

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:

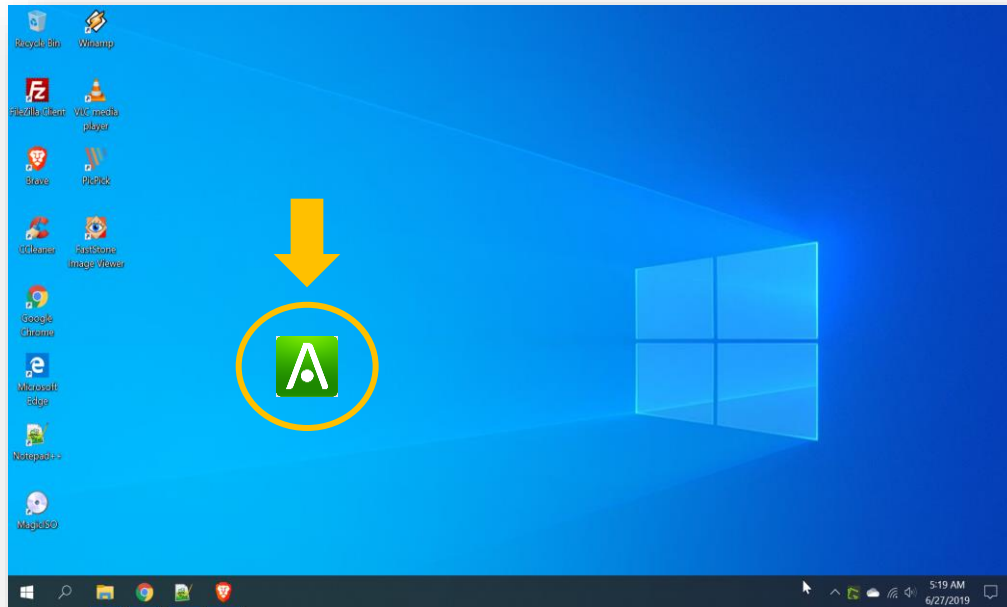


Go to:

<https://sysaid.marcolin.com>

2. How to access

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



Go to
<https://sysaid.marcolin.com>



Marcolin IT Service Desk

Username

Password

☐ Remember Me [Guide](#)

