



docStor Online help and support system user guide

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□ Introduction

The docStor help and support system enables you to log your request or use the support system through your web browser interface.

Requests can be logged 24 hours a day 7 days a week so even outside office hours docStor engineers will be aware of your request and be able to respond immediately the next working day. This is because requests are automatically assigned to the engineer, software support or sales person best placed to respond to your particular request by use of workflow software which can categorize based on the type of request and equipment whilst also keeping track of holidays and sickness. Requests are then automatically e-mailed to the docStor representative assigned resulting in a faster and more defined response to your request. Request progress can then be monitored by using the web browser or by e-mail if requested. Actions carried out on your request can be viewed and notes and attachments added. E-mails can automatically be sent to any key personnel you require when actions are performed and when the request is closed. The result is the customer receives an automated faster response and detailed analysis software can highlight problems and reduce requests in the future. The online knowledge base is automatically updated when your request is resolved to provide an invaluable 'first stop' resource when you have a query.

□ Other Methods of logging a request

If internet access is not available the request can also be raised by emailing support@docstor.com and quoting the inventory number and fault description in the subject of the e-mail.

Alternatively requests can be logged by telephoning 0870444654 and talking to a doctor customer support representative who will log the request on the web system for you allowing all the benefits of the web system when you can get internet access. You will require your inventory item number to log a request

□ Logging a request using the web browser

Follow the simple guide to logon to your account, place new service requests, track the progress of existing requests and use the extensive knowledge base system.

Firstly type www.docstor.com in your browsers address bar and click 'Go'



Select the Support option from the home page which may vary from the example shown below




Use the login information below which is also on your support reference stickers attached to each piece of equipment. Enter the login and password and click 'Log In'

Note - if 'remember my login' is checked you will not have to type your login on the next visit.

Login: Password:

Remember my login

You will now by default be presented with the option to place a new request


Customer Help Desk

[Log Out JOHN SMITH](#)

New Request
[Log a new Request](#)

Request Lists
[Raised by me](#)
[Raised by my Company](#)

Request Number

Knowledge Base
[Category Index](#)
[Text Search](#)

? **New Request raised by JOHN SMITH**

Title	<input type="text"/>
Description	<div style="border: 1px solid #ccc; height: 40px; width: 100%;"></div>
Reference	<input type="text"/>
Inventory Item	(None selected) <input type="button" value="v"/>
Request Type	Hardware Fault <input type="button" value="v"/>
<input checked="" type="checkbox"/> Notify me by email when the Request is closed.	
<input type="button" value="Submit"/>	

