

# HELP GUIDE

*Geo Dispatch Service*



## VERSION CONTROL

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## HISTORY

Version	Date	Comments
Draft 0.1	2009-02-20	First version

## APPROVAL

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**COMMENTS:**

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# 1 System Administration

## 1.1 Login

- Enter the system administration *e-mail address* and *password* in the appropriate fields then click **Log In**.
- To get a new password click on **Forgot Password** and follow the on-screen instructions.


## 1.2 Add Organization

- Click on **Add Organization**.
- Fill in the following information in the appropriate fields then click **Continue**:
  - The *name* of the organization.
  - The *name, surname, contact number* and *e-mail address* of the organization's contact person.
  - The *physical and postal address* of the organization.
- Enter the organization administrator *e-mail address* and *contact number* in the appropriate fields then click **Submit**.
- The **organization administrator** will then receive an e-mail confirming the registration that contains the *username* and *password*.

## 1.3 Edit Organization


- Click on **Edit Organization** next to the relevant *organization name*.
- The organization details can then be edited.
- After clicking **Continue** the organization administrator details can be edited.
- Click **Submit** for the changes to take effect.

## 1.4 Logout

- Click  at the top left hand side of the screen to log out from the system administrator platform.

## 2 Organization Administration


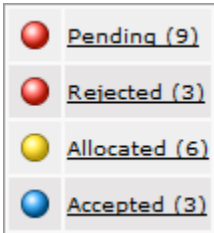


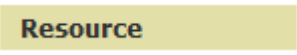
### 2.1 Login

- Enter the system administration *e-mail address* and *password* in the appropriate fields then click .
- To get a new password click on **Forgot Password** and follow the on-screen instructions.

### 2.2 Navigation

#### 2.2.1 Menu bar

Use the *menu bar* at the top of the screen to navigate:

- 
  - Displays *Inbox* containing links to the **Pending**, **Rejected**, **Allocated** and **Accepted** service calls.  

- 
  - 
    - 
      - Displays a list of all the organization's *resources*.
      - Resources can be **added**, **edited** or **deleted**.

Resource	Phone Number		
nerd#3	0760572164	<a href="#">Edit Resource</a>	<a href="#">Delete</a>
Noel	0828874979	<a href="#">Edit Resource</a>	<a href="#">Delete</a>
pietman	0834848962	<a href="#">Edit Resource</a>	<a href="#">Delete</a>
nerd#2	0822212602	<a href="#">Edit Resource</a>	<a href="#">Delete</a>

### Primary Call Type

- Displays a list of all the organization's *primary call types*.
- Primary call types can be **added**, **edited** or **deleted**.

Call Type	Description		
Computer - Default	deals with any computer hardware or software	<a href="#">Edit Call Type</a>	<a href="#">Delete</a>
Computer - Hardware	deals with any hardware related issues	<a href="#">Edit Call Type</a>	<a href="#">Delete</a>
Computer - Software	deals with any software related issues	<a href="#">Edit Call Type</a>	<a href="#">Delete</a>
Internet	all internet related issues	<a href="#">Edit Call Type</a>	<a href="#">Delete</a>
Network	relates to all network issues	<a href="#">Edit Call Type</a>	<a href="#">Delete</a>
Accessories	all PC accessory related issues	<a href="#">Edit Call Type</a>	<a href="#">Delete</a>
Printer	all printer related issues	<a href="#">Edit Call Type</a>	<a href="#">Delete</a>
Deliver	Deliver icecream	<a href="#">Edit Call Type</a>	<a href="#">Delete</a>
Laptop	all laptop issues	<a href="#">Edit Call Type</a>	<a href="#">Delete</a>
test3	test3	<a href="#">Edit Call Type</a>	<a href="#">Delete</a>
Apple Mac	mac issues	<a href="#">Edit Call Type</a>	<a href="#">Delete</a>

### Secondary Call Type

- **Secondary Call Type – REMOVE THIS OPTION**

Call Type	Description		
Windows XP	Windows XP operating system issues	<a href="#">Edit</a>	<a href="#">Delete</a>
Linux	all linux OS related issues	<a href="#">Edit</a>	<a href="#">Delete</a>

### System User Management

- Displays a list of system users registered to the organization (administrators, operators, supervisors).
- System users can be **added**, **edited** or **deleted**.

Name	Email Address		
	Colin	<a href="#">Edit User</a>	<a href="#">Delete</a>
	nerdKatie	<a href="#">Edit User</a>	<a href="#">Delete</a>
	nerdKobus	<a href="#">Edit User</a>	<a href="#">Delete</a>
	pietman@afriGIS.co.za	<a href="#">Edit User</a>	<a href="#">Delete</a>

### Display Settings

#### Theme Colors

- The theme color for the organization's administration site can be changed to complement the color scheme and logo of the organization.

