

Air IT[®]

Service Hub Quick Start Guide

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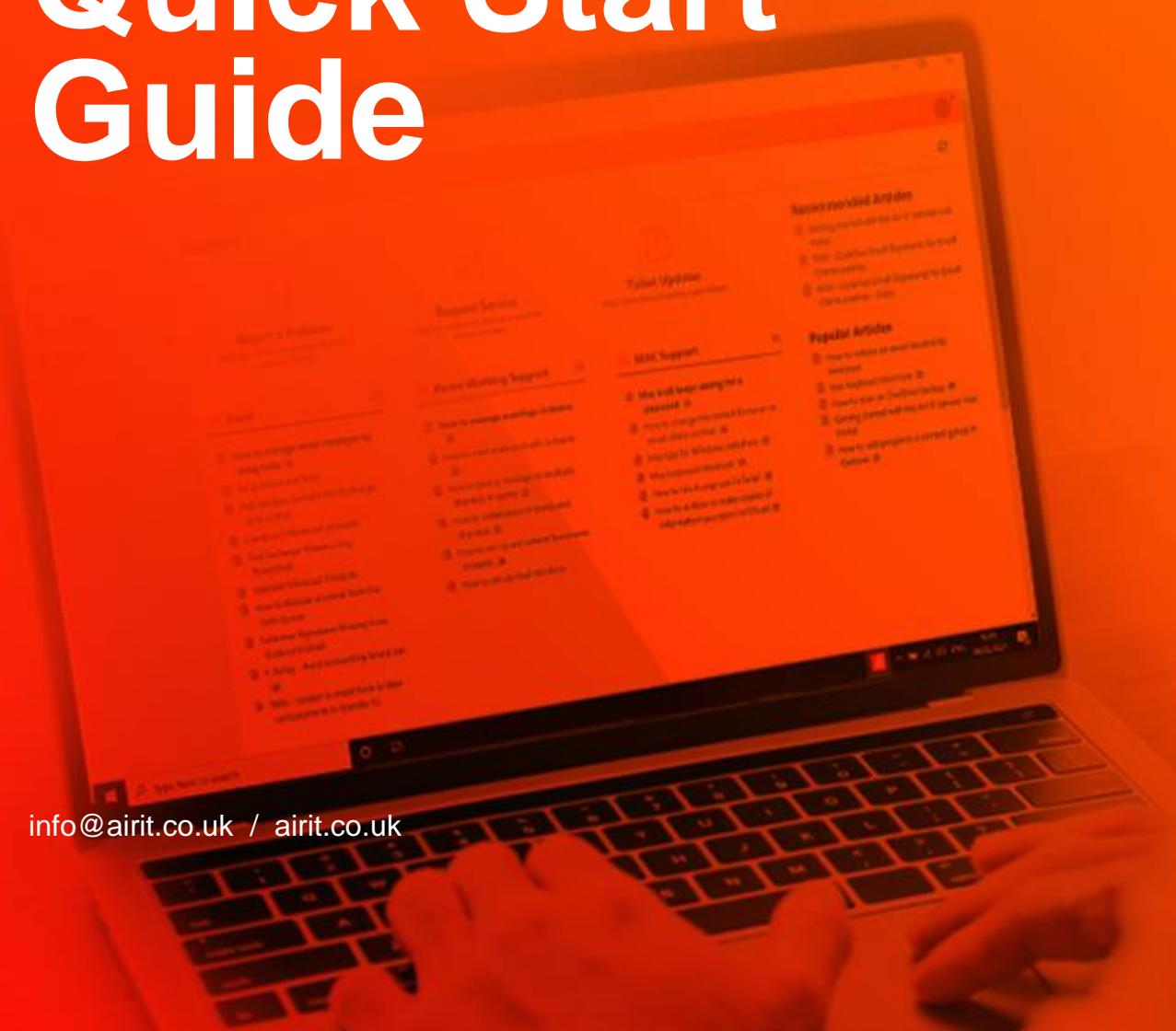
A laptop is shown from a low angle, displaying the Air IT Service Hub website. The screen is filled with various articles and sections, including 'Recent Service', 'Full System', 'MAC Support', 'Recommended Articles', and 'Popular Articles'. The website has a clean, modern design with a white background and blue accents. The laptop is being used by someone, as their hands are visible at the bottom of the frame, typing on the keyboard. The entire image has a soft, warm orange glow.

