

RightCrowd ServiceDesk User Guide

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1 Introduction

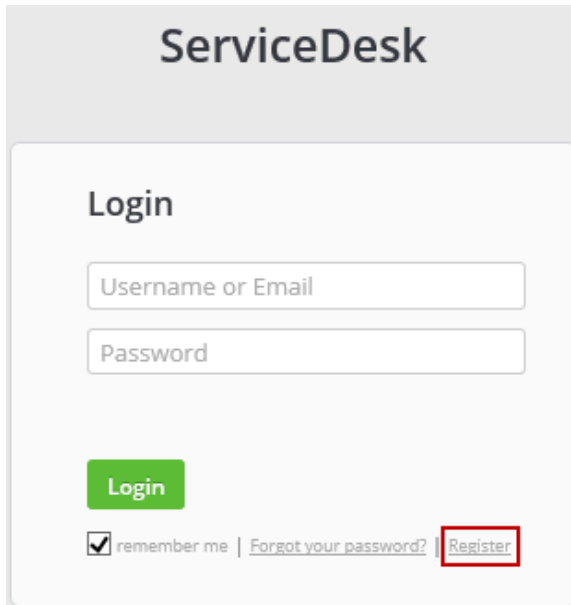
RightCrowd ServiceDesk is an easy-to-use web-based support system. Through ServiceDesk, you can connect with RightCrowd support technicians and resolve product questions or issues.

You can reach RightCrowd ServiceDesk at <https://servicedesk.rightcrowd.com/helpdesk/>.

2 Registering for RightCrowd ServiceDesk

Get started with ServiceDesk by creating your own account.

1. Navigate to the [RightCrowd ServiceDesk](https://servicedesk.rightcrowd.com/helpdesk) website (https://servicedesk.rightcrowd.com/helpdesk).
2. On the logon screen of the ServiceDesk website, click **Register**:



The screenshot shows the ServiceDesk login interface. At the top, the word "ServiceDesk" is displayed in a large, bold, grey font. Below this is a white rectangular area containing the login form. The form is titled "Login" in a bold, grey font. It features two input fields: "Username or Email" and "Password". Below the input fields is a green "Login" button. At the bottom of the form, there is a "remember me" checkbox, a "Forgot your password?" link, and a "Register" button. The "Register" button is highlighted with a red rectangular border.

3. In the **Register** screen, enter the following details:
 - Username
 - Email
 - Password
 - CAPTCHA code

Optionally, you can enter your first and last name, phone number, location and language.

4. Click **Register**.

3 Managing your account

3.1 Update your user details

1. In the upper right of the RightCrowd ServiceDesk screen, click your username to view your account details:



2. In the **User details** screen, click **Edit**.
3. Make any desired changes to your account details and preferences.

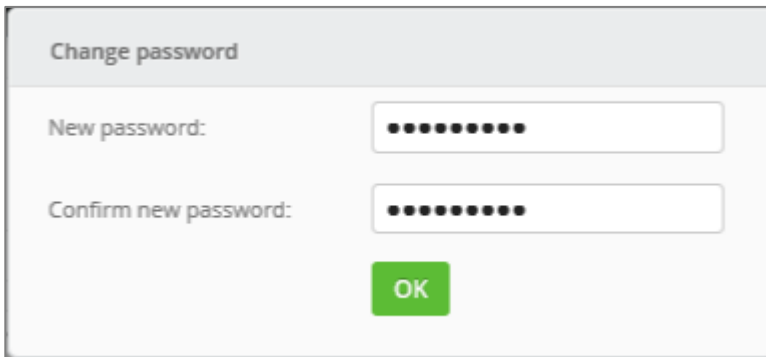
Note: The **Company** field can only be updated by the RightCrowd ServiceDesk administrator.

