users guide School

DepEdCAR HelpDesk
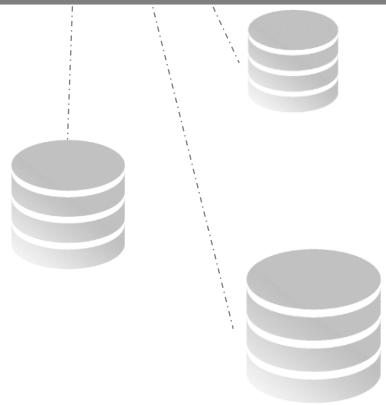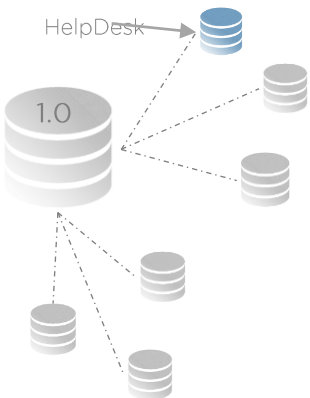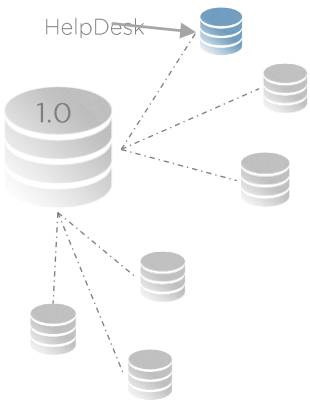
Table of Contents

HelpDesk

1.0

DepEd**CAR HelpDesk** Overview

> The DepEd-CAR HelpDesk is an online..

HelpDesk

1.0

key features

➢ Frequently Asked Questions
- Search easily through suggestions, categorized by topics and sub-topics

➢ Online Submission of Tickets
- Query, Complaint, Request, Suggestion, or Commendation

➢ Online Processing of Tickets
- From submission of ticket until ticket is Closed/Solved

➢ Online Monitoring and Tracking of Tickets
- Referred to Office, Assigned Tickets, Tickets Raised
- Tracking ID, Ticket History, Client-Agent Messages, and Actions Taken

HelpDesk

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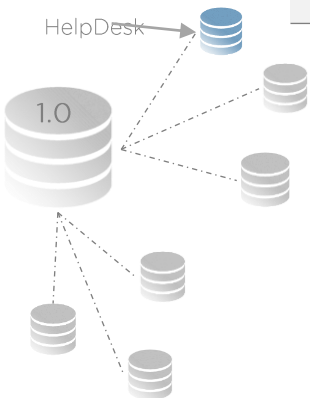
primary users
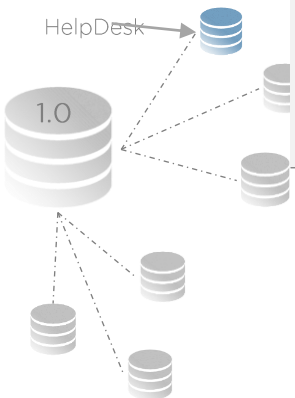
> ➢ *Regional Office*
>> ➢ *FTAD Personnel*
>> ➢ *RFTAT Leaders*
>> ➢ *RFTAT Members*
>
> ➢ *Division Office*
>> ➢ *SM&E Section Personnel*
>> ➢ *DFTAT Members*
>> ➢ *DFTAT Leaders*
>
> ➢ *School*
>> ➢ All Personnel

HelpDesk

1.0

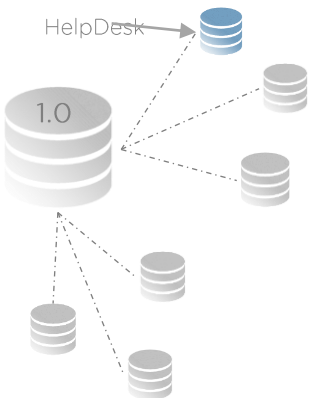# roles and permissions

➢ **All School Personnel**

➢ View Frequently Asked Questions (FAQs)

➢ Submit tickets

➢ Monitors the status of submitted ticket/s

➢ Track the progress of ticket/s raised

➢ Communicate with an agent who is handling the ticket

➢ View ticket history

➢ Send Feedback

HelpDesk

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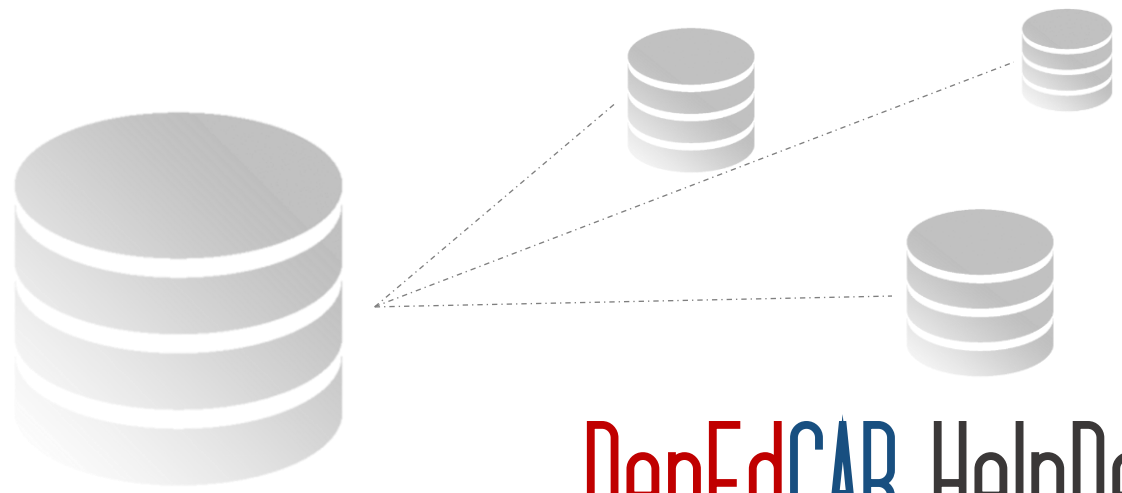
DepEdCAR HelpDesk

