



Twin Systems plc : online self-service

A guide to accessing your self-service account online



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1.0 Introduction

The latest advancement to our service is the launch of our online self-service client accounts. This new service enables our clients to view the status of their incidents with our Service Desk, in 'real time' through a web interface.

The new system requires approved users to logon through our secure server with a username and password.

Each client will also be able to log new incidents, follow the activity around that incident and view their activity history.

This short guide explains how to set up and manage your online service desk account.



2.0 Accessing your logon screen

Clients can access their personal account directly through our website : www.twinsystems.com.

From the homepage, click on the bottom left hand panel (circled in red on the diagram below).

Diagram 1 : *homepage*

The screenshot shows the Twin Systems homepage layout. At the top left is the 'twin' logo. To its right, a text prompt says 'For further information place a local call to: 0870 9090898'. Below this is a navigation bar with three main categories: 'Emerging business >', 'Growth enterprise >', and 'Corporate >'. A secondary navigation bar contains links for 'About us', 'News', 'Managed services', 'Technology solutions', 'Downloads', 'Clients', 'Partners', and 'Contact us'. The main content area is divided into several sections:

- Managed services:** A vertical list of buttons for 'Critical System Support', 'First Line Response', 'Specialist Projects', 'IT Relocation', 'Infrastructure Design', and 'Deskside Support'.
- BCVAULT:** A section titled 'BCVAULT BUSINESS CONTINUITY FOR IT SYSTEMS' with an image of server racks and a text box stating: 'Avoid data catastrophes by laying the foundations of your disaster plan with us. Our offsite/online data storage solution will give you peace of mind...just in case the unexpected ever happens.'
- Twin Systems can:** A teal box containing a list of benefits: 'Improve business service levels', 'Access the latest technology', 'Increase visibility of costs', and 'Reduce risk and give you peace of mind'. Below the list is the question 'What would your business do with the extra time & money?' and a 'Find out more' button.
- Existing Clients: log in here:** A box with a red circle around the text. It includes the text: 'Manage your account online. Don't have a username or password? Call us on 0870 900 8015'.
- Service desk support your first line of response:** A box featuring a photo of a smiling man in a headset and the text 'Service desk support your first line of response'.
- Found out more about our Microsoft migration services:** A box with an image of birds flying and the text 'Click here.'
- Quiz:** A section with the heading 'Quiz' and three questions, each with 'Yes' and 'No' checkboxes:
 - Do you generate your own electricity?
 - Do you employ your own car mechanic for your car fleet?
 - Do you believe that technology is only one of many business tools not a USP?

At the bottom of the page is a grey bar with the slogan 'create : support : manage : innovate'.



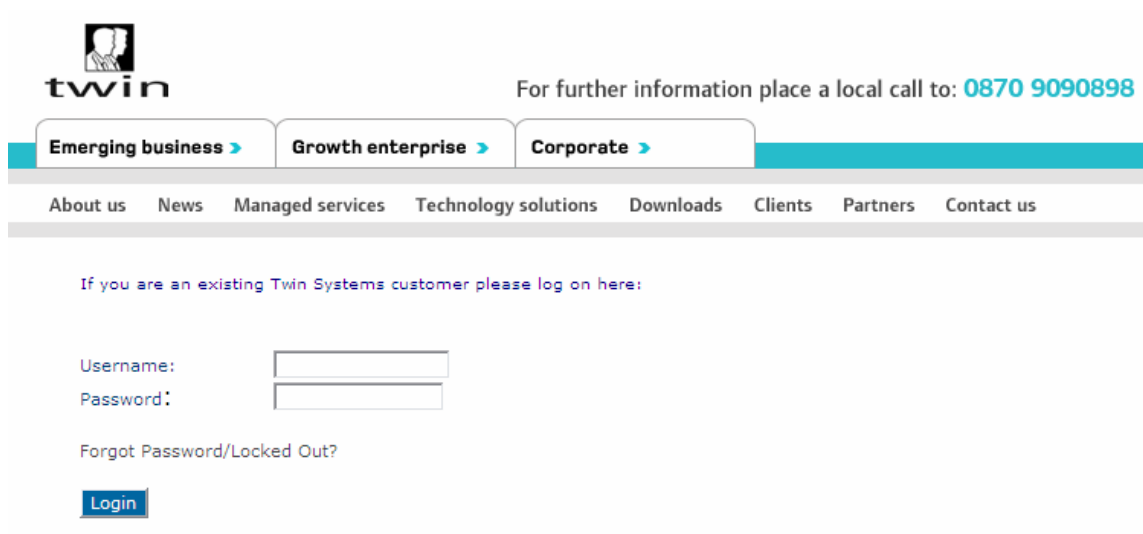


3.0 Accessing your client account

Clicking the link on the homepage will transfer you to your secure logon page, shown below.

Here you will be required to enter your username and password.

Diagram 2 : *logon screen*



Contact us to be assigned with your unique combination on 0870 900 8015. Once assigned, the management of your online account is your responsibility.

At this stage, each client organisation will be issued with one username and password. Your distribution of your account details are at your own discretion.

We would recommend that you limit the knowledge of your account details to a few individuals with responsibility for internal IT infrastructure management, not including standard users.



4.0 Your incident management screen

This is the first screen that you will see upon accessing your account. This area of your account management configuration lists all incidents in date order.

From this page you can view your account details, i.e. number of incidents, overview of incident details. You can also report a problem (see : section 6.0 on page 8)

Currently this area will list approximately ten incidents at a time.

