Help Desk Redmine Support Guide

Contents

Introduction

So we can deal with any issues quickly and effectively, it is really important that you log them on your own helpdesk via Redmine.

This cover:

- how to log into your helpdesk
- how to report an issue
- how to check progress of an issue
- What to do if you can't see a response?

When an issue is raised via a Redmine task, an email confirmation is sent to you and to the Clintel Support Team, so no issue gets lost!

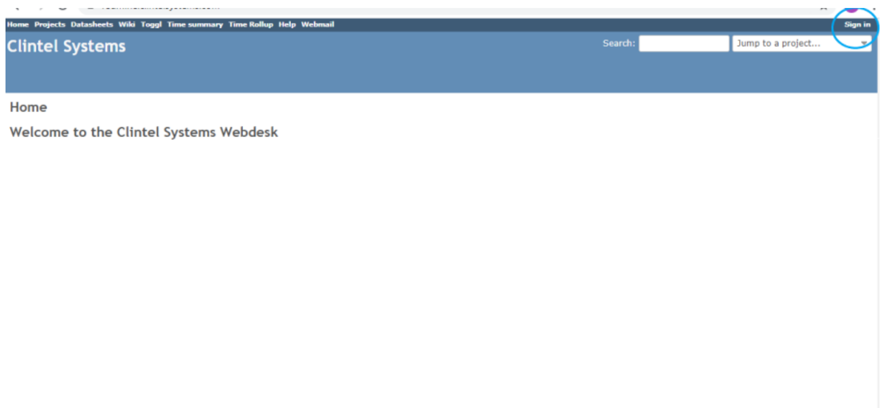
The Support Team will then triage the task.

Progress, response and resolution are all documented within the task, one source of truth – so you can track status until the issue is resolved.

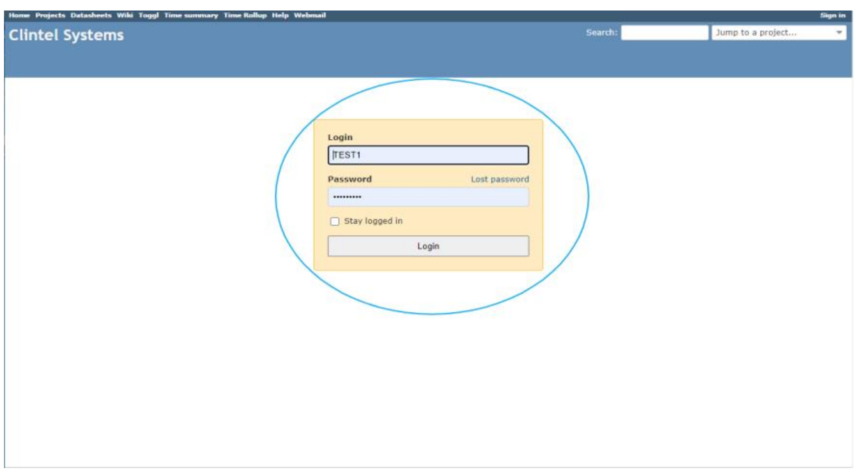
Logging in to your helpdesk

1. Web Address: https://redmine.clintelsystems.com/login

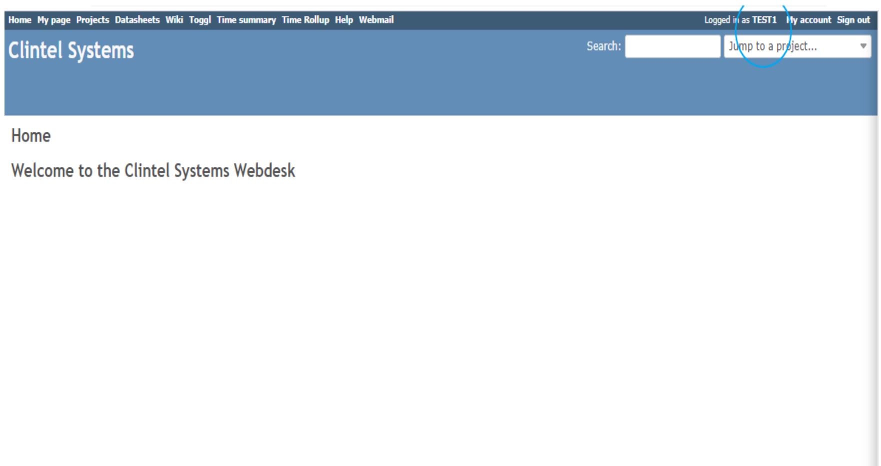
2. Click the **sign in** link at the top right-hand corner of the page