Getting Started
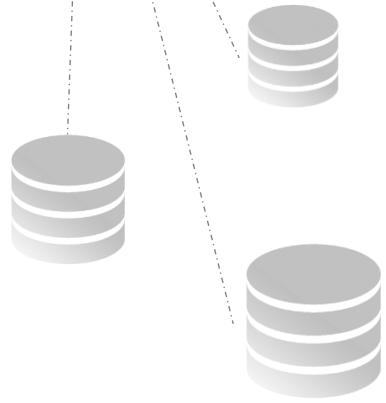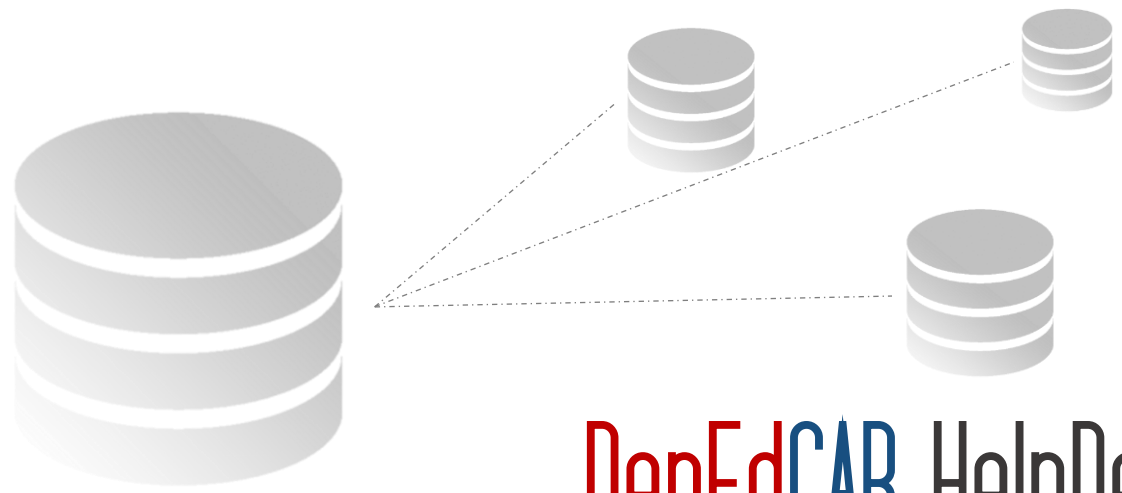
DepEdCAR HelpDesk
LogIn & the Dashboard
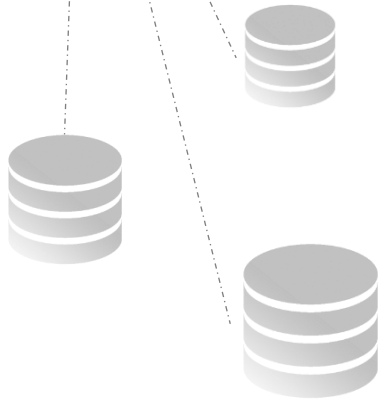
how to access the DepED-CAR HelpDesk?

