Air IT Service Hub

Desktop Client – Full User Guide

09/10/2018

Version 2.2

Contents

The Technology Hub, Unit 7, Interchange 25 Business Park, Bostocks Lane, Sandiacre, Nottingham, NG10 5QG
0115 880 0044 / info@airit.co.uk / **airit.co.uk**

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Service Hub and its Key Features

Service Hub provides direct access to our Service Desk team making it a quick, easy and efficient way to request support from us and to manage your account – *either directly from your desktop or whilst you're on the move.*
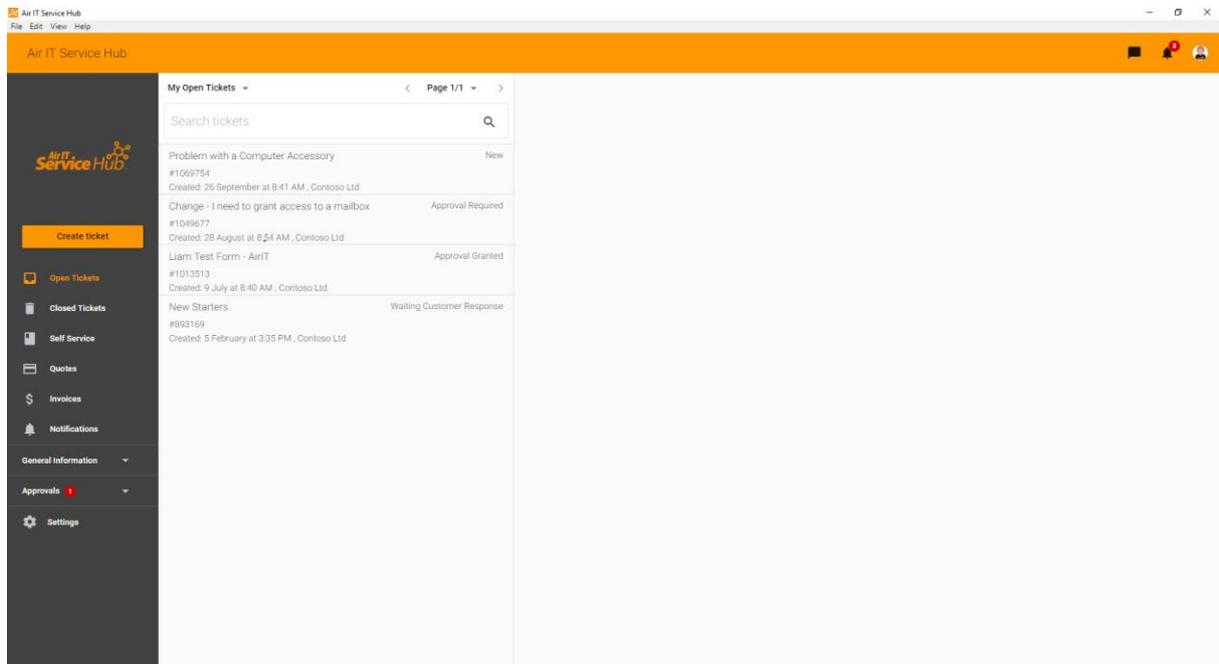
Service Hub Client Profile Page

Service Hub helps us to deliver much faster resolution times and better service allowing you to:

Log and manage support tickets

- Quickly and accurately log tickets using drop down menus and forms for faster fix of common issues. View existing tickets for updates and progress – quick, simple and saving you a phone call.

Approve support requests for staff

- If you're a decision-maker or responsible for your company's ICT – you can manage and approve support requests for your staff.

Get integrated live chat

- Interact directly with a technician all through your support request from start to finish – deal with a real person rather than an automated response.

Receive pop up alerts straight to your desktop

- You'll receive important messages about your ICT directly on your screen – always keeping you informed about issues that may affect your performance.

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Login automatically with integrated security

- Launches when you start your PC. No passwords to forget, you'll be logged in automatically – safely and securely – making it quick and easy to use.

Built for mobility – access on the move

- Web based version allows full access to all features on any platform and any device – ideal when you're out of the office and on the move.

Access extensive knowledge base

- Access our extensive library of training resources and self-help guides helping you to solve common issues yourself. This is an area which we'll develop further over time that can include information bespoke to your business and systems.

Request & Manage your quotations

- All users can request quotations from us and decision makers can view, amend and approve any quotes that we've issued to your account.

Manage your invoices

- Authorised users such as billing staff can search and access any invoices we've generated.

Upskill with our eLearning platform

- Keep up to date with the latest IT knowledge and skills with our award-winning eLearning platform Bigger Brains, which provides access to over 60 online training courses.

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Access and Logging in
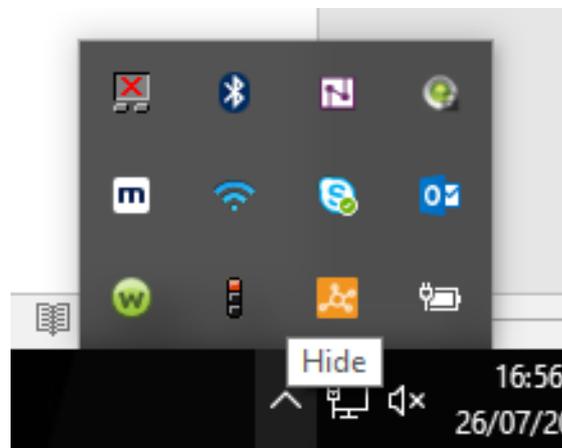
Accessing Service Hub

Service Hub will be installed on your computer and should launch automatically when you start your PC or laptop.

