

A vertical stack of seven horizontal orange bars of varying lengths, positioned on the left side of the page. The bars are of different lengths, with the top and bottom bars being the longest and the middle bars being shorter, creating a rhythmic pattern.

ServiceDesk Portal

Guide

INDEX

1	CREATE AN ACCOUNT.....	3
2	YOUR PROFILE	8
3	FORGOTTEN PASSWORD.....	13
4	SERVICEDesk PORTAL FRONTPAGE	15
5	CREATE A SUPPORT TICKET.....	16
6	FOLLOW SUPPORT TICKET.....	18
7	MAILS	24
8	LOOK UP SUPPORT TICKETS.....	28

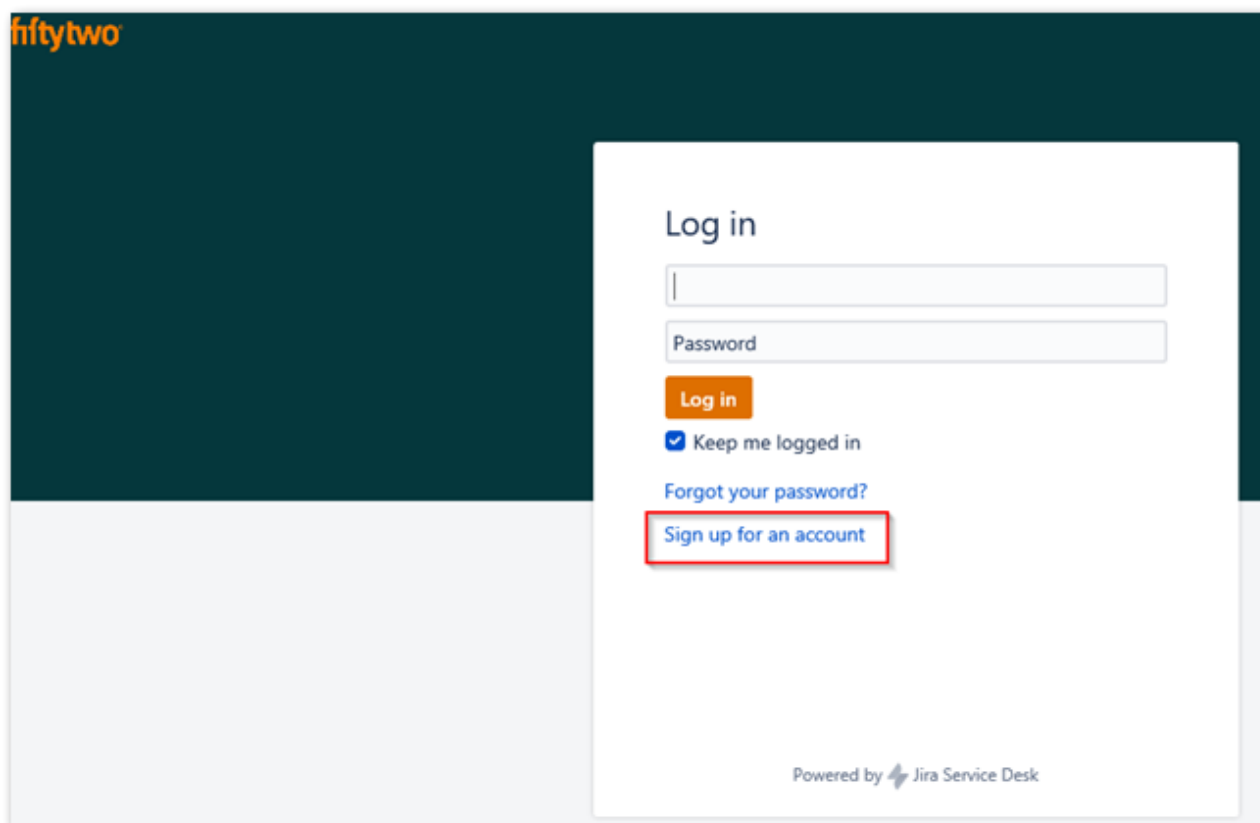
1 CREATE AN ACCOUNT

There are three ways to create an account.

1:

Go to the servicedesk portal. The link for that is: <https://jira.bording.dk/servicedesk>

From the servicedesk portal, you must click "Sign up for an account".



Log in


Password

Log in

Keep me logged in

[Forgot your password?](#)

[Sign up for an account](#)

Powered by  Jira Service Desk

After clicking the link, you will be redirected to a page where you must fill out relevant information.

1: Type in your email address

2: Type in the password you would like to use for access to the servicedesk portal

3: If you prefer it, you can check the box "Show Password" to show the password and verify it is what you want it to be

4: Type in your name

5: Finally, click "Sign up".

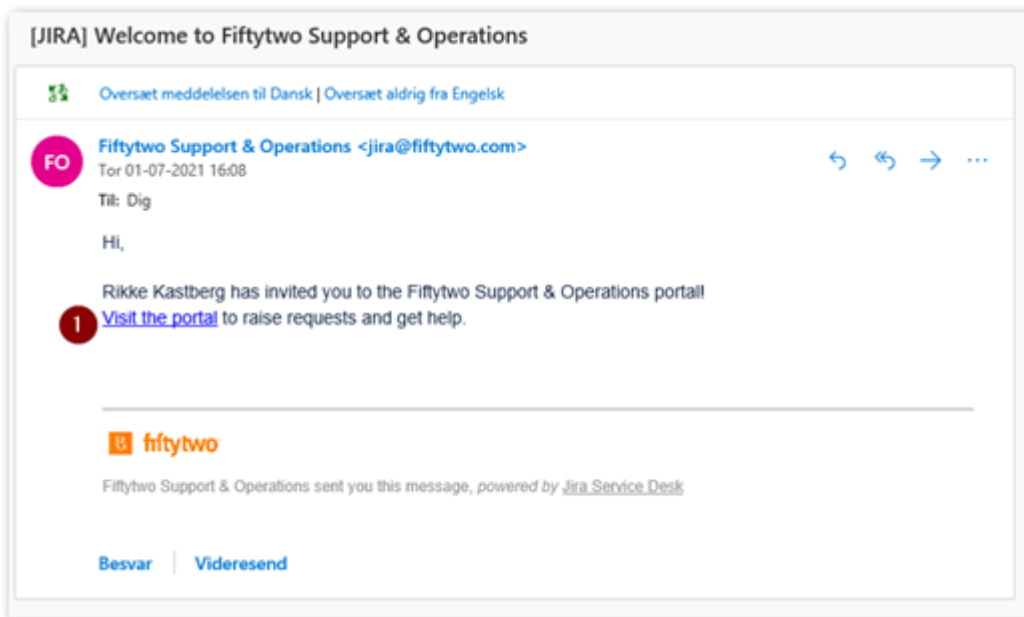
The screenshot shows a 'Sign up for an account' form on a dark green background. The form is white and contains the following elements:

- Email:** A text input field with a red circle containing the number '1' to its right.
- Password:** A text input field with a red circle containing the number '2' to its right.
- Show password:** A checkbox with a red circle containing the number '3' to its right.
- Full name:** A text input field with a red circle containing the number '4' to its right.
- Sign Up:** An orange button with a red circle containing the number '5' to its right.
- Back to login:** A blue text link.

At the bottom of the form, it says 'Powered by Jira Service Desk'.

2:

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



When you click the link, you will be directed to a page where you must fill out the boxes with your information.

1: Type your name

2: Type in the password you would like to use for access to the servicedesk portal

3: Click "Save and continue"

If you prefer it, you can check the box "Show Password" to show the password and verify it is what you want it to be.

fiftytwo

Welcome to Fiftytwo Support & Operations!

You're almost there! Choose a password, so you can log in later.

Username
SofusAPetersen@hotmail.com

Full name **1**

Password **2**

Show password

Save and continue **3**

Powered by Jira Service Desk

3:

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

support@fiftytwo.com

You will then receive an email in which there is a link shortly after.

When you click the link, you will be directed to a page where you must fill out the boxes with your information.

1: Type your name

2: Type in the password you would like to use for access to the servicedesk portal

3: Click "Save and continue"

If you prefer it, you can check the box "Show Password" to show the password and verify it is what you want it to be

fiftytwo

Welcome to Fiftytwo Support & Operations!

You're almost there! Choose a password, so you can log in later.