- **Step 1**
  - ➢ Visit helpdesk.depedcar.ph. *Preferably Google Chrome

- **Step 2**
  - ➢ Click Log-in link located at the upper right corner of the page
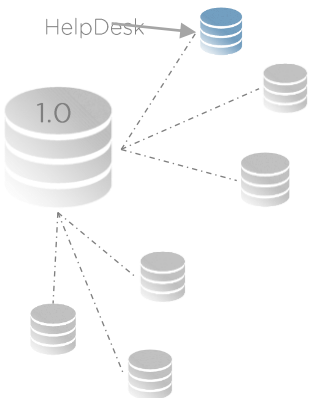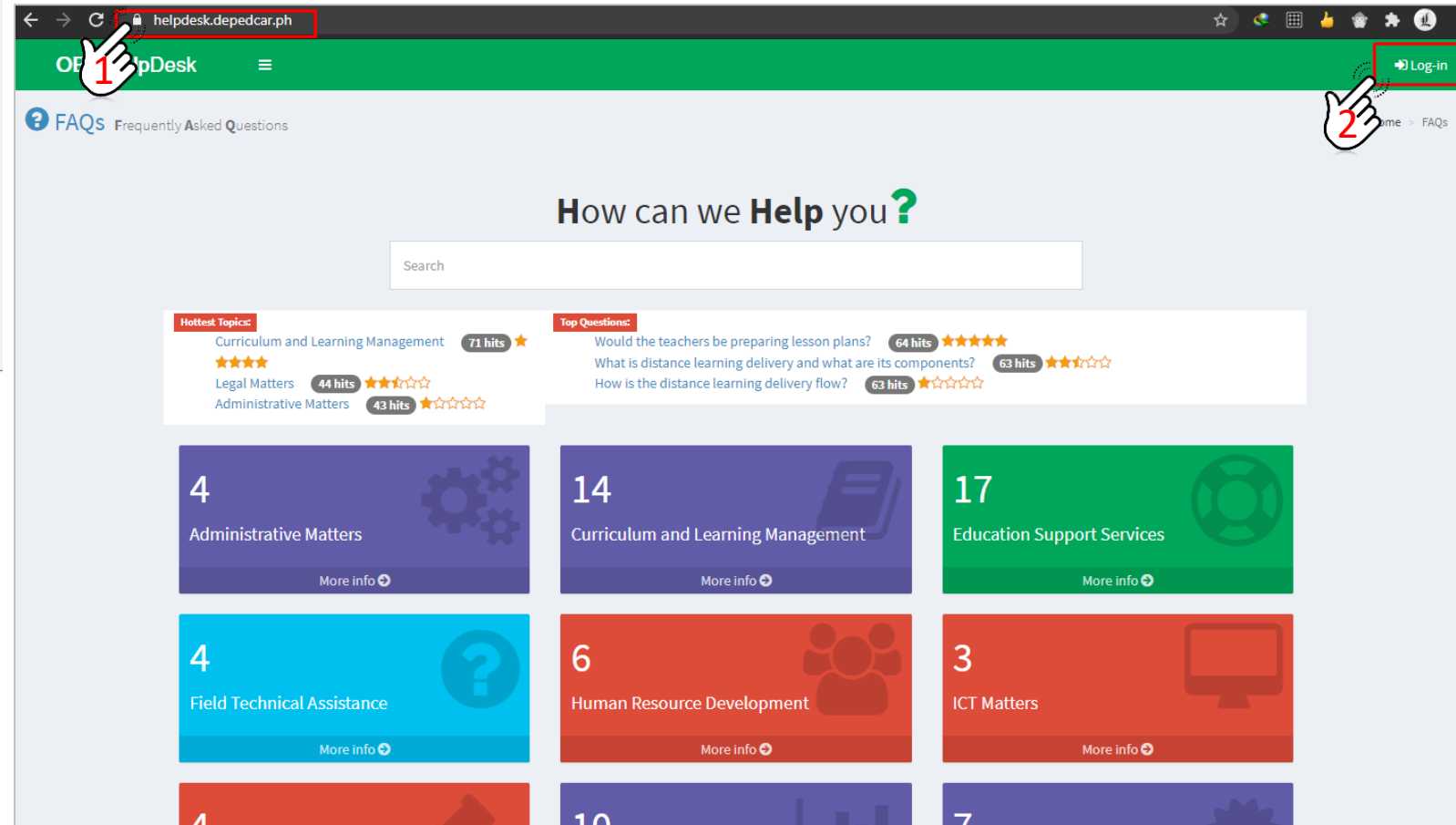
how to access the DepED-CAR HelpDesk?

- Step 3
  - ➢ Login using your account in the DepEd-Car portal or the GateKeeper.
  - ➢ If no account yet, ask your system administrator to create an account.

the DashBoard

Dashboard
- The Page to be displayed upon logging-in
- Displays the a summary on the number of Tickets base on Ticket Status
  - Submitted
  - Pending/In-Progress
  - Resolved/Closed

Navigation Menu bar

Dashboard Content

Sidebar Menu

HelpDesk

1.0

HelpDesk

Dummy Account
● Online

Search...

MAIN NAVIGATION

- Dashboard
- ? FAQs
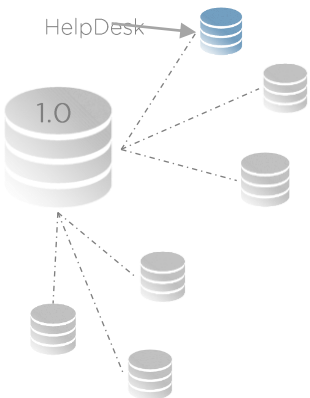- Submit Ticket
- All Tickets
- My Tickets
- Admin Settings

● Send us a Feedback

Dashboard

Home > Dashboard

Search Ticket Number

5 Number of Tickets Submitted — More info

1 Number of In-progress Tickets — More info

0 Number of Resolved and Closed Tickets — More info

0 Number of Overdue Tickets — More info

Submitted Tickets

Pending and In-progress Tickets

Number of Tickets

3.03
3.02
3.01
3
2.99
2.98
2.97

Mt. Province
Schools Division Office

Trial Version

CanvasJS.com

Number of Tickets

Schools Division Office

Trial Version

CanvasJS.com

Solved and Closed Tickets

the navigation Menu Bar

Toggle Sidebar Menu

Account Name

HelpDesk ☰   Dummy Account

Dummy Account - SM&E Section Personnel
Member since April 03, 2018
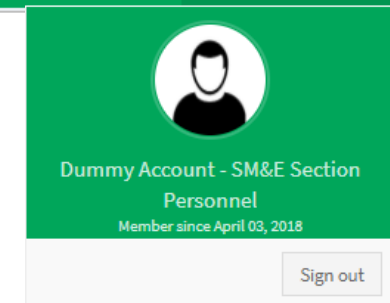
Sign out