It will then run in the background and can be accessed by clicking the shortcut icon on your start menu, desktop or the one found in your system tray which is on the right hand side of your taskbar.

Shortcut icon

Service Hub is also available to download on Mac operating systems, the features of the Mac version are identical to the Windows based version.

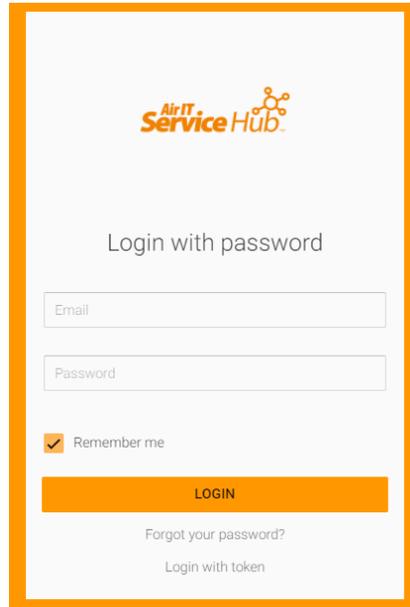**Click arrow highlighted to access Service Hub in your system tray**

Automatic login

When accessing Service Hub you should be logged in automatically, however, if you're prompted with a login screen please enter your email address and password.

The Air-IT Service Desk will provide you with your password details during setup.

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Forgot your Password

If you've forgotten your password hit the **Forgot password** link and it will be emailed to you.

If you do not receive your login details, please contact the Air-IT Service Desk by calling +44 (0)115 860 2094 or email support@air-it.co.uk
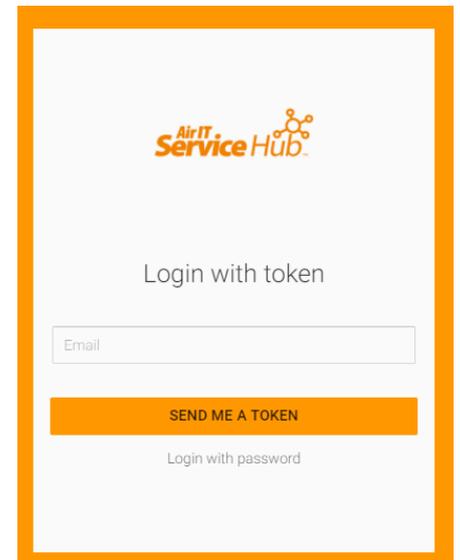

Service Hub login screen

Login with token

You can also login to Service Hub without your password using the token feature (available across all platforms).

To do this click the **login with token** link, **enter your email address** in the box and then hit the **Get Token button**.

You will then receive an email with a unique, one off 6-digit code, 'your token' which can be used to login with.

If you don't login automatically to Service Hub and are prompted with a login screen - you can use either your password or token to gain access.

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Your Home Page

After logging in to Service Hub you will be presented with your **Home Page** which will take you to your **Open tickets.**

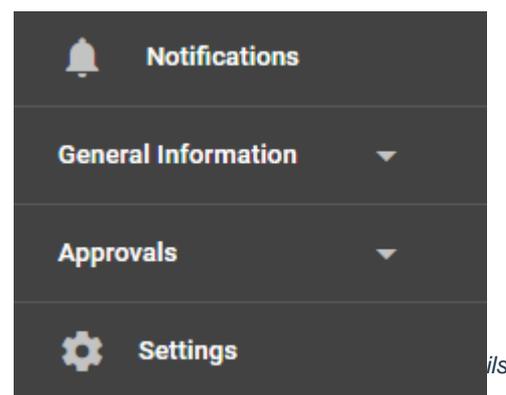Here you can instantly see what open cases you have with us.
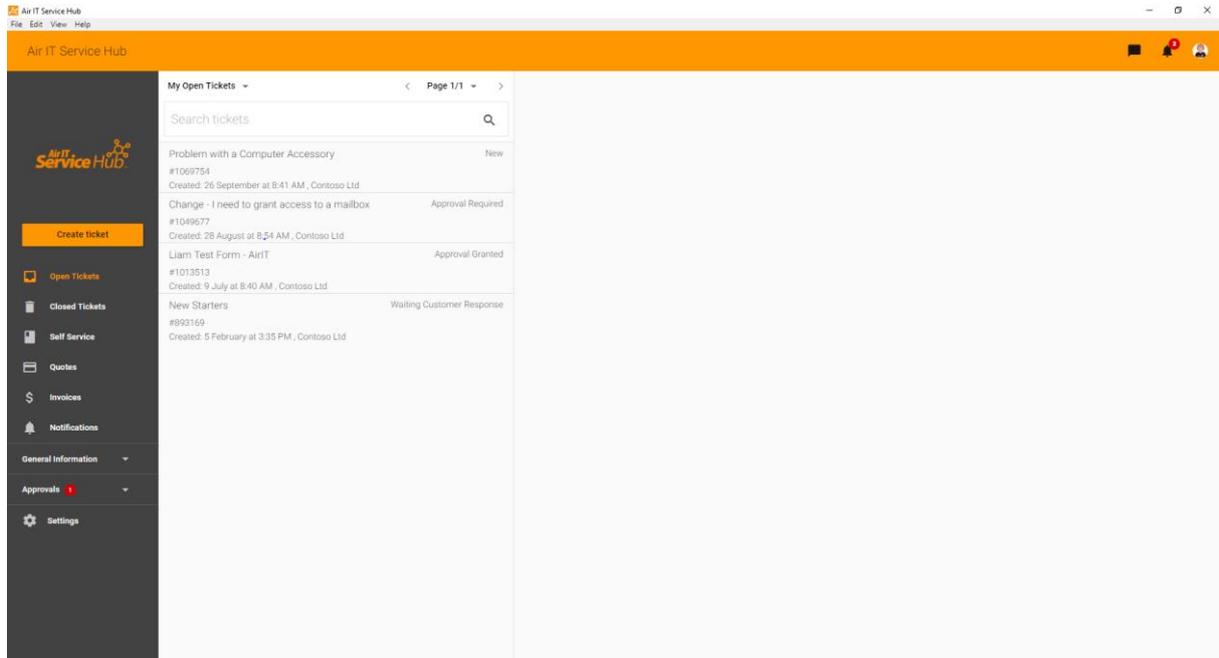
Your Profile Page

