

Servicedesk Portal

Guide



Prepared by

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1 Indhold (English below, chapter 10)

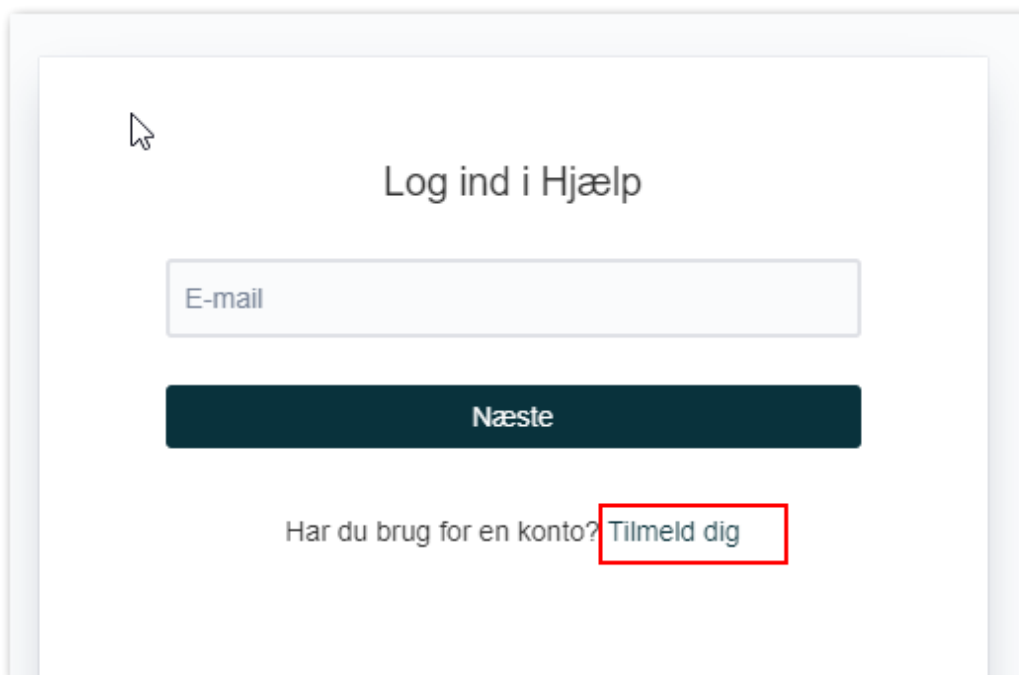
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2 Opret en konto

Du kan oprette en konto på 3 måder.

2.1 Servicedesk portalen

Gå til servicedesk portalen. Adressen er
<https://fiftytwo.atlassian.net/servicedesk/customer/portal/1>
Klik på "Tilmeld dig"



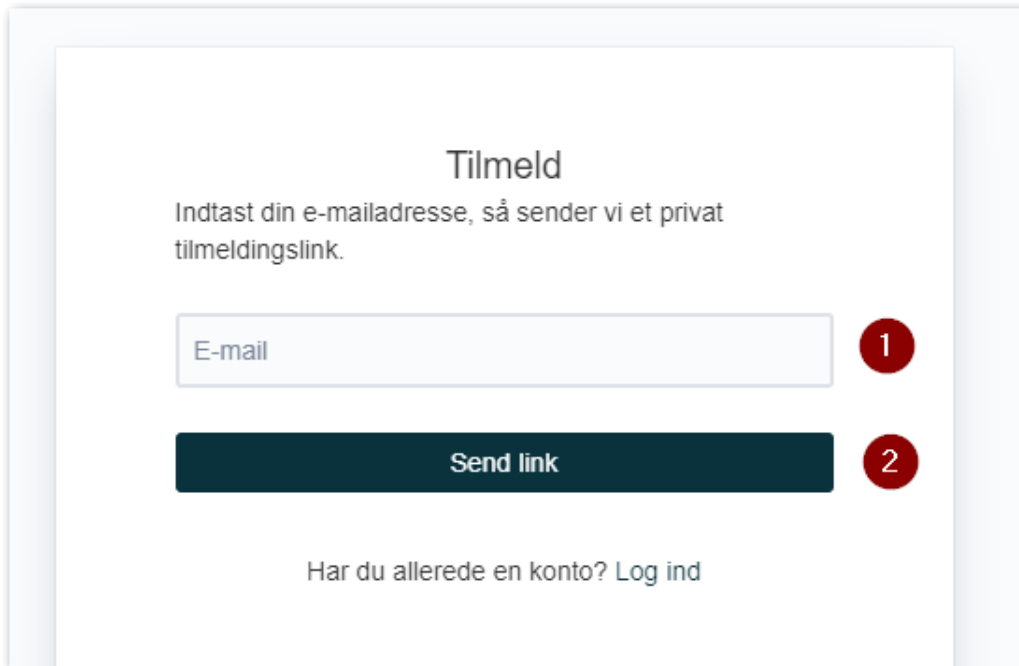
Log ind i Hjælp

E-mail

Næste

Har du brug for en konto? Tilmeld dig

- 1: Udfyld din mailadresse.
- 2: Klik på "Send link"



Tilmeld

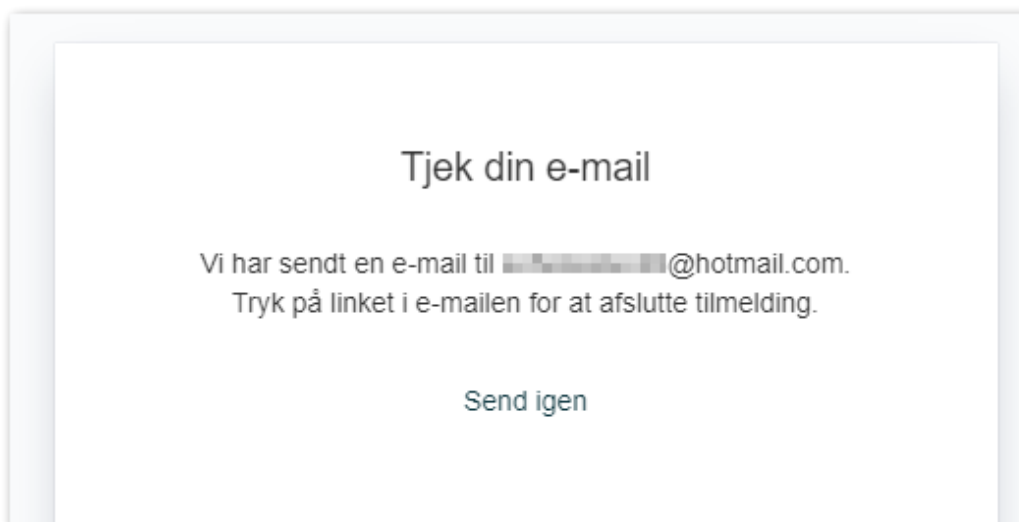
Indtast din e-mailadresse, så sender vi et privat tilmeldingslink.

E-mail

Send link

Har du allerede en konto? Log ind

Der kommer en besked om, at vi har sendt en mail til dig.

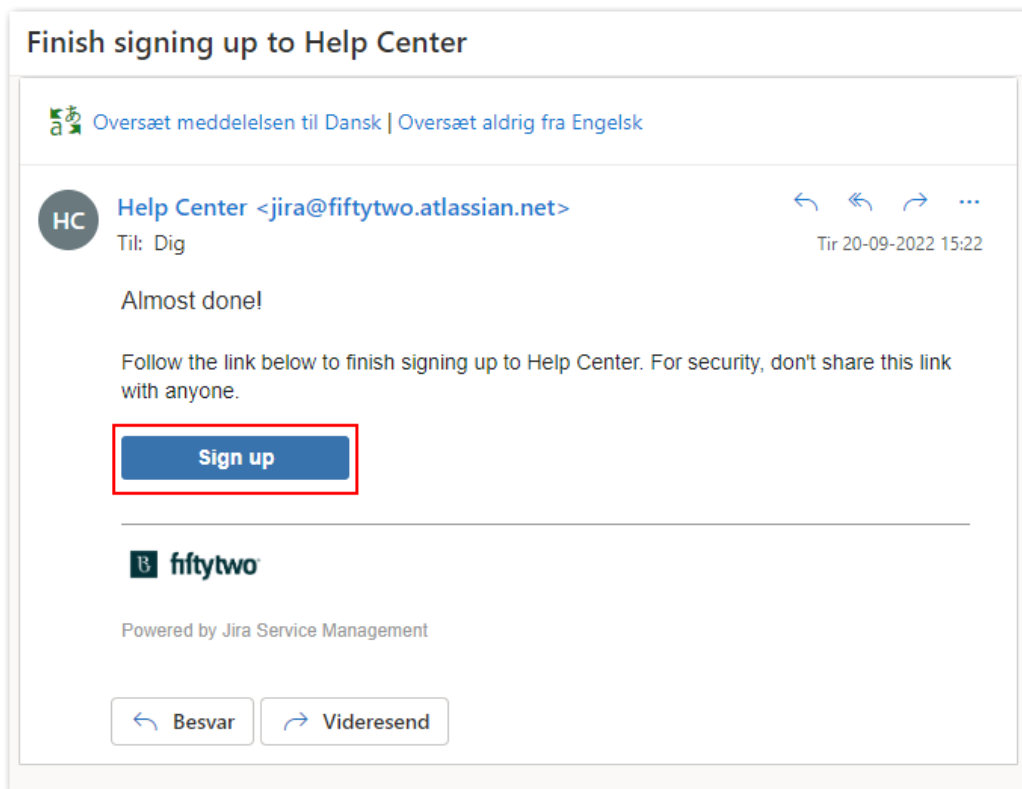


Tjek din e-mail

Vi har sendt en e-mail til [redacted]@hotmail.com.
Tryk på linket i e-mailen for at afslutte tilmelding.

Send igen

I mailen skal du klikke på "Sign up"



- 1: Skriv dit navn.
- 2: Skriv dit ønskede password.
- 3: Klik "Tilmeld dig".

Tilmeld dig

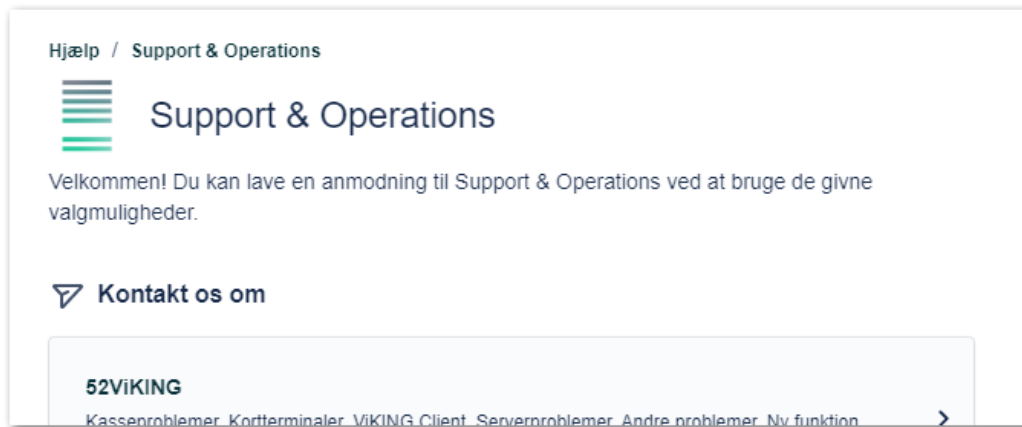
E-mailadresse
[redacted]@hotmail.com

Fulde navn

Vælg en adgangskode

Ved at klikke på *Tilmeld dig* accepterer du
Privatlivspolitik og dette Meddelelse og
ansvarsfraskrivelse.

Så kommer du til forsiden af servicedesk portalen.



Når du klikker på linket, kommer du til en side, hvor du skal klikke "Send link" for at modtage en mail, så du kan blive oprettet i systemet.

Tilmeld

Du skal registreres for at se eller kommentere på anmodningen [redacted]

For en sikkerheds skyld sender vi et personligt registreringslink til [redacted]@hotmail.com.

[Send link](#)

Har du allerede en konto? [Log ind](#)

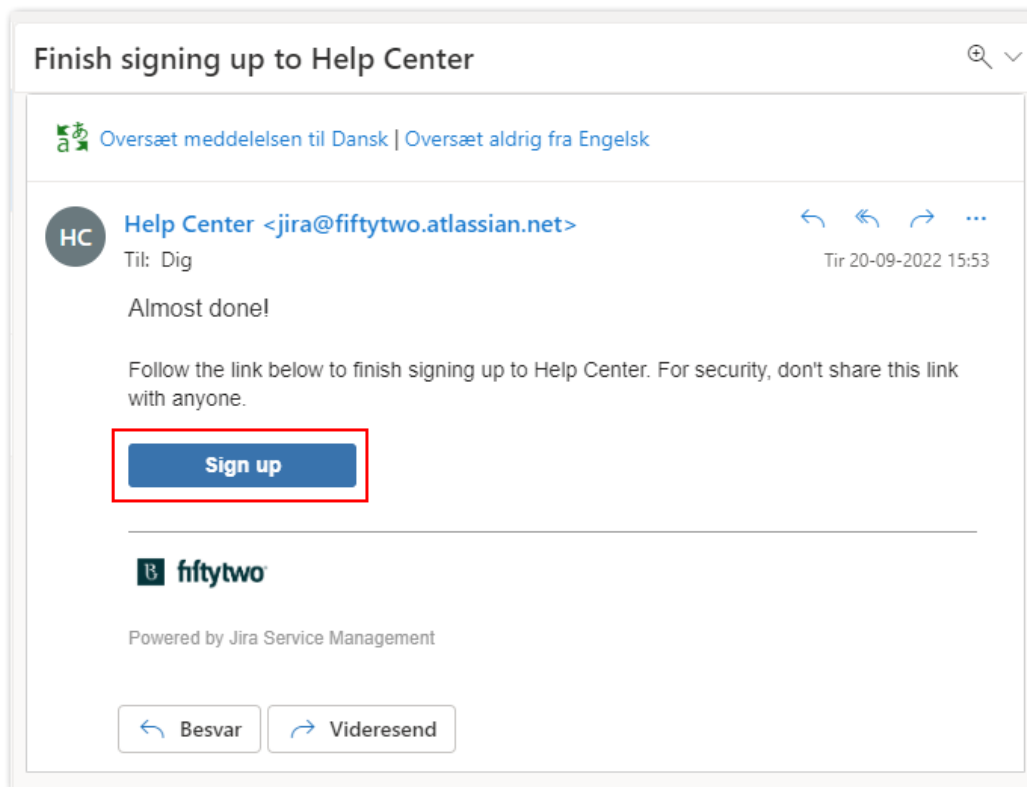
Der kommer en besked om, at vi har sendt en mail til dig.

Tjek din e-mail

Vi har sendt en e-mail til [redacted]@hotmail.com.
Tryk på linket i e-mailen for at afslutte tilmelding.

[Send igen](#)

I den mail, du har modtaget, skal du klikke "Sign up"



- 1: Skriv dit navn.
- 2: Skriv dit ønskede password.
- 3: Klik "Tilmeld dig".

Tilmeld dig

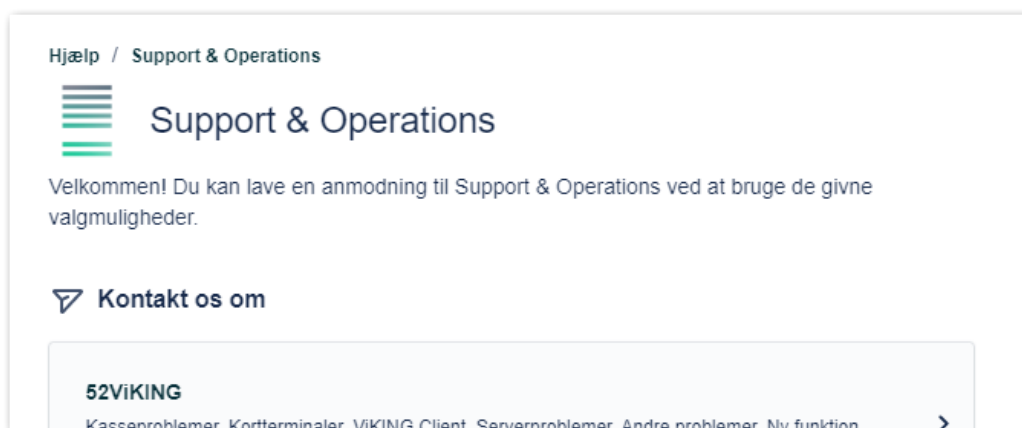
E-mailadresse
[redacted]@hotmail.com

Fulde navn

Vælg en adgangskode

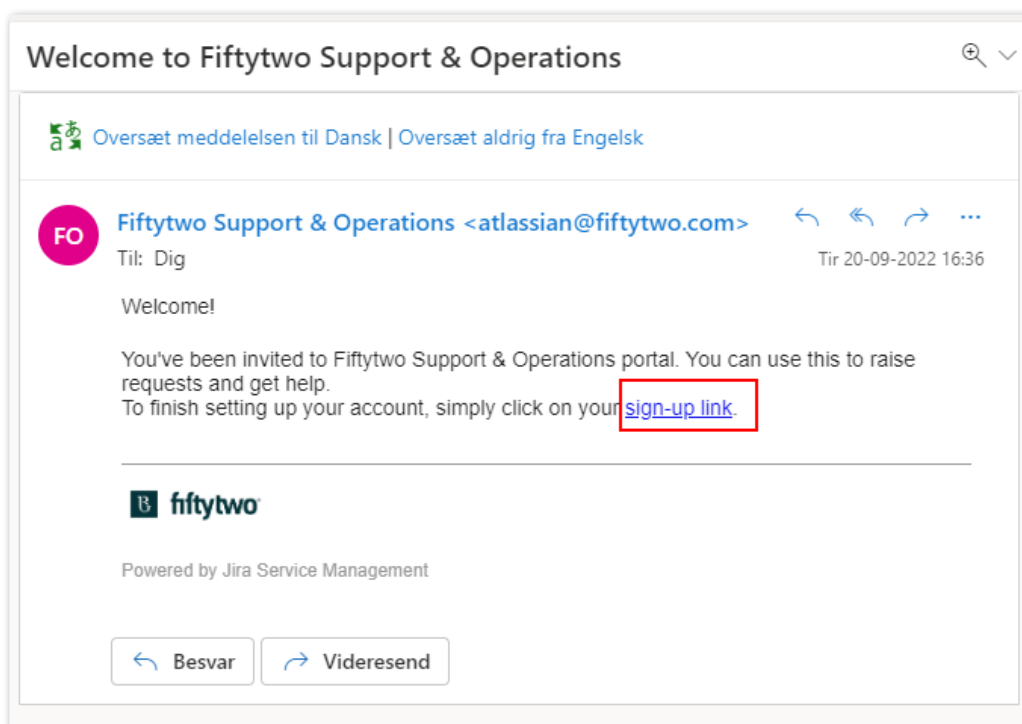
Ved at klikke på *Tilmeld dig* accepterer du
Privatlivspolitik og dette Meddelelse og
ansvarsfraskrivelse.

Så kommer du til forsiden af servicedesk portalen.



2.3 Ring til os

Du kan ringe til os på tlf. 80 30 17 00 og få tilsendt en mail med et aktiveringslink.
Klik på "Sign-up link"



- 1: Skriv dit navn.
- 2: Skriv dit ønskede password.
- 3: Klik på "Gem, og fortsæt".

Velkommen til Fiftytwo Support & Operations!

