



iPoint

Service Desk

User Manual

Version 1.1



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1 Introduction

This document is intended to give SustainHub users a guideline on how to create and track support inquiries in iPoint's Service Desks.

iPoint offers a general Service Desk for the SustainHub platform itself as well as several specific Service Desks for different SustainHub applications like Conflict Minerals or Material Compliance. All Service Desks work according to the same principles. Some Service Desks are available only if a particular application license is granted to the user. Therefore this user manual has been written as an example of using the **Service Desk for SustainHub**.

2 Summary of Features and Changes

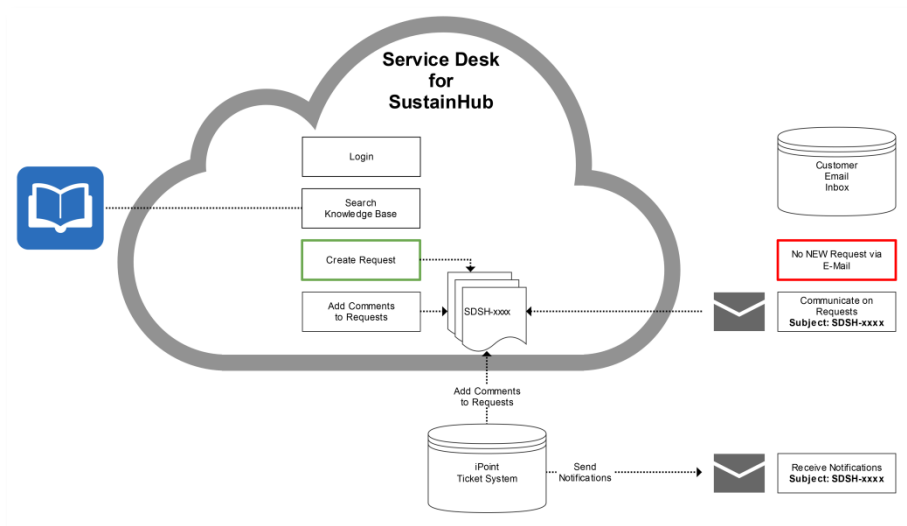


Figure 1 Example: Technical Support via Service Desk for SustainHub

Features and benefits of the iPoint Service Desk

Using the iPoint Service Desks, you can easily

- create new support requests in the online portal
- view the inquiries you have submitted, add comments and track processing status
- access and search our knowledge base for frequently addressed concerns

Changes to previous email support

Reporting Support Inquiries:

- For new requests please always use the appropriate Service Desk depending on your inquiry.
- Please note that we will no longer process new requests sent via email.

Communication on Support Inquiries:

After you have created a request in the portal, you will receive an email notification with a request reference (e.g. SDSH-xxxx).

- Recommended: add comments and attachments to the request in the respective Service Desk.
- However, if you reply to a notification by email, please make sure to always keep the request reference in the email subject. Otherwise your emails cannot be processed!
- You will receive further email notifications when:
 - a comment/attachment is added to your request by iPoint
 - a solution is available
 - your request is reopened

3 Access to the iPoint Service Desks

3.1 URL for Service Desks

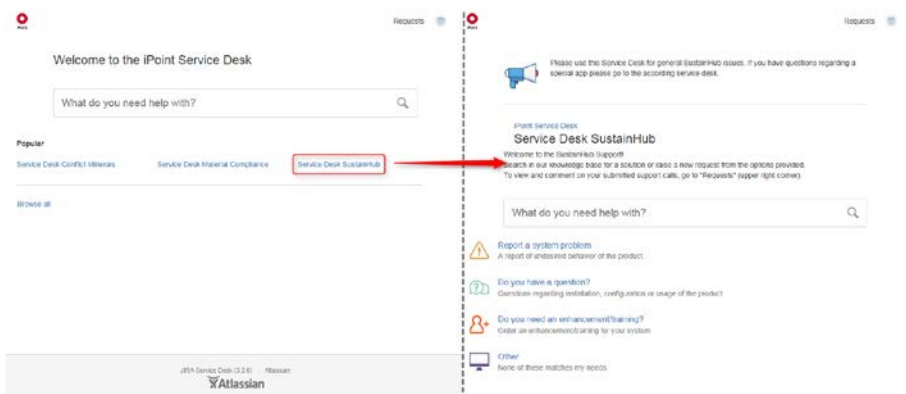


Figure 2 Global Help Center + Service Desks

The Global Help Center where you can choose one of the below Service Desks* for specific technical support can be accessed via the following URL:

<https://support.ipoint-systems.com/iPNTicket/servicedesk/customer/user/login?destination=portals>

- Service Desk for SustainHub
- Service Desk for Material Compliance
- Service Desk for Conflict Minerals

*depending on your license model

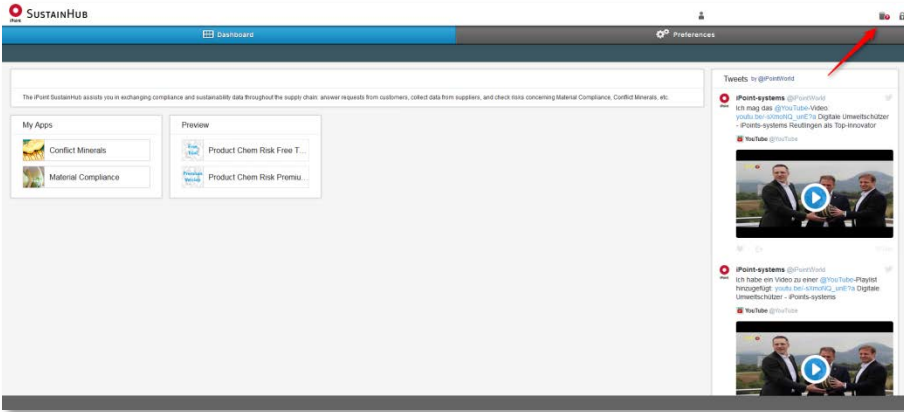


Figure 3 Example: Access the Service Desk for SustainHub via the Online Help

You can also access the respective Service Desk via the Help button within SustainHub, the Material Compliance app, or the Conflict Minerals app.

3.2 Registration

If you already are a SustainHub user you do not need to register for the Service Desks. Simply log in to the Service Desk using your SustainHub user credentials.

3.3 Online Form for registration and login related issues

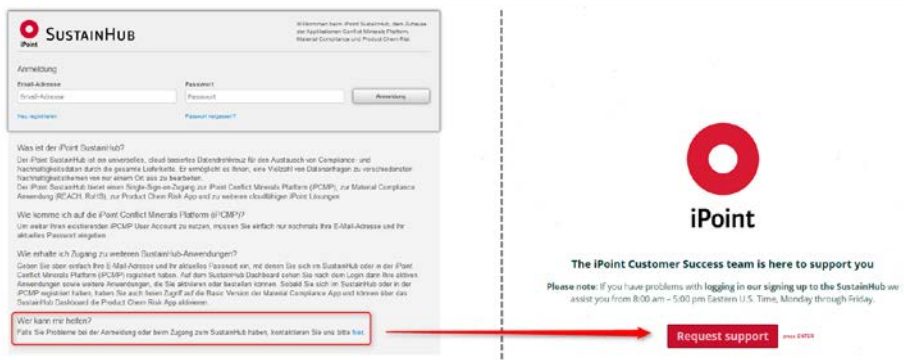


Figure 4 Online Form for Registration and Login Issues

If you cannot access the Service Desk due to **registration** or **login** related issues with SustainHub, please use the **online form** which you can find on the SustainHub [registration](#) and [login](#) webpages.