Username
SofusAPetersen@hotmail.com

Full name

Password

Show password

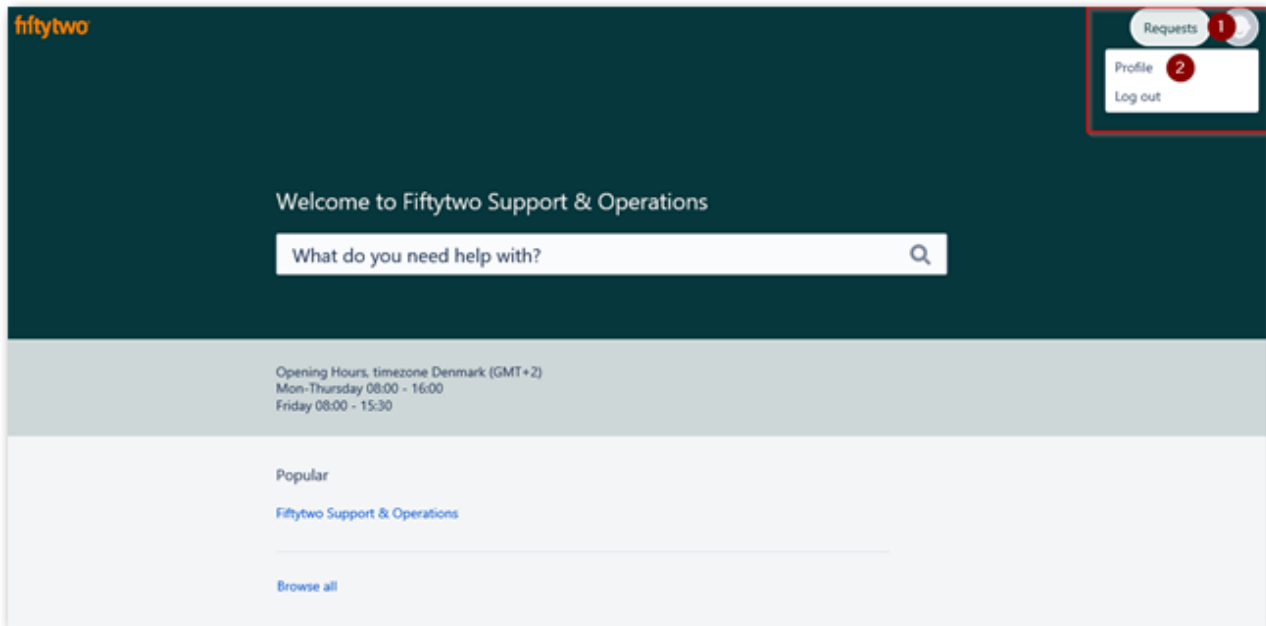
Save and continue

Powered by Jira Service Desk

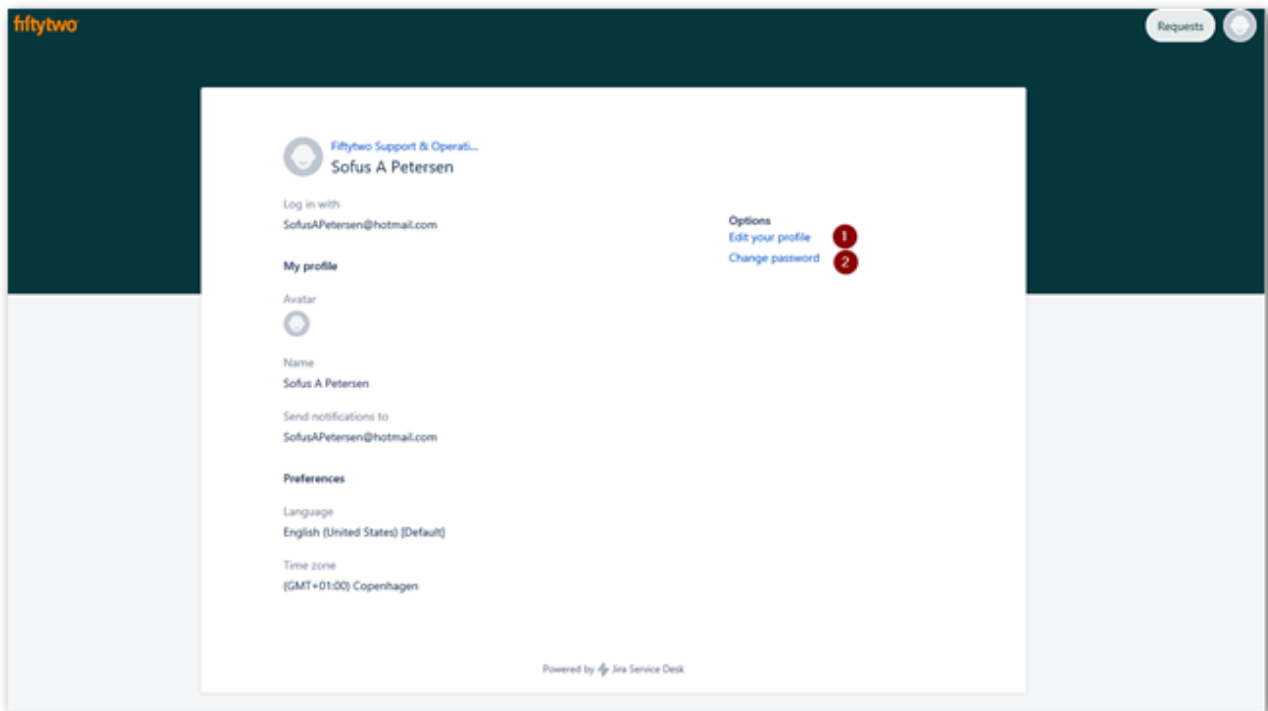
2 YOUR PROFILE

When you have created your account, you can change the preferred language from your profile.

- 1: Click your avatar logo
- 2: Click "Profile" from the dropdown menu



On the page shown, you will get an overview of your information. To change your preferred language, click "edit your profile" (1). Would you like to change your password, then click "Change password" (2).



If you click "Edit your profile" (1), you will have the opportunity to edit some of your information.

- 1: Here, you can edit your profile name
- 2: Here, you can change your preferred language
- 3: And lastly, always click "Save" to save any new changes

Fiftytwo Support & Operati...
Sofus A Petersen

Log in with
SofusAPetersen@hotmail.com

Options
[Edit your profile](#)
[Change password](#)

Edit your profile

Avatar
 [Change avatar](#)

Name
Sofus A Petersen 1

Send notifications to
SofusAPetersen@hotmail.com

Preferences

Language
English (United States) [Default] 2

Time zone
Default (GMT+01:00) Copenhagen

[Save](#) 3 [Cancel](#)

If you have chosen to change your password (“Change password”), you must fill out the following boxes:

- 1: Type in your current password
- 2: Type in your new password
- 3: Type in your new password again
- 4: Click “Update”

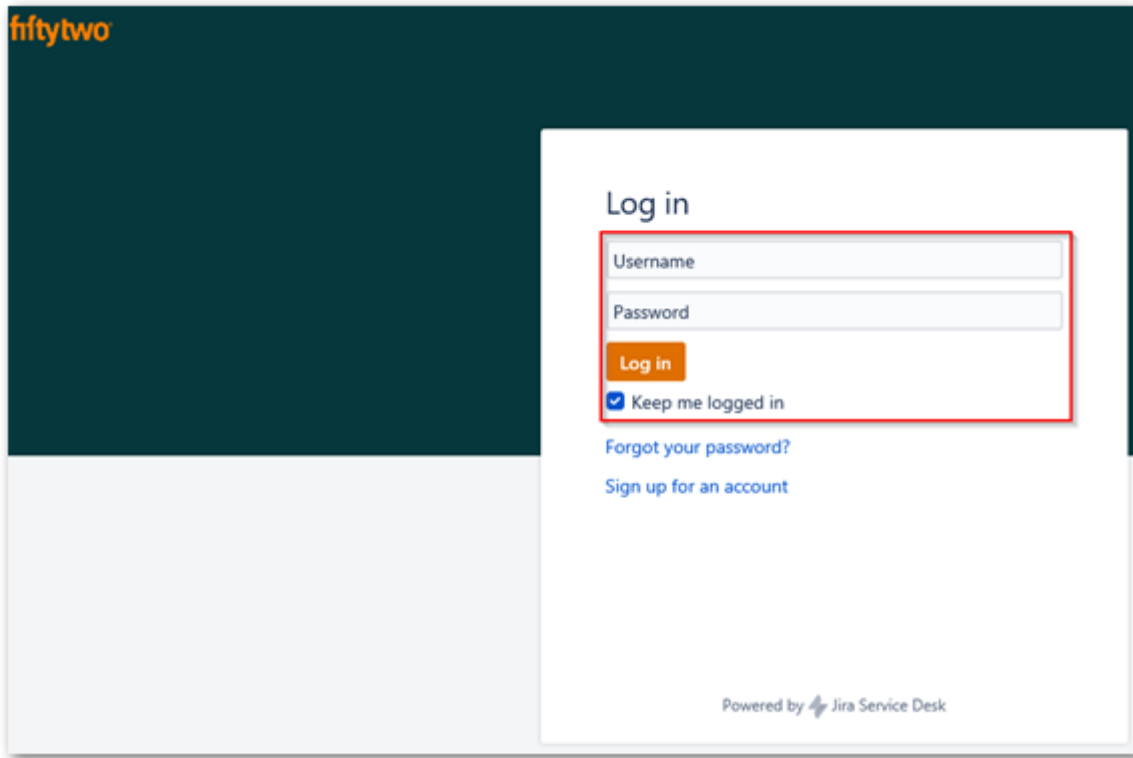
The screenshot shows a 'Change password' dialog box with the following elements:

- Current password:** Input field with a red circle '1' next to it.
- New password:** Input field with a red circle '2' next to it.
- Confirm password:** Input field with a red circle '3' next to it.
- Message:** "You'll be asked to log in again after you update your password."
- Buttons:** "Update" and "Cancel". A red circle '4' is next to the "Update" button.

