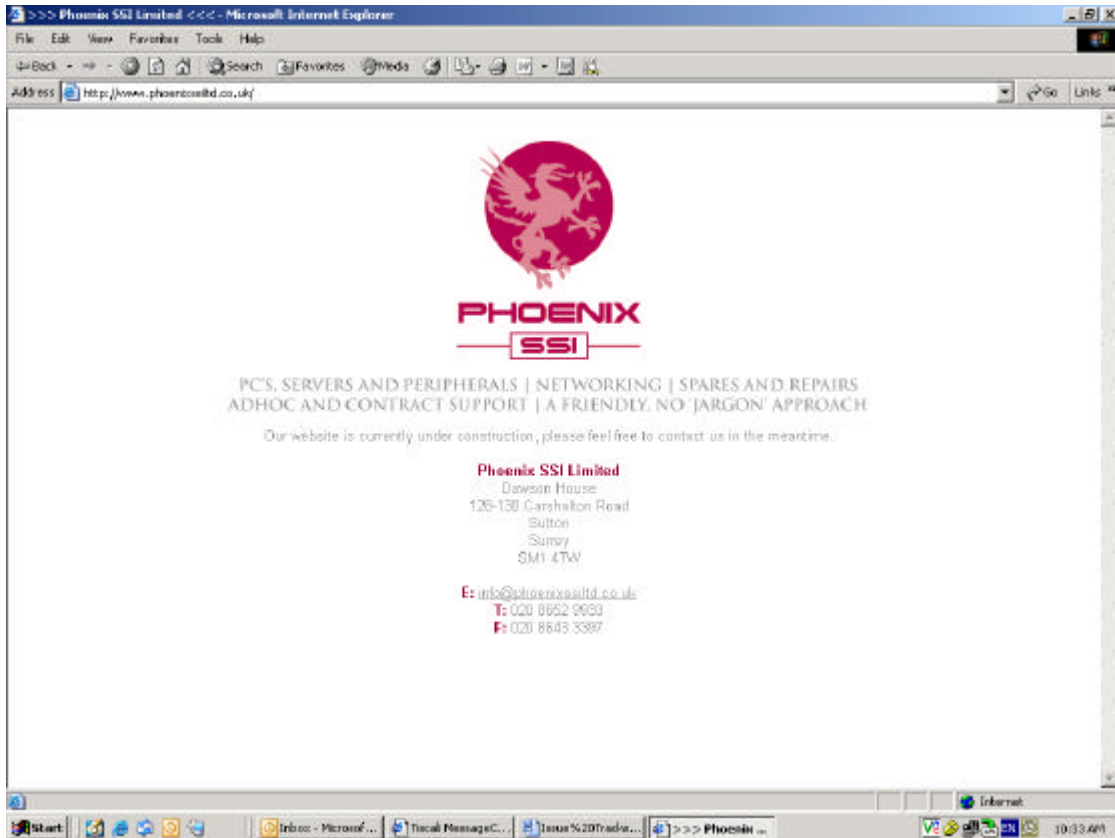