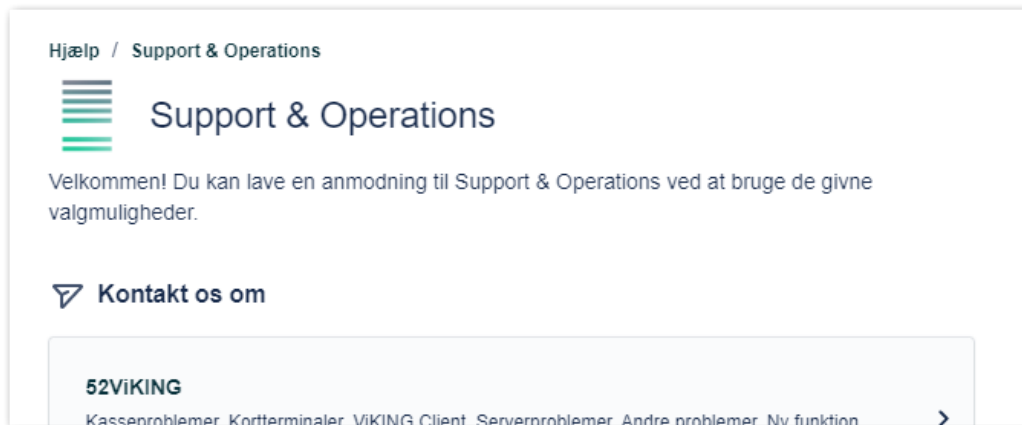
Du er der næsten. Vi har bare brug for at få fat i en adgangskode, så du kan logge ind senere.

E-mail
[redacted]@hotmail.com

Fulde navn

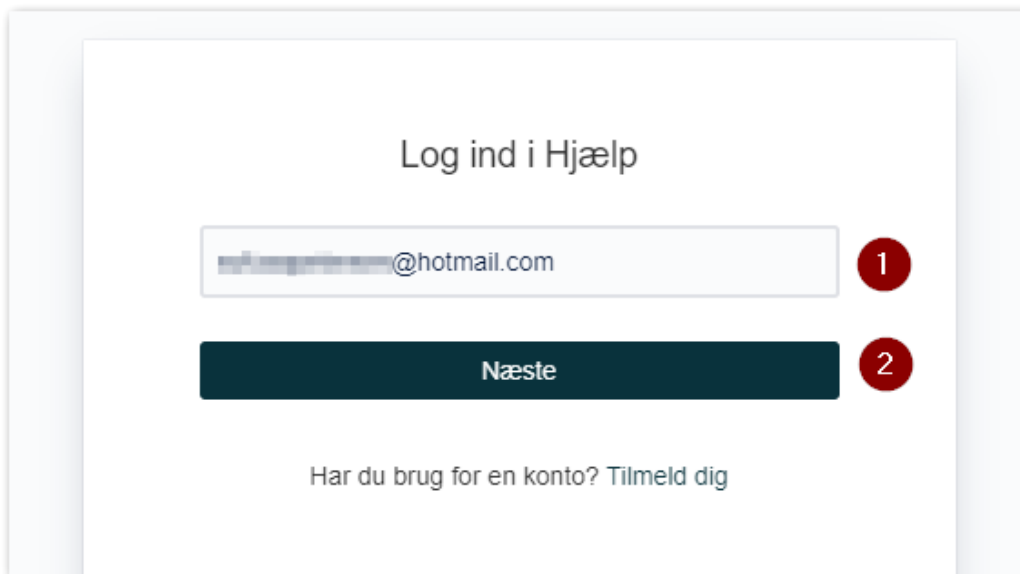
Adgangskode

Så kommer du til forsiden af servicedesk portalen.



3 Glemte password

- 1: Har du glemt dit password, kan du skrive din mailadresse på loginsiden.
- 2: Klik "Næste"



Log ind i Hjælp

1

Næste 2

Har du brug for en konto? [Tilmeld dig](#)

Klik på "Har du glemt din adgangskode?"

Log ind i Hjælp

@hotmail.com

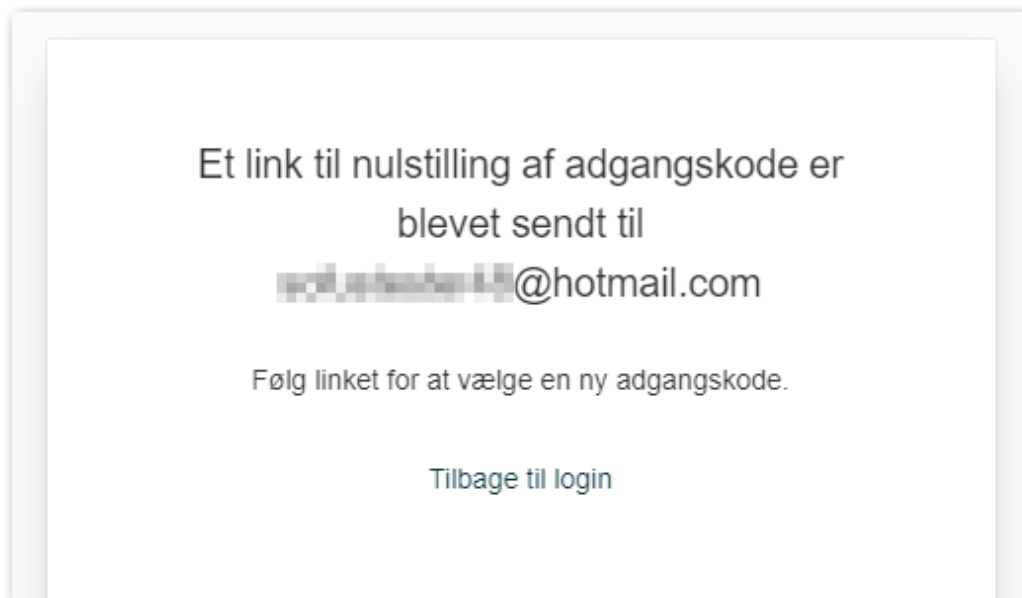
Adgangskode

Log ind

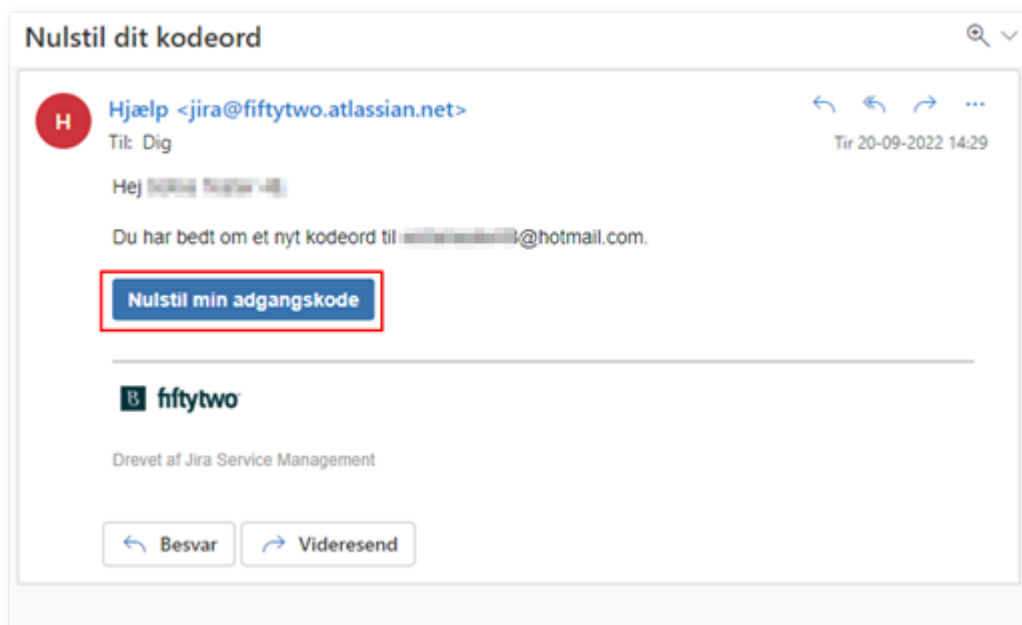
Har du glemt din adgangskode?

Har du brug for en konto? Tilmeld dig

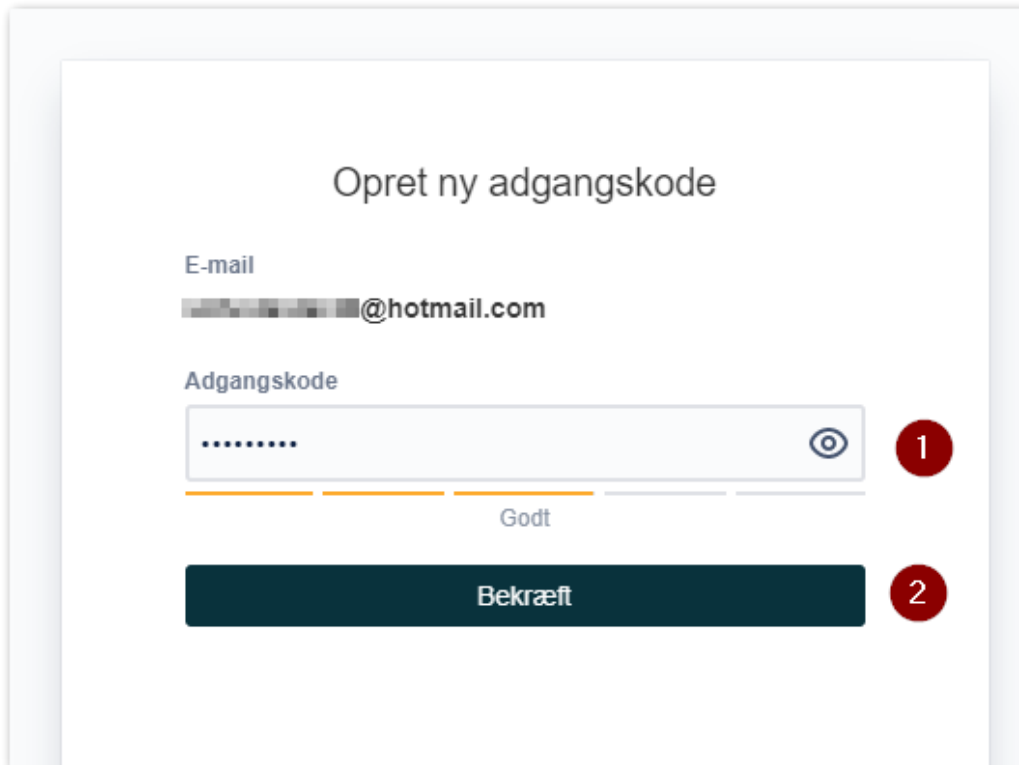
Der kommer en besked om at du vil få tilsendt et link, hvor du kan nulstille dit password.



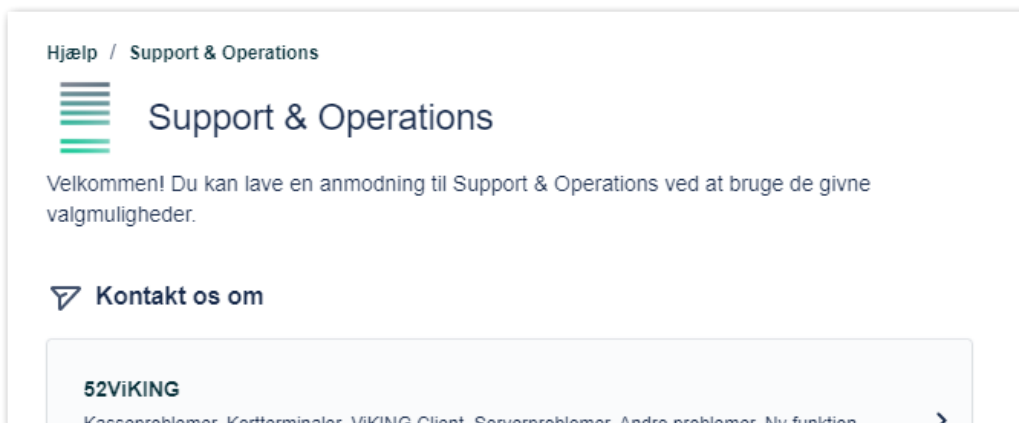
I din mailindbakke ligger der en mail, hvor du skal klikke på "Nulstil min adgangskode"



- 1: Skriv dit nye kodeord
- 2: Klik på "Bekræft"



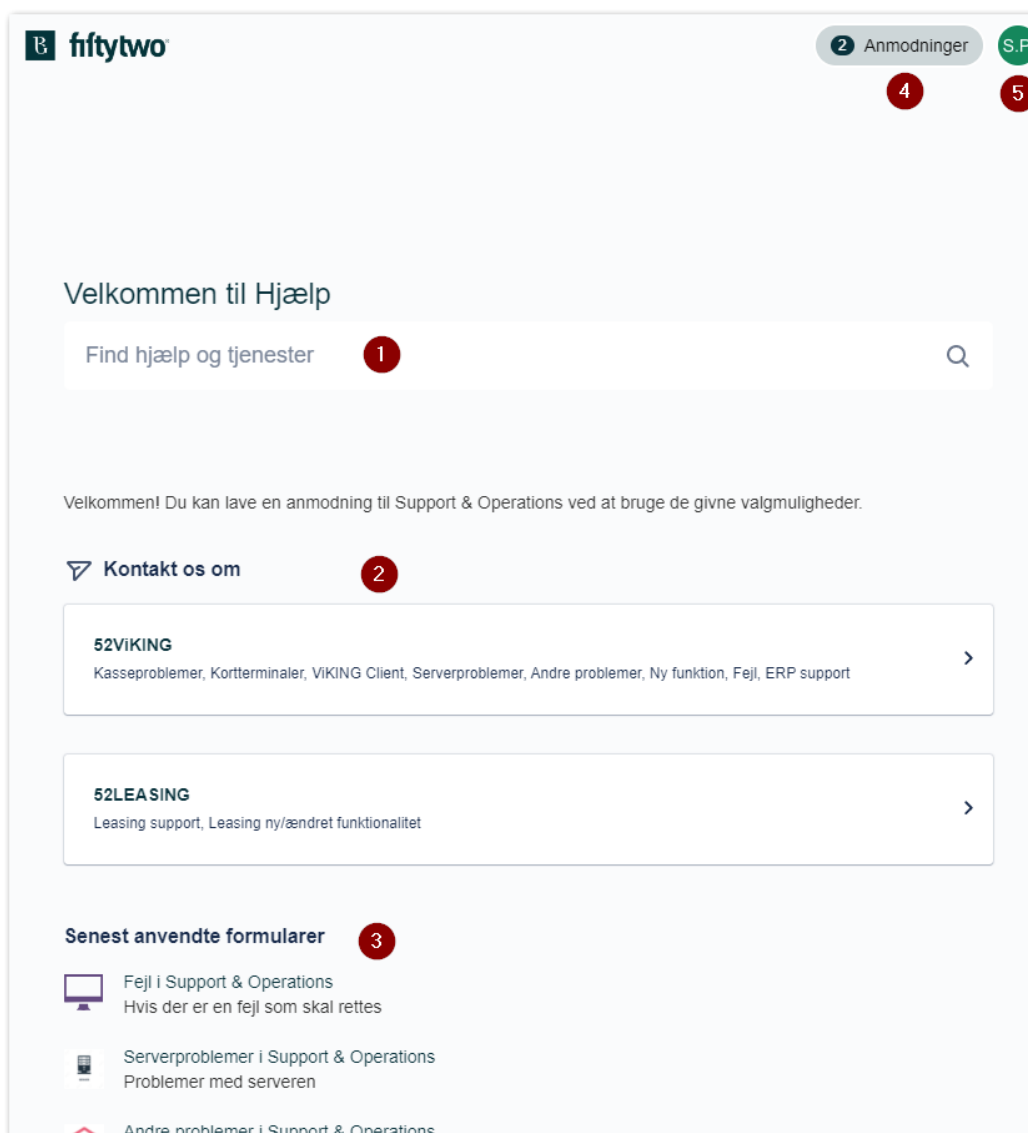
Så kommer du ind på forsiden af servicedesk portalen.



4 Startside på servicedesk portalen

Dette er din startside, når du er logget ind.

- 1: Her kan du søge efter muligheder for indberetning af sager, fx kasse, kortterminal, server osv.
- 2: Vælg hvilken afdeling i Fiftytwo, du vil sende sagen til.
- 3: Her vises de seneste typer sager, du har oprettet.
- 4: Her kan du se alle dine sager – både åbne og lukkede.
- 5: Her kan du se og ændre på dine kontoindstillinger.

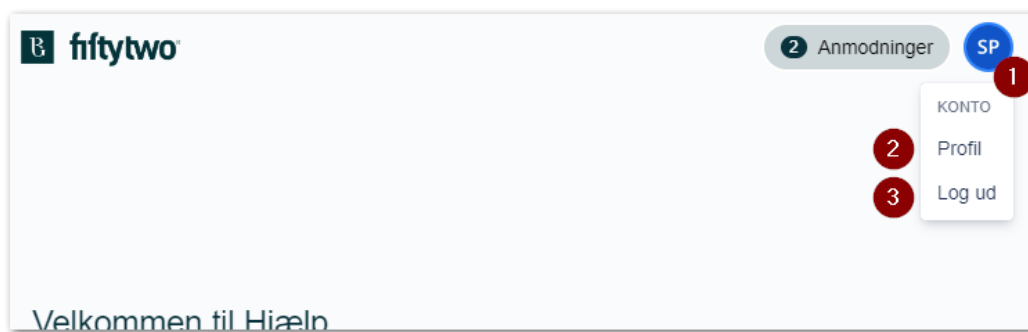


The screenshot shows the user interface of the Fiftytwo servicedesk portal. At the top left is the Fiftytwo logo. At the top right, there is a notification bell icon with a red circle containing the number '2' and the text 'Anmodninger', and a user profile icon with a green circle containing 'S.P.' and a red circle containing the number '5'. Below the header, the main heading is 'Velkommen til Hjælp'. Under this is a search bar with the placeholder text 'Find hjælp og tjenester' and a magnifying glass icon, with a red circle containing the number '1' next to it. Below the search bar, a welcome message reads: 'Velkommen! Du kan lave en anmodning til Support & Operations ved at bruge de givne valgmuligheder.' Below this is a section titled 'Kontakt os om' with a red circle containing the number '2' next to it. This section contains two cards: '52VIKING' with the description 'Kasseproblemer, Kortterminaler, ViKING Client, Serverproblemer, Andre problemer, Ny funktion, Fejl, ERP support' and '52LEASING' with the description 'Leasing support, Leasing ny/ændret funktionalitet'. Below these is a section titled 'Senest anvendte formularer' with a red circle containing the number '3' next to it. This section lists three items: 'Fejl i Support & Operations' (with a computer monitor icon), 'Serverproblemer i Support & Operations' (with a server rack icon), and 'Andre problemer i Support & Operations' (with a red triangle icon).

5 Din konto

Når du har oprettet din konto, kan du ændre dine indstillinger.

- 1: Klik på dine initialer.
- 2: Klik på "Profil" (Hvis du vil logge ud, kan du også vælge det (3))




På den viste side vil du få et overblik over dine indstillinger.

For at skifte sprog skal du klikke "Rediger kontoindstillinger" (2).

Hvis du vil ændre/tilføje profilbillede, skal du klikke "Administrér din konto" (1).

[Hjælp](#)

Profil



Personlige oplysninger

Navn
Sofus A. Petersen

E-mail
sofusapetersen@hotmail.com

[Administrér din konto](#) **1**

Sprog og tidszone

Sprog
Dansk (Danmark)

Tidszone
(GMT+01:00) København

[Rediger kontoindstillinger](#) **2**

Der åbnes en ny fane.

5.1 Navn og profilbillede

Hvis du vil ændre dit profilbillede, skal man i menuen til højre vælge "Profil og synlighed" (1). Hold musen over cirklen med dine initialer og klik på kameraet (2). Så kan du uploade dit profilbillede (3).

