



Wosool Helpdesk User Manual

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Introduction

This document will cover and guide new Wosool Helpdesk users on how to use the helpdesk in the most efficient and simplest way, also we provided both viewable and readable content for the users to choose which approach suites them the most.

Main Objective

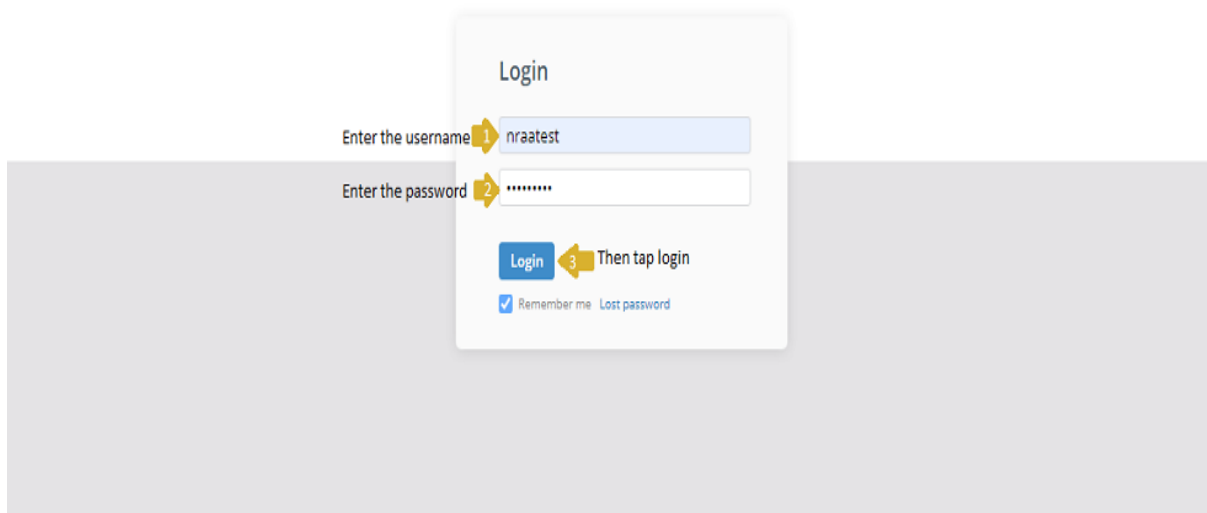
On this manual we have covered what the users will need in order to use the most of the Wosool Helpdesk tools and features, as well as the system is relatively simple and understandable even if the user haven't accessed it before.

Wosool helpdesk guide

Step 1: Login

Enter the username and password then press **(Login)**.

Wosool HelpDesk

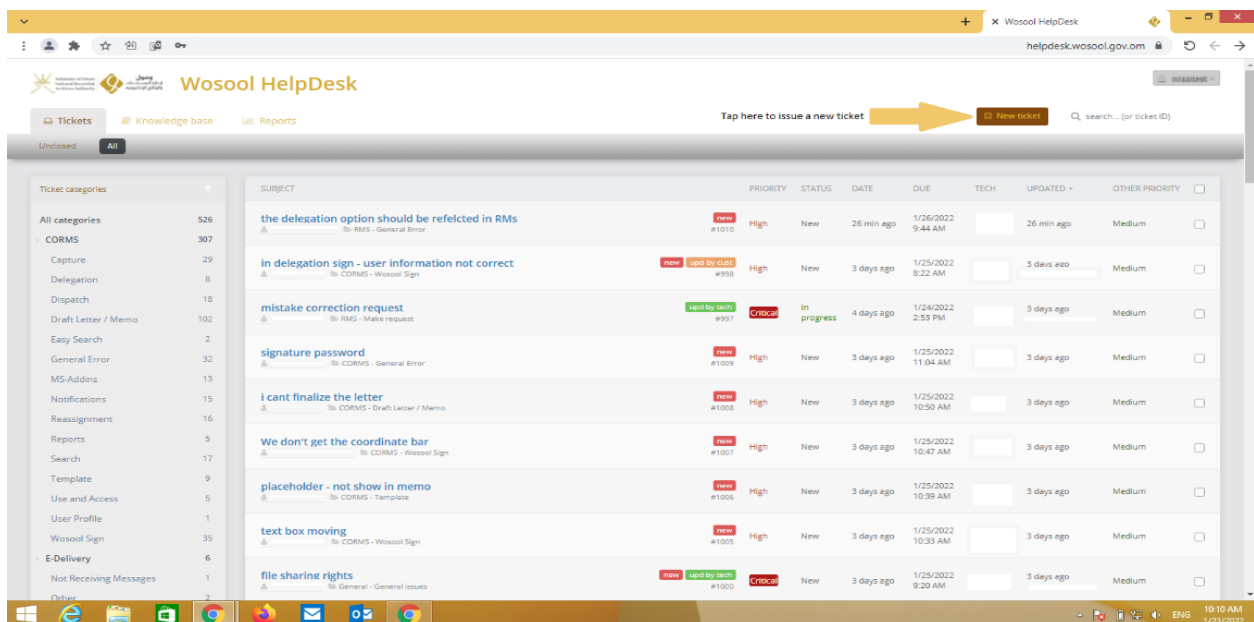


The login page features a central white box with the title "Login". It contains two input fields: "Enter the username" with the value "nraatest" and "Enter the password" with masked characters "*****". Below these fields is a blue "Login" button. To the right of the button is a link "Lost password" and a checkbox labeled "Remember me". Numbered arrows indicate the steps: 1 for the username field, 2 for the password field, and 3 for the Login button.

Login Page

Step 2: Creating a New Ticket

After login all current tickets will appear, to add a new ticket select **(New ticket)**.



