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# **Ticketing System Guide**

**Updated: 28<sup>th</sup> November 2022**

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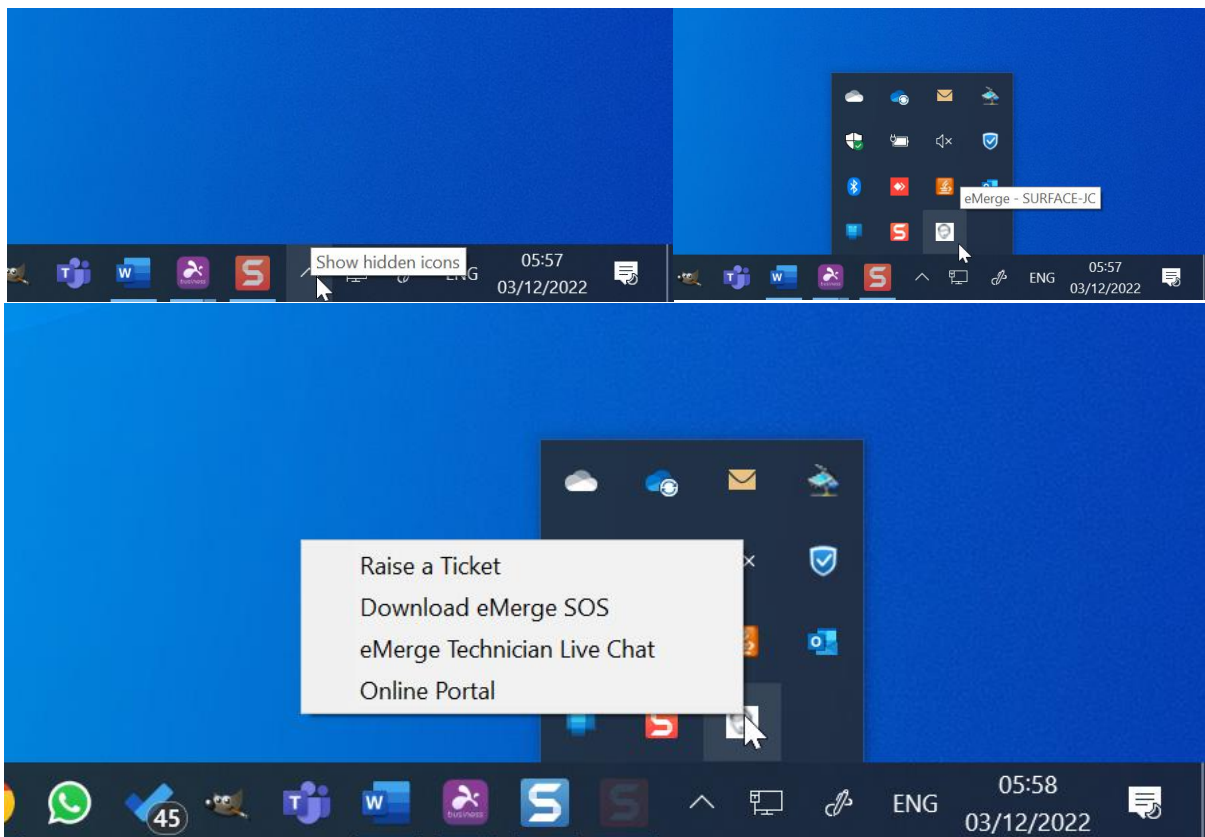
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## 1. Introduction

We have tried to make the process of creating a service ticket as easy and simple as possible. We have also added different and convenient ways to create a service ticket. This will ensure that it is less time consuming from your end.

## 2. The Icon Tray

You may have noticed that a new icon is available for you on the taskbar at the bottom right of your screen. Because you might have a number of icons, the new emerge icon might be hidden. To show this icon, click on the top pointing arrow at the bottom right of your screen next to the date and time of your computer.



Once visible, you may click on the eMerge icon and it should open a menu. The options available from this menu are the following :

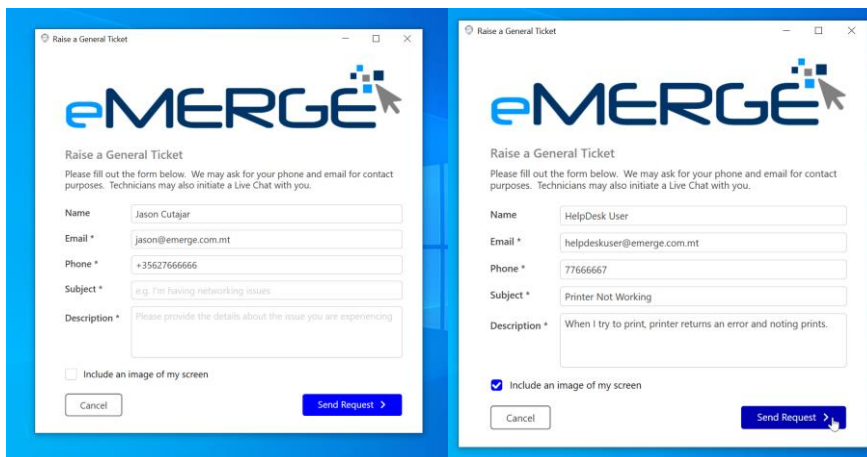
1. Raise a ticket
2. Download emerge SOS
3. Emerge technical live chat
4. Online portal

### 3. Raising a Ticket

There are 4 different ways how you can raise a ticket with our technical team.

#### 3.1 Method 1 - Icon tray

From the icon tray choose raise a ticket. This will pop up a window on your screen. Your name and your e-mail should be automatically inserted as this information is being gathered automatically from our system by matching the device in use to the contact assigned to the device. If your information is incorrect, you may change both the name and e-mail. eMerge does not store phone details, therefore you are requested each time to enter your contact phone number. This phone number shall only be used by technicians to contact you back about your ticket. In the subject field enter the subject of your issue or the problem. In the description field enter in detail your issue or request. You may also include a screenshot of your screen by clicking the check box on the bottom left of the pop up window. Once you have entered the required information proceed to click on send request.



On sending the request a pop-up confirmation will appear to confirm that your ticket has been received.



You will also receive an e-mail confirmation with details of your ticket. The details of your ticket are also included as a PDF attachment.

All Unread		By Date ▾ ↑		
From	Subject	Received ▾	Size	Cate... ▾
▼ Today				
Help Desk	eMerge Helpdesk (message id: 62498532)	Sat 03/12/2022 06:06	87 KB	

eMerge Helpdesk (message id: 62498532)

Help Desk  
 To: HelpDesk User  
 06:06  
 4283.pdf  
 28 KB



Hi HelpDesk User!

Further to your communication and request eMerge has opened a new ticket 4283 on your behalf as per details underneath.

Subject: Initial Issue

Message:

Subject:  
Printer Not Working

Description:  
When I try to print, printer returns an error and noting prints.