Sign Out

Toggle Sidebar Menu
- Minimizes the sidebar to view a wider and more contents

Account name
- Displays the name of the user
- Click to view the Role of the user as well as the Sign out button

Sign out
- Allows you to end your access to the DepEd-CAR HelpDesk and displays the FAQs Page

HelpDesk

1.0
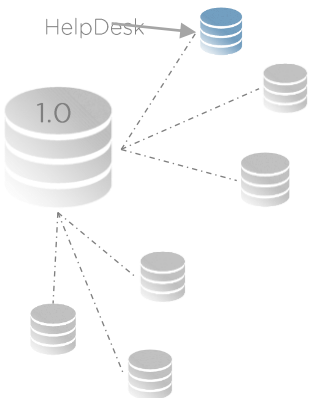
the sidebar Menu
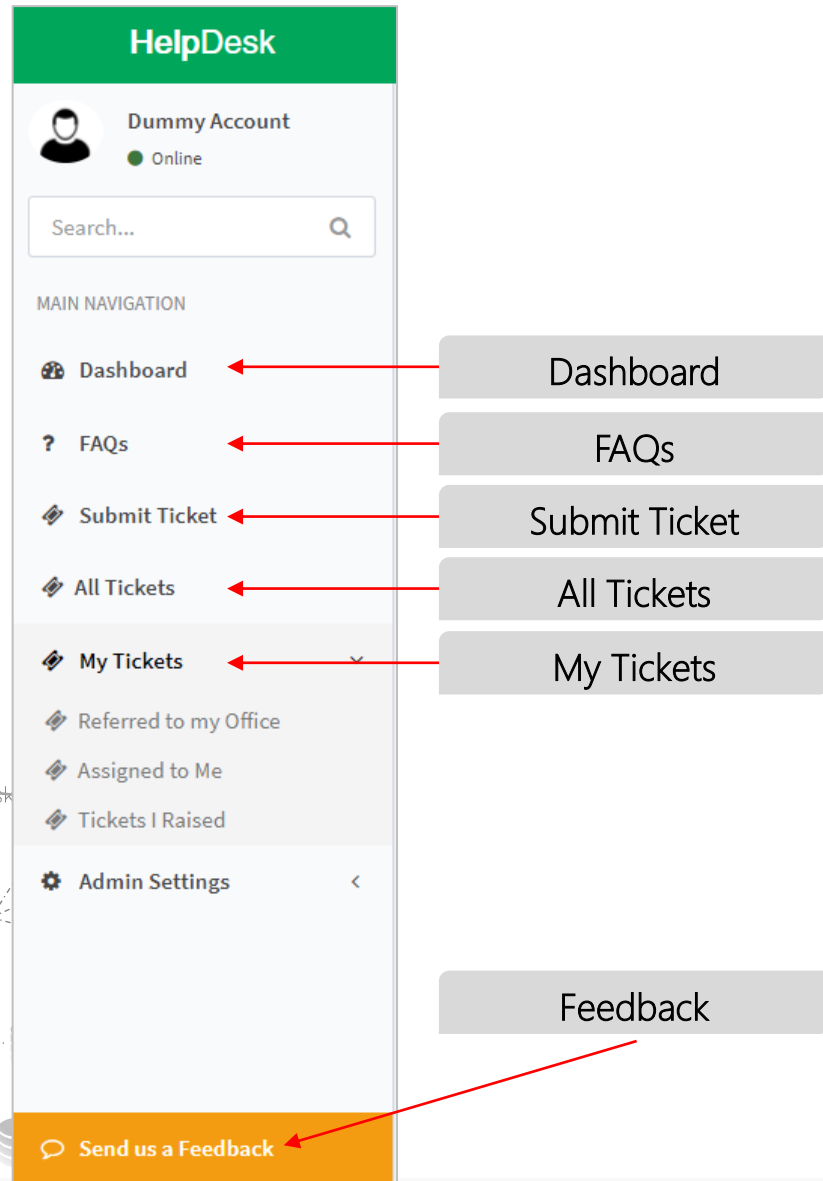
Dashboard
- Displays the Dashboard page

FAQs
- Displays the Frequently Asked Questions
  - Search FAQs topics by categories

Submit Ticket
- Allows you to submit ticket/s or ticket/s for a client

All Tickets (For Division and Region)
- Displays ALL Tickets for the division, unit, or section

My Tickets
- Referred to my office
  - Tickets referred by the SM&E Personnel
- Assigned to Me
  - Tickets assigned by the DFTAT Leader to personnel under his/her office
- Tickets Raised (For School Level)
  - Tickets submitted by the user