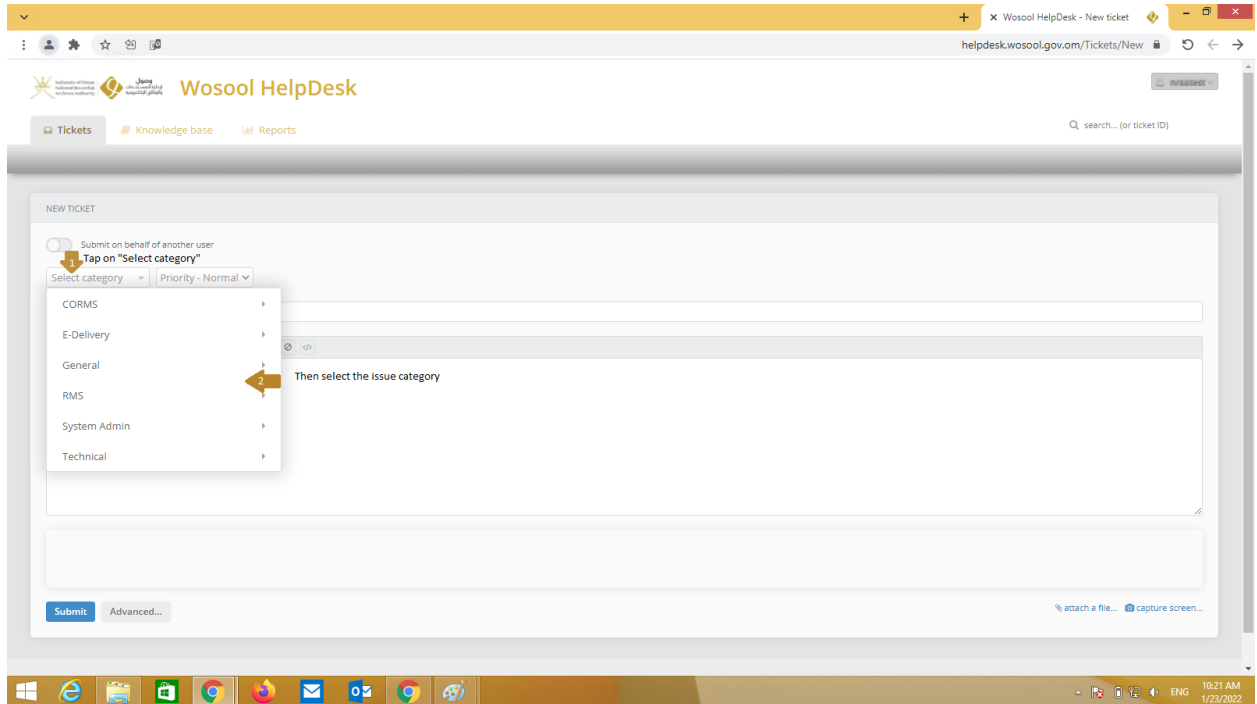
The homepage displays a dashboard with a left sidebar for "Ticket categories" and a main area showing a list of tickets. The "New ticket" button is highlighted with a yellow arrow. The ticket list includes columns for Subject, Priority, Status, Date, Due, Tech, Updated, and Other Priority.

SUBJECT	PRIORITY	STATUS	DATE	DUE	TECH	UPDATED	OTHER PRIORITY
the delegation option should be refelcted in RMs	High	New	26 min ago	1/26/2022 9:44 AM		26 min ago	Medium
In delegation sign - user information not correct	High	New	3 days ago	1/25/2022 8:22 AM		3 days ago	Medium
mistake correction request	Critical	In progress	4 days ago	1/24/2022 2:53 PM		3 days ago	Medium
signature password	High	New	3 days ago	1/25/2022 11:04 AM		3 days ago	Medium
I cant finalize the letter	High	New	3 days ago	1/25/2022 10:50 AM		3 days ago	Medium
We don't get the coordinate bar	High	New	3 days ago	1/25/2022 10:47 AM		3 days ago	Medium
placeholder - not show in memo	High	New	3 days ago	1/25/2022 10:39 AM		3 days ago	Medium
text box moving	High	New	3 days ago	1/25/2022 10:33 AM		3 days ago	Medium
file sharine rights	Critical	New	3 days ago	1/25/2022 9:20 AM		3 days ago	Medium

Homepage 1

Step 2.1 Ticket category

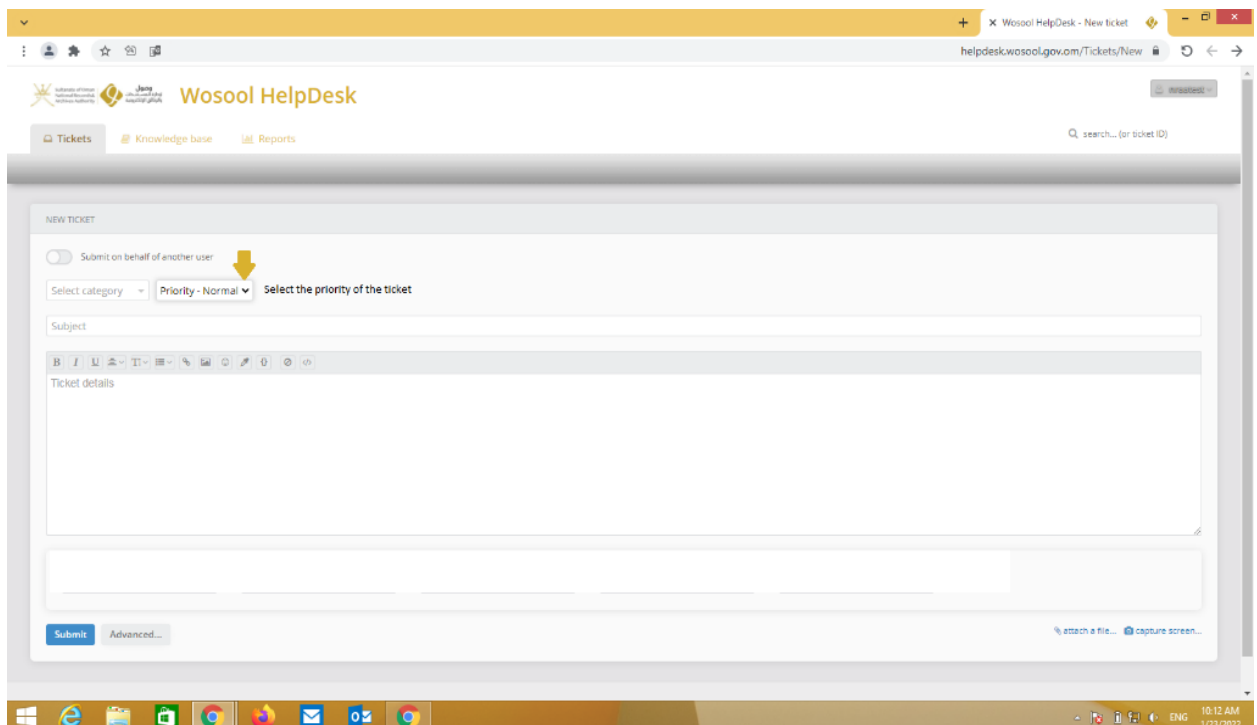
Then **Select the category**, and specify the ticket type.