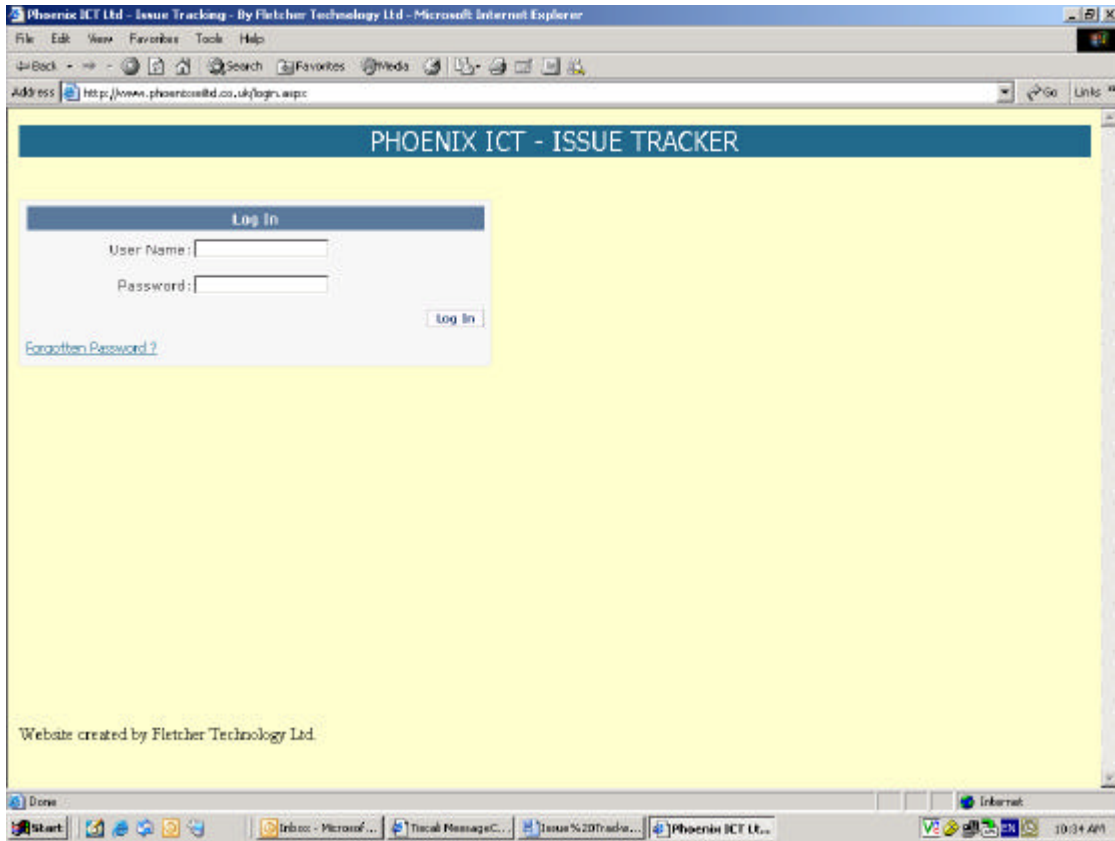