Feedback
- Allows you to send your Feedbacks on how did the DepEd-CAR helpdesk do for you.
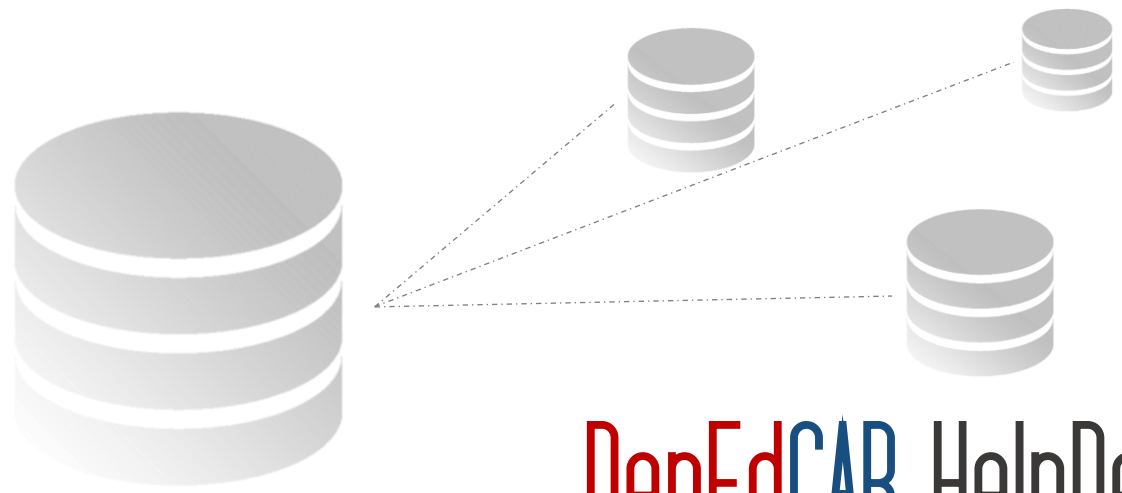
DepEdCAR HelpDesk

Frequently Asked Questions FAQs

the FAQs

Search Bar
- Type-in keywords to display clickable search suggestions. Click suggestion to view FAQ contents.

Hottest Topics
- Displays the top 3 most visited Hottest Topics by category

Top Questions
- Displays the top 3 most viewed FAQs

Topic Categories
- FAQ topics by categories
  - Displays the category name and the number of FAQs in the category
  - Click **More info** to view the FAQs of the category

the FAQs More Info

Categories
- Displays FAQ Categories and Sub-Categories Menu. <u>Click</u> a Category to display its sub-categories.
- The number after the category represents the number of FAQs available.

Results
- Displays the result contents either from the search bar or navigating the categories menu.
- Result contents is composed of questions and answers
- Use the search option in the results to view more specific contents

DepEdCAR HelpDesk
Tickets (Processing, Managing, and Monitoring)
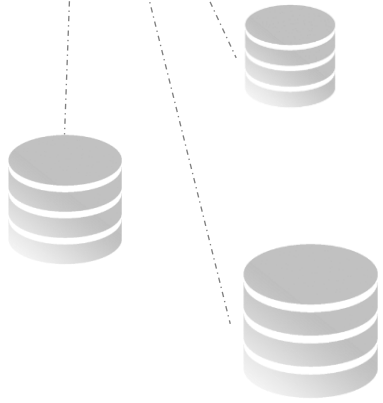
the Tickets Submit New Ticket

Step 1
- Click **Submit Ticket** from the Side bar menu

Step 2
- Fill-up the necessary details to Open a New Ticket
  - Nature of Concern (Required)
    - Query, Complaint, Suggestion, Commendation
  - Submit Concern to (Required)
    - Division, Region
  - Topic (Required)
    - Topic by category (admin, curriculum, human resource, etc.)
  - Sub-topic (Required)
    - Sub-topic of selected category topic
  - Details (Required)
    - Description of the concern
  - Attachment (Optional)
    - Attach additional files in support to the concern if necessary.

Step 3
- Click **Submit Button**

Step 4
- An email notification will be sent to the user's email address

Note:
* ALL submitted tickets is also listed under **My Tickets > Tickets I Raised menu**

the Tickets Submit Ticket

- Sample Email notification for submission of tickets

DepEd CAR **Help**Desk

Hi Client!

We would like to acknowledge that we have received your query and a ticket has been created with ticket #1599709925. A support representative will be reviewing it and will send you a feedback. To view the status of the ticket, please visit DepEd CAR Help Desk.

Thank you for your patience.

Sincerely yours,
DepEd CAR Field Technical Assistance Team

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HelpDesk

1.0
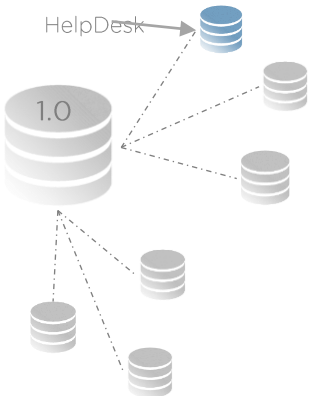
Tickets My Tickets

Dummy Account
● Online

Search...

MAIN NAVIGATION

▦ Dashboard

? FAQs

✦ Submit Ticket

✦ All Tickets

✦ My Tickets

Settings ‹

HelpDesk

1.0

Tickets I Raised

🏠 Home › List of Tickets

⊕ Submit Ticket

Show 10 entries

Search:

Date Submitted ▼	Ticket Number	Nature of Concern	Topic	Concern Details	Client	Ticket Status	Actions
Oct 05, 2020 2:20 PM	1601878858	Query	ICT Matters	How to have an access in the DepEd-CAR HelpDesk?	Dummy Client	Closed	View Edit

Showing 1 to 1 of 1 entries

Previous 1 Next

My Tickets Menu

My Tickets Menu
▪ Click the menu from the Side bar to view tickets submitted

Column Headers

Column Headers
▪ Click Column Headers to sort the tickets ascending /descending.
▪ Date Submitted is set by default

Action Buttons

Action Buttons
▪ Click **View Button** to show complete details and monitoring of tickets. You may click the Ticket Number as an alternative
▪ Click **Edit Button** to update the ticket

Tickets Ticket Details

Action Buttons
- Buttons used to **Update, Process, or Close ticket** depending on your role in the system.

