



Centre for Open, Distance and eLearning

Ticketing System User Guide Online Support

<http://elearning.unam.edu.na/support/>

November 2016

Ticketing System

Front-end

The Centre for Open, Distance and eLearning (CODEL) implemented a ticketing system to offer better support to students on distance mode as well as lecturers wishing to use CODEL services.

This user guide is for anybody requesting a services or reporting an issue related to CODEL. A separate user guide is available for the backend (or agent panel showing how to respond to tickets created).

The system is configured such that tickets are automatically assigned to the relevant person, allowing for relevant and prompt response.

CONTENTS

1	Open a new Ticket	2
2	Help Topic Example: <i>Distance Edu Exams</i>	3
3	Email notification	5
4	Check Previously Created Ticket Status	7

1 Open a new Ticket

The ticketing system for Online Support can be accessed at <http://elearning.unam.edu.na/support/> and you would be presented with the screen shown in figure 1 below and the menu item to follow is shown with a pointing arrow.

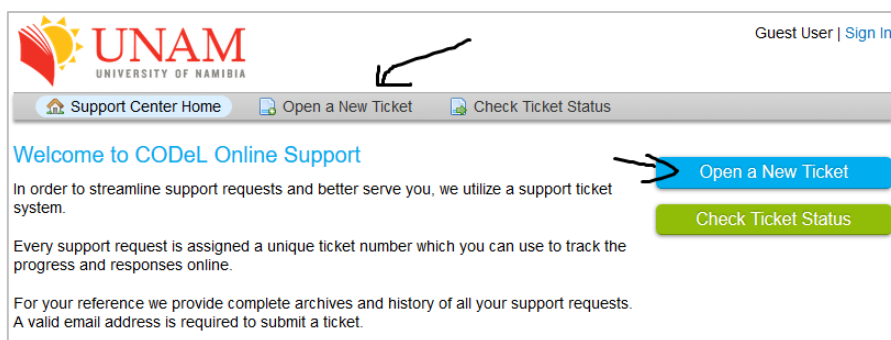


Figure 1: Front page

Once you have clicked on *Open New Ticket* you will see the form shown in figure 2. The ticket would consist of the *Contact Information* and a *Help Topic* which is initially hidden and would only be visible once a topic is chosen.

Support Center Home Open a New Ticket Check Ticket Status

Open a New Ticket

Please fill in the form below to open a new ticket.

Contact Information

Email Address *

Full Name *

Phone Number * Ext:

Help Topic

— Select a Help Topic — *

Create Ticket Reset Cancel

Figure 2: Ticket information when creating new ticket

Next we look at one of the help topics as an example, but note that the information required for each help topic may differ and may not look the same as the screenshots presented below.

2 Help Topic Example: *Distance Edu Exams*

This example refers to the help topic about distance education examination issues.

When you click on the dropdown menu of the *Help Topic* indicated above in figure 2, you will see the list shown in figure 3 below. This list will expand as we adapt to the needs of our stakeholders and make them more relevant.

Help Topic

— Select a Help Topic — *

- Select a Help Topic —
- Venue Booking
- Distance Edu Assignments
- Distance Edu Study Guides
- Distance Edu Exams
- Panopto (Lecture Capture)
- Moodle / Enroll Students
- Moodle / Request New Course
- Moodle / Additions or Changes to Course
- Record Video Lesson
- Video Conferencing

Figure 3: Available Help Topics

After entering the *Contact information* for the ticket, you can select from the list of help topics that is relevant to your request. A form for information specific to the selected help topic will be displayed as shown in figure 4 below; *Distance Edu Exams* for this example.

Help Topic
Distance Edu Exams

Ticket Details
Subject of Issue *

Examinations Issues
This online support regarding examinations is **ONLY** for **Distance Students**.

Student number *

Faculty *

Semester

Module or Subject *

If not part of list, type and choose "Not Listed"

Issue

Provide more information that may be necessary below:

Create Ticket Reset Cancel

Figure 4: Form specific for Examinations help topic

In figure 4 above, as part of the *Ticket Details*, you have the *Subject of Issue* and then the rest for *Examination Issues*. The *Subject of Issue* would be the subject that appears in the list of tickets that the assigned person would receive; like what you see in the subject field for your list of emails. Just like in an email subject, do not write very long sentences in this text field and try to make it clear and concise, as you will have the opportunity to enter the rest of the information in fields provided further down. The other fields are self-explanatory and screenshots of fields for selections are shown in figures 5, 6, 7 and 8.