Issue Tracker - User Guide

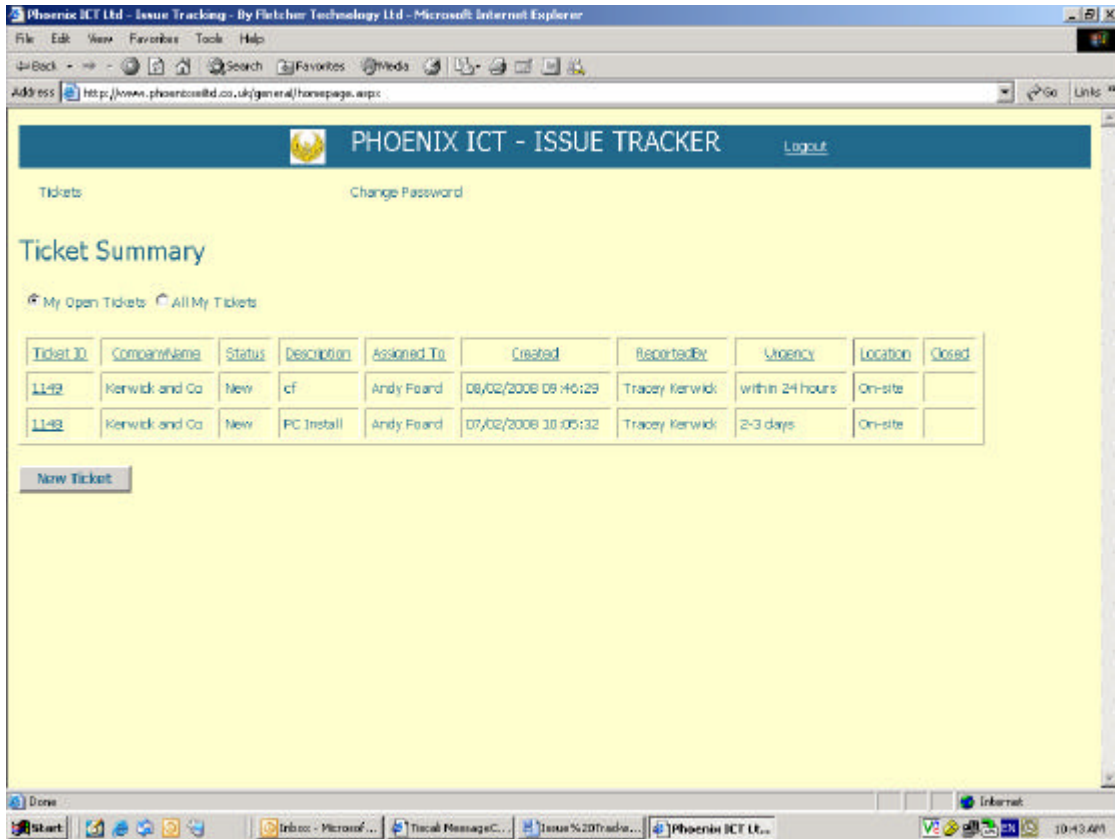
Go to www.phoenixssiltd.co.uk and click on the Phoenix SSI logo.



FRONT PAGE – enter your user name and password
Click on 'Log in' - both fields are case sensitive.



This takes you to the TICKET SUMMARY page.
All open tickets (ongoing jobs) are brought up first.
To view all tickets (ongoing and closed jobs) click on 'All my Tickets'.



'All My Tickets' lists the details of every report made and the time/date when it was completed/closed.
Click on a ticket ID number to view the full details of the job.

NEW TICKET – click this to create a new report.

The screenshot displays the 'Phoenix ICT - Issue Tracker' web application in Microsoft Internet Explorer. The page title is 'PHOENIX ICT - ISSUE TRACKER' with a 'Logout' link. The main heading is 'Ticket Details'. Below this, there are several buttons: 'Send Client Update', 'Email Client', 'Send Engineer Update', 'Email Engineer', 'Print', and 'Back'. The form contains the following fields and sections:

- Company Information:** CompanyName: Kerwick and Co; ContactName: Tracey Kerwick; Phone: 020 8773 8298; Mobile; Fax; Email: tracey@kerwickandco.com. Includes 'Insert' and 'Cancel' buttons.
- Ticket Information:** TicketID; Status: New; Reported By: Tracey Kerwick; Urgency: within 24 hours; Created; Assigned To: Andy Foard; Location: On-site; Site Arrival Time (hh:mm); Site Dept Time (hh:mm); Closed.
- Charges:** Hours; Chargeable Codes: FOC; Travel Expenses; Other Charges; Other Charges.
- Description:** Short Description; Description (text area).
- Work Progress:** Work Progress (text area).
- Notes:** Notes (text area).

At the bottom of the form, there are buttons for 'Send Client Update', 'Email Client', 'Send Engineer Update', 'Email Engineer', 'Print', and 'Back'. The browser's taskbar shows the time as 9:37 AM and 9:38 AM.

Complete the following fields

- Reported by
- Urgency
- Short Description – click select and choose either PC I nstall or Email Problem from the drop down menu

Select the status from the drop down menu

- New
- Work in Progress
- Action Required – if you require the engineer to do something specific

Complete the large description box with as much information as possible.

Leave the remaining fields blank for the engineer to complete.

Click on button 'Send Engineer Update' and it will send the message to the engineer you have assigned the job to.

Click on button 'Email Engineer' to send a more detailed message.