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AirIT Service Hub™ introduction

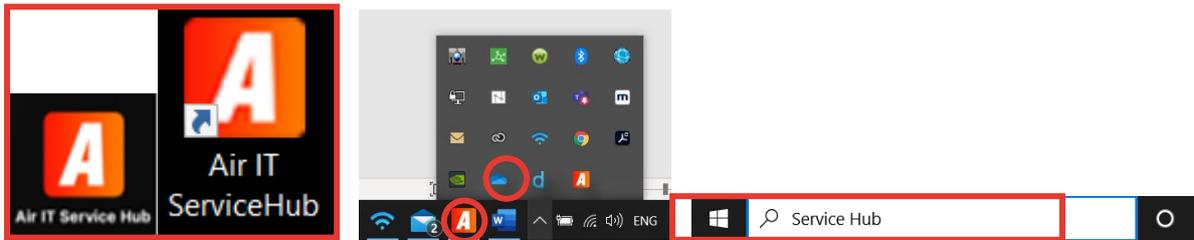
Welcome to the Air IT Service Hub Portal!

In this quick start guide, we will detail information about how to navigate and use the Air IT Service Hub Portal, and explain some of the key features to help get you started.

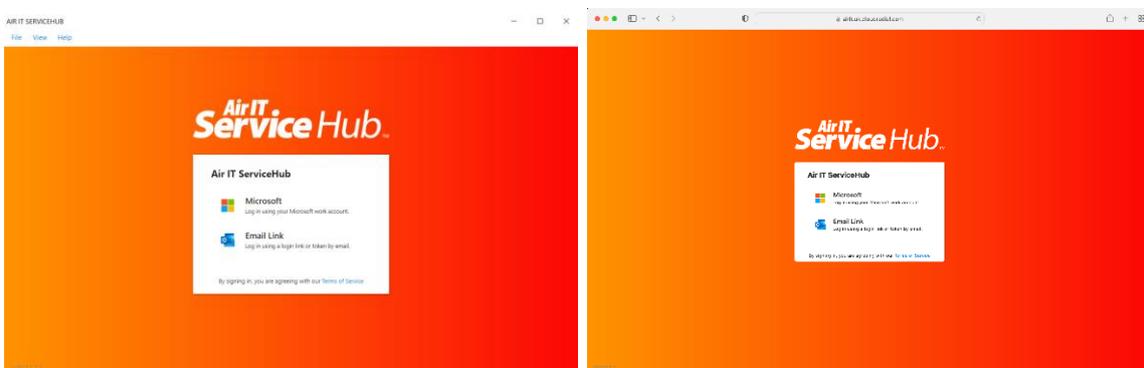


1 Logging in to Air IT Service Hub

Firstly, click onto the Air IT Service Hub application icon or shortcut, which is indicated as an 'A', located either on your PC or Mac desktop, in your utilities tray, or by searching 'Service Hub' from the menu search bar.

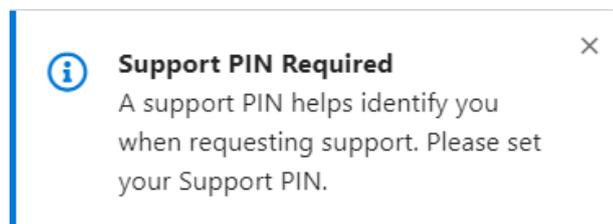


Once you have opened the application, you will be presented with the Air IT Service Hub login window on your default browser on PC or Mac . Please log in using your work email account using the Microsoft option and follow the on-screen sign in process.