Faculty *

— Select —

— Select —

Agriculture and Natural Resources

Economic and Management Science

Education

Engineering and Information Technology

Health Sciences

Humanities and Social Science

Law

Science

Figure 5: Faculty selection

Semester

— Select —

— Select —

1st Semester

2nd Semester

Year Module

Figure 6: Semester selection

Module or Subject *
If not part of list, type and choose "Not Listed"

Intro

- Intro To Household Resource Management — MHE3511
- Intro-To Government Accounting And Auditing — AGA1412
- Intro. To Programme Planning — APP3502
- Intro. To Programme Planning & Evaluation — APP2502
- Introduction To Advertising — ISP2482
- Introduction To Audit Theory & Process — AAT1411
- Introduction To Biology — BLG3511
- Introduction To Business Management — ABM2410

Figure 7: Course, Module or Subject selection

When entering the *Modules, Subject* or *Course* name, as you start to type, a suggestion list would appear from which you can choose. The list of the modules or courses are predetermined, but if the course you are looking for does not appear in the list, then type and select “*Not Listed*”.

Issue

- Select —
- Select —
- Outstanding CA Mark
- Other Issue

Figure 8: Possible issues

Once you have entered all the necessary information, make sure to click on the *Create Ticket* button at the bottom shown in figure 9 below.

Create Ticket Reset Cancel

Figure 9: Ticket creation button

The idea is that you provide accurate and enough information for your request to be addressed without much back and forth emails requesting for more information or clarity.

3 Email notification

Once you have created a ticket, an email notification will be sent to you shown in figures 10 and 11.

Today

☐ ● CODeL Online Support Support Ticket Opened [#157255] Dear Gerhol

Figure 10: Auto notification email

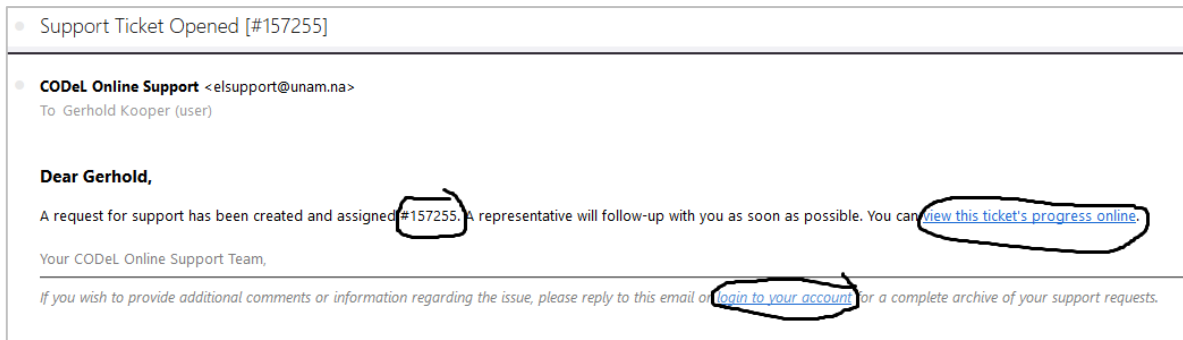


Figure 11: Created ticket auto notification email content

In figure 11 above you can see the content of the email notification for the created ticket containing the ticket number and hyperlinks to further information about the ticket as shown below in figure 12.

UNAM
UNIVERSITY OF NAMIBIA

Guest User | [Sign Out](#)

[Support Center Home](#) [Open a New Ticket](#) [View Ticket Thread](#)

Looking for your other tickets?
[Sign In](#) or [register for an account](#) for the best experience on our help desk.

Demo Ticket #157255 [Print](#) [Edit](#)

Basic Ticket Information		User Information	
Ticket Status:	Open	Name:	Gerhold Kooper (User)
Department:	Systems Administration	Email:	gerosna@yahoo.com
Create Date:	10/30/16, 5:32 PM	Phone:	206-3249

New Course Information

Faculty:	Science
Department:	Computer Science
Course name:	Demo course

Created by **Gerhold Kooper (user)** 10/30/16, 5:32 PM

Post a Reply

To best assist you, we request that you be specific and detailed *

[Drop files here](#) or [choose them](#)

[Post Reply](#) [Reset](#) [Cancel](#)

Figure 12: Ticket details page viewed when clicking on links provided in notification email

Next we look at accessing an already created ticket's status and information using the ticket number.

4 Check Previously Created Ticket Status

When you access the ticketing system for online support and view the front page at <http://elearning.unam.edu.na/support/>, one of the top menus is to *Check Ticket Status* as indicated in figure 13 below.