3. Type in your **login and password** for your helpdesk and click **login**.

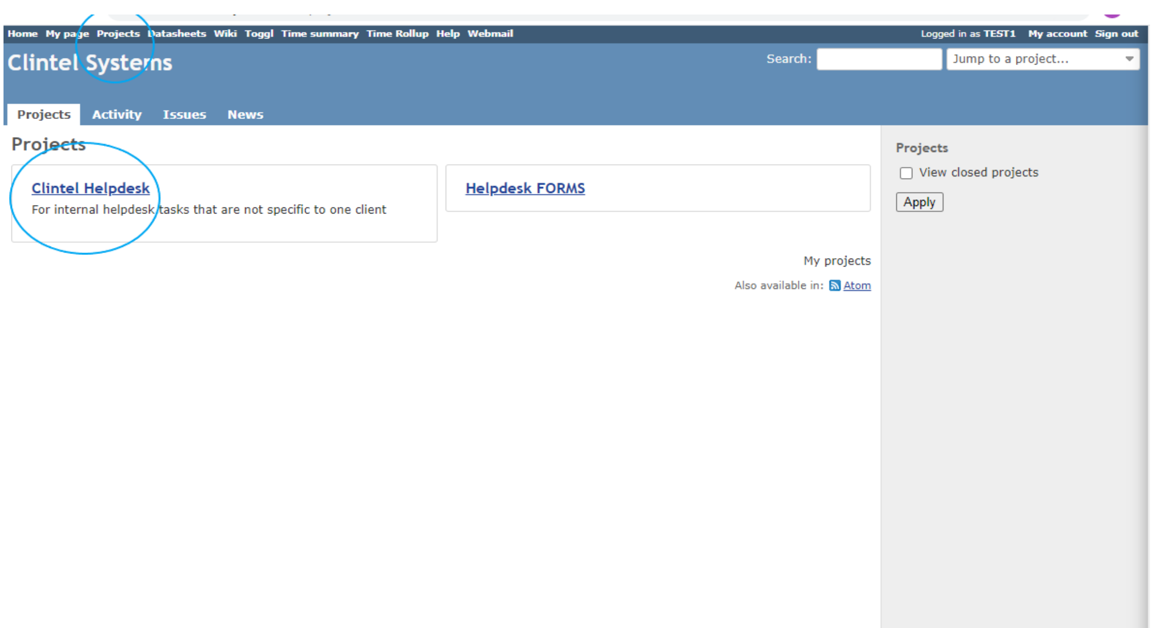


4. On the top right-hand corner, it confirms you are logged in as per your login-name

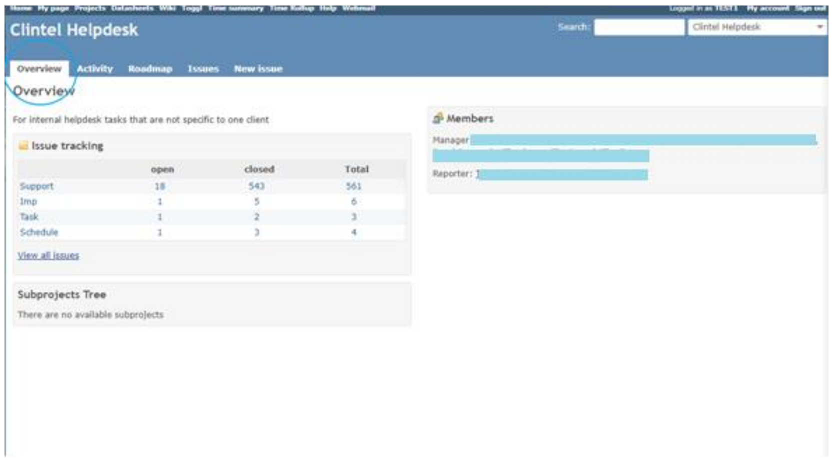


Accessing your helpdesk