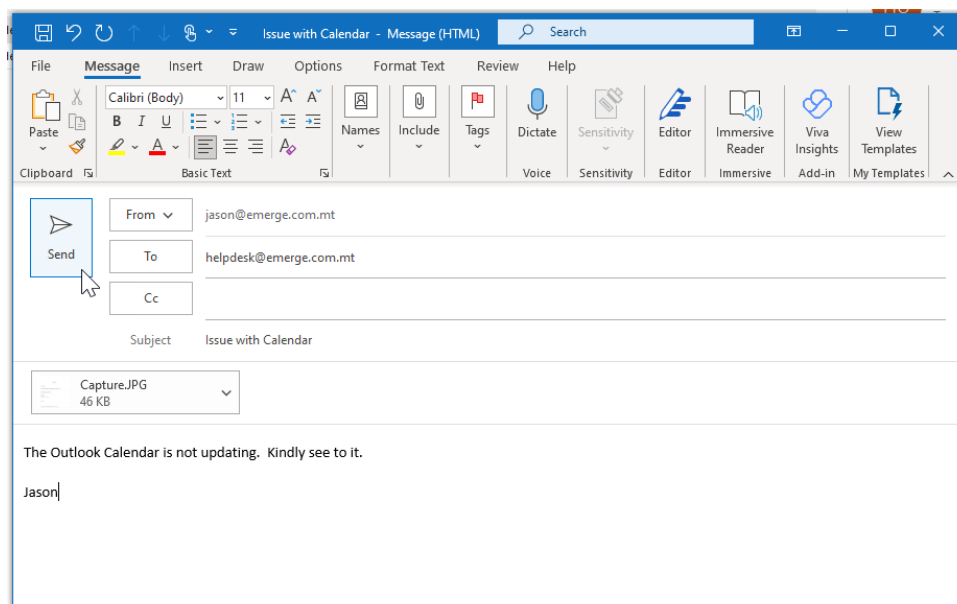
If you wish to add anything to this ticket you may reply to this e-mail or login to your account profile online by clicking on this link: [Online Profile](#) and update or add details accordingly.

To check the progress of your ticket you can follow the link at the bottom of the e-mail received by clicking on online portal. The online portal is also accessible from the icon tray menu. Further on in this document there is also a guide on how to use the portal.

### 3.2 Method 2 - Send an e-mail

The second option for raising a ticket is to send an e-mail to [helpdesk@emerge.com.mt](mailto:helpdesk@emerge.com.mt).

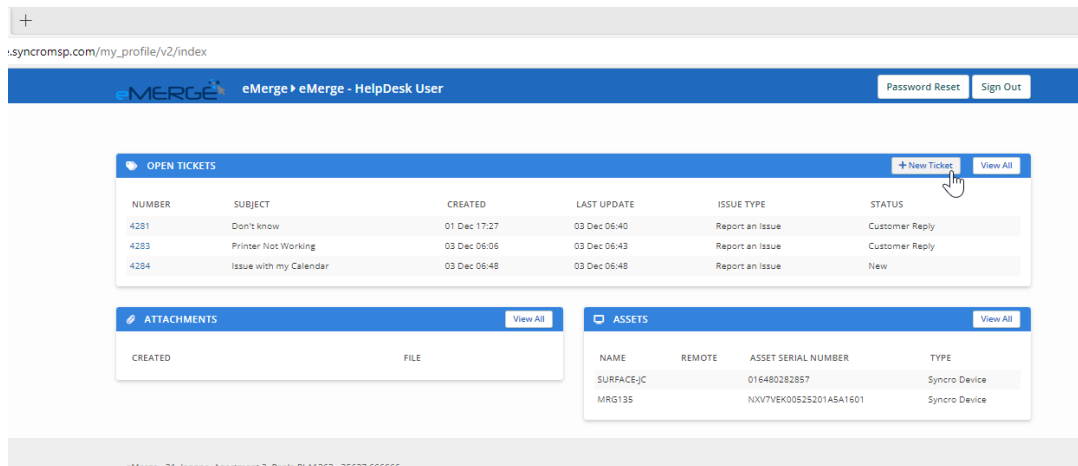
In the subject field enter a title for your issue or request. In the body of your e-mail enter a detailed description of your issue or request and include a phone contact where our technicians can reach you. You may also include any attachments to your e-mail which will help us determine your issue and solve it.



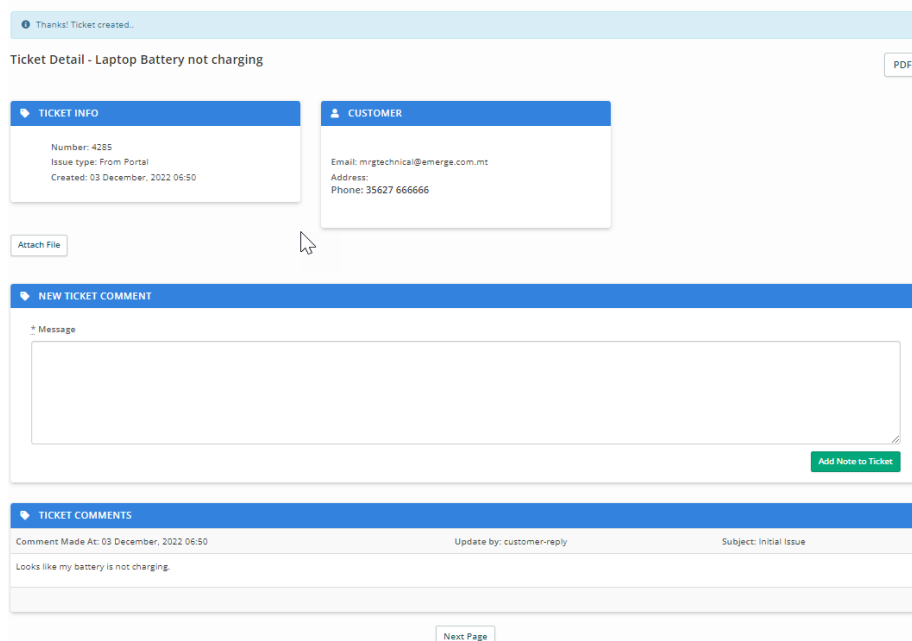
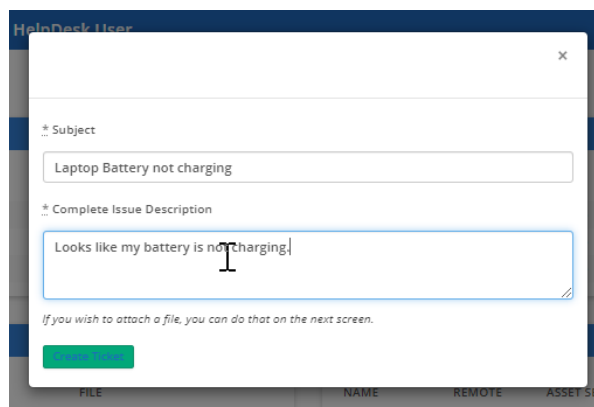
Once your e-mail is sent, you will receive a notification by e-mail that your request has been received and will be actioned. The e-mail shall also contain a link to the online portal from where you can check the progress of your ticket.

### 3.3 Method 3 - Online portal

From the icon tray choose Online Portal. Once you log in on the online portal you may raise a new ticket by clicking on the new ticket button.



