

Servicedesk Portal

Guide



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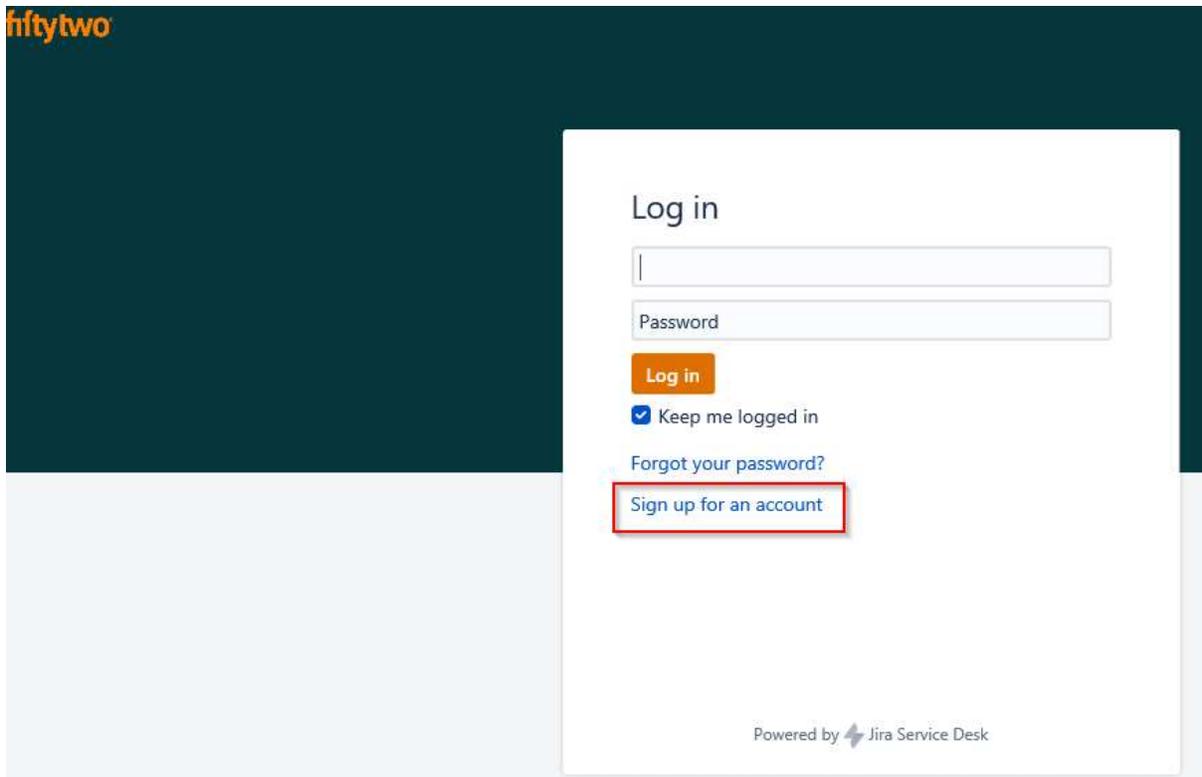
1 CREATE AN ACCOUNT

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".



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".

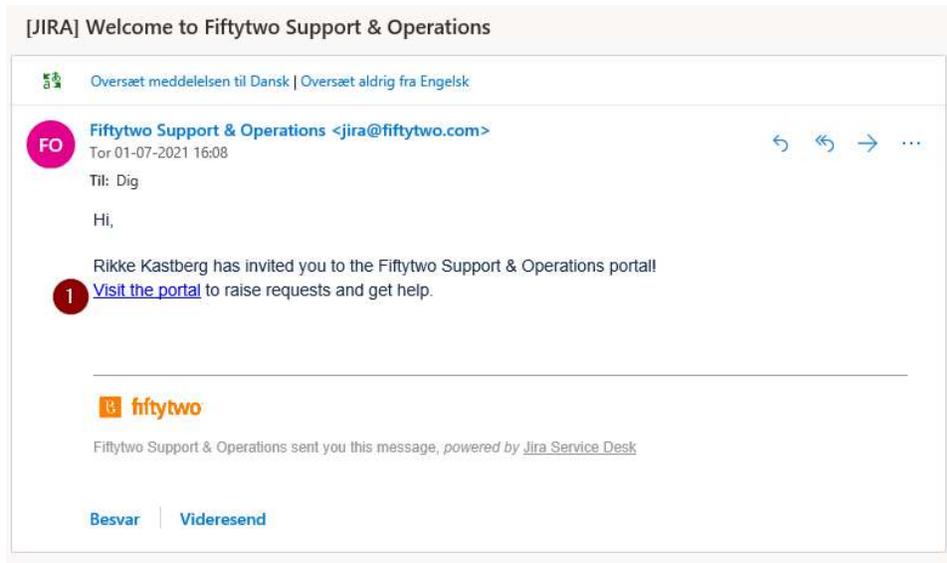
The screenshot shows a 'Sign up for an account' form on a dark teal background. The form is white and contains the following elements:

- 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 the text 'Show password' and 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 the text 'Sign Up' and a red circle containing the number '5' below it.
- Back to login:** A blue text link with the text 'Back to login'.

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"

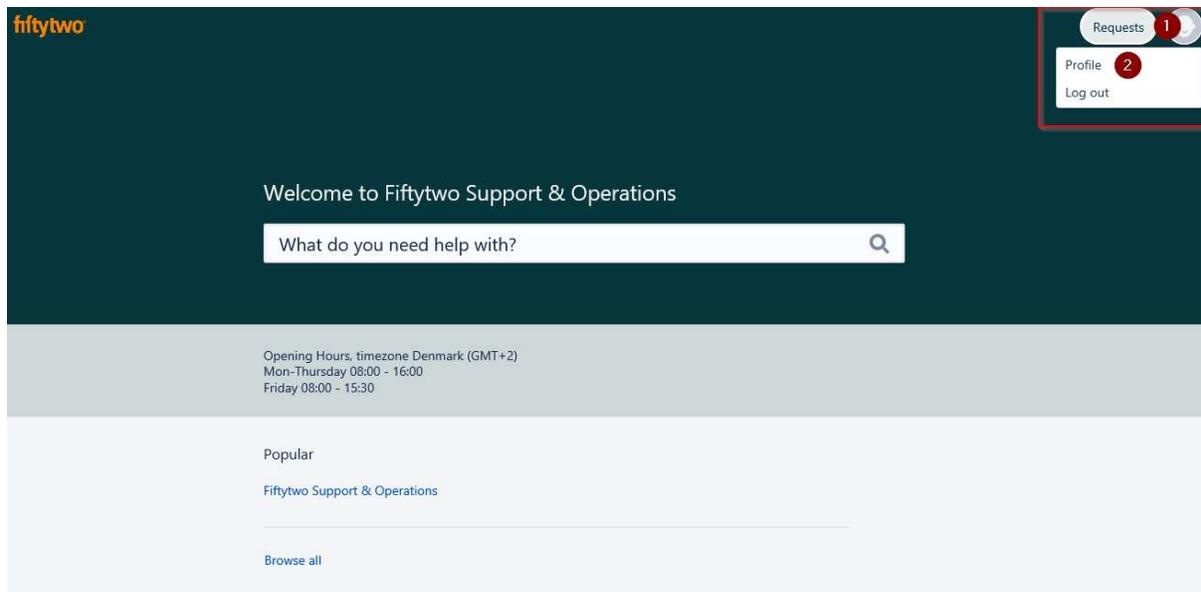
If you prefer it, you can check the box "Show Password" to show the password and verify it is what you want it to be

The screenshot shows a registration form titled "Welcome to Fiftytwo Support & Operations!". The form includes a "Username" field with the value "SofusAPetersen@hotmail.com", a "Full name" field (marked with a red circle '1'), a "Password" field (marked with a red circle '2'), and a "Show password" checkbox. A "Save and continue" button (marked with a red circle '3') is located below the password field. The form is powered by Jira Service Desk.