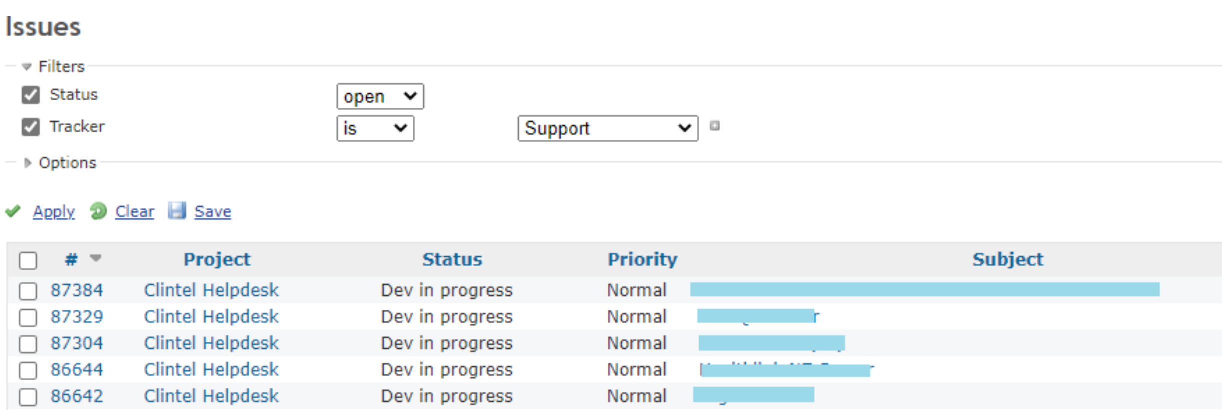
1. Click **Projects**



2. Click on your Helpdesk (Company Name) for an overview of tasks.

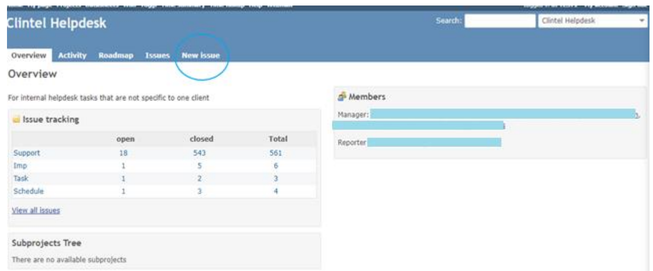


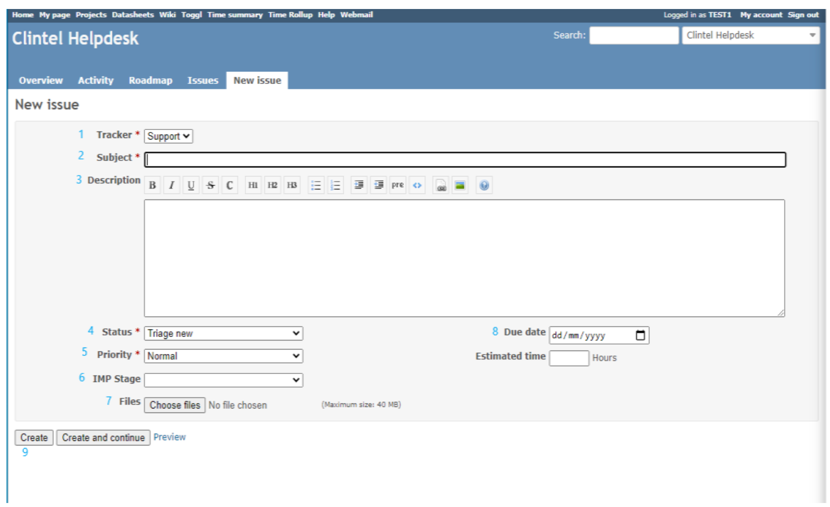
3. Clicking on **Support** > expands all open issues.



