

IT REPARO

User's Guide

February 2019

Welcome to the help desk system by IT Center Company.

You need login and password for **IT REPARO** session.

To get it please contact with our IT staff with the help of your owl
at address support@it-cntr.com.

Or call us: + 7 (495) 120-0-129.

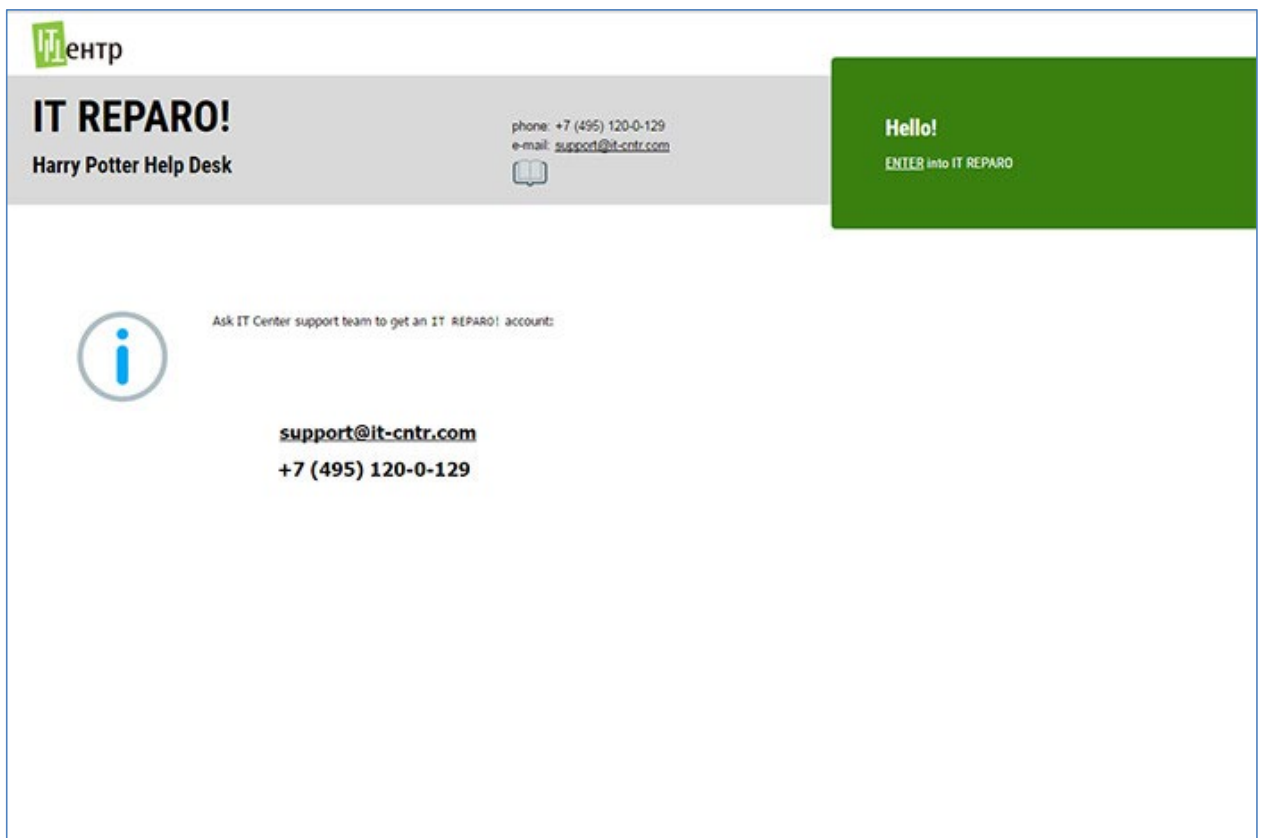
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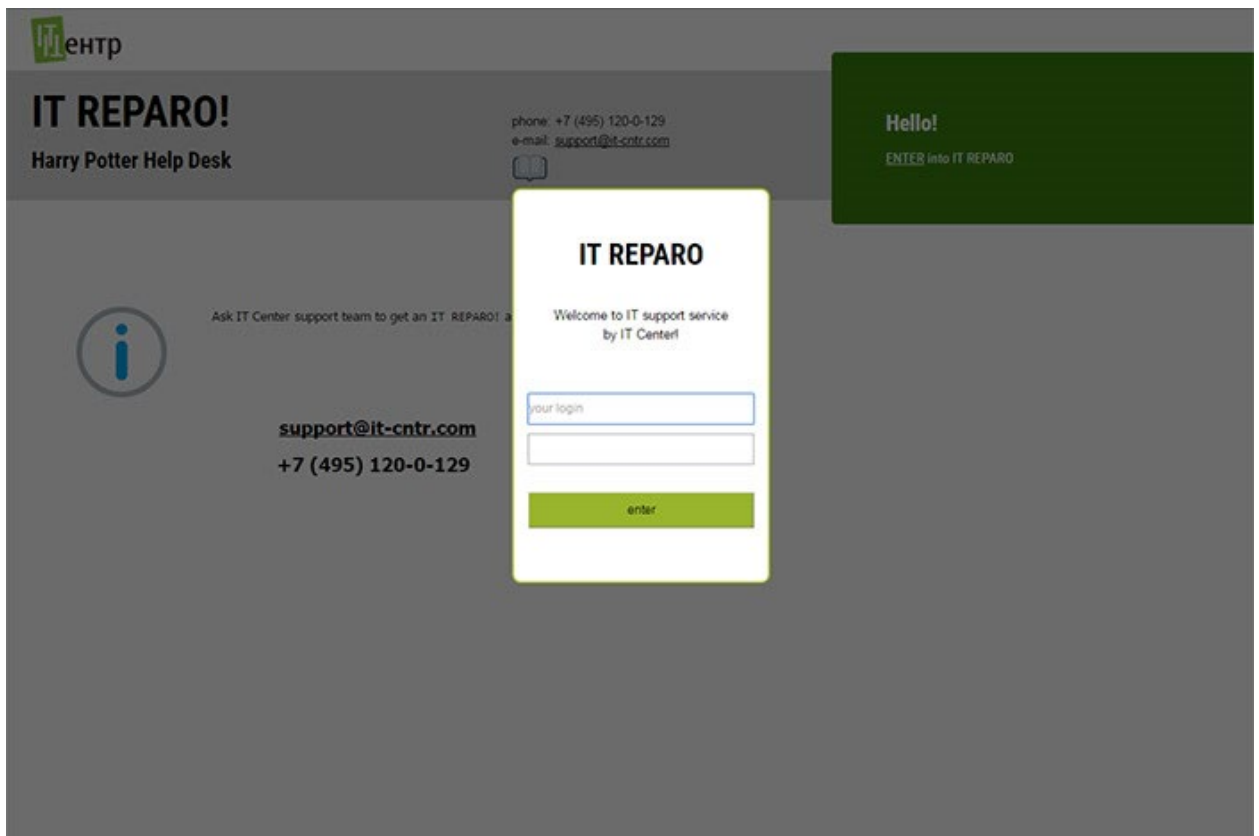
Let's begin

