

eGate User Manual
Fawaz Alhokair Group 2015

ITeS - Service Request

How to login to use IT – Electronic Service Ticket?

How to connect from anywhere anytime, like mobile or tenant site?

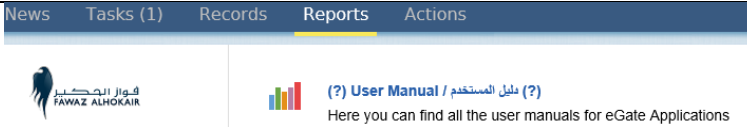
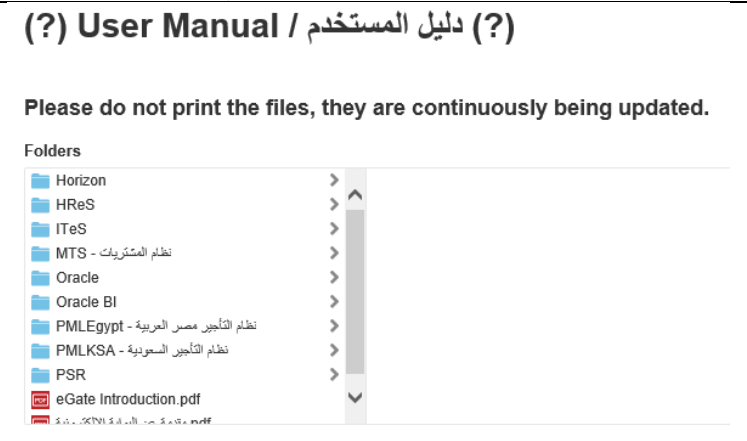
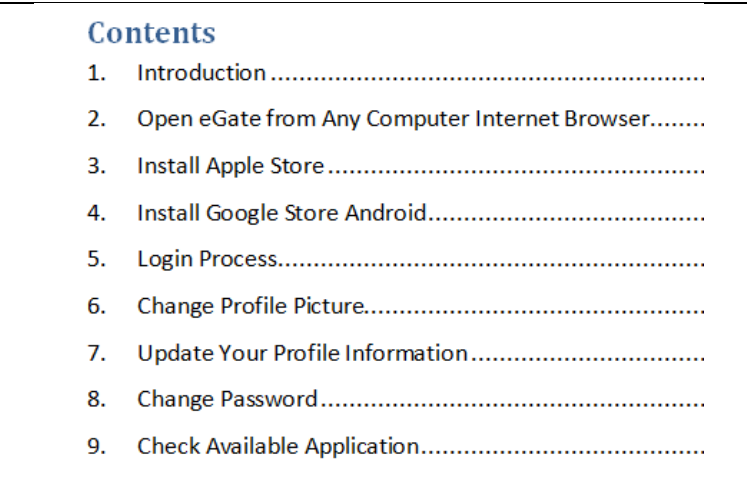
It takes literally 2 minute for someone with an iPhone or Android phone to create or find Service request Tickets?





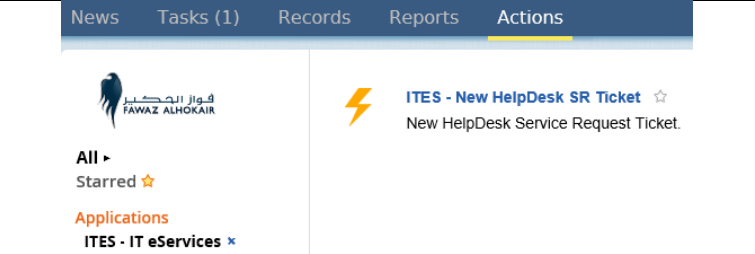
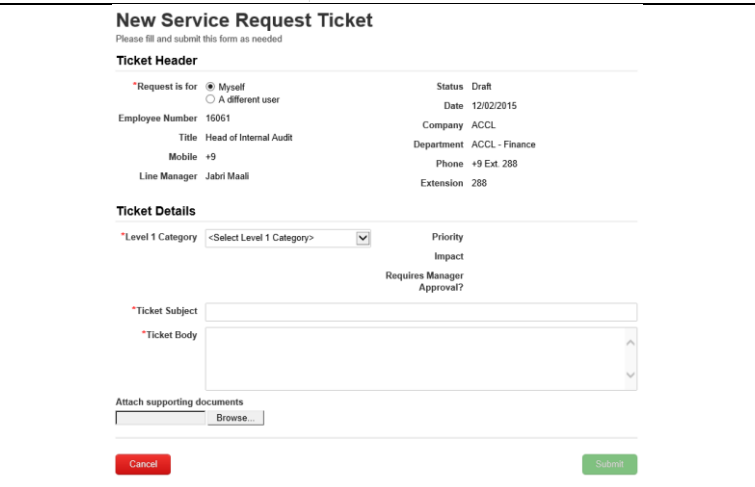
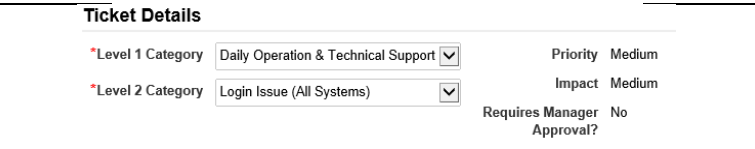
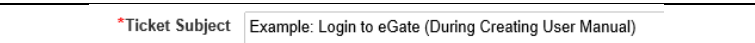
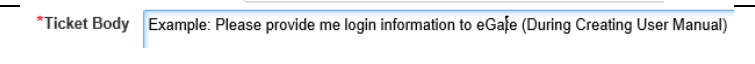
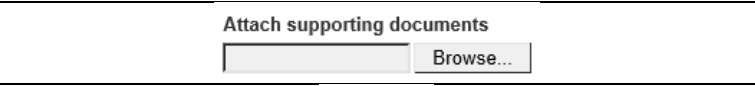

