
VARtek

Issue Tracking System Training



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VARtek
1785 South Metro Parkway
Dayton, OH 45459
USA
(937) 438-3550
<http://www.vartek.com>

Typographical Conventions

Before you start using the documentation, it is important to understand the terms and typographical conventions. For more information on specialized terms used in the documentation, see the Glossary at the end of this document.

The following kinds of formatting in the text identify special information.

Formatting Convention	Type of Information
Special Bold	Used to emphasize the importance of a point.
<i>Emphasis</i>	Used to emphasize the importance of a point or for variable expressions, such as parameters.
MENU OPTIONS	Used to emphasize items you must select, such as menu options or items in a list.
Buttons	Used to emphasize buttons that you must click.
CAPITALS	Used to emphasize names of keys on the keyboard, such as SHIFT, CTRL, or ALT.
KEY+KEY	Used to emphasize key combinations the user must press and hold down one key and then press another, for example, CTRL+P, or ALT+F4.

Contents

Using the Issue Tracking System _____ 1

 How to Submit an Issue..... 1

 How to View Your Issues..... 3

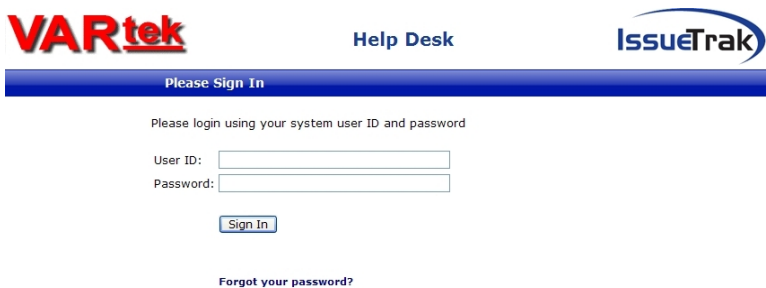
CHAPTER 1

Using the Issue Tracking System

How to Submit an Issue

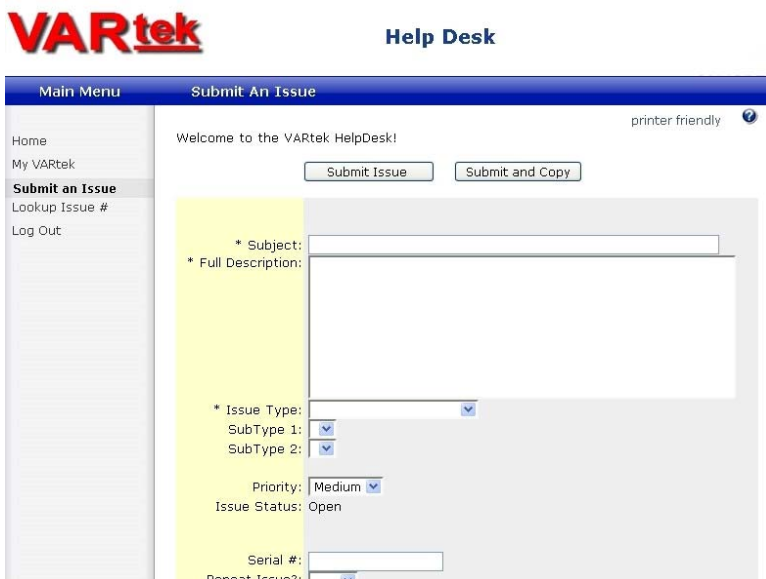
To submit an issue:

1. From the Quick Launch toolbar, click on the **VARtek Service Request** icon.
 - You can also submit a service request by navigating to <http://gss.vartek.com> in your browser.
 - The following page will be displayed.



The screenshot shows the VARtek Help Desk login page. At the top, there are logos for VARtek, Help Desk, and IssueTrak. Below the logos is a blue bar with the text "Please Sign In". Underneath, there is a message: "Please login using your system user ID and password". There are two input fields: "User ID:" and "Password:". Below the "Password:" field is a "Sign In" button. At the bottom, there is a link that says "Forgot your password?".

- Note that the Change Password box will only start being displayed the second time you log in.
2. Enter your User ID and password.
3. Click **Sign In**.
 - Your initial password will be temp. VARtek recommends changing this to your current network password as soon as possible.
 - The following page will be displayed.