Help Desk Software by SysAid

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

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

Password

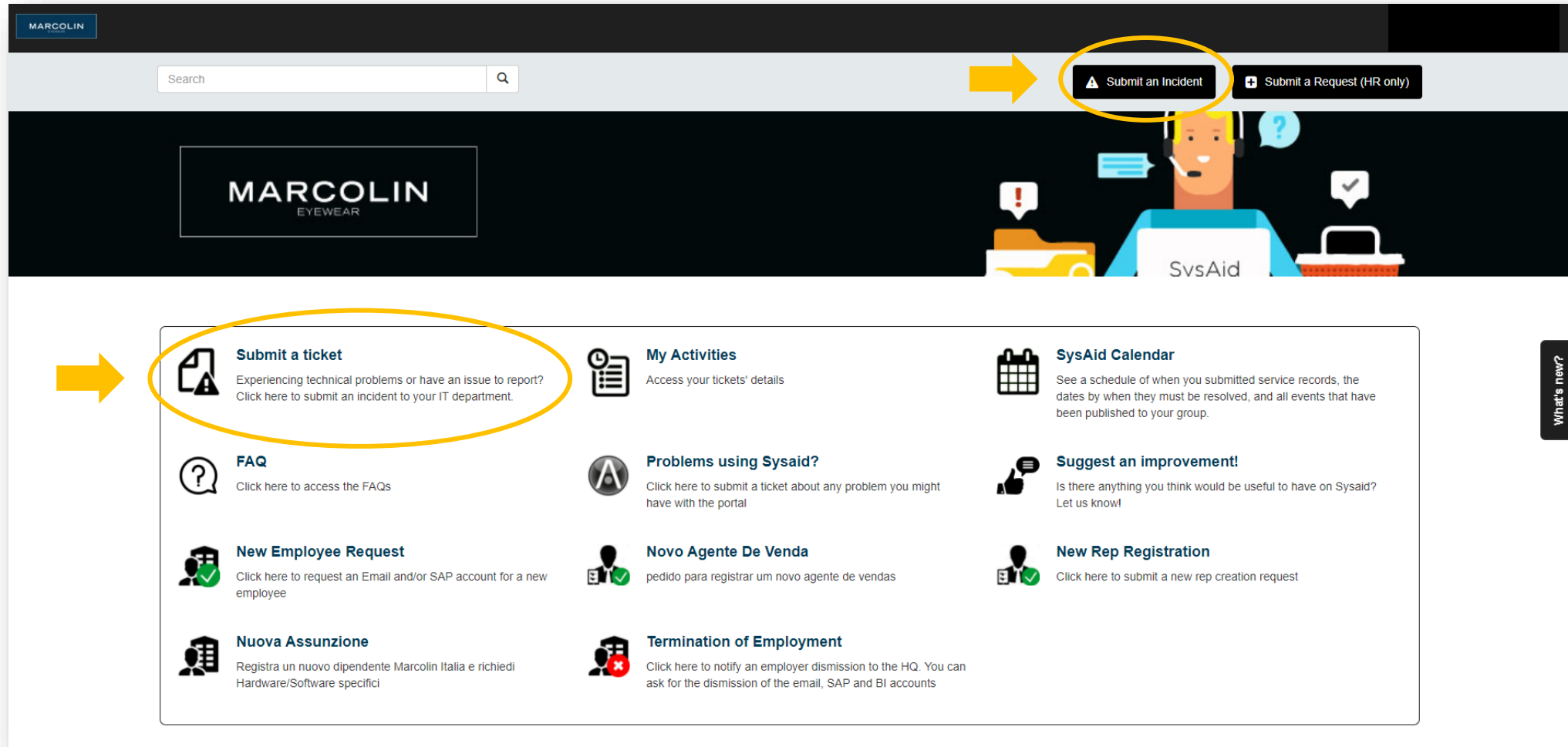
Log In

☐ Remember Me [Guide](#)

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

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.

