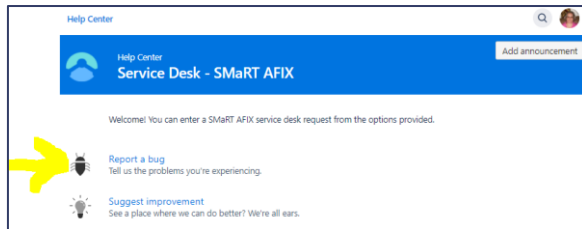


# Service Desk Quick Reference Guide

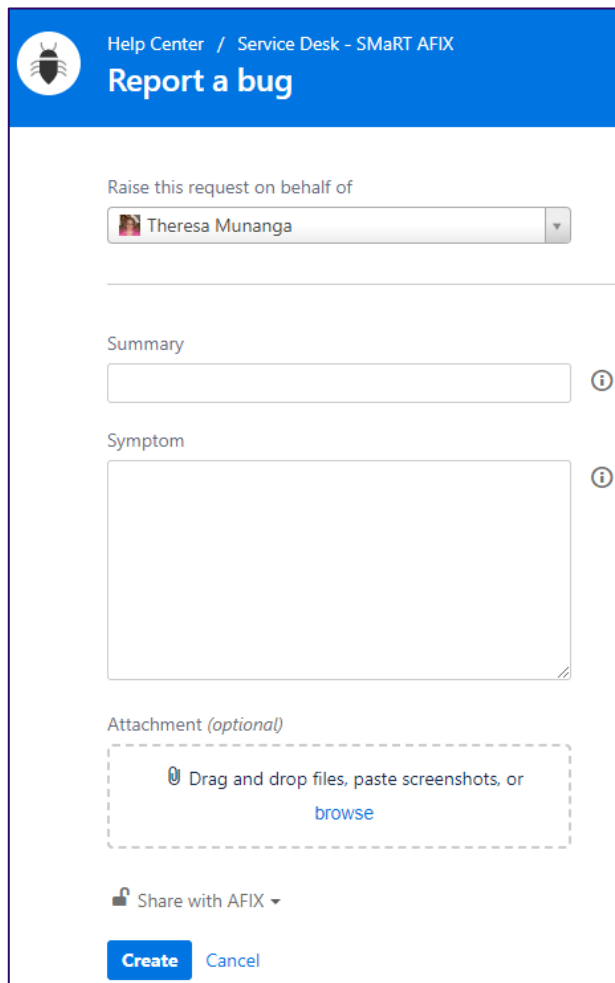
The instructions below explain how to search through the existing Service Desk help articles, how to report a bug, how to enter a suggestion for a new feature, and how to view and contribute to existing requests. [Click here to access the Service Desk](#)

## Report a Bug

On the Service Desk home page, click the **Report a bug** link.



On the Report a Bug page that opens, enter a summary, enter details in the Symptom box, attach any screenshots or other files, decide whether to share with other SMaRT AFIX users or keep it private (on the drop-down list), and click **Create**.

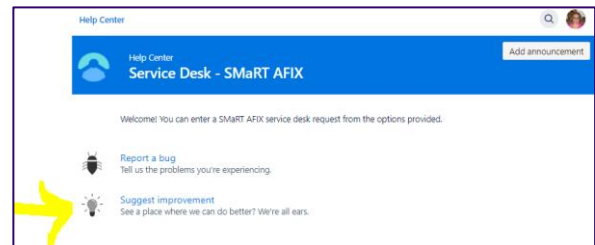


The 'Report a bug' form has a blue header with a bug icon and the text 'Help Center / Service Desk - SMaRT AFIX Report a bug'. Below the header, there is a dropdown menu for 'Raise this request on behalf of' with 'Theresa Munanga' selected. The form includes a 'Summary' text box, a 'Symptom' text area, and an 'Attachment (optional)' section with a dashed border and a 'browse' link. At the bottom, there is a 'Share with AFIX' dropdown and 'Create' and 'Cancel' buttons.