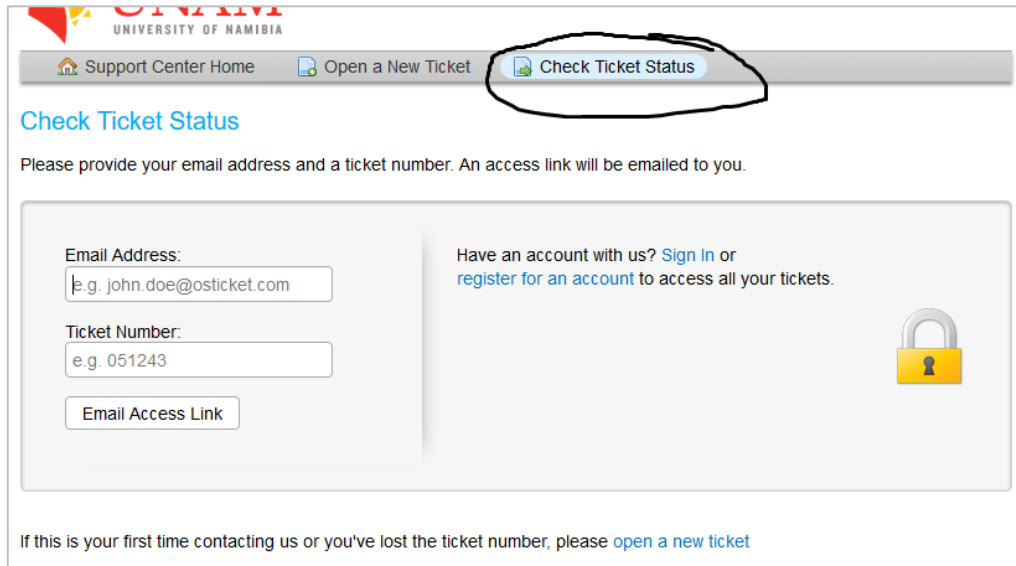


Figure 13: Check already created ticket status

The email address to enter should be the same one which you used to create the ticket that you want to check. The ticket number is the one you would have received in the email notification as shown in figure 11 above. Once you have entered the information and clicked on *Email Access Link* button, you receive an email as seen in figures 15 and 16.

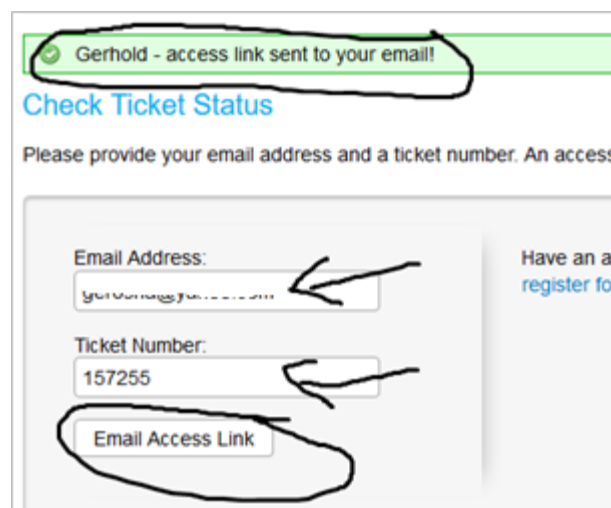


Figure 14: Request Access link to view ticket details

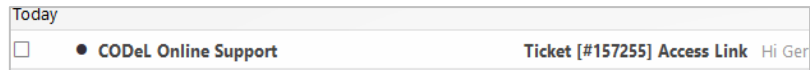


Figure 15: Access link email

In the contents of the email for access link, there would be the hyperlink that takes you to the online ticket details and status shown in figure 12 shown previously.

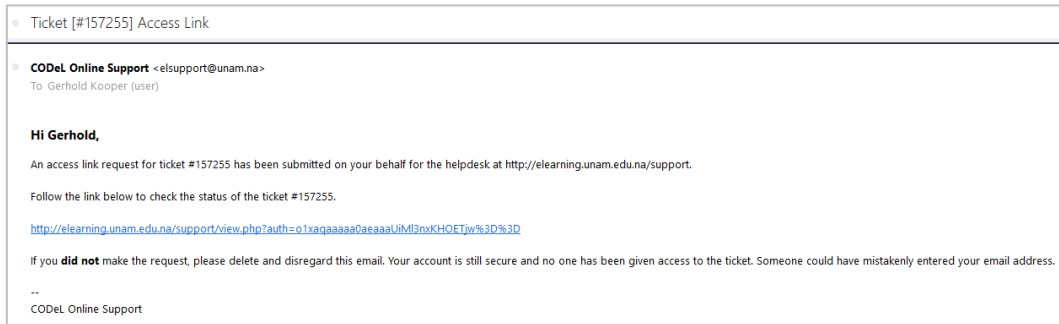


Figure 16: Access link email content

The ticketing system allows for user accounts allowing easier management of multiple request tickets. The system will be configured to use the same username and password as with all the other systems across UNAM such as email, portal and Moodle LMS.

THIS ENDS THIS USER GUIDE