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Submit Incident

Category *

Please select a category

Please select a sub-category

Request user

(P:) +39 043

CC

Browse

Company_Org *

Please select a value

Title *

Description *

Urgency *

Normal

Attachments

Select Attachments or drag and drop files to here

Cancel

Submit

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

MARCOLIN
EYEWEAR

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

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



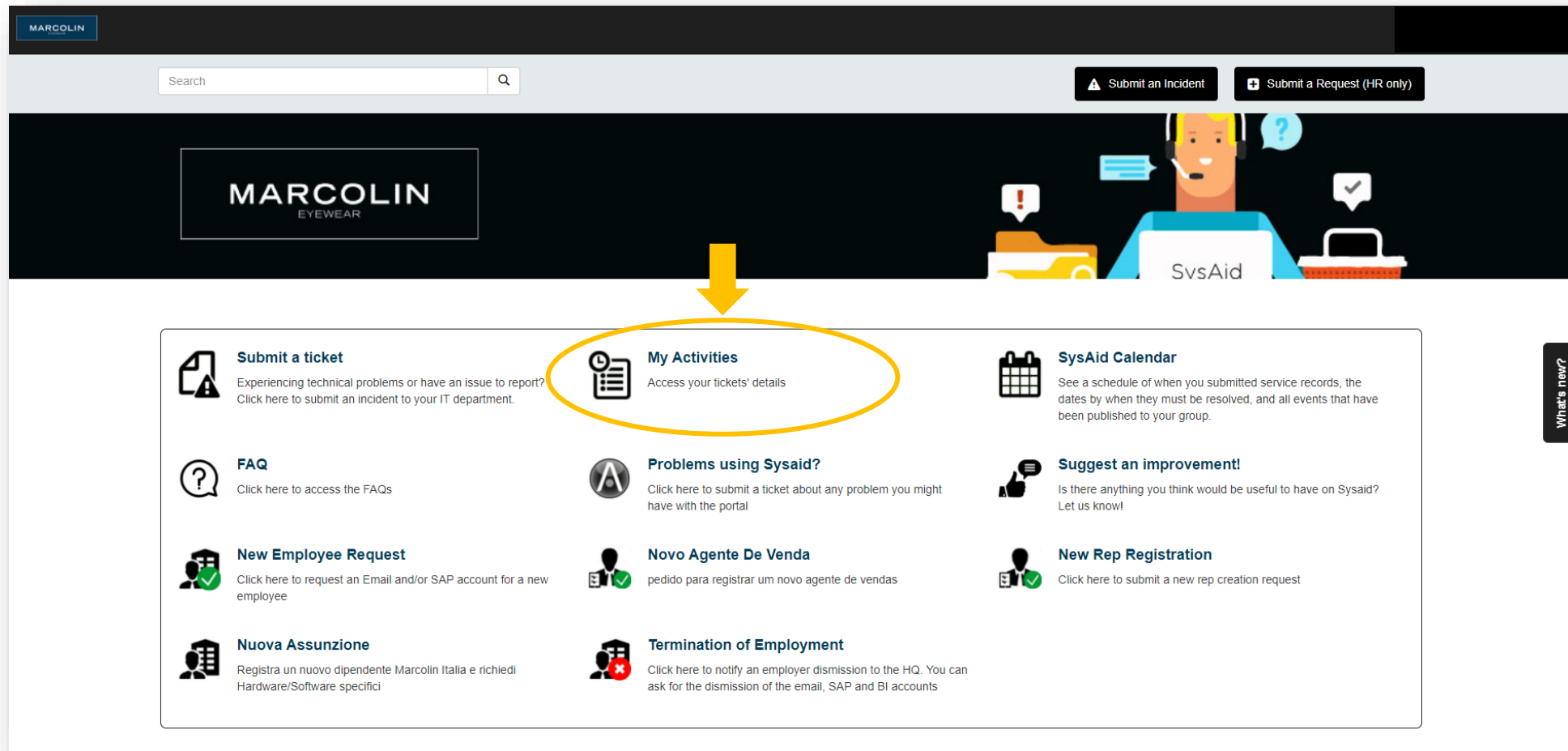
The screenshot shows a web form for creating a ticket. At the top, there is a section titled "Attachments" with a dashed border and the text "Select Attachments or drag and drop files to here". Below this is a horizontal line. At the bottom right of the form, there are two buttons: "Cancel" and "Submit". The "Submit" button is highlighted with a yellow circle, and a yellow arrow points to it from the right.

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**):

The image displays two screenshots of the SysAid user interface, illustrating how to check ticket status. Both screenshots show the top navigation bar with the 'MARCOLIN' logo, a search bar, and buttons for 'Submit an Incident' and 'Submit a Request (HR only)'. Below the navigation bar, the breadcrumb '< Home' is visible. The main content area features three tabs: 'My Tickets' (with a count of 1), 'Recently Closed' (with a count of 0), and 'Workflow Actions' (with a count of 99+). A 'Filter' button is located to the right of these tabs. The first screenshot shows the 'My Tickets' tab selected, displaying a ticket card for '#65435: Test' with a status of 'Urgency: Low' and 'Priority: Low'. The second screenshot shows the 'Recently Closed' tab selected, displaying a ticket card for '#66112: Test' with a status of 'Status: Closed', 'Urgency: Low', and 'Priority: Low'. Both ticket cards also show 'Modify time' and 'Request time' details.