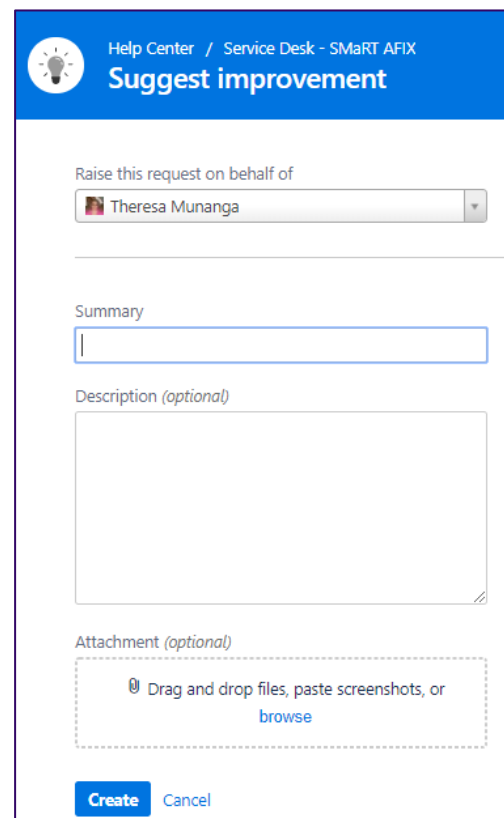
You will receive an email acknowledging your bug ticket (known as a *request*). To stop future notifications about changes to this request, click the **Don't notify me** link in the upper right-hand corner of the newly created request page.

## Suggest a New Feature

On the Service Desk home page, click the **Suggest improvement** link.



On the Suggest Improvement page, enter a summary and a more detailed description, attach any screenshots or other files, decide whether to share with other SMaRT AFIX users or keep it private (on the drop-down list), and click **Create**.

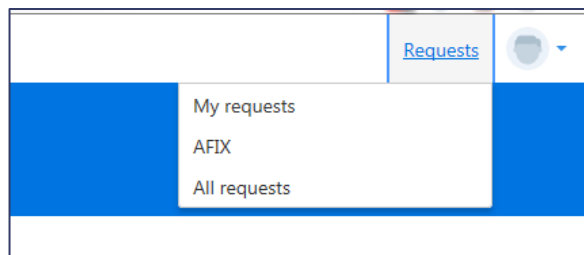


The 'Suggest improvement' form has a blue header with a lightbulb icon and the text 'Help Center / Service Desk - SMaRT AFIX Suggest improvement'. Below the header, there is a dropdown menu for 'Raise this request on behalf of' with 'Theresa Munanga' selected. The form includes a 'Summary' text box, a 'Description (optional)' text area, and an 'Attachment (optional)' section with a dashed border and a 'browse' link. At the bottom, there is a 'Share with AFIX' dropdown and 'Create' and 'Cancel' buttons.

You'll receive an email acknowledging your suggestion (known as a *request*). To stop future notifications about this request, click the **Don't notify me** link in the upper right-hand corner.

## View and Contribute to Existing Requests

To view existing requests, click the **Requests** link in the upper right-hand corner next to your user profile image. From the drop-down list that opens, select whether to view only your own requests, only the requests entered by AFIX users, or all of the requests.



Depending on which option you selected, a list of existing requests displays on the page. Click on a reference number or summary to open and view the details of that request.

Type	Reference	Summary	Service desk	Status	Requester
	SDAFIX-21	Suggesting an improvement	Service Desk - SMaRT AFIX	OPEN	Theresa Munanga
	SDAFIX-18	Theresa's Test	Service Desk - SMaRT AFIX	WORK IN PROGRESS	Theresa Munanga

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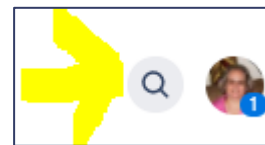
You can sort the list of requests by status, who created the ticket, or the type of request (bug versus suggestion). Search through the list by entering a keyword in the search box and pressing Enter on the keyboard.

Once a request ticket is opened, you can add a comment, turn notifications on or off, and share it with others:

- To add a comment, enter the text in the "Add a comment" box. Attach files by dragging and dropping them into the box. Click **Add** when finished.
- To stop future notifications about this request, click the **Don't notify me** link in the upper right-hand corner.
- To share the suggestion request with others, click the **Share** link in the upper right-hand corner, enter one or more email addresses, and then click **Share**.

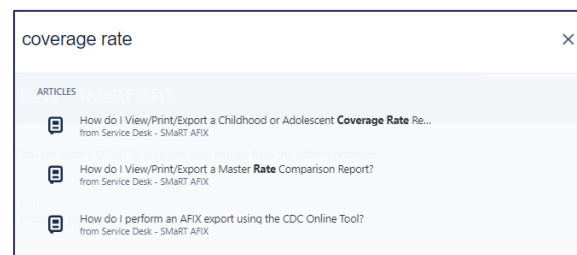
## Search Existing Help Articles

First, click the magnifying glass icon located in the upper right-hand corner of the page, next to your user image/avatar.



Enter one or more keywords into the search box (where it says "Find help and services").

Search results will begin appearing as you type. Scroll through the results and click on an article name.



If you don't see your answer in the search results, enter additional keywords to narrow the search, or remove extra keywords to broaden the search.

To return to the home page, click the "x" on the far right side of the search box.