Click this link: reparo.it-cntr.ru/eng/customer/index.php.

Be sure that opened page looks like this one:



Look on the right top. Click **ENTER** and then type your login and password.



If your login and password are ok you will see the list of the tickets. Let's take a closer look on it.

List of tickets

At the top right corner of this page you see your name and a title of your company on dark-green background. There is the list of tickets in the center of the page.

The screenshot shows the IT REPARO! Harry Potter Help Desk interface. At the top left, there is a logo and the text "IT REPARO! Harry Potter Help Desk". To the right, contact information is provided: "phone: +7 (495) 120-0-129" and "e-mail: support@it-cntr.com". In the top right corner, a dark green box displays the user's name "Hermione Jean Granger" and their role "Griffindor DUT".

Below the header, there are two buttons: "create ticket" and "delete ticket". A text box explains that tickets can be sorted by ID, date, and subject, and provides instructions on how to filter tickets by ID, status, date, subject, author, and date range. An example is given: "For example to get the ticket list which were created within 01.11.2016 and 15.11.2016 input this date range in green filter block."

A green filter bar contains two input fields for "ticket ID" and "ticket author", and another two for "Show me the tickets were created between" with "DD.MM.YYYY" placeholders. A magnifying glass icon is next to the filter bar. To the right of the filter bar is a document icon with a pencil.

Below the filter bar is a table with the following columns: "ID", "Date", "Subject", "Author", and "Time". The table contains three rows of tickets, each with a blue dot next to the ID, indicating they are new tickets.

ID	Date	Subject	Author	Time
166	06-01-2017	Connect to transfer portal	Hermione Jean Granger	0
165	06-01-2017	My lovely pet cat Crookshanks is run away	Hermione Jean Granger	0
164	06-01-2017	My wand is broken	Hermione Jean Granger	0

On the right side of the table, there is a legend for ticket status:

- new ticket (blue dot)
- ticket in progress (orange dot)
- ticket is done (green dot)

Please note: every item begins with colored circle.