Submitting a new issue on your helpdesk

1. Click **New Issue**





Fields to complete:

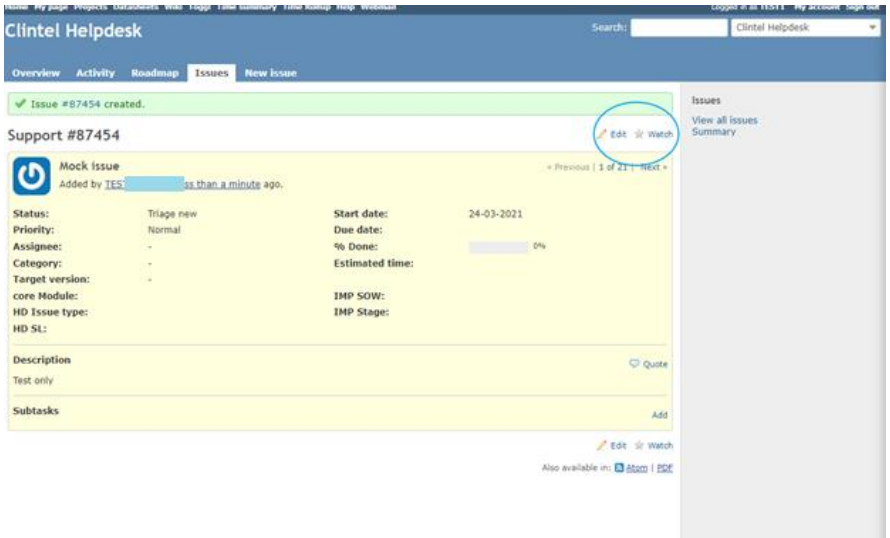
1. Tracker: Support
2. Subject: Overview of the issue
3. Description: Must include –
   - Describe the problem as best as you can
   - Explain what task you were undertaking
   - What is CR doing wrong? What are you expecting CR to do?
   - List step by step to get to the issue (important for us recreate the problem)
   - Attach the URL
   - Attach screen shots, examples or documents (or file)
   - Attach Support bundle
4. Status: Triage New
5. Priority: Give the level of urgency
6. IMP stage: Leave blank
7. Files: Attach relevant files
8. Due Date: Deadline requirements (if any)

Please Note: Privacy Laws

To protect your patients' personal information, we ask you to take all reasonable steps to not disclose/include any patient information. You are required to de-identify personal information before submitting your helpdesk request.