Changing Your Details and Settings

Editing your details

If you'd like to change your details you can update your name, title and phone number and tell us the preferred number you'd like to be contacted on.

Do this by clicking on **Settings** in the bottom left hand corner and edit your personal contact information etc.

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Changing Settings

You can also change settings and choose to opt out of desktop notifications, ticket status changes, new ticket notes and chat requests.
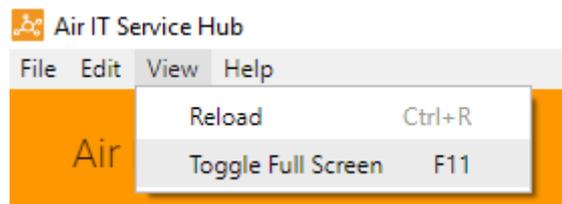
Do this by selecting **Settings** in the bottom left and scroll down to the **Notifications** field.

Changing to Full Screen Mode

If you'd like more screen space when working on larger content, you can hide the top panel and use your full screen.

To do this click on the **View** tab along the top panel and click on **Toggle Full Screen**. Alternatively, you can press **F11** on your keyboard.

You are able to re-size the application by moving your cursor towards the corner of the application.

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Your Internet Information

By clicking on the icon with your initials (in this case the letter L or this can be an image if you chose to upload one), you can check your internet information and PC name.
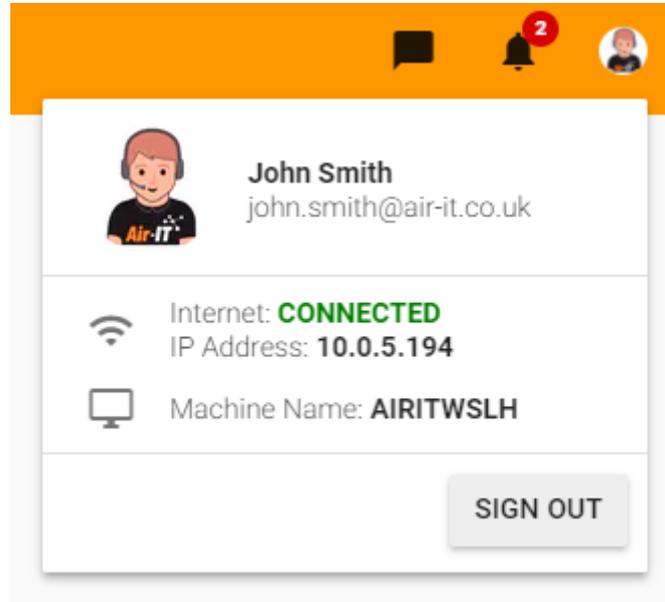

My information

Further information about the Service Hub profile page can be found in our <u>Desktop Client quick guide information sheet</u>.

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Your Notifications

From time to time you will receive notifications from our Service Desk about support issues and updates about your tickets.

Desktop Alerts

When a new notification is issued, you will receive a desktop alert that will pop up on your screen. This includes two types of notification:
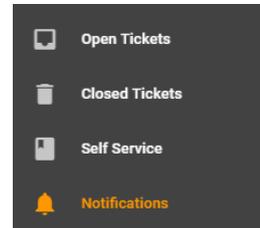
Your Notifications

Service Desk Notifications

If there are any support issues that may affect your business our Service Desk will send important notifications to you and your staff or selected people within your company.
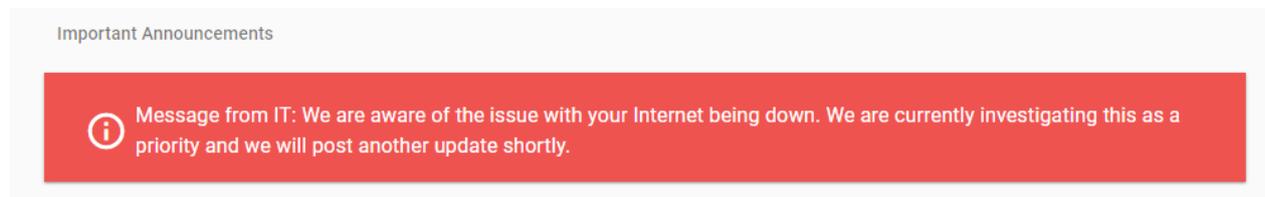
Service Desk notifications

Service Desk notifications will show as red messages when popping up on your screen and will be marked red in **Notifications**.

These important messages will remain in Service Hub until removed by the Service Desk team.

Ticket / General Notifications

You will also receive notifications about your tickets when a status has changed or a note has been added.