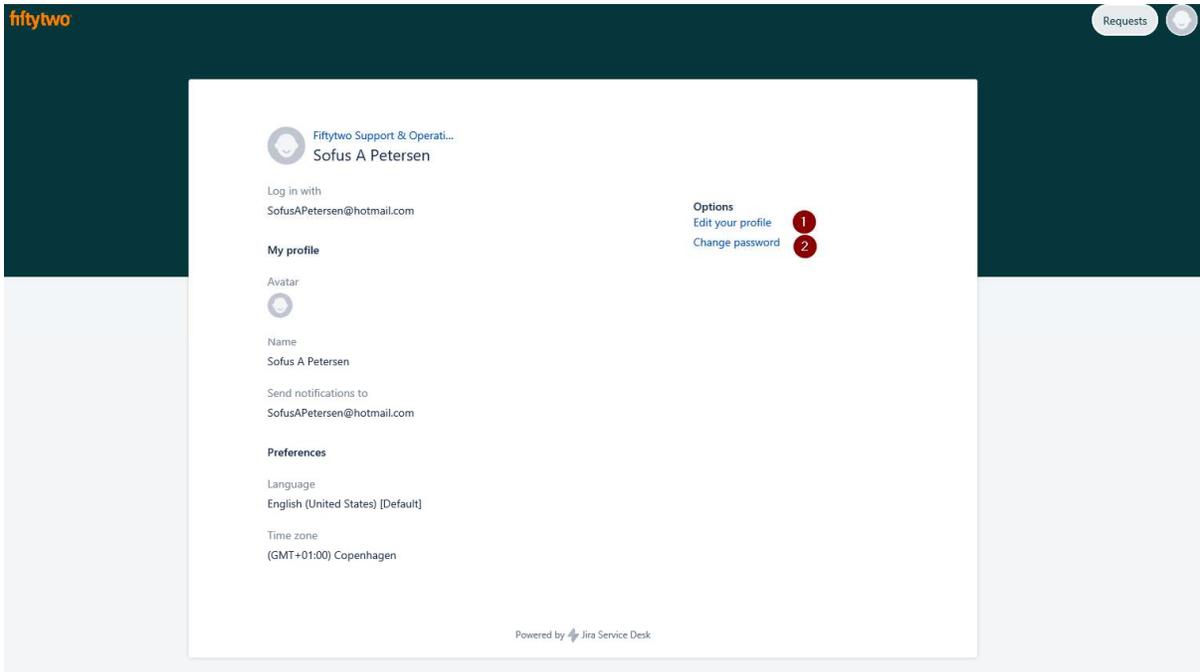
2 YOUR PROFILE

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

Edit your profile

Avatar
Change avatar

Name
Sofus A Petersen 1

Send notifications to
SofusAPetersen@hotmail.com

Preferences

Language
English (United States) [Default] 2

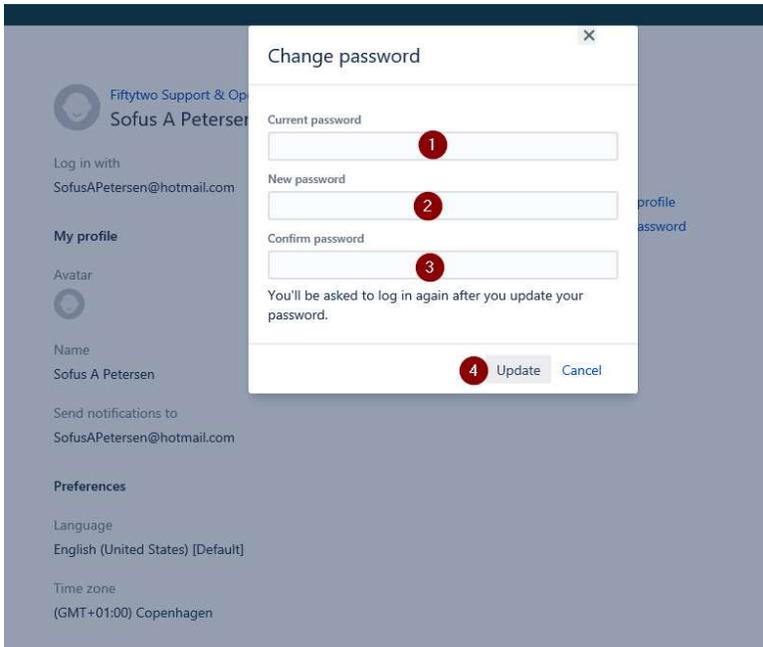
Time zone
Default (GMT+01:00) Copenhagen

