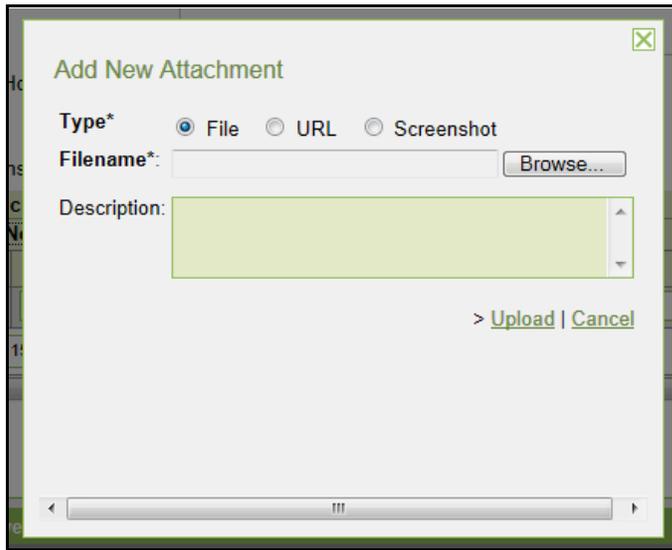
- **Attachments** – This section is described in more detail below in section 6.2.1.

### 6.2.1. Adding a Document Attachment

When you first click on the Attachments panel, it will display an empty list (since there will no documents attached to a new ticket). As you add documents, web links and screenshots, they will appear in this grid. You can remove any items by selecting the checkbox and clicking Delete. You can also filter and sort the attachments grid by entering a value into one of the filter controls or clicking on the sort direction arrow.



To add a new document attachment to the ticket, click on the “Add New” hyperlink and the following dialog will be displayed:

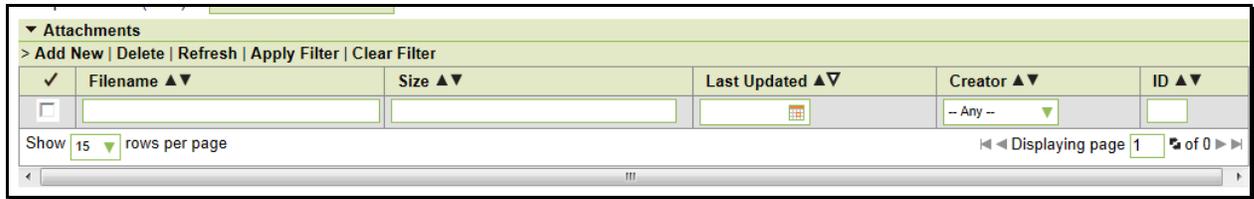


To upload a document, simply click on the [Browse] button, locate the file on your local computer, enter the optional description (that will be displayed alongside the attachment) and click “Upload”. The document will be uploaded from your local computer into KronoDesk, and will appear in the attachment list.

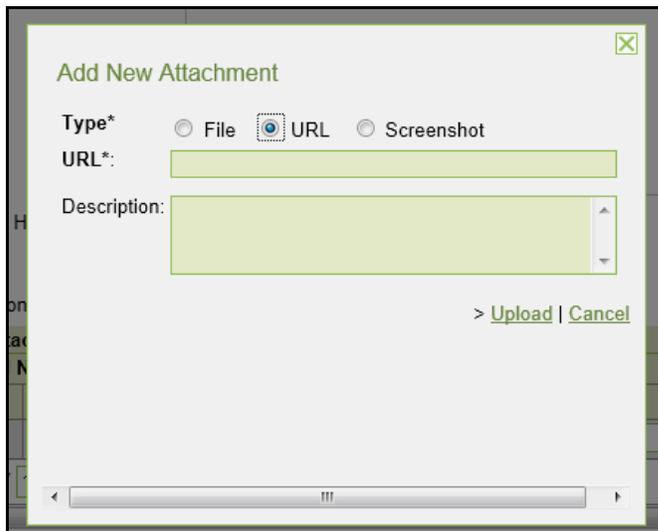
*Note: The system uses file extensions to identity the type of file, so if your local operating system doesn't use file extensions, you may want to rename the file before uploading (e.g. changing MyDocument to MyDocument.pdf to identity it as an Acrobat document).*

### 6.2.2. Adding a URL Attachment

When you first click on the Attachments panel, it will display an empty list (since there will no documents attached to a new ticket). As you add documents, web links and screenshots, they will appear in this grid. You can remove any items by selecting the checkbox and clicking Delete. You can also filter and sort the attachments grid by entering a value into one of the filter controls or clicking on the sort direction arrow.