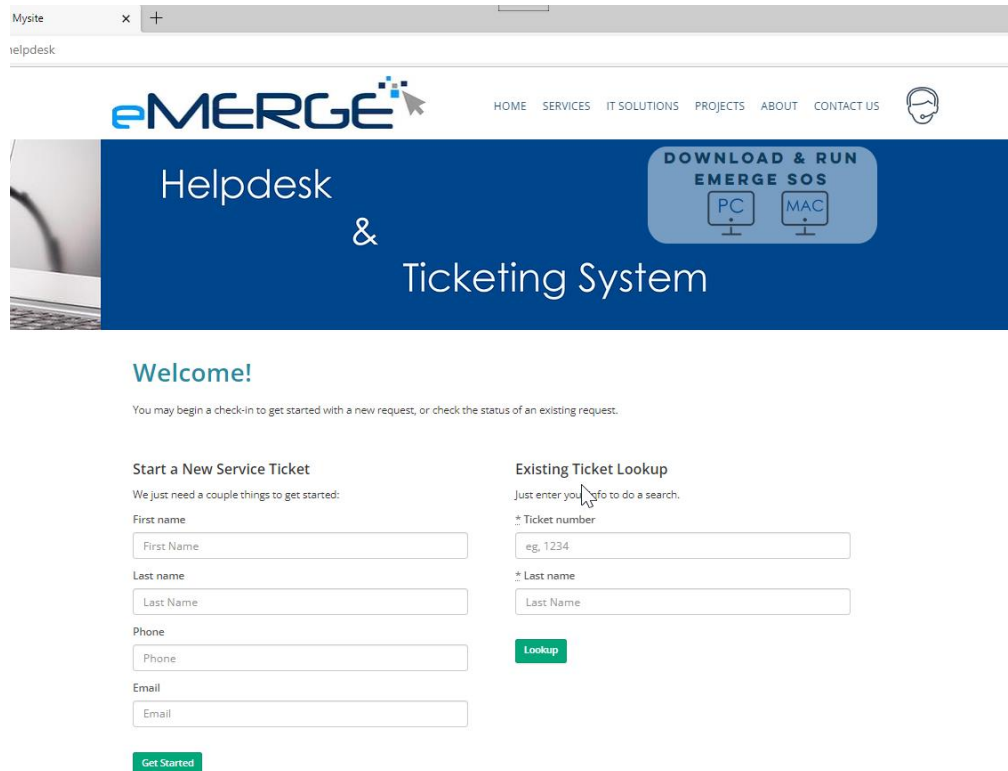
This will pop up a window which allows you to enter a subject for your ticket and a description. once done you simply click on create ticket. Because the ticket was generated from the portal itself an e-mail confirmation is not required and not sent.



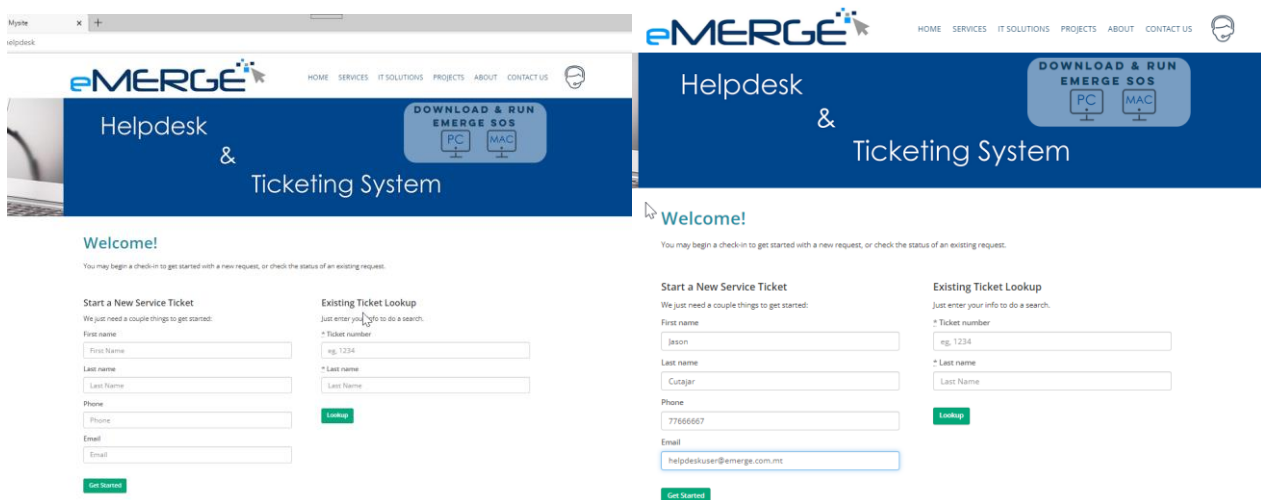
You may check the progress of your ticket directly from the portal.

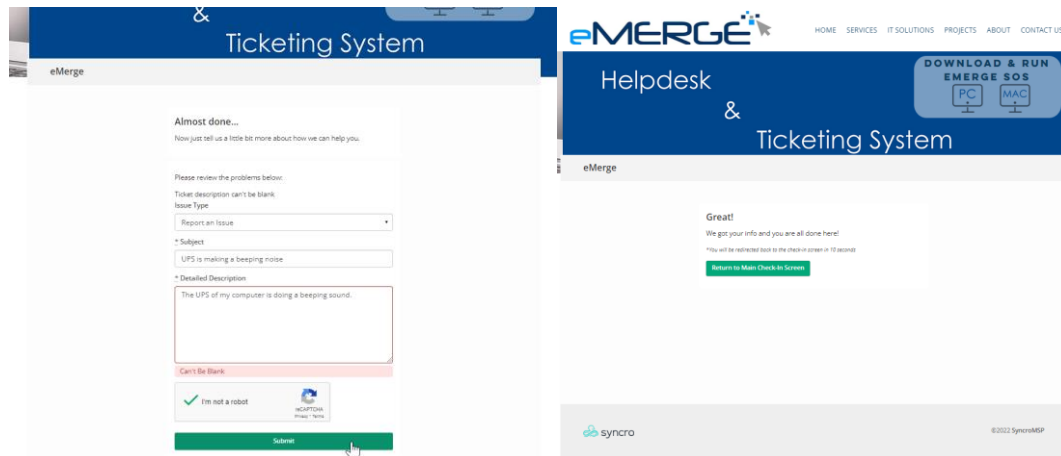
### 3.4 Method 4 - eMerge support site

This is not a desirable way to create tickets for organisations under a service level agreement. This method is normally used by non contracted organisations. To open a ticket using emerge support site you need to access emerge website at [www.emerge.com.mt](http://www.emerge.com.mt).



Once on the main page click on the help desk icon at the top right of the site. This will take you to the help desk system. From the left section of the page enter the contact details and then click on get started. This will take you to a new page from where you can choose the type of issue, the subject and the detailed description of your request. For security purposes the page requires a captcha confirmation. Then click on submit.





A confirmation notification is displayed.

Using this method will not generate a confirmation e-mail. You will only receive an update once the technician replies to your query. If the ticket was created using an e-mail which has login access to the system, you may log in on the online portal and the ticket will be visible just like any other raised ticket.

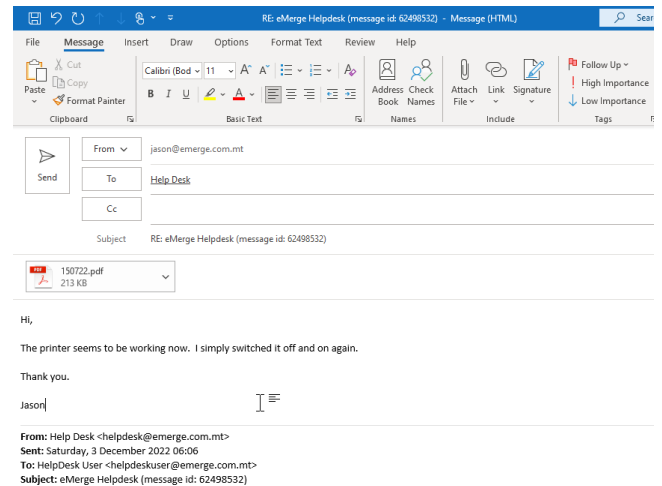
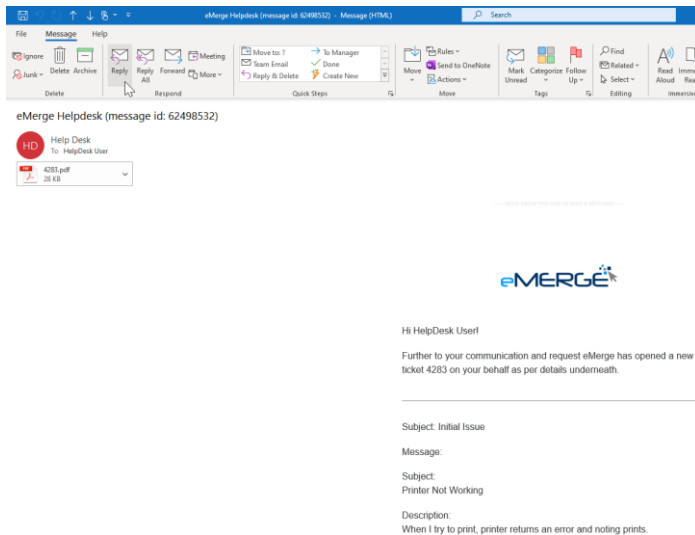
## 4. Best practices when raising a ticket