2. Click **Create**

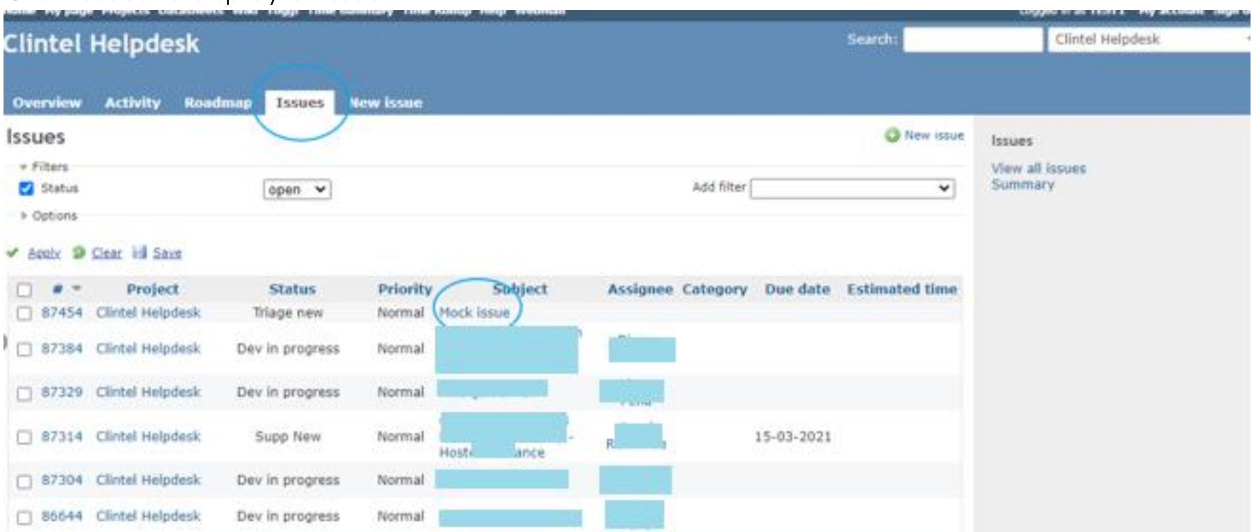
   This page confirms you have successfully logged a Redmine task.



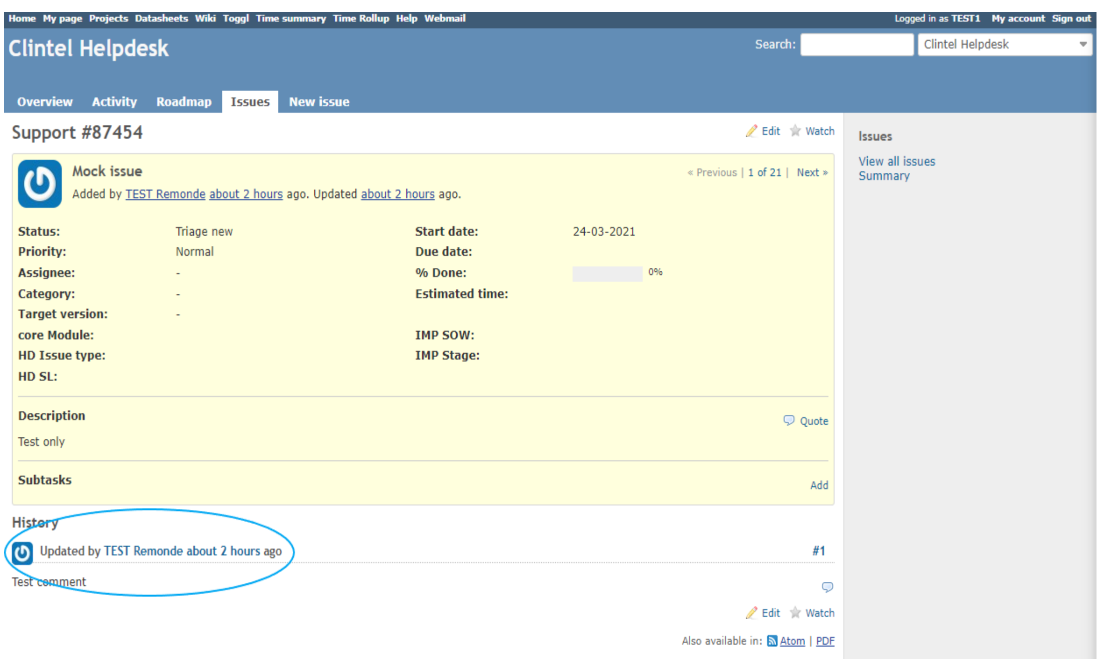
3. Click **Edit** to make changes/add or **Watch** to bookmark this issue.