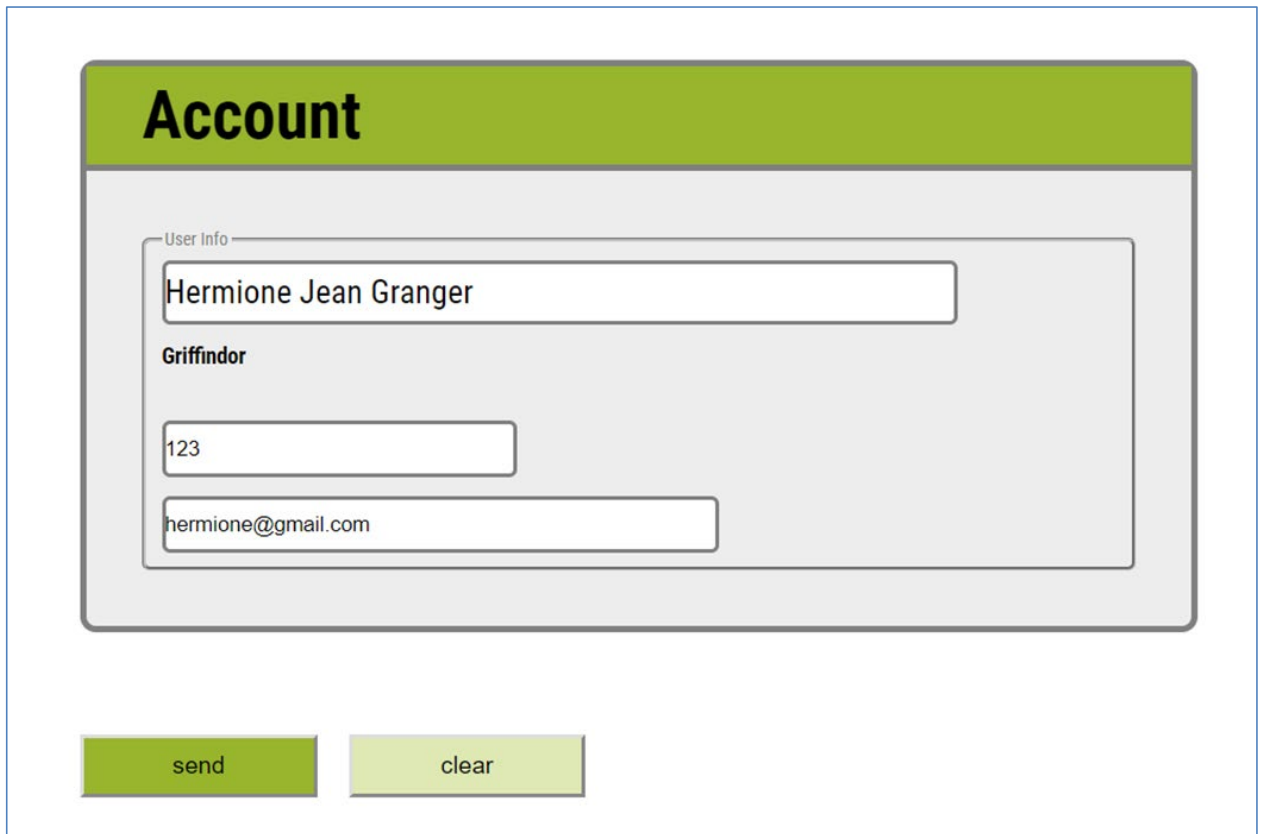
Blue circle [●] means that the ticket is recently and its status is **new**.

Orange circle [●] is the attribute of the ticket **in progress** status.
The ticket is already at work by IT Center experts.

The ticket with green circle [●] is done and its status is **done** too.

How to Change User Info

To change the user's personal information - name, contact phone number or email address - click on the link name in the upper right corner of the screen.