- Avoid using method 4 and use methods one and two when and where possible.
- Include a contact number where technicians can reach you. Technicians will not store your mobile or contact numbers. You may provide an office number or a mobile number as you prefer.
- Use the ticket system for all your requests, whether you require support, a quotation or just general information.
- When sending a ticket by e-mail, please e-mail your ticket to [helpdesk@emerge.com.mt](mailto:helpdesk@emerge.com.mt) DO NOT email technicians or any other email.
- Be concise in your subject and make sure the subject is relevant to your description.
- Explain clearly your request or problem in the description field. You may also mention any troubleshooting you may have done.
- If not using method one to raise a ticket, we strongly suggest that if your request is about a problem with your workstation, please let us know the respective asset number. The asset number may be found either at the bottom of the laptop or on any side off your computer. The asset number sticker is a small hologram with eMerge logo and should have a number. That number is the asset number.
- There is no need, and please do not, follow up your ticket request with a phone call. Your request will be attended by a technician as soon as possible. Please keep in mind that the shortest SLA has response time of one hour. However, normally technicians will take care of your issue within a couple of minutes. Technicians have enough experience to be able to prioritize tickets accordingly.
- Please use the online portal to check on the progress of your ticket.
- Respond in a timely manner to technicians when more information is requested.
- Some requests may require authorisation or approval from management. Through your ticket we shall seek approval for your request. The person raising the ticket will have full visibility of the process.
- When updating tickets, you may reply to emails sent from the system or through the online portal. Do not raise a new ticket if you want to update an existing ticket.

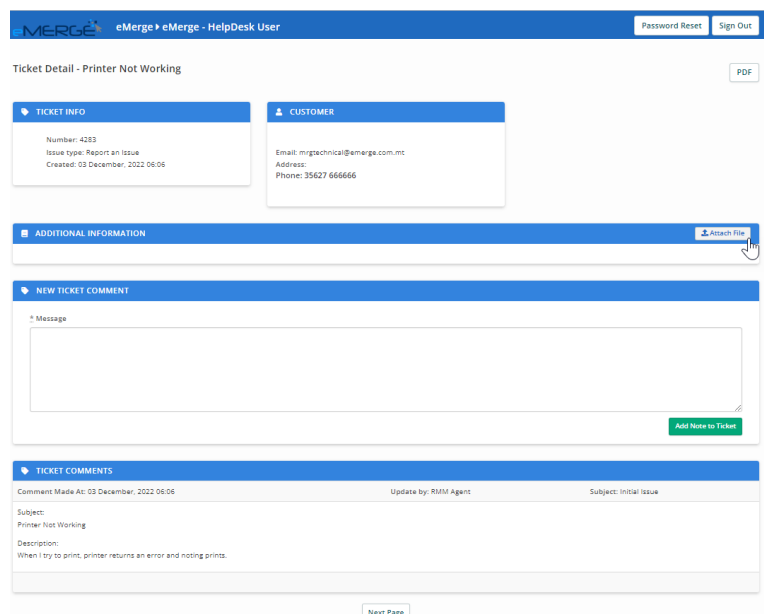
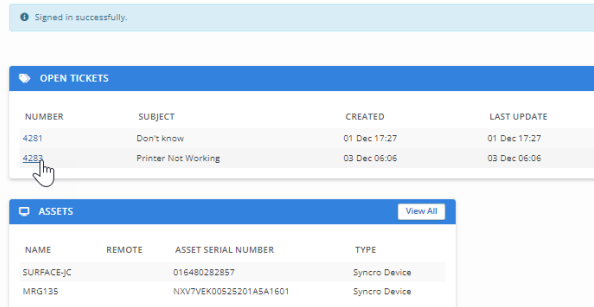


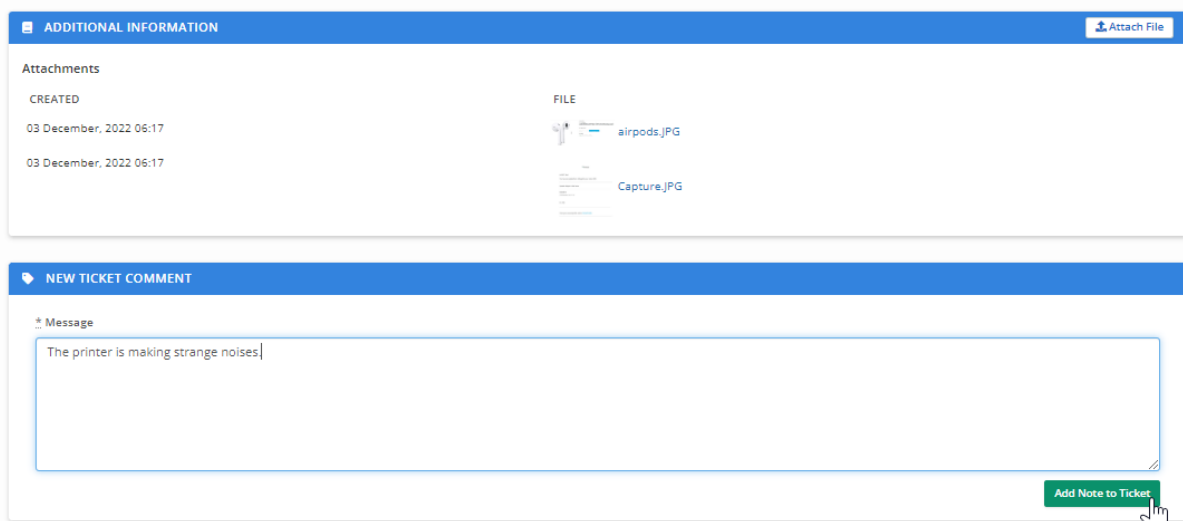
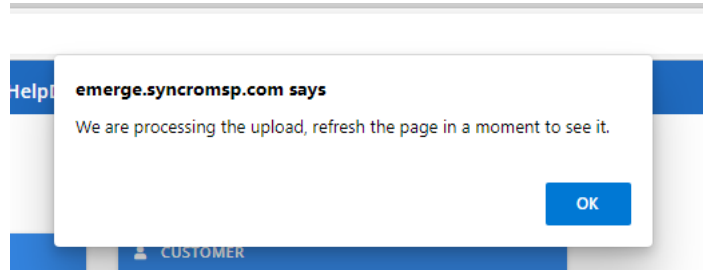
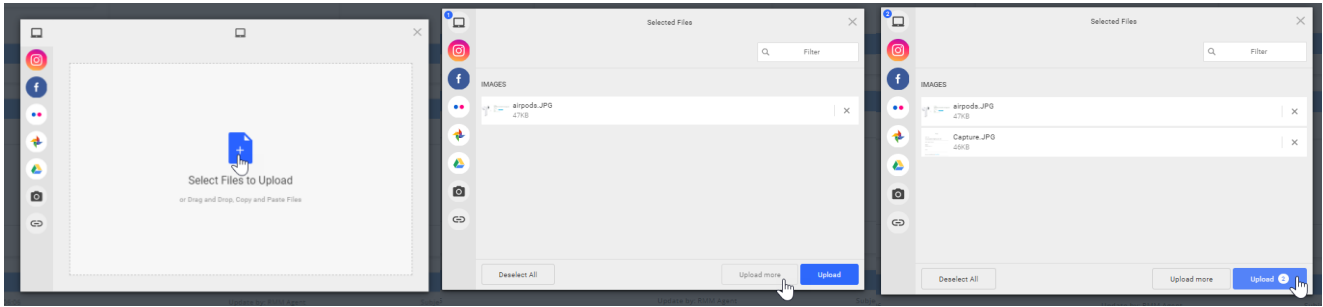
## 5. Adding comments, attachments or replying to technicians