4. Click **Save**.

3.2 Change your password

1. In the **User details** screen, click **Edit**.
2. Click **Change password**.

3. In the **Change password** dialog box, enter a new password.

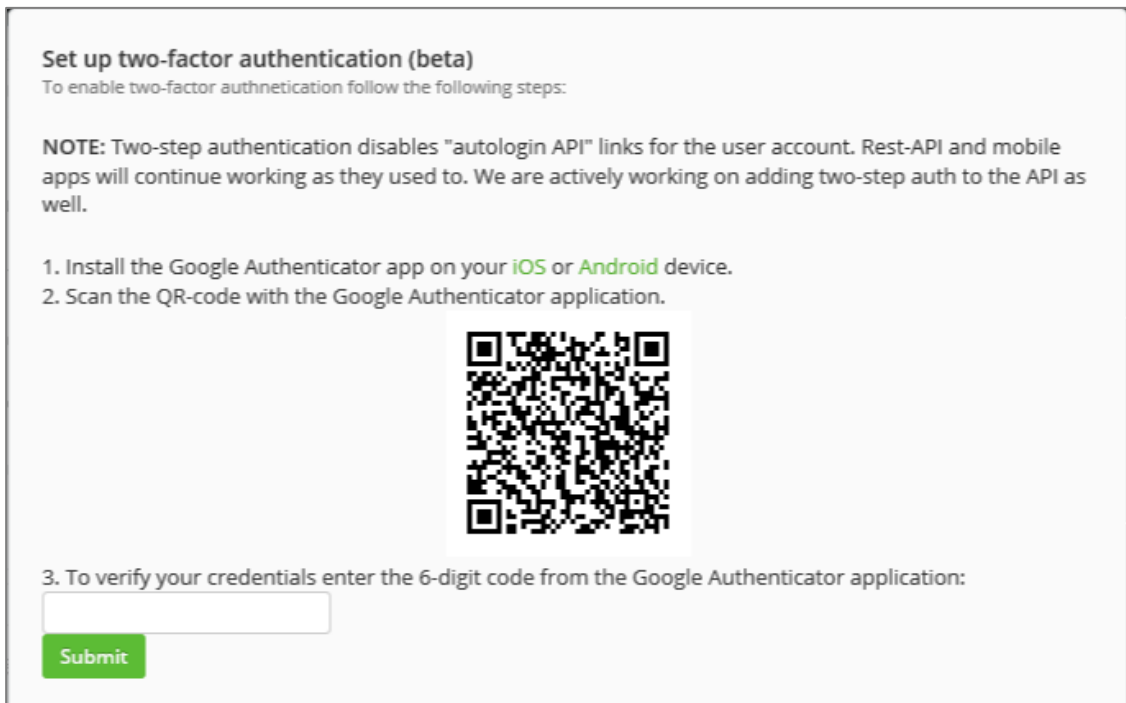


4. Click **OK**.

3.3 Enable two-factor authentication

If you have the Google Authenticator app on your iOS or Android device, you can enable two-factor authentication for your RightCrowd ServiceDesk user account.

1. In the **User details** screen, click **Edit**.
2. Click **Enable two-factor auth**.
3. On the **Set up two-factor authentication** screen, scan the QR code using the Google Authenticator app on your device.



4. Enter the code received from your Google Authenticator app, and click **Submit**.

With two-factor authentication enabled, each time you sign-into your RightCrowd ServiceDesk account, you will also need to enter a code received from Google Authenticator.

4 Using tickets

After logging in to RightCrowd ServiceDesk, your landing page is the **Tickets** tab (Figure 1). Support queries are tracked in RightCrowd ServiceDesk via tickets. Each ticket has a unique number, and contains all emails, screenshots, and files relevant to the ticket.

ServiceDesk uses a grid-view to display the active tickets that you have permission to see.

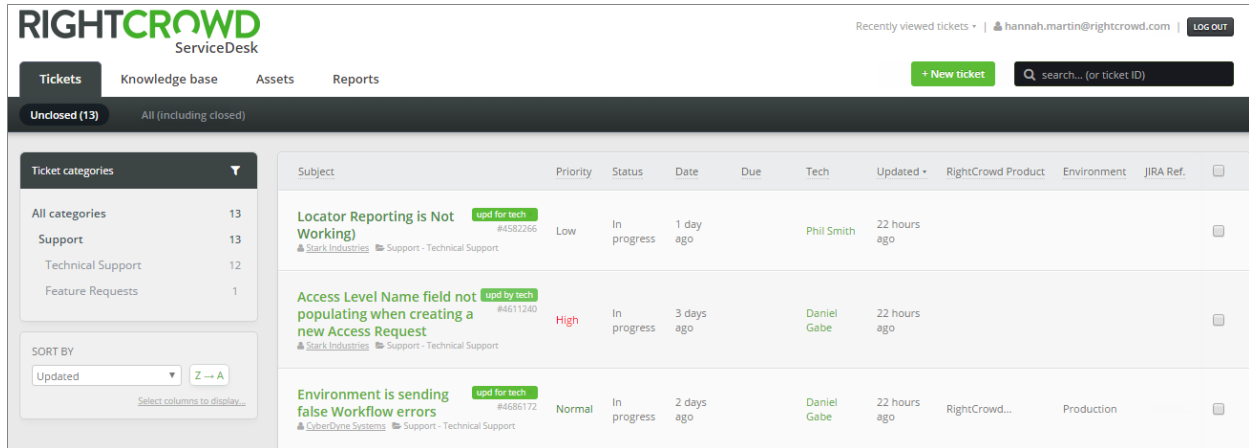


Figure 1

4.1 Filter tickets

You can refine the tickets displayed by using the sub-tabs in the toolbar at the top of the screen. The available sub-tabs are:

- **Unclosed:** Active tickets that you have permission to view.
- **All (including closed):** All tickets you have permission to view, including closed ones.

You can also filter by categories.

1. In the **Ticket** categories navigation box on the left, RightCrowd ServiceDesk displays available categories and sub-categories, and the number of tickets in each (Figure 2).
2. Click a category or sub-category name to display only tickets in that category.

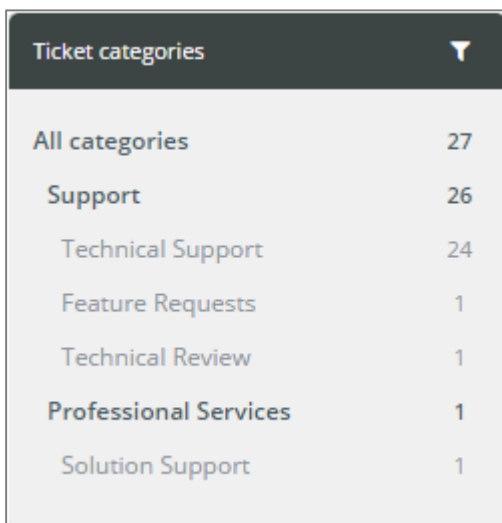


Figure 2

Lastly, you can click on a column heading in grid view to toggle the sort direction between ascending and descending.

4.2 Customize your grid

To customize the columns in your grid-view:

1. In the **Sort by** navigation box on the left, click **Select columns to display...** (Figure 3).
2. Choose which columns you wish to display in your grid by selecting and/or deselecting the relevant check boxes.
3. Click **Select columns to display...** again to collapse the panel.

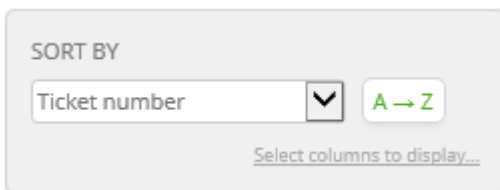


Figure 3

4.3 Add a ticket

To add a new ticket:

1. Click the **+ New ticket** button in the top right of the window.
2. Enter the details of the ticket (Figure 4):
 - **Subject:** Enter a subject for the ticket.
 - **Ticket details:** Enter a description for the reason you are creating the ticket. For example, if you need help with a RightCrowd product, describe the issue and include the RightCrowd product version and steps to reproduce the problem.
 - **Category:** By default, a new ticket has a category of Technical Support. From the drop-down box, you can select a different category for the ticket if required. Information fields may change depending on the category of the ticket.
 - **Priority:** From the drop-down box, select a priority level for the ticket – for example, **Normal** or **High**.
 - **Attach a file:** Click this link to attach a file to the ticket – for example, a screenshot, Microsoft Word document or PDF.
 - **JIRA Ref:** If a related JIRA ticket exists, enter its reference number here.

3. Click **Submit**.

New ticket

Subject
Subject

B I U [Link] [List] [Image] [Code] [Undo] [Redo]

Ticket details

Technical Support [v] priority - Normal [v] [attach a file...](#)

* I have reported the issue to my internal support team. * I have provided the internal issue register reference number below.

* I have detailed the steps required to reproduce the issue. * I have detailed what was expected versus what actually happened.

* This issue is isolated to RightCrowd Software. * I have eliminated external systems from being the source of the problem.

* I have gathered details of the incident with supporting evidence. * I have provided the exact time of incident and related log files etc.

* I have removed all personally identifiable information from this ticket * RightCrowd Product **RightCrowd Enterprise** [v]

* Environment **Production** [v] * Browser **Internet Explorer** [v] JIRA Ref.