If you have access rights to approve tickets, you will also receive notifications when new tickets need approving.


Notifications for ticket approvals

Ticket notifications will show as white messages when popping up on screen and in **Notifications**. These messages will disappear once they have been read.

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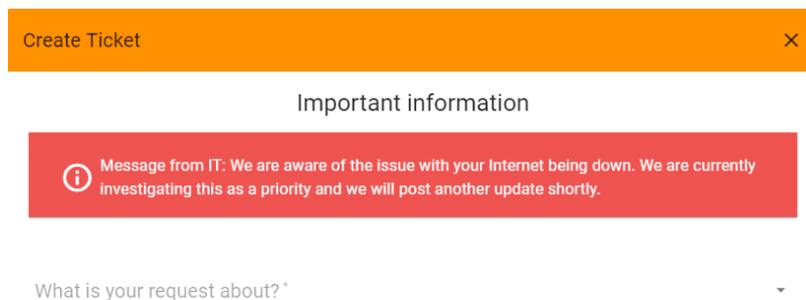
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Accessing Notifications

You can access notifications from the **Notifications** tab along the left-hand pane, or you can click on the **Bell** icon at the top right of the application.
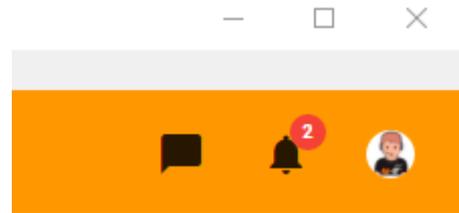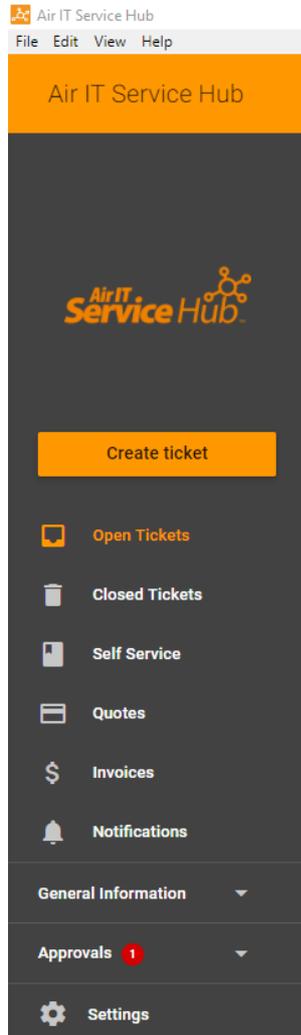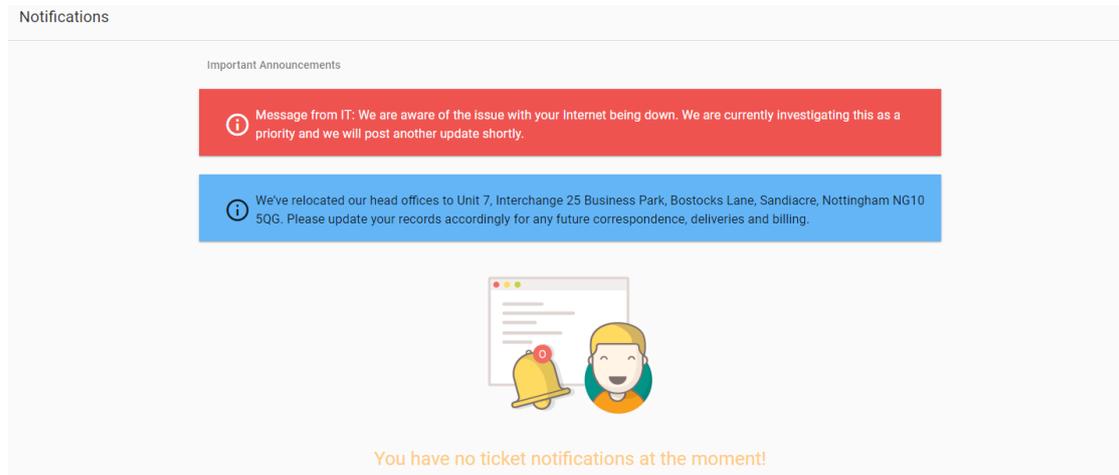

Click your notifications

You will also be reminded about any important Service Desk notifications when logging new tickets.

**Important Service Desk notifications show when logging tickets**

Viewing Notifications

All notifications will be listed in **Your Notifications** and can be read by clicking on them.

Viewing Your Notifications

You can also mark notifications as read, refresh your list and view read notifications. You can mark all as read by using the icon with the 3 lines to the right of the page.
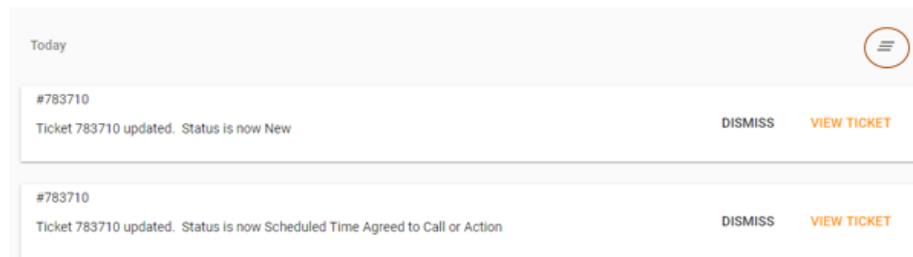
Mark as read, refresh list, view read notifications

Notifications Pending

The number of notifications you have pending will be indicated by the red circle next to **Notifications** in the Service menu and the **Bell** icon at the top right on the application.

