

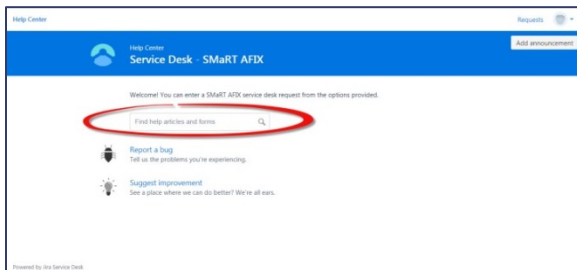
## Service Desk Quick Reference Guide

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. The URL for the Service Desk is <https://stchome.atlassian.net/servicedesk/customer/portal/17>.

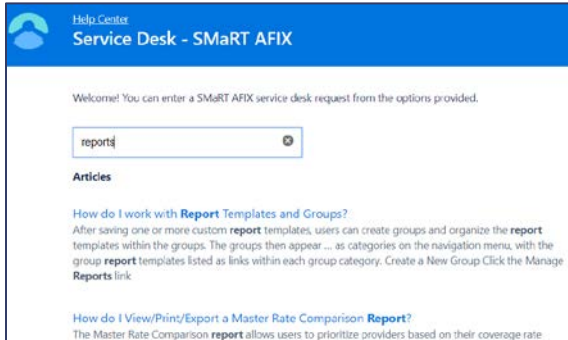
### Search Existing Help Articles

First, click the link to go to the [SMaRT AFIX Service Desk](#) page.

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



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

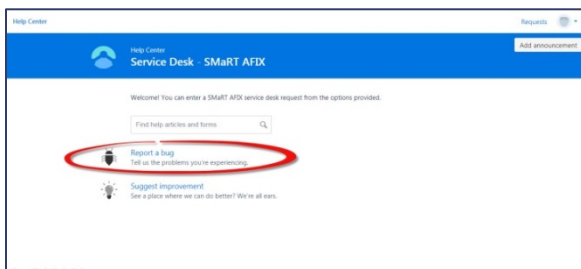


If you don't see your answer in the search results, enter additional keywords to narrow the search, or remove extra keywords to broaden the search.

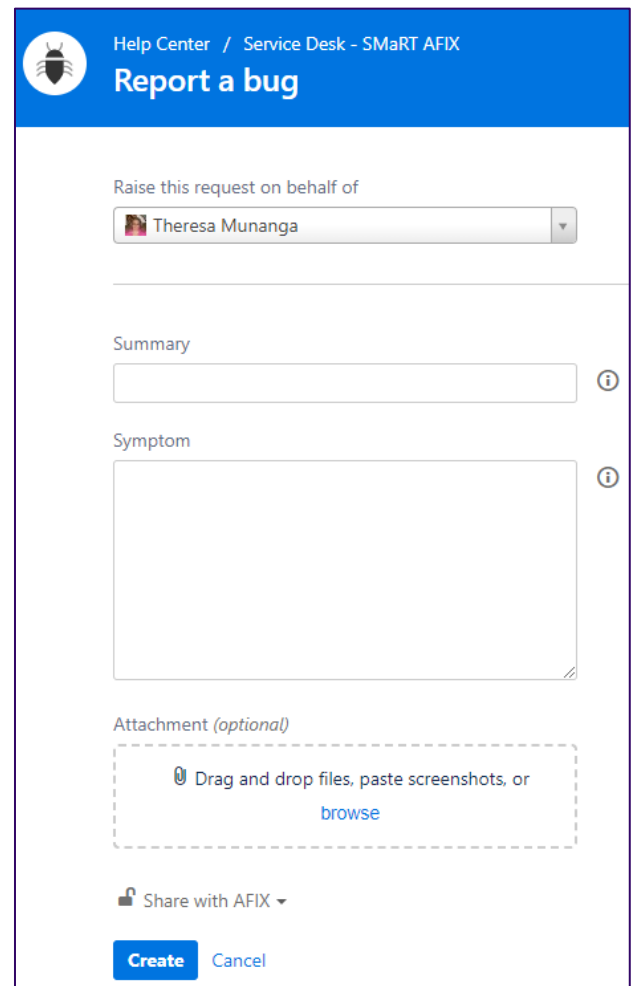
To return to the home page, click the "x" on the far right side of the search box.

### 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**.

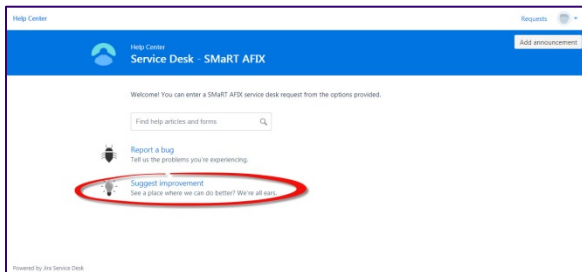


You will receive an email acknowledging your bug ticket (known as a *request*). To stop future notifications about changes to this request, click the **Don't notify me** link in the upper right-hand corner of the newly created request page.

To share the request with others, click the **Share** link in the upper right-hand corner, enter one or more email address, and then click **Share**.

## 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**.

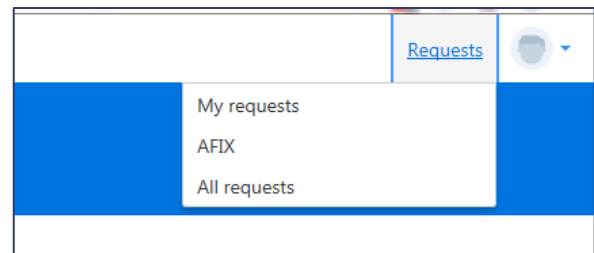
 A screenshot of the 'Suggest improvement' form. The form has a blue header with 'Help Center / Service Desk - SMaRT AFIX' and 'Suggest improvement'. Below the header, there is a dropdown menu for 'Raise this request on behalf of' with 'Theresa Munanga' selected. There are text input fields for 'Summary' and 'Description (optional)'. There is an attachment area with a dashed border and a 'browse' button. 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.

To share the suggestion request with others, click the **Share** link in the upper right-hand corner, enter one or more email address, and then click **Share**.

## 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.

 A screenshot of the 'Requests' page. The page has a blue header with 'Help Center' and 'Requests'. Below the header, there is a search bar and a table of requests. The table has columns for 'Type', 'Reference', 'Summary', 'Service desk', 'Status', and 'Requester'.
 

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

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 address, and then click **Share**.