

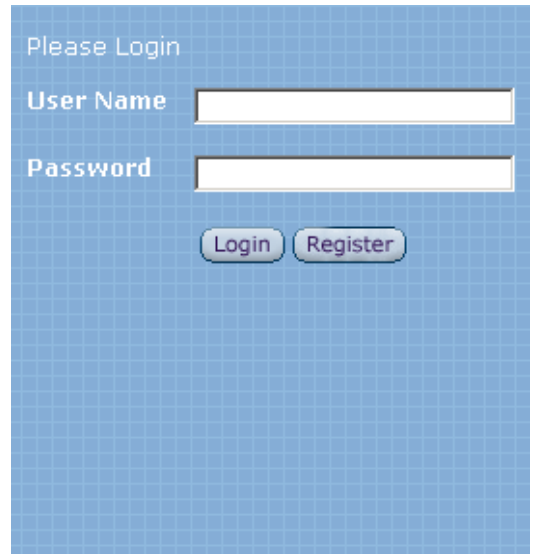
QSM SELF HELP

Access Internet Explorer and enter the following web site address <http://wsd.we-learn.com/qsmselfhelp/>

You will be asked to log into QSM Self Help.

Enter your User Name and Password. If you do not know these, please contact the ICTDS Service Desk who can provide you with this information.

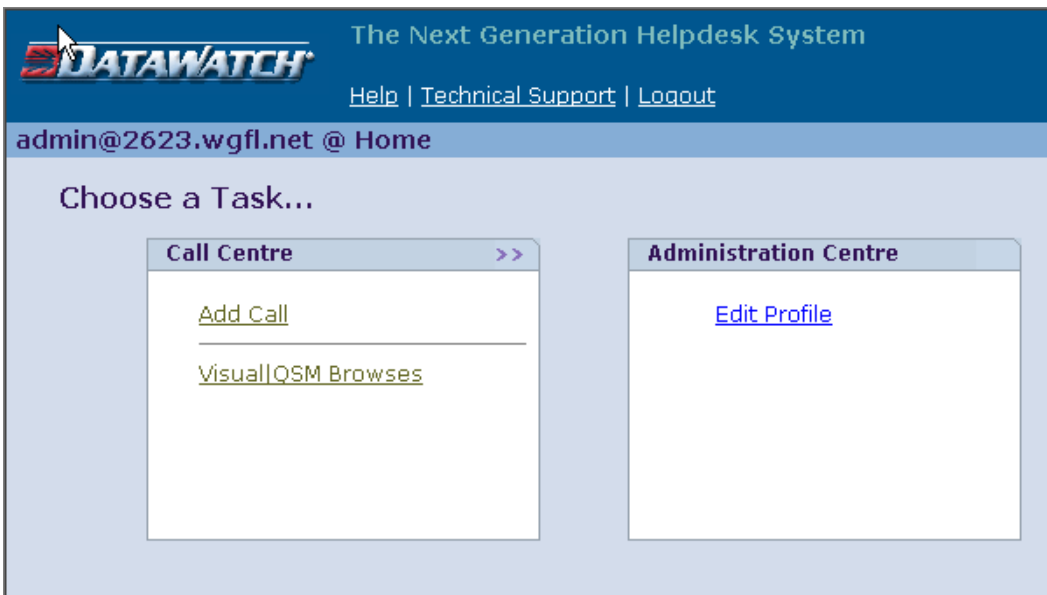
When you have entered these details click on **Login**



Please Login

User Name

Password



DATAWATCH The Next Generation Helpdesk System

[Help](#) | [Technical Support](#) | [Logout](#)

admin@2623.wgfl.net @ Home

Choose a Task...

Call Centre >>

[Add Call](#)

[Visual|QSM Browsers](#)

Administration Centre

[Edit Profile](#)

QSM Self Help provides you with 3 options:

1. Add a Call
2. Visual QSM Browsers
3. Edit Profile

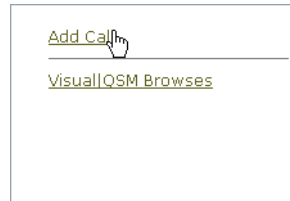
Add a Call allows you to add a new call to the system.

