



TMD Friction Global IS Helpdesk

English User Manual


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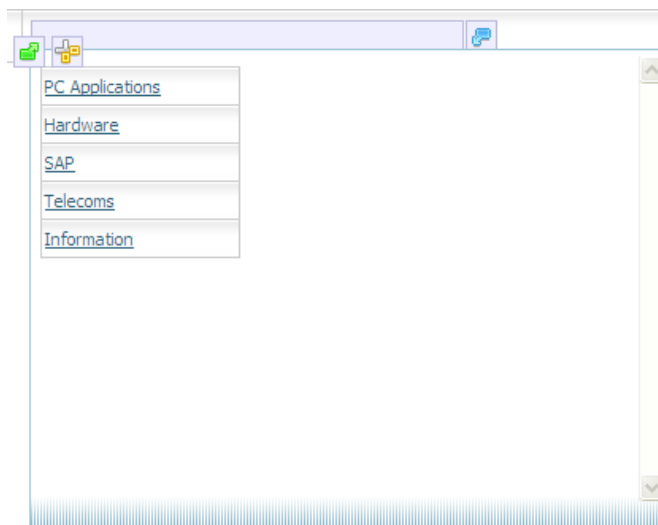
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GENERAL NAVIGATION



Drop down menus




Where an entry is restricted to a defined set of values, a dropdown menu is available, to access this list, click the dropdown menu icon  this will bring up a list of possible values.



From here you can click on the required value or select one of the icons in the top left corner to perform additional actions.

-  Close dropdown menu without selecting any value.
-  Clear contents of field and close dropdown menu.


Sorting Columns





Most data lists can be sorted in to alphabetical order, if this is available, two arrow will be show to the right of the column name  clicking on one of these arrows will resort the column.

HOW TO: CREATE A NEW USER ACCOUNT

From the login page, select '[New User](#)' to go to the New User Registration page.

New User Registration



Username	<input type="text"/>
First Name	<input type="text"/>
Last Name	<input type="text"/>
E-mail	<input type="text"/>
Telephone	<input type="text"/>
Mobile/Cell Phone	<input type="text"/>
Location	<input type="text"/> 
Department	<input type="text"/> 
Language	en 
Date Format	d/m/y 

[Create User Account](#)

[Return To Login](#)

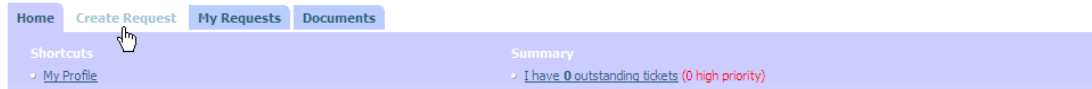
Complete all fields then click '[Create User Account](#)' to continue.

An email with you username and password will be sent to the email address you gave. If you do not receive an email within 5 mins, please contact your local IS helpdesk.

HOW TO: CREATE A NEW REQUEST


Once you have logged into your account (if you do not have an account refer to Creating a User account for details on setting one up).

Click on the 'Create Request' tab




Here you can select the type of request you are sending

Create Request



Help Request

Problems affecting functionality of current systems Example: Programs not behaving as expected, faulty PCs.



Work Request

Requests for new systems or additional functionality Example: New/Amend reports, new programs.

Click on the request type you require.

Help Request

Send

Description	<input type="text" value=""/>	250
Requested By	<input type="text" value="USER"/>	
Requested	<input type="text" value=""/>	
Category	<input type="text" value=""/>	
Request Type	<input type="text" value=""/>	
Location	<input type="text" value="United Kingdom > All"/>	
Department	<input type="text" value="MIS"/>	
Req. Completion Date	<input type="text" value=""/>	
Notes	<div style="border: 1px solid #ccc; height: 60px; width: 100%;"></div>	
		4000

Depending upon which type of request you select a screen will display (above is a help request), information from your user profile will be entered automatically. All entered information can be changed other than your user name.

Complete the fields as follows...

Description

Enter a meaningful description of the request in this field, this will be shown on your 'My Request' screen .

Requested By

This is your username and cannot be changed.

Priority Requested

The priority of the request, select the appropriate priority from the dropdown menu.

Category

From the dropdown select the most appropriate category for this request.

Request Type

From the dropdown select the most appropriate type for this request.

Location

Enter the location appropriate to this request. Each TMD location has it's own helpdesk. If you are a TMD Hartlepool employee but are having a problem relating to Leverkusen, enter Germany > Leverkusen in this box.

Department

Enter the department appropriate to this request.

Req. Completion Date

Only if the request has a completion deadline, enter here. The date must be achievable.

Cost Benefit (EUR)

If you are completing a Work Request, you are required to enter a cost benefit. This is the cost the company will save or gain once the work has been complete. Cost benefit must be in euro, a frequency of benefit (e.g. Daily, Monthly, One Off) must be selected from the dropdown list.


Notes

In this space, enter as much information as needed to sufficiently describe your problem, please include all relevant information including (program names, part numbers, printer names, computer locations, etc...).

Once you have completed all fields, press 


A message will confirm you have successfully completed the request and it has been sent to the helpdesk. You will be able to track the progress of the request from 'My Requests'

ERRORS

 Please review the data marked [x] and try again

If any errors have occurred, you will be alerted to this and requested to correct the error.

Request Type	<input type="text"/>	
Location	United Kingdom > Hartlepool	 ENTRY REQUIRED []

Any problems will be shown by a  if you roll over the icon, it will show the issue. Once all errors have been corrected, resend.

ATTACHMENTS

Sometimes a file can provide additional information not easily conveyed in words. If you want to attach a file use the procedure below

Click on  at the bottom of the screen to show the attachment panel.

