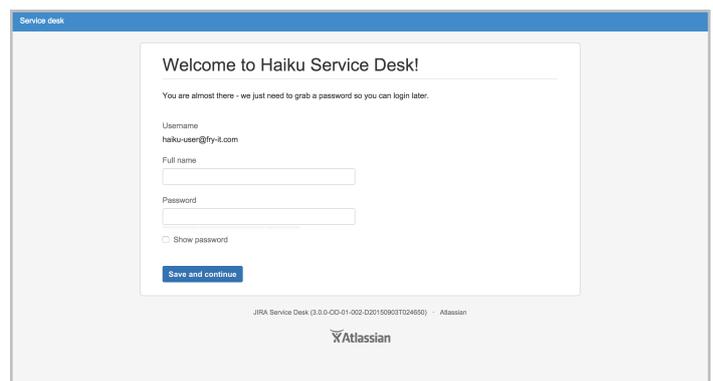


HOW DO I USE MY HAIKU HELP DESK?

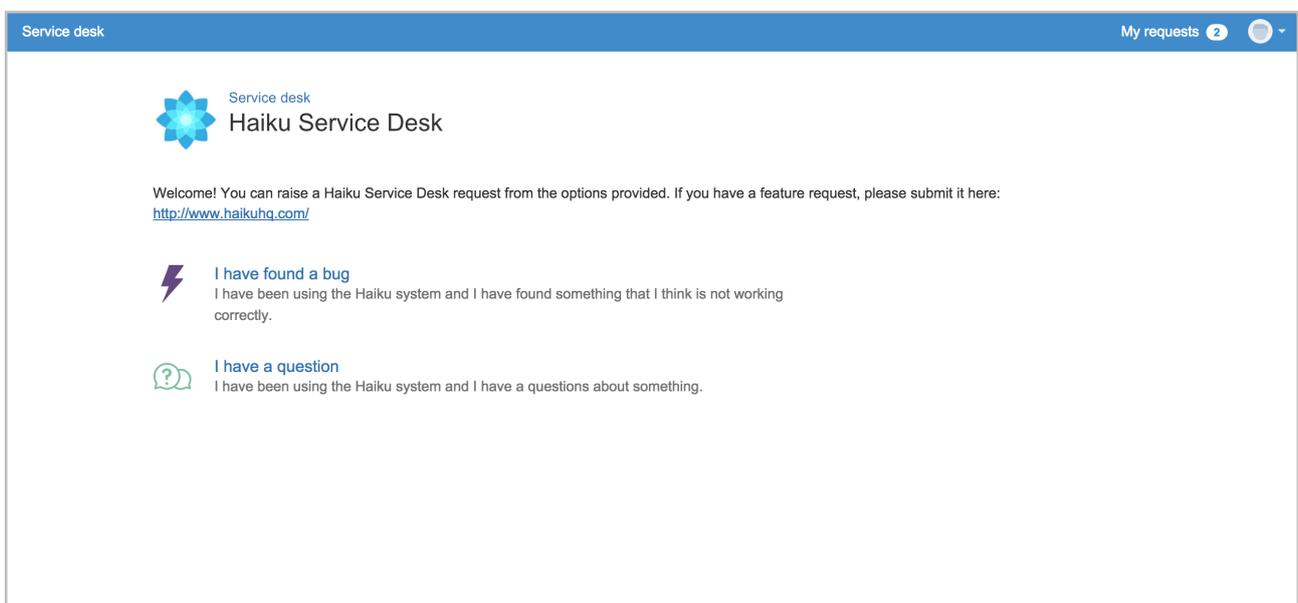
When you have a live Haiku website, you will be issued with a login for the help desk for all your service requirements. This document details how you access the help desk, and how you use it.

Activating your account

- You will receive an email with a link to the web interface for the help desk. Follow this link and you will arrive at a welcome page.
- On this page you will need to enter your name and create a password.
- Click the 'save and continue' button.



- You will be re-directed to your service dashboard. Once your account has been activated you can access the dashboard via direct URL: www.haiku-support.com



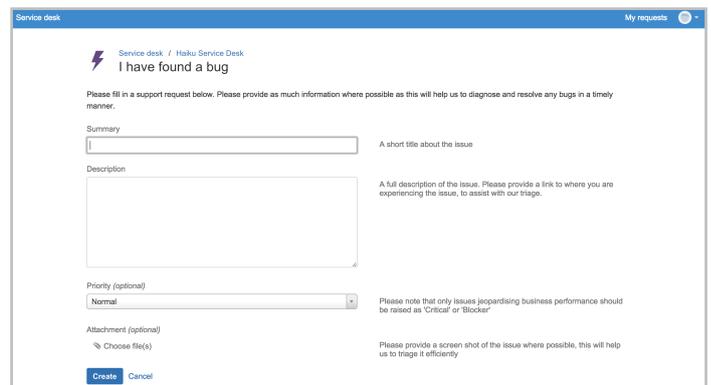
Requesting support

From your help desk dashboard, you have 2 options that you can select from:

I have found a bug

This option should be used if you have come across something in the system that is not working properly.