Visual QSM Browsers allows you to view your calls that are already logged in the system.

Edit Profile allows you to edit/update your personal/school details.

To Add a New Call

Click on the option to add a call.



The following call screen will appear. Your personal and school details will be those that are already recorded in the QSM Service Desk system.

The call number is shown in the top left hand corner of the screen and the log date is shown in the middle of the screen.

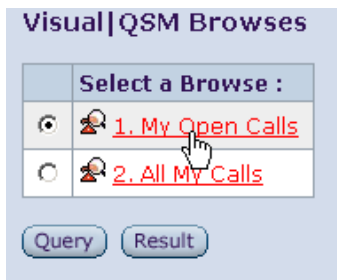
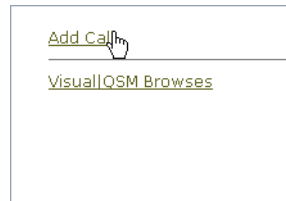
The main text of your call should be entered in the comments box. Please add as much detail as possible about the problem that you are experiencing. Your availability would also be helpful.

To finish logging a new call and to send it through to the ICTDS Service Desk, click on ok.

Call: 01AA052926	Logged: 11-Nov-2005 10:41:40	Status:	
Inventory		Problem	
Client			
First Name	Ann	Phone	01926 491329
Last Name	Jones	Extension	
Client Call Prompt		Email ID	admin@2623.wgfl.net
School			
Post Code	2623	Org Call Prompt	
Post Centre	COTEN END PRIMARY		
Configuration			
Configuration ID#		Config Call Prompt	
Visits			
JST Officer			--
Item			
Item Category		Call Prompt	
Item Name		Asset reference	
Item Model			
Problem		<top of page>	
Comments	ENTER YOUR CALL COMMENTS HERE. ENTER AS MUCH INFORMATION AS POSSIBLE ABOUT THE PROBLEM THAT YOU ARE EXPERIENCING. PLEASE ALSO ADD INFORMATION ABOUT YOUR AVAILABILITY.		
 Time Stamp			
Ok	Cancel		

To View your calls

Click on the option called Visual QSM Browses.



You can select to view your current open/outstanding calls or all of the calls that you have logged in QSM.

To view your outstanding calls, click on **My Open Calls** and the following screen will appear. Click on the log date of the call that you wish to look at.

Alerts	Log Date	Call	Section	Module	Enquiry type	Group	Phone
	01 Nov 2005 15:41	01AA052316					01926 491
	11 Nov 2005 10:51	01AA052929	WES IT Support	SIMS .net	Student Details	WES IT Support	01926 491

[Refresh](#)

Use the scroll bars next to the comments box to look at the information that has been added to the call. This box will contain comments that have been entered by the school and the support team at ICT Development Service.

If you wish to update the call or add any new comments, then type the text into the bottom box and click on ok.

Call: 01AA052929	Logged: 11-Nov-2005 10:51:46	Status: Allocated
Inventory		Problem
Client	First Name: Jane Durrant	Phone: 01926 491329
	Last Name: Durrant	Extension:
	Client Call Prompt: 	Email ID: admin@2623.wgfl.net
School	Cost Code: 2623	Org Call Prompt:
	Cost Centre: COTEN END PRIMARY	
Configuration	Configuration ID.#: 	Config Call Prompt:
Visits	UST Officer: --	
Item	Item Category: 	Call Prompt:
	Item Name: 	Asset reference:
	Item Model: 	
Problem < top of page >		
Comments	*** 11-Nov-2005 10:52:27 EGEL *** This is a test call for QSM Self Help. Please contact me asap either by phone or email.	
Time Stamp	TYPE HERE IF YOU WISH TO UPDATE THE CALL OR ADD ANY NEW COMMENTS. THEN CLICK ON OK.	
Ok	Cancel	