Ticket Status
- Shows the status or progress of the ticket. Status could either be **Open, Pending, In-progress, Solved, or Closed**

Messages and Actions Taken
- This allows the client and the agent to communicate regarding the ticket submitted.

Ticket History
- Shows the history logs of the ticket from submission until ticket is Closed/Solved. Messages and actions taken from agent and client is also logged in the ticket history
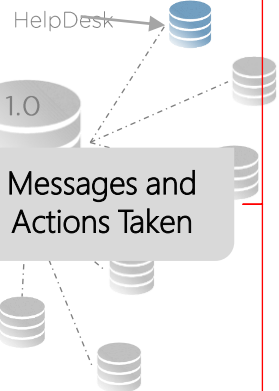
Tickets Ticket Details (Ticket Status)

Open
- Ticket status upon submission of ticket, and
- when SM&E Section Personnel refers the ticket to an office.

In Progress
- Ticket status when DFTAT Leader assigned the ticket to a personnel in the referred office;
- when a DFTAT Leader or DFTAT Member **Gets** the ticket or assign the ticket to himself/herself
  - *Note: the person who is assigned for a ticket in called an **Agent**.*

Solved
- Ticket status when an agent already solved the concern

Closed
- Ticket status when a client is satisfied with the resolution done by the agent.
- Either the Client, DFTAT Member, or DFTAT Leader can close a ticket.

Ticket Status: Open

Ticket Status: In-progress

Ticket Status: Solved

Ticket Status: Closed

Tickets Ticket Details (Messages and Actions Taken)

Messages and Actions Taken
- Ticket details section which allows the client and the agent to communicate regarding the ticket submitted.

Tab switch

Client's View

Agent's View

# of unread message/s

Messages/ Actions Taken

Messages 0   ☑ Actions Taken 0

Vandolph Flora (ORD):   (Tuesday) October 06, 2020 12:56 PM   Seen: 2020-10-06 13:13:46
💬 Agent's message

Dummy Account (Client):   (Tuesday) October 06, 2020 12:56 PM   Unseen
💬 Client's reply message

Input box

Your message

HelpDesk

Send

Messages/ Actions Taken

Messages 1   ☑ Actions Taken 0

Dummy Agent (ORD):   (Tuesday) October 06, 2020 12:56 PM   Seen: 2020-10-06 13:13:46
💬 Agent's message

Message status

Dummy Account (Client):   (Tuesday) October 06, 2020 12:56 PM   Unseen
Click to open Message>

unread message

Your message

Send

1.0

Tab Switch
- Switching tabs between Messages or Actions Taken

# of unread messaged
- Indicates the number of unread messages or actions taken.

Unread Message/s
- Unread message/s will be denoted by 💬 Click to open Message>

Message Status
- Message status could either be:
  - **Unseen** - if not yet opened by a client or an agent
  - **Seen Date –** if message is already opened by a client or an agent

Input box
- Area where client or agent enters a message or actions taken
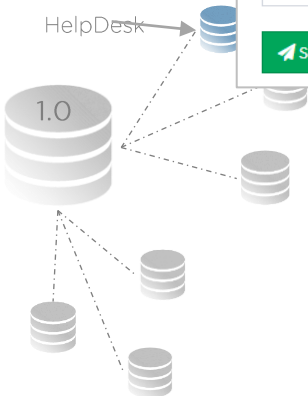
Tickets Ticket Details (Ticket History)

- Sample ticket history logs from submission until ticket is closed

Ticket History

05 October 2020

✉ Agent (DFTAT Member) closed the ticket.   ⏱ Oct 05, 2020 11:41 AM

✉ Agent (DFTAT Member) solved the ticket.   ⏱ Oct 05, 2020 10:21 AM

03 October 2020

✉ Dummy Client sent a message.   ⏱ Oct 03, 2020 12:00 AM

"Client's reply message"

✉ Agent (DFAT Member) sent a message.   ⏱ Oct 03, 2020 12:00 AM

"Agent's message"

02 October 2020

✉ DFTAT Leader assigned ticket to Agent (DFTAT Member).   ⏱ Oct 02, 2020 5:04 PM

"Assign"

✉ DFTAT Leader assigned the ticket to himself/herself.   ⏱ Oct 02, 2020 4:49 PM

01 October 2020

✉ Dummy SM&E Personnel referred ticket to Office of the Regional Director - ICT Unit.   ⏱ Oct 01, 2020 4:37 PM

"Refer Ticket"