Save 3 Cancel

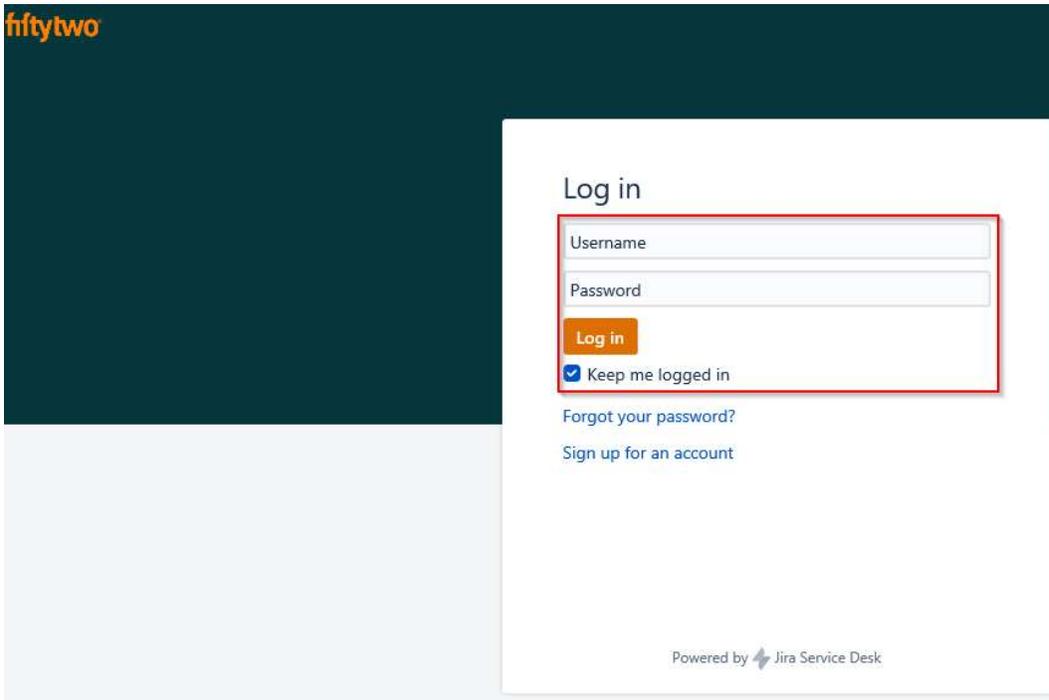
Options
[Edit your profile](#)
[Change password](#)

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”

