

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?

### ITeS – Service Request Application



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#### 1. Introduction on Fawaz Alhokair eGate System

Step		
1	Open the user manual from the  1. Login to eGate  2. Click Report  3. Click	News Tasks (1) Records Reports Actions  (?) User Manual / دليل المستقدم (?)  Here you can find all the user manuals for eGate Applications
2	Read eGate introduction.pdf	(?) User Manual / دليل المستخدم (?)  Please do not print the files, they are continuously being updated.  Folders  Horizon HReS ITES  MTS - نظام المُسْتَرِياتُ المُسْتَدِينَ المُسْتَرِياتُ المُسْتَرِياتُ المُسْتَدِينَ المُسْتَدِينَ المُسْتَدِينَ السَّعِينَةِ السَّ
3	Objectives:  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	Contents  1. Introduction



#### 2. Enter Your First Service Request

Step	Description	Screenshots
1	Go to Action	News Tasks (1) Records Reports Actions
2	On Left Menu Click IT eServices	هواز الحصير AII ► Starred ☆ Applications HRES - HR eServices (2) ITES - IT eServices (1) MTS: ظام مثانية المواد - Material
		Tracking System (MTS) (2) PML KSA - المقارات المسعودية (
3	Once you click the ITeS, The application list	3)  News Tasks (1) Records Reports <b>Actions</b>
3	action reduce and one or more option will be visable depend on your security profile.  Choose ITeS – Create New Service Request	ITES - New HelpDesk SR Ticket ☆ New HelpDesk Service Request Ticket.  All ► Starred ☆  Applications ITES - IT eservices ×
4	A simple form open, please note:	New Service Request Ticket Please fill and submit this form as needed
	<ol> <li>If the ticket request for yourself then leave the default chose as is.</li> <li>If the request for other employee, then choose a different user and enter his name</li> <li>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.</li> </ol>	Ticket Header  To Adflerent user  Adflerent user  Date 12/02/2015  Employee Number 16061  Employee Number 16061  Title Head of Internal Audit Mobile +9  Line Manager Jabri Maali  Extension 288  Ticket Details  Level 1 Category  Select Level 1 Category  Priority Impact Requires Manager Approval?  Ticket Subject  Ticket Body  Attach supporting documents Browse.
	To generate ticket, continue to step 5	Cancel
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.	*Level 1 Category Daily Operation & Technical Support Priority Medium  *Level 2 Category Login Issue (All Systems) Impact Medium  Requires Manager No Approval?
6	Enter Subject	*Ticket Subject Example: Login to eGate (During Creating User Manual)
7	Type the Subject Note: Limited to 4,000 Character	*Ticket Body Example: Please provide me login information to eGale (During Creating User Manual)
8	Click attach file, screenshot etc (if applicable) using the browse (optional)	Attach supporting documents  Browse
9	Click Submit to System	Submit
10	Email Confirmation is MUST to ensure the ticket is registered.	
11	Finish	Done

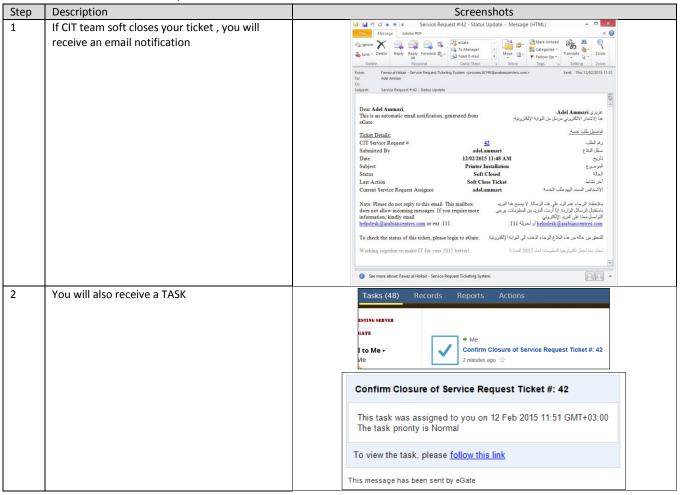


#### 3. To View Your Service Request

1	Description	Screenshots
-	Go to Records	News Tasks (1) Records Reports Actions
2	Click ITeS – Service Request Ticket	News Tasks (1) Records Reports Actions
		Records  AMA - Users  Account Management Authorization - Directory of users
		HRES - Leave Requests
		ITES - CIT Services
3	All tickets will appear	News Tasks (1) Records Reports Actions
3	All tickets will appear	ITES - Service Peguest Tickets
		Search ITES - Service Req All - Sample: Login to eGate (During Creating User Manual)  Status: Submitted to IT [Not Seen] Requester: Sherif Mohammed Submitter: sherif mohammed
		Status Submitted to Line Manager Submitted to IT [Not Seen] Ticket Open More  Requester Sherif Mohammed  Status: User: (Mojaed Abdulhadi) Can't print on the Network Prir Status: User Closed Status: User
		Company ACCL Department ACCL - Finance  79 - Air Conditioning setup for DR Status: Submitted to IT [Not Seen] Requester: Meherali Shaukat Submitter: meherali shaukat 13 hours ago
		78 - MR for Mobile Admin Status: Submitted to IT [Not Seen] Requester: Meherali Shaukat Submitter: meherali shaukat
4	You have many way to use the records now, as follow (Filters):	71 - MR Issue
	<ol> <li>Type the ticket number to see ONLY specific ticket – Enter the Ticket</li> </ol>	Status: Ticket Open
	Number and click search or	Requester: Samer Albustanji
	<ol> <li>All your tickets or</li> <li>Your Company Tickets or</li> </ol>	Submitter: alaa.moftah
	4. Your Department Ticket or	Monday 15:47
	Note: More filters can be added on demand if required.	
5	You can also search by ticket status using same	Status
	filters such as:  1. Open / closed	Submitted to Line Manager Submitted to IT [Not Seen]
	2.	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



#### 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.	ReOpen Service Request Ticket
2	The ticket will be re-Open and automatic email will be sent to CIT to look into it	Records Reports Actions  ITES - Service Request Tickets  42 - Printer Installation Status: Reopened Requester: Adel Ammari Submitter: adel.ammari 8 minutes ago
3	Otherwise, if you wish to confirm closing it, press the confirm closure button.	Confirm Closure