New Ticket

Step 2.2 Ticket priority

Then choose the **Priority** (Critical, High, Normal, Low).





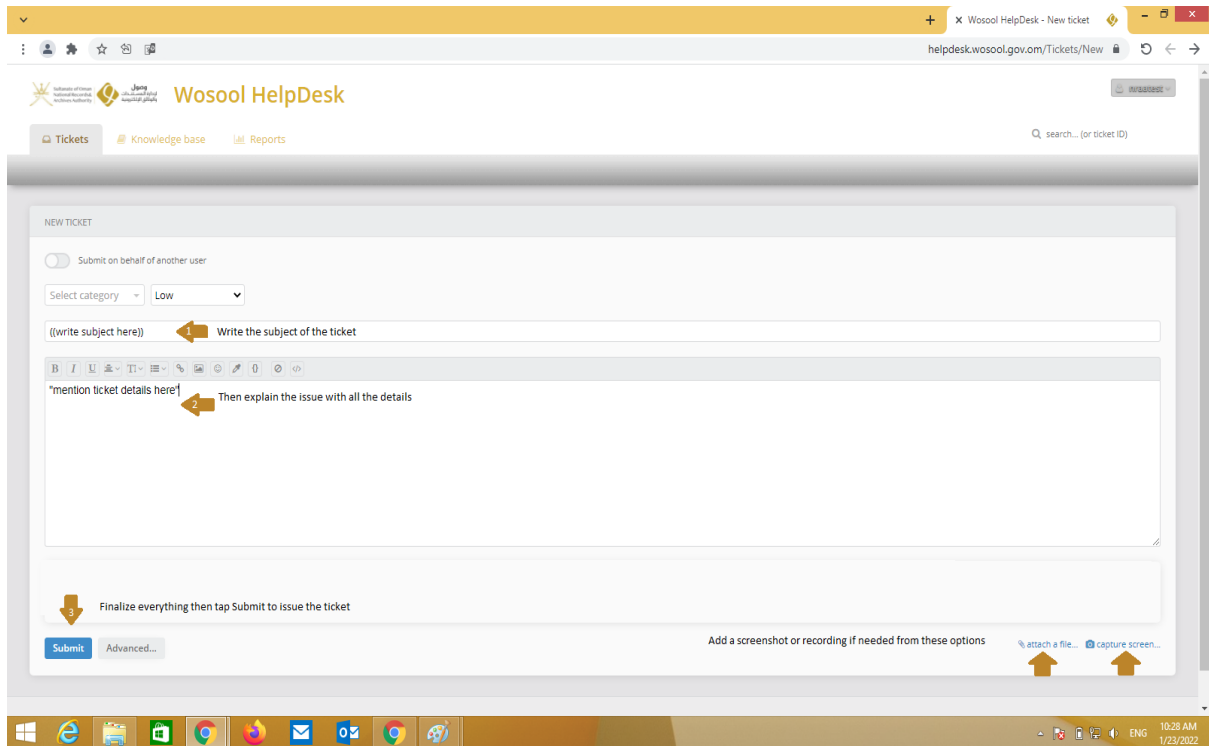
Step 2.3 Ticket submit

Finally add the subject of the ticket, then write in details about the issue, add a screenshot or screen recording if necessary, after finalizing everything **Submit** the ticket.