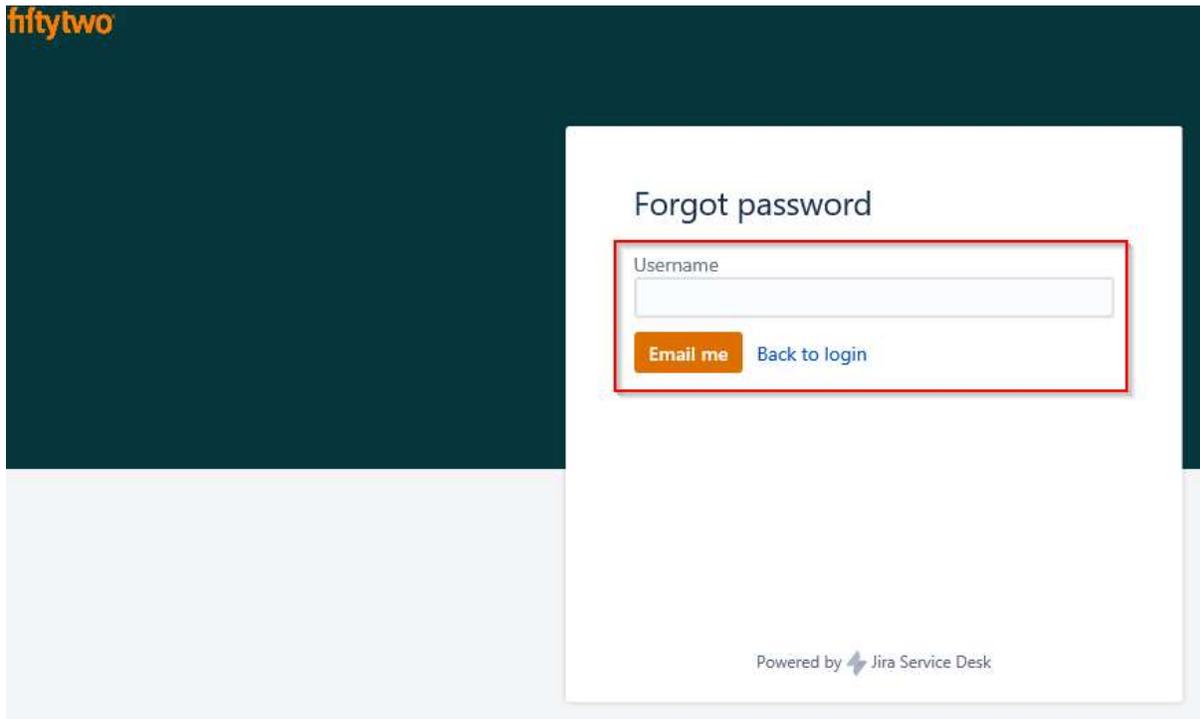


After updating your password, you will be redirected to the login page, where you must log in with your new password.



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 the 'Forgot password' form on the fiftytwo portal. The form is titled 'Forgot password' and is set against a dark teal background. It features a white input field for the 'Username' and an orange 'Email me' button. A blue link 'Back to login' is positioned to the right of the button. The form is enclosed in a white box with a red border. At the bottom of the page, it says 'Powered by Jira Service Desk'.

fiftytwo

Forgot password

Username

Email me Back to login

Powered by Jira Service Desk

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

Fiftytwo Support & Operations <jira@fiftytwo.com>



Fre 23-07-2021 09:24

Til: Dig

Hi Sofus A Petersen,

There was a request to reset the password for your account.

If you didn't make this request, just ignore this email. Otherwise, click on the link below to reset your password.

[Reset my 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"