30 September 2020

✉ Ticket automatically referred.   ⏱ Sep 30, 2020 2:20 PM

✉ Dummy Client submitted the ticket.   ⏱ Sep 30, 2020 2:20 PM

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1.0

24
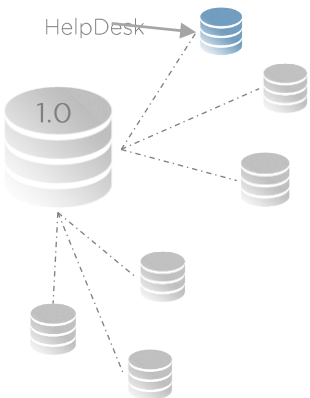
Tickets Update Ticket

Step 1
- View the details of the ticket

Step 2
- Under action buttons, click the **Update Ticket** button to show the Update Ticket modal

  [✎ Update Ticket] [✎ Process Ticket] [✎ Close Ticket] [⊘ Back]

  - Note:
    - *Can only be accessed by:*
      - *the one who submitted the ticket,*
      - *SM&E Section personnel, and*
      - *DFTAT Leader (when referred to office)*
    - Update Ticket will be disabled on ticket is assign to a personnel

Step 3
- Update the ticket either its Topic, Sub-topic, and Category (based on Ease of Doing Business Act: *Simple, Complex, or Highly Technical*)

Step 4
- Click the **Update Ticket** button to complete the changes made.

Update Ticket   ✕

Client Name:	Andres M. Cuyasan
Nature of Concern:	Query
Topic:	Administrative Matters
Sub-Topic:	Payroll Services
Category (based on Ease of Doing Business Act):	Simple (3 working days)
Concern Details:	This is to inquire regarding the August 2020 Salary deduction. Is there additional deduction? I noticed that there is a discrepancy of 544.88. Please refer to the screenshot attached. Thank you.
Attachment:	Download Link

[Update Ticket] [Close]

HelpD

1.0

Tickets Process Ticket

Step 1
- View the details of the ticket

Step 2
- Under action buttons, click the **Process Ticket** button to show the Process Ticket modal

  - Note:
    - *The Process Ticket button is only available while the status is not yet Solved or Closed*
    - *Can only be accessed by:*
      - *SM&E Section personnel*
      - *DFTAT Leader (when referred to office)*
      - *DFTAT Member (when referred to office)*

Step 3
- Choose either to:
  - **Get Ticket** – assign ticket to self
  - **Refer to Concerned Office** – Refer the ticket to a concerned office in the division or in the regional office.
  - **Assign to Staff –** assign a specific personnel within the unit/division. Available only when ticket is referred to the division/unit/section
  - **Solve -** Available only when ticket is assigned to a personnel / a personnel assign the ticket to himself/herself

Process Ticket

Client Name:	Dummy Client
Nature of Concern:	Query
Category (based on Ease of Doing Business Act):	Simple (3 working days)
Topic:	ICT Matters
Sub Topic:	Deployed Information Systems
Concern Details:	How to have an access in the DepEd-CAR HelpDesk?
Attachment:	No attached file.

Get Ticket Refer to Concerned Office Assign to Staff Solve

Cancel

Tickets Process Ticket (Refer Ticket)

Step 1
- In the Process Ticket modal, click on the **Refer to Concerned Office** button to display the Refer Ticket modal.

    - Note:
        - *Can only be accessed by:*
            - *SM&E Section personnel,*
            - *DFTAT Leader (when referred to office)*
            - *DFTAT Member (when referred to office)*

Step 2
- Refer ticket to concerned office by changing the **Office, Division, and Unit selection boxes.**
- Add Remarks

Step 3
- Click the **Submit** button to complete the referral.

Note
- Ticket status changes to Open

- Ticket history will be updated base on the action performed.

- Email notification will be sent for the client and for the referred office/s.

HelpDesk

1.0

Get Ticket | Refer to Concerned Office | Assign to Staff | Solve
Cancel

Refer Ticket   ✕

Client Name:	Dummy Client
Nature of Concern:	Query
Category:	Simple (3 working days)
Topic:	ICT Matters
Sub Topic:	Deployed Information Systems
Concern Details:	How to have an access in the DepEd-CAR HelpDesk?
Attachment:	No attached file.
Refer Ticket to:	Select Office
	Select Division
	Select Section/Unit

Remarks:

Submit | Cancel

Ticket Status: Open

Dummy Client referred ⏱ Oct 01, 2
ticket to Office of the
Regional Director - ICT Unit.

"refer"

27

Tickets Process Ticket (Assign Ticket)

Step 1
- In the Process Ticket modal, click on the **Assign to Staff** button to display the Assign Ticket modal.

  - Note:
    - *Can only be accessed by:*
      - *DFTAT Leader (when referred to office)*
      - *DFTAT Member (when referred to office)*

Step 2
- Assign ticket to specific personnel in the division/unit/section under **Assign Ticket to** selection box.
- Add Remarks

Step 3
- Click the **Submit** button to complete the referral.

Note
- Ticket status changes to In-progress

- Ticket history will be updated base on the action performed.

- Email notification will be sent for the client and for the assigned personnel who will handle the ticket.

HelpDesk

1.0

Get Ticket Refer to Concerned Office Assign to Staff Solve
Cancel

Assign Ticket   ✕

Client Name:	Dummy Client
Nature of Concern:	Query
Category:	Simple (3 working days)
Topic:	ICT Matters
Sub Topic:	Deployed Information Systems
Concern Details:	How to have an access in the DepEd-CAR HelpDesk?
Attachment:	No attached file.
Assign Ticket to:	Select Personnel

Remarks:

Submit Cancel

Ticket Status: In-progress

✉ **DFTAT Leader** assigned ticket to Dummy Office.