The screenshot shows the VARtek Help Desk "Submit An Issue" page. At the top, there are logos for VARtek and Help Desk. Below the logos is a blue bar with the text "Main Menu" and "Submit An Issue". On the right side of the bar, there is a "printer friendly" link and a help icon. On the left side, there is a navigation menu with links: "Home", "My VARtek", "Submit an Issue" (highlighted), "Lookup Issue #", and "Log Out". The main content area has a yellow background and contains the following fields:

- * Subject: [Text Input]
- * Full Description: [Text Area]
- * Issue Type: [Dropdown Menu]
- SubType 1: [Dropdown Menu]
- SubType 2: [Dropdown Menu]
- Priority: Medium [Dropdown Menu]
- Issue Status: Open
- Serial #: [Text Input]
- Repeat Issue?: [Dropdown Menu]

At the top right of the main content area, there is a "Welcome to the VARtek HelpDesk!" message and a "printer friendly" link. Below the welcome message are two buttons: "Submit Issue" and "Submit and Copy".

4. Enter information in the necessary fields.

- Fields with asterisks are required.
- The VARtek serial number should be entered if applicable to assist VARtek in obtaining information about your system.
- The following sample issue illustrates how issues should be entered:

The screenshot shows a web form for submitting an issue. The form is divided into several sections. The first section contains the following fields:

- * Subject: My computer melted
- * Full Description: Yesterday the CPU fan was causing the case to vibrate. Since I have very sensitive eardrums, I had to remove the CPU fan as well as the case fan. Shortly after, my processor exploded and melted.
- * Issue Type: Service Request (dropdown)
- SubType 1: Hardware (dropdown)
- SubType 2: Desktop (dropdown)
- Issue Status: Open

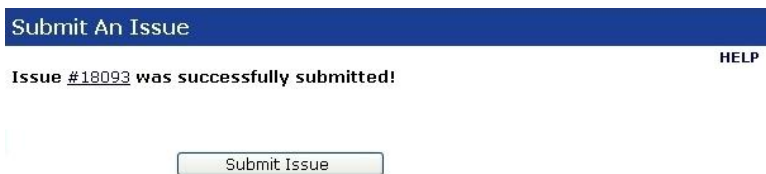
The second section contains the following fields:

- Serial #: 12345678
- Repeat Issue?: Yes (dropdown)
- Room #: 1337
- E-Rate Project?: (dropdown)
- Ref Org: (text input)
- Ref Prev Ticket: (text input)
- Ref Name: (text input)
- Ref Phone: (text input)

The third section contains a Note field, which is currently empty.

5. Click **Submit Issue**.

- The following message will displayed at the top of the window confirming your successful submission.

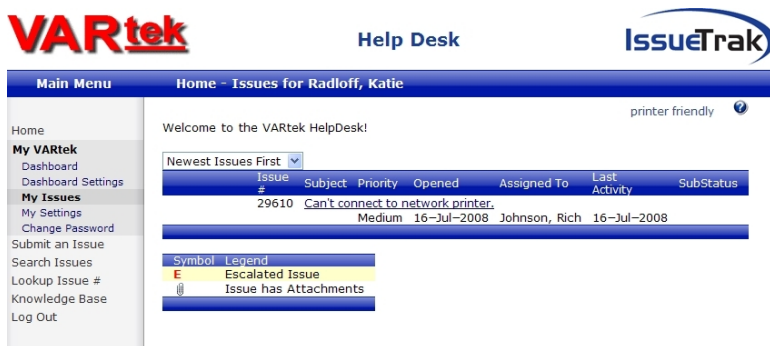


- You will also receive e-mail confirmation of the successful submission that includes the information you entered and the assigned issue number.
- You will also be notified by e-mail of notes added by VARtek and when the issue is closed.

How to View Your Issues

To view your issues:

1. Click **My VARtek** in the left side-bar.
2. Click **My Issues** in the left side-bar.
3. Click **As Submitter**.
 - The following page will be displayed.



The screenshot displays the VARtek Help Desk IssueTrak interface. The top navigation bar includes the VARtek logo, "Help Desk", and the IssueTrak logo. Below the navigation bar, the page title is "Home - Issues for Radloff, Katie" and there is a "printer friendly" link. The main content area shows a table of issues with columns for Issue #, Subject, Priority, Opened, Assigned To, Last Activity, and SubStatus. A single issue is listed with ID 29610, subject "Can't connect to network printer", priority "Medium", opened on "16-Jul-2008", assigned to "Johnson, Rich", and last activity on "16-Jul-2008". A legend below the table defines symbols: "E" for "Escalated Issue" and a paperclip icon for "Issue has Attachments".

Issue #	Subject	Priority	Opened	Assigned To	Last Activity	SubStatus
29610	Can't connect to network printer.	Medium	16-Jul-2008	Johnson, Rich	16-Jul-2008	

Symbol Legend

- E Escalated Issue
- 📎 Issue has Attachments

4. If you click on an issue's link, you will be presented with the information you entered previously, as well as any notes that VARtek has added.
 - If you would like to add a note, provide additional information, or respond to another note, click **Add Note**.