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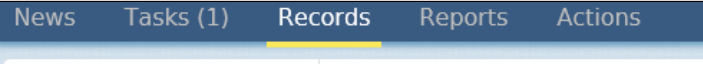
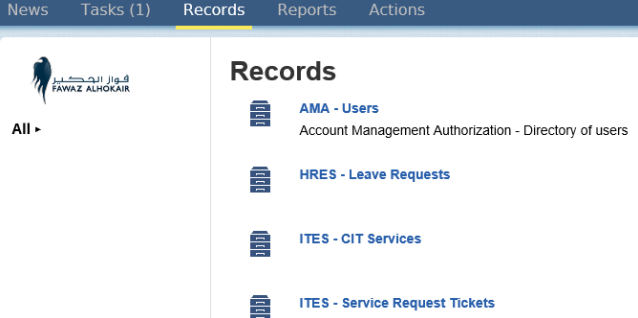
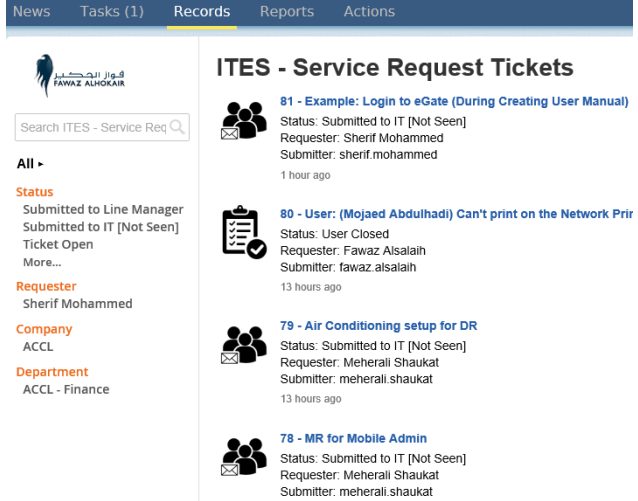
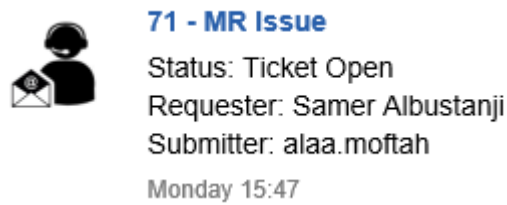
1. Introduction on Fawaz Alhokair eGate System

Step		
1	Open the user manual from the <ol style="list-style-type: none"> 1. Login to eGate 2. Click Report 3. Click 	
2	Read eGate introduction.pdf	
3	Objectives: <ol style="list-style-type: none"> 1. Access eGate from Anywhere 2. Download Mobile Apps 3. Login Process 4. Change Profile Pictures 5. Change Password 6. Check Available Applications 7. Follow others & See who Follows you 8. Write your first post 	