Additional fields and filters will be added over the coming weeks giving you greater flexibility to manage your account. As these areas are added, they should be self-explanatory, however, if you require assistance please call our Service Desk on 0870 900 8015.

Diagram 3 : *incident management screen*

For further information place a local call to: **0870 9090898**

Emerging business > Growth enterprise > Corporate >

About us News Managed services Technology solutions Downloads Clients Partners Contact us

Welcome to Twin Systems Self Service.
You are currently logged in as Joe Bloggs

Overview Report a problem Logout

Created Date	Status	RefId	Problem Details
30/11/2006 14:02	<input type="checkbox"/>	28-10105	
30/11/2006 14:09	<input checked="" type="checkbox"/>	28-10106	Hard Drive failed
14/12/2006 10:17	<input checked="" type="checkbox"/>	28-10160	Test Parts Source
11/04/2007 07:30	<input checked="" type="checkbox"/>	28-10385	Cant boot PC



5.0 Viewing an individual incident

To view an individual incident, click on the 'created date'. This will show you the specific details relating to the incident, including the type of incident, the severity, problem details and current status.

Diagram 4 : *incident detail screen*

Welcome to Twin Systems Self Service.
You are currently logged in as Joe Bloggs

Overview Report a problem Logout

RefId:
28-10106

Team: **9** Call Type: **Desktop (VIP)**

SLA Severity: **2 - High** Stage: **Closed**

Description:
HDD

Problem Details:
Hard Drive failed

Add Additional Detail:

[Change](#)

Created Date	Status	Created By	Stage	Tracking Note
30/11/2006 14:09	<input type="checkbox"/>	Rob Oldham	Logged	
13/03/2007 17:26	<input checked="" type="checkbox"/>	Rob Oldham	Closed	



6.0 Reporting a incident using the self-service interface

To report an incident using the self service interface, click on 'report a problem'. You will be taken to this screen.

Diagram 5 : *report an incident*

The screenshot shows the 'Report a problem' page in the Twin Systems Self Service portal. At the top left is the Twin Systems logo. To the right, it says 'For further information place a local call to: 0870 9090898'. Below this is a navigation bar with three tabs: 'Emerging business >', 'Growth enterprise >', and 'Corporate >'. Underneath is a secondary navigation bar with links: 'About us', 'News', 'Managed services', 'Technology solutions', 'Downloads', 'Clients', 'Partners', and 'Contact us'. The main content area starts with a welcome message: 'Welcome to Twin Systems Self Service. You are currently logged in as Joe Bloggs'. Below this are links for 'Overview', 'Report a problem', and 'Logout'. The form fields include: 'RefId: 0-11237', 'Team: Frontline Support', 'SLA Severity: --None--' (with a dropdown arrow), 'Call Type: Unknown Yet', and 'Stage: SS Registered'. There is a 'Description:' text input field with an asterisk. Below it is a 'Problem Details:' text area with a vertical scrollbar and an asterisk. At the bottom, there is an 'Acknowledge:' field with 'Y' entered and a 'Save' button.

Using this screen you can add a description of the incident and log a fuller explanation in the problem details box. You can also assign a priority rating for the severity of the incident, in accordance with those detailed in your contract. It is best to include as much detail as possible to enable our Service Desk operatives to rectify your problem as quickly as possible.



Presently, in this evolving system, calls logged this way will be allocated to the user who signed on and registered the incident. Therefore, if the incident relates to another user please identify this in the problem details box.

We are currently considering the impact of 'user level logons', which will ensure a call logged by a user will be logged under the name.

However, at this stage, access to the online account management facility will be limited to one logon per client organisation. We suggest that you share the account details with limited recipients only while we assess the viability of opening the accessibility to a wider, individual user audience.

Once complete, your incident log should look like this:

Diagram 6 : *completed incident report*

The screenshot shows the Twin Systems Self Service interface. At the top left is the 'twin' logo. To the right, it says 'For further information place a local call to: 0870 9090898'. Below this is a navigation bar with three tabs: 'Emerging business >', 'Growth enterprise >', and 'Corporate >'. A secondary navigation bar contains links for 'About us', 'News', 'Managed services', 'Technology solutions', 'Downloads', 'Clients', 'Partners', and 'Contact us'. The main content area starts with a welcome message: 'Welcome to Twin Systems Self Service. You are currently logged in as Joe Bloggs'. Below this are links for 'Overview', 'Report a problem', and 'Logout'. The incident details are as follows: 'RefId: 0-11238', 'Team: Frontline Support', 'SLA Severity: 3 - Moderate' (with a dropdown arrow), 'Call Type: Unknown Yet', and 'Stage: SS Registered'. The 'Description' field contains the text 'Print from Microsoft Excel'. The 'Problem Details' field contains the text: 'I tried to print to Prt04 the October Management Accounts.xls and it hasn't printed and there is no error on my pc but the document still won't print'. At the bottom, there is an 'Acknowledge:' field with a 'Y' and a 'Save' button.



To log the incident and send it to our Service Desk team, click on the 'save' button at the foot of the screen.

A service desk representative will contact within an hour to begin resolving the incident with you. Your newly logged incident will now appear in your incident management screen.

You can also still log incidents using our telephone service by calling 0870 900 8015.



7.0 Contact us

For more information check out our website : www.twinsystems.com.

Or you can call us on : 0870 9090 898

Or e-mail us at : contactus@twinsystems.com

We will arrange for one of our expert representatives to visit you to discuss your requirements. We will tailor a solution to meet your requirements, leaving you free to concentrate on managing your business, not your information technology systems.

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