4 Example: Service Desk for SustainHub

4.1 Login

- Enter your **SustainHub user credentials**.
- Click on >Log in<

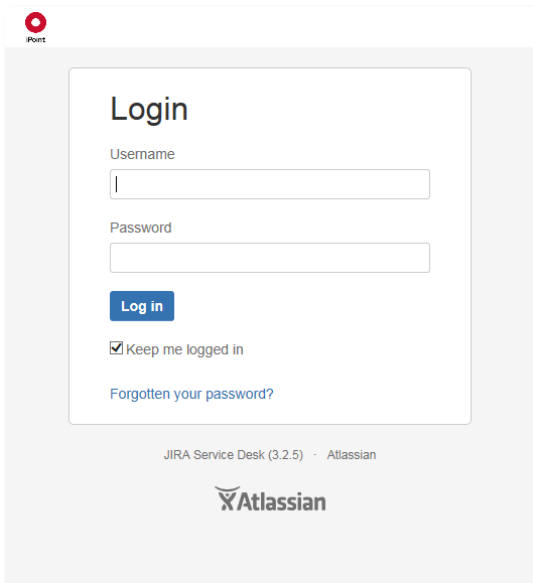


Figure 5 Login

4.2 Get an overview of your workspace

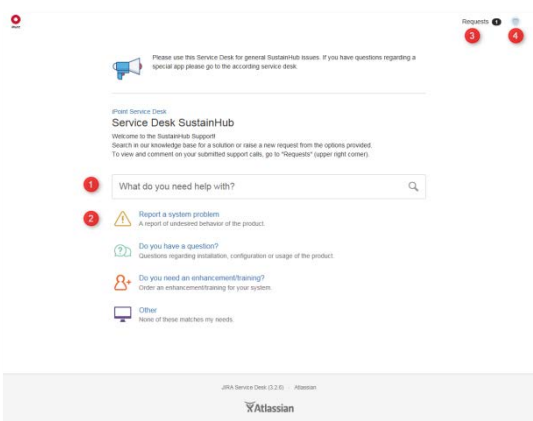
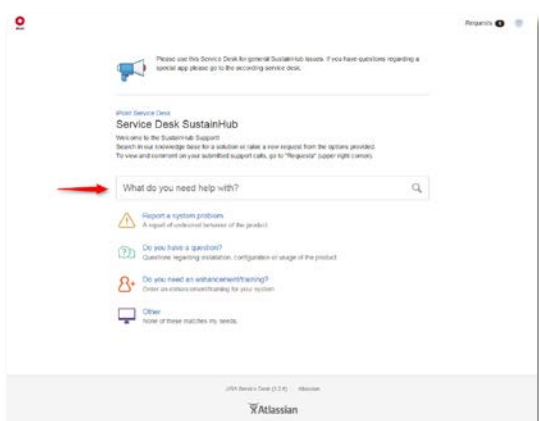


Figure 6 Service Desk Dashboard - Overview

As soon as you logged in to the Service Desk, you can:

1. Search for solutions in the knowledge base.
2. Submit new support calls by choosing one of the provided request types.
3. View all tickets reported by you; track and comment on your requests.
4. Manage your user profile.

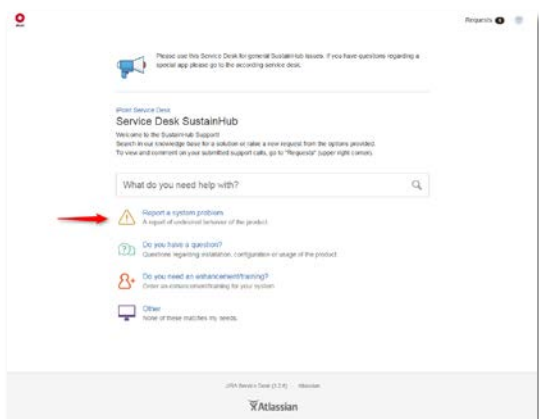
4.3 Search for a solution in the iPoint knowledge base



- Before raising a request, search for a solution in the iPoint knowledge base.
- To read a matching knowledge base article click on it.

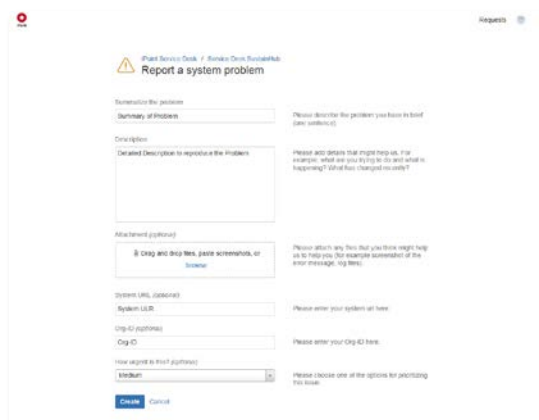
Figure 7 Service Desk Dashboard – Knowledge Base

4.4 Create new support requests



- Pick a request type that matches your needs.