My Tickets 1 Recently Closed 0 Workflow Actions 99+

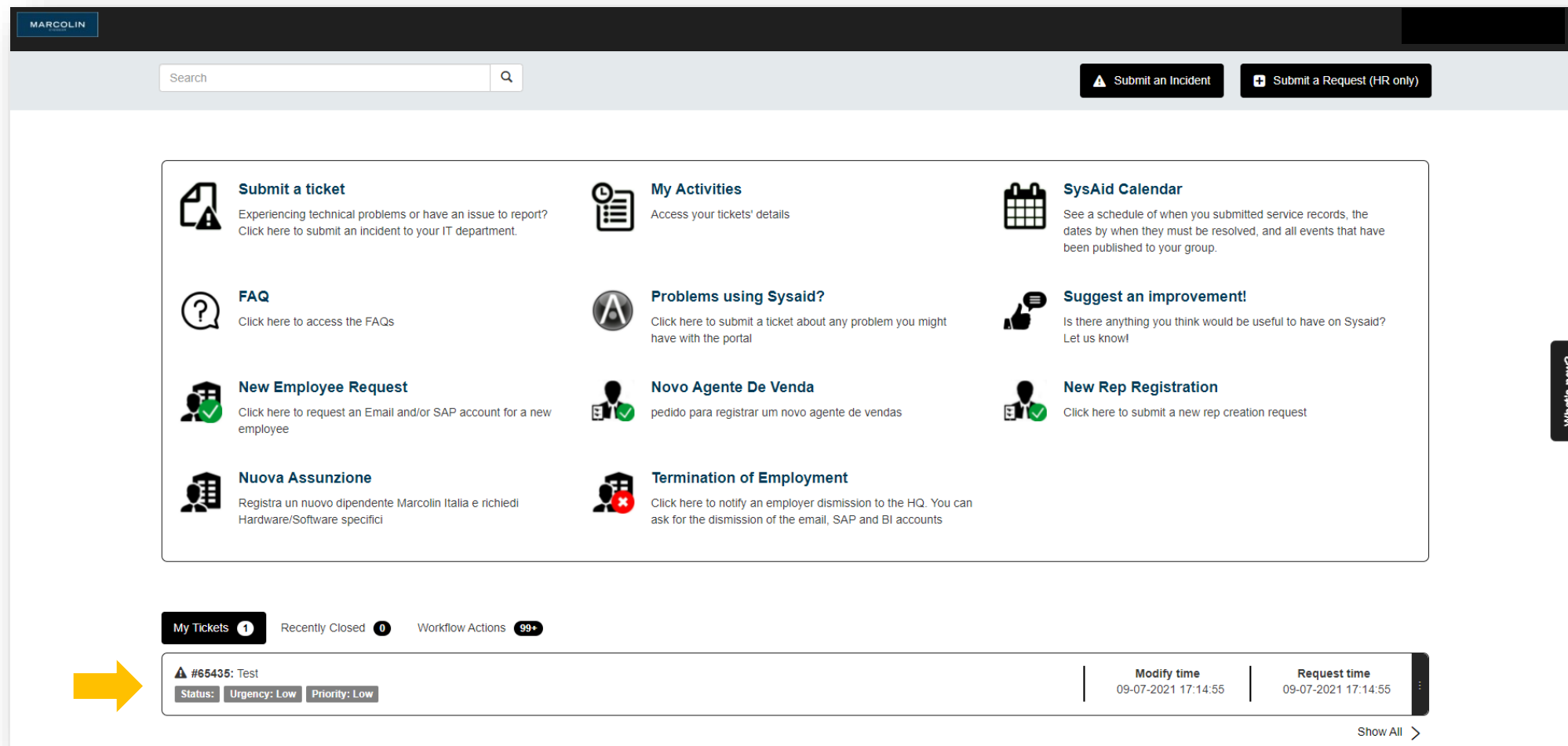
#65435: Test
Status: Urgency: Low Priority: Low
Modify time: 09-07-2021 17:14:55
Request time: 09-07-2021 17:14:55