- Enter a summary: a brief title to explain the top level problem
- Enter a description: more detail about your problem should be entered here, including useful information such as browser, version number, and a page link.
- Select a priority, if you wish: You have the option to put a priority rating on your issue. Note that: 'critical' and 'blocker' should only be used in the case of major issues that are business jeopardising. Issues will be re-prioritised where required



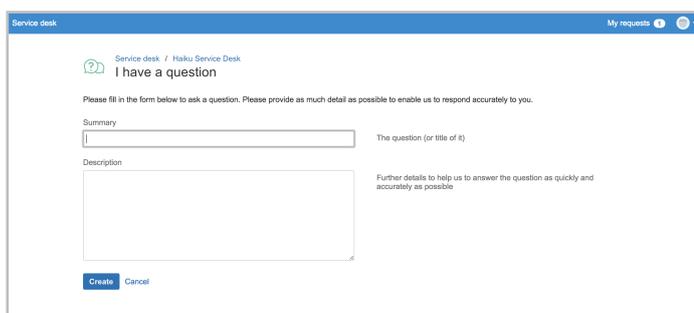
The screenshot shows a web form titled "I have found a bug" within the "Service desk / Haiku Service Desk" interface. The form contains the following elements: a "Summary" text input field with a placeholder "A short title about the issue"; a "Description" text area with a placeholder "A full description of the issue. Please provide a link to where you are experiencing the issue, to assist with our triage."; a "Priority (optional)" dropdown menu set to "Normal" with a note: "Please note that only issues jeopardising business performance should be raised as 'critical' or 'Blocker'"; an "Attachment (optional)" section with a "Choose file(s)" button and a note: "Please provide a screen shot of the issue where possible, this will help us to triage it efficiently"; and "Create" and "Cancel" buttons at the bottom.

- Attachment: you can attach a screenshot or any other information that will be helpful in demonstrating your problem.

I have a question

This option should be used if you have a query on how to use the system or any of its features.

- Enter a summary: a brief title for your question.

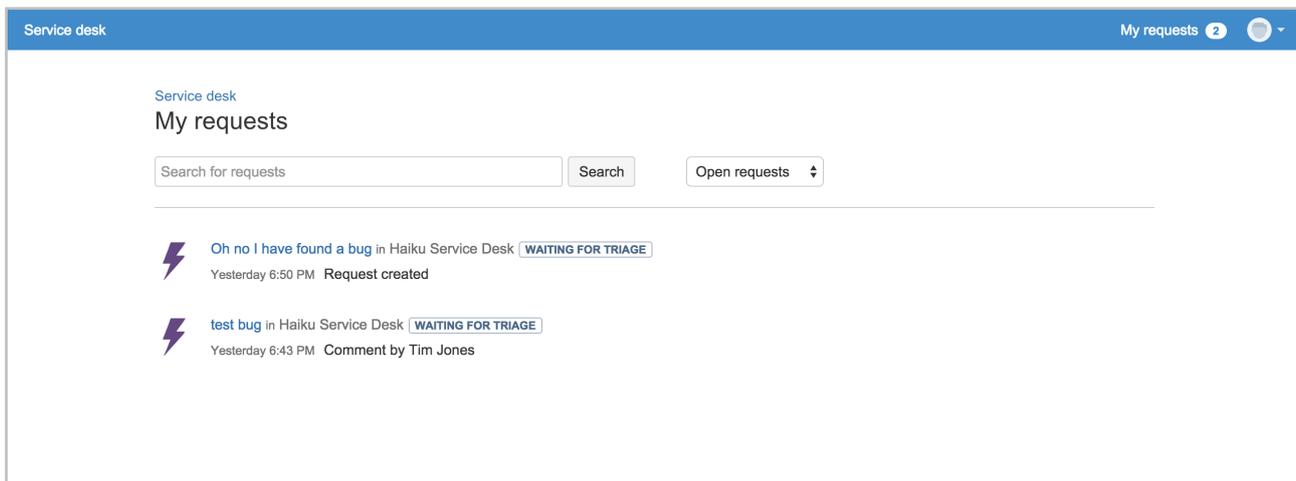


The screenshot shows a web form titled "I have a question" within the "Service desk / Haiku Service Desk" interface. The form contains the following elements: a "Summary" text input field with a placeholder "The question (or title of it)"; a "Description" text area with a placeholder "Further details to help us to answer the question as quickly and accurately as possible"; and "Create" and "Cancel" buttons at the bottom.