Atlassian-konto

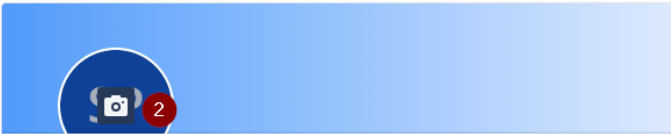
- Profil og synlighed 1
- E-mail
- Sikkerhed
- Kontopræferencer
- Tilknyttede apps
- Produkter

Profil og synlighed

Administrer dine personlige oplysninger, og kontrollér, hvilke oplysninger andre personer kan se, og som kan tilgås af apps.

[Få mere at vide om din profil og synlighed](#) eller [læs vores fortrolighedspolitik](#).

Profilfoto og billede i sidehovedet



Tilføj profilfoto 3

Opret billede med initialer

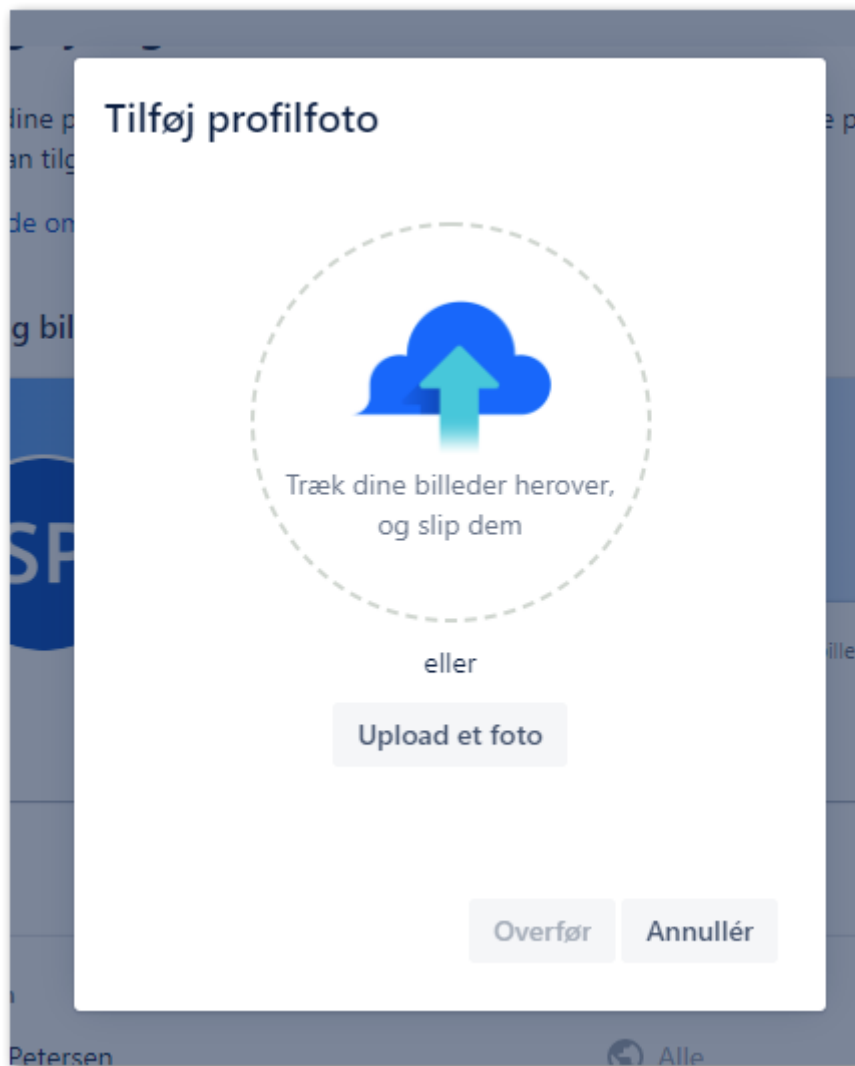
Hvem kan se dit profilbillede? ⓘ

Alle

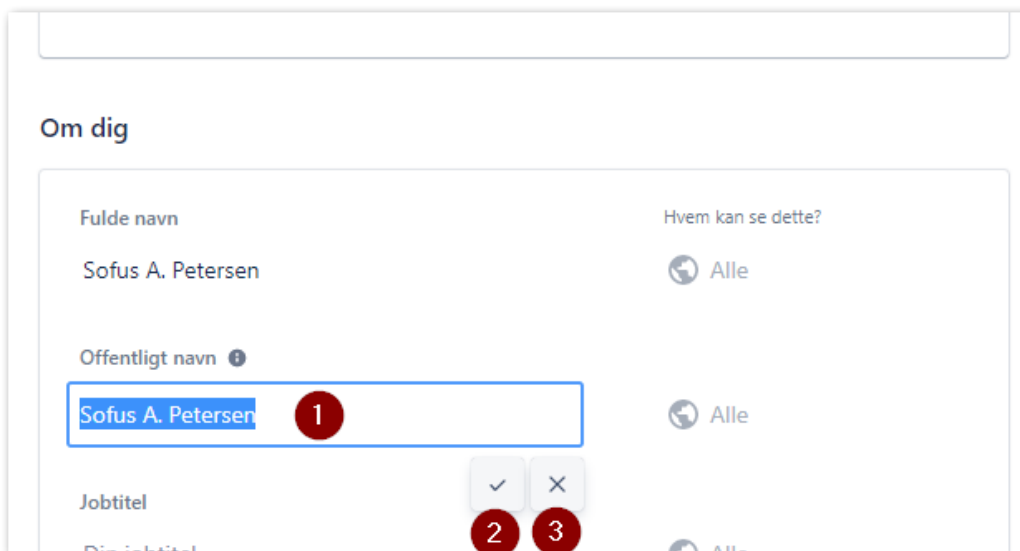
Om dig

Fulde navn	Hvem kan se dette?
Sofus A. Petersen	Alle
Offentligt navn ⓘ	
Sofus A. Petersen	Alle
Jobtitel	
Din jobtitel	Alle
Afdeling	

Upload dit profilbillede eller træk billedet over i cirklen. Klik derefter "Overfør"



Du kan også redigere dit navn ved at klikke i feltet (1). Skriv dit navn og klik på fluebenet (2) eller annuller ved at klikke på krydset (3).



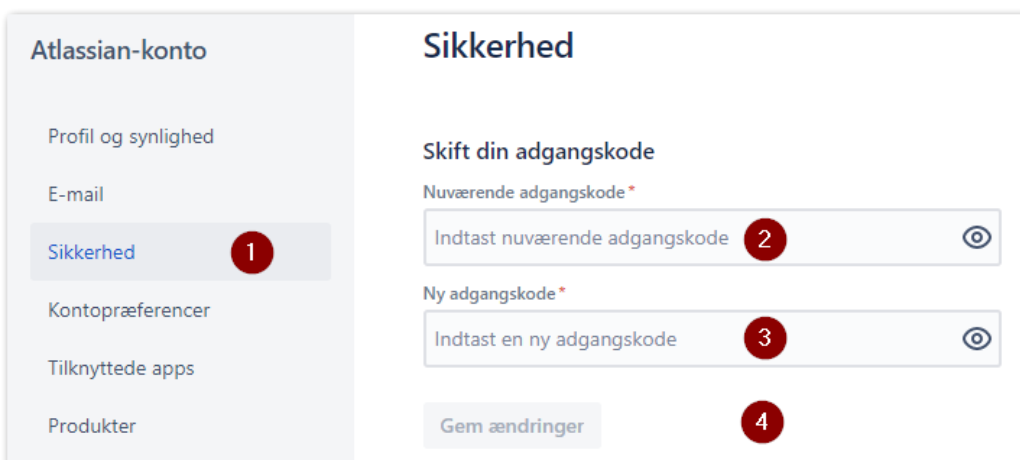
5.2 Password

I venstre side kan man under "Sikkerhed" (1) ændre sit password.

2: Skriv dit nuværende password.

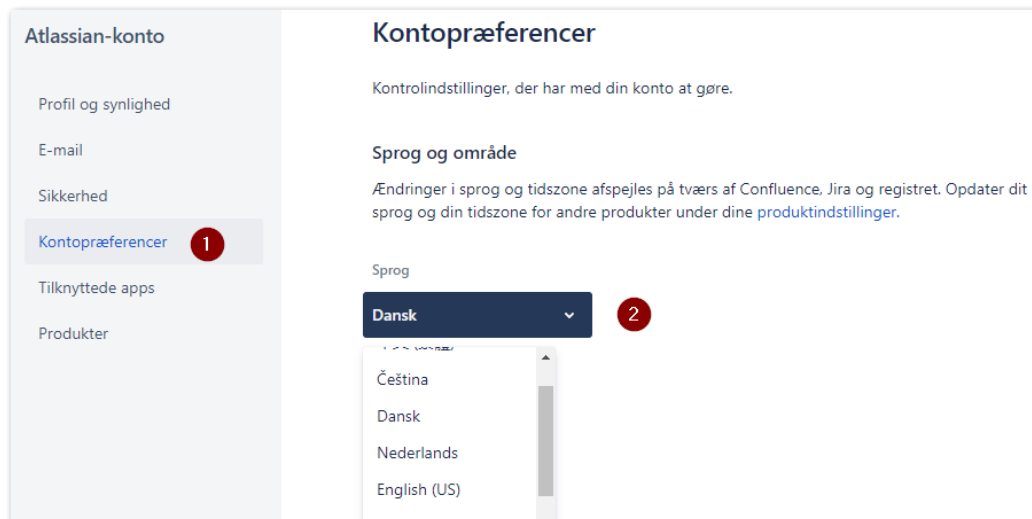
3: Skriv dit nye password.

4: Klik "Gem ændringer".



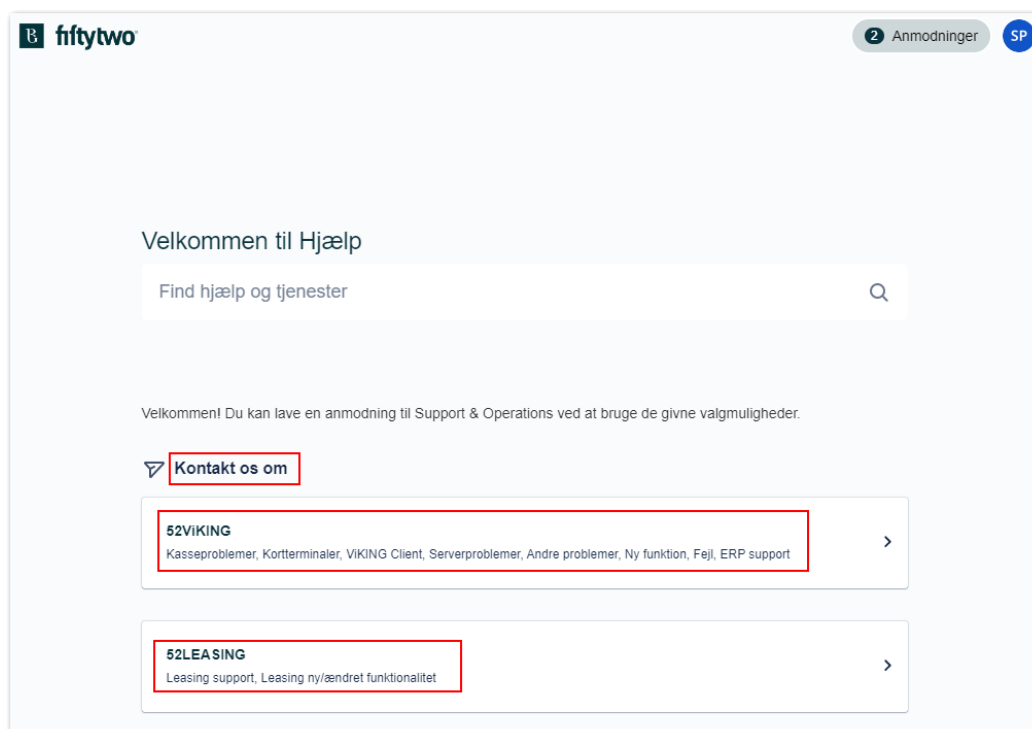
5.3 Sprog

I venstre side kan man under "Kontopræferencer (1) skifte sprog. (2).

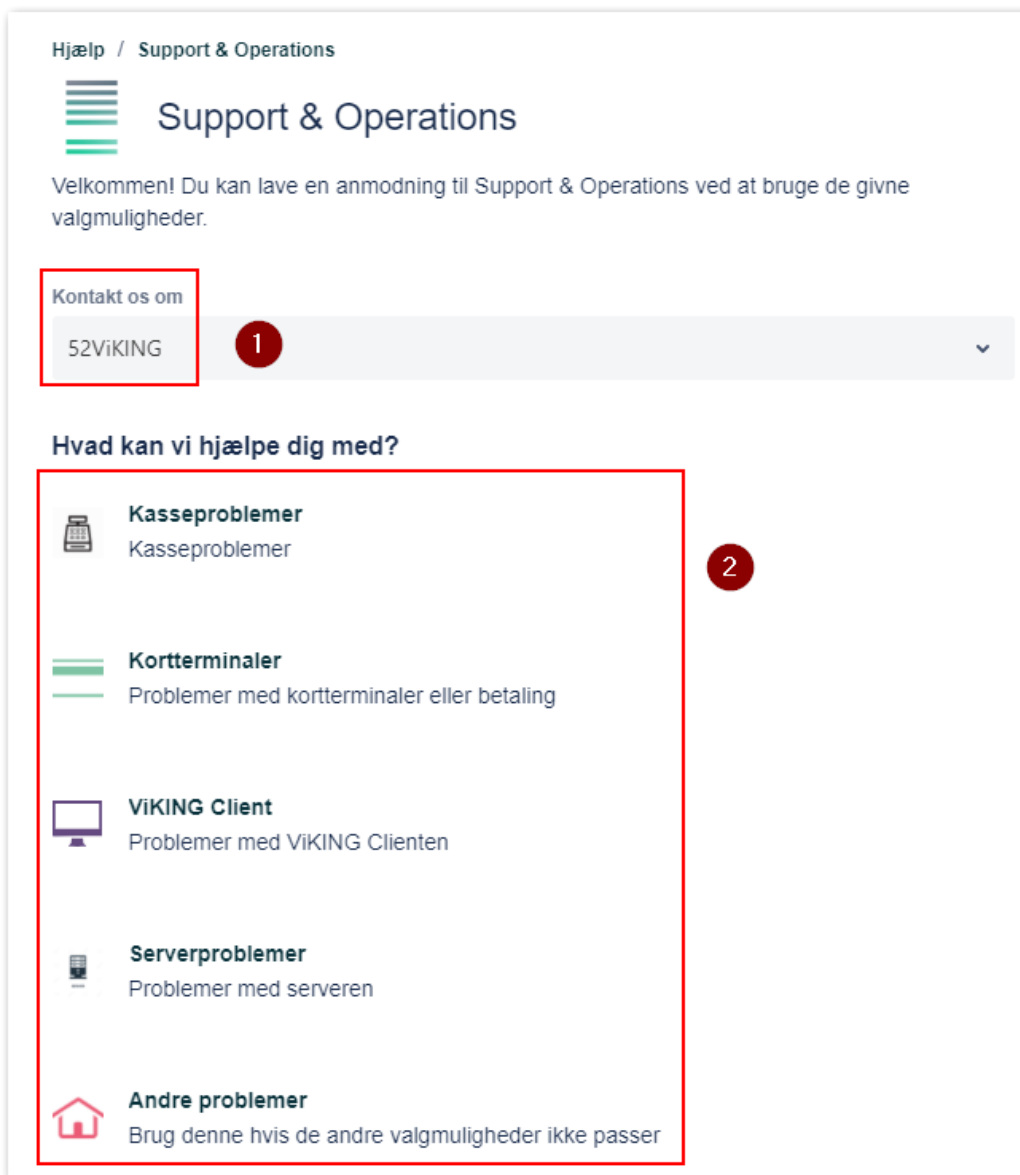


6 Opret en supportsag

Hvis du vil oprette en ny supportsag, skal du vælge afdeling deling herunder.




Bagefter vælges kategorien for din henvendelse.



Når du har valgt kategorien, vil du få mulighed for at oprette en sag ved at udfylde felterne.

- 1: "Overskrift": Her skrives en overskrift.
- 2: "Beskrivelse": Her skrives selve problemstillingen samt dine kontaktinformationer.
- 3: "Vedhæftede filer": Her kan du indsætte skærbilleder eller andre filer som er relevante for sagsbehandlingen.
- 4: Hvis der er andre af dine kolleger, som også bruger servicedesk portalen, kan du vælge om dine kolleger skal kunne se din sag eller ej.
- 5: Klik på "Send".

Hjælp / Support & Operations




Support & Operations

Velkommen! Du kan lave en anmodning til Support & Operations ved at bruge de givne valgmuligheder.

Kontakt os om

52ViKING

Hvad kan vi hjælpe dig med?











Serverproblemer
 Problemer med serveren

Overskrift *

1

Beskrivelse *

Normal tekst ▾
 B
I
 ...
 A ▾
 







 —

2


Vedhæftede filer

Træk og slip filer, tilføj skærbilleder, eller gennemse

Gennemse

3

Del med *


 Del med BD Intern ▾

4

Send

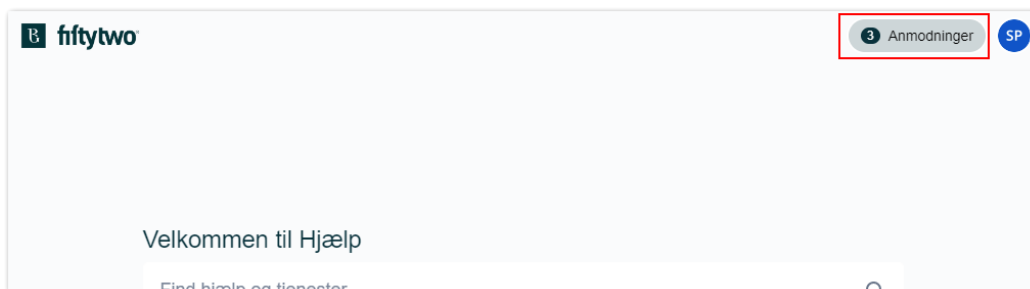
Annullér

5



7 Følg dine sager

I øverste højre til højre kan du tilgå dine sager.



- 1: Klik på "Anmodninger". Der vil være vist antallet af åbne sager.
- 2: Her vises de sager, som du har oprettet.
- 3: Her vises sager, som dit firma har oprettet. Dette er dog kun relevant hvis I er flere I firmaet, der har sendt sager ind.

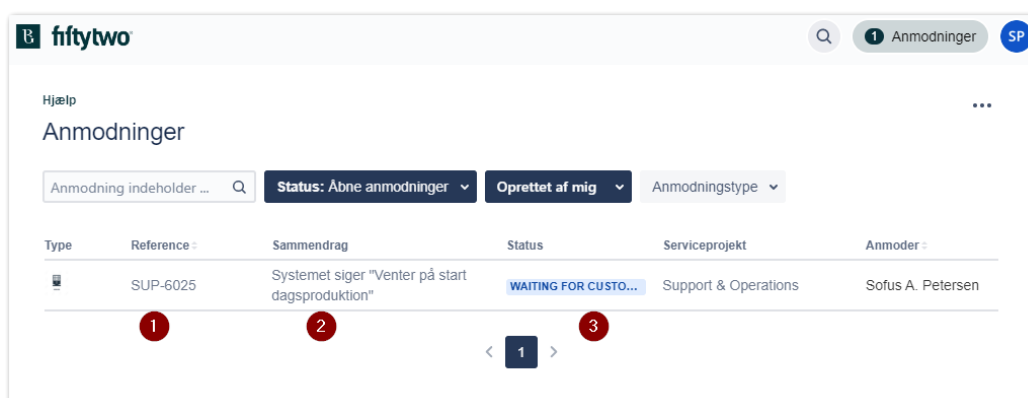



1: I kolonnen "Reference" vises sagsnummeret.