My Tickets 0 **Recently Closed** 1 Workflow Actions 99+

#66112: Test
Status: Closed Urgency: Low Priority: Low
Modify time: 09-08-2021 15:04:19
Request time: 09-08-2021 11:55:35

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:



The screenshot displays the MARCOLIN Sysaid homepage. At the top, there is a search bar and two buttons: "Submit an Incident" and "Submit a Request (HR only)". Below these, a grid of service options is presented, each with an icon and a brief description:

- Submit a ticket**: Experiencing technical problems or have an issue to report? Click here to submit an incident to your IT department.
- My Activities**: Access your tickets' details
- SysAid Calendar**: See a schedule of when you submitted service records, the dates by when they must be resolved, and all events that have been published to your group.
- FAQ**: Click here to access the FAQs
- Problems using Sysaid?**: Click here to submit a ticket about any problem you might have with the portal
- Suggest an improvement!**: Is there anything you think would be useful to have on Sysaid? Let us know!
- New Employee Request**: Click here to request an Email and/or SAP account for a new employee
- Novo Agente De Venda**: pedido para registrar um novo agente de vendas
- New Rep Registration**: Click here to submit a new rep creation request
- Nuova Assunzione**: Registra un nuovo dipendente Marcolin Italia e richiedi Hardware/Software specifici
- Termination of Employment**: Click here to notify an employer dismission to the HQ. You can ask for the dismission of the email, SAP and BI accounts

At the bottom, a navigation bar shows "My Tickets" (1), "Recently Closed" (0), and "Workflow Actions" (99+). Below this, a ticket card for "#65435: Test" is displayed, showing its status as "Open", urgency as "Low", and priority as "Low". The ticket card also includes fields for "Modify time" (09-07-2021 17:14:55) and "Request time" (09-07-2021 17:14:55). A yellow arrow points to the "My Tickets" button. A vertical sidebar on the right edge of the page contains the text "What's new?".

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).

The screenshot displays the MARCOLIN Help Desk interface. At the top, there is a search bar and two buttons: "Submit an Incident" and "Submit a Request (HR only)". Below the search bar, a breadcrumb trail shows "< Home". The main heading is "Incident #65435: Test" with a sub-link "Reps > Order". To the right of the heading, there are two buttons: "Add Note" (highlighted with a yellow arrow) and "Close Ticket".

The "Description" section contains the text "Test". To the right, the "Ticket Info" section displays the following details:

Ticket Info	
Request time 09-07-2021 17:14:55	Modify time 09-07-2021 17:14:55
Request user	Status
Assigned to	Urgency Low

Below the description, there is a section for "Messages", "Attachments" (highlighted with a yellow arrow), and "Notes". Each has a count of 0. Below this, there is a dashed box with the text "Select Attachments or drag and drop files to here".

At the bottom of the interface, there is a footer that reads "Help Desk Software by SysAid".

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.