Checking for a response on your helpdesk

1. Click **Issues** to display all issues.

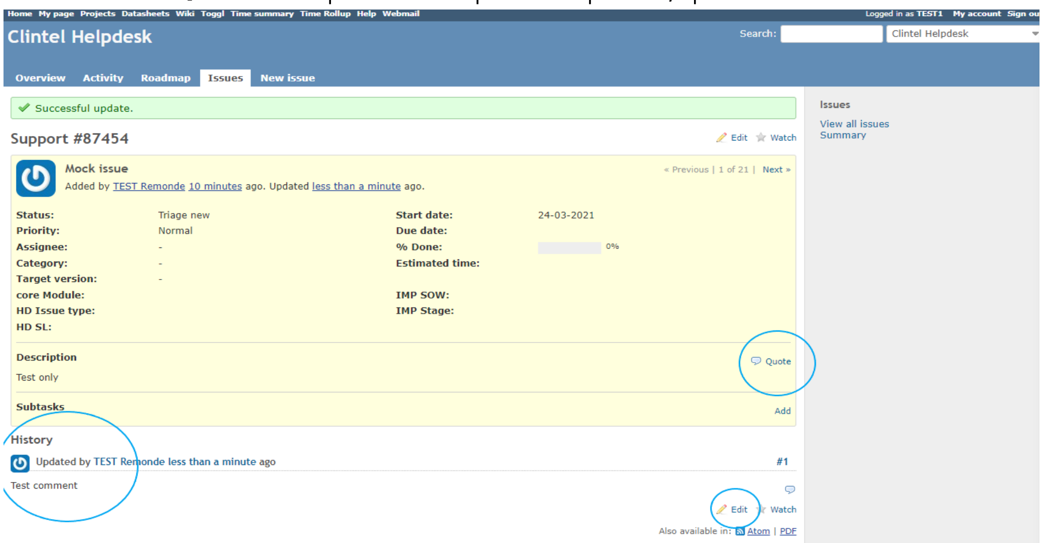


2. Double click on the **task number or Subject** to view progress or click **Edit** to add responses.



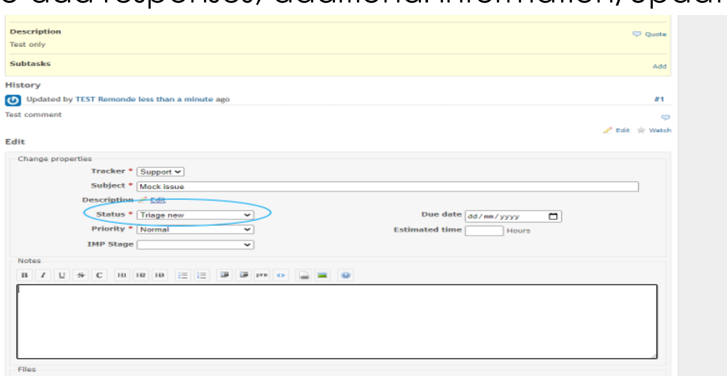
How to respond to a specific response (Quote)