Buttons indicating unread notifications

The Service Hub icon on your task bar will also highlight the number of unread notifications in addition to any approvals that are also pending.

Icon on task bar indicating no of tickets to approve

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Logging Support Tickets

To request support, click **Create Ticket** under the Service Hub logo along the left-hand pane.

Log a Ticket

Choose Support Type

You will then be presented with a list of support options to choose from, please select the option that best fits your type of issue.

Select your support type

Select Sub-category

Then select a sub-category to further narrow down your specific issue.

Choose a sub-category

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Complete Form

You will then be presented with a form, please complete this as accurately as possible, and provide as much information as you can where requested.

Complete support form

Attach Files and Screenshots

You can also choose to attach a file of up to 4MB or take a screenshot and attach it to your ticket.

Log Your Support Case

When you are happy with the details you have provided, please click the submit button to log your case.

Helping Us to Help You - Resolving Your Issues Quicker

We appreciate that it may take you a little time to report your issues by answering our questions and then completing your form. However, this will mean your case has been reported accurately and with as much detail as possible. This will enable us to identify your issues quicker and allow us to deliver a much faster resolution time for you and your staff.

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Viewing Tickets

To view your support tickets, click **Open Tickets** for your open tickets and **Closed Tickets** for your closed tickets.
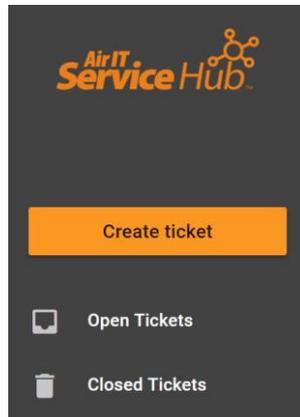
View tickets

Searching Tickets

You can search tickets using the search bar at the top of the page by typing a keyword.

If you have access rights to approve tickets for your staff, you will also be able to filter **Everyone's Open Tickets** and **My Open Tickets** helping you identify any tickets issued companywide as well as just your own. The same rule applies for **Closed Tickets**.

Filter tickets by status and search

View Individual Tickets

You can view any individual ticket by clicking on one.

When viewing a ticket, you can see all the necessary details including notes, any updates issued, live chat history and a timeline of all work completed. The Timeline shows the conversation between yourself and the technician and the details tab gives you information on the ticket.

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Viewing individual tickets

Changing Tickets

You also have options to change the ticket using the buttons in the top right hand corner.
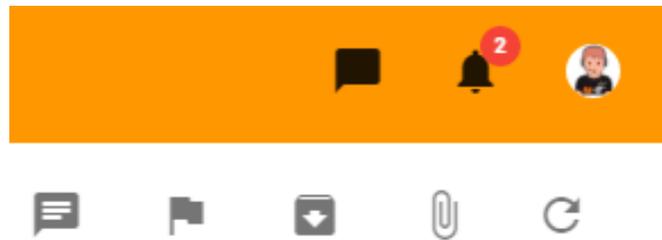
Changing tickets

For any open tickets you can:

- Start a live chat
- Flag the ticket
- Close the ticket
- Attach a file
- Refresh the ticket

Any closed tickets can also be re-opened.

Flagging Tickets

If you have a query about any of your tickets, you can flag them for review by clicking the flag button in the top right hand corner.

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Flagging tickets

A pop up window will appear where you can leave a message for your Support Technician or Account Manager who will review things for you. This will be added as an activity to your account and any correspondence will be added as a note.

Accessing Live Chat

When logging and viewing tickets you also have the option to initiate live chat with a support technician.

Starting a Chat Session

To start a live chat session, click on the **Live Chat** button on the right-hand side of the screen.

Once you click the button a chat window will appear to the right of your ticket which will show the name of the technician you are talking to.
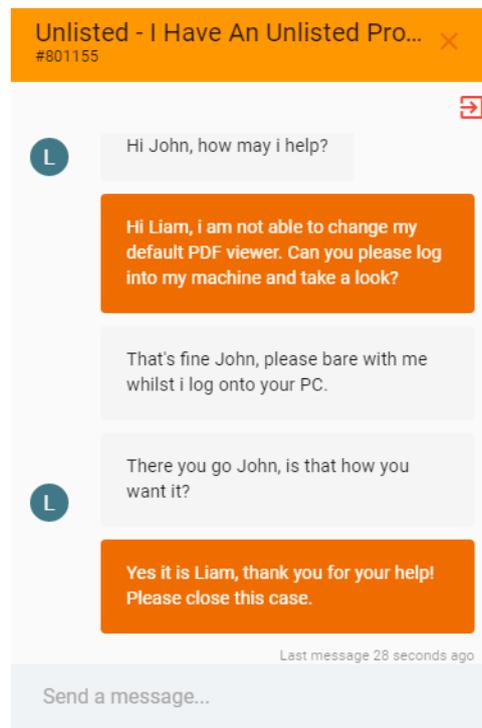
Chat window

Type your message in the box provided to communicate directly with a support technician in real time.

Closing a Chat Session

Once you have completed your chat session, **Press 'X'** at the top to close the chat window or click on **Leave Chat** icon (Circled in the below image).

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Instant Ticket Updates.

You are now able to instantly update your ticket through Service Hub. When you open a ticket, and go to the **Timeline** tab. You can then leave a message or an attachment on the ticket to instantly update the ticket notes.