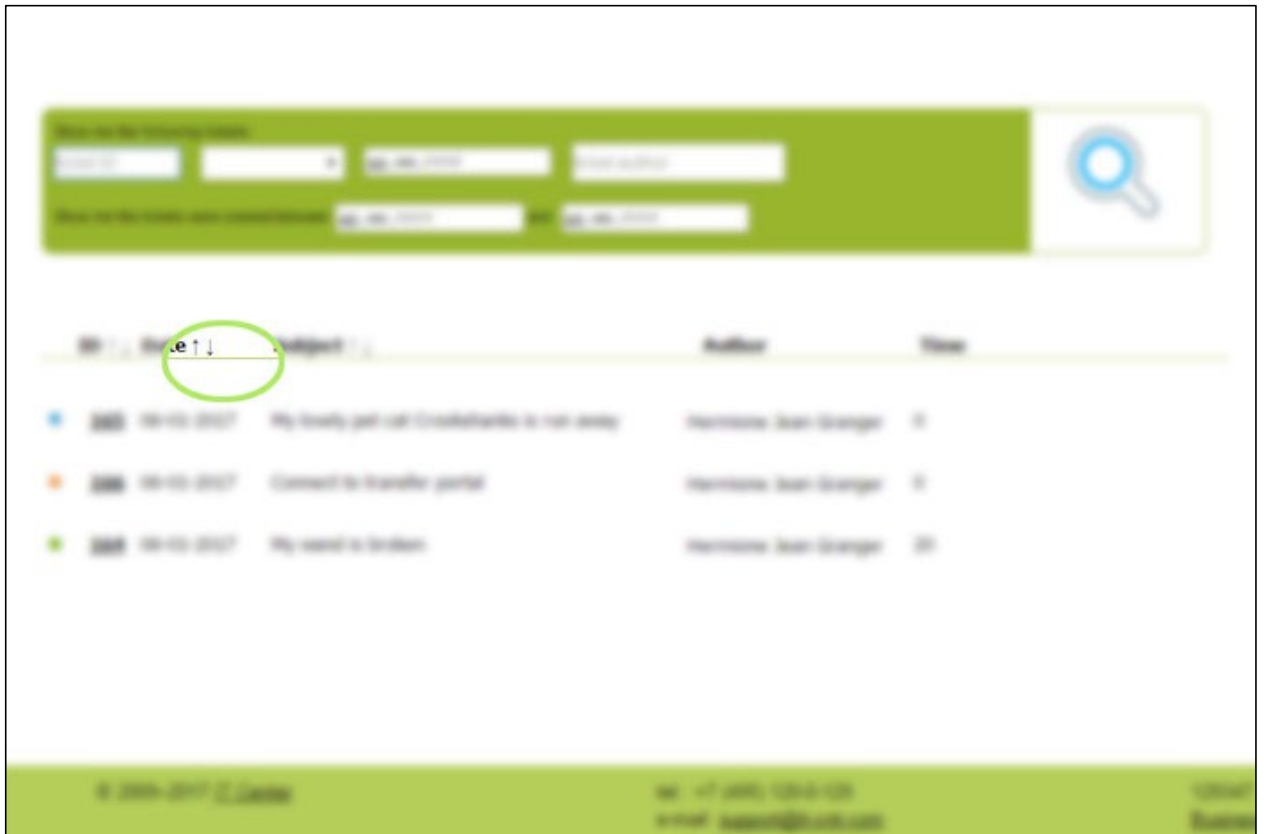



The screenshot shows a web interface for account management. At the top, there is a green header with the word "Account" in white. Below this is a light gray box containing a "User Info" section. The "User Info" section has a title "User Info" and a list of input fields: a text field containing "Hermione Jean Granger", a dropdown menu currently showing "Griffindor", a text field containing "123", and a text field containing "hermione@gmail.com". Below the "User Info" section are two buttons: a green "send" button and a light green "clear" button.

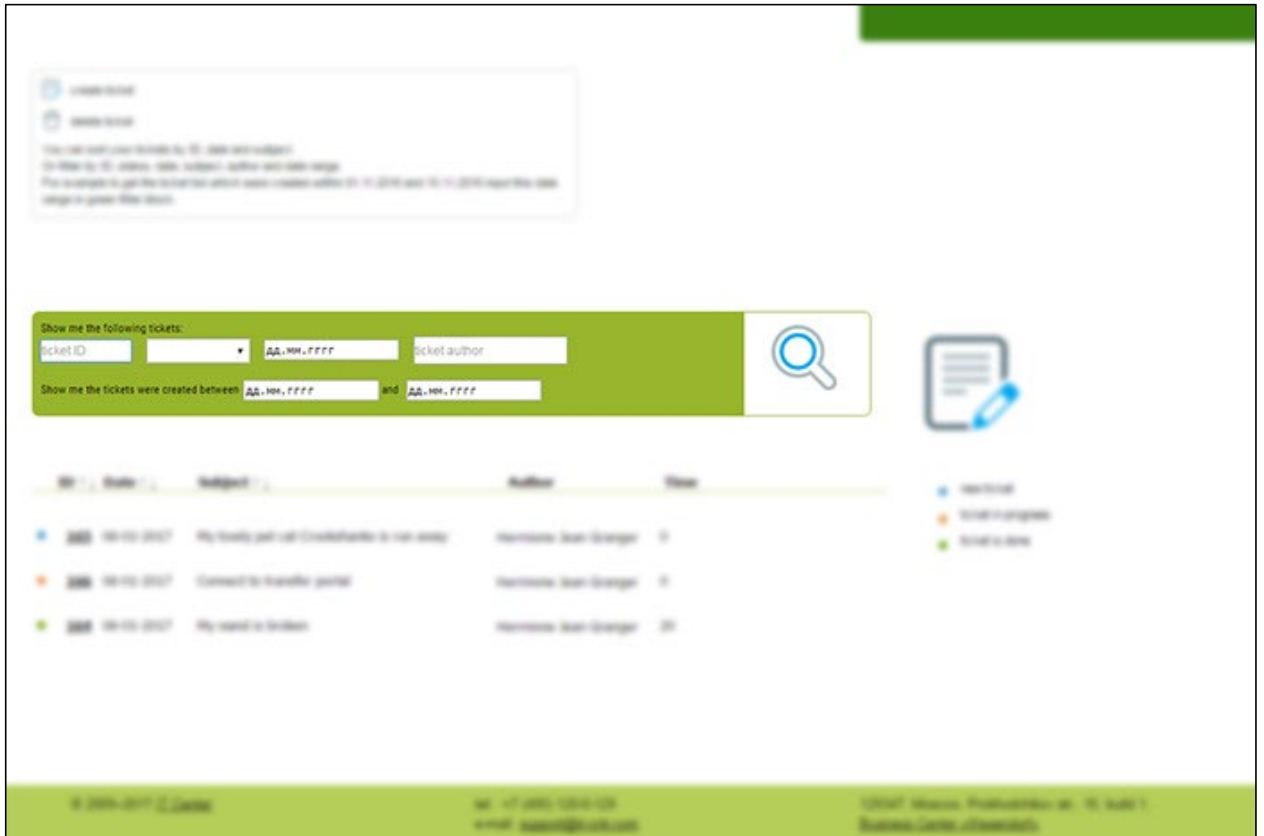
In the dialog box that opens, make the necessary corrections, and then click **SEND**.

