MARCOLIN

SYSAID - HELP DESK

GUIDE

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1. Help Desk

The IT Department is improving the Help Desk service.

Now you can report problems or anomalies of PCs and business applications in this way:
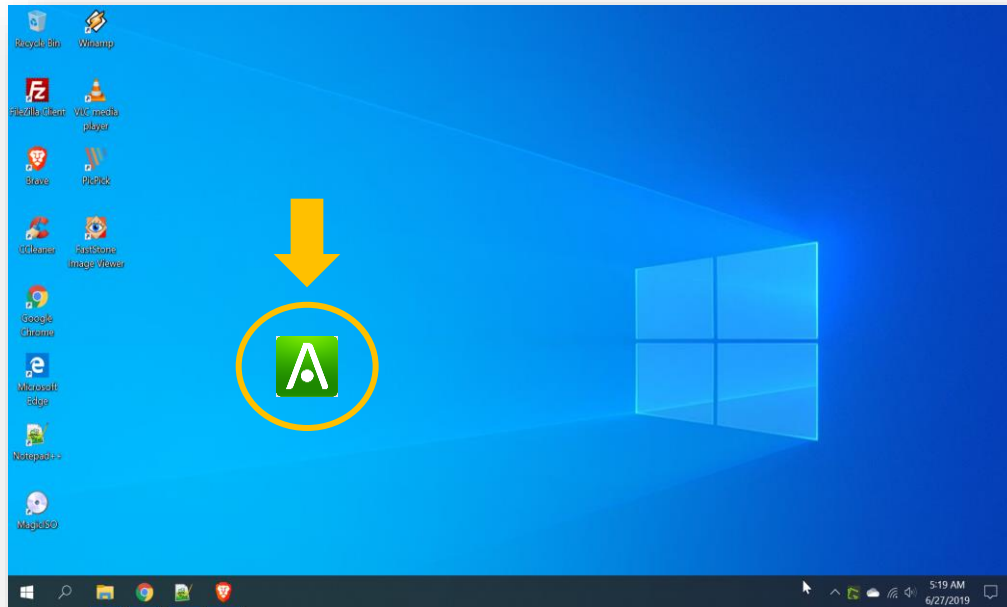
Go to:
https://sysaid.marcolin.com

2. How to access

Click on the **SysAid icon** on your desktop:

Go to
https://sysaid.marcolin.com

Then, the **Login page** will be shown.