2: I kolonnen "Sammendrag" vises din overskrift på opgaven.

3: I kolonnen "Status" vises den status, som din sag har.

- Pending: Sagen venter på at supporten skal gå i gang med at kigge på problemstillingen.
- Waiting for Support: Supporten er i gang med at arbejde på din sag
- More info: Sagen afventer flere information fra dig.
- Waiting for Consultant: Sagen venter på at konsulenten skal se på problemstillingen.
- Waiting for Developer: Sagen venter på at en udvikler skal se på problemstillingen.
- Closed: Sagen er løst.



Type	Reference	Sammendrag	Status	Serviceprojekt	Anmoder
	SUP-6025	Systemet siger "Venter på start dagsproduktion"	WAITING FOR CUSTO...	Support & Operations	Sofus A. Petersen

Klikker man på sagsnummeret eller overskriften, kan man læse mere om sagen.

- 1: Her vises status på sagen.
- 2: Dette er din oprindelige problemstilling
- 3: Her vises eventuelle vedhæftede filer
- 4: Her kan du se den seneste aktivitet i sagen. Der vil stå hvem der har skrevet i sagen. I eksemplet er det Fiftytwo, der har tilføjet en kommentar.
- 5: Her kan du skrive en kommentar i sagen. Det kan fx være yderligere oplysninger

Hjælp / Support & Operations / SUP-6025

Systemet siger "Venter på start dagsproduktion"

SP
Sofus A. Petersen anmodede om dette d. I går 3:13 PM
Skjul detaljer

Beskrivelse

Når jeg logger ind i VIKING, står der "Venter på start dagsproduktion"

Venlig hilsen
Sofus A. Petersen
Købmanden
Banegårdspladsen 2
8000 Århus C
Tlf. 12 34 56 78

Status
WAITING FOR CUSTOMER

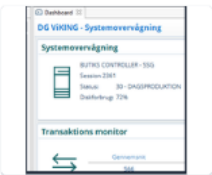
Notifikationer: til

Anmodningstype
Serverproblemer

Delt med
SP Sofus A. Petersen
Skaber
+ Del

Aktivitet

SP Sofus A. Petersen I går 3:13 PM



RK Rikke Kastberg I går 3:19 PM

Du kan starte dagsproduktionen ved at klikke på Menuen "Administration" og dernæst vælge "Start dagsproduktion"

Automatisk svar I går 3:19 PM

Din anmodnings status har ændret sig til Waiting for customer.

SP Tilføj en kommentar

Når sagen har fået "Status" "Løst", er sagen lukket.

Hjælp


Anmodninger

Anmodning indeholder ...

Status

Opret af enhver

Anmodningstype

Type	Reference	Sammendrag	Status	Serviceprojekt	Anmoder
	SUP-6025	Systemet siger "Venter på start dagsproduktion"	LØST	Support & Operations	Sofus A. Petersen

- 1: Status" er ændret til "Løst"
- 2: Her står løsningen på sagen.
- 3: Status er ændret til "Løst"
- 4: Her kan du tilføje en/ flere kolleger, som skal have mails, hvis der sker noget i sagen.

Hjælp / Support & Operations / SUP-6025

Systemet siger "Venter på start dagsproduktion"

SP

Sofus A. Petersen anmodede om dette d. I går 3:13 PM

Vis detaljer

Status
LØST 1

Notifikationer: til

Anmodningstype
Serverproblemer

Aktivitet
Vis 1 mere

RK

Rikke Kastberg I går 3:19 PM
Du kan starte dagsproduktionen ved at klikke på Menuen "Administration" og dernæst vælge "Start dagsproduktion"

Automatisk svar I går 3:19 PM
Din anmodnings status har ændret sig til Waiting for customer.

SP

Sofus A. Petersen I dag 1:23 PM
Der kommer en ny fejl, jeg har vedhæftet et billede.

Automatisk svar I dag 1:23 PM
Din anmodnings status har ændret sig til Waiting for support.

RK

Rikke Kastberg I dag 1:26 PM
Vi kobler lige på jeres server og kigger.

Automatisk svar I dag 1:26 PM
Din anmodnings status har ændret sig til Waiting for customer.

RK

Rikke Kastberg I dag 1:28 PM
Vi har rettet en indstilling, så nu er det løst.

Automatisk svar I dag 1:29 PM
Status på din anmodning har ændret sig til Løst med følgende løsning Done.

SP

Tilføj en kommentar

Delt med 4

SP

Sofus A. Petersen Skaber

RG

Rikke Gmail

+ Del

Hvis du af forskellige årsager ønsker at lukke din sag, inden den bliver lukket af os, skal du blot notere det i sagen eller svare på en af de tilsendte notifikationsmails. Så stopper vi behandlingen af sagen og lukker den for dig.

Der er desværre ikke en knap, du kan klikke på for selv at lukke sagen.

Når der sker noget i sagen, vil du modtage en mail, så du hele tiden er opdateret.

SUP-6025 Systemet siger "Venter på start dagsproduktion"

RK

Rikke Kastberg <atlassian@fiftytwo.com>

Til: sofusapetersen@hotmail.com

Man 25-07-2022 13:20

Svar over denne linje.

Rikke Kastberg har kommenteret følgende på din sag:

Du kan starte dagsproduktionen ved at klikke på Menuen "Administration" og dernæst vælge "Start dagsproduktion"

Se din sag her https://fiftytwo.atlassian.net/servicedesk/customer/portal/1/SUP-6025?token=eyJ0eXAiOiJKV1QiLCJhbGciOiJIUzI1NiJ9.eyJxc2giOiJmYjU1NGY3NWVINTNmN2RjOTRjNTE0YTAYNGFkMjE5NTcxNjJlZGY2ZWVIZTNmMWEwZGY3OWRmZDhiMGY1MDgylwiiaXNzIjoic2VydmljZWRIc2stand0LXRva2VuLWlzc3VicilsmNvb3RleHQiOiOnsidXNlci6jExMzIzliwiaXNzdWUiOiJTVVAtNjAyNSJ9LCJleHAiOiJlZ2NjExNzQzNTMslmIhdCI6MTY1ODc1NTE1M30uDoKr8Bhvf3LdbLnYd-eM_xiHiThH_sr4ZekgZv7GR0&sda_source=notification-email

—

Beskrivelse af sagen:

Når jeg logger ind i ViKING, står der "Venter på start dagsproduktion"

Hvis du har kommentarer til sagen, kan du blot besvare mailen, så kommer det direkte ind på sagen.

Til: support@fiftytwo.com

Sv: SUP-6025 Systemet siger "Venter på start dagsproduktion"

Hej

Mange tak.

Er der noget, jeg selv kan gøre for at forhindre dette fremover?

Venlig hilsen

Sofus A. Petersen

Fra: Rikke Kastberg <atlassian@fiftytwo.com>

Sendt: 26. juli 2022 11:29

Til: sofusapetersen@hotmail.com <sofusapetersen@hotmail.com>

Emne: SUP-6025 Systemet siger "Venter på start dagsproduktion"

Svar over denne linje.

Rikke Kastberg har kommenteret følgende på din sag:

Her er dit svar via mail registreret.

Hjælp / Support & Operations / SUP-6025

Systemet siger "Venter på start dagsproduktion"

SP Sofus A. Petersen anmodede om dette d. 25/jul./22 3:13 PM

Vis detaljer

Aktivitet

Vis 5 mere

RK Rikke Kastberg 26/jul./22 1:28 PM

Vi har rettet en indstilling, så nu er det løst.

Automatisk svar 26/jul./22 1:29 PM

Status på din anmodning har ændret sig til Løst med følgende løsning Done.

SP Sofus A. Petersen I dag 3:39 PM

Hej

Mange tak.

Er der noget, jeg selv kan gøre for at forhindre dette fremover?

Venlig hilsen

Sofus A. Petersen

Fra: Rikke Kastberg <atlassian@fiftytwo.com>

Sendt: 26. juli 2022 11:29

Til: sofusapetersen@hotmail.com <sofusapetersen@hotmail.com>

Emne: SUP-6025 Systemet siger "Venter på start dagsproduktion"

Status

LØST

Notifikationer: til

Anmodningstype

Serverproblemer

Delt med

SP Sofus A. Petersen Skaber

+ Del

SP Tilføj en kommentar

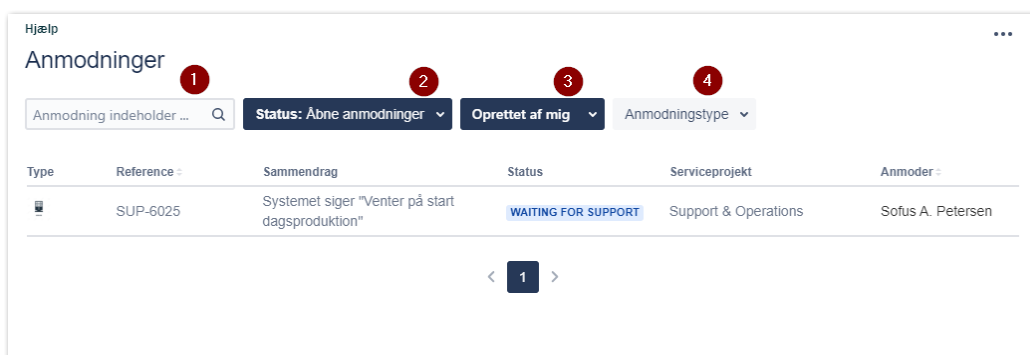
9 Se oprettede sager

I øverste højre hjørne kan du få en oversigt over dine sager.

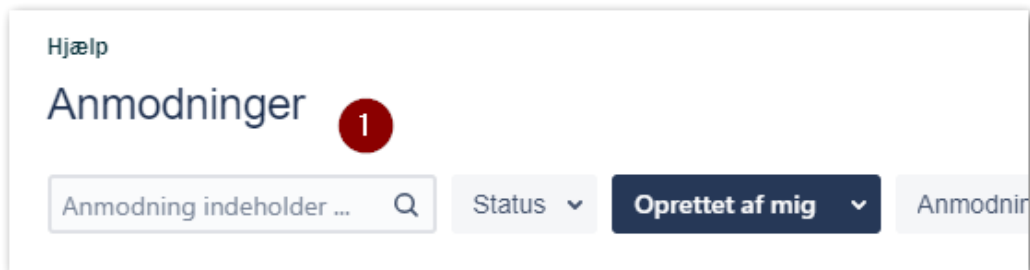
- 1: Klik på "Anmodninger". Her vil du også kunne se antallet af åbne sager.
- 2: Her kan du få vist sager oprettet af dig. Her vil du også kunne se antallet af åbne sager.
- 3: Her kan du se alle sager. Dette er dog kun relevant, hvis I er flere i firmaet, der opretter sager.



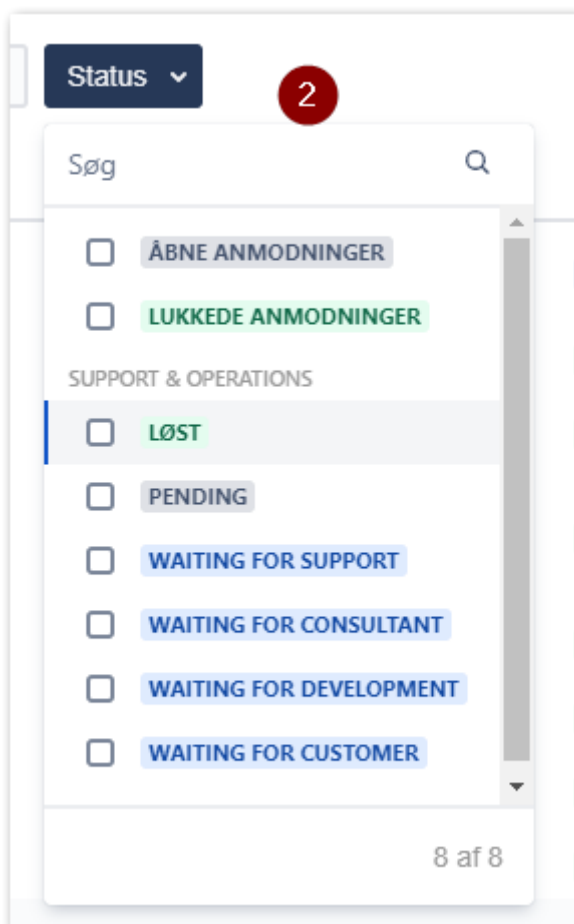
Her kan man indstille forskellige parametre.



1: Det er muligt at udfylde søgeord, så du kan søge efter en given sag, hvis du ikke lige kan huske sagsnummeret.



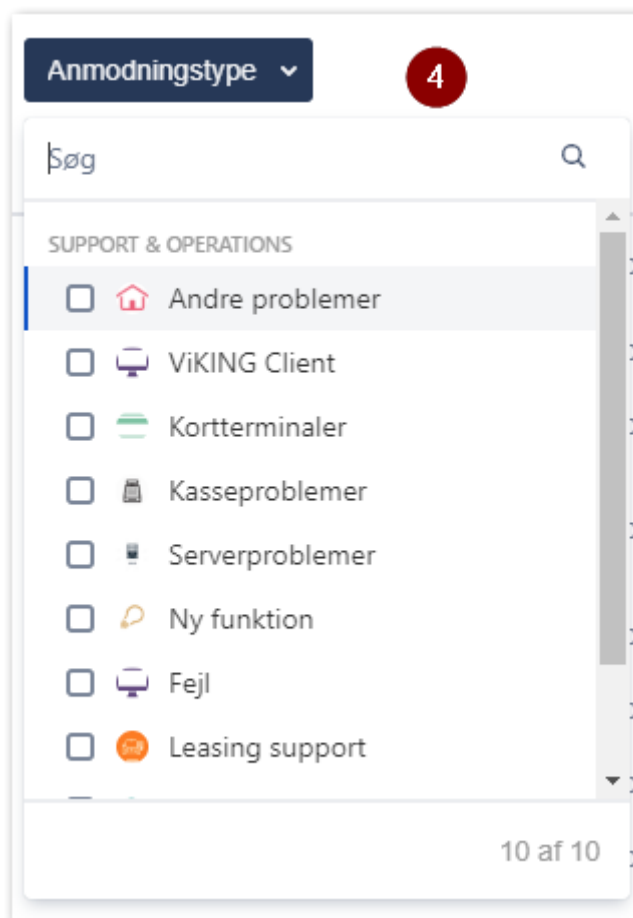
2: Du kan vælge om du vil se alle sager uanset status.



3: Du kan vælge om du vil se sager, hvor har oprettet sagen eller om du vil se alle sager fra dit firma.



4: Du kan vælge, om du vil se alle typer af sager eller du vil have det begrænset på emner.



10 ENGLISH VERSION



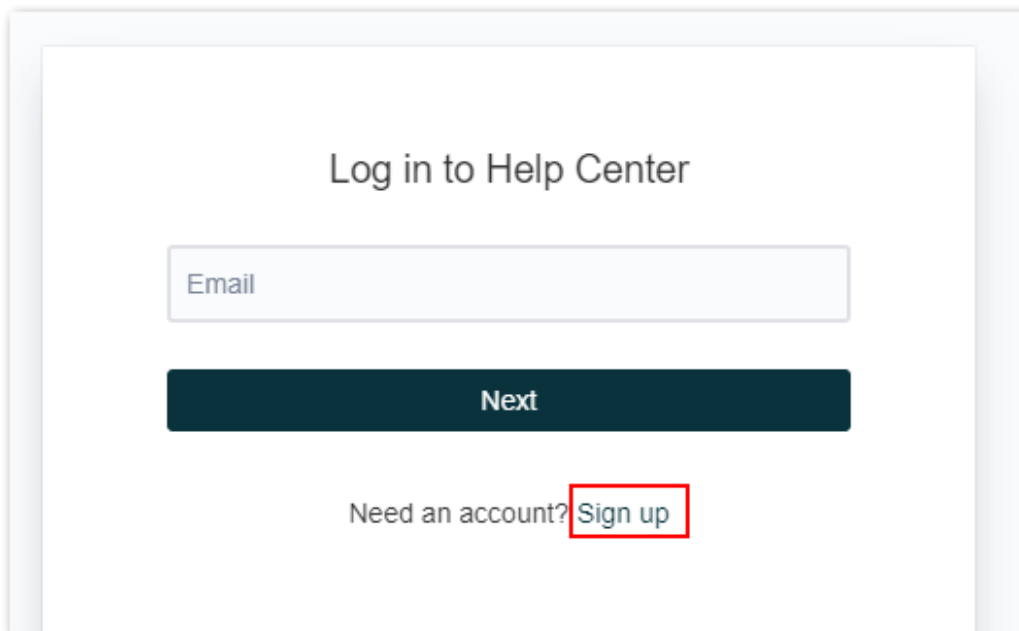
11 Create an account.

There are three ways to create an account.

11.1 Servicedesk portal

Go to the servicedesk portal. The link is
<https://fiftytwo.atlassian.net/servicedesk/customer/portal/1>

From the servicedesk portal you must click “Sign up” to create a new account.