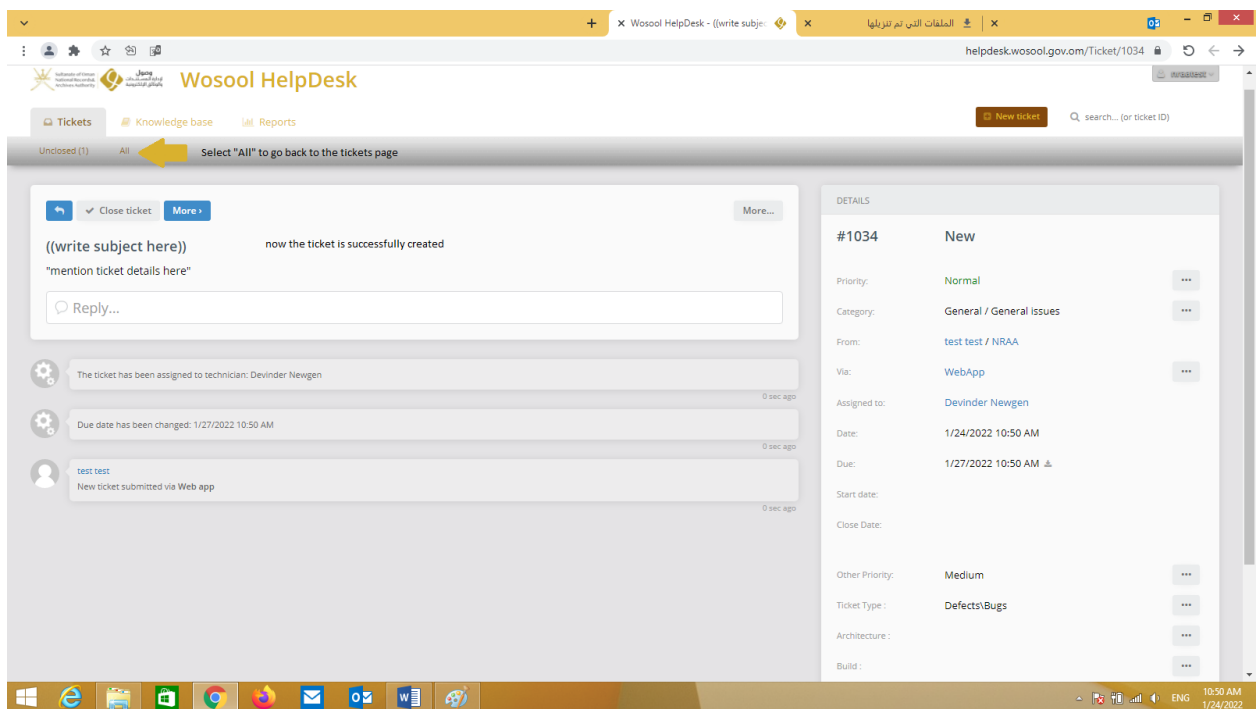
Priority Levels in Wosool Helpdesk



Ticket Priority Levels Diagram



After submitting the below page will appear, simply click on **(All)** to return into the main page.



After clicking on **(All)** you will now see the ticket that you raised appear among the other tickets.



Wosool HelpDesk

Tickets Knowledge base Reports

Undlosed (1) All

Ticket categories	SUBJECT	PRIORITY	STATUS	DATE	DUE	TECH	UPDATED	OTHER PRIORITY
All categories 546	((write subject here)) And here is the ticket that we have created	Normal	In progress	1 min ago	1/27/2022 10:50 AM	Devinder Newgen	12 sec ago	Medium
CORMS 320	selected file is not saved when I move to other tab - wosoolmof	Critical	New	6 min ago	1/27/2022 10:46 AM	Manas Newgen	6 min ago	Medium
Capture 31	upload letter issue	Critical	New	Yesterday	1/26/2022 10:36 AM	Manas Newgen	9 min ago (m-almehraq)	Medium
Delegation 9	capture physical attachment	High	New	26 min ago	1/27/2022 10:25 AM	Manas Newgen	21 min ago	Medium
Dispatch 19	easy search	High	New	2 hrs ago	1/27/2022 8:11 AM	Devinder Newgen	1 hrs ago (Parna)	Medium
Draft Letter / Memo 108	department is "finance" in audited procedure request	High	New	1 hrs ago	1/27/2022 9:41 AM	Devinder Newgen	1 hrs ago	Medium
Easy Search 3	upload msg attachments	High	New	1 hrs ago	1/27/2022 9:27 AM	Manas Newgen	1 hrs ago	Medium
General Error 33	easy search is not working in CORMS and RMS	High	New	1 hrs ago	1/27/2022 9:10 AM	Manas Newgen	1 hrs ago	Medium
MS-Addins 13	link type of the attachment	High	New	Yesterday	1/26/2022 3:36 PM	Devinder Newgen	Yesterday	Medium
Notifications 16								
Reassignment 16								
Reports 5								
Search 17								
Template 9								
Use and Access 5								
User Profile 1								
Wosool Sign 35								
E-Delivery 6								
Not Receiving Messages 1								
Other 2								

10:52 AM 1/24/2022

Searching & Updating the Tickets

Step 1: Search Bar

To search for a specific ticket you just go to the search bar and type the ticket number.

The screenshot shows the Wosool HelpDesk interface. At the top, there is a navigation bar with 'Tickets', 'Knowledge base', and 'Reports'. A search bar is located on the right side of the navigation bar, with a yellow arrow pointing to it. Below the navigation bar, there is a table of tickets with columns for 'SUBJECT', 'PRIORITY', 'STATUS', 'DATE', 'DUE', 'TECH', 'UPDATED', and 'OTHER PRIORITY'. The table contains several rows of ticket information, including subjects like 'selected file is not saved when I move to other tab - wosoolmof' and 'upload letter issue'.

Search Bar

Step 2: Closing & Validation

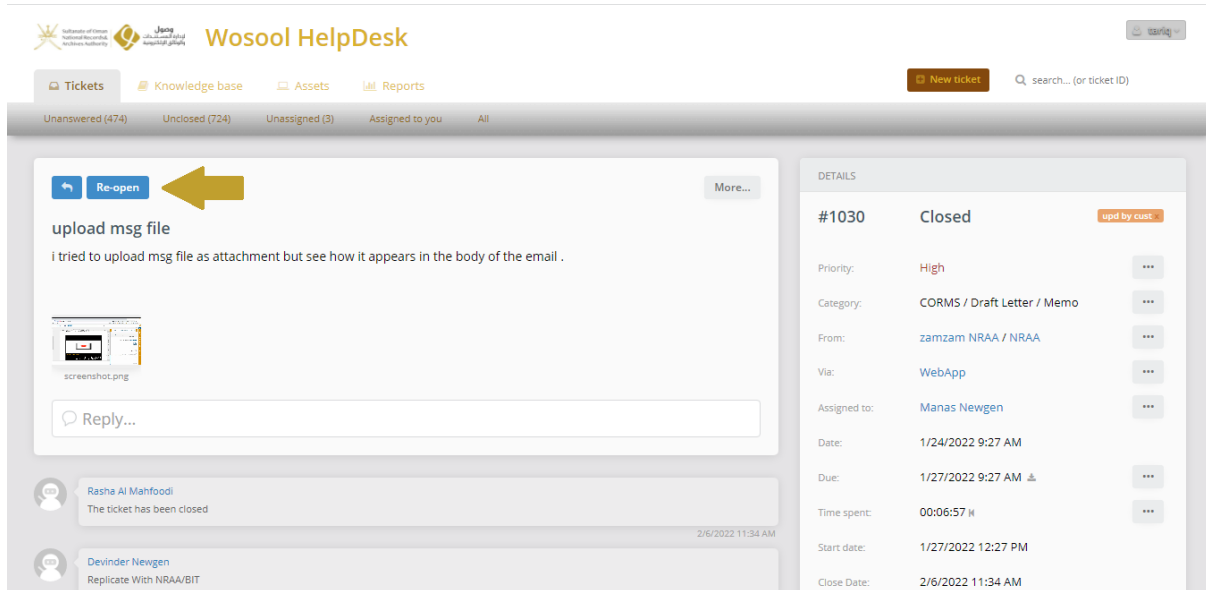
To close a ticket you simply click in (Close Ticket), make sure the issue is solved and tested.

