

AMANO MCGANN CANADA INC.

Amano Mcgann Canada Helpdesk and Support Request: User Guide

The following guide will introduce and describe the use of our new helpdesk platform. Adopting this helpdesk solution will provide our customers with a simple and organized way to both create and track support tickets related to our products and services.

Accessing our Helpdesk

To get started, simply open to the following URL on any desktop browser or mobile device:

<https://amanomcgann.ca/helpdesk/>

Using our Helpdesk Portal



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Once you arrive at the helpdesk landing page, enter a valid email in the field provided above the 'Log in' button, then click 'Log in.'

You do not need to have previously registered with the system; however, **it is strongly recommended to use the same email each time** so that you will be able to track all open, closed, and waiting tickets you have submitted. If you use different addresses, there is no way to consolidate your requests.

In a few moments you will receive an email with a login link sent to the address you have entered. If you do not receive an email, please verify that it has not been redirected to your Junk or Spam folder.

The email that you will receive from the helpdesk system will look like the example shown in **Image 2**.

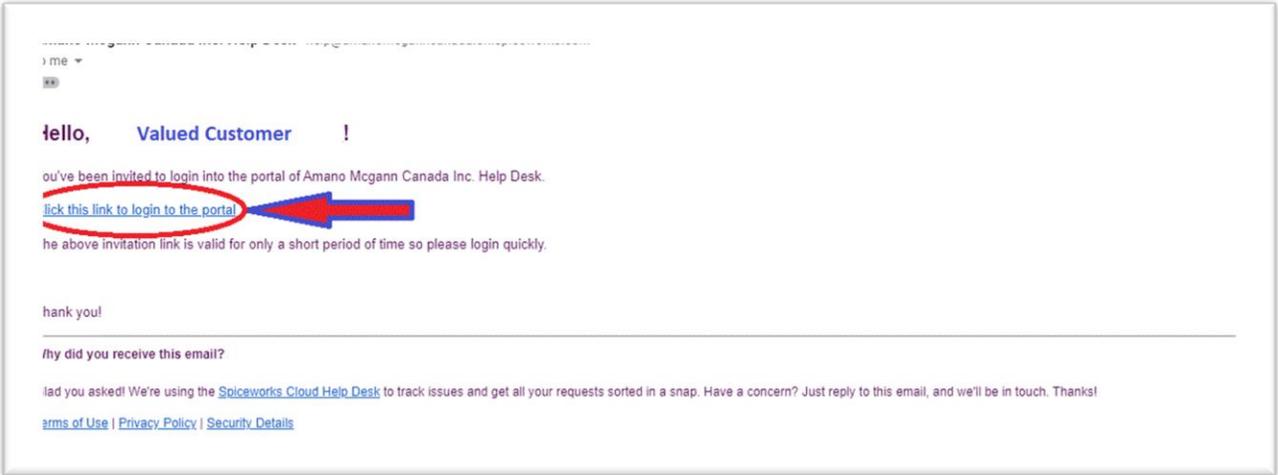


Image 2. Amano Mcgann Canada Inc. Helpdesk Login Email.

To login, click on the link titled '[Click this link to login to the portal](#).' From there you will be automatically connected and directed to the help desk ticket tracking page.

Note: For Security purposes the login link will be active for approximately 1 hour. After your login link expires it will redirect you to the **landing page** instead of the link to the portal.

So, if you click on the link in your email and are redirected to the **landing page** (see **Image 1.**), **please resubmit a new login request using the same email**, and a new valid link will be sent to you.

Be sure to always click on the login link found in the most recent email you have received from the helpdesk system.