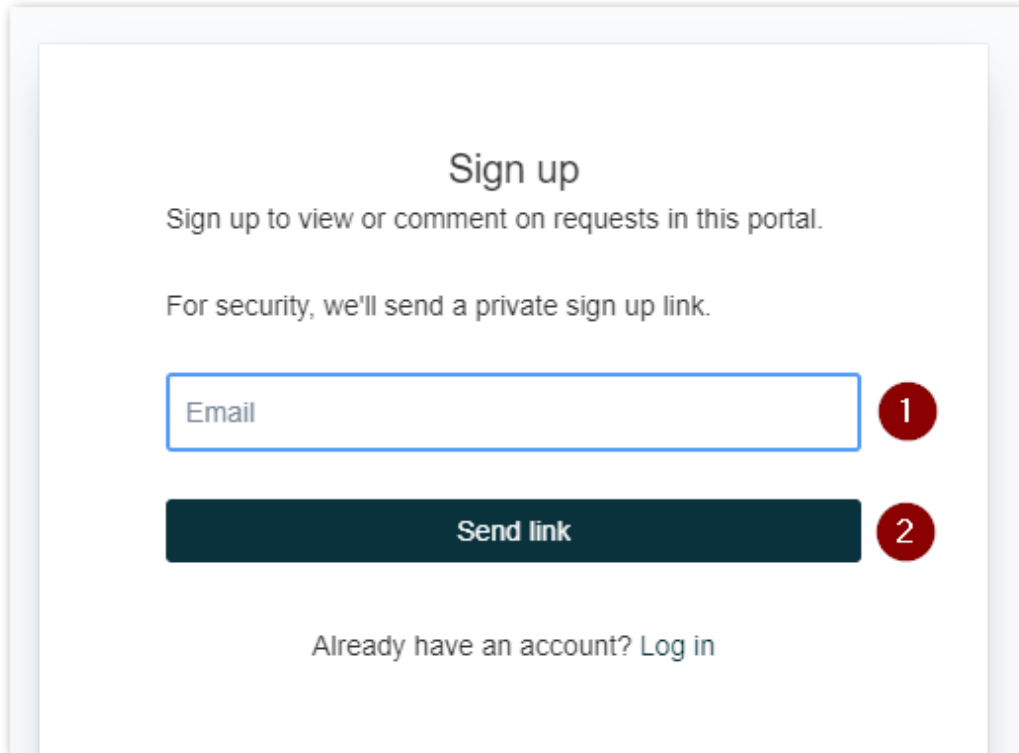
Log in to Help Center

Email

Next

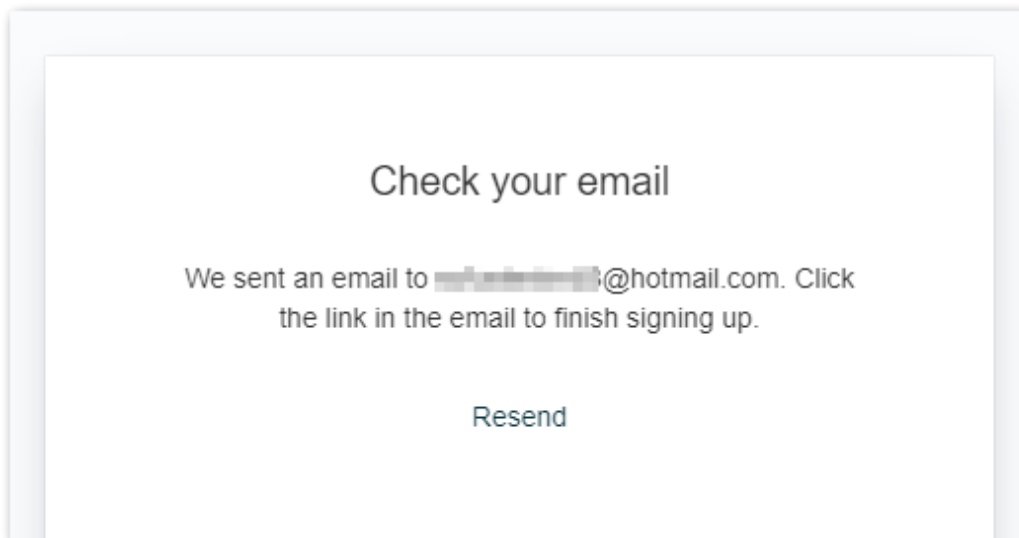
Need an account? [Sign up](#)

- 1: Type in your email address.
- 2: Click "Send link"



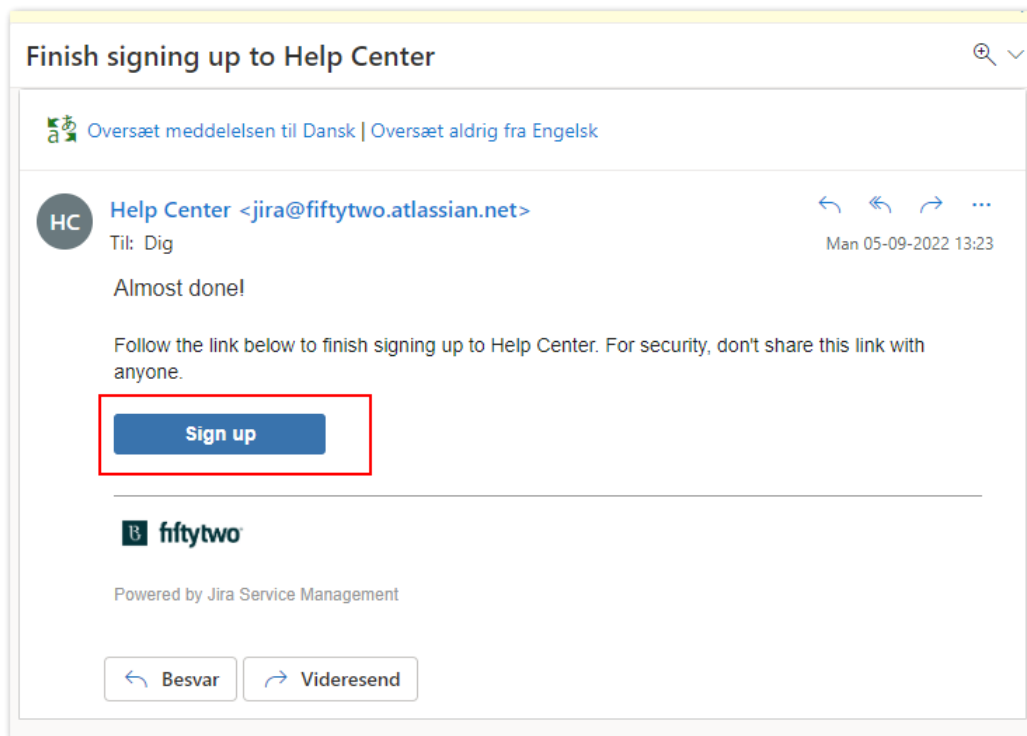
The image shows a 'Sign up' form. At the top, it says 'Sign up' in a large font, followed by 'Sign up to view or comment on requests in this portal.' and 'For security, we'll send a private sign up link.' Below this is a text input field with the placeholder 'Email'. To the right of the input field is a red circle with the number '1'. Below the input field is a dark blue button with the text 'Send link'. To the right of the button is a red circle with the number '2'. At the bottom of the form, it says 'Already have an account? Log in'.

A message saying that we have sent an email to you is shown.



The image shows a 'Check your email' message. It says 'Check your email' in a large font, followed by 'We sent an email to [redacted]@hotmail.com. Click the link in the email to finish signing up.' Below this is a blue button with the text 'Resend'.

Check your email.
Click the “sign up” button



- 1: Type in your name.
- 2: Type in the password you would like to use for access to the servicedesk portal
- 3: Click the “Sign up” button.

Sign up

Email address

test@fiftytwo.com@hotmail.com

Full name

Robert Testerson

Choose a password

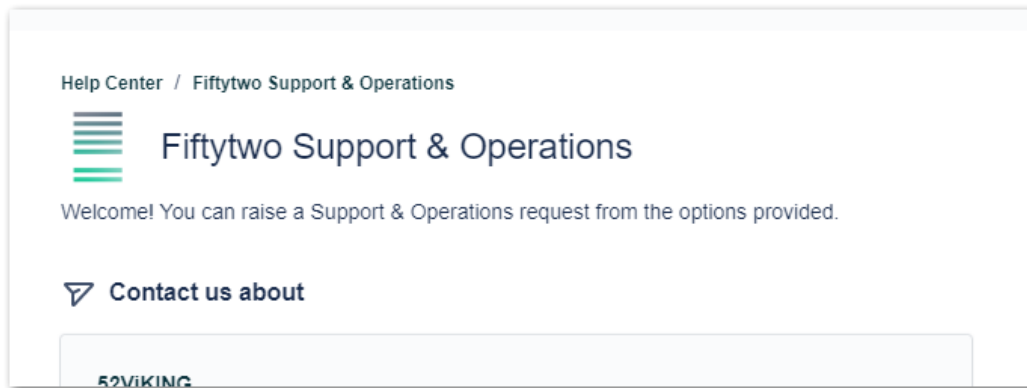
.....

Good

By clicking *Sign up*, you agree to the [Privacy Policy](#) and this [Notice and Disclaimer](#).

Sign up

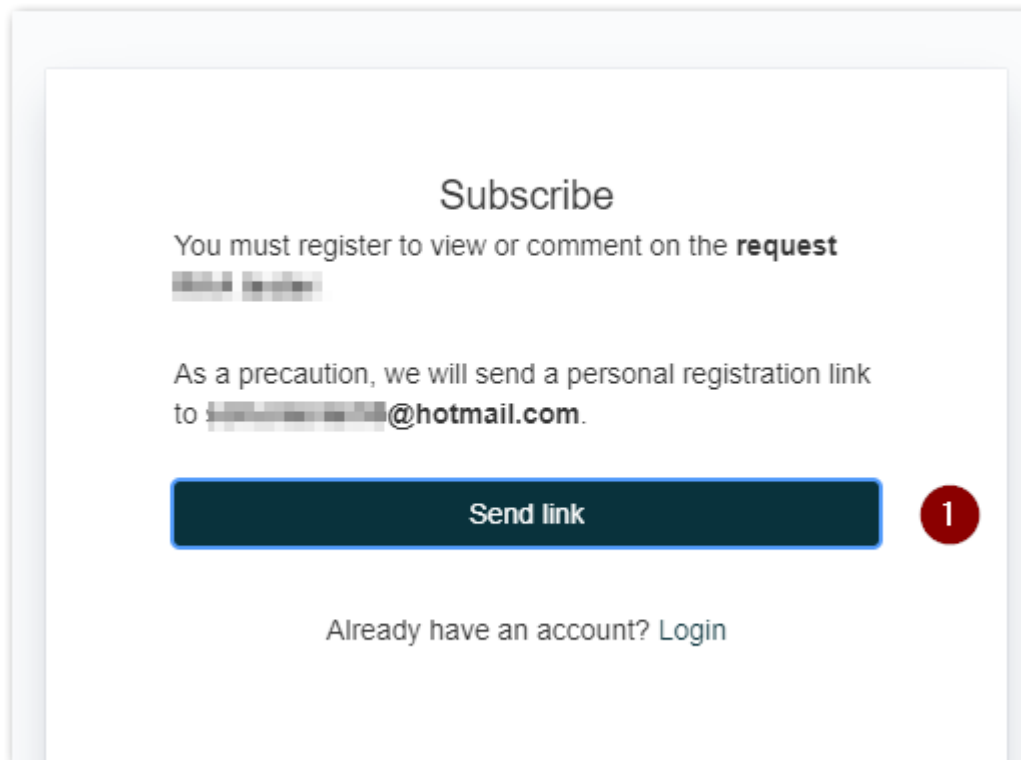
Then you enter the frontpage of the servicedesk portal.



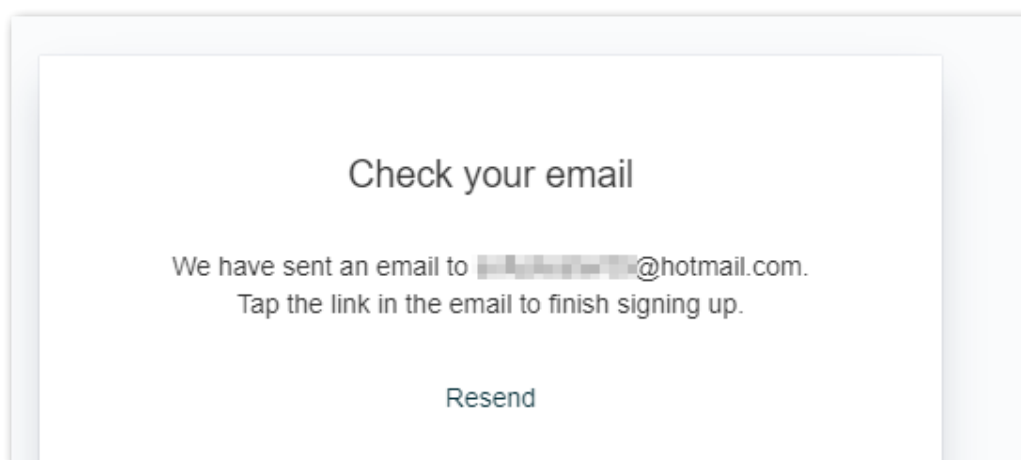
11.2 Send an e-mail

You can also send an email to us, where you describe your problem/challenge. The email address is: support@fiftytwo.com

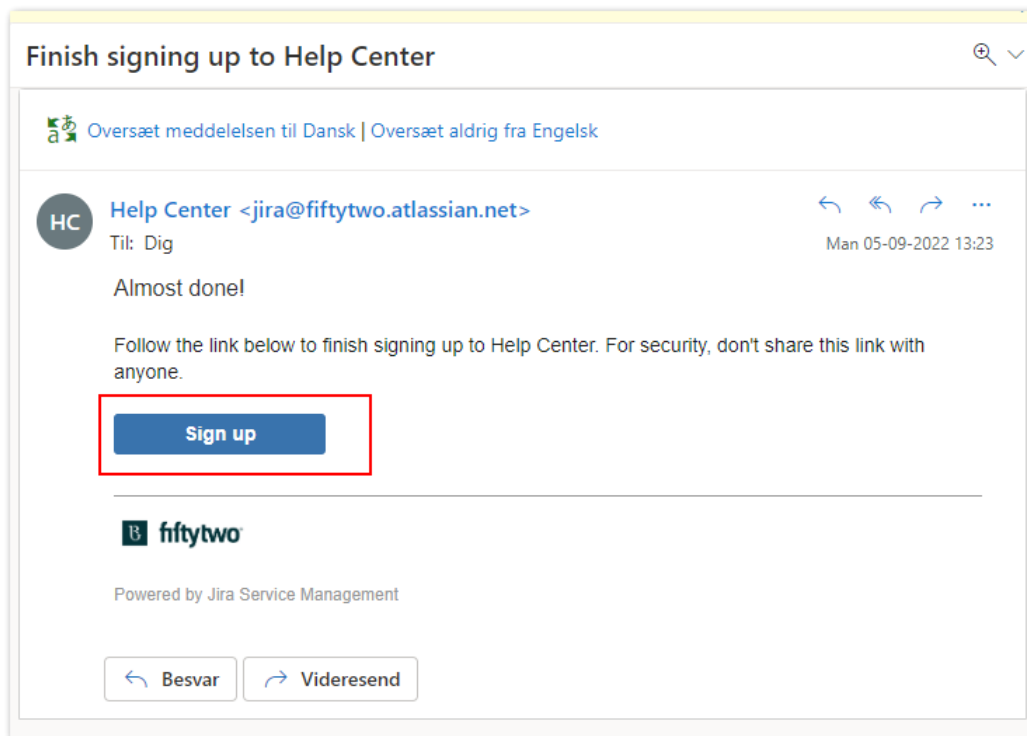
When you click the link, you will be directed to a page where you must click the button "Send link" to have a personal registration mail sent.



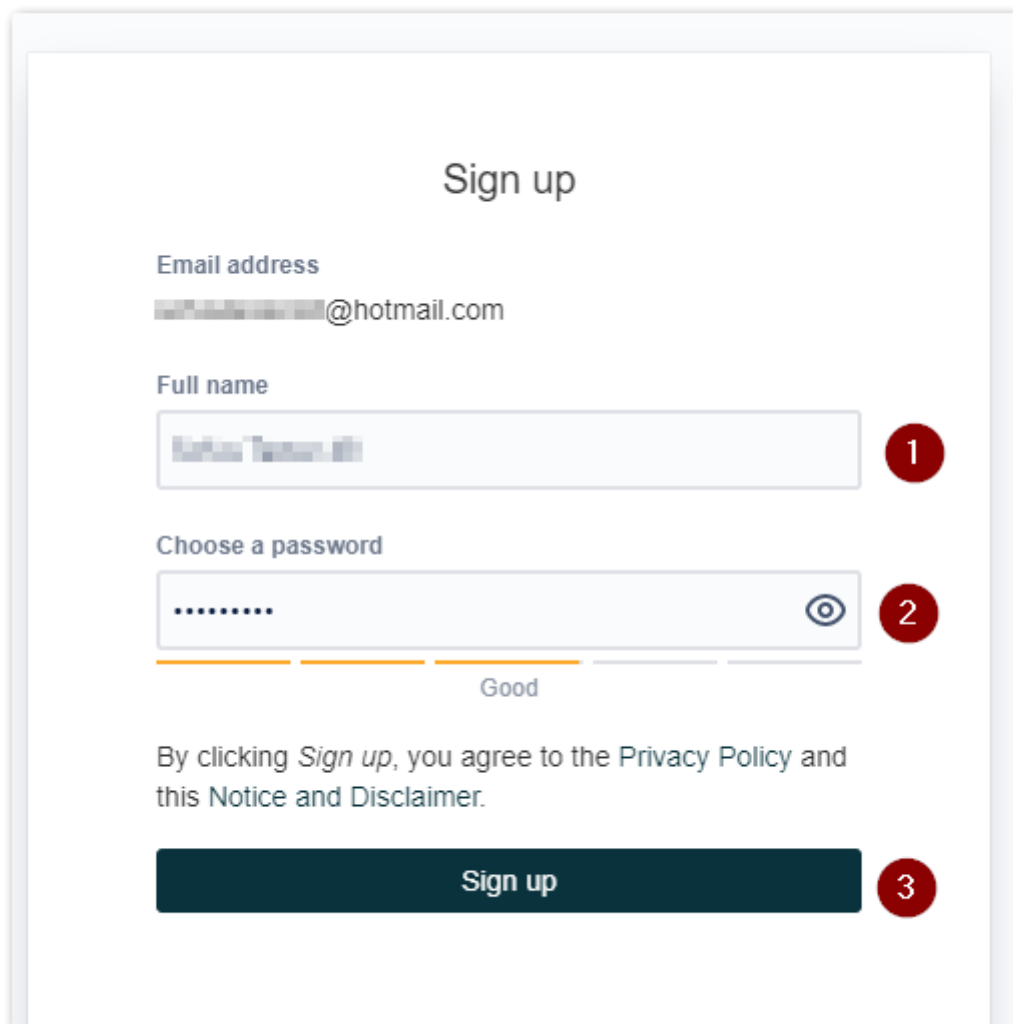
A message saying that we have sent an email to you is shown.



Check your email.
Click the “sign up” button



- 1: Type in your name.
- 2: Type in the password you would like to use for access to the servicedesk portal
- 3: Click the “Sign up” button.



Sign up

Email address
[redacted]@hotmail.com

Full name
[redacted]

Choose a password
[redacted] [eye icon]

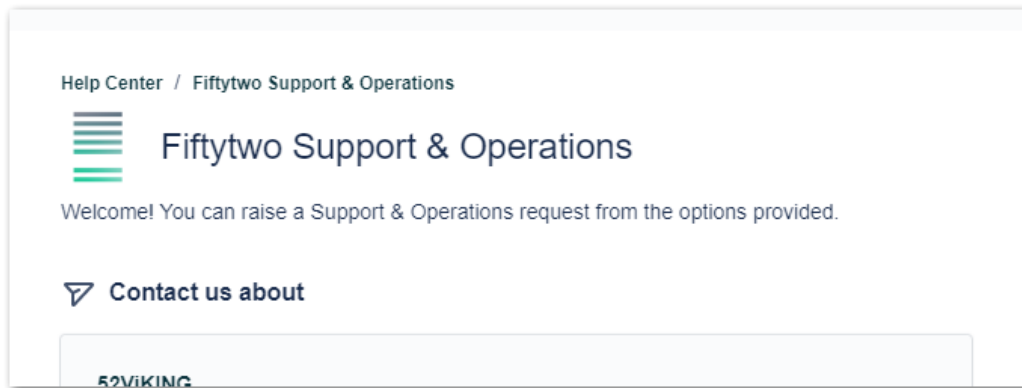
Good

By clicking *Sign up*, you agree to the [Privacy Policy](#) and this [Notice and Disclaimer](#).