Ticket List Sorting and Filtration

We implemented the list sorting by ticket's number, its date creation and ticket's subject for the more comfortable work. Use the vertical arrows for it: ↑↓.



In parallel you can filter the ticket list by ticket's number, status, its creation date and ticket's author. Fill the green block fields of the filter attributes for it then press. 



Filter capability helps you to find the ticket in a moment even your ticket list is very long.

Work with single ticket


Every **IT REPARO** ticket has the number-link:



If you click the link the ticket will be opened with the whole ticket's properties: the ticket's author, creation date, problem definition and the current ticket status.

The header of the new ticket is blue.

What was happened?
Did you receive some messages?
If is possible attach the screenshot to your ticket. You may use these file types: *.txt,
*.jpg, *.png, *.bmp, *.gif.



new ticket


About Author

Griffindor
Hermione Jean Granger

Ticket

• My wand is broken

I've got a lot of problems with my wand because it's broken. So when I begin to do magic my wand begins to dance. The clarification picture is in attachment. Please help me.



C:\filepad\wand-is-broken.jpg


send clear

If the ticket is in progress its header color is changed to orange. The header content is changed too. Now you can see IT expert name who works with your ticket and the date of it.

IT REPARO!

Harry Potter Help Desk

phone: +7 (495) 120-0-129
e-mail: support@it-cntr.com




Hermione Jean Granger
Griffindor
EXIT

ticket 166: in progress ticket in progress since 06-01-2017, 14:58:26,
by: Sveta Larina

Connect to transfer portal
06-01-2017, 14:39:06

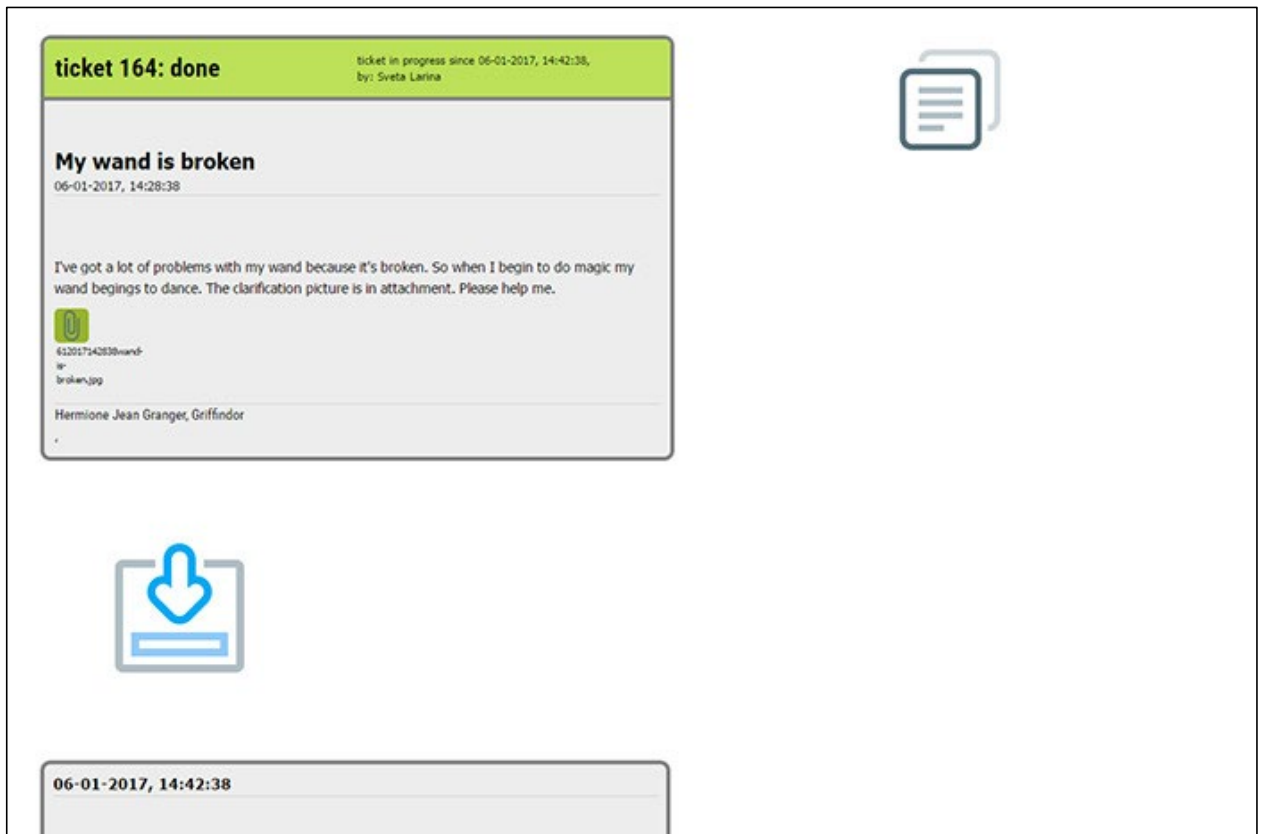
Please make connection to Quidditch World Cup portal.