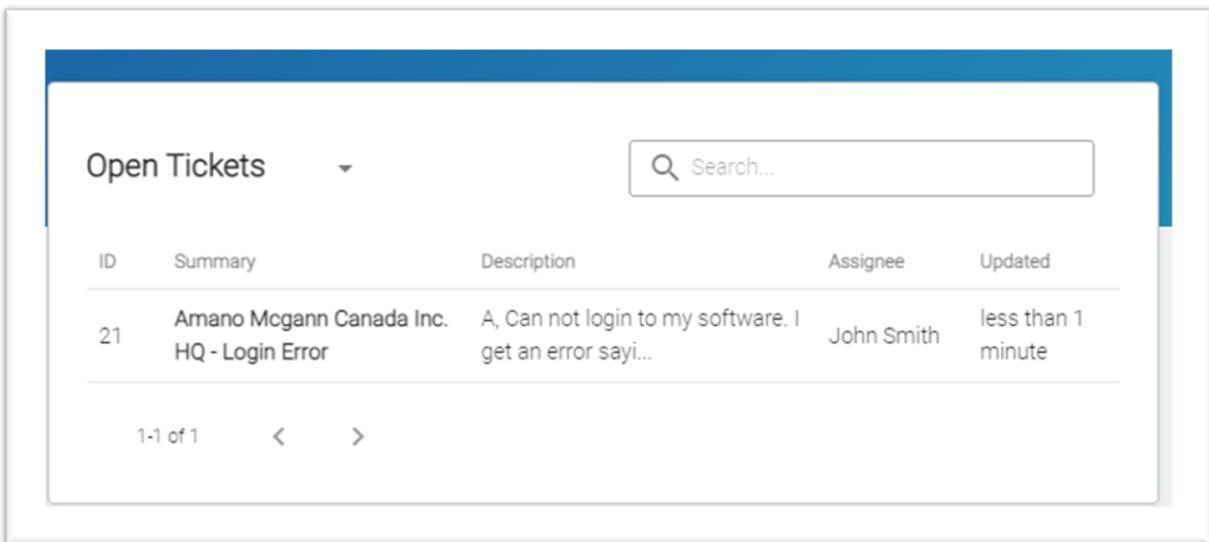


Image 3. Amano Mcgann Canada Inc. Helpdesk Ticket Tracking.

The ticket tracker has many useful features. You can switch between viewing your 'Open Tickets' and 'Closed Tickets', you can see your ticket IDs, ticket summaries, a portion of your ticket description, the technician assigned to your ticket, and how long since a ticket has been last updated. Additionally, you can use the search function to filter through your tickets.

When you click on a ticket in the ticket tracker you will be directed to the full ticket page. (See image 4.)