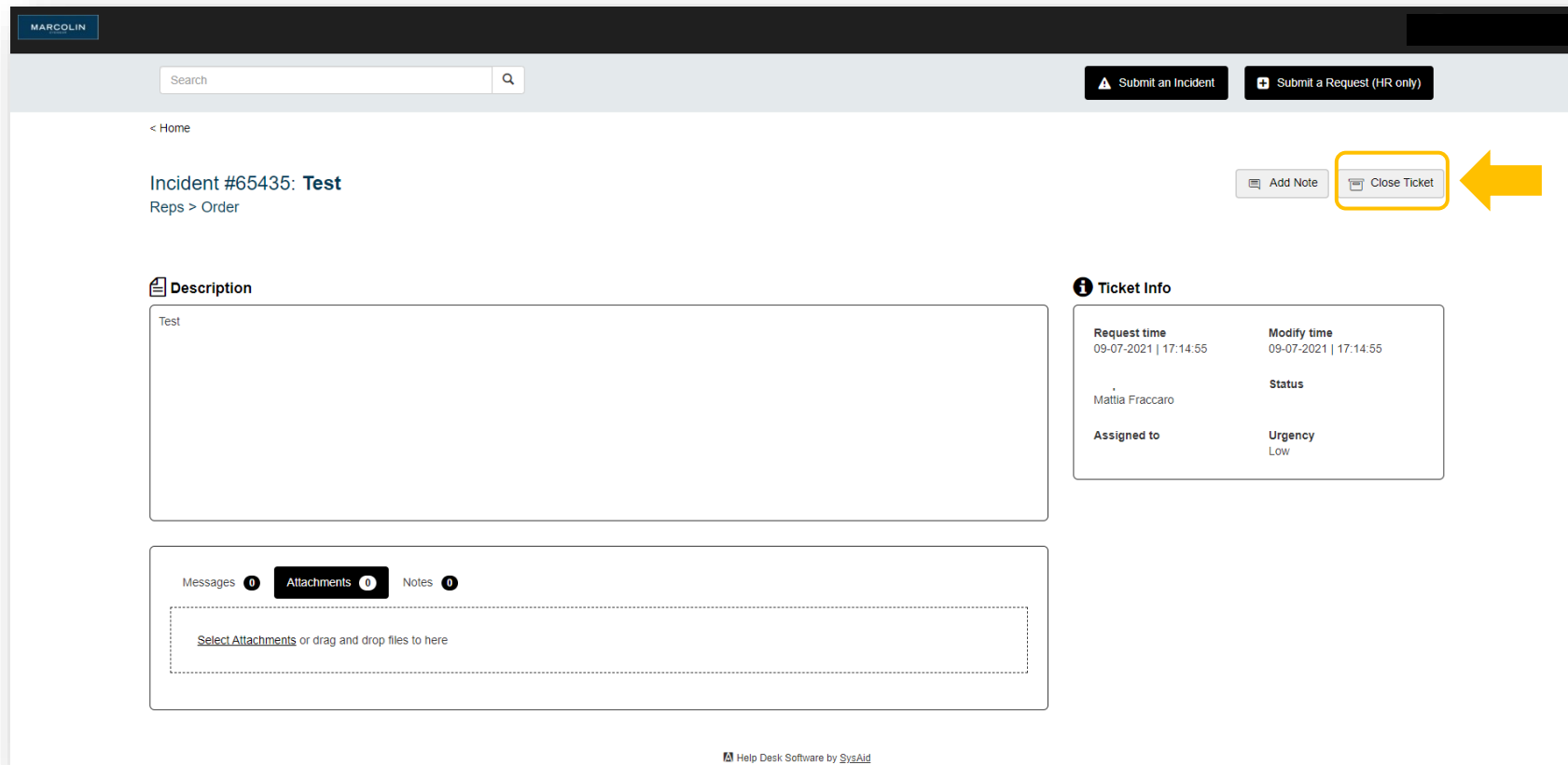
Thank you!

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.

