

## Contents for SupportDesk Help

**SupportDesk** is a unique Multi-User Windows 3 Support package. It allows Users to catalogue, analyse and report on Product related Customer Events / Problems.

The Contents lists all Help topics available for **SupportDesk**. Use the scroll bar to see entries not currently visible in the Help window.

To learn how to use Help, press F1 or choose Using Help from the Help menu.

### **How To...**

[Adding Users](#)

[Changing Company Details](#)

[Changing Event Categories/Backup/Archiving Databases](#)

[Adding Customers](#)

[Adding Products](#)

[Adding New Events](#)

[Viewing Selected Events](#)

[Producing Event Reports](#)

[Changing Your Password](#)

### **Commands**

[File Menu Commands](#)

[Edit Menu Commands](#)

[Event Menu Commands](#)

[Report Menu Commands](#)

[Product Menu Commands](#)

[Customer Menu Commands](#)

[Supervisor Menu Commands](#)

## File Menu Commands

**Password...** Allows you to change your password.

**Exit** Leave SupportDesk.

## **Edit Menu Commands**

**Copy** Copies details of selected Event to Clipboard.

## Event Menu Commands

<b>New...</b>	Creates a new Event.
<b>Open...</b>	Open an existing Event.
<b>Select...</b>	Allows you to selectively view certain Events.
<b>Search...</b>	Search Events for text string.
<b>Print</b>	Print a summary of all your Events.

## Report Menu Commands

- New...** Create a new Report.
- Open...** Open an existing Report
- Delete...** Delete selected Report.

## Product Menu Commands

**New...** Allows you to add new Products and Versions.

**Open...** Change a selected Product's Details.

**Delete...** Delete selected Product and its Versions.

**Print** Print a summary of your Products

## Customer Menu Commands

**New...** Allows you to add a new Customer.

**Open...** Change a Customer's details.

**Delete...** Delete a selected Customer.

**Print** Print a summary of all Customers.

## Supervisor Menu Commands

**User**            Add, Change or Delete SupportDesk Users

**Categories...**    Modify user definable Event Categories.

**Details...**        Change your Company Details for Reports etc.

**Database**        Initialise, Load or Backup SupportDesk  
Databases.



## User Menu Commands

**New...**      Add a New User.

**Open...**      Change details or access of a User.

**Delete**      Delete a User from System.

**Print**      Print a summary of Users.

## Database Menu Commands

**Backup...** Backup selective Databases.

**Import...** Import text (CSV) File records into Databases..

**Initialise** Initialise all SupportDesk Databases.

**Restore...** Restore Databases..

## Adding Users

1 Select **Supervisor/User/New** Menu Item.

2 Enter Details of new SupportDesk User.

3 Press **OK** to add User to System.

## Changing Company Details

1 Select **Supervisor/Details** Menu Item.

2 Enter your Company/Department's Details.

3 Press **OK** to Modify.

## Changing Event Categories

1 Select **Supervisor/Categories...** Menu Item.

2 Choose Category to modify and Press **Rename...** Button.

3 Modify Details and Press **OK** Button.

4 Press **Cancel**.

## **Backup/Archiving Databases**

- 1**      Select **Supervisor/Database/Backup...** Menu Item.
  
- 2**      Select Categories, Products, Customers Events etc. to Backup/Archive.
  
- 3**      Toggle whether to Delete Selected Closed Events.
  
- 4**      Press **OK** to Backup/Archive Events.

## Adding Customers

1 Select **Customer/New...** Menu Item.

2 Enter Details of Customer.

3 Assign Products to Customer (Press **Products...**Button).

4 Press **OK** Button to add Customer.

## Adding Products

- 1 Select **Product/New...** Menu Item.
- 2 Enter Details of Product.
- 3 Add Product Versions (Press **New...** Button).
- 4 Press **OK** Button to add Product and Versions.



## Adding New Events

- 1 Select **Event/New...** Menu Item (or press **Control N** or **F2**)
- 2 Enter/Select Event Details eg. Title, Customer, Product...
- 3 Press **Add...** to attach Replies.
- 4 Press **OK** to add new Event.

## Viewing Selected Events

1 Select **Event/Select...** Menu Item. (or press **Control S**).

2 Select Products, Customers & Categories you wish to display.

3 Press **Refresh** Button.

## Producing Event Reports

1 Select **Report/New...** Menu Item.

2 Select Categories, Products, Customers & Users which to include in report.

3 Enter Date Range over which to report.

4 Select fields on which to sort report.

5 Tag selected Report Features.

6 Press **Print** Button to produce report.

## Changing Your Password

1 Select ***File/Password...*** Menu Item.

2 Modify Password.

3 Press **OK** Button to enter Changes.

