

User Guide for iAM Smart Pilot Sandbox Helpdesk

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1. Login

1.1. User can access iAM Smart helpdesk through the "HELPDESK" tab in iAM Smart Pilot Sandbox portal or using the following URL :

https://portal.eidapi.gov.hk/servicedesk/customer/portal/5/create/51

1.2. User's login username is the same registered email address for login in iAM Smart Pilot Sandbox.

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と MM Smart	Log in	
	Username	
	Password	
	Log in Use IDP Login	
	Forgot your password?	
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Please refer to User Guide for iAM Smart Pilot Sandbox for account registration.



2. Features of iAM Smart Helpdesk

There are three major features:

- Raise a new enquiry
- View user's enquiries
- View user's account profile

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	iAM Smart Helpdesk 3. View user's account p iAM Smart Pilot Sandbox Helpdesk	rofile
	Welcome! You can raise an enquiry below.	
	What do you need help with? Q	
	Raise an enquiry Raise an enquiry about iAM Smart	
	1. Raise a new enquiry	
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3. Raise Enquiry

User can raise the enquiry by filling the form and then click "Create" button.



The description of fields in the form are as follows:

Fields	Description		
Summary	Short description of the enquiry description (within 255 characters)		
Component(s)	Category of the enquiry, e.g. APIs (optional and by selection)		
Description	Details of the enquiry		
Attachment(s)	Any reference attachements e.g. ccreenshots, log file, etc., for the enquiry to be uploaded		



4. Ticket Status : Waiting for support

A confirmation email will be sent to user's registered email address upon successful creation of an enquiry. A ticket number with ticket status "WAITING FOR SUPPORT" will be assigned once an enquiry was created, showing that the ticket (and thus the enquiry) is waiting for pickup by a helpdesk agent for processing.

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5. Ticket Status : In progress

The ticket status will be changed to "*IN PROGRESS*" once it is under processing by a helpdesk agent, showing that the enquiry is being investigated.





6. Ticket Status : Responded to customer

The ticket status will change to "*RESPONDED TO CUSTOMER*" once the helpdesk agent has replied or provided comments to the enquiry.

There are two situations for this status:

6.1. Additional information is required from user

Sometimes the helpdesk agent will ask follow-up questions in order to get more information for investigation. Further information or attachment(s) may need to be provided for the enquiry. User can input further information in the input box "Comment on this request..." and upload attachment(s) accordingly.

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Your request status changed to Responded to Customer . Just now LATEST	Shared with
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Your request status changed to In progress . 7 minutes ago	
Details 11 minutes ago	
Component(s) APIs	
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• After providing information in the input box "Comment on this request...", the buttons and drag / drop icons for uploading attachment(s) will appear

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6.2. Answer is provided to user

If user is satisfy with the answer provided by the helpdesk agent, user should change the ticket status to "*Resolved*" by clicking the "*Resolved*" link on the right panel. On the other hand, user may initiate another communication with the helpdesk agent for further information by provding his/her comments in the input box "Comment on this request..." and upload attachment(s).

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7. Ticket Status : Escalation to Developer

Some enquiry may be escalated by helpdesk agent to developer for further investigation and the ticket status will be changed to *"ESCALATED TO DEVELOPER"*. After providing feedback from API developer, the helpdesk agent will change the ticket status to *"IN PROGRESS"* or *"RESPONDED TO CUSTOMER"*.

If user is satisfy with the answer provided by the helpdesk agent, user should change the ticket status to "*Resolved*" by clicking the "*Resolved*" link on the right panel. On the other hand, user may initiate another communication with the helpdesk agent for further information by provding his/her comments in the input box "Comment on this request..." and upload attachment(s)

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Your request status changed to Waiting for support . Just now		
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iAM Smart API Support Team 5 minutes ago Please provide further information for investigation.		
Your request status changed to In progress. 13 minutes ago		
Details 16 minutes ago Component(s)		Ŧ



8. Ticket Status : Resolved

The ticket status will be changed to "*RESOLVED*" if user is satisfied with the replies or there is no comments from user on the replies.

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There are two situations for this status:

8.1 Resolved being marked by user

If user is satisfied with the answer, he/she should change the status to "*RESOLVED*" by clicking the "Resolved" link on the right panel.

8.2 Resolved being marked by helpdesk agent

Helpdesk agent may also change the ticket status to "*RESOLVED*" if user does not response to a reply for a long period of time.



9. Ticket Status : Closed

When the ticket status is changed to "*CLOSED*", it means that the enquiry is resolved or closed and no further reply will be provided. Yet, user can still view the closed enquiry in the iAM Smart Helpdesk.

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10. View Requests

User can go to the requests panel to view all his/her requests by clicking the button on the top right corner of the page. User can also do searching or filtering of the requests.

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11. Change User Profile

User can view the user profile by clicking the user avatar on the top right corner of the page and select "Profile" and change password in the user profile page. However, editing other profile contents is not recommended as the information may become out of sync with the registration record kept by our customer service.

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iAM Sr Dem	mart Helpdesk 10 Sandbox			
Log in with				
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Name			button to change	password
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• Input current and new passwords

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	Change password ×				
iAM Smart Helpdesk Demo Sandbox	Current password* 1. input current password				
Log in with demo_sandbox@iamsmart.gov.h	New password* 2. input new password profile				
Edit your profile Avatar	Confirm password* 	_			
Name	password.				
Demo Sandbox Send notifications to	Update				
demo_sandbox@iamsmart.gov.h	k Click on "Update" button				
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