Timeline Page

Approving Tickets

If you have access rights to approve tickets for any other staff members in your company **Approvals** will be visible under the Service menu.
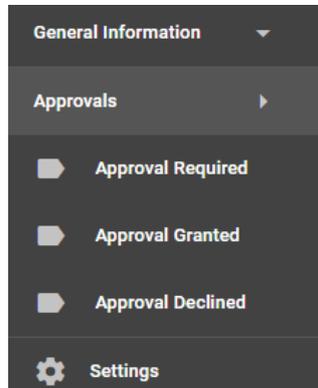
Approving tickets

Pending Approvals

The number of pending tickets that require approval will be indicated by the red circle next to **Approvals** in the left hand menu.

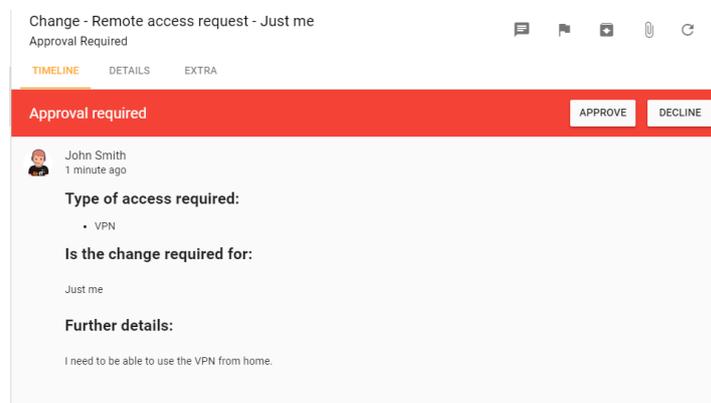The Service Hub icon on your task bar will also highlight your number of approvals as well as any notifications that you have pending.

No. of tickets to approve

How to Approve Tickets

To approve tickets, click **Approval Required** and you will see all tickets that require your approval. Click on your chosen ticket and you can then choose to **Approve** or **Decline** approval.

**Approve or Decline ticket approval**

Self Service

Our **Self Service** includes a range of useful training resources, video tutorials and self-help guides that will enable you to solve common issues yourself. This will be built upon over time as more articles become available and are added by our Service Desk team.

Self Service can also be personalised and can include resources and training materials that are specific to your business and internal systems – just ask our Service Desk team for more information.

Accessing the Self Service

To access the range of Self Servicing information, click on **Self Service** on the left-hand side.
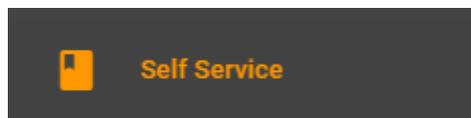
Access Self Service

Viewing Articles

You will then be presented with a list of learning categories to choose from, select the one that best suits your needs.
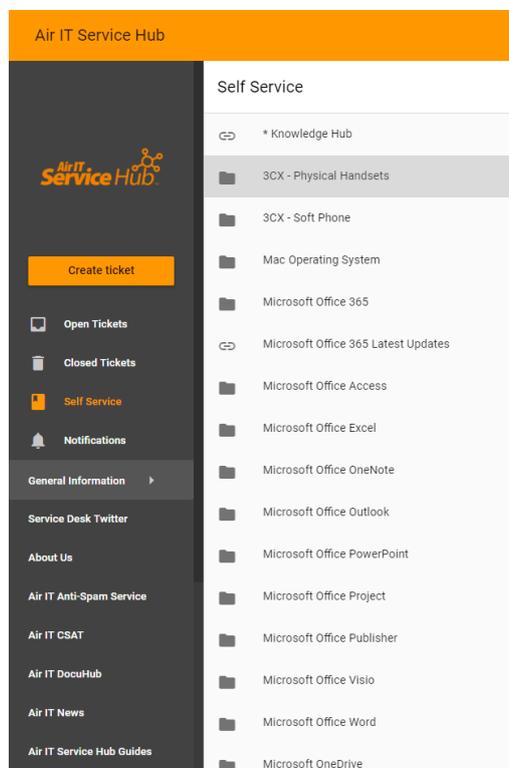
Select learning category

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A list of articles will then appear relevant to the category you have chosen.

Article list

Then select the article you wish to view to learn more.

Example Self Service article

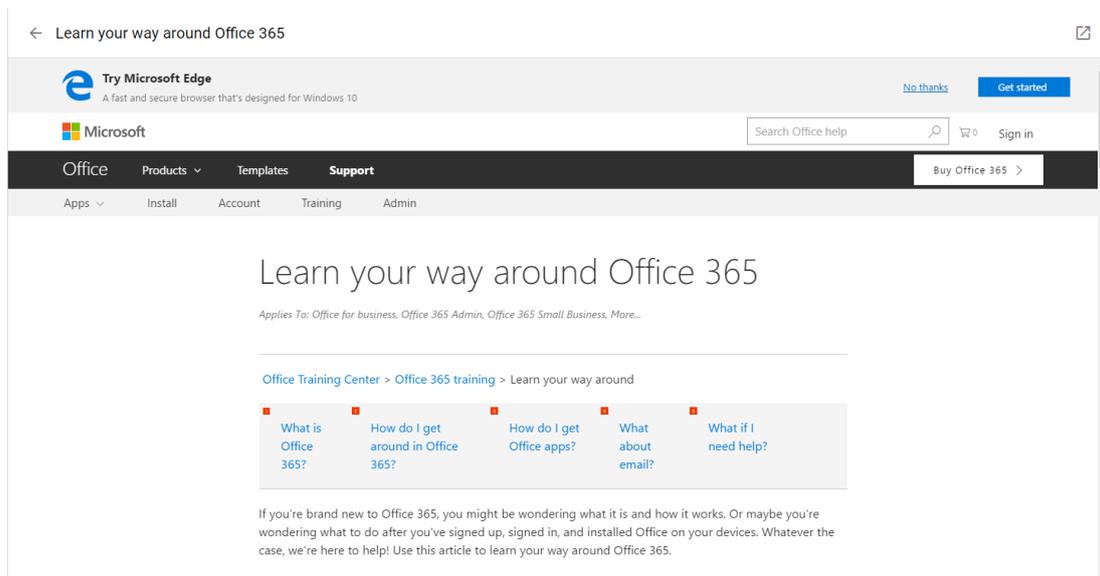This icon means that the article will open within Service Hub.