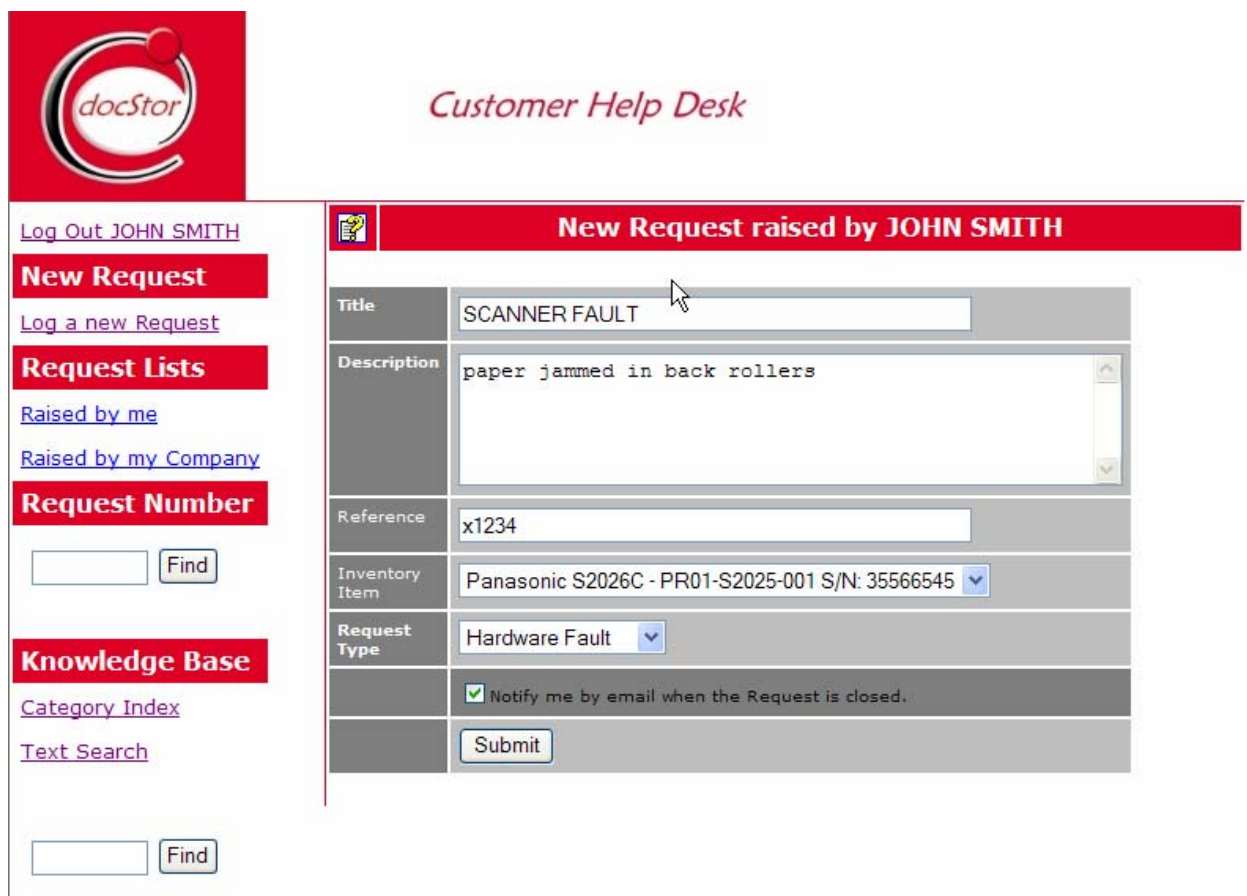
Enter a brief description of your request in the title area for example 'Scanner jammed', 'Backup failed' or 'New application setup'.

In the description area enter any more detailed information or instructions that you feel may be relevant or useful in diagnosing the request

If you have an internal reference for the request enter it in the reference area. This field is optional.

Select the Inventory item from the drop down list that best identifies the request you wish to log. All the hardware and software applications will be listed for your organisation. Inventory item numbers can be found on the stickers on each device docStor supports through this system.

Select the request type that best describes your request, this is important as it will determine who is assigned the request. Request types are hardware fault, software fault or change request. Emailed request should not be selected using the web interface as it relates to emailed requests only.



docStor

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New Request raised by JOHN SMITH

Title	<input type="text" value="SCANNER FAULT"/>
Description	<input type="text" value="paper jammed in back rollers"/>
Reference	<input type="text" value="x1234"/>
Inventory Item	<input type="text" value="Panasonic S2026C - PR01-S2025-001 S/N: 35566545"/>
Request Type	<input type="text" value="Hardware Fault"/>
<input checked="" type="checkbox"/> Notify me by email when the Request is closed.	
<input type="button" value="Submit"/>	

Finally click on the submit button to send your request.

The system will then allocate you with a request number that may be used to track the request.



The request is now logged on the docStor system and will be automatically sent to the assigned engineer by email via the engineer’s mobile access device.

Tracking open user requests

Under the request list banner select ‘raised by me’ or enter the specific request number if known. A list will be presented showing all the outstanding requests for your organisation.

