

## ✔ User Guide: How to Use SysAid – IT Help Desk System (ENG)

### 1. Introduction

Welcome to this guide on how to use **SysAid**, our new IT Help Desk system.

Starting from **July**, SysAid will be the main tool used across the company to:

- Report IT issues
- Request support
- Track tickets

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### 2. Accessing SysAid

You can access SysAid from the intranet:

**Quick Links > IT/Tech Services > Technology Support Portal**

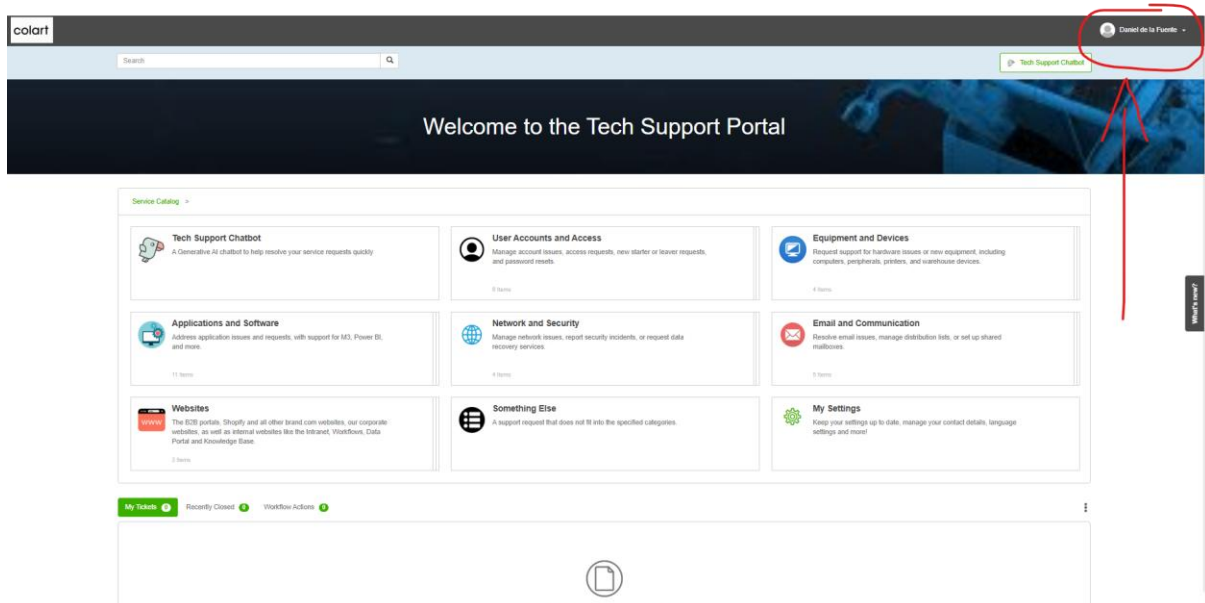
#### Note:

We are keeping the same link as before. If you've bookmarked the old IT help desk URL, it will still work — it will automatically redirect you to the new SysAid platform.

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### 3. First-Time Setup: User Settings

Once you log in, click your **name** in the top right corner and open the **Settings** menu.



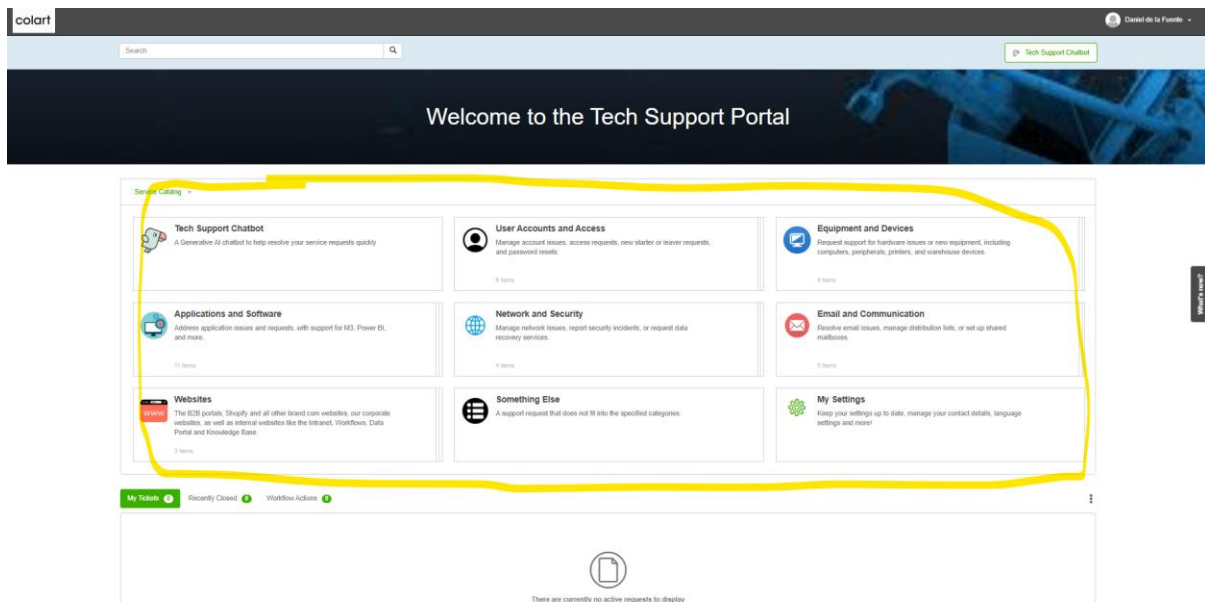
Make sure to update:

- Language
- Time zone
- Date format

- First day of the calendar week

This ensures SysAid works in line with your preferences.

#### 4. Exploring the Main Menu



On the SysAid home page, you'll see a **main menu** with several boxes, each representing an IT support category.

Each box includes a short description to help guide your choice.

If your issue doesn't match any category, use the "**Something Else**" option.

#### 5. Example: Navigating to Applications & Software

Let's go through an example:

1. Go to **Service Catalog > Applications and Software**
2. You'll see a list of supported tools (e.g., M3, Power BI, Vena)
3. Select **PIM** – our Product Inventory Management system
4. Click the **PIM** tile to choose from:
  - Report an Issue
  - Make a Request
  - Request Access

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## 5. Submitting a Ticket – Reporting an Issue

When you select **Report an Issue**, a form will appear.

Fill in the following fields:

- **Title** – Short summary of the issue
- **Description** – Detailed explanation
- **Location** – Your physical location

Then choose **Urgency**:

- Minor – low impact
- Moderate – some disruption
- Major – significant disruption

And select **Impact**:

- Affects one user/customer
- Affects multiple users/customers
- Affects the whole organisation

You may also attach files or screenshots.  
Click **Submit** when ready.

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## 7. After Submission

Once submitted:

- You'll receive a confirmation email

- The IT team may contact you via email or you can track updates in **My Tickets**

In **My Tickets**, you can:

- View ticket status
  - See team responses
  - Monitor progress
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## **8. Final Recommendation**

Take a few minutes to explore SysAid.

Being comfortable with the system saves time and helps us support you more efficiently.

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