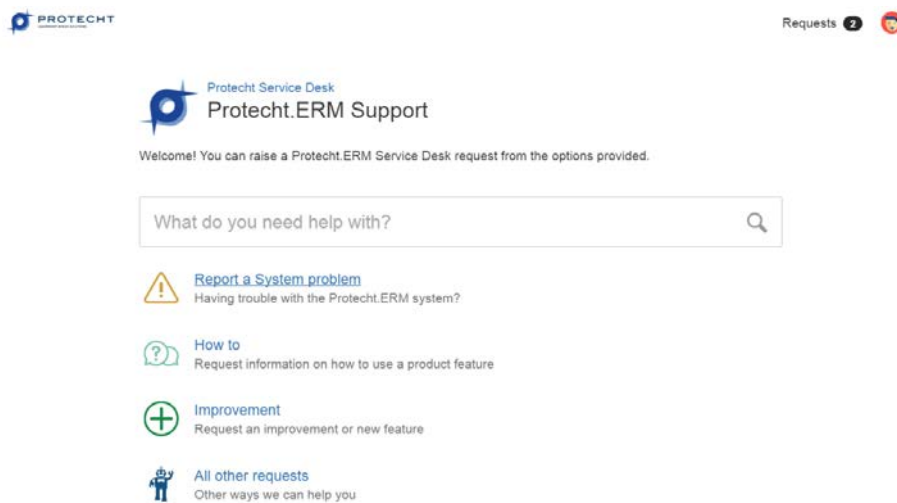Protecht Service Desk

Getting Started

Protecht Service Desk

Protecht Service Desk is a clean, intuitive portal that makes asking for help easy. The Protecht self-service portal makes it easy to request help, search knowledge bases and track progress on issues.

After you login you can search our knowledge base by simply typing a question or a search term into the *What do you need help with?* box on the Service Desk home screen, a list of suggestions will appear. Click on a suggestion to read more about it. The knowledge base can also help you when you're creating requests.
If your search didn't deliver the answers you were looking for, you can open a request choosing from the four options we have available.

You can see how many active requests you have on the top right corner of the Protecht.ERM Service Desk home screen.

You can still track your requests through email notifications. You will receive a new notification when Support responds to your request. If you want to add a comment to your request, just reply to the email notification and your reply will be added to your request as a comment.

Registration

You will receive a separate email with a link to register for the Protecht Service Desk.

Your username is your email address - the one your registration email was sent to. Click the **Visit the portal** link in the email. You will be taken to the welcome screen and asked to create a password for your account.

Screenshot showing the invitation with the link to register for the portal.

1. Enter your name
2. Set up a password. Note: Passwords must be very strong with a minimum of 10 characters, and contain a combination of upper and lowercase characters, numbers and symbols.
3. Click **Save** and continue.
4. You will be registered, signed in, and redirected to the Protecht Service Desk home screen. You're ready to raise a request!

Screenshot showing the invitation with the link to register for the portal.

Welcome to Protecht.ERM Support!

You are almost there - we just need to grab a password so you can login later.

Username
Judit@protecht.net

Full name

Password

☐ Show password

Save and continue

Please bookmark this link for future access protecht.com.au/support

Your username is your email address.

How do I create a support request?

If your search didn't deliver the answers you were looking for, you can open a request choosing from the four options we have available.

Report a system problem. Choose this option to report a bug or a fault in the system.

How to. Choose this option when you need assistance from support with using any part of the application.

Improvement. Choose this if you'd like to suggest an enhancement or improvement to the system.

All other requests. Choose this option for a request that doesn't fall under any of the above options, for example, if you'd like a dashboard or report to be developed.

Submitting a request is simple:
1. Select a request type from the list. If you are not sure choose *All other requests*
2. Enter the required information
3. Click **Submit**.

The three most important fields present in each request type are Summary, Description and Attachments.

Summary: Think of it as an email subject. Short and descriptive.

Description: Describe what happened, what you would expect to happen. The more detail you give us the faster we can answer you request.

If you can, include the following details: the name of the report you ran; the name of the register you accessed; the name of the user having difficulties; the name of the workflow misbehaving; the URL you are on.

Attachments: You can attach screenshots, files, and reports. The file size limit for each type is 10.00 MB. We are very fond of screenshots here at Protecht Support. Please send us screenshots.

View, track and update requests

You can see how many active requests you have on the top right corner of the Protecht Service Desk home screen. To view a request in more detail, click *Requests*. Your requests and their current status will be displayed.

You can check a request's status and read updates from support as they come in. You can add your own comments to requests through the Service Desk too.
You can still track your requests through email notifications. You will receive a new notification when Support responds to your request. If you want to add a comment to your request, just reply to the email notification and your reply will be added to your request as a comment.

Screenshot: the requests screen showing a list of active requests.

The request screen shows all of your active requests. You can add more information to your active requests at any time.

To add a comment or an attachment to a request go to the Requests screen and select the request you want to modify.

Screenshot: the requests screen showing an active requests with user's comment
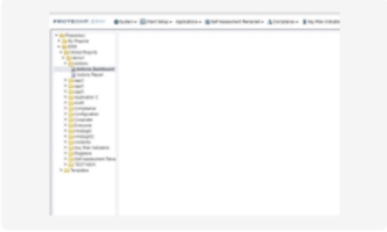
If an open request is no longer a problem please notify the Protecht Support team by adding a comment to let us know the issue is resolved. We will then close the request.

If you encounter any problems using the Protecht Service Desk, please don't hesitate to contact support by calling the support hotline +61 2 8003 7391 or emailing the service desk support@protecht.com.au