Customer Help Desk

Log Out JOHN SMITH

New Request
[Log a new Request](#)

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Open Requests raised by me

Colour code by Priority
 Colour code by Status
 Include On Hold
 Include Requests Closed in the last days

Legend: Priority 1 Priority 2 Priority 3 Other

Request	Title	Raised	Priority	Request Type	Status	Assigned To	Do By
1	test	25/10/2005 14:11	3	Hardware Fault	Raised		
10	scanning fault	03/11/2005 10:26	3	Hardware Fault	Raised	BARRY MINTY	
11	TEST MAIL	03/11/2005 10:44	3	Hardware Fault	Raised	BARRY MINTY	
12	TEST	03/11/2005 12:31	3	Hardware Fault	Raised	BARRY MINTY	

Click on a specific request number to display the full details and request history for the particular request

Request 26 - SCANNER FAULT	
Description SCANNER JAMMED	
Raised	10/11/2005 11:40
Company Name	TEST COMPANY
Address	1 HIGH STREET
Raised By	JOHN SMITH
Reference	34343
Inventory Id	PR01-S2025-001
Make	Panasonic
Model	S2026C
Request Type	Hardware Fault
Status	Responded
Priority	3
Support Group	Help Desk
Responded	10/11/2005 11:44

□ Adding notes to open requests

The assigned engineer may ask for more information on the request through an action or you may find some more details about the request which may need to be logged. In this case use the 'add notes' option to post an update to the request.

Request Type	Hardware Fault
Status	Responded
Priority	3
Support Group	Help Desk
Responded	10/11/2005 11:44
Email when closed to	JOHN SMITH

Actions

Show the latest actions first

Action Date	Description	Actioned By	Status	Assigned To	Time Used
10/11/2005 11:44	waiting for new roller	BARRY MINTY	In Progress	BARRY MINTY	5 Minutes
10/11/2005 11:52	cleared call new roller fitted	BARRY MINTY	Responded		0

□ Using the knowledge base system

From the knowledge base banner select either the category search which will allow you to further define your search requirements or the text search option which displays the window below

Knowledge Base Search Criteria	
Find items containing <input type="text"/>	
<input checked="" type="radio"/> this exact phrase	<input type="checkbox"/> Search in Articles
<input type="radio"/> any of these words in any order	<input type="checkbox"/> Search in Requests
<input type="radio"/> all of these words in any order	<input type="checkbox"/> Include Actions
	<input type="checkbox"/> Resolutions Only
<input type="button" value="Search"/>	

Enter the search text and select which areas the interrogation will cover. Click the search button and a list of matching results will be displayed

Knowledge Base Search Criteria	
Find items containing <input type="text" value="e-codis"/>	
<input checked="" type="radio"/> this exact phrase	<input checked="" type="checkbox"/> Search in Articles
<input type="radio"/> any of these words in any order	<input checked="" type="checkbox"/> Search in Requests
<input type="radio"/> all of these words in any order	<input type="checkbox"/> Include Actions
	<input type="checkbox"/> Resolutions Only
<input type="button" value="Search"/>	

Articles containing 'e-codis'	
3: e-codis NULL displayed when retrieving	
Category	e-codis
Sub-Category	configuration
Instructions	after upgrade or server changes check locations in the volume/device tables of sql_data and make sure drives/shares exist and ip addresses are correct
1: e-codis install on iis with server 2003	
Category	e-codis
Sub-Category	iis

□ FAQ's

Can I receive e-mail updates as to the progress of my request ?

- Yes, e-mails can be automatically generated and sent to any addresses you specify to show a request has been raised by your organisation, actions have been carried out on the request and the request has been closed. Different users can be contacted when different events occur. Just contact our support representative with your companies requirements.

Can I have a supervisor account where my users cannot see my requests ?

- Yes, contact our support representative and we will setup a new login with rights for you to see all your companies requests whilst the default user login will only see their own requests.

How quickly will I get a response from a docStor representative ?

- the request once submitted is automatically assigned to an engineer or sales representative, the e-mail system is synchronised with the engineers mobile device every 5 minutes so you should expect a call shortly after that!.

How are actions updated onto the system by the engineer ?

- each docStor representative has a web enabled mobile device that allows them to immediately add actions and update the support database so you can see real time updates through the request tracking system.

Why should I use the web system rather than phone in my service requests ?

- the web system is available 24 hours a day 7 days a week and provides a automated logging, assignment and tracking system that is inevitably more reliable than dealing directly with a call centre.