Submit

Figure 4

4.4 Manage a ticket

A RightCrowd ServiceDesk ticket may resemble the example below:

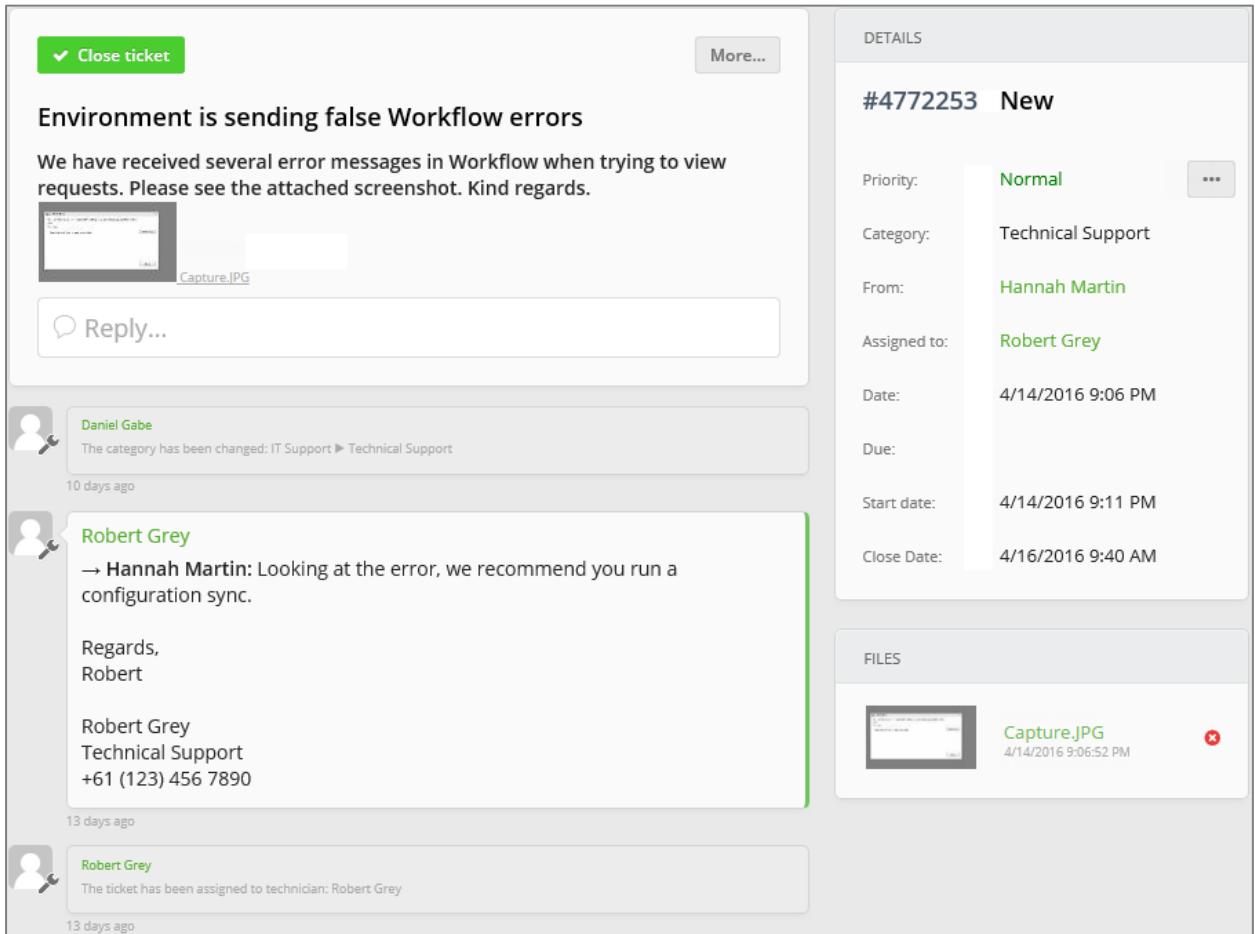


Figure 5

A ticket has (Figure 5):

- Buttons at the top to manage its status – for example, you can close or re-open the ticket. Click the **More...** button to view an advanced menu of options where you can delete, print, edit or clone a ticket. You may have access to further options depending on your account type.
- A **Details** pane on the right listing the properties of the ticket, including the priority, category and start and close dates. Click the **...** button next to a property to modify it.
- A message log containing the conversation between you and the RightCrowd ServiceDesk support team, plus any system event and status changes for the ticket.

Note: RightCrowd ServiceDesk is also available for iOS and Android devices. You can download the free **JitBit Helpdesk** app from the Apple App Store or Google Play Store.