The background page shows the user's profile for 'Sofus A Petersen' with the following information:

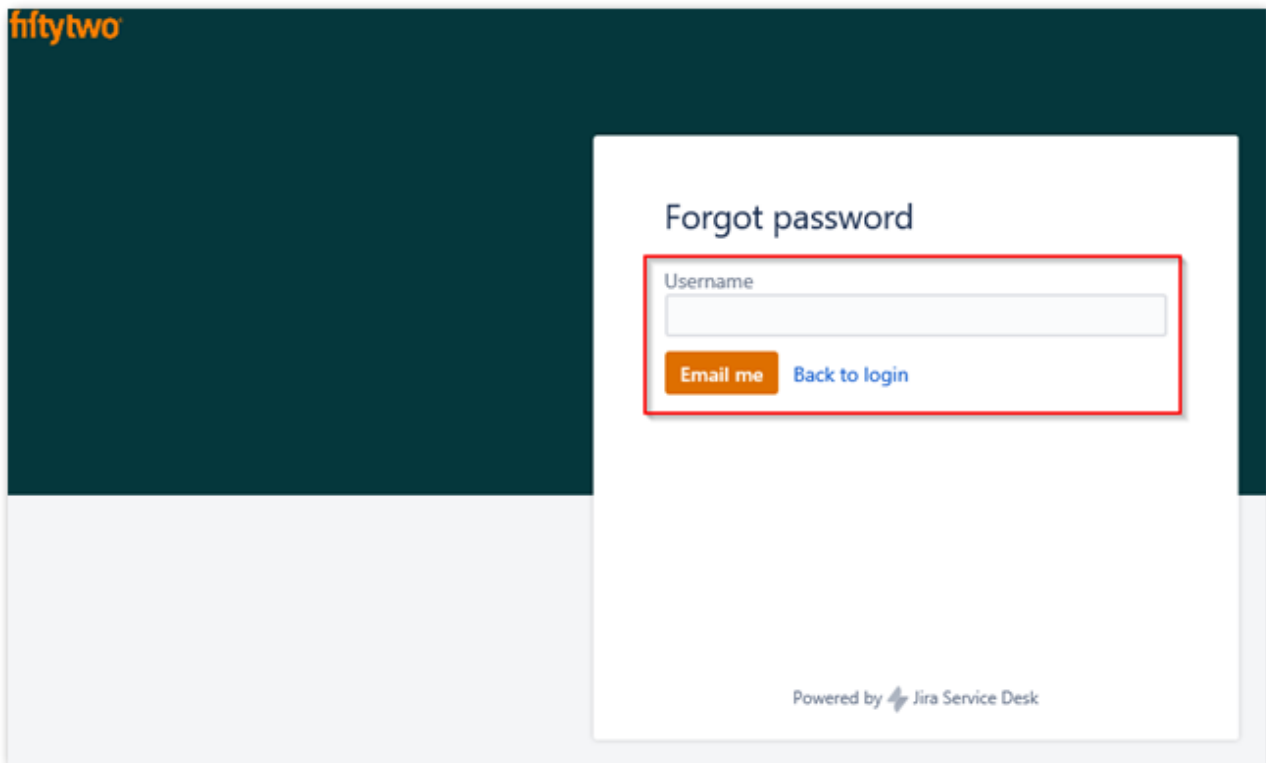
- Log in with:** SofusAPetersen@hotmail.com
- My profile:**
- Avatar:** [Placeholder]
- Name:** Sofus A Petersen
- Send notifications to:** SofusAPetersen@hotmail.com
- Preferences:**
- Language:** English (United States) [Default]
- Time zone:** (GMT+01:00) Copenhagen

After updating your password, you will be redirected to the login page, where you must log in with your new password.



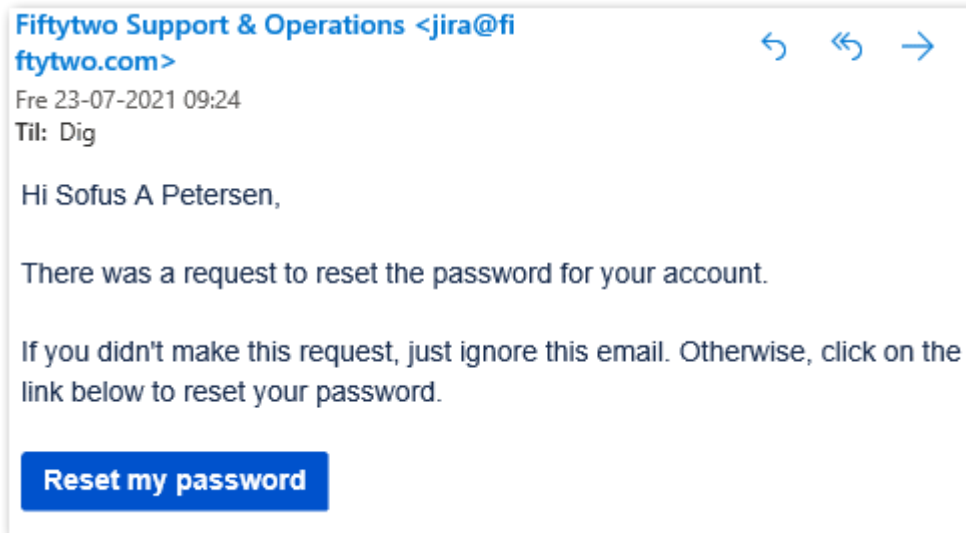
3 FORGOTTEN PASSWORD

If you have forgotten your password, you can click “Forgot your password” from the login page. Afterward, you will be asked to fill in your email address and click the button “Email me”.



The screenshot shows a web interface for the 'Forgot password' process. The background is a dark teal color with the 'fiftytwo' logo in the top left corner. A white card is centered on the page, containing the title 'Forgot password'. Below the title is a text input field labeled 'Username'. Underneath the input field are two buttons: an orange button labeled 'Email me' and a blue link labeled 'Back to login'. At the bottom of the white card, it says 'Powered by Jira Service Desk' with a small lightning bolt icon.

You will then receive an email with a link. Click the link to reset your password.