This icon means that the article will pop out of Service Hub in separate window.

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0115 880 0044 **/** info@airit.co.uk **/ airit.co.uk**

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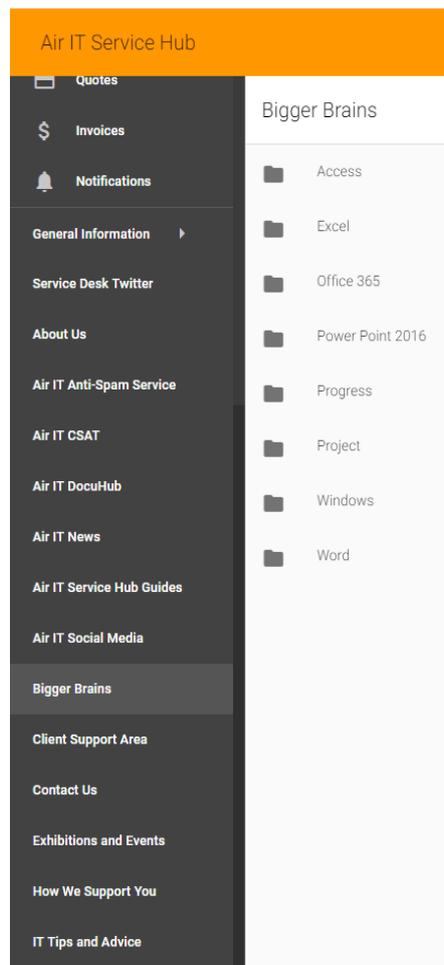
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Bigger Brains

We've introduced Bigger Brains as a further functionality in the Air IT Service Hub.

Bigger Brains is an award-winning online eLearning platform, offering over 60 online training courses across programmes and software including:

- Access
- Excel
- Office 365
- Power Point
- Progress
- Projects
- Windows
- Word

This can be accessed within Service Hub by selecting the **General Information** tab, then by clicking on **Bigger Brains**.

Select your course from the list

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Quotations

All users can request quotations directly from us using Service Hub. However, only authorised users will have access to **Quotations** in the left hand menu and will be able to manage and approve any quotes issued.
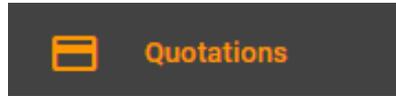
Quotations in service menu

Requesting a Quotation

You can request quotes directly through Service Hub, in the Service menu, in the same way you log a support ticket.

How to Request a Quote

1. Click **Create Ticket** in the Service menu and choose **I need a quote >** from the list in select a support type.

Select I need a quote

2. Then choose from the sub-header options with the type of quote needed, for example, **I need new software >**

Choose quote type

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3. You will then be presented with a form, please complete this with the details of the quotation needed and provide as much information as you can where requested.

Complete quotation form

4. When you're happy with the details you have provided, please click the submit button to request your quotation.
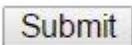
   This will create a ticket in Service Hub which you can track and monitor whilst our procurement team completes your quote for review and approval.

New ticket created for quotation

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Accessing Your Quotes

Only authorised users can view **Quotations** and will be able to view, amend and approve any quotes that have been issued to your account.

To access your quotes, click on **ICT Quotes** in the left-hand menu.

Accessing Quotes

Viewing Quotes

You will then be able to view all your company quotes and can filter results by open and closed status or just view all.

Quotes					☐ Include closed quotes
Summary	Contact	Status	Last Update	Approved	Flag
Quote #002906 PC Quote	John Smith	No Decision	Jun 28, 2017	-	⚑

Viewing your quotes

You can then view any individual quote by clicking on one.

Approving Quotes

You can also approve any open quotes within Service Hub and can amend quantities or ask questions, if needed, before signing off and accepting your order.

Approving and signing off quotes

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Flagging Quotes

If you have a query about any of your quotations, you can flag them for review by clicking the flag button on the right-hand side of the quote on the main **Quotes** screen.

Flag quote

Leave a reason for flagging this quote

CANCEL   FLAG QUOTE

Flagging Quotes

A pop up window will appear where you can leave a message for your Technician or Account Manager who will review things for you. This will be added as an activity to your account and any correspondence will be added as a note.

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Invoices

Similar to quotations if you have been given access to **Invoices** you will be able to view and manage any invoices that have been issued.

Accessing Invoices

To access your invoices, click on **View Invoices** in the left hand menu.
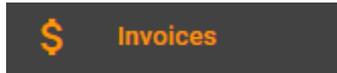
View Invoices

Viewing Invoices

You will then be able to view all your invoices and can filter results by paid and unpaid status.

View invoice list

You can open individual invoices by clicking on them and can also print, if needed.