Sign up

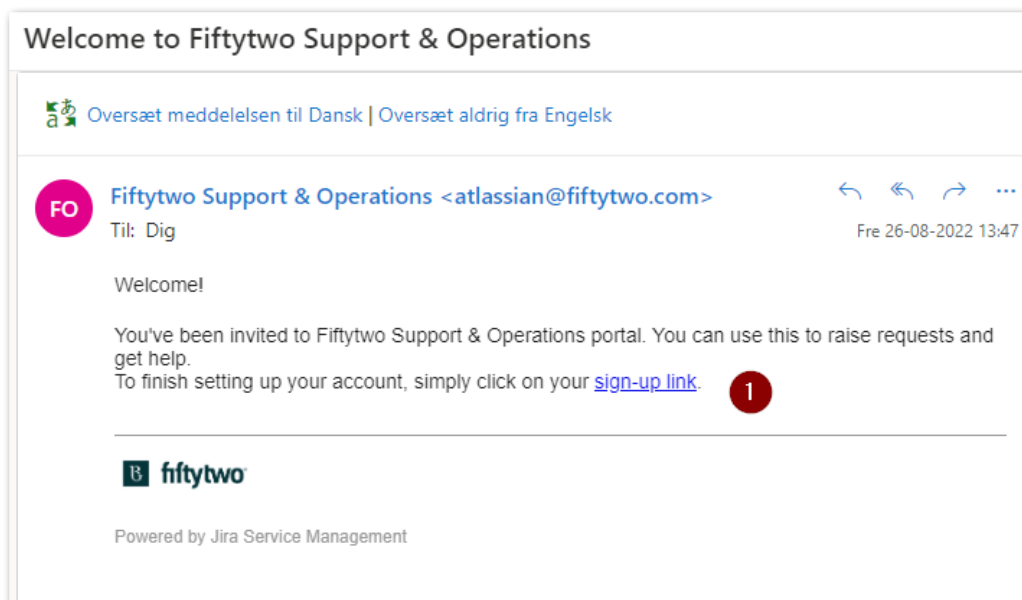
The form is titled "Sign up". It contains three main input fields: "Email address" (pre-filled with "[redacted]@hotmail.com"), "Full name" (pre-filled with "[redacted]"), and "Choose a password" (pre-filled with "[redacted]"). The password field has an eye icon to toggle visibility. Below the password field is a strength indicator bar with the word "Good" underneath. At the bottom, there is a "Sign up" button. Red numbered circles (1, 2, 3) are placed to the right of the "Full name", "Choose a password", and "Sign up" button respectively, corresponding to the instructions in the list above.

Then you enter the frontpage of the servicedesk portal.



11.3 Phone call

You can call us on (+45) 80 30 17 00 and get an activation link sent.
Click "Sign-up link"



- 1: Type in your name.
- 2: Type in the password you would like to use for access to the servicedesk portal
- 3: Click the “Sign up” button.

Sign up

Email address

redacted@hotmail.com

Full name

redacted

Choose a password

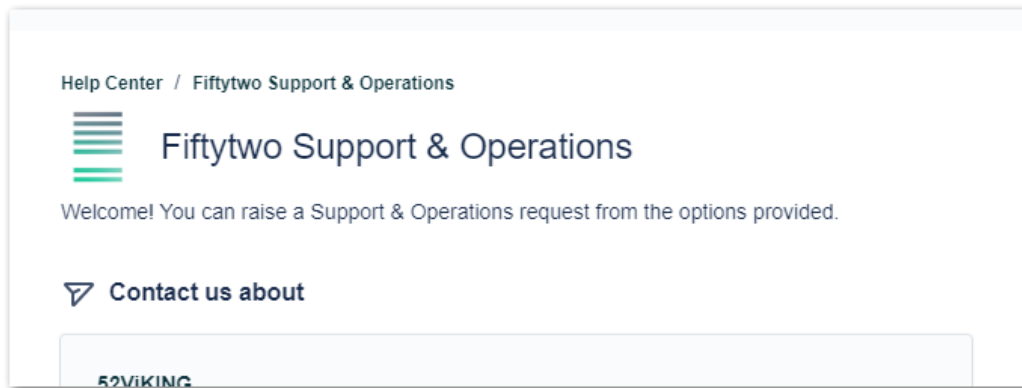
.....

Good

By clicking *Sign up*, you agree to the [Privacy Policy](#) and this [Notice and Disclaimer](#).

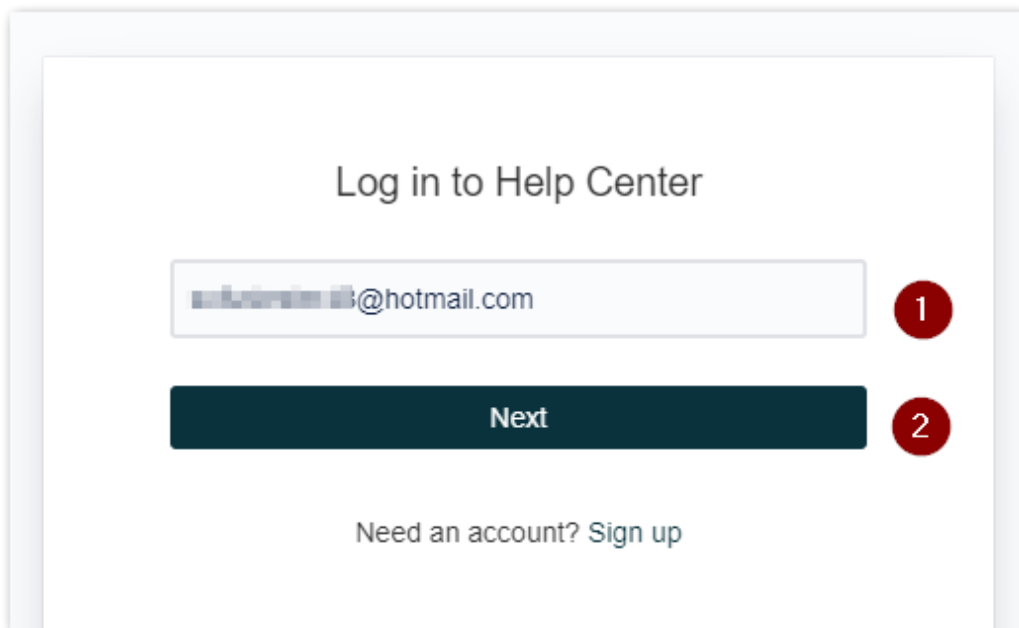
Sign up

Then you enter the frontpage of the servicedesk portal.

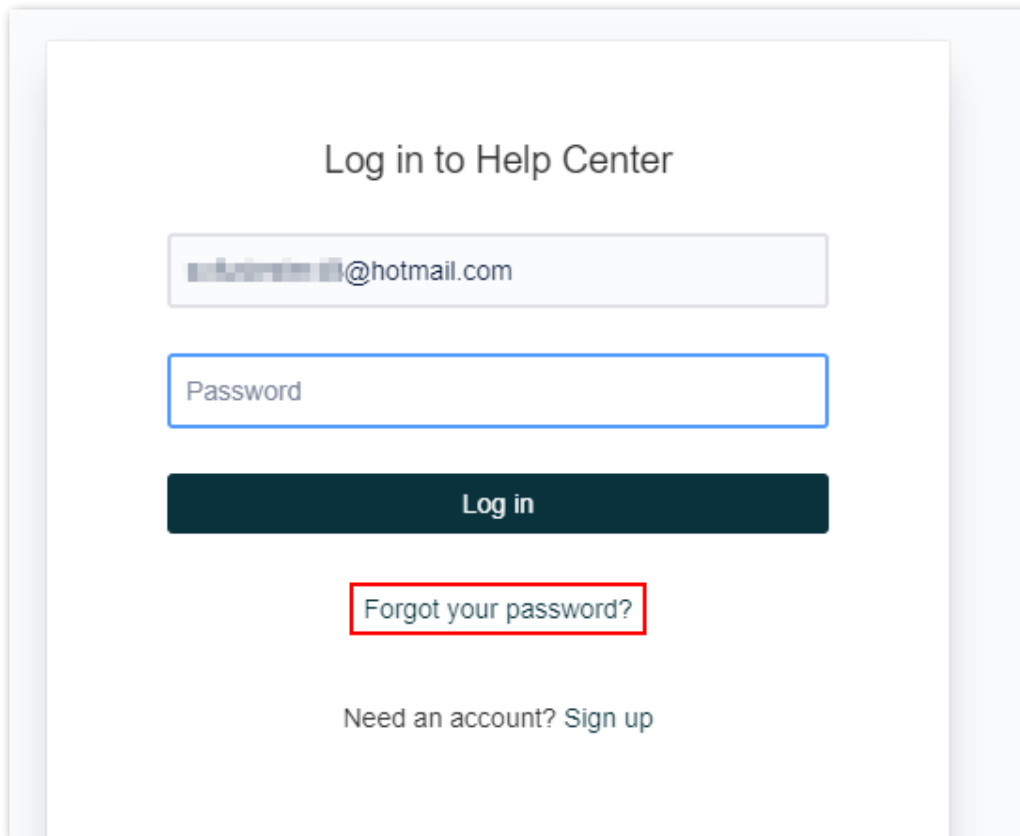


12 Forgotten password

- 1: If you have forgotten your password, you can type in your email on the login page.
- 2: Click the "Next" button

A screenshot of a web form titled 'Log in to Help Center'. The form is white with a light gray border. It contains a text input field with the placeholder text 'username@hotmail.com'. To the right of the input field is a red circle with the number '1'. Below the input field is a dark blue button with the text 'Next'. To the right of the button is a red circle with the number '2'. Below the button is the text 'Need an account? Sign up'.

Click the link “Forgot your password?”

A screenshot of a login form titled 'Log in to Help Center'. The form is centered on a light gray background. It contains a text input field with the email address 'michael@hotmai.com', a password input field with the placeholder text 'Password', a dark blue 'Log in' button, a red-outlined link 'Forgot your password?', and a text link 'Need an account? Sign up' at the bottom.

Log in to Help Center

michael@hotmai.com

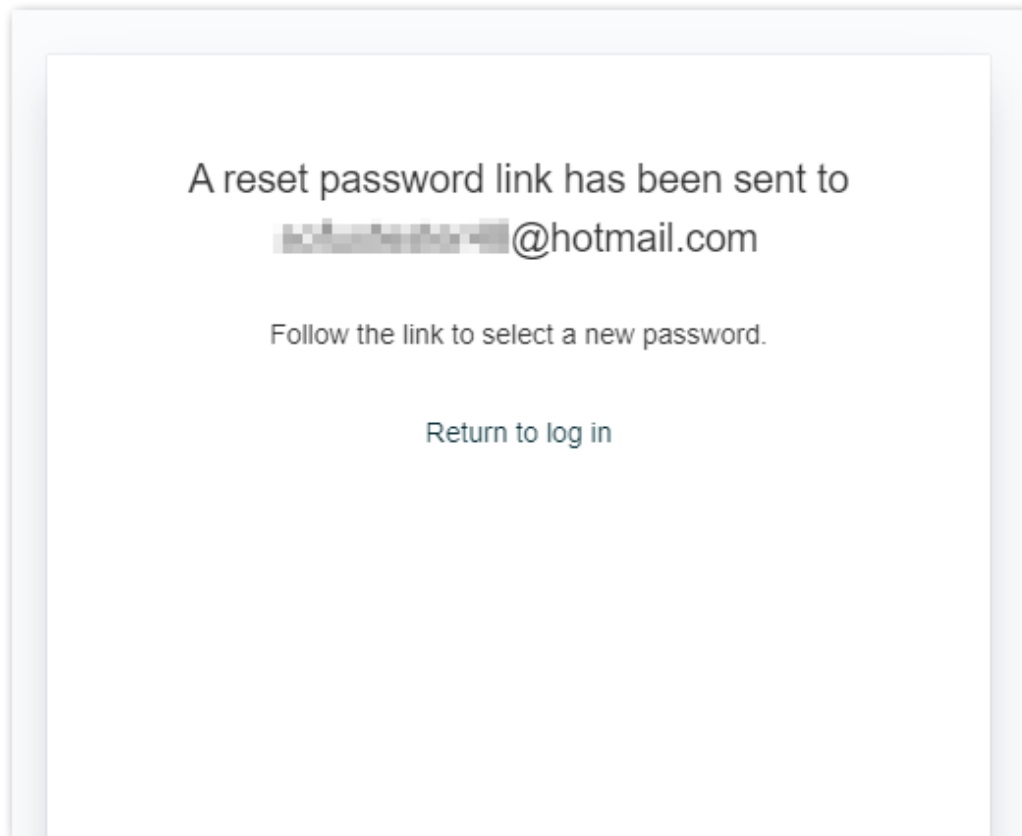
Password

Log in

Forgot your password?

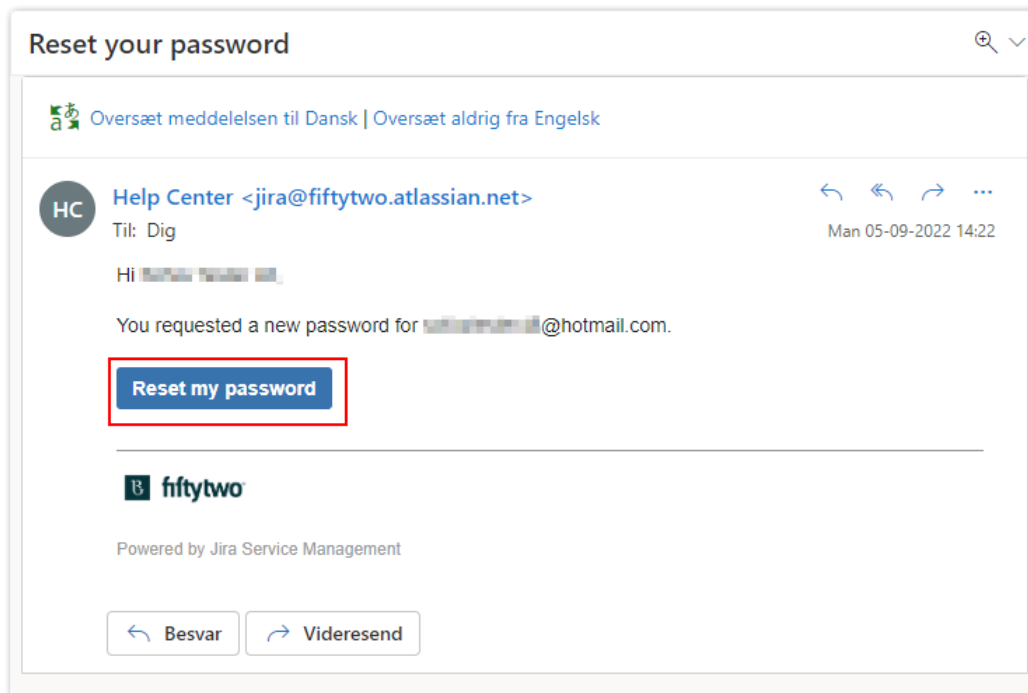
Need an account? Sign up

A message saying that we have sendt af reset password link is shown.

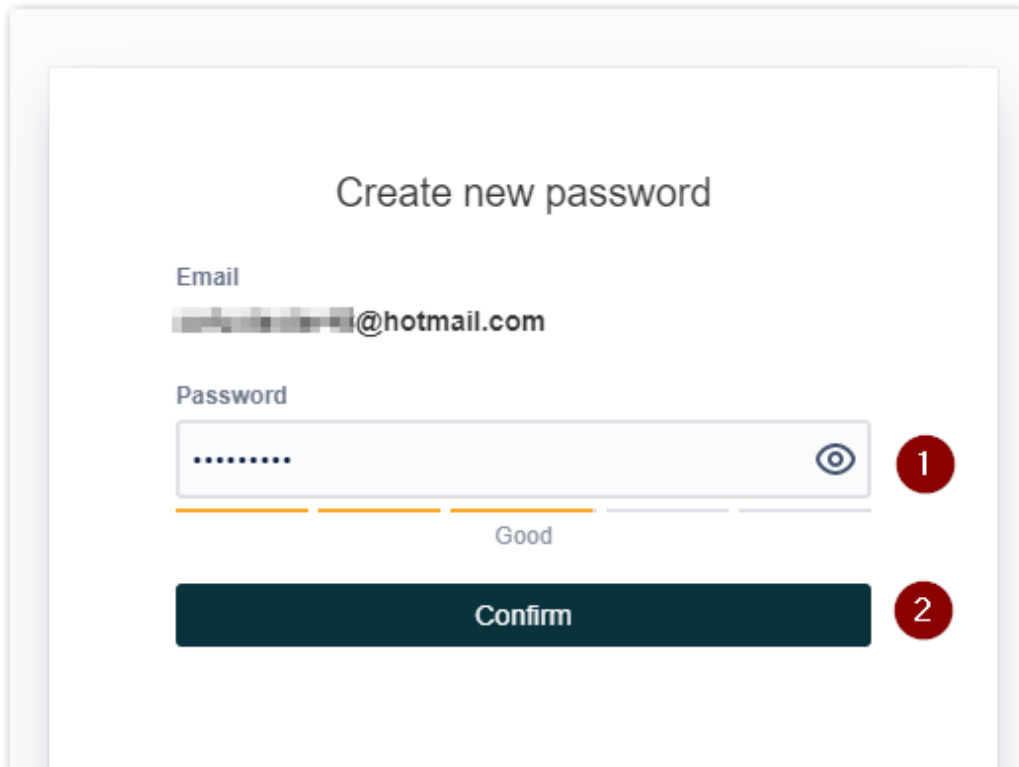


Check your email.

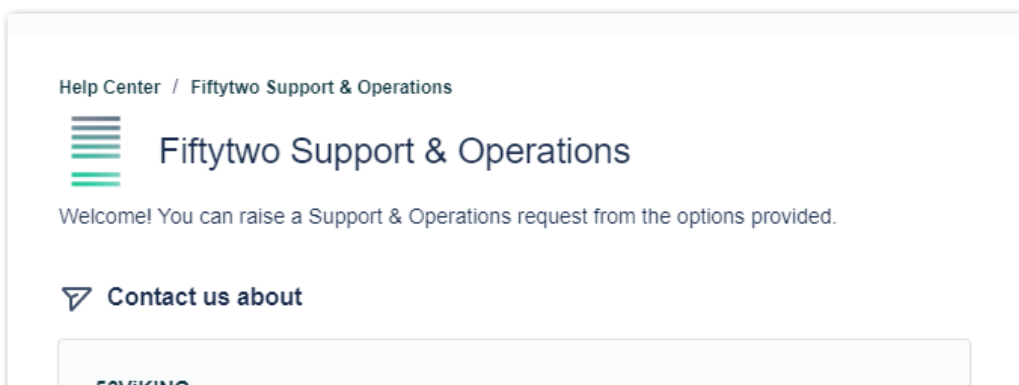
Click the “Reset my password” button



- 1: Type in the password you would like to use for access to the servicedesk portal
- 2: Click the “Confirm” button.