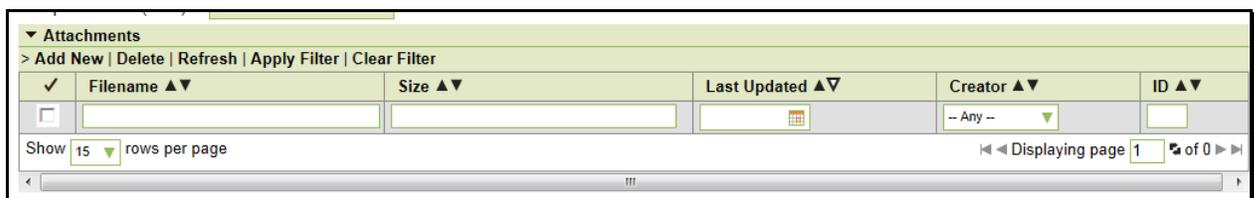
To add a new URL attachment to the ticket, click on the “Add New” hyperlink and when the ‘Add New Attachment’ dialog is displayed, click on the radio button to switch it to “URL”:



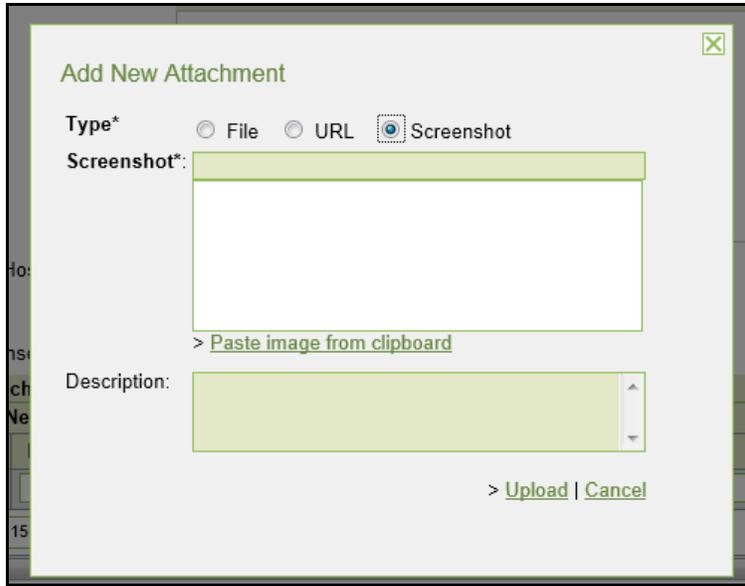
To add a URL web link, simply enter the full URL in the top text box, together with an optional description (that will be displayed alongside the attachment), then click “Upload”. The URL web link will be added to the attachment list for the ticket.

### 6.2.3. Adding a Screenshot Attachment

When you first click on the Attachments panel, it will display an empty list (since there will no documents attached to a new ticket). As you add documents, web links and screenshots, they will appear in this grid. You can remove any items by selecting the checkbox and clicking Delete. You can also filter and sort the attachments grid by entering a value into one of the filter controls or clicking on the sort direction arrow.



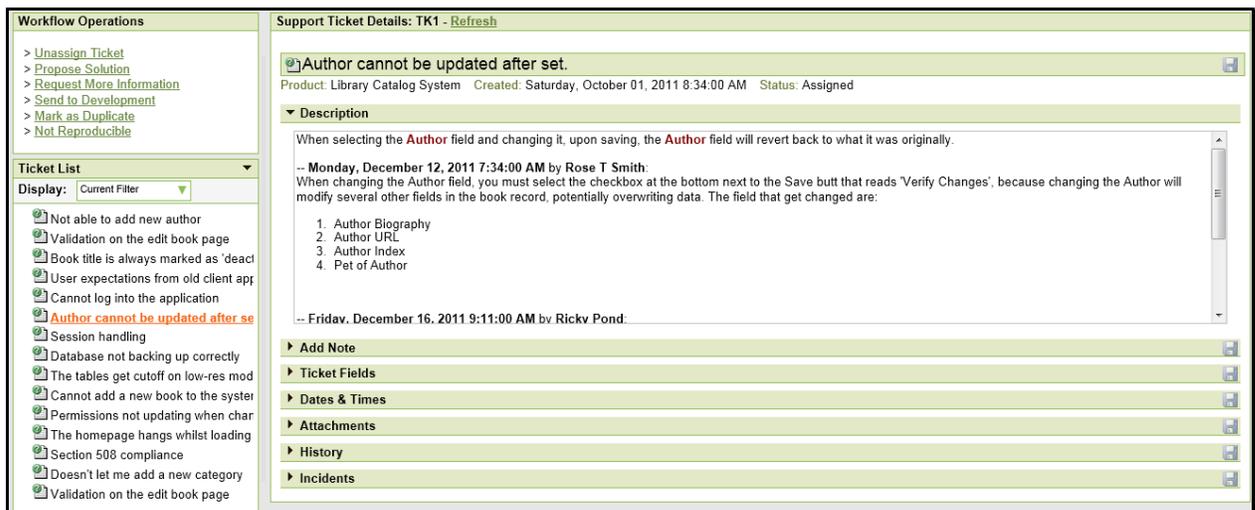
To add a new Screenshot attachment to the ticket, click on the “Add New” hyperlink and when the ‘Add New Attachment’ dialog is displayed, click on the radio button to switch it to “Screenshot”:



To upload a screenshot, first copy the image to your computer's clipboard (e.g. on Windows computers, the PRINT SCREEN button captures the current page and adds to the clipboard). Once the image is in the clipboard, click on the "Paste image from clipboard" hyperlink and the item will appear in the preview window. You can then fill in the optional description field, and click "Upload" to attach the image to the ticket.

### 6.3. Ticket Details

If you click on the hyperlink for a specific ticket in either the main ticket list page, one of the user dashboards, or the navigation sidebar, you will be taken to the details page for the specific ticket:



This page is made up of three areas; the left pane is the navigation window where you can quickly jump to other tickets as well as execute workflow transitions (see below), the upper part of the right pane contains the ticket name and description, and the bottom part of the right pane displays panels that contain information associated with the ticket:

- **Add Note** – This panel lets you add a new comment/note to the ticket.
- **Ticket Fields** – This panel displays the various ticket attributes that can be set

- **Dates & Times** – This panel displays key dates related to the ticket (e.g. when it was opened, when it was last updated, and when it was closed)
- **Attachments** – This panel lets you view the existing documents, links and screenshots attached to the ticket as well as add additional items
- **History** – This panel shows you the change history for the ticket.
- **Incidents** – If you have the integration with SpiraTeam® enabled, this panel will display a list of product incidents (defects, bugs, change requests, etc.) related to the current ticket.

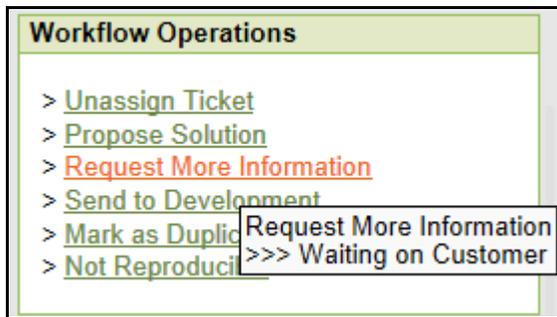
Each of these panels is described in more detail below.

The navigation pane consists of a link that will take you back to the ticket list, as well as a list of the peer tickets to the one selected. This latter list is useful as a navigation shortcut; you can quickly view the peer tickets by clicking on the navigation links without having to first return to the ticket list page. The navigation list can be switched between four different modes:

- The list of tickets matching the current filter
- The list of all tickets, irrespective of the current filter
- The list of tickets assigned to the current user
- The list of tickets opened by the current user

When editing an existing ticket, the fields that are available and the fields that are required will depend on your stage in the ticket workflow. For example an open ticket might not require an “Assignee” whereas an assigned ticket typically would. The types of change allowed and the email notifications that are sent will depend on how the system administrator has configured the workflow. Administrators should refer to the *KronoDesk Administration Guide* for details on configuring the ticket workflows to meet their needs.

Depending on the user’s role and whether they are listed as the opener or assignee of the ticket, displayed in the left hand side of the page, above the navigation list is a set of allowed workflow operations:



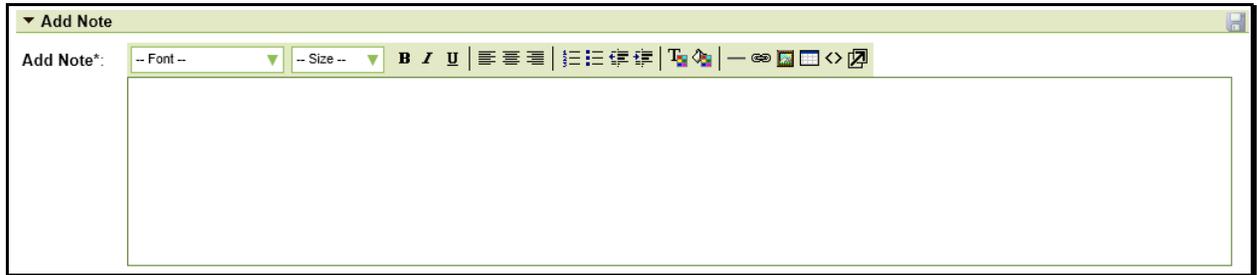
These workflow transitions allow the user to move the ticket from one status to another. For example in the default workflow, when the ticket is in the Assigned status, you will be given the options to:

- **Unassign Ticket** – changes status to “Open”
- **Propose Solution** – changes the status to “Waiting on Customer”
- **Request More Information** - changes the status to “Waiting on Customer”
- **Send to Development** - changes the status to “Waiting on Development”
- **Mark as Duplicate** - changes the status to “Duplicate”
- **Not Reproducible** - changes the status to “Non-Issue”

After changing the status of the ticket by clicking on the workflow link, you can then fill in the additional fields that are now enabled and/or required. Once you've made the changes to the appropriate ticket fields, you can either click one of the save icons to commit the changes or "Refresh" to discard the changes and reload the ticket from the database.

### 6.3.1. Add Note

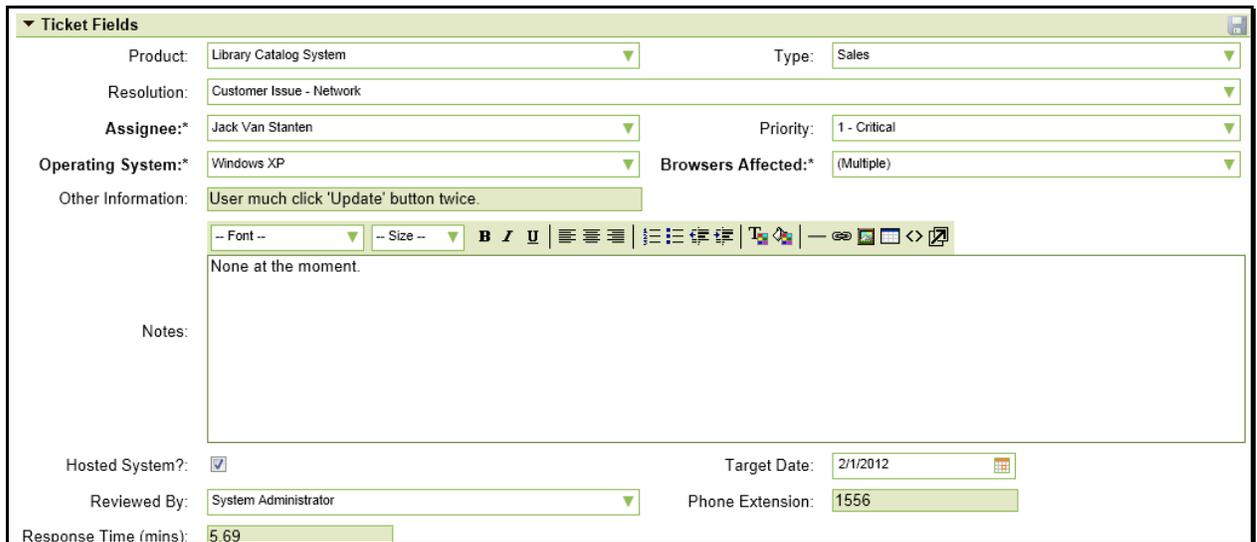
This panel allows you to add a new comment/note to the help desk ticket:



You need to enter the note text in the rich-text box and click the [Save] icon to add the note to the ticket.

### 6.3.2. Ticket Fields

This panel displays all the fields associated with the help desk ticket:



The list of fields will include both standard fields that are part of the system and any custom fields defined by the administrator of the system. Depending on the product selected and the status of the ticket, different fields may be visible, enabled and/or required. Required fields are indicated in **bold type** with an asterisk (\*) next to their name.