After clicking the link, you will be redirected to a page where you must fill out your new password information.

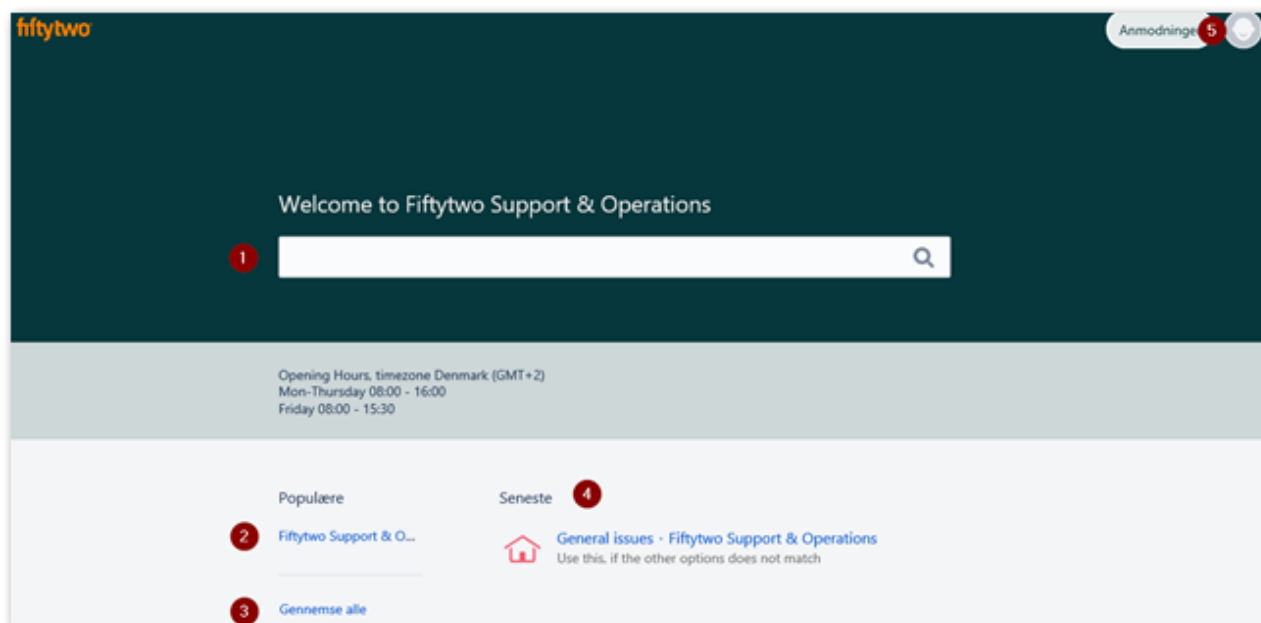
- 1: Type in your new password
- 2: Type in your new password again
- 3: Click "Create"

The image shows a web form titled "Create new password". It has three main sections: "Username" with the value "SofusAPetersen@hotmail.com", "New password" with an input field marked with a red circle containing the number "1", and "Confirm" with an input field marked with a red circle containing the number "2". At the bottom left, there is an orange "Create" button marked with a red circle containing the number "3".

4 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 must click and select which department In Fiftytwo you like to send the ticket to. As of right now, there is only "Fiftytwo Support & Operations"
- 3: If you click here, a list of possible departments within Fiftytwo will appear
- 4: The latest types of tickets you have created will appear here
- 5: If you click here, you will see all your requests – both open and closed



5 CREATE A SUPPORT TICKET

If you need to create a new support ticket, you must choose the relevant category.

If it is an error, choose "Bug"

If you have a request for a new feature, choose "New Feature"

If there is an error regarding servers, select "Server Issues"

If it is the actual till you are having issues with, choose "Till Issues"

If it regards problems with the card terminal, select "Card Terminal"

If it is regarding the ViKING Client and error within this, choose "ViKING Client"

Lastly, if it is not any of the above, choose "General Issues"

Fiftytwo Support & Operati...

Fiftytwo Support & Operations

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

🔍

- 🏠

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

Bug
If there is a bug which needs to fixed by development
- 💡

New Feature
If you have a request for new features or development
- 🖨️

Server Issues
Issues with ViKING server or related to server
- 📄

Till Issues
issues with till or related to till
- 💳

Card Terminal
Issues with card terminal or payment
- 🖥️

ViKING Client
Issues with ViKING Client

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 shortly described
- 2: At "Attachments" you can include any relevant screenshots, files, or pictures regarding your ticket
- 3: At "Contact details and Description" you describe your issue and relevant contact information
- 4: Lastly, you click "Create" to create the support ticket

Fiftytwo Support & Operati... / **Fiftytwo Support & Operati...**

General issues

Summary

Short description

Attachment (optional)

📎 Drag and drop files, paste screenshots, or
browse

Screendumps or files

Contact details and Description

Please fill in your contact details and elaborate description

🔒 Share with BD Intern ▾

Create Cancel

6 FOLLOW SUPPORT TICKET

You can see your new support ticket under "Requests".

- 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 ticket is waiting for any of the supporters to open it

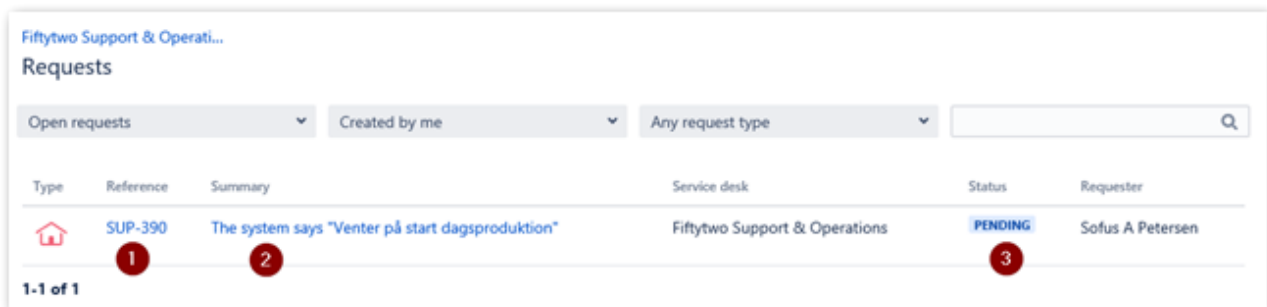
Waiting for Support: A supporter is working on your ticket