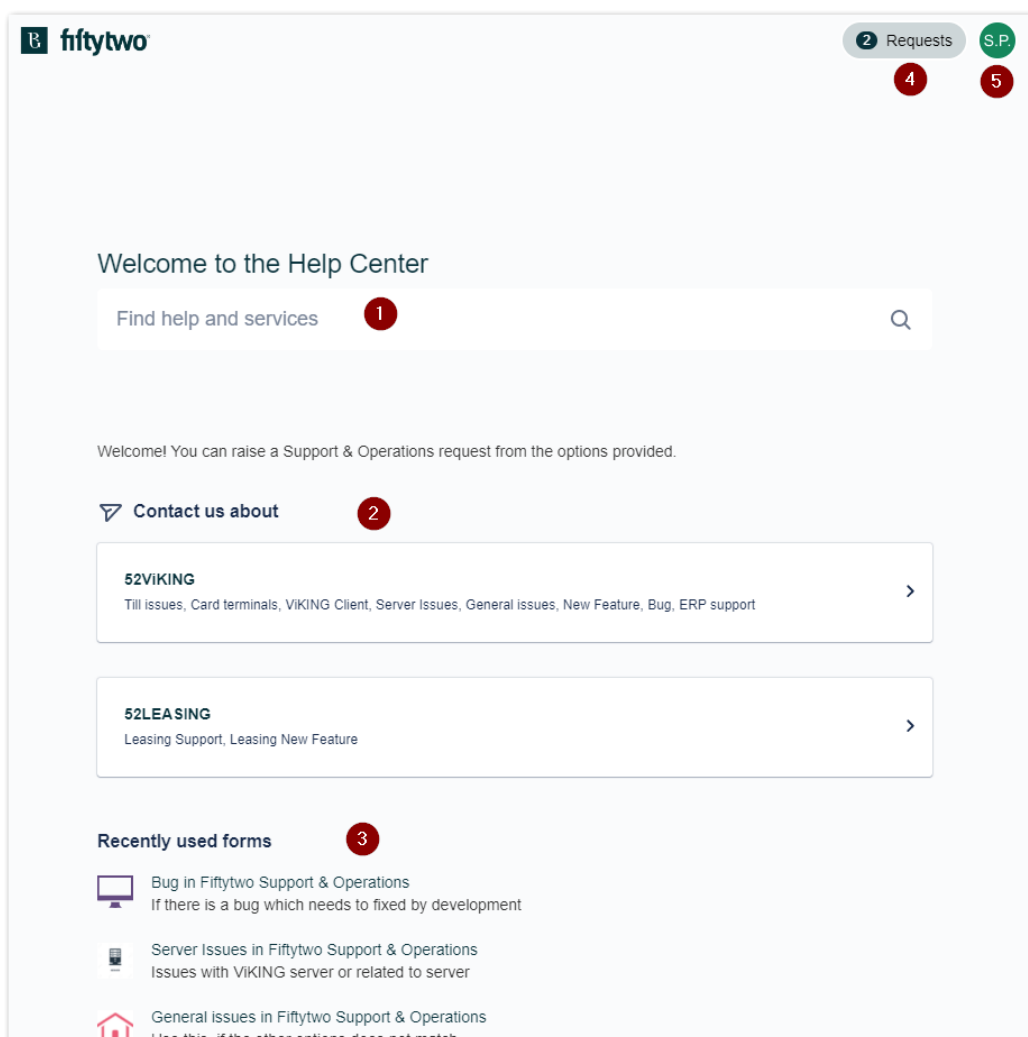
Then you enter the frontpage of the servicedesk portal.



13 Servicedesk Portal Frontpage

This is your starting page when you have logged in.

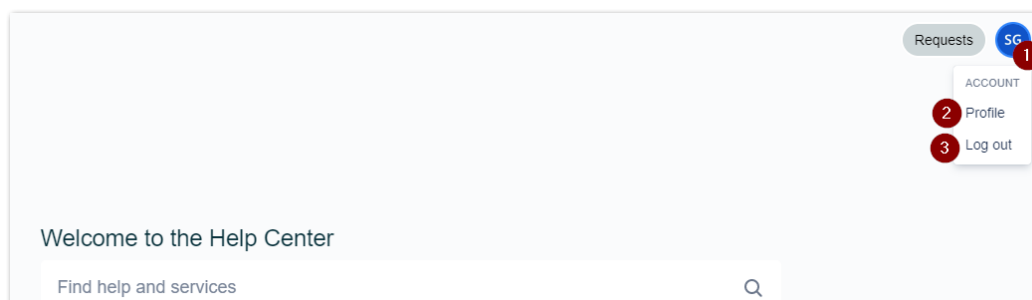
- 1: In the search bar, you can search for possible types of support tickets to report, such as “till”, “card terminal”, “server issues” etc.
- 2: Here, you can click and select which department in Fiftytwo you like to send the ticket to.
- 3: The latest types of tickets you have created will appear here.
- 4: If you click here, you will see all your requests – both open and closed.
- 5: If you click here, you see your account settings.



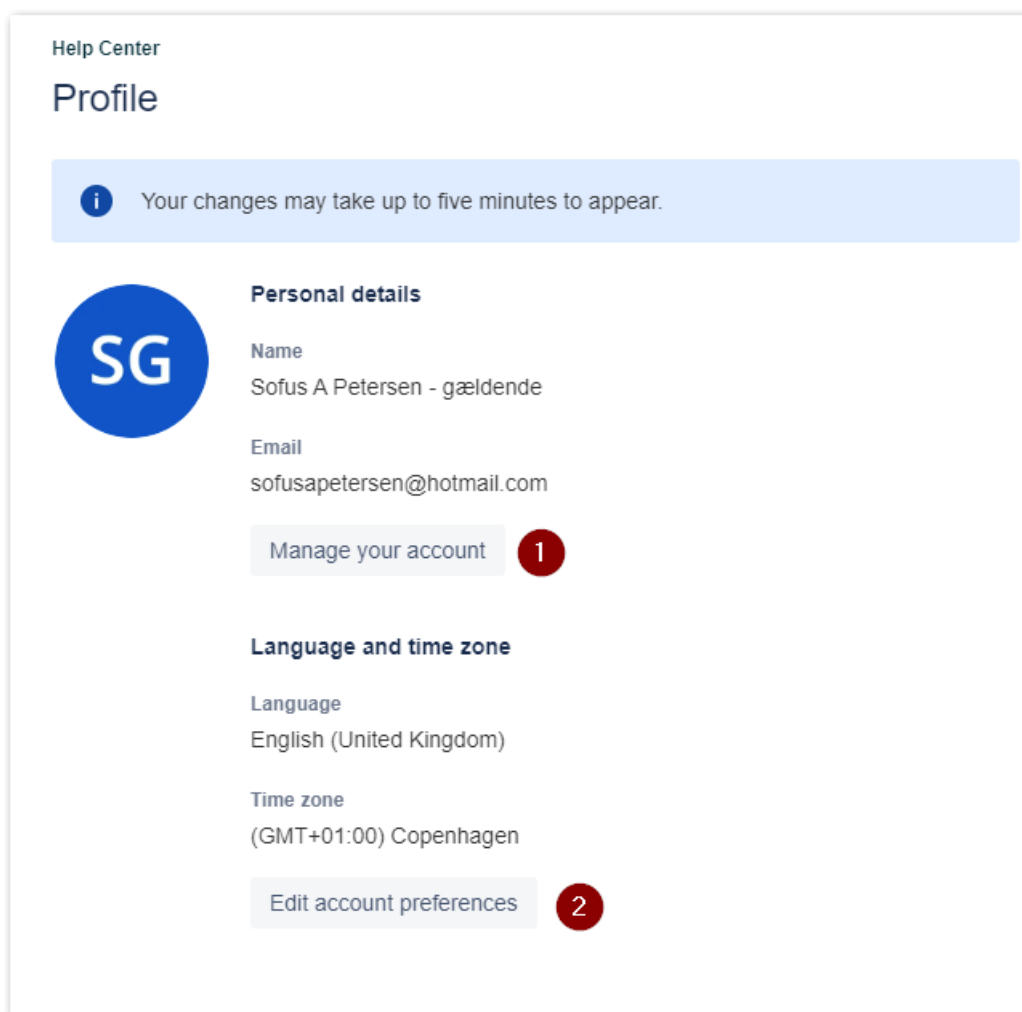
14 Your profile

Once you have created your account, you can change your settings for your profile.

- 1: Click on your avatar logo
- 2: Click "Profile" from the dropdown menu. (If you want to log out, you can choose this (3))



On the page shown you will get an overview of your information. To change your preferred language, click "Manage account preferences" (2). If you would like to change your password, then click "Manage your account" (1).



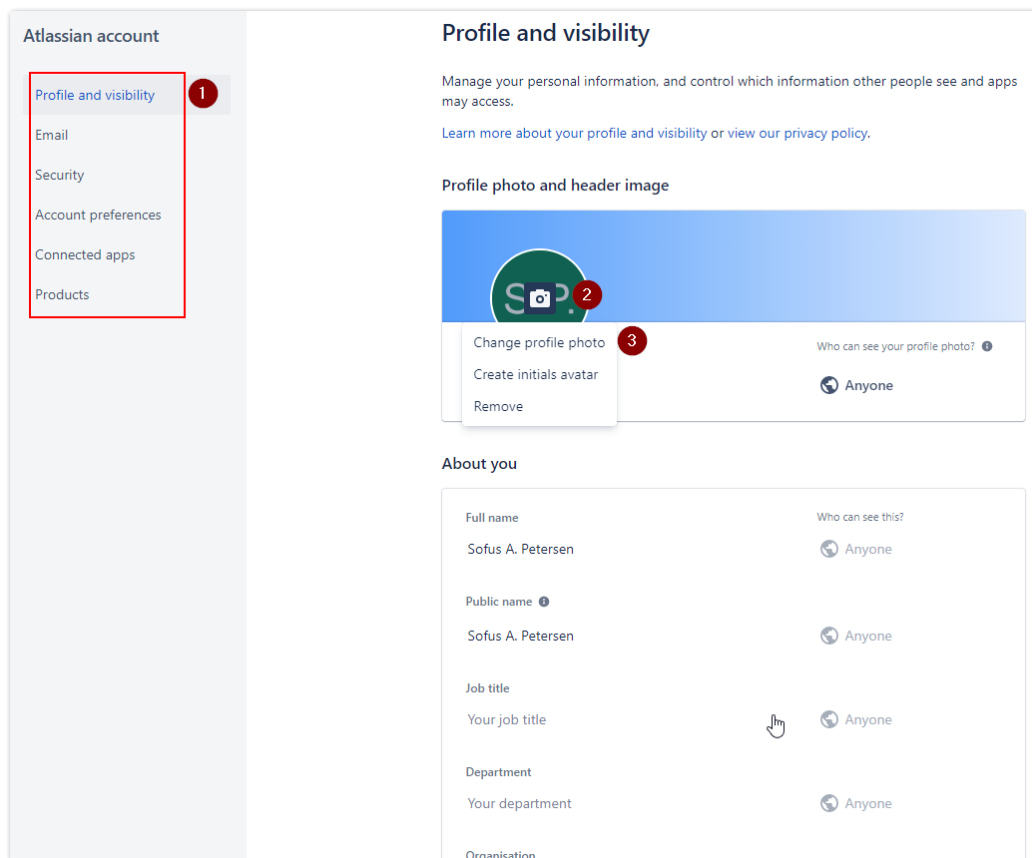
A new tab opens.

14.1 Name and profile photo

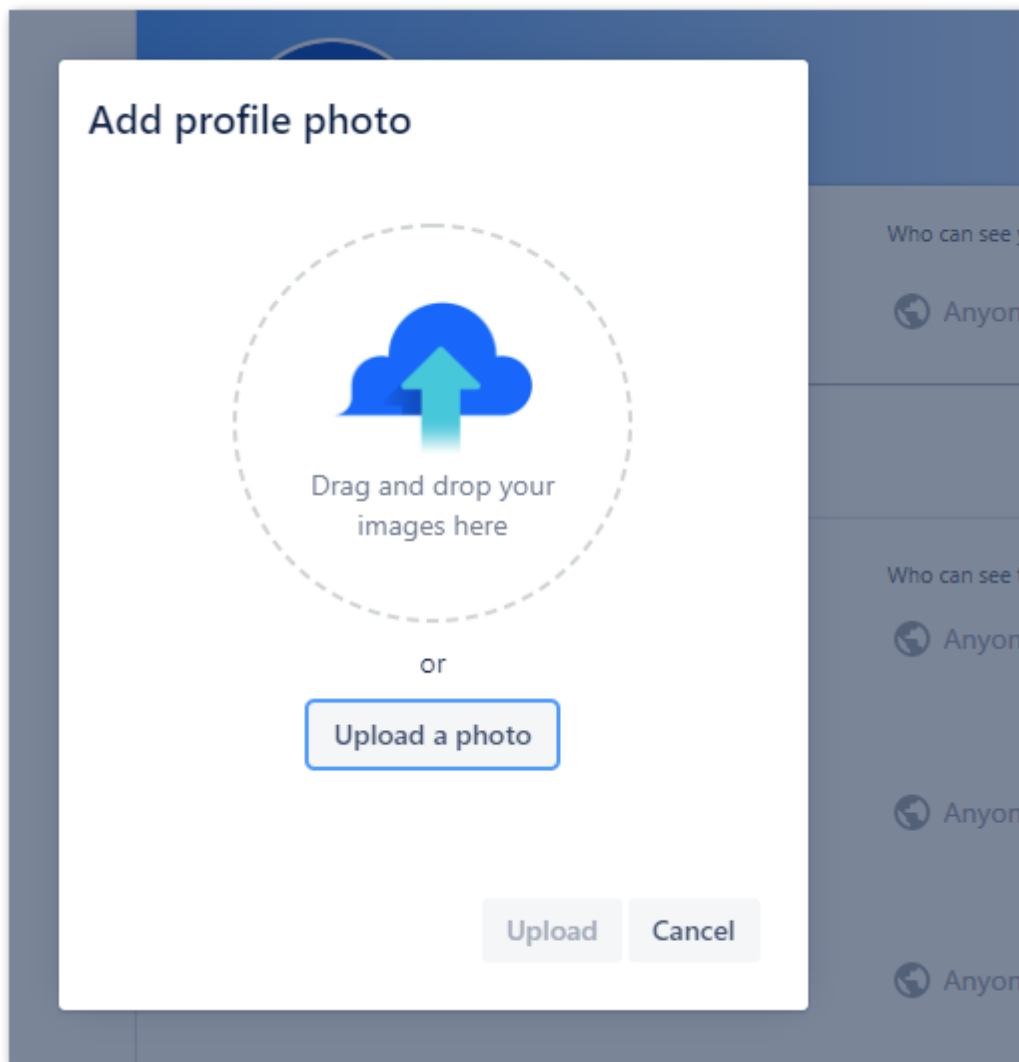
If you want to change your profile picture you choose “Profile and visibility (1) on the left handside.

Hover the mouse over the circle with your initials.

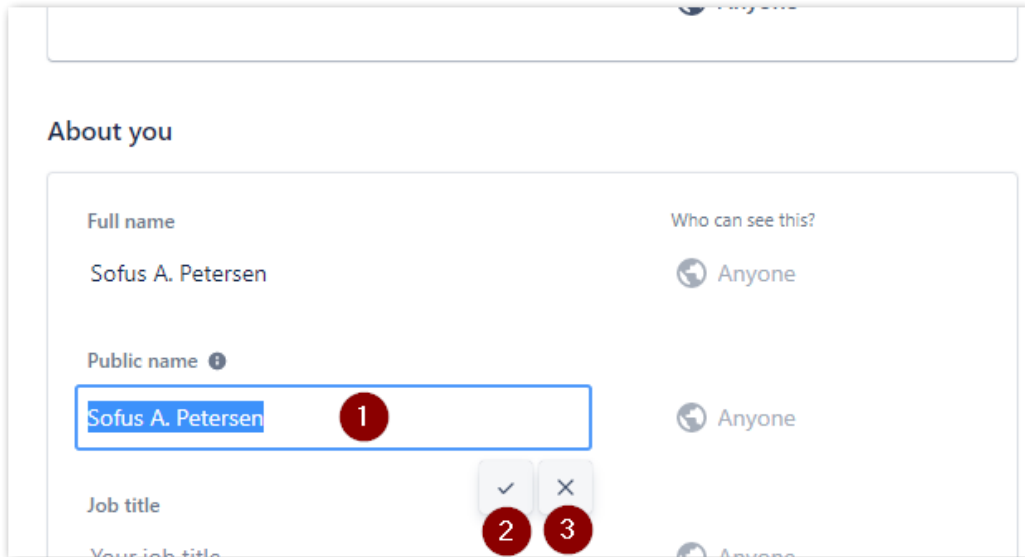
When you click the camera (2), you can choose to change profile photo (3)



Upload your profile picture or drag and drop the image. Click “Upload”



You can also edit your name by clicking the field (1). Write your name and click the tick (2) or reject by clicking the cross (3)



About you

Full name
Sofus A. Petersen

Who can see this?
Anyone

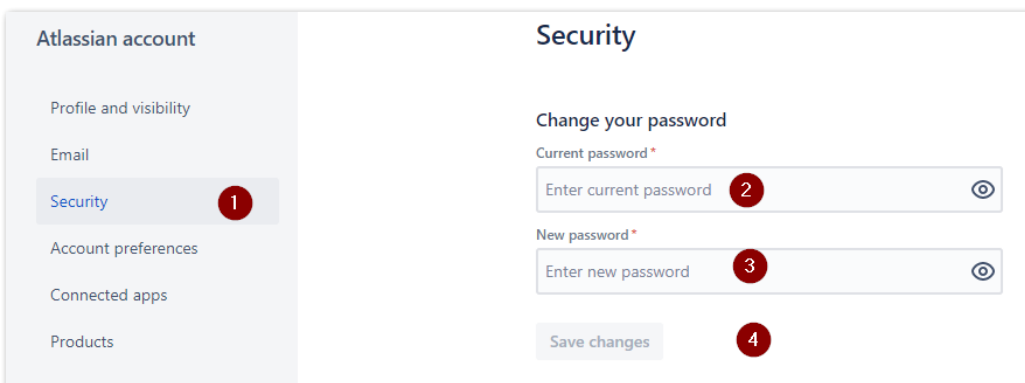
Public name ⓘ
Sofus A. Petersen 1

Job title
Your job title

✓ 2 ✗ 3

14.2 Password

If you on the left handside click “Security” (1), you will have the opportunity to edit your password.
 Type your current password (2)
 Type your new password (3)
 Click “Save changes” (4)



Atlassian account

Profile and visibility

Email

Security 1

Account preferences

Connected apps

Products

Security

Change your password

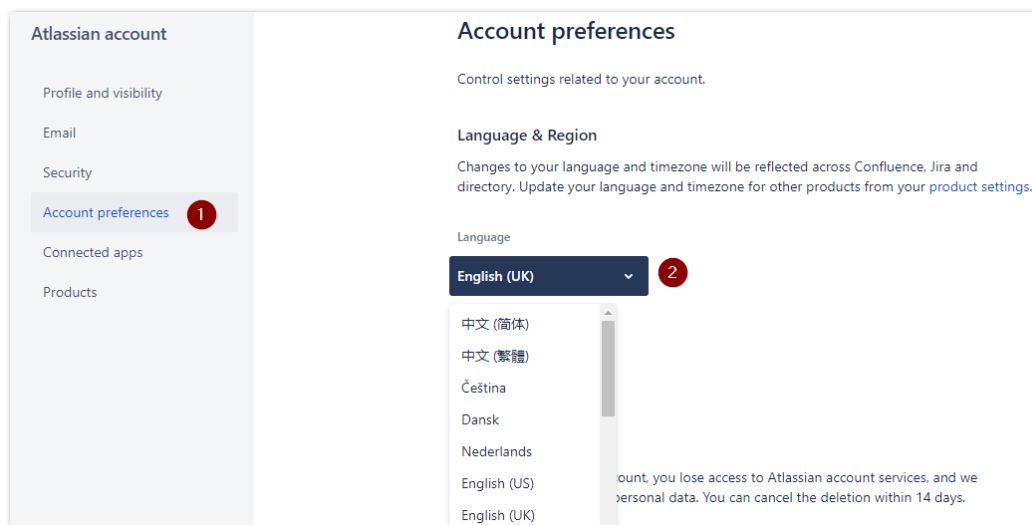
Current password *
Enter current password 2

New password *
Enter new password 3

Save changes 4

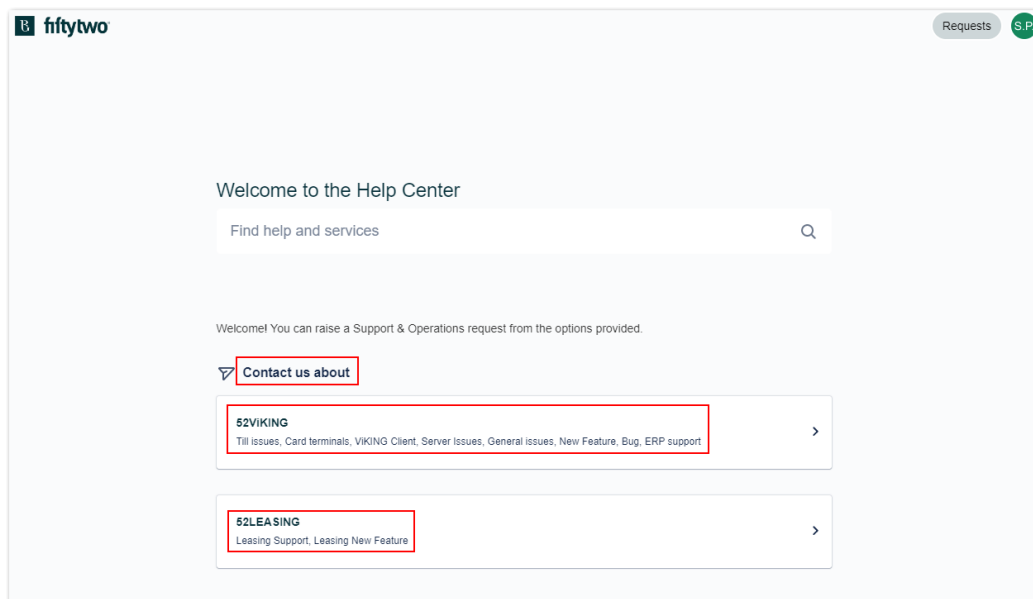
14.3 Language

If you on the left handside click “Account preferences” (1), you have the opportunity to choose another language (2).