2. Getting Started with the Air IT Service Hub Portal

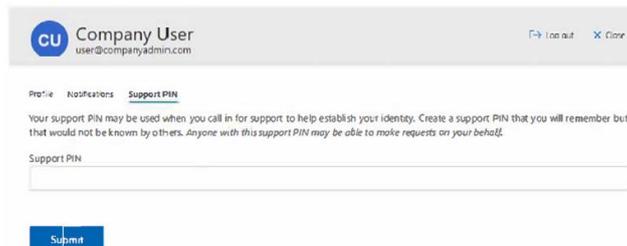
For security reasons, when you first log in you will be required to create a Support PIN. Please create your unique Support PIN within the portal. This PIN will be used to help confirm your identity when calling the Air IT Service Desk team and will ensure our services are kept secure and protected. To create your PIN please follow the below steps.



In the top right-hand side of the portal please select your name.



Within this section you will see the option called 'Support PIN'. Click on this option to then create your own individual Support PIN.



3. Air IT Service Hub navigation and menu

On the left side of the screen (left pane navigation) you will find an expanding menu. Here you can access:

Homepage - which takes you straight to your support options;

Company



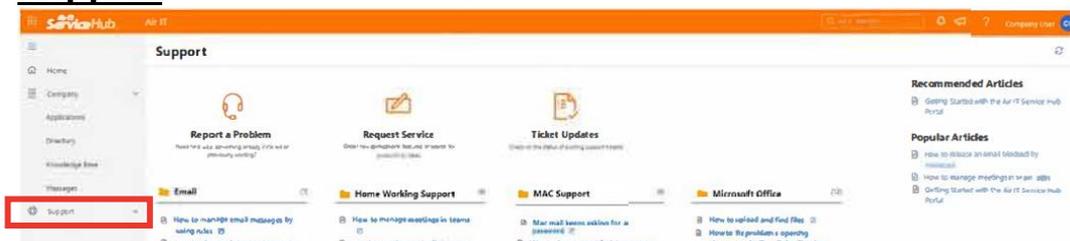
- **Company applications** - A list of approved company applications. You can also add your own links to this page. Right-click on any menu item to add or remove it from your "favourites" list.



- **Directory** - Company staff as per your Office 365 profile information.
- **Knowledge Base** - A collection of self-help articles designed to help you resolve issues before needing to log a ticket. The articles may take you to an external link to help and assist you, or they may be articles written and published by Air IT to help you resolve your issue as soon as possible.
- **Messages** - Company messages of special interest and announcements. When you receive a message or announcements, a notification for unread messages will appear in red.



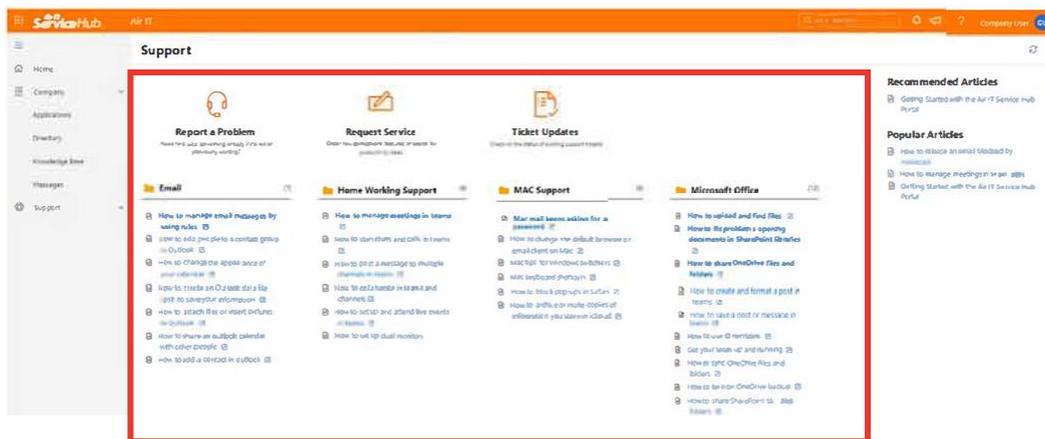
Support



- **Report a Problem** - A list of problems you can report to Air IT Service Desk. *Go to section 4, 'How to report a problem'.*
- **Request Service** - A list of services that are available to request from Air IT Service Desk. *Go to section 5 'How to request service'.*
- **Support Tickets** - A list of all your previous requests to the Air IT Service Desk, both incidents and service requests. *Go to section 6 'How to get an update on your ticket'.*