More info: We are awaiting more information from you

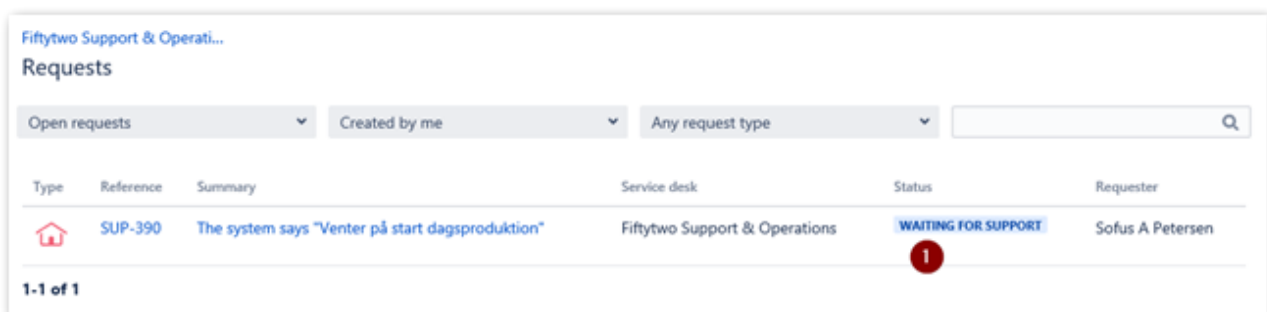
Waiting for Consultant: The support ticket is waiting for a consultant to look at the issue

Waiting for Developer: The support ticket is waiting for a developer to look at the issue

Closed: The ticket is resolved and therefore closed



In the example below, the support department is working on the ticket hence the status "waiting for support".




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

1: Here is shown the status of the ticket

2: Here, you can insert a comment in the ticket. This could be further information regarding the issue or anything relevant to the ticket


3: Here is shown the latest activity for the ticket. Any comments or activities will be shown here

4: Here are the included attachments shown, if there are any

 Fiftytwo Support & Operati... / Fiftytwo Support & Operati... / SUP-390
The system says "Venter på start dagsproduktion"

Comment on this request...
2

Activity




Rikke Kastberg Just now LATEST


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

Your request status changed to **Waiting for customer.** Just now


Your request status changed to **Waiting for support.** 2 minutes ago




Sofus A Petersen 4 minutes ago





WAITING FOR CUSTOMER

 Don't notify me

 Share

Shared with

-  Sofus A Petersen
Creator
-  BD Intern

Details 4 minutes ago

Contact details and Description

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

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

© Fiftytwo
Servicedesk portal - Guide

Side 19 of 30

Here is an example of a support ticket with activities attached.

- 1: Status has been changed to "More info", which means we await relevant information from you
- 2: Here, you can click and type in your comment with further information to your ticket
- 3: Under "Activity" in this example, comments from Fiftytwo and you are shown

The screenshot displays a support ticket interface with the following elements:


- Header:** Home icon, breadcrumb "Fiftytwo Support & Operati... / Fiftytwo Support & Operati... / SUP-390", and title "The system says 'Venter på start dagsproduktion'".
- Comment Input:** A text box with a placeholder "Comment on this request..." and a red circle with the number "2" indicating a comment action.
- Activity Section:**
 - Activity 1:** User "Sofus A Petersen" (Just now, LATEST) with a red circle "3" next to the comment: "There is an new error. I have put in a screenshot." Below this is a screenshot of a system dashboard titled "DG VIKING - Systemovervågning" showing "Systemovervågning" and "BUTIKS CONTROLLER - 550".
 - Activity 2:** User "Rikke Kastberg" (Just now) with the comment: "You can start it by clicking the menu 'Administration', and then 'Start dagsproduktion.'"
 - System Status:** "Your request status changed to **Waiting for customer.** Just now"
 - System Status:** "Your request status changed to **Waiting for support.** 2 minutes ago"
 - Activity 3:** User "Sofus A Petersen" (4 minutes ago) with a screenshot of the system dashboard.
- Right Sidebar:**
 - Status: "WAITING FOR CUSTOMER" with a red circle "1".
 - Options: "Don't notify me" (eye icon), "Share" (share icon).
 - Shared with: "Sofus A Petersen Creator" and "BD Intern".

A case is solved and done when the status for a support ticket is "Resolved".

Fiftytwo Support & Operati...

Requests

Closed requests Created by me Any request type

Type	Reference	Summary	Service desk	Status	Requester
	SUP-390	The system says "Venter på start dagsproduktion"	Fiftytwo Support & Operations	RESOLVED	Sofus A Petersen

1-1 of 1

Clicking on the case number will open the ticket.

1: "Status" is changed to "Resolved"

2: Here, it is shown under "Activity" that the status has been changed

3: Lastly, a comment from Fiftytwo with the solution is shown

The screenshot displays a support ticket interface for 'Fiftytwo Support & Operati...' with the title 'The system says "Venter på start dagsproduktion"'. The ticket ID is SUP-390. The status is 'RESOLVED', indicated by a green badge and a red circle with the number '1'. On the right side, there are options for 'Don't notify me', 'Share', and 'Shared with' (Sofus A Petersen, Creator and BD Intern). The 'Activity' section shows a chronological list of updates:

- 'Your request status changed to **Resolved** with resolution **Fixed**. 5 minutes ago' (marked with a red circle '2').
- A comment from 'Rikke Kastberg' 5 minutes ago: 'We have made a change, so it should fixed now.' (marked with a red circle '3').
- A comment from 'Rikke Kastberg' 6 minutes ago: 'We will log on your server and have a look.'
- 'Your request status changed to **Waiting for customer**. 6 minutes ago'
- A comment from 'Sofus A Petersen' 9 minutes ago: 'There is an new error. I have put in a screenshot.'
- 'Your request status changed to **Waiting for support**. 9 minutes ago'
- A comment from 'Rikke Kastberg' 13 minutes ago: 'You can start it by clicking the menu "Administration" and then "Start'.