Hermione Jean Granger, Griffindor



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e-mail: support@it-cntr.com **Business Center «Wesendorf»**

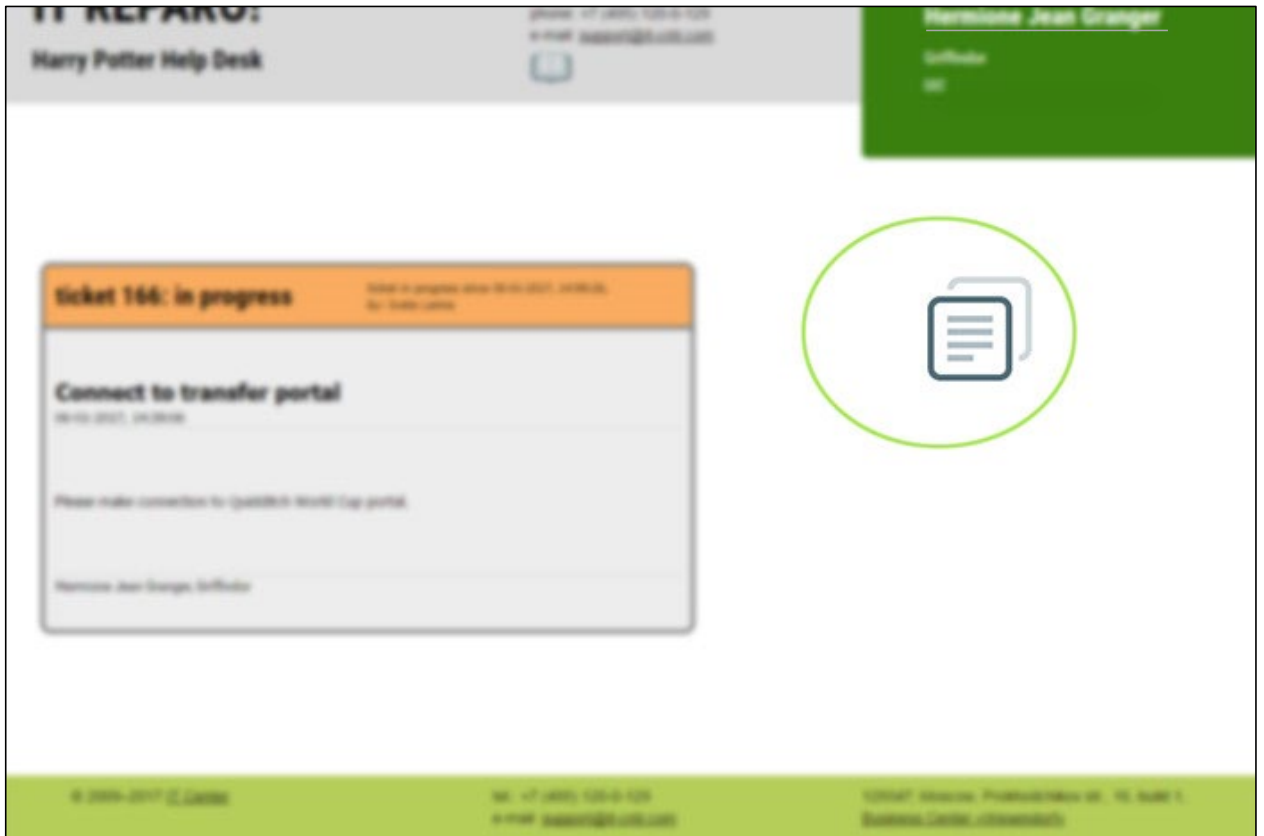
The header of the execute ticket is green. After that the ticket includes another block of information with a list of activities according to the ticket, the name of IT expert who was the supervisor of it, when, what's the task time.