15 Create a support ticket

If you need to create a new support ticket, you must choose your product.



Afterwards choose the category of the issue.

Help Center / Fiftytwo Support & Operations

 **Fiftytwo Support & Operations**


Welcome! You can raise a Support & Operations request from the options provided.


Contact us about


52ViKING


1


What can we help you with?

 **Till issues**
Issues with till or related to till

 **Card terminals**
Problems with card terminals or payment

 **ViKING Client**
Issues with ViKING Client

 **Server Issues**
Issues with ViKING server or related to server


 **General issues**
Use this, if the other options does not match

2

When you have chosen the relevant category of issue, you will be directed to a page to fill out information regarding your problem and submit it.

- 1: At "Summary" you type in the headline, and it should contain your issue described shortly.
- 2: At "Contact details and Description" you describe your issue and relevant contact information.
- 3: At "Attachments" you can include any relevant screenshots, files, or pictures regarding your ticket
- 4: If there are several colleagues who use the servicedesk portal, you can choose whether your colleagues can see the matter or not.
- 5: Lastly, you click "Send" to create the support ticket

Help Center / Fiftytwo Support & Operations




Fiftytwo Support & Operations

Welcome! You can raise a Support & Operations request from the options provided.

Contact us about

52ViKING







What can we help you with?


Server Issues
Issues with ViKING server or related to server

Summary *

1

Contacts details and Description *

Normal text ▾ **B** *I* ...  ▾    @  <>  ” —

2


Attachment

Drag and drop files, paste screenshots, or browse

Browse

3

Share with *

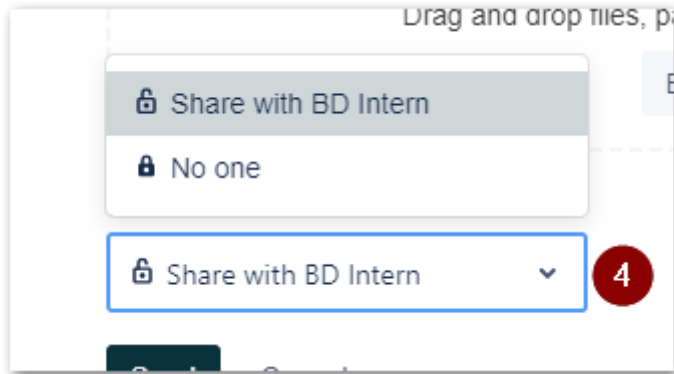
 Share with BD Intern ▾

4

Send

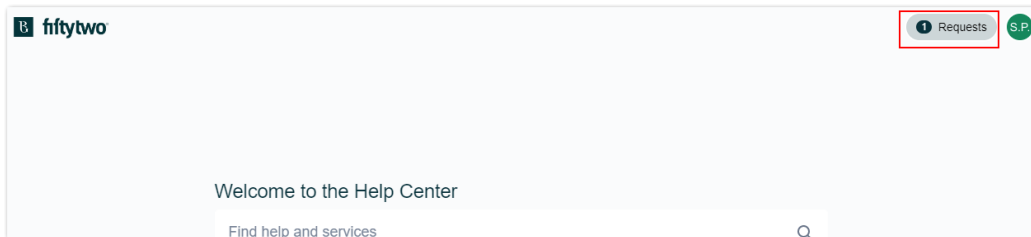
Cancel

5

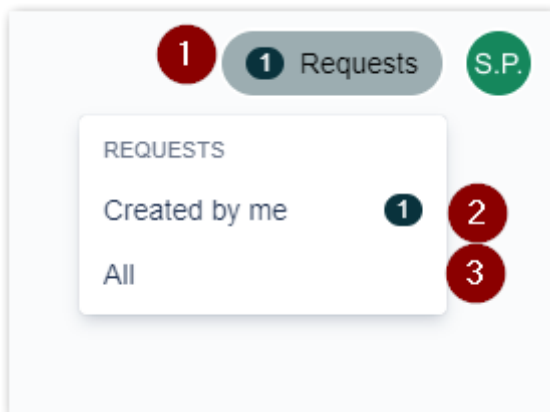


16 Look up your tickets

The top right corner on the start page is where you can access your support tickets.

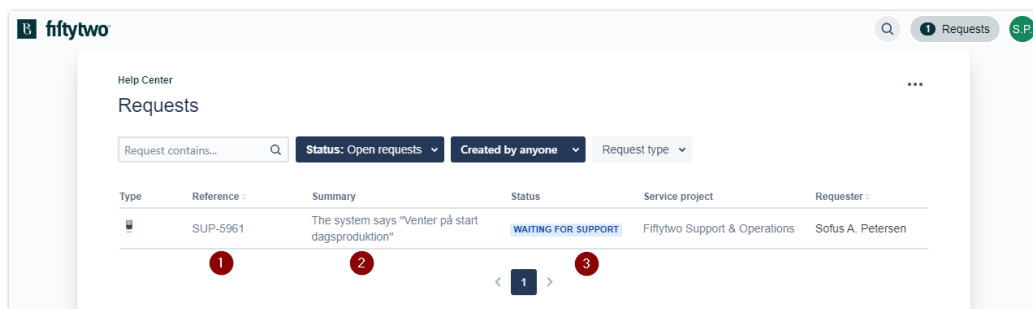


- 1: Click "Requests" – here, you will also be able to see the number of your open tickets.
- 2: Here are your requests shown, which you have created.
- 3: Here are tickets shown which your organization has created. This is only relevant if you are multiple people in the organization who creates support tickets



1: You can see your support case number under the column "Reference"
 2: The headline for your support ticket is under the column "Summary"
 3: Under the column "Status" is shown the status for your support ticket The status can be any of the following explanations:

- Pending: The support ticket is waiting for a supporter to have look at the issue
- Waiting for Support: A supporter is working on your ticket
- More info: We are awaiting more information from you
- Waiting for Consultant: The support ticket is waiting for a consultant to have a look at the issue
- Waiting for Developer: The support ticket is waiting for a developer to have a look at the issue
- Closed: The ticket is resolved and therefore closed



If you click the ticket number or the headline, you will look into the ticket and read more about it.

- 1: Here is shown the status of the ticket. Status has been changed to "waiting for customer", which means we await relevant information from you.
- 2: The issue description
- 3: Here is shown the attached file.
- 4: Here is shown a comment from Fiftytwo.
- 5: Here you can insert a comment to the ticket. It could be further information regarding the issue or anything relevant to the ticket.

Help Center / Fiftytwo Support & Operations / SUP-5961

The system says "Venter på start dagsproduktion"

S.P. Sofus A. Petersen raised this on Today 1:49 PM

Hide details

Contacts details and Description

When I sign on the VIKING system, it says "Venter på start dagsproduktion"

Best regards,
Sofus A. Petersen
Groceryshop
Banegårdspladsen 2
8000 Århus C

Status
WAITING FOR CUSTOMER 1

Notifications on

Request type
Server Issues

Shared with
S.P. Sofus A. Petersen
Creator
+ Share

Activity

S.P. Sofus A. Petersen Today 1:49 PM

DG VIKING - Systemovervågning
Systemovervågning
BUTIKS CONTROLLER - SSG
Session 2977
Status: 30 - DAGSPRODUKTION
Differential: 51%

RK Rikke Kastberg Today 2:37 PM

You can start it by clicking the menu "Administration" and then "Start dagsproduktion"

Automatic response Today 2:37 PM

Your request status has changed to Waiting for customer.

S.P. Add a comment

A ticket is solved and done when the status for a support ticket is “Resolved”.

Help Center

Requests

Request contains...

Status

Created by anyone


Request type

Type	Reference	Summary	Status	Service project	Requester
	SUP-5961	The system says "Venter på start dagsproduktion"	RESOLVED	Fiftytwo Support & Operations	Sofus A. Petersen

- 1: "Status" is changed to "Resolved"
- 2: A comment from Fiftytwo with the solution is shown.
- 3: Lastly, the status has been changed to "Done"
- 4: Here you can add colleagues if they need to receive notifications when something happens in the case.

Help Center / Fiftytwo Support & Operations / SUP-5961

The system says "Venter på start dagsproduktion"



Sofus A. Petersen raised this on Today 1:49 PM

Show details


Status

RESOLVED


1



Notifications on


Request type


Server Issues

Shared with


Sofus A. Petersen
Creator



Rikke Gmail


Share


4

Activity


Show 1 more


Rikke Kastberg Today 2:37 PM


You can start it by clicking the menu "Administration" and then "Start dagsproduktion"


Automatic response Today 2:37 PM


Your request status has changed to Waiting for customer.


Sofus A. Petersen Today 4:22 PM


There is an new error. I have put in a screenshot.


Automatic response Today 4:22 PM


Your request status has changed to Waiting for support.


Rikke Kastberg Today 4:23 PM

We will log on your server and have a look.



Automatic response Today 4:23 PM

Your request status has changed to Waiting for customer.


Rikke Kastberg Today 4:24 PM


We have made a change, so it should be fixed now.

2


Automatic response Today 4:25 PM

Your request status has changed to Resolved with resolution Done.

3


Add a comment

If, for various reasons, you wish to close your ticket before it is closed by Fiftytwo, simply note it in the ticket or respond to one of the sent notification emails.
Then Fiftytwo will stop processing the ticket and close it for you.
Unfortunately, there is not a button for you so you can close the case yourself.

We will always update you about changes. If we add a comment, you will receive an email about it to ensure that you are up to date with everything.

SUP-5961 The system says "Venter på start dagsproduktion"

RK

Rikke Kastberg <atlassian@fiftytwo.com>

Til: sofusapetersen@hotmail.com

← ↩ → ...
Tir 19-07-2022 12:38

Reply above this line.

Rikke Kastberg has commented on your ticket:

You can start it by clicking the menu "Administration" and then "Start dagsproduktion"

Follow your ticket here https://fiftytwo.atlassian.net/servicedesk/customer/portal/1/SUP-5961?token=eyJ0eXAiOiJKV1QiLCJhbGciOiJIUzI1NiJ9.eyJxc2giOiI4M2QyNjlmMTFhYmNmOTc1NzQxNTE4MzM5YjcwNjRlMzBjYjRlNmZiZjhhMmU2NjQ2NzI1MjY4NDZkMTJhODU5IiwiaXNzIjoic2VydmljZWRLc2stand0LXRva2VuLWlzc3VlcilslmNvb3RleHQiOnsidXNlciI6IjExMzIzIiwiaXNzdWUiOiJTVVAtNTk2MSJ9LCJleHAiOiJlMjY4NDZkMTJhODU5NDIzOH0.ZyDq4UenBjQ1QV2XZn8Y_nFtgcennPwf_H1G_dOCaVc&sda_source=notification-email

Issue description:
When I sign on the VIKING system, it says "Venter på start dagsproduktion"

Best regards

If you have any comments about your support ticket, you can simply reply to the email then it will be inserted directly to your ticket.

Til: support@fiftytwo.com

Sv: SUP-5961 The system says "Venter på start dagsproduktion"

Hello,






Thank you.
Is there anything I can do to prevent this from happening?

Best regards,
Sofus

Fra: Rikke Kastberg <atlassian@fiftytwo.com>
Sendt: 19. juli 2022 14:24
Til: sofusapetersen@hotmail.com <sofusapetersen@hotmail.com>
Emne: SUP-5961 The system says "Venter på start dagsproduktion"





Reply above this line.

Rikke Kastberg has commented on your ticket:
We will be investigating and have a test.

 Segoe UI 12 **B** *I* U     ...

Send

Kassér


    ...

Kladden er gemt kl. 14:49

In the example above, a reply through the email in the support ticket is shown.


Help Center / Fiftytwo Support & Operations / SUP-5961


The system says "Venter på start dagsproduktion"



Sofus A. Petersen raised this on Today 1:49 PM
Show details

Activity

Show 5 more


Rikke Kastberg Today 4:24 PM
We have made a change, so it should be fixed now.


Automatic response Today 4:25 PM
Your request status has changed to Resolved with resolution Done.


Sofus A. Petersen Today 4:51 PM
Hello,

Thank you.
Is there anything I can do to prevent this from happening?

Best regards, Sofus


Fra: Rikke Kastberg <atlassian@fiftytwo.com>


Sendt: 19. juli 2022 14:24

Til: sofusapetersen@hotmail.com <sofusapetersen@hotmail.com>


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Status
RESOLVED


 Notifications on

Request type
 Server Issues

Shared with

 Sofus A. Petersen
Creator

 Share



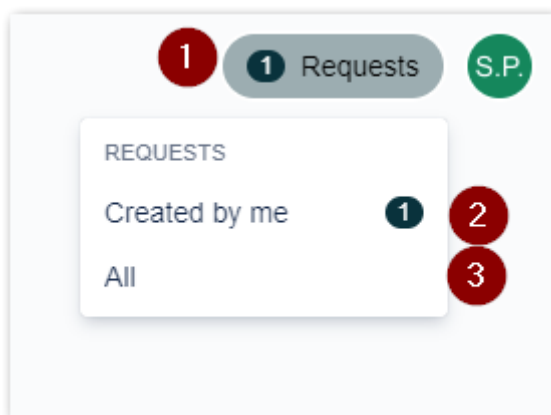
© Fiftytwo

Side 81 of 84

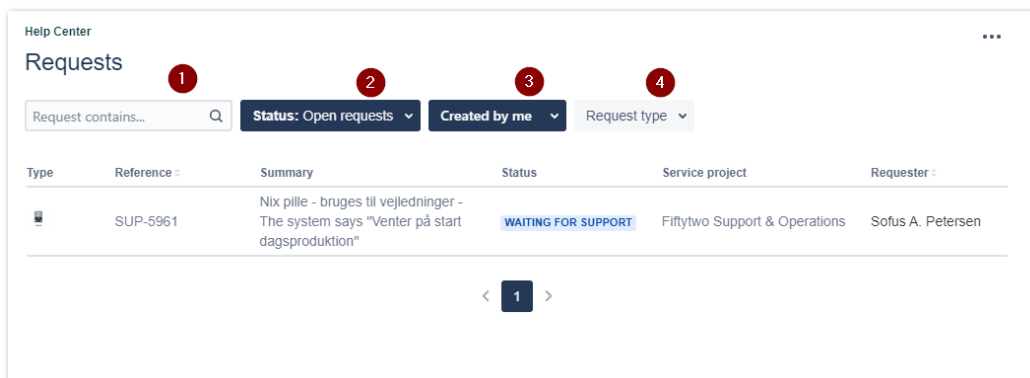
18 Look up support tickets

The top right corner on the start page is where you can access your support tickets.

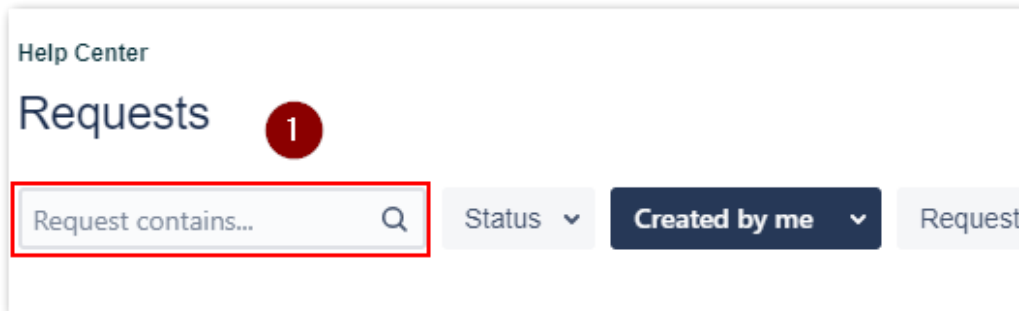
- 1: Click "Requests" – here, you will also be able to see the number of your open tickets
- 2: Here are your requests shown, which you have created
- 3: Here are tickets shown which your organization has created. This is only relevant if you are multiple people in the organization who creates support tickets



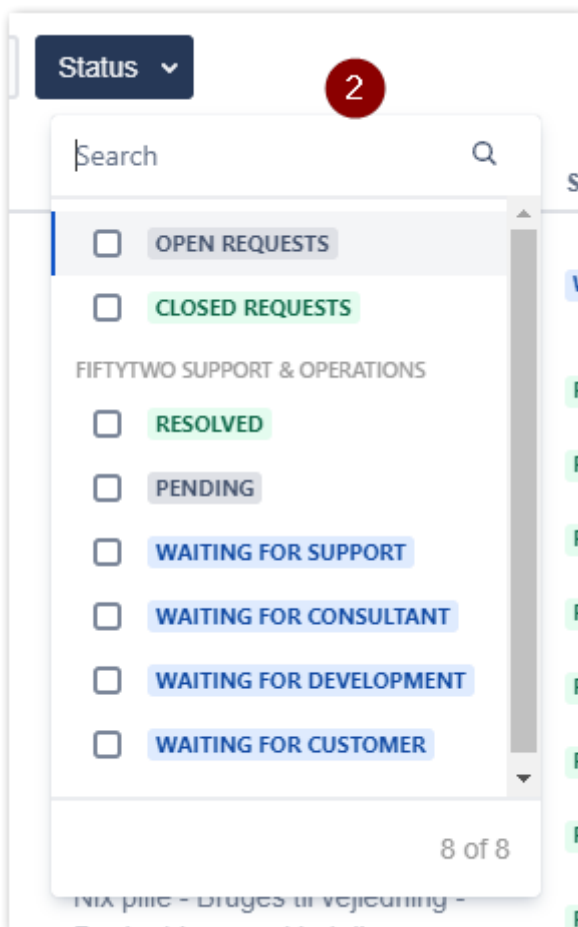
When you click one of the two options, a list of your support tickets will be shown.



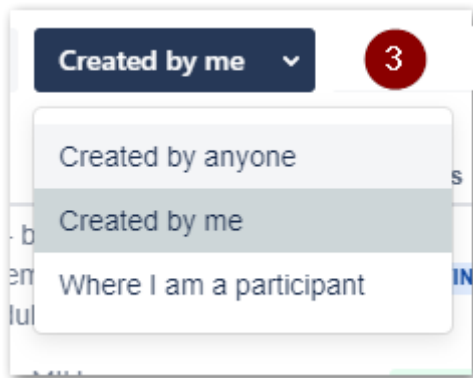
1: It is possible to fill in key terms from a support ticket in the search bar if you cannot remember the ticket number.



2: From here, you can choose to see all your support tickets regardless of their status. You can also choose only to look at your open or closed support tickets.



3: You can choose between seeing support tickets submitted by you or your organization.



4: Here, you can sort the various types of support tickets with categories or choose to see all types.