When creating a ticket using method one (icon tray) or method 2 (through e-mail) you will receive a notification from the system about your ticket. Technicians may also add comments or replies to your ticket. To add a comment, add an attachment or reply to a technician you may simply reply to the e-mail received from the system or technician. Do not change the subject of the e-mail.

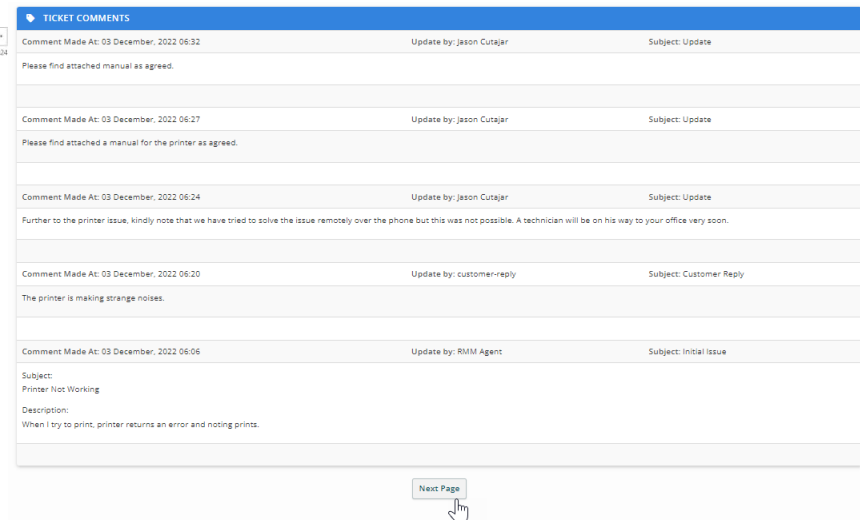
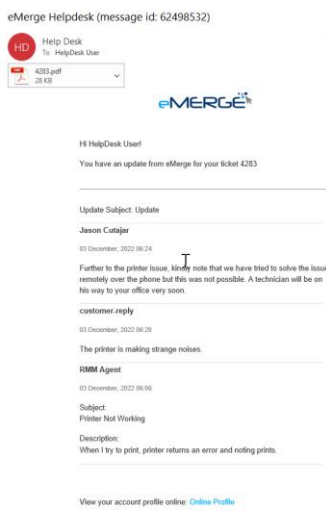


You may also add comments, add attachments or reply to a technician from the online portal. When using the online portal choose the respective ticket and add or reply they required information.



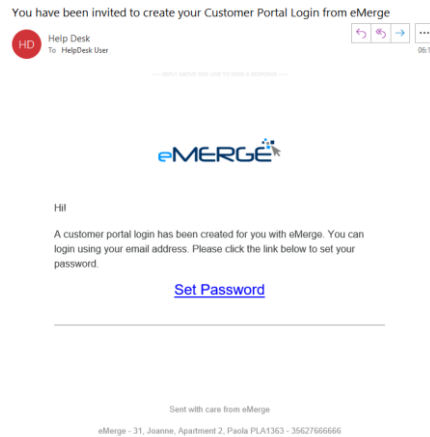


Notifications or replies from the system sent through e-mail shall always have the full history of the request. This history shall also be attached as a PDF file to the e-mail.



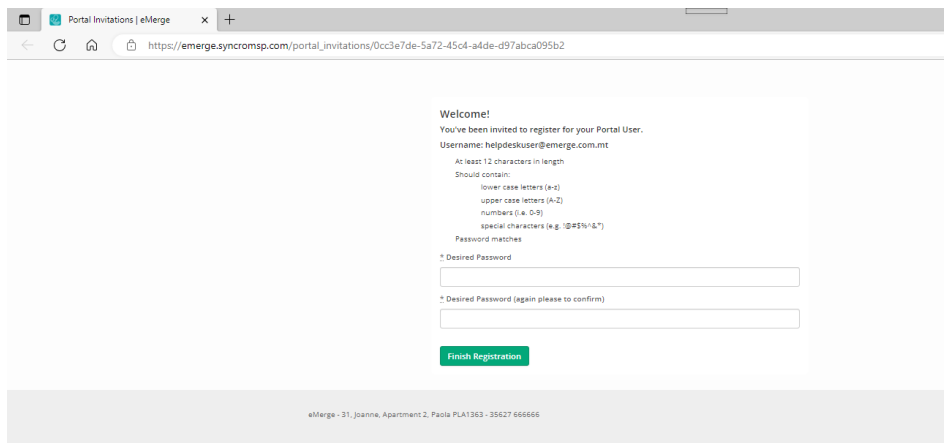
## 6. Logging in Online Portal

You should have received an e-mail requiring you to set a password for your online portal. Click on the link received to set your password.

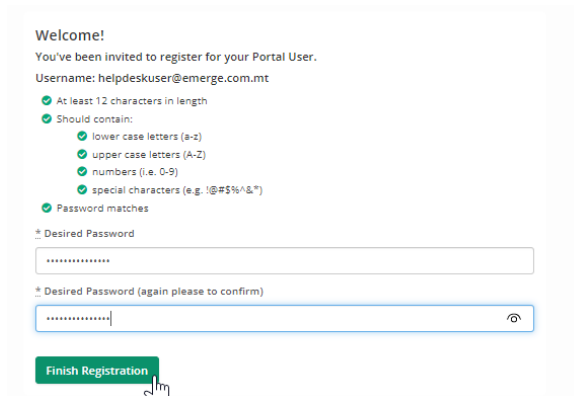


Your password should be at least 12 characters long and should contain:

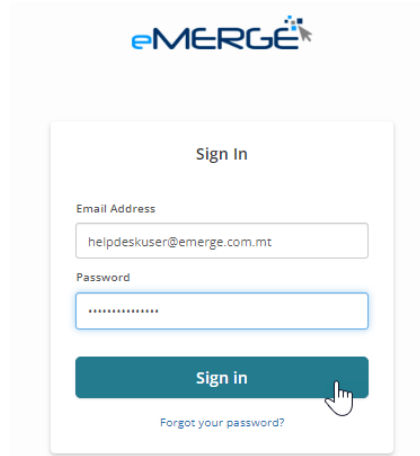
- lower case letters (a-z)
- upper case letters (A-Z)
- numbers (i.e. 0-9)
- special characters (e.g. !@#\$\$%^&\*)