The screenshot displays a ticket interface with the following elements:

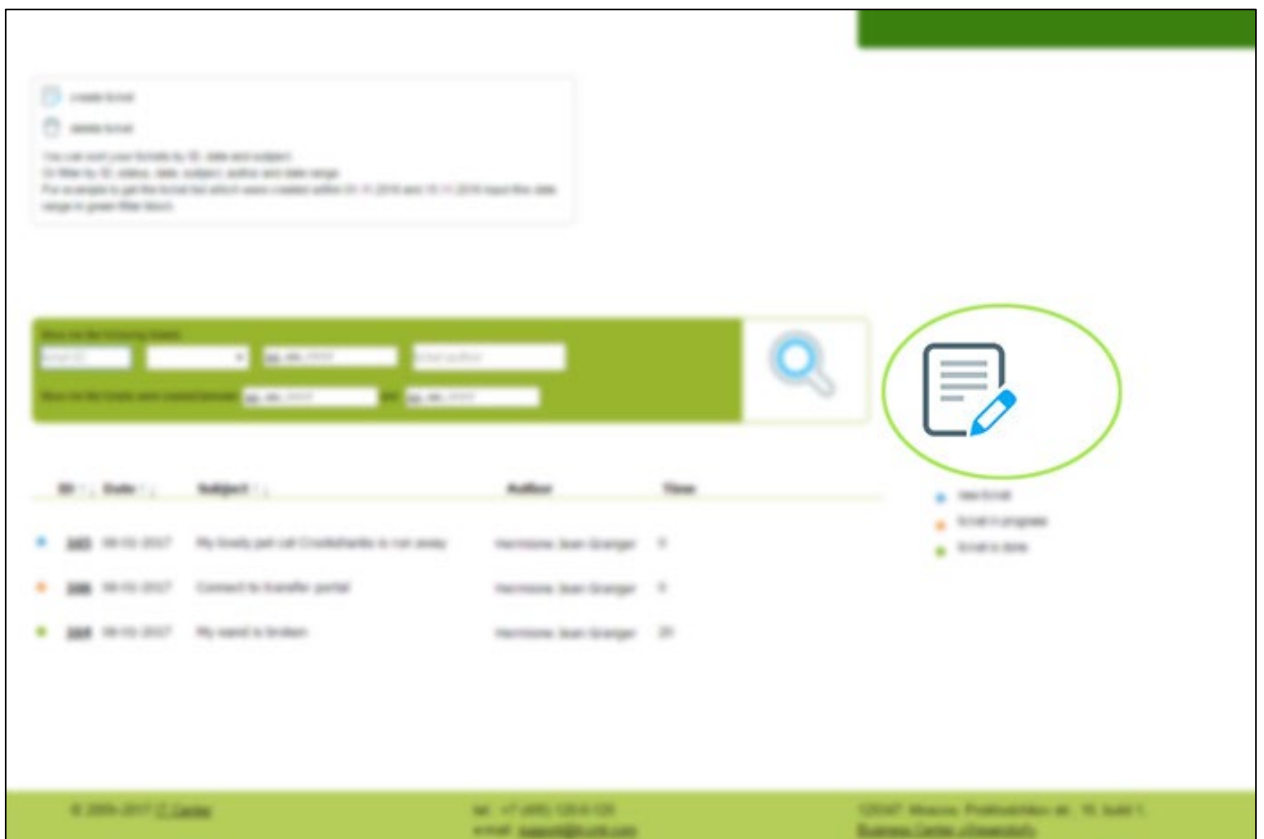
- Header:** A green bar containing the text "ticket 164: done" on the left and "ticket in progress since 06-01-2017, 14:42:38, by: Sveta Larina" on the right.
- Title:** "My wand is broken" in bold black text.
- Timestamp:** "06-01-2017, 14:28:38" below the title.
- Description:** "I've got a lot of problems with my wand because it's broken. So when I begin to do magic my wand begins to dance. The clarification picture is in attachment. Please help me."
- Attachment:** A green paperclip icon followed by the filename "61201742838wand-broken.jpg".
- Supervisor:** "Hermione Jean Granger, Griffindor" listed below the attachment.
- Download Icon:** A blue icon of a document with a downward arrow, indicating a download option.
- Footer:** A grey box at the bottom left containing the timestamp "06-01-2017, 14:42:38".