Create new password

Username

SofusAPetersen@hotmail.com

New password

 1

Confirm

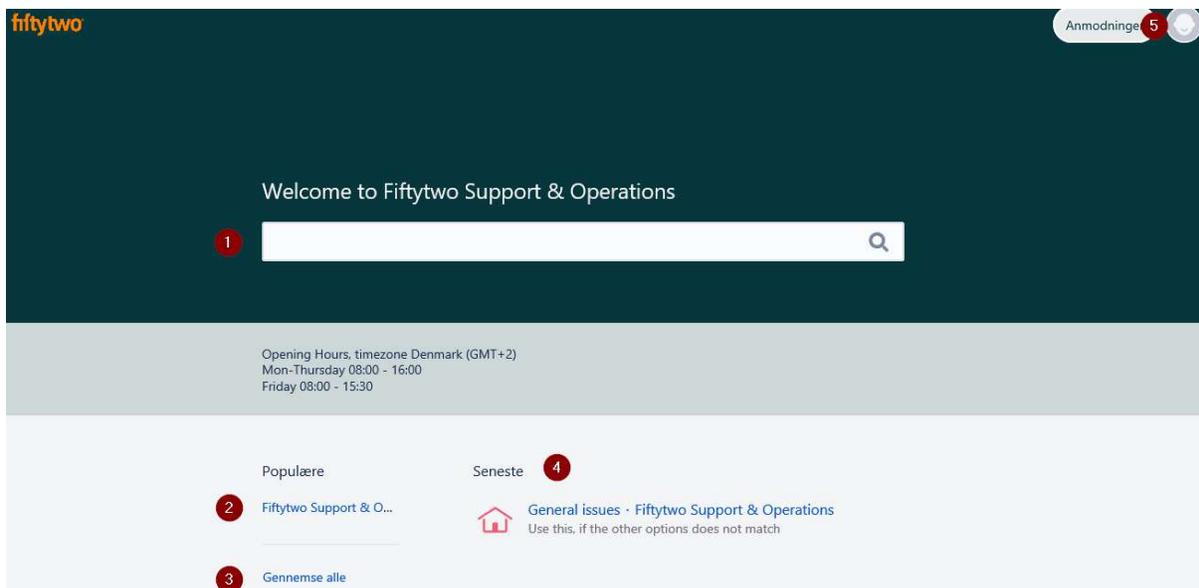
 2

Create 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

The screenshot shows the 'General issues' form in the Fiftytwo Support & Operations portal. At the top, there is a breadcrumb trail: 'Fiftytwo Support & Operati...' / 'Fiftytwo Support & Operati...'. Below this is a red house icon and the title 'General issues'. The form is divided into several sections: 1. 'Summary': A text input field with a red circle containing the number '1' at its right end. 2. 'Short description': A text input field. 3. 'Attachment (optional)': A dashed border box containing the text 'Drag and drop files, paste screenshots, or browse' and a red circle with the number '2'. 4. 'Screendumps or files': A text input field. 5. 'Contact details and Description': A large text input field with a red circle containing the number '3' at its right end. Below this field is the instruction 'Please fill in your contact details and elaborate description'. 6. 'Share with BD Intern': A dropdown menu with a blue icon and a downward arrow. 7. 'Create' and 'Cancel' buttons: Two buttons at the bottom, with the 'Create' button highlighted in orange and a red circle containing the number '4' at its bottom-left corner.



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

Fiftytwo Support & Operati...

Requests

Open 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	PENDING	Sofus A Petersen

1-1 of 1

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

Fiftytwo Support & Operati...

Requests

Open 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	WAITING FOR SUPPORT	Sofus A Petersen

1-1 of 1

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

WAITING FOR CUSTOMER 1

- Don't notify me
- Share

Activity

Rikke Kastberg Just now LATEST

3

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

4

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

5

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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

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

The system says "Venter på start dagsproduktion"

2

WAITING FOR CUSTOMER 1

Comment on this request...

Activity

Sofus A Petersen Just now LATEST

There is an new error. I have put in a screenshot. 3

Rikke Kastberg Just now

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

Don't notify me

Share

Shared with

Sofus A Petersen
Creator

BD Intern

© Fiftytwo
 Servicedesk portal - Guide

Side 20 of 30

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	<input type="text"/>		
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


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

The system says "Venter på start dagsproduktion"



RESOLVED
1

 Don't notify me

 Share

Shared with

 Sofus A Petersen
Creator

 BD Intern

Activity

Your request status changed to **Resolved** with resolution **Fixed.** 5 minutes ago LATEST

 **Rikke Kastberg** 5 minutes ago

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

2

 **Rikke Kastberg** 6 minutes ago

We will log on your server and have a look.

3

Your request status changed to **Waiting for customer.** 6 minutes ago

 **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

 **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.

Fiftytwo Support & Operations <jira@fiftytwo.com>

Fre 23-07-2021 11:56



Til: Dig

Reply above this line.

Dear Sofus A Petersen

We hereby confirm that we have recieved your ticket.
We will handle it as soon as possible.

Your ticket is created as SUP-390

Use this link https://jira.bording.dk/servicedesk/customer/portal/3/SUP-390?sda_source=notification-email to follow your ticket, amongst other tickets recieved from your organisation. 1

Best Regards/Venlig hilsen
Fiftytwo Support & Operations

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

This is 2ed with BD Intern and Sofus A Petersen.

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

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.

Sv: SUP-390 The system says "Venter på start dagsproduktion"

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"

Reply above this line.

Rikke Kastberg has commented on your ticket:
We have made a change, so it should fixed now.
Follow your ticket here <https://jira.bording.dk/servicedesk/customer/ov>



Send |  **Kassér**     ...

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"





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.

Fiftytwo Support & Operati...

Requests

Any status **1** Created by me **2** Any request type **3** Search for requests **4**

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

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.

Fiftytwo Support & Operati...

Requests



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.



A search bar with the placeholder text "Search for requests" on the left, a magnifying glass icon on the right, and a red circular badge containing the number "4" positioned between the text and the icon.

...