Attachments

Select file to attach (Maximum filesize is = 2MB)


[Attach](#)

Actions	Filename	Uploaded	Size	Username
<i>Attachments</i>				

On the attachment panel click on browse to show a standard windows choose file selection dialog box. Locate the file you wish to attach and press open.

The location and name of the file will appear in the text box. Click '[Attach](#)' to upload the file.

If the file upload was successful, it will be added to the list of files.

Actions	Filename	Uploaded	Size	Username
 	Example Attachment.txt	30/04/2009 3:34 PM	21 Byte	USER

You can delete an uploaded file by clicking on the 













HOW TO: DOWNLOAD DOCUMENTS

The helpdesk also includes a number of documents available for download.

To download a document click on 'Documents' from the Tabs.



You will be presented with a list of available documents.

Documents						
Actions	Documents ↓↑	Category ↓↑	Location	Size ↓↑	Publisher ↓↑	Language ↓↑
 	Authorisation Request	SAP	All > All	2 MB	SWILLIAMS	
 	Development Request	SAP	All > All	1 MB	SWILLIAMS	
 	Helpdesk User Manual	Information	All > All	318 KB	SWILLIAMS	
 	Transport Request	SAP	All > All	737 KB	SWILLIAMS	

Actions



Download the document



View additional information about the document

Documents

The name of the document

Category

The general category the document belongs to.

Location

If appropriate, this will show which site the document is relevant to.

Size

This is the size of the document. Please note this before you download as large documents can take a long time to transfer from the helpdesk.

Publisher

The name of the person who uploaded the document

Language

This displays the language the document is published in.

DOWNLOADING A DOCUMENT

Click the download icon of the relevant document to start the download process, depending upon your operating system, a box will appear prompting you to open or save the document. Choose the required option to continue (Note depending upon the size of the document the download may take some time)

HOW TO: MANAGE MY REQUESTS

To view a list of requests you have submitted click on ['My Requests'](#)



You are presented with a list of all requests previously submitted.

My Requests					
Actions	Task No ↓↑	Status ↓↑	Description	Assigned ↓↑	Priority ↓↑
	T000019	ASSIGNED	This is a test request	ITPERSON	4 (3)

This screen shows the Task Number, Current Status, Description, Which MIS specialist the request is assigned too and the priority assigned by you (assigned by MIS).

Once you have submitted a number of requests, the list will show all requests even if they are complete.

Filtering Your View

You can modify the list of submitted requests by changing the filter view.

 A screenshot of a 'Filter View' dialog box. It has a title bar 'Filter View' and a close button. Below the title bar is a link 'Apply Filter'. The main area is divided into two columns: 'Status' and 'Options'. Under 'Status', there are several checkboxes: ON HOLD, COMPLETE, CANCELLED, IN PROGRESS, PLANNED, REQUESTED, ASSIGNED, ON ORDER, Active, Superseded, Discontinued, and Email. Under 'Options', there is one checkbox: 'Save as default filter'.

Clicking ['Filter View'](#) will show a list of options, select the appropriate option and click ['Apply Filter'](#) to change the view. Select ['Save as default Filter'](#) before you apply the filter to save this selection to your profile, this will then remember your selection each time you visit this list.

Tracking Tasks

To view additional details about submitted tasks, select the Task number or the icon. This will open a new browser window. There are three sections to the task detail

The screenshot shows the 'Task Details' section with the following information:

- Task Number: T000019
- Project Number: P000000
- Description: This is a test request
- Status: ASSIGNED
- Assigned To: ITPERSON
- Priority Requested: 3
- Priority Assigned: 4
- Sequence Assigned: 4199
- Category: PC Applications > Microsoft Excel
- Requested By: USER
- Request Type: Direct Cost Reduction Hardware
- Location: United Kingdom > All
- Department: MIS
- Days: 3.0
- Expected No. Of Days:
- Required Date:
- Expected Date: 28/05/2009
- Notes: This is some test notes.

Below the task details is the 'Attachments' section, which contains one attachment:

Actions	Filename	Uploaded	Size	Username
	Example Attachment.txt	01/05/2009 12:08 PM	21 Byte	USER

Below the attachments is the 'Actions' section, which shows a list of actions:

Action	Date	Type	Description	User
	18/05/2009 10:12 AM	ASSIGNED	T000019 - This is a test request	ITPERSON
	01/05/2009 12:08 PM	REQUESTED	This is a test request	USER

The **Task Detail** section is similar to the task creation screen and represents all the information associated with the helpdesk request. Once a request has been created, you cannot change any of this information, any amendments should be communicated to the assigned MIS person. See [Communicating with MIS](#) below to learn how to communicate with the assigned MIS person.

The **Attachments** Section displays any attachments associated with the request you can download these at any time by clicking the icon.

The **Actions** section shows any additional information, status changes or emails that have been associated with the request. The actions are shown in chronological order with the newest action at the top of the list. Click on the icon to show the details of the action.

Communicating With IS

To communicate any additional information or respond to any requests you can send a helpdesk action (which can be emailed to the assigned MIS specialist) by clicking on the icon next to the assigned user. This will show a new section similar to an email where you can add additional information. The assigned MIS specialists email is automatically added to the distribution list at the bottom of the section. You can add a further four emails to this list (each will receive an email of the communication). Click on the icon to show a list of users who are currently on the helpdesk or type in any valid email address.

The screenshot shows the 'Save Action Data' dialog box with the following information:

- Action: Email
- Subject: T000019 - Update
- Information I want to communicate to the MIS specialist:
- Distribution List: ITPerson@tmdfriction.com

The IS department can also be contacted on your local helpdesk number, however the helpdesk operator will not be the person who is working on your request and may not have any additional information.