To return to ticket list click the button  at the right top corner of the ticket page.




New Ticket Creation

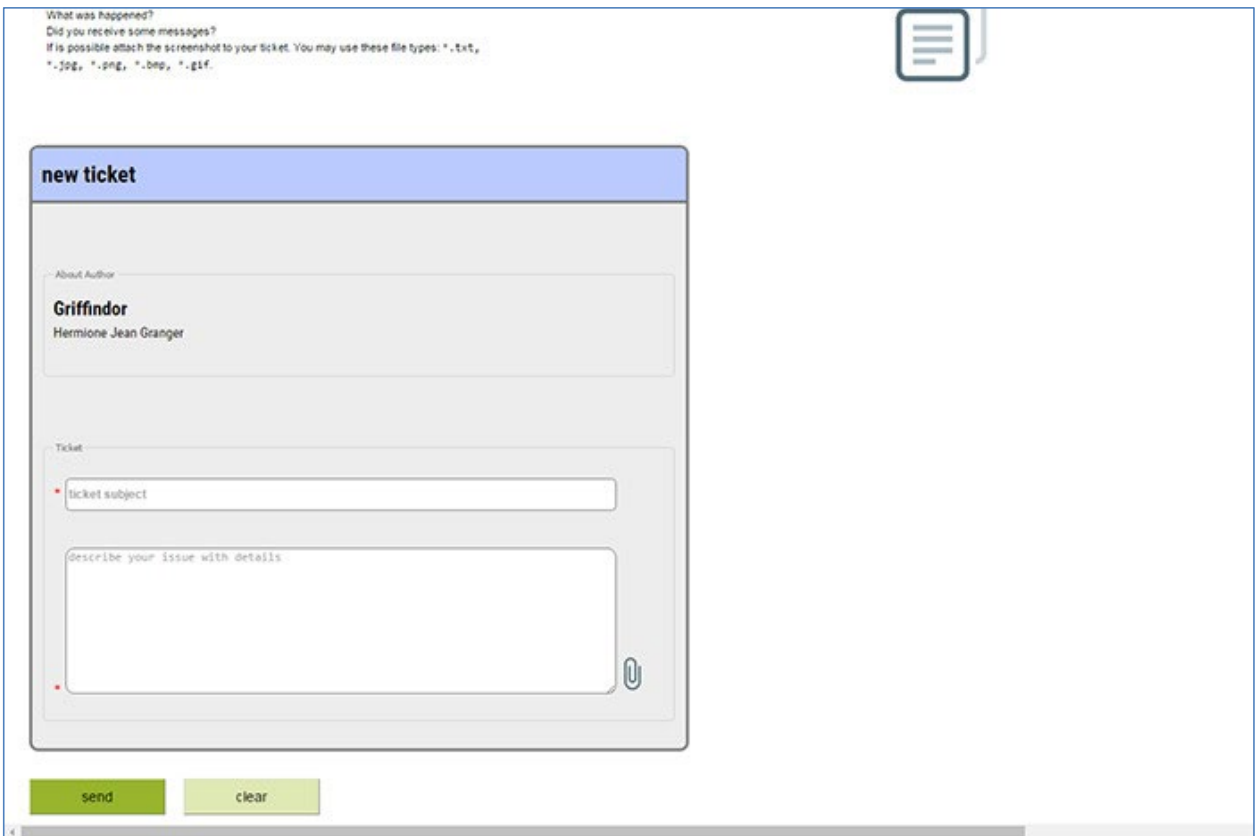
To create the new **IT REPARO** ticket click the button at the right top corner of ticket list page .



Fill the fields with particulars and details as many as you can.

To specify your ticket you can attach a file (for example with screenshot of your screen) just to click the sign  .

You can use these file types: text .txt and pictures .jpg, .png, .bmp, .gif.



What was happened?
Did you receive some messages?
If is possible attach the screenshot to your ticket. You may use these file types: *.txt,
*.jpg, *.png, *.bmp, *.gif.

new ticket

About Author
Griffindor
Hermione Jean Granger

Ticket

ticket subject

describe your issue with details

send clear

If the ticket is ready click the **send** button. If you want to clear the ticket information click the button of the same name.

Please check: the new ticket is in ticket list now and it has a number already. After a while you will receive a letter with the link to the ticket.

When the ticket will be done you will receive a letter with the ticket link too. Click the link and you will receive the particulars of your ticket process.

Finish Session

To finish your **IT REPARO** session click **EXIT** at the right top corner of the page.



Do you have some questions? Feel free to contact:

support@it-cntr.com

+ 7 (495) 120-0-129

We will glad to help you.