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2. How to access

In the Login page, you have to insert your **@marcolin.com** email address (preceded by the domain **musa-corp** if you are a **US user**) and password (if you forgot it, please reset it **here**).
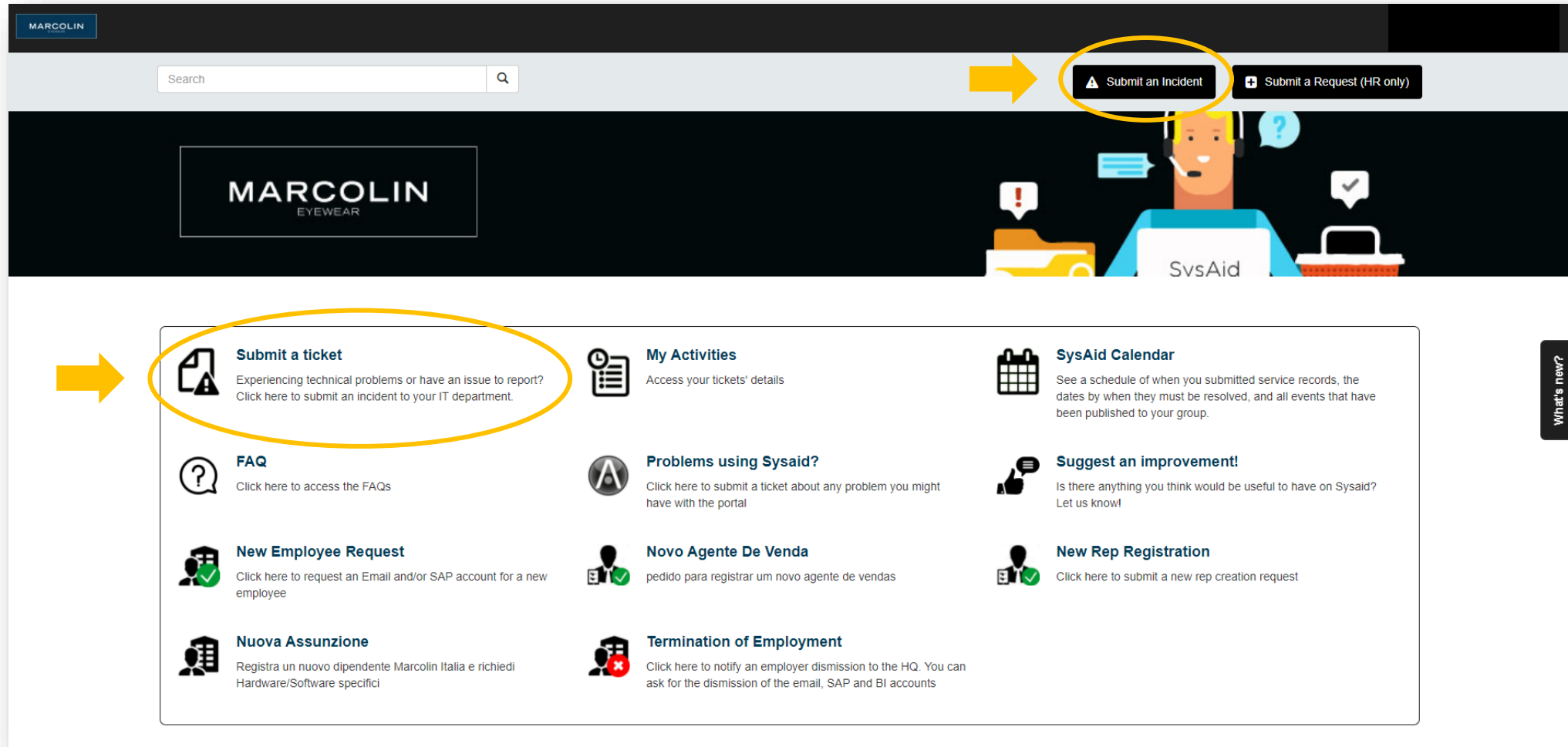
Marcolin IT Service Desk

Username

cronaldo@marcolin.com

Password

••••••••

Log In

☐ Remember Me   Guide

Finally, just click on **Log In**.

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3. Creation of a new ticket (1/3)

A. Click on **Submit a ticket** or **Submit an Incident**:

3. Creation of a new ticket (2/3)

B. Complete the form. The fields Category, Title, Description are mandatory.

CATEGORY: is the classification system. There are 2 levels that describe your problem, select the most representative. Please be aware that selecting the correct categories is fundamental for forwarding your requests to the right group of people and thus solve them

REQUEST USER: which can be yourself or another user
CC: Carbon Copy (NB: The CC user will receive notification when the status changes). Remember to click on Browse in order to add an email address

TITLE: specify a short title for the topic
DESCRIPTION: is essential to enter all the details in order to help your IT department
URGENCY: is possible to choose the level of urgency

ATTACHMENTS: you can add a maximum of 3 attachments

3. Creation of a new ticket (3/3)

C. Click on **Submit** in order to create and send the ticket.

Your ticket will then be registered and identified by a number (#123456).

You will receive a notification email with the details of your ticket and, afterwards, also the notifications for all the status changes (Ex. New to Assigned, Closed etc.).