1. Click **Quote** to respond to a specific update/question



How to add comments (reply) or attach documents

1. Click **Edit** to add responses, additional information/updates or attach files.



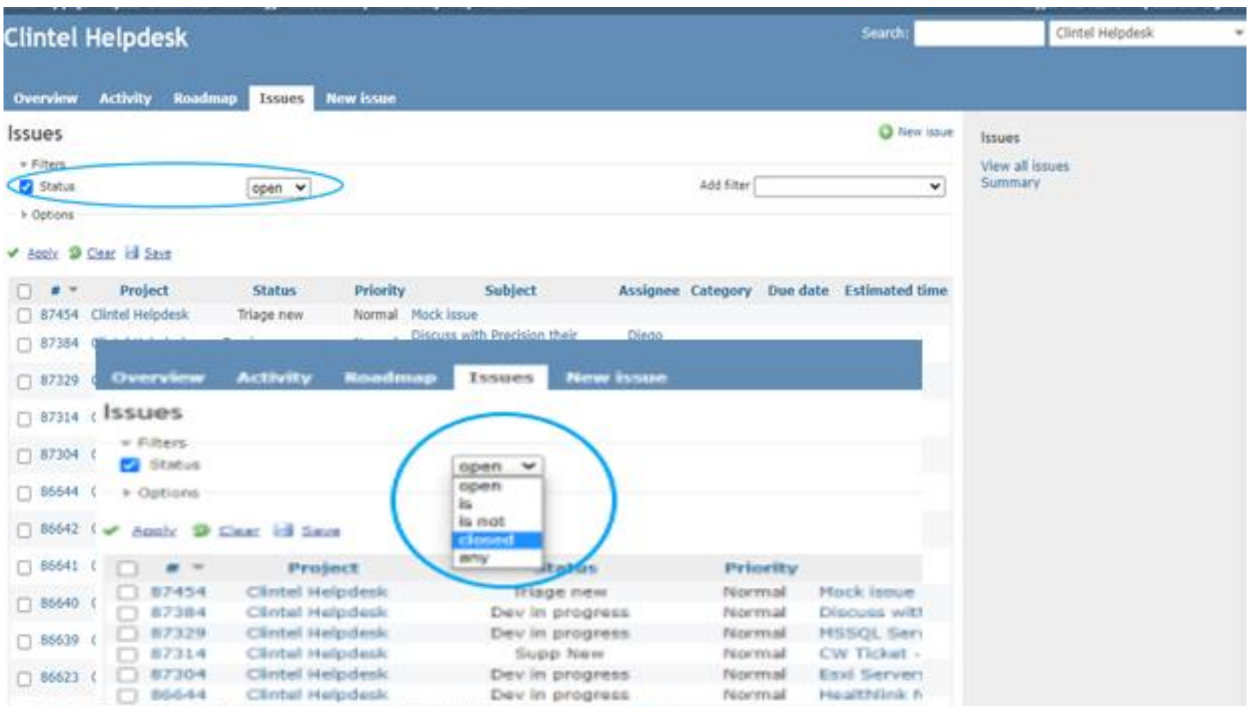
2. Click **Submit** to save

What if I can't see the response to my issue when I click Issues?

By default, the **Issues** tab display OPEN tasks.

If the task is not visible on the OPEN status, it may be that it has already been closed (resolved) by the Support Team.

Simply change the drop-down arrow to CLOSED or ANY to view all tasks on your helpdesk.



Helpdesk Service Level Agreement

Resolution times are indicative only, they mean the time period in which we will aim to resolve the problem. This time may not be achievable in all cases. You can expect us to use reasonable endeavors to meet these times, however there may be times we cannot meet the timeframe.

For the purposes of this table, "business" minutes, hours or days are measured by reference to the period between **0830 am to 5pm, (CST) Monday to Friday**, excluding public holidays.

Service Level	Description	Examples	Commencement time to initiate Resolution	Response time and resolution
1 – Urgent	Severe problem resulting in complete work stoppage and application software system is completely unavailable or specified critical function is inoperable.	Entire organisation down due to application software fault Entire application is inoperable	120 business minutes	Promptly via Helpdesk. The problem will be worked on until fixed or a work around applied.
2 – High	Business critical software system function or group of functions unusable or inaccessible. No workaround is available, and resolution is urgent.	Part of business critical application inoperable Unable to produce business critical reports	240 business Minutes.	Promptly via Helpdesk. The problem will be worked on until fixed or a work around applied
3 – Normal	Application software system function has a fault but continues to be useable.	Minor errors in reports, screens or functionality	As agreed on a case by case basis	Promptly via Helpdesk. The problem will be worked on until fixed or a work around applied
4 – Low	Business operation and data integrity unaffected directly	Spelling errors, Cosmetic errors Request for builds, consultation or assistance and advice	As agreed on a case by case basis	Promptly via Helpdesk. The problem will be worked on until fixed or a work around applied
5 – Training Change Request	Request to change the system, may be considered an improvement or simply a change based on new requirements. Not aware of how the system works.	A new report or training requirements.	Scheduled	Promptly via Helpdesk. The problem will be worked on until fixed or a work around applied