- Enter a description: include as much detail as you can here to enable us to help you as efficiently as possible.
- Click 'create'.

Managing my requests

Once you have raised a request you will be able to keep track of its progress through your 'my requests' section of the dashboard. (link in the top right hand corner of the site). This will take you to a landing page of all your service requests.



Request: Landing page

The landing page provides you with an overview of all of your requests. You are able to search your requests and see at a glance when the last activity on the request was, and see what state your requests are at. The following states are used:

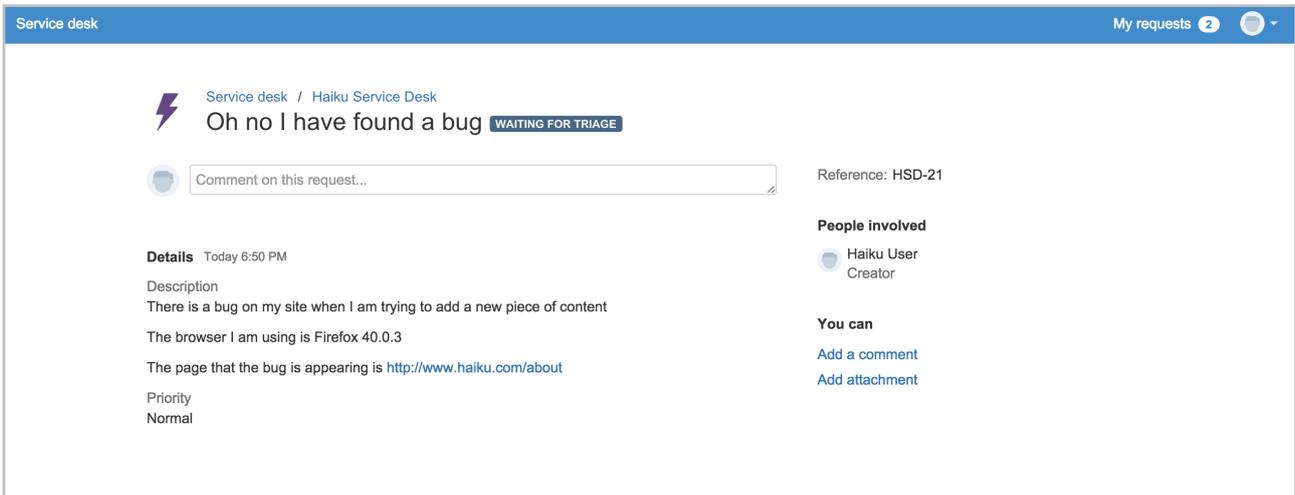
- Waiting for triage: your ticket has been received into the system, and it is awaiting review from the Haiku help team.
- Waiting for customer: the Haiku help team have requested some more information from you and are currently waiting for feedback.
- Waiting for support: the Haiku help team have all the information they need to be able to fix your issue. The fix has been placed into the development cycle waiting to be looked at.
- Being fixed: the Haiku help team are working on fixing your issue.
- Fixed, needs deploying: the issue is resolved, and it has been placed into the next release to be deployed into Haiku.

- Resolved: the issue should no longer be occurring on your live website.

From the landing page you can click into the individual requests to access further information.

Request: Detail page

The detail page of your request contains all the landing page information, and in addition you are able to comment and keep track of the conversation that has happened between you and the Haiku help team.



Service desk / Haiku Service Desk

Oh no I have found a bug **WAITING FOR TRIAGE**

Comment on this request...

Reference: HSD-21

People involved

- Haiku User Creator

You can

- [Add a comment](#)
- [Add attachment](#)

Details Today 6:50 PM

Description

There is a bug on my site when I am trying to add a new piece of content

The browser I am using is Firefox 40.0.3

The page that the bug is appearing is <http://www.haiku.com/about>

Priority

Normal

- Follow the conversation that has happened between you and the Haiku help team.
- Add new comments to the ticket.
- Add new attachments to the ticket.

Is there an email option?

In addition to logging into your dashboard, you can submit tickets into the helped via email:

- Email address: haiku-help@fry-it.atlassian.net
- Email subject: is the equivalent of the summary - so a brief title of the issue that you are raising.

- Email body text: is the equivalent of the description - full detail of the issue to be provided including relevant browser and page information.
- Please note: as you can not assign a priority through email, this will be defined once it is triaged. If you do have a critical issue it is best to add it through the web interface so you can highlight the priority immediately.

Regardless of the method by which you submit a request you will receive notification via email of any changes/comments that are made to your request. You can then either reply from your dashboard, or by simply responding to the email that you have received.

If you have any questions or queries around this process please email:
haiku-support@fry-it.com