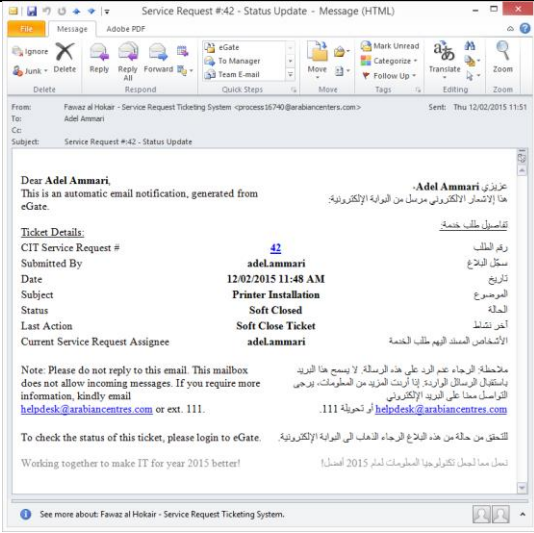
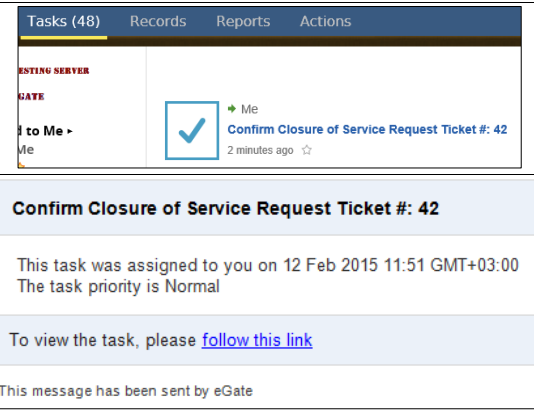
2. Enter Your First Service Request

Step	Description	Screenshots
1	Go to Action	
2	On Left Menu Click IT eServices	
3	Once you click the ITeS, The application list action reduce and one or more option will be visible depend on your security profile. Choose ITeS – Create New Service Request	
4	A simple form open, please note: <ol style="list-style-type: none"> If the ticket request for yourself then leave the default chose as is. If the request for other employee, then choose a different user and enter his name In term of the employee information in the ticket header, there is some information can be controlled by you in the user profile, and some other information, you need to contact IT Team to help you modify it. <p>To generate ticket, continue to step 5</p>	
5	Choose the Service Categories , if you cannot find suitable categories kindly inform IT. NOTE: the priority, Impact, Line Manager approval is set automatically by CIO.	
6	Enter Subject	
7	Type the Subject Note: Limited to 4,000 Character	
8	Click attach file, screenshot etc (if applicable) using the browse (optional)	
9	Click Submit to System	
10	Email Confirmation is MUST to ensure the ticket is registered.	
11	Finish	Done

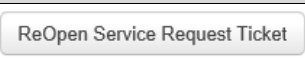
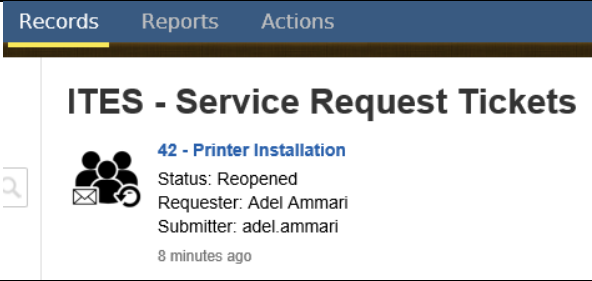
3. To View Your Service Request

Step	Description	Screenshots
1	Go to Records	
2	Click ITeS – Service Request Ticket	
3	All tickets will appear	
4	You have many way to use the records now, as follow (Filters): <ol style="list-style-type: none"> 1. Type the ticket number to see ONLY specific ticket – Enter the Ticket Number and click search or... 2. All your tickets or.. 3. Your Company Tickets or.. 4. Your Department Ticket or.. <p>Note: More filters can be added on demand if required.</p>	
5	You can also search by ticket status using same filters such as: <ol style="list-style-type: none"> 1. Open / closed 2. 	<p>Status</p> <ul style="list-style-type: none"> Submitted to Line Manager Submitted to IT [Not Seen] Ticket Open Reassigned to a Different Person [Not Seen] Soft Closed Reopened Request a Meeting Converted to CR Converted to Problem User Closed Automatically Closed Rejected by Line Manager
6	If you need more details on any ticket simply open it by clicking ticket	Finish

4. Confirm Closure of Service Request

Step	Description	Screenshots
1	If CIT team soft closes your ticket , you will receive an email notification	
2	You will also receive a TASK	

5. Re-Open Service Request

Step	Description	Screenshots
1	If you are not happy with service provided or for whatever reason you believe the ticket should be re-open. Simply open the task and select re-Open.	
2	The ticket will be re-Open and automatic email will be sent to CIT to look into it	
3	Otherwise, if you wish to confirm closing it, press the confirm closure button.	