Viewing and printing individual invoices

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Flagging Invoices

If you have a query about any of your invoices you can flag them for review by clicking the flag button in the top right hand corner.
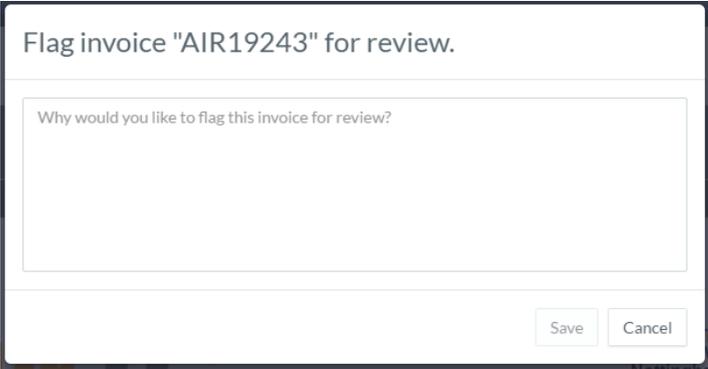
Flagging invoices for review

A pop up window will appear where you can leave a message for the Service Desk team or your Account Manager who will review things for you. This will be added as an activity to your account and any correspondence will be added as a note.

The Technology Hub, Unit 7, Interchange 25 Business Park, Bostocks Lane, Sandiacre, Nottingham, NG10 5QG
0115 880 0044 / info@airit.co.uk / airit.co.uk

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Web and Mobile Access

You can also access Service Hub using our web based version if you don't have the software installed on your computer, or are using a tablet or smart phone.
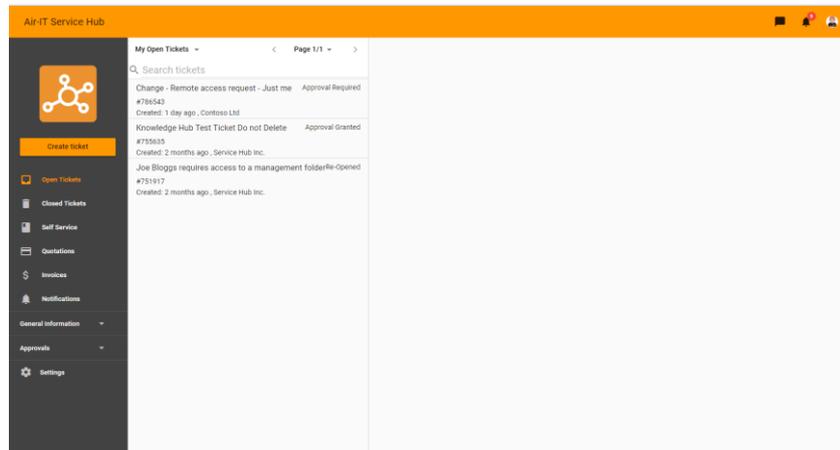
Service Hub Web Version - Desktop View

This allows you to easily access all of the features of Service Hub from any browser and on any platform - *ideal for when you're out of the office or on the move.*
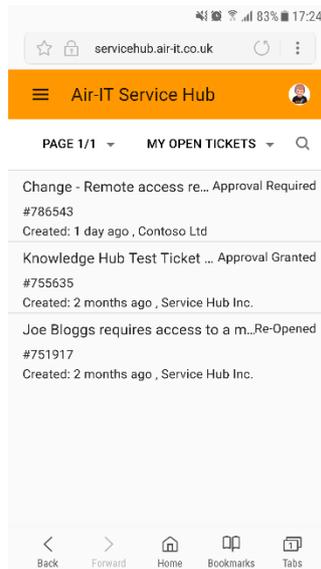
Service Hub Web Version – Mobile View

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Accessing Service Hub Web Version

You can access Service Hub web version via the Client Area on our website or by bookmarking the URL https://servicehub.airit.co.uk/portal/v2/login

Service Hub Icon
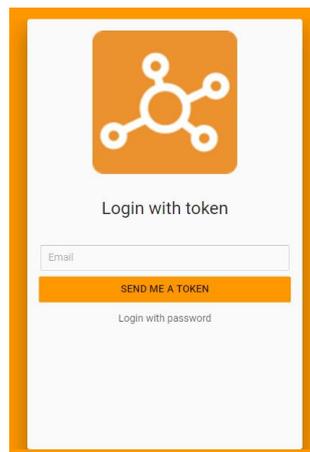
This can also be downloaded as shortcut icon on your device or desktop.

How to Login

To login to the web version of Service Hub you will need to enter your user name and password.

Web login page

If you've forgotten your password, click **Forgot password** and it will be emailed to you. Alternatively, you can request a token and you will be emailed a 6-digit number to log in with.

Alternatively, if you don't have login details or are having any problems, please contact the Air-IT Service Desk by calling +44 (0)115 860 2094 or email support@airit.co.uk

Same Features as Desktop Client Version

Once you login to Service Hub web version you will have access to all the same features that are available in the Desktop client version.

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Need Help or More Information

If you are having any difficulties using either version of Service Hub *(Desktop Client or Web version)* - need more information or help, please don't hesitate to contact our Service Desk who'll arrange further training for you or your staff.

Please feel free to contact us using the details below:

Air IT Service Desk

Tel: +44 (0)115 860 2094

Email: support@airit.co.uk

Web: www.airit.co.uk/client-support-area

Service Hub: https://servicehub.airit.co.uk/portal/v2/login

Kind regards

Air IT Service Desk Team

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