The screenshot shows the Wosool HelpDesk interface with a ticket selected. The ticket title is 'capture physical attachment'. Below the title, there is a description of the issue. To the right of the ticket details, there is a 'DETAILS' section showing the ticket number '#1032', priority 'High', category 'CORMS / Capture', and other information. At the bottom of the ticket details, there is a 'Run' button. A yellow arrow points to the 'Close ticket' button in the top left corner of the ticket details section.

Ticket Action 1

Re-open:

If the same issue recurred or you accidentally closed the ticket, you can reopen it as shown below.

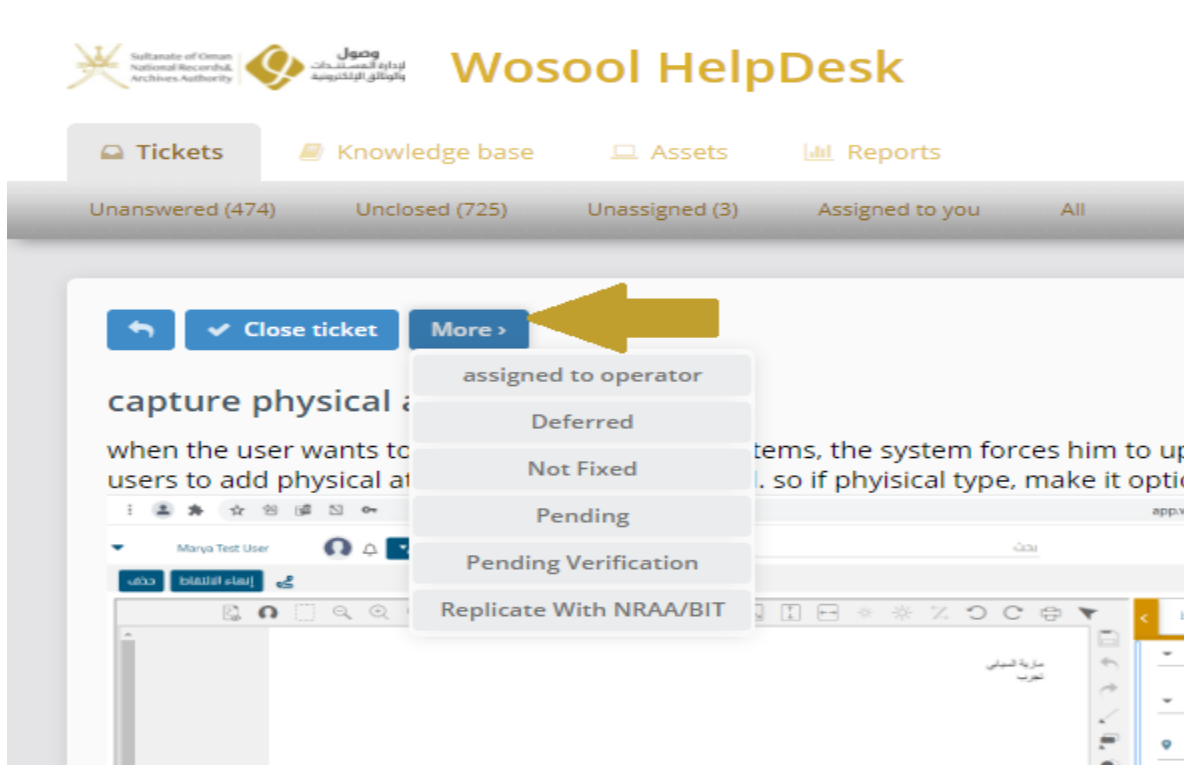


The screenshot shows the Wosool HelpDesk interface. At the top, there are navigation tabs: Tickets, Knowledge base, Assets, and Reports. Below these, there are filters for Unanswered (474), Unclosed (724), Unassigned (3), Assigned to you, and All. The main content area shows a ticket titled 'upload msg file' with a description: 'I tried to upload msg file as attachment but see how it appears in the body of the email.' There is a screenshot of an email body. A yellow arrow points to the 'Re-open' button in the top left of the ticket details area. On the right, the 'DETAILS' section shows the ticket is 'Closed' with a status of 'High'. Other details include Category: CORMS / Draft Letter / Memo, From: zamzam NRAA / NRAA, Via: WebApp, Assigned to: Manas Newgen, Date: 1/24/2022 9:27 AM, Due: 1/27/2022 9:27 AM, Time spent: 00:06:57 H, Start date: 1/27/2022 12:27 PM, and Close Date: 2/6/2022 11:34 AM.