4. Checking a ticket status (1/4)

You can keep track of the tickets submitted by you, by clicking on **My Activities**:
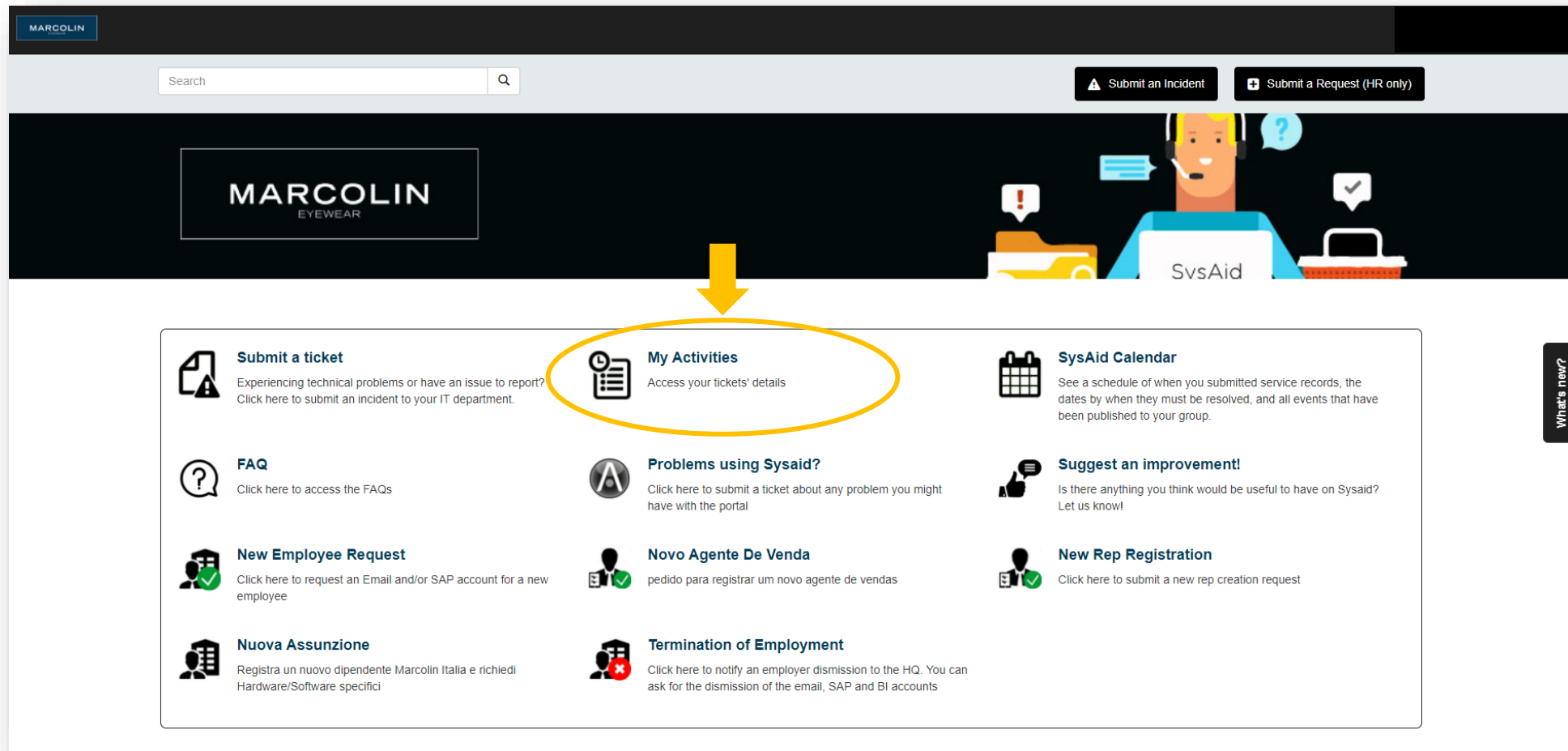
4. Checking a ticket status (2/4)

SysAid provides a list of all the tickets which you have opened and still need to be solved (**My Tickets**) or have been closed (**Recently Closed**):

4. Checking a ticket status (3/4)

You can also find a list of your tickets directly on the homepage, right below the main menu:

4. Checking a ticket status (4/4)

By clicking on your ticket, you can verify its status, add notes and attachments, view the solution (if the ticket has been closed).

4.1 Status: Pending user

When your ticket status is set as «**Pending user**», it means that some additional information or updates from you are needed, in order to find a solution.