"Assign"

Tickets Process Ticket (Get Ticket)

Step 1
- In the Process Ticket modal, click on the **Get Ticket** button
  - Note:
    - *Can only be accessed by:*
      - *SM&E Section personnel,*
      - *DFTAT Leader (when referred to office)*
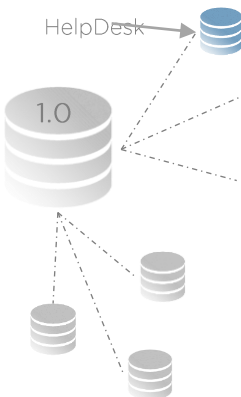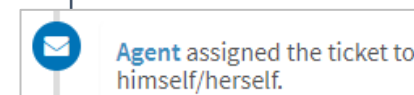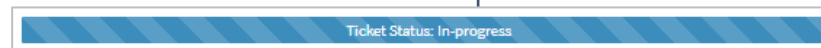   - *DFTAT Member (when referred to office)*

Step 2
- Click the **Confirm** button in the Get Ticket confirmation prompt to assign ticket to self

Note
- Ticket status changes to In-Progress

- Ticket history will be updated base on the action performed.

- Email notification for the client and for the agent who will handle the ticket will be sent.

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1.0

Get Ticket | Refer to Concerned Office | Assign to Staff | Solve | Cancel

Get Ticket ×

Getting this ticket means you will take in-charge of solving the client's concern/s. Are you sure you want to assign the ticket to yourself?

Confirm | Close

Ticket Status: In-progress

Agent assigned the ticket to himself/herself.

Tickets Process Ticket (Solve Ticket)

Step 1
- In the Process Ticket modal, click on the **Solve** button
  - Note:
    - *Can only be accessed by:*
      - *DFTAT Leader (when referred to office)*
      - *DFTAT Member (when referred to office)*

Step 2
- Enter some actions taken
- Click the **Confirm** button in the Solve Ticket prompt to perform the process.

Note
- Ticket status changes to Solved

- Ticket history will be updated base on the action performed.

- Email notification will be sent for the client and for the agent who solved the ticket.

HelpDesk

1.0

Get Ticket | **Refer to Concerned Office** | **Assign to Staff** | **Solve**

Cancel

Solve Ticket

Are you sure the client's concern has been solved?

Action/s Taken:

Some actions taken in the resolution of the concern

Confirm | Close

Ticket Status: Solved

Agent solved the ticket.

Tickets Process Ticket (Close Ticket)

Step 1
- Click on the **Close Ticket** button, in the Ticket Details page.
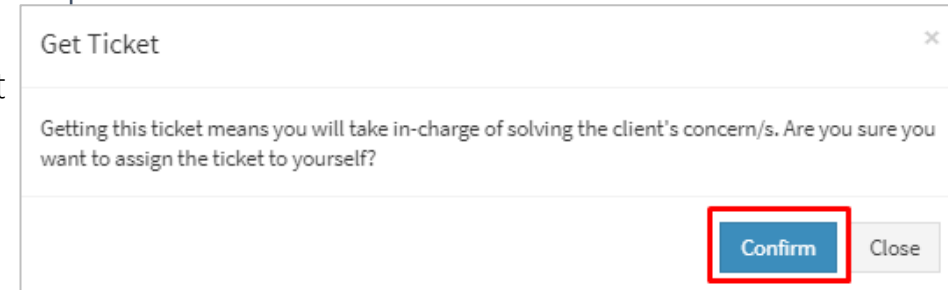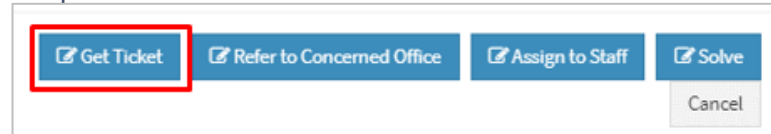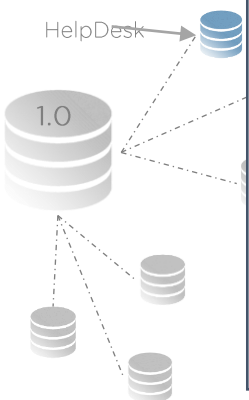   - Note:
        - *Can only be accessed by:*
            - *SM&E Section Personnel*
            - *DFTAT Leader (when referred to office)*
            - *DFTAT Member (when referred to office)*
            - *Client (DepEd-personnel/School)*
            - *Agent (Assigned Personnel)*

Ticket Details

Update Ticket | Process Ticket | Close Ticket | Back

Tracking ID: **1601878858**

Date Submitted: **Oct 05, 2020 2:20 PM**

Referred to: **Office of the Regional Director | ICT Unit**

Assigned to: **Agent**

Ticket Status: Solved

Client Name: Dummy Client

Step 2
- Click the **Confirm** button in the Close Ticket prompt to perform the process.

Close Ticket ×

Closing the ticket means the concern is already solved and it cannot be undone. Are you sure you want to close the ticket?

Confirm | Close

Note
- Ticket status changes to Closed

Ticket Status: Closed

- Ticket history will be updated base on the action performed.

Agent closed the ticket.

- Email notification will be sent for the client and for the agent who closed the ticket.

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1.0