Ticket Action 2

Validation:

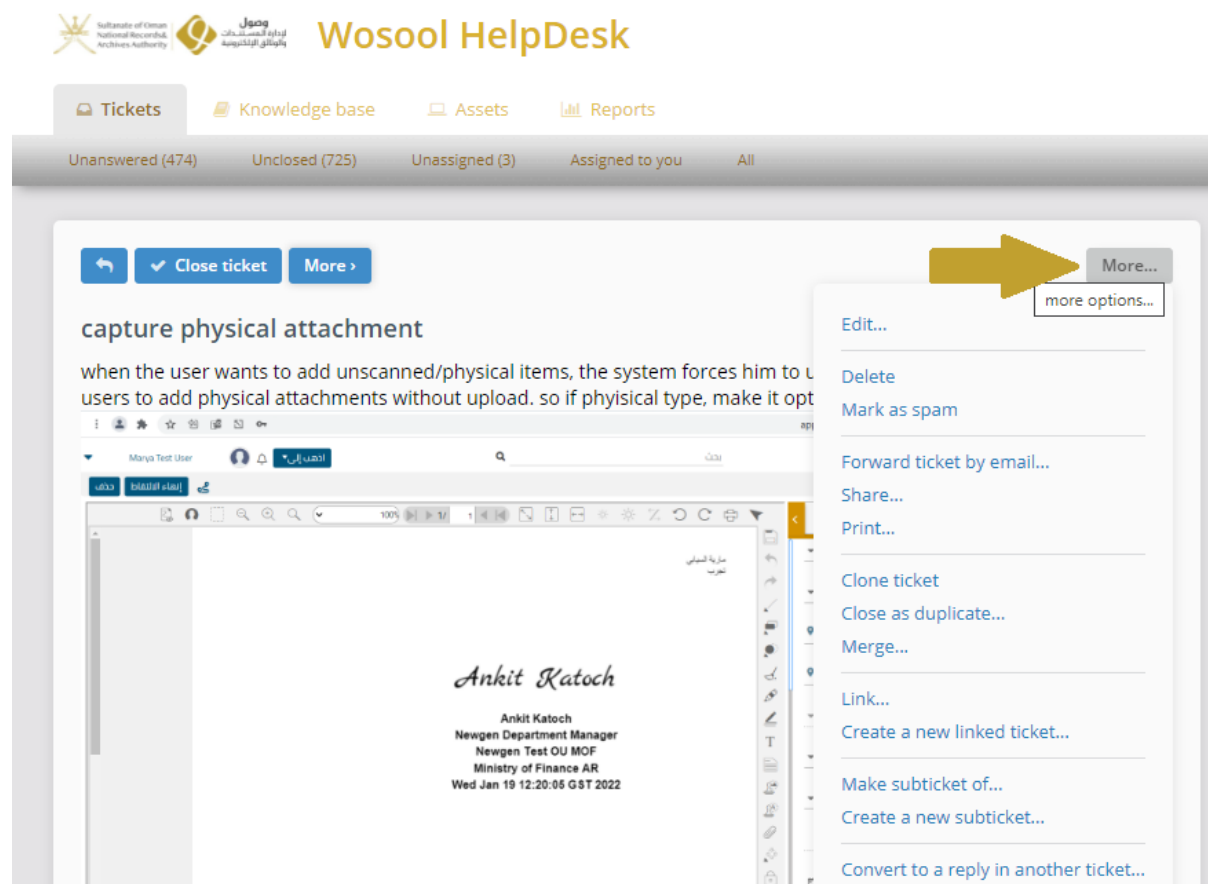
To validate and change the status of the ticket accordingly from the options given below, if the ticket is resolved you just close it.



The screenshot shows the Wosool HelpDesk interface. At the top, there are navigation tabs: Tickets, Knowledge base, Assets, and Reports. Below these, there are filters for Unanswered (474), Unclosed (725), Unassigned (3), Assigned to you, and All. The main content area shows a ticket titled 'capture physical a' with a description: 'when the user wants to capture physical a...'. A yellow arrow points to the 'More >' button in the top left of the ticket details area. A dropdown menu is open, showing options: assigned to operator, Deferred, Not Fixed, Pending, Pending Verification, and Replicate With NRAA/BIT.

More options:

Here you can delete, share, print or make an action accordingly



The screenshot shows the Wosool HelpDesk interface. At the top, there are navigation tabs: Tickets, Knowledge base, Assets, and Reports. Below these, there are filters: Unanswered (474), Unclosed (725), Unassigned (3), Assigned to you, and All. The main content area displays a ticket titled "capture physical attachment" with a description: "when the user wants to add unscanned/physical items, the system forces him to u... users to add physical attachments without upload. so if physical type, make it opt...". The ticket is assigned to "Manya Test User". A "More..." button is highlighted with a yellow arrow, and its dropdown menu is open, showing various actions: Edit..., Delete, Mark as spam, Forward ticket by email..., Share..., Print..., Clone ticket, Close as duplicate..., Merge..., Link..., Create a new linked ticket..., Make subticket of..., Create a new subticket..., and Convert to a reply in another ticket... The ticket content area shows a scanned document with the text: "Ankit Katoch", "Ankit Katoch", "Newgen Department Manager", "Newgen Test OU MOF", "Ministry of Finance AR", and "Wed Jan 19 12:20:05 GST 2022".

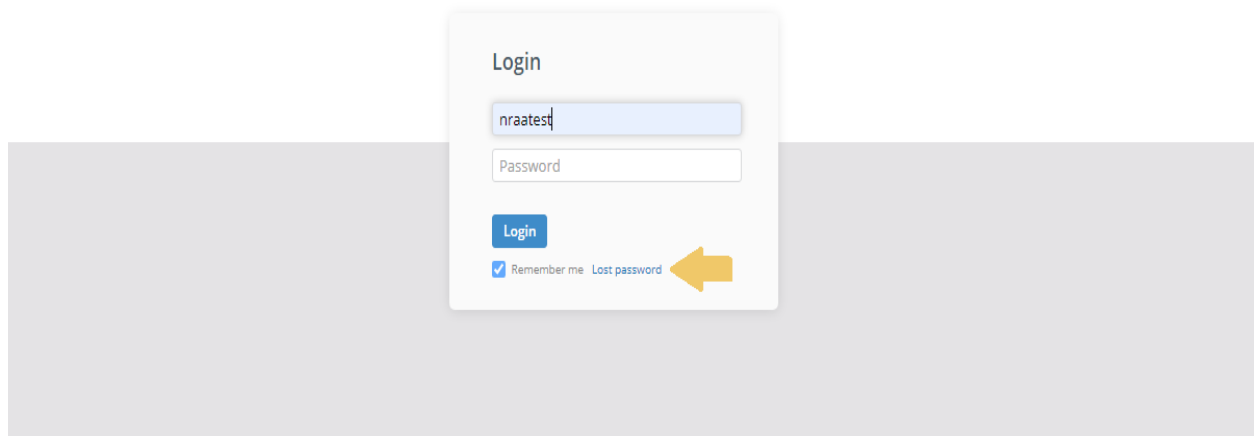
Lost password guide

In case the user forgot their password, they should follow the next steps.