### 6.3.3. Dates & Times

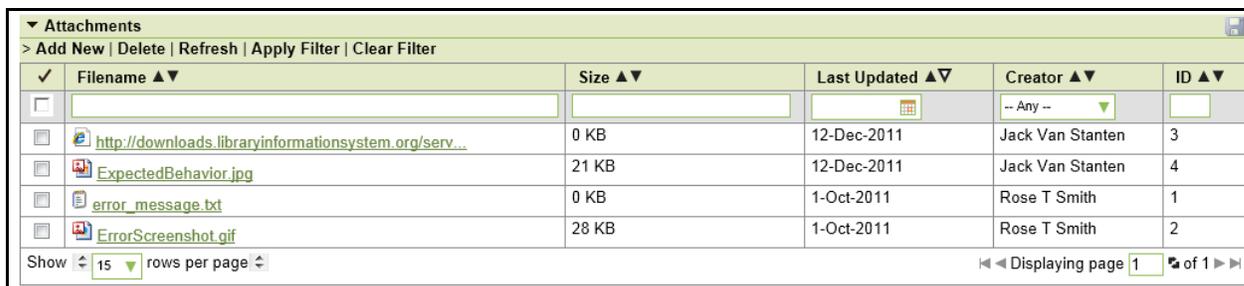
This panel displays the key dates associated with the ticket.



Currently it shows the date that the ticket was opened and last updated.

### 6.3.4. Attachments

This panel displays the list of documents, screenshots or web-links (URLs) that have been “attached” to the help desk ticket. The documents can be in any format, though KronoDesk™ will only display the icon for certain known types:



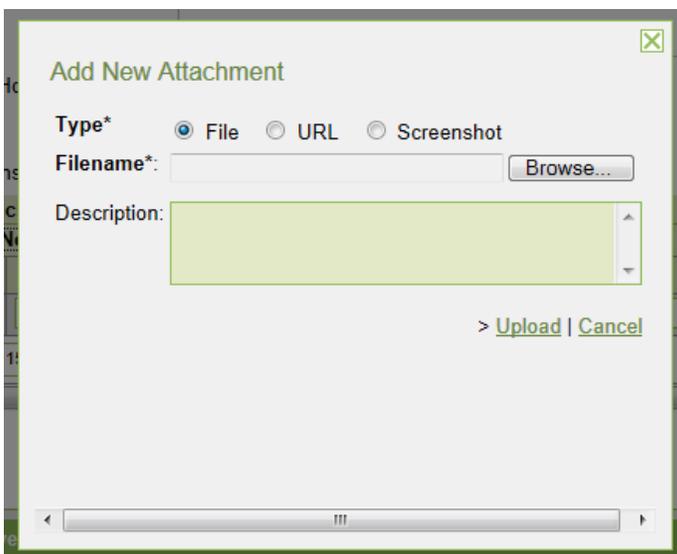
✓	Filename ▲▼	Size ▲▼	Last Updated ▲▼	Creator ▲▼	ID ▲▼
<input type="checkbox"/>				-- Any --	
<input type="checkbox"/>	<a href="http://downloads.libraryinformationssystem.org/serv...">http://downloads.libraryinformationssystem.org/serv...</a>	0 KB	12-Dec-2011	Jack Van Stanten	3
<input type="checkbox"/>	<a href="#">ExpectedBehavior.jpg</a>	21 KB	12-Dec-2011	Jack Van Stanten	4
<input type="checkbox"/>	<a href="#">error_message.txt</a>	0 KB	1-Oct-2011	Rose T Smith	1
<input type="checkbox"/>	<a href="#">ErrorScreenshot.gif</a>	28 KB	1-Oct-2011	Rose T Smith	2

Show 15 rows per page | Displaying page 1 of 1

The attachment list includes the filename/URL that was originally uploaded together with the file-size (in KB), name of the person who attached it and the date uploaded. In addition, if you position the pointer over the filename and hold it there for a few seconds, a detailed description is displayed as a tooltip.

To actually view the document, simply click on the filename hyperlink and a new web browser window will open. Depending on the type of file, this window will either display the document / web-page or prompt you for a place to save it on your local computer. To remove an existing attachment from a ticket, simply click the [Delete] button and the attachment will be removed from the list. Using the standard filter/sort options you can also sort and filter the list of attachments to make it more manageable.

To attach a new document to the ticket, you need to first click the “Add New” link to display the new attachment dialog box:



**Add New Attachment**

Type\*  File  URL  Screenshot

Filename\*:

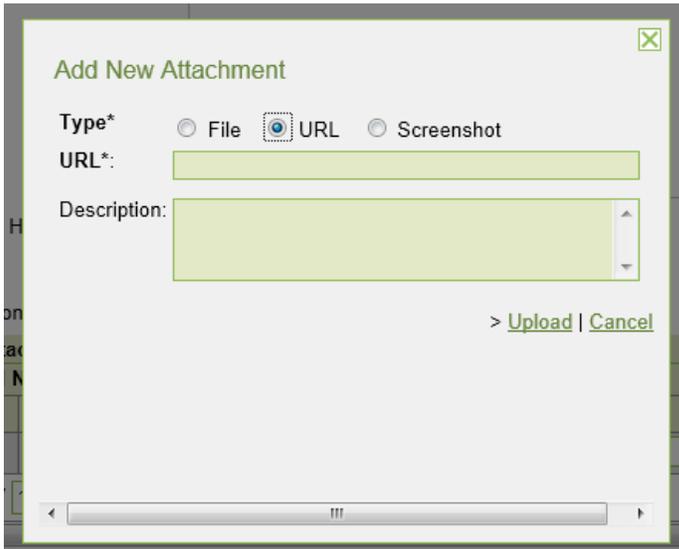
Description:

> [Upload](#) | [Cancel](#)

To upload a document, simply click on the [Browse] button, locate the file on your local computer, enter the optional description (that will be displayed alongside the attachment) and click “Upload”. The document will be uploaded from your local computer into KronoDesk, and will appear in the attachment list.

*Note: The system uses file extensions to identify the type of file, so if your local operating system doesn't use file extensions, you may want to rename the file before uploading (e.g. changing MyDocument to MyDocument.pdf to identify it as an Acrobat document).*

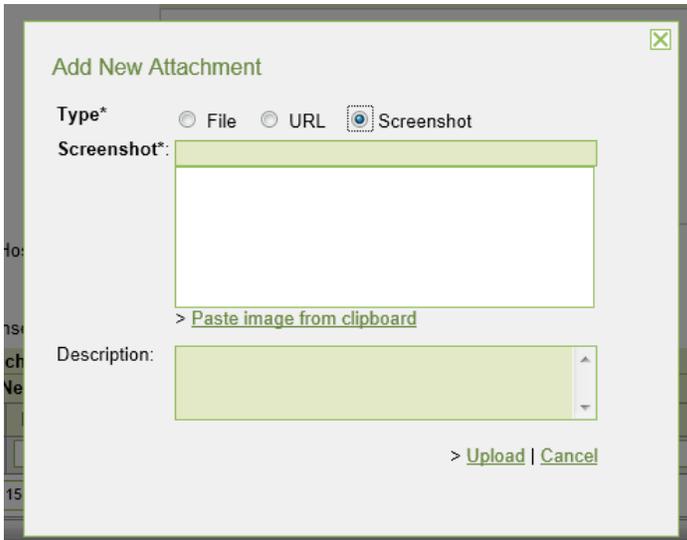
To add a new URL attachment to the ticket, click on the “Add New” hyperlink and when the ‘Add New Attachment’ dialog is displayed, click on the radio button to switch it to “URL”:



The screenshot shows a dialog box titled "Add New Attachment" with a close button (X) in the top right corner. Under the "Type\*" label, there are three radio buttons: "File", "URL" (which is selected), and "Screenshot". Below this, there is a text input field labeled "URL\*" and a larger text area labeled "Description:". At the bottom right of the dialog, there are two buttons: "> Upload" and "Cancel".

To add a URL web link, simply enter the full URL in the top text box, together with an optional description (that will be displayed alongside the attachment), then click “Upload”. The URL web link will be added to the attachment list for the ticket.

To add a new Screenshot attachment to the ticket, click on the “Add New” hyperlink and when the ‘Add New Attachment’ dialog is displayed, click on the radio button to switch it to “Screenshot”:



The screenshot shows the same "Add New Attachment" dialog box, but now the "Screenshot" radio button is selected. The "URL\*" field is replaced by a "Screenshot\*" field. Below this field is a hyperlink that says "> Paste image from clipboard". The "Description:" field remains below that. The "Upload" and "Cancel" buttons are still at the bottom right.

To upload a screenshot, first copy the image to your computer’s clipboard (e.g. on Windows computers, the PRINT SCREEN button captures the current page and adds to the clipboard). Once the image is in the clipboard, click on the “Paste image from clipboard” hyperlink and the item will appear in the preview window. You can then fill in the optional description field, and click “Upload” to attach the image to the ticket.

### 6.3.5. History

This panel displays the list of changes that have been performed on the help desk ticket artifact since its creation. An example ticket change history is depicted below:

▼ History						
<a href="#">Refresh</a>   <a href="#">Apply Filter</a>   <a href="#">Clear Filter</a>						
Change # ▲▼	Change Date ▲▼	Action ▲▼	Changed By ▲▼	Field Name ▲▼	Old Value ▲▼	New Value ▲▼
2	5-Jun-2012	Modified	Ricky Pond	Status	Assigned	Waiting on Customer
1	5-Jun-2012	Created	Ricky Pond	Ticket Note		Can you try restarting the IIS application pool...