Default Theme
Red Theme
Blue Theme
Orange Theme
Green Theme
Yellow Theme

#### Upload Logo

- The organization's logo can be uploaded and displayed at the top of the organization's administration site.

### Change password


- The password can be changed and an e-mail will be sent containing the new password. Fill in the *Old Password*, *New Password* and the *Confirm Password* fields then click .

## Service Request

### New Service Request

- To log a new service request, fill in the relevant customer detail fields, *Customer Name*, *Contact Number*, *Street Name*, *Suburb*, *City* and *Province*, then click .
- The service request address should be **verified** and selected from the *verified address* dropdown box before clicking .

**Search Service Request**

- Service requests can be **searched** for by specifying a *date range*. Click  to select a *From* date and a *To* date from the calendar box before clicking .



- To **search** for service requests a *criteria*, fill in the *Name*, *Phone Number*, *Reference Number* and *Description* fields then click .

	Name of Caller	Description	Time	Status	Resource
<a href="#">View</a>	customer1	hp530 - take 2 gig ram	2/23/2009 12:49:00 AM	Accepted	pietman
<a href="#">View</a>	Colin	please new disk	2/23/2009 8:41:00 AM	Allocated	pietman
<a href="#">View</a>	Colin	test	2/23/2009 1:13:00 AM	Allocated	Noel
<a href="#">View</a>	Colin	test	2/23/2009 1:13:00 AM	Pending	
<a href="#">View</a>	Colin	cccccc	2/23/2009 2:32:00 AM	Pending	
<a href="#">View</a>	customer2	????	2/23/2009 5:50:00 AM	Pending	

**Rejected Service Request**

- Displays a detailed list of all rejected service requests.

	Customer Name	Ref No	Phone No	Status	Time	Resource
<a href="#">View</a>	Pietman du Toit	090217NER42720	0822212602	Rejected	2/25/2009 5:15:32 AM	pietman
<a href="#">View</a>	Colin	090210NER48666	0829921438	Rejected	2/25/2009 5:15:06 AM	pietman

**Pending Service Request**

- Displays a detailed list of all pending service requests.

	Customer Name	Ref No	Phone No	Status	Time	Resource
<a href="#">View</a>	Pietman du Toit	090217NER42720	0822212602	Rejected	2/25/2009 5:15:32 AM	pietman
<a href="#">View</a>	Colin	090210NER48666	0829921438	Rejected	2/25/2009 5:15:06 AM	pietman

### Allocated Service Request

- Displays a detailed list of all allocated service requests.

	Customer Name	Ref No	Phone No	Status	Time	Resource
<a href="#">View</a>	Colin	090219NER25144	0829921438	Allocated	2/23/2009 10:17:26 AM	pietman
<a href="#">View</a>	Colin	090223NER54984	0829921438	Allocated	2/23/2009 8:42:45 AM	pietman
<a href="#">View</a>	Armand van der Merwe	090211NER68564	0733659243	Allocated	2/12/2009 5:32:01 PM	nerd#2
<a href="#">View</a>	Katie Bonnema	090224NER23322	0836483318	Allocated	2/24/2009 5:12:39 PM	nerd#2
<a href="#">View</a>	Colin	090226NER56376	0829921438	Allocated	2/26/2009 2:36:52 PM	Noel
<a href="#">View</a>	Colin	090223NER83373	0829921438	Allocated	2/23/2009 1:20:58 PM	Noel

### Accepted Service Request

- Displays a detailed list of all accepted service requests.

	Customer Name	Ref No	Phone No	Status	Time	Resource
<a href="#">View</a>	cf	090212NER63542	0844060423	Accepted	2/23/2009 5:48:56 AM	pietman
<a href="#">View</a>	customer1	090223NER85744	0822212602	Accepted	2/25/2009 5:16:46 AM	pietman
<a href="#">View</a>	Colin	090217NER86864	0829921438	Accepted	2/17/2009 8:37:21 AM	Noel

## Reporting

### Service Request Report

- A service request report can be drawn by adding any of the following search filters: filter by date, filter by resources, filter by primary request types, filter by request status, filter by customer details.

- A service request report is then displayed with the specified filters taken into consideration.

### Overview

#### Resource Overview Report

- - A resource overview report can be drawn by filtering by resources.
  - An overview report is then displayed for the selected resources.

#### Service Request Overview Report

- - A service request overview report can be drawn that displays the totals for all the request statuses.

#### Primary Request Type Overview Report

- - A primary request type overview report can be drawn by filtering by primary request type.
  - An overview report is then displayed for the selected primary call types.

### FAQ

- - A list of *frequently asked questions* regarding the GeoDispatch service is displayed.

### Logout

- - This allows the user to *log out* of the organization's administration site.

## 2.2.2 Info box

The *info box* can be used to get quick access to **pending** service requests and **rejected** service requests.



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