Step 1: Login

From the login page, Click on **(Lost Password)**.

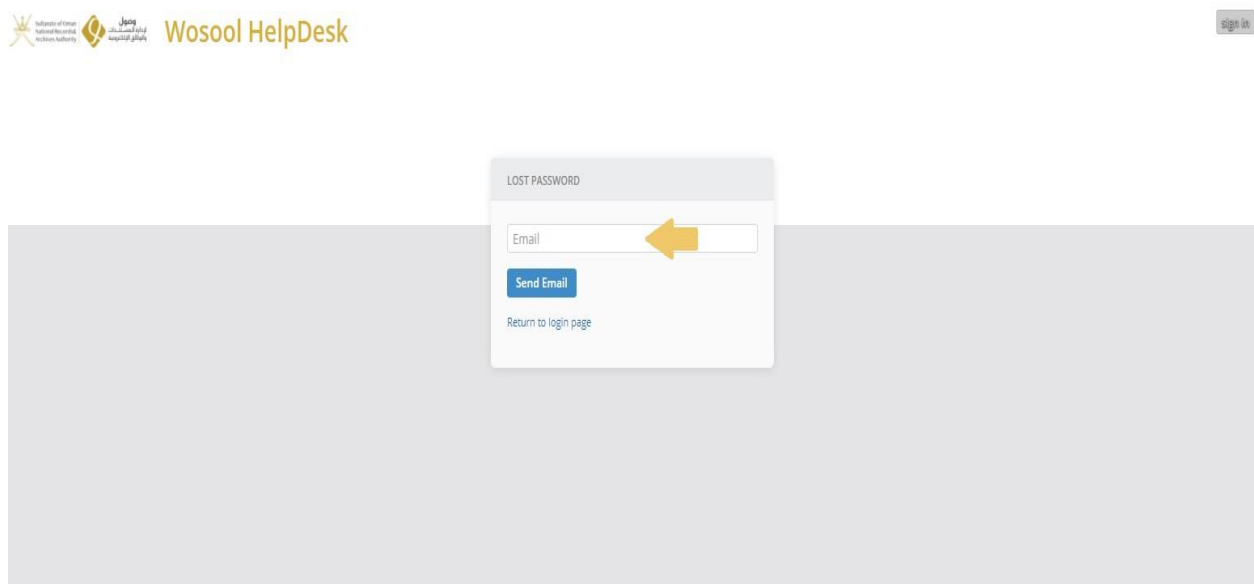
Wosool HelpDesk



Lost Password

Step 2: Email Verification

Enter the registered Wosool Helpdesk email.



Step 2.1 Type your email

After entering the email click (**Send email**) then an email will be sent to reset your password.



sign in

LOST PASSWORD

example@gov.om

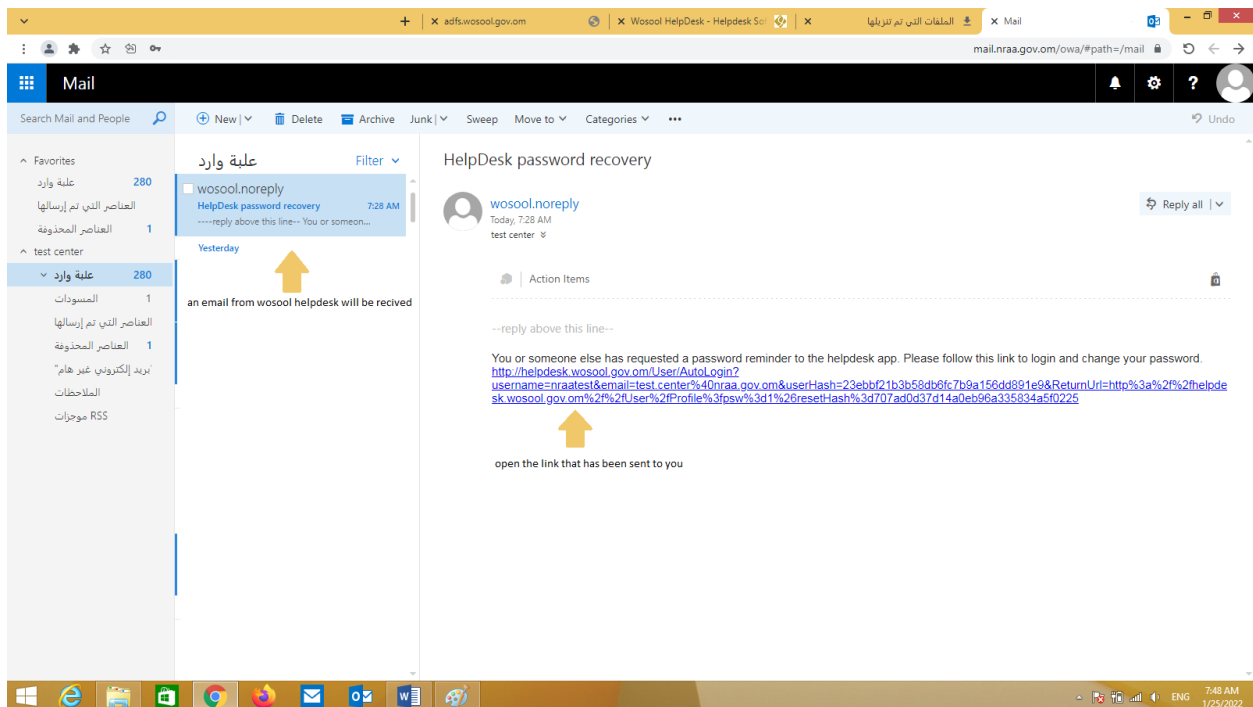
Send Email

Return to login page

Thanks. If this user account exists, an email has been sent.
Check your inbox after a while.