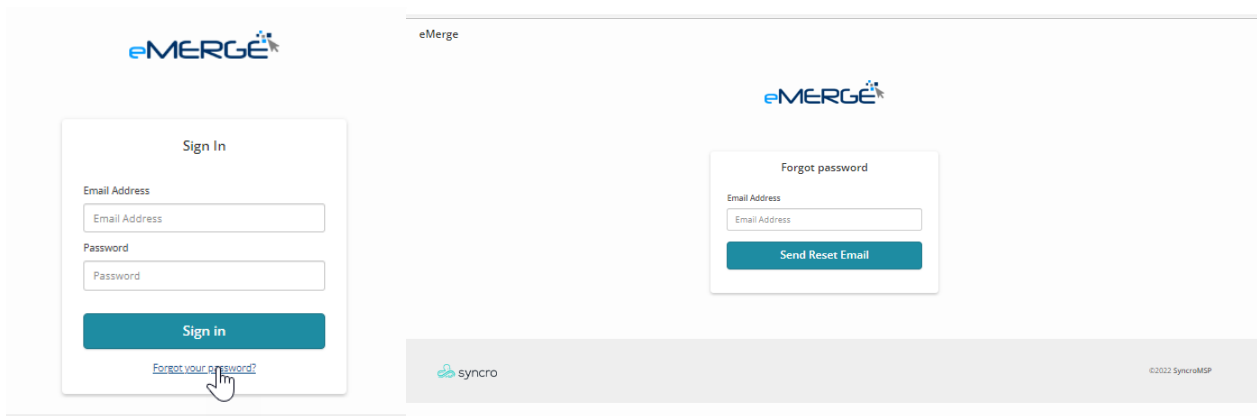
If your password fulfills the required criteria, it will show a green very good next to each specific criteria. For security reasons, never use a password which is in use on systems like emails or computer logins.



Once your password is set you can login with your new login details.

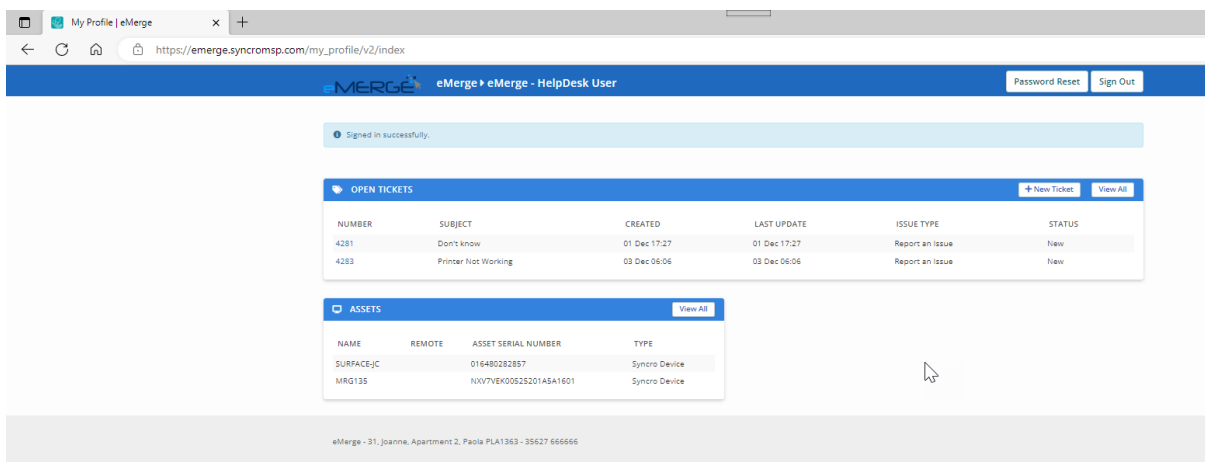


Should you forget or lose your password you may reset your password through the system by clicking on forgot your password on the sign in Page. This will take you to a page where you are required to enter your e-mail address add click on send reset e-mail. If your e-mail exists in the system, you will receive an email to reset your password.



## 7. Using the portal

On the main page of the portal, you have a record of the open tickets and also of any assets associated with your account. As a standard user you are only allowed to see the tickets you have created, and the assets associated only with you.



To view or update the details of a ticket simply click on the ticket number. The new page will display the full history of the ticket. From here, you may attach files or add a comment. You may upload more than one file at a time. Files uploaded will be displayed in the additional information section of the ticket after a refresh. Any updates to the tickets shall also be confirmed by e-mail.

Signed in successfully.

### OPEN TICKETS

NUMBER	SUBJECT	CREATED	LAST UPDATE
4281	Don't know	01 Dec 17:27	01 Dec 17:27
<u>4283</u>	Printer Not Working	03 Dec 06:06	03 Dec 06:06

### ASSETS View All

NAME	REMOTE	ASSET SERIAL NUMBER	TYPE
SURFACE-JC		016480282857	Syncro Device
MRG135		NXV7VEK00525201A5A1601	Syncro Device

The PDF button at the top right of the ticket page shall print to PDF the full history off the ticket.

eMERGE eMerge HelpDesk User Password Reset Sign Out

### Ticket Detail - Printer Not Working PDF

#### TICKET INFO

Number: 4283  
Issue type: Report an Issue  
Created: 03 December, 2022 06:06

#### CUSTOMER

Email: mrgtechnical@emerge.com.mt  
Address:  
Phone: 35627 666666

---

### Ticket Detail - Printer Not Working PDF

21, Marina Apartment 2  
Pays, PLAC03  
www.emerge.com.mt  
35627 666666

eMERGE

Address: - Ticket #: 4283  
Ticket Date: 03 December, 2022  
Subject: Printer Not Working

#### Comment History

Date	Comment
03 December 2022 06:30	Update: Please find attached manual as agreed. Agent: Customer
03 December 2022 06:30	Update: Please find attached a manual for the printer as agreed. Agent: Customer
03 December 2022 06:34	Update: Further to the printer issue, kindly note that we have tried to solve the issue remotely over the phone but this was not possible. A technician will be on his way to your office very soon. Agent: Customer
03 December 2022 06:30	Customer Reply: The printer is making strange noises. Agent: Customer Reply
03 December 2022 06:30	Agent Reply: When try to print, printer returns an error and nothing prints.

#### Assets

Asset Name	Asset Serial	Type	Properties
SURFACE-016480282857	016480282857	Syncro	Manufacturer: SAMUNG, Model: SM-S901, OS: Android 10, Manufacturer: Microsoft Corporation, Model: Surface Laptop, OS: Microsoft Windows 10 Enterprise, Version: 20H2, CPU: Intel(R) Core(TM) i7-1065G7, RAM: 16GB, Storage: 512GB SSD, Manufacturer: Samsung, Model: MRG135, Asset ID: 016480282857, Service: 18877467407024c726d9d8b0e011

#### Custom Fields

To go back to the main page of the portal, click on the company name at the top left of the page.

ny\_profile/v2/index

The View All button on the tickets will allow you to filter your tickets and view also any tickets which have been resolved. Be careful, do not use both status is not, and status is as your filter, as this will return no results.

If a ticket is marked as resolved, you may reopen the ticket simply by adding a comment to the resolved ticket. The system is set to allow reopening a ticket within 10 days from when the ticket was resolved. If the 10 days have elapsed a new ticket will automatically be created.

## 8. Logging Out

When you are ready from using the ticketing system, we suggest you always log out by clicking the sign out button from the top right of the page. The system will still log you out within a couple of minutes of inactivity.