Show 15 rows per page      Displaying page 1 of 1

The change history displays the date that each change was made, together with the fields that were changed, the old and new values and the person who made the change. This allows a complete audit trail to be maintained of all changes in the system.

### 6.3.6. Incidents

The incidents panel displays a list of SpiraTeam® incidents that are linked to the current help desk ticket. If you see the following message, it means that your user profile in KronoDesk has not been linked to an equivalent SpiraTeam user profile. To fix the issue, click on the “user profile” link and enter your SpiraTeam RSS Token into your KronoDesk user profile. This is described in more detail in section 7.1

▼ Incidents

You do not have a Spira API Key set on your [user profile](#), please update your profile so that you can view the Spira incidents that are related to this ticket.

Once your KronoDesk user is linked to a corresponding SpiraTeam user, you will see a list of SpiraTeam incidents that were generated from the current ticket:

▼ Incidents								
<a href="#">Add New Incident</a>   <a href="#">Refresh</a>								
ID	Name	Type	Status	Priority	Severity	Owner	Last Updated	Opener
IN2	<a href="#">Not able to add new author</a>	Incident	Assigned	2 - High	null	Joe P Smith	Sat Nov 1 2003	Joe P Smith
IN9	<a href="#">Editing the date on an author is clunky</a>	Bug	Assigned	3 - Medium	1 - Critical	Joe P Smith	Tue Nov 4 2003	Joe P Smith
IN21	<a href="#">Ability to associate multiple authors</a>	Enhancement	Assigned	1 - Critical	1 - Critical	Fred Bloggs	Mon Nov 17 2003	Fred Bloggs
IN28	<a href="#">Ability to delete multiple authors</a>	Enhancement	Closed	4 - Low	1 - Critical	Fred Bloggs	Tue Nov 25 2003	Fred Bloggs
IN20	<a href="#">...</a>	Enhancement	Duplicate	1 - Critical	2 - High	null	Tue Nov 25 2003	Fred Bloggs

Each incident is displayed together with its incident ID, name, type, status, priority, severity, owner, last update date and the name of the person who opened. Clicking on the incident hyperlink will open up the incident in SpiraTeam in a new window.

This allows support agents to view the status of the incidents use it to determine when the ticket can be resolved because the underlying product issue has been resolved.

To log a new incident in SpiraTeam based on the current help desk ticket, you need to click on the “Add New Incident” hyperlink, which will open up the following dialog:

**Add New Incident**

Project\*: Library Information System

Name\*: Author cannot be updated after set.

Description\*:
   
-- Font -- -- Size -- **B I U**
  
When selecting the **Author** field and changing it, upon saving, the **Author** field will revert back to what it was originally.
   
-- Monday, December 12, 2011 7:34:00 AM by Rose T Smith:
   
When changing the Author field, you must select the checkbox at the bottom next to the Save butt that reads 'Verify Changes', because changing the Author will modify several other fields in the book record, potentially overwriting data. The field that get changed are:

Type\*: Bug Priority: -- None --

Release\*: -- None -- Owner: -- None --

Notes:

Operating System: -- None --

> Upload | Cancel

This dialog lets you add a new incident to the linked instance of SpiraTeam. You need to first choose the SpiraTeam project from the dropdown list at the top. The system will prepopulate the name and description of the incident with the ticket name and description. You can edit this text or clear it completely and enter in custom content.

You then need to choose the incident type, priority, detected release and owner followed by values for any of the defined custom properties. Once you are satisfied, click "Upload" to add the new incident to SpiraTeam. Once the incident has been added, it will appear in the KronoDesk incident list.

## 7. User Profile

To update your user's profile, view your list of posted threads/replies or change your password, simply click on your username in the top-right of the application header. The system will then display the user profile home page:

The screenshot shows the 'User Profile' page for a user named Ricky Pond. The page is divided into several sections:

- User Profile:** Displays the user's name (Ricky Pond), login (rickypond), email address (postmaster@inflectra.com), member since date (Thursday, December 31, 2009), roles (Manager), and Spira Api Key (7743A185-0FA0-4FB9-B558-D159C248DEFF). There are links for 'Edit Profile' and 'Change Password'.
- My Threads:** A table with columns for Thread, Replies, and Views.
- My Replies:** A table with columns for Thread, Replies, and Views. It lists four threads with their respective replies and views.
- My Links:** A sidebar with links for 'Account Home', 'Edit Profile', and 'Change Password'.