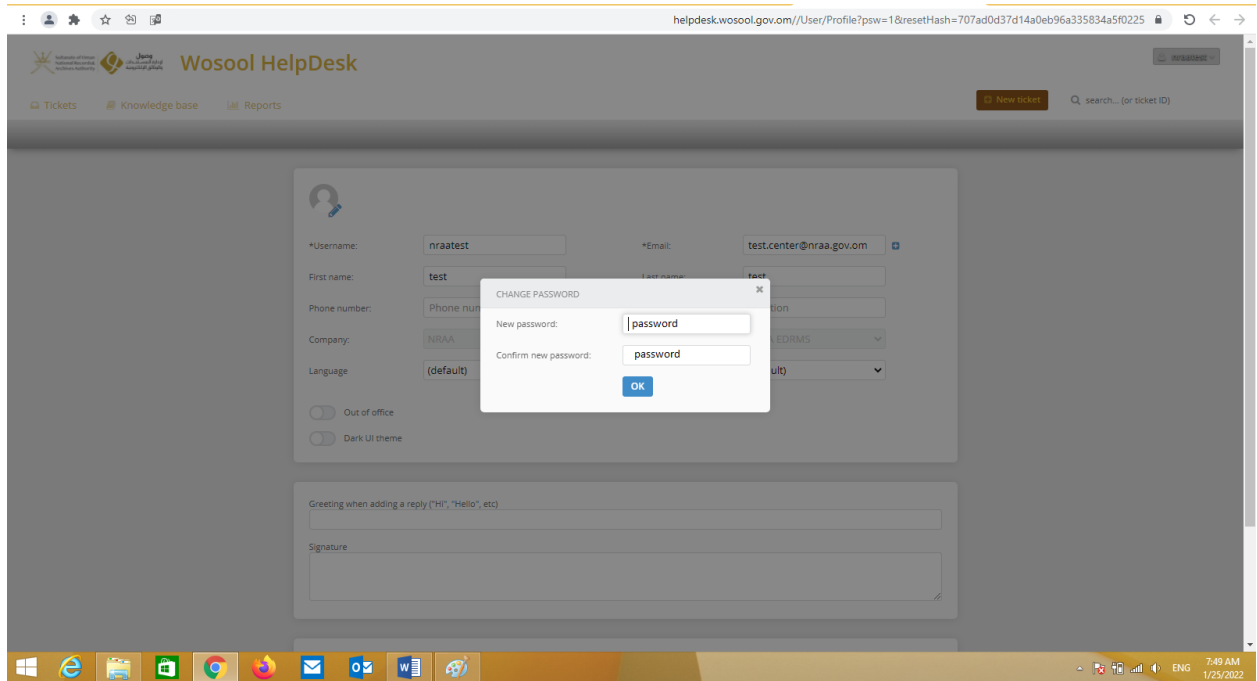
Step 2.2 Confirm the email

Go to your email and open the email with "Helpdesk password recovery" subject than click the link that sent to you.



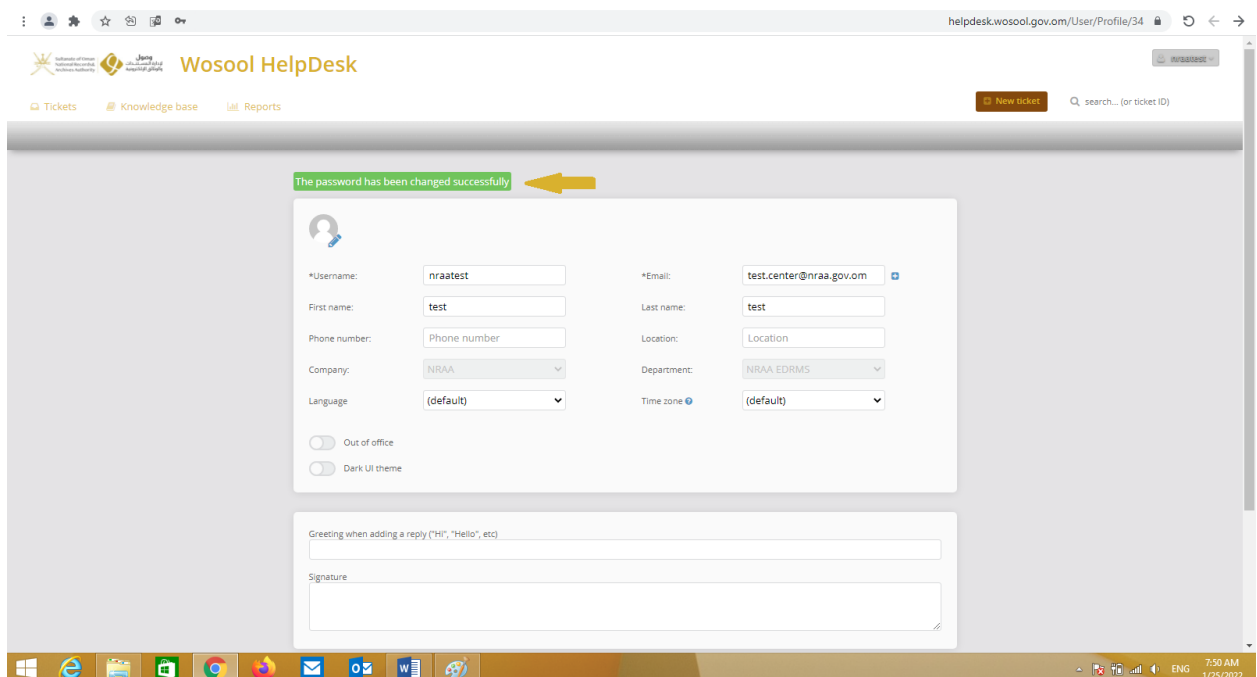
Step 2.3 Enter new password

Once you click on the link, you will be redirected to Wosool Helpdesk and automatically will asked you to enter a new password and confirm it.



Step 2.4 Done!

Finally once the password you entered is confirmed you will receive a notification that you have successfully changed the password.





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