If you do not reply to the ticket within a certain amount of time, you will receive a reminder by email like the following one:

> **#65381 - Reminder:**
> Dear User,
> IT Support is waiting for your reply about this ticket, if we will not receive an answer by tomorrow, the system will close it.
> Thank you!

Please remember that these messages are **automatically generated** by the system, so you will not receive any answer if you reply to them.

After a few days, if you still have not updated your ticket, the latter will be automatically closed with the «**Closed_User_did_not_respond**» status.
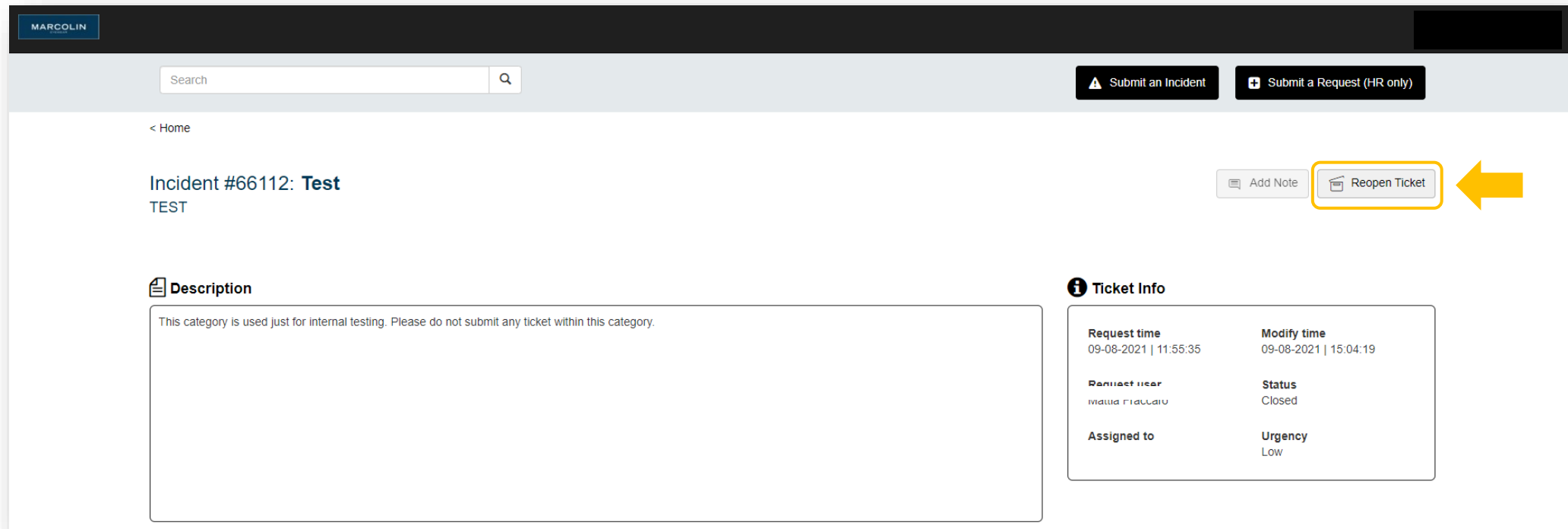
4.2 Status: Closed (1/2)

When the reported problem is solved, your ticket is closed (status «**Closed**») - by the person who has taken over it - with a description of the solution. Sometimes it might happen that you find a solution by yourself: in that case, you can close your ticket by clicking on the here highlighted **Close Ticket** button.
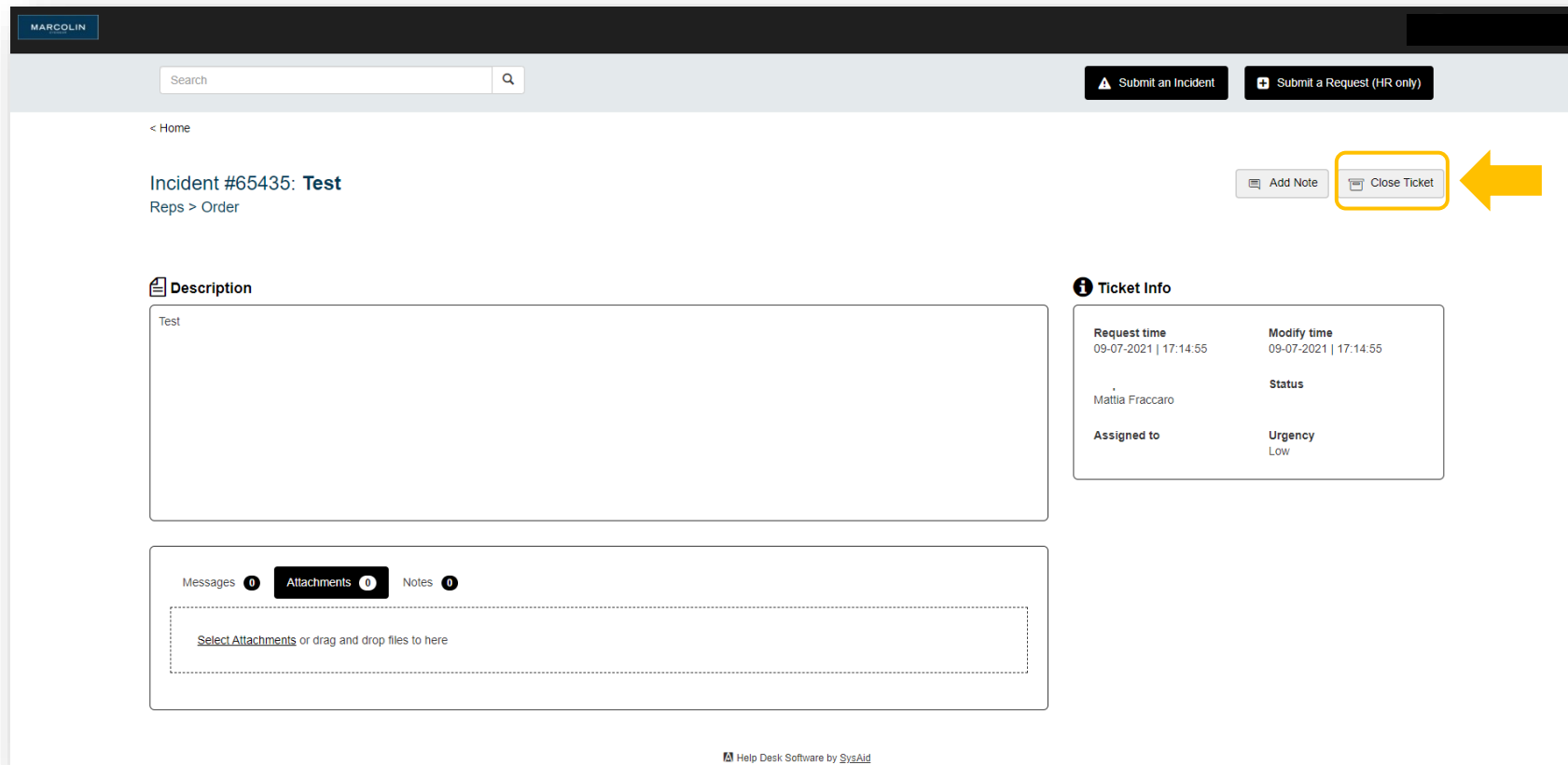
4.2 Status: Closed (2/2)

If your ticket has been closed but you think that the reported problem has not been solved, you can re-open it by clicking on the relative button **Reopen Ticket** highlighted here:

N.B. Please keep in mind that you must not re-open a ticket if similar cases to the one reported are encountered in the future, also of the same topic. In these situations, you have to open a new ticket.

5. Communication with IT by email

You can interact with the colleagues of IT Department via e-mail about a ticket already opened. The email must follow the subsequent conditions:

- The recipient must be **sysaid@marcolin.com**.

- The email subject must contain the **ticket number** (eg. #65435), including the **#** character.

N.B. Pay attention that if a ticket number is not written in the subject, a completely new ticket will be created.