## 9. Emergency Situations

We understand that sometimes there are emergency situations when you simply cannot comply with the normal procedures. So, we are guiding you on what to do in such situations.

### 9.1 Service Request When your Computer breaks down

If your computer/laptop breaks down or simply would not boot, the easiest way to log a ticket is to ask a colleague to create a ticket on your behalf. You can send an e-mail to [helpdesk@emerge.com.mt](mailto:helpdesk@emerge.com.mt) from your mobile phone. Finally you can phone 27666666.

### 9.2 Service Request when there is no Internet or no electricity at the Office.

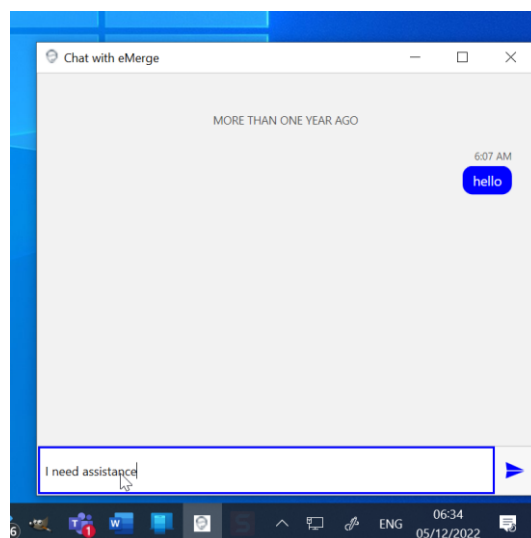
If your organization loses electrical power or internet service you can send an e-mail to [helpdesk@emerge.com.mt](mailto:helpdesk@emerge.com.mt) from your mobile phone. You can phone 27666666. You can also ask management to call their direct support line.

## 10. Live Chat

### 10.1 Initiating a Chat

Technician Live Chat is available during normal Office hours only. Furthermore, Technicians will normally reply within a couple of minutes but just like tickets, chats follow your SLA response time which in most cases is of 1 hour.

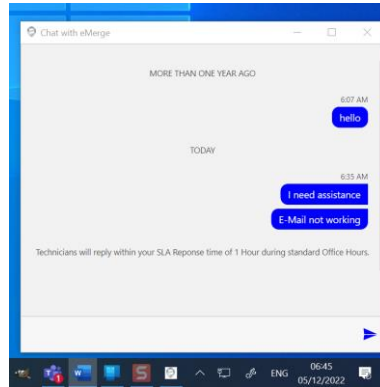
To open Live Chat, click on the Technician Live Chat from the icon tray. A chat window will open on the bottom left side of your screen.



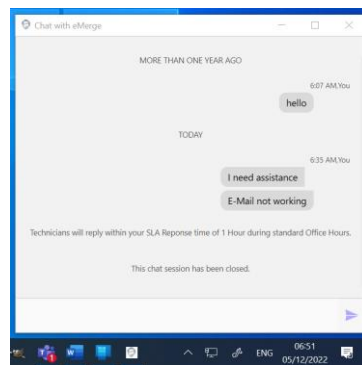
Type your message in the provided box and click on the Send arrow.

Technician Live Chat does not replace creating a ticket. Technicians may still direct you to create a ticket.

If a technician is not available there and then, within 3 minutes of your chat initiation you will receive a message as follows :

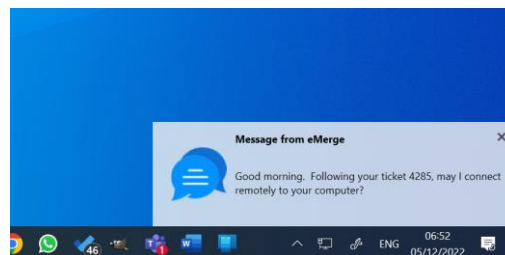


Once the chat has fulfilled it's purpose, the technician will close the chat. It is not possible to re-open the chat. You would need to initiate another chat session. All chats are stored from our end. Although, as yet, the sending of the chat log to your email is not available, you may ask for the chat log at any time.



## 10.2 Chat Initiated by Technician

A chat may also be initiated by a technician. A technician may ONLY start a chat session following a service request. For example, a user creates a ticket, and the technician requires to connect remotely to your computer. The technician may initiate a chat with the user to allow him/her access to the computer.



The user can click on this notification to open the chat Window and interact with the technician.

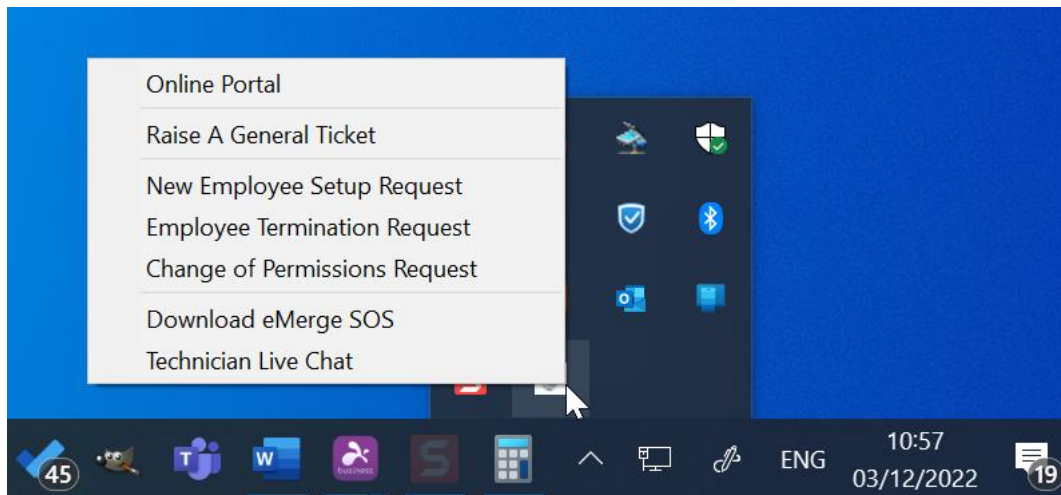
Once ready, the technician will end the chat.

This will help cut the time wasted getting to you following a service request. You do not need to respond there and then as you might be busy, but you can reply later.



## 11. The Admin Portal

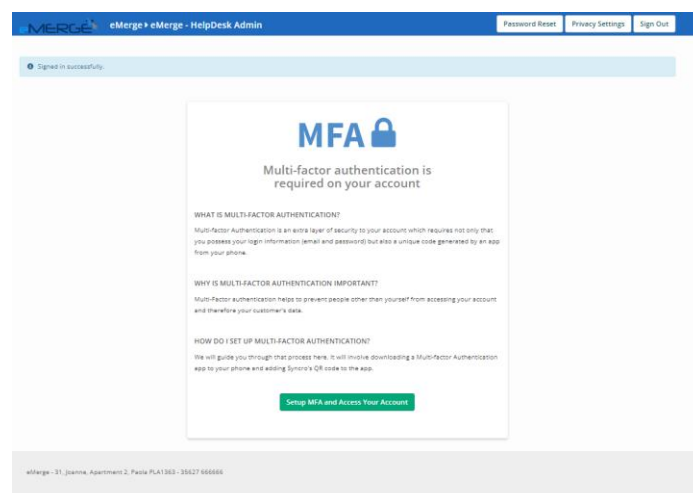
The Icon Tray of Admin users has more options. Besides all the options for standard users, admin have access to request setup of new employee, change in permissions and termination of employees. The process is similar to raising a ticket. But, from our end using the specific service request triggers an automation process, as these request require forms. Please use these options accordingly.