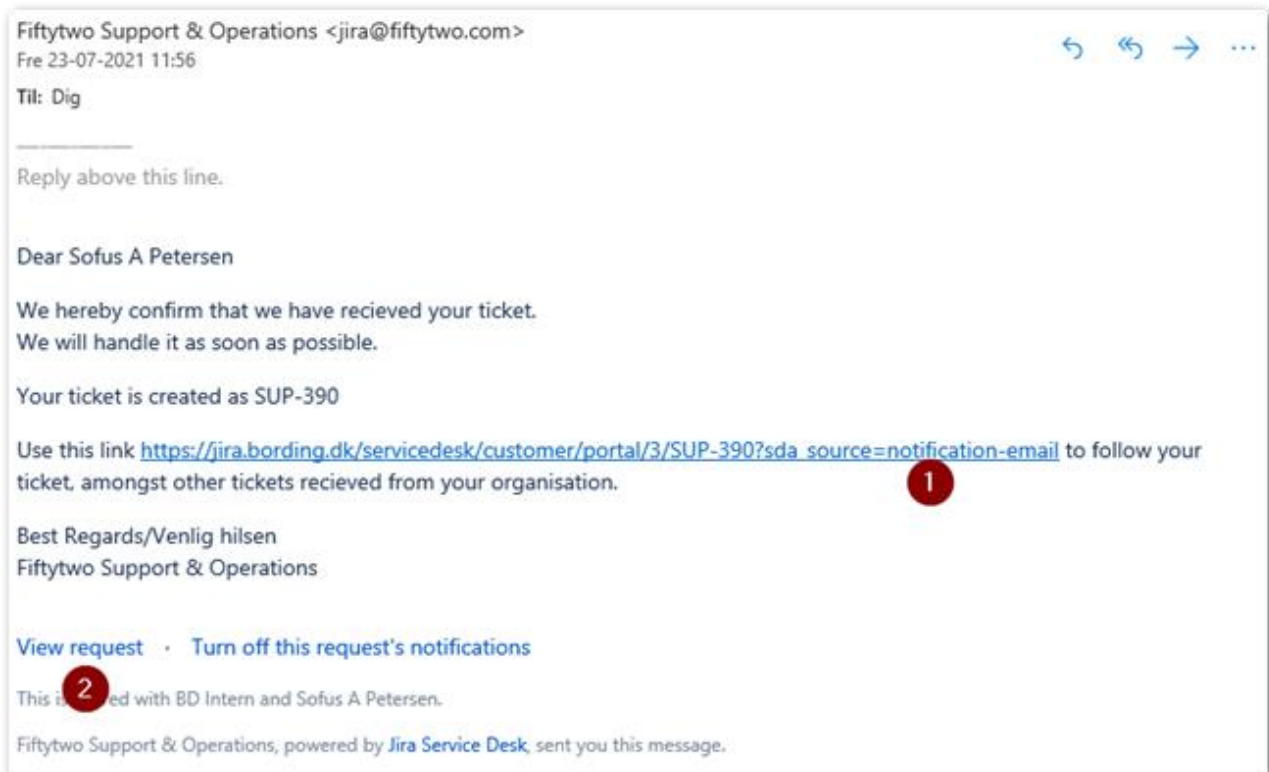
If, for various reasons, you wish to close your case before it is closed by us, simply note it in the case or respond to one of the sent notification emails.

Then we will stop processing the case and close it for you.

Unfortunately, there is not a button you can click to close the case yourself.

7 MAILS

When creating a support ticket, whether, through our servicedesk portal or by email, you will receive an email with a receipt in return. In this email, there will be a link directing you directly to your support ticket.



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.

Rikke Kastberg <jira@fiftytwo.com> ↩ ↶ → ⋮
Fre 23-07-2021 12:01

Til: Dig

Reply above this line.

Rikke Kastberg has commented on your ticket:

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

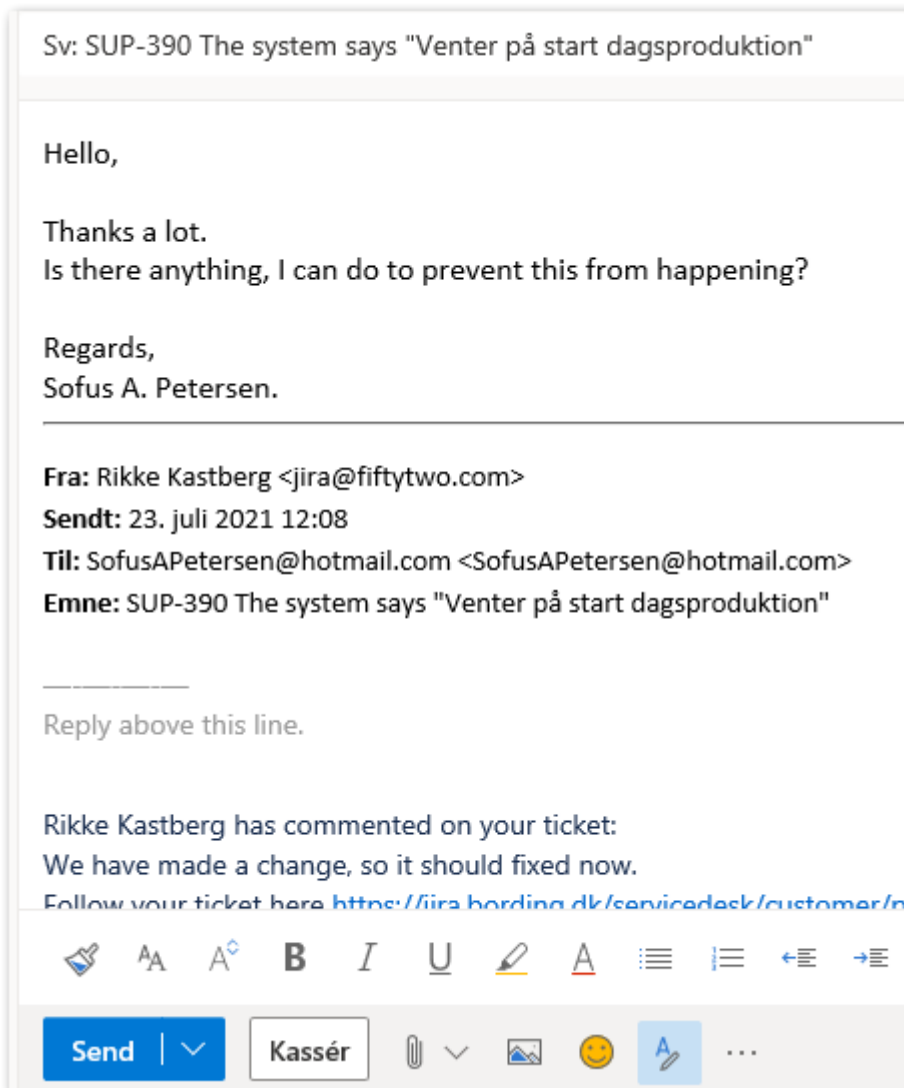
Follow your ticket here https://jira.bording.dk/servicedesk/customer/portal/3/SUP-390?sda_source=notification-email