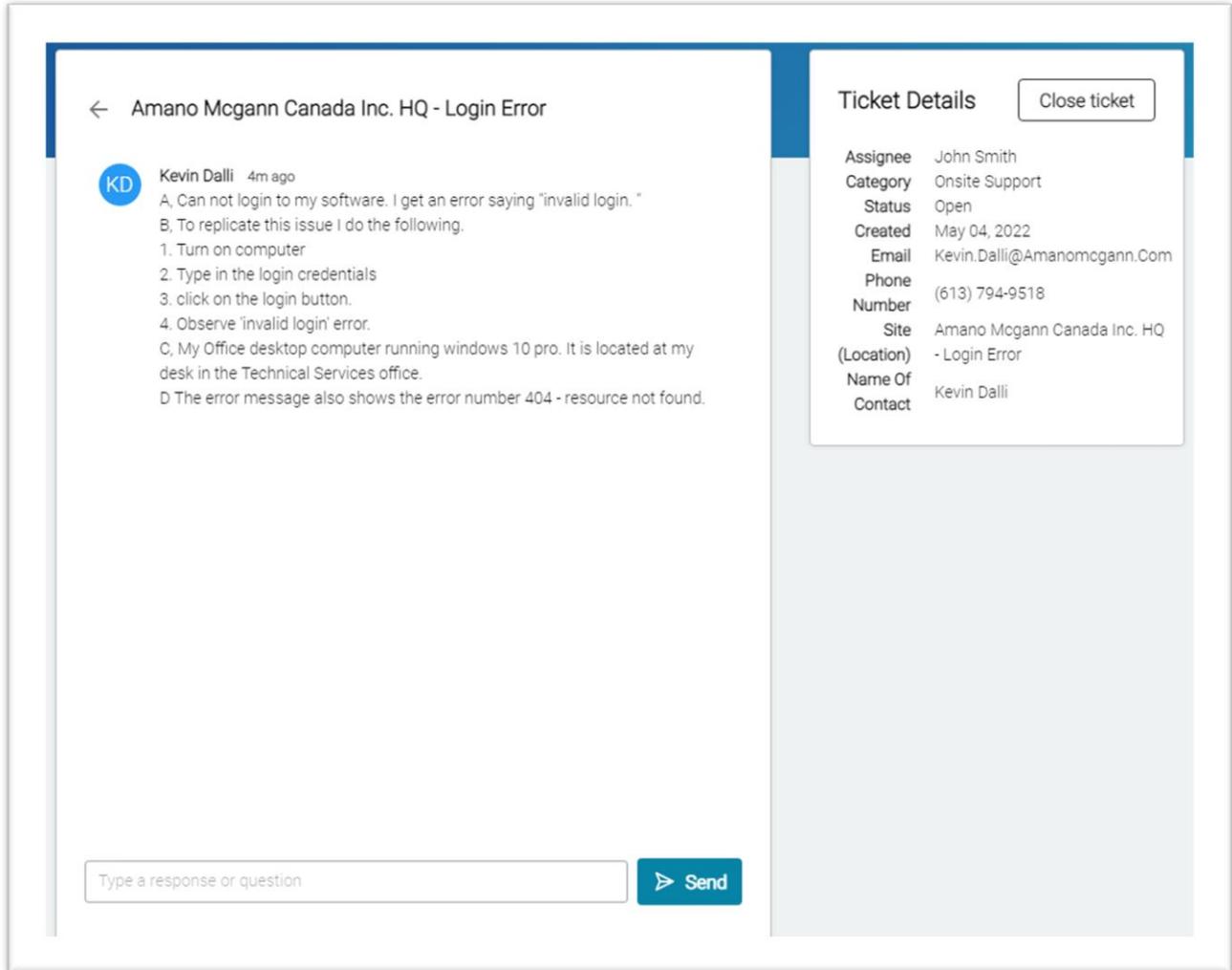


Image 4. Amano Mcgann Canada Inc. Helpdesk Full Ticket Page.

The full ticket page allows you observe all updates to your tickets and ticket details (you will also receive email updates to your tickets). You can freely add information to your tickets or respond to ticket and support request updates here. Finally, on this page you also have the option to close your ticket.

To Submit a New Ticket

To submit a new ticket, click on the 'Submit a ticket' button in the top right corner of the landing page.

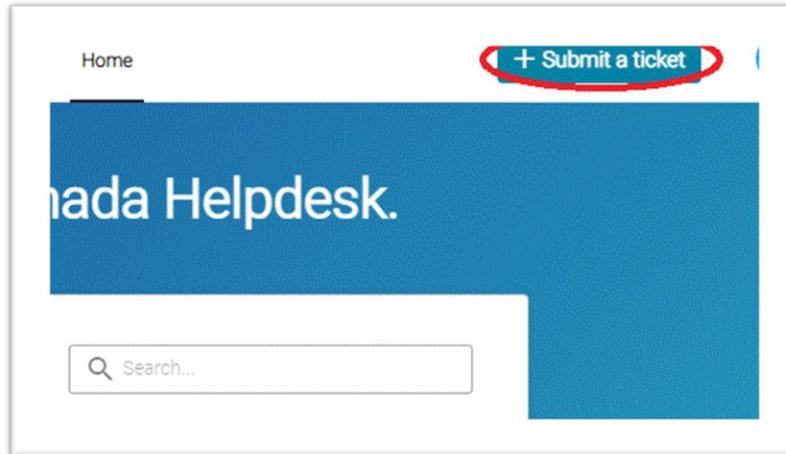


Image 5. Submitting a New Ticket Button.

After clicking the 'Submit a ticket' button you will be directed to the 'Submit a Helpdesk Ticket' page.

Follow these instructions on how to fill out the form and then click submit. You will see an onscreen notification informing you that the ticket has been successfully submitted and soon after you'll be notified by email that your ticket has been opened.

Filling Out a New Ticket Form

When creating and responding to tickets it is very important to **only include information and details that are relevant to the issue or problem** you are seeking support for.

Please write concise and informative details. Share as many of your observations as possible and be sure to include whatever details you can. (i.e., Equipment involved, exact date and time, ticket or pass numbers, transaction number, or receipt numbers)

Always include your site location or organization in the SUMMARY section of the form.

SUMMARY: J-Smith Parking – Main Entry ticket dispenser printing blank tickets

Please do not add any personal comments or statements not relevant to the issue. Additionally, please be sure create separate tickets for separate issues.

Tickets that are submitted that do not adhere to these guidelines will not be processed and will be returned for further and/or more relevant information.