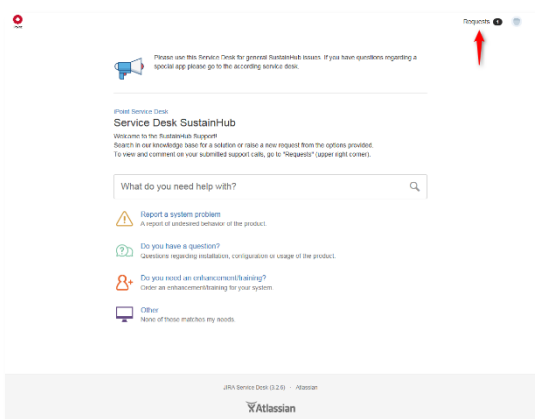
Figure 8 Service Desk Dashboard – Request Types



- Find suggested knowledge base entries as you type in your request.
- Enter the details of your request and add attachments.
- Click on >create<.
- As soon as you create the ticket, you will receive a notification email.

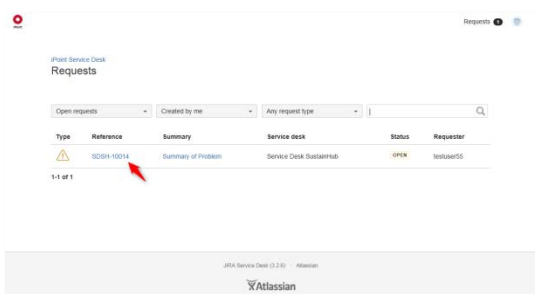
Figure 9 Create a Request

4.5 Track and Comment on your submitted requests



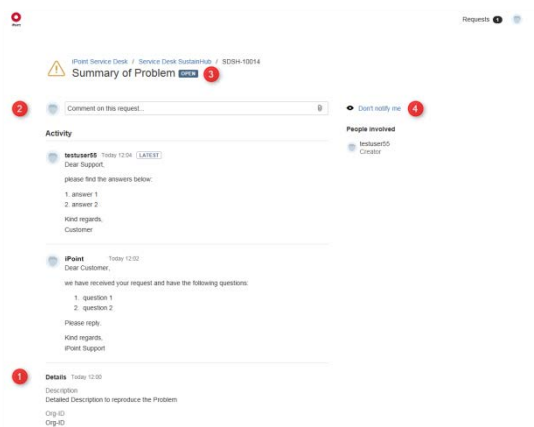
- Go to requests (upper right corner).

Figure 10 Service Desk Dashboard – Requests



- Find a list of all submitted requests, which you can filter according to your needs.
- Select a request.

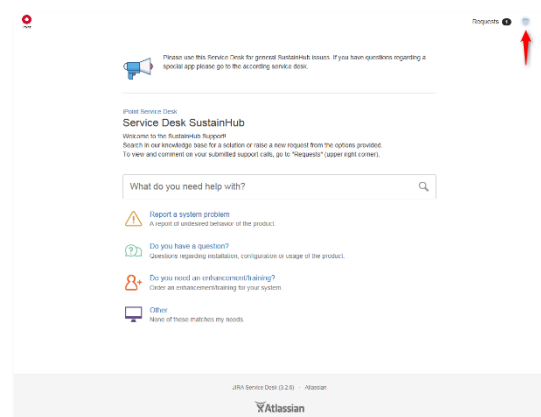
Figure 11 List of Requests



1. **Problem Report:** Read the data you entered as you created the request
2. **Communication:** Read updates from iPoint support. Add own comments and attachment to your request.
3. **Status Information:** Check the status of your request.
4. **Email Notifications:** Choose whether you like to get notified via email when
 - a. a comment/attachment is added to your request
 - b. a solution is available
 - c. your request is reopened

Figure 12 View and comment on a Request

4.6 Manage your user profile



- Go to Profile (upper right corner).

Figure 13 Service Desk Dashboard – User Profile



- Edit your profile.
- Change your password.

Figure 14 Edit User Profile

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6 Change History

Version	Date	Description
1.0	01/20/2017	Basic document outline
1.1	02/16/2017	Link to Global Service Desk updated; title page updated