As an admin user the online portal is similar to a standard user, however, as an admin user you have access to all the tickets created from all users in your organization. You also have visibility of all assets in your organization.

Because this portal has whole organization information as well as access to sensitive information like GDPR settings, the admin portal is secured with Multifactor Authentication.

The first time you try to login, after creating a password you are asked to setup Multi-Factor Authentication. Simply follow on-screen instructions and this should be easy to setup.



MERGE eMerge eMerge - HelpDesk Admin Password Reset Privacy Settings Sign Out

## MFA

1. DOWNLOAD A MFA APP IF YOU HAVEN'T ALREADY

There are several apps that provide Multi-factor Authentication, we've listed three suggested options here.

- Auhty** [Recommend](#)
  - Auhty on iOS
  - Auhty on Android
- LastPass Authenticator**
  - LastPass Authenticator on iOS
  - LastPass Authenticator on Android
- Google Authenticator**
  - Google Authenticator on iOS
  - Google Authenticator on Android

2. SCAN THIS QR CODE IN YOUR MFA APP

After downloading the app, open it on your phone and click the "New" or "View" button and scan the QR code below.

After scanning the QR code, the app will display a 6-digit code that you need to enter below. Without a valid code from the application, your Multi-factor Authentication is not enabled.

3. PLEASE ENTER THE CODE YOU SEE ON YOUR MOBILE PHONE

\* Code

[Enable Multi-factor Authentication](#)

MERGE eMerge eMerge - HelpDesk Admin Password Reset Privacy Settings Sign Out

Multi-factor authentication is enabled!

### Congratulations!

UP NEXT, RECOVERY CODES

Please take the time to download Recovery codes. In the event you lose access to your device and cannot receive multi-factor authentication codes, these codes will grant you access to your account.

**IMPORTANT**  
Please download them and store in a safe place.

[Download Recovery Codes](#)

When you reset multi-factor authentication, you need to download the codes again. Your old codes will not work anymore.

[Next](#)

eMerge - 31, Joanne, Apartment 2, Paola PLA1363 - 35627 666666

MERGE eMerge eMerge - HelpDesk Admin Password Reset Privacy Settings Sign Out

### Setup a Mobile Recovery Option

**No Recovery SMS number setup**

Providing a Recovery SMS number™ will allow Synrio to send your recovery code to your Recovery SMS number if you lose your primary device or recovery codes.

After changing the number you will need to confirm it with the code you'll receive.

Set Recovery SMS number

Mobile

[Skip](#) [Confirm Recovery Mobile](#)

\*Synrio Recovery SMS service is only available in certain countries

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MERGE eMerge eMerge - HelpDesk Admin Password Reset Privacy Settings Sign Out

### Setup a Mobile Recovery Option

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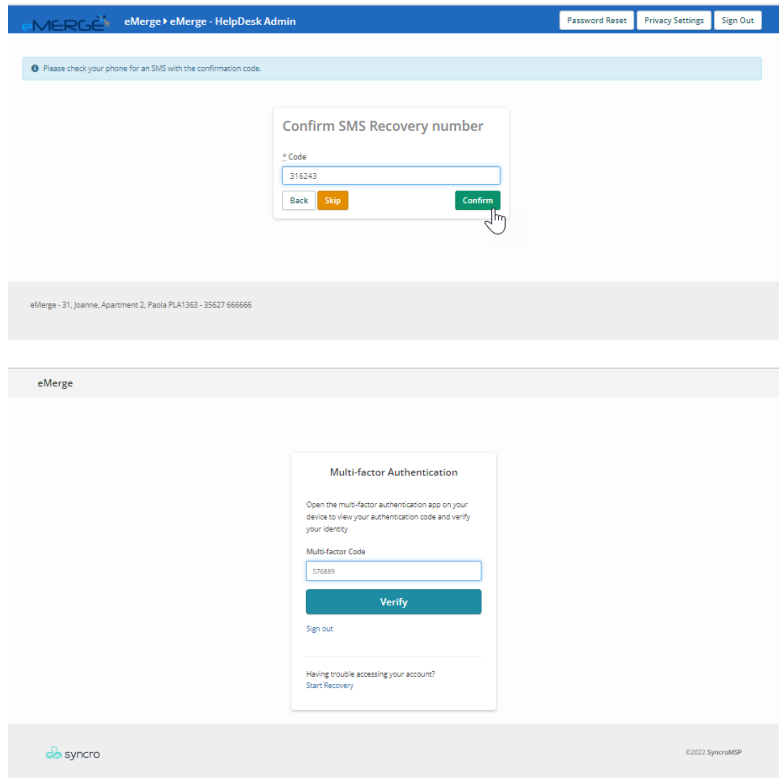
Set Recovery SMS number

Mobile

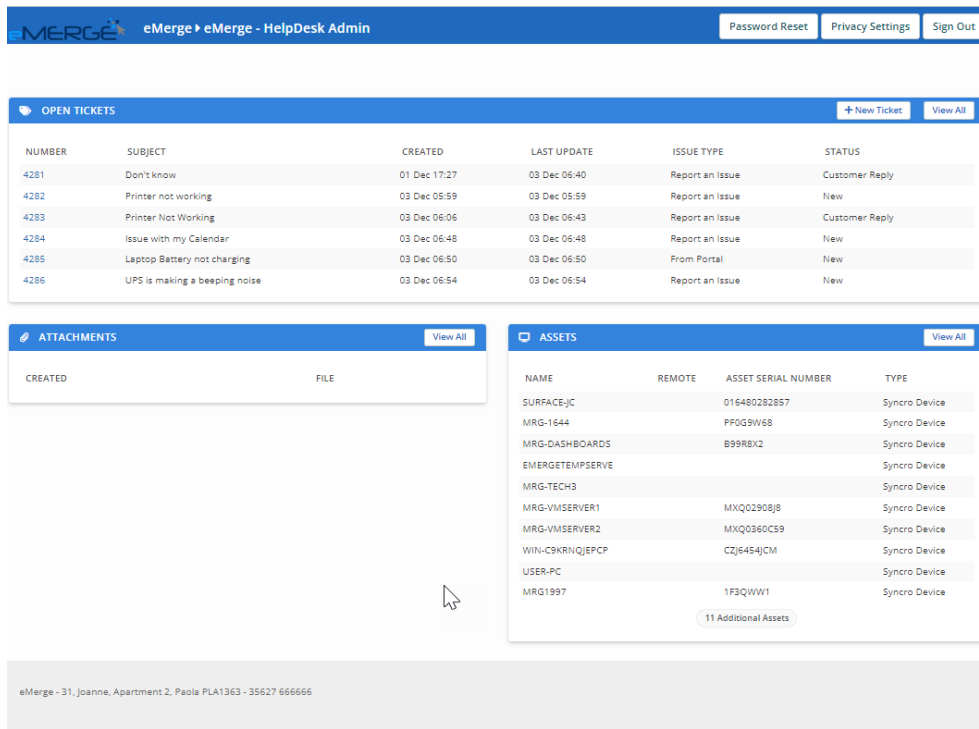
[Skip](#) [Confirm Recovery Mobile](#)

\*Synrio Recovery SMS service is only available in certain countries

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The main difference from the standard user portal, the admin portal shows all tickets created within your organization. You may also interact with any ticket by submitting any additional information. You also have visibility of all assets within your organization.



Another feature for the admin portal is GDPR. You may at anytime change your GDPR preferences.

In the coming weeks we shall be adding new features written the admin portal for example company documentation, issued estimates and account overview.