Thread	Replies	Views
What is my initial login and password for accessing the system? Rory Jones Thursday, July 01, 2010 Last Reply Rose T Smith Friday, July 30, 2010	4	200
How do I backup and maintain the web portal system? Martha Noble Monday, July 19, 2010 Last Reply Rose T Smith Thursday, July 22, 2010	4	8
What is my initial login and password for accessing the system? Rory Jones Saturday, July 17, 2010 Last Reply Rose T Smith Monday, July 19, 2010	4	200
When I access the system I get an HTTP 500 error, any ideas? Henry J Cooper Friday, June 25, 2010 Last Reply Rose T Smith Wednesday, June 30, 2010	4	4

This page will display your user's name, login, email address, date of registration, linked SpiraTeam RSS Token (also known as the API Key) and a list of the roles that your user belongs to.

Underneath this section the system will display a list of forum threads and thread replies that you have posted. You click on the hyperlinks to either edit your profile or change your password.

### 7.1. Edit Profile

If you click on the "Edit Profile" hyperlink, it will bring up the following dialog:

The 'Edit User Profile' dialog is a form for updating user information. It includes the following fields and options:

- Account Information:** A section header for the form.
- Login\*:** rickypond
- Email Address\*:** postmaster@inflectra.com
- First Name\*:** Ricky
- Last Name\*:** Pond
- Middle Initial:** (empty)
- RSS Token\*:** {CC6F494D-CE6A-4B22-A1EC-F7A6A5395900} with a link to 'Generate New Token'.
- Password:** (empty)
- Question:** What is 1+1?
- Answer:** (empty)
- Instructions:** 'Leave the Password Answer field empty if you do not want to change it. You need to specify the current password if you want to change the password question/answer.'
- Spira Api Key:** {7743A185-0FA0-4FB9-B558-D159C248DEFF} with a 'Test' button.
- Instructions:** 'A valid RSS Token used to access your instance of Spira. Each Spira user has an RSS token configured in his/her profile.'
- Buttons:** 'Update User' and 'Cancel'.

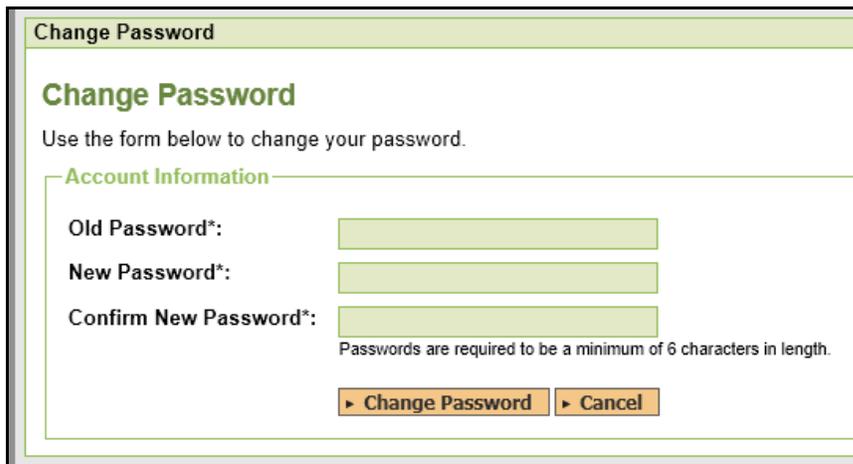
You can update the following fields on this page:

- **Login** – the username that you'd like to use in the system. This has to be unique.
- **Email Address** – a valid email address that notifications will be sent to.
- **First Name** – your first name
- **Last Name** – your last name
- **Middle Initial** – your middle initial (if applicable)
- **RSS Token** – used to allow you view secure KronoDesk RSS newsfeeds from outside the system
- **Password** – enter your current password if you plan on changing the password question/answer. If you don't need to change the password question/answer, you can leave this blank.
- **Password Question/Answer** – enter a question that only you will know the answer to, together with the matching answer to that question.
- **Spira Api Key** – you need to enter the SpiraTeam RSS token for your user so that your user can view SpiraTeam incidents linked to a specific KronoDesk help desk ticket.

Once you are satisfied with the changes, you can click [Update User] to commit the changes.

## 7.2. Change Password

If you click on the "Change Password" link you can update your password



The screenshot shows a web form titled "Change Password". The form has a header "Change Password" and a sub-header "Change Password". Below the sub-header is the instruction "Use the form below to change your password." The form is divided into a section titled "Account Information" which contains three input fields: "Old Password\*", "New Password\*", and "Confirm New Password\*". Below these fields is a note: "Passwords are required to be a minimum of 6 characters in length." At the bottom of the form are two buttons: "Change Password" and "Cancel".

You need to enter the old password and the new password twice. Assuming that the old password matches your current password and that the two instances of the new password match, the system will change your password.

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