[View request](#) · [Turn off this request's notifications](#)

This is shared with BD Intern and Sofus A Petersen.

Fiftytwo Support & Operations, powered by [Jira Service Desk](#), sent you this message.

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



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

Fiftytwo Support & Operati... / Fiftytwo Support & Operati... / SUP-390

RESOLVED

The system says "Venter på start dagsproduktion"

@ Comment on this request...

📎

Activity

Sofus A Petersen Just now LATEST 1

Hello,

Thanks a lot.

Is there anything, I can do to prevent this from happening?

Regards,

Sofus A. Petersen.

Fra: Rikke Kastberg <jira@fiftytwo.com>
Sendt: 23. juli 2021 12:08
Til: SofusAPetersen@hotmail.com <SofusAPetersen@hotmail.com>
Emne: SUP-390 The system says "Venter på start dagsproduktion"

Your request status changed to **Resolved** with resolution **Fixed**. 22 minutes ago

Rikke Kastberg 22 minutes ago

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

🔔 Don't notify me

🔗 Share

Shared with

👤 Sofus A Petersen
Creator

👤 BD Intern

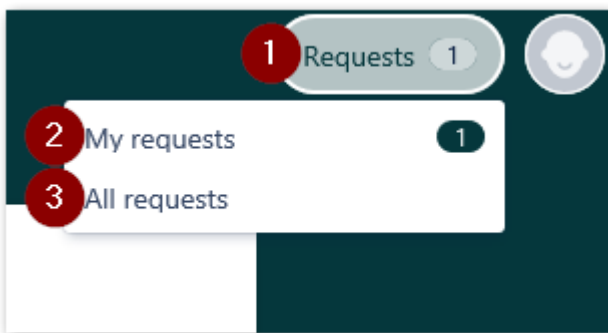
8 LOOK UP SUPPORT TICKETS

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

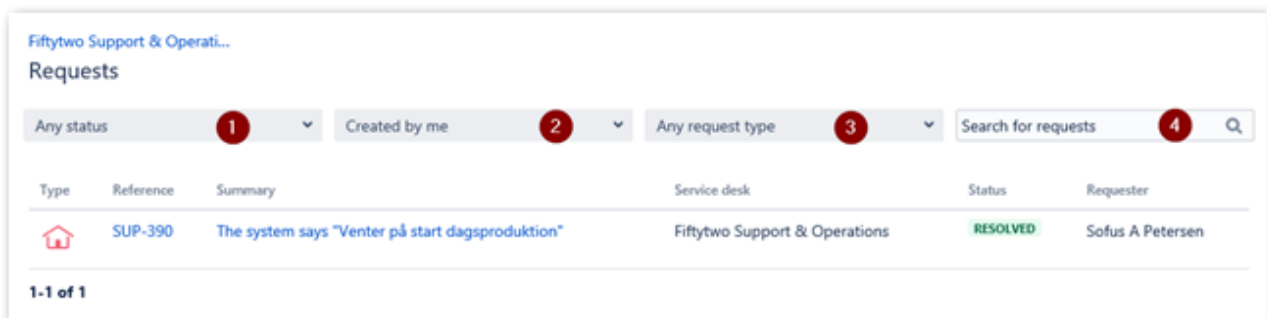
1: Click "Requests" – here, you will also be able to see the number of your open tickets

2: Here are your requests shown, which you have created

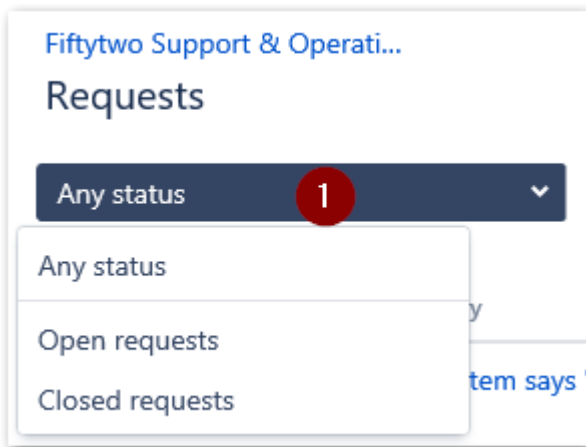
3: Here are tickets shown which your organization has created. This is only relevant if you are multiple people in the organization who creates support tickets



When you click "Requests", a list of your support tickets will be shown.



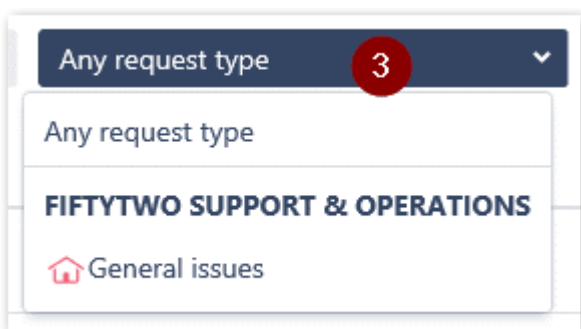
1: From here, you can choose to see all your support tickets regardless of their status. You can also choose only to look at your open or closed support tickets.



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



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



4: It is also possible to fill in key terms from a support ticket in the search bar if you can not remember the case number.