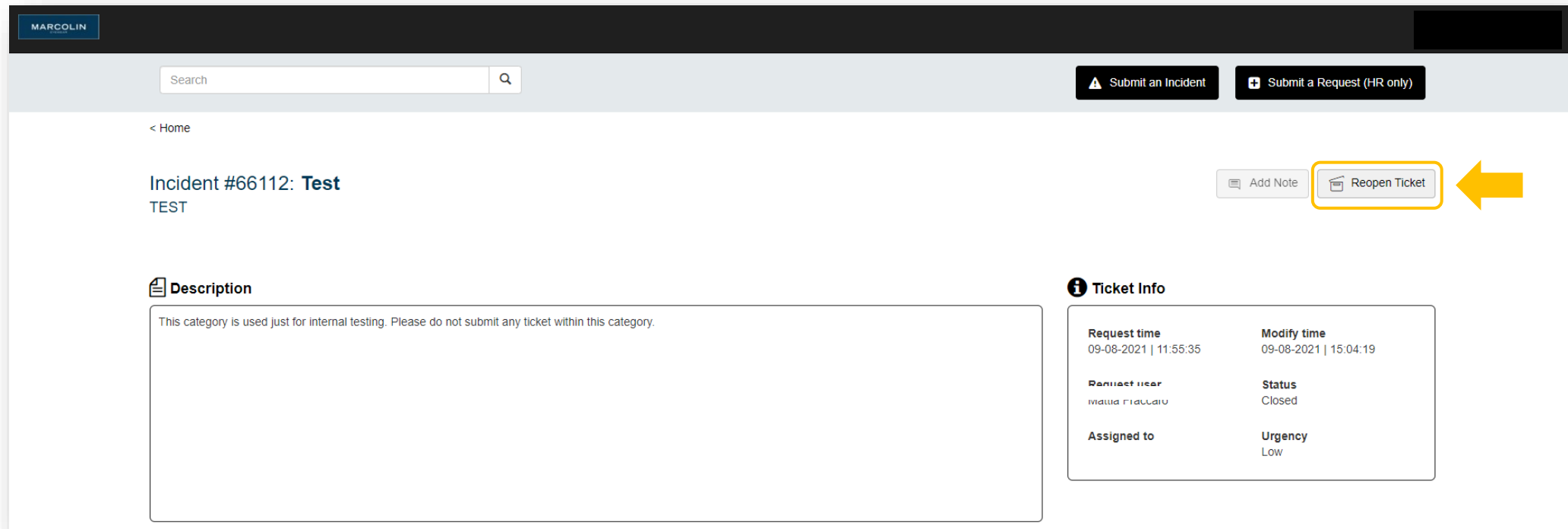
4.2 Status: Closed (1/2)

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:



The screenshot displays the Marcolin Help Desk interface. At the top, there is a search bar and two buttons: "Submit an Incident" and "Submit a Request (HR only)". Below the search bar, a breadcrumb link "< Home" is visible. The main content area shows "Incident #66112: Test" with a sub-header "TEST". To the right of the incident title, there are two buttons: "Add Note" and "Reopen Ticket". The "Reopen Ticket" button is highlighted with a yellow rectangle and a yellow arrow pointing to it from the right. Below the incident title, there is a "Description" section with a text box containing the message: "This category is used just for internal testing. Please do not submit any ticket within this category." To the right of the description, there is a "Ticket Info" section with a table of ticket details.

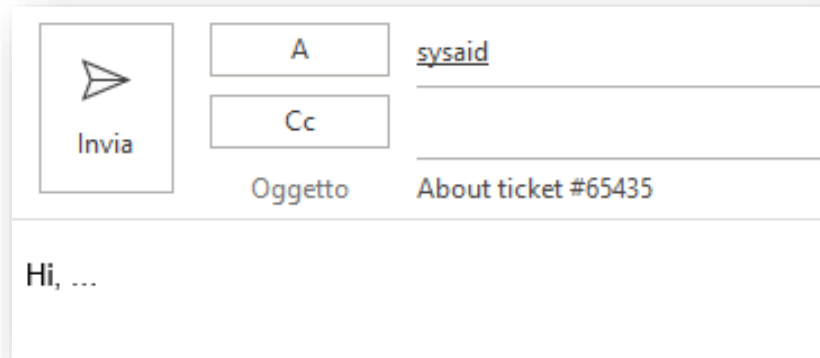
Ticket Info	
Request time 09-08-2021 11:55:35	Modify time 09-08-2021 15:04:19
Request user maria.falcaro	Status Closed
Assigned to	Urgency Low

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.



The image shows a screenshot of an email composition interface. On the left, there is a button with a paper plane icon and the text "Invia". To its right are two input fields: "A" (To) containing the text "sysaid" and "Cc" (Carbon Copy). Below these is a "Subject" field (labeled "Oggetto" in Italian) containing the text "About ticket #65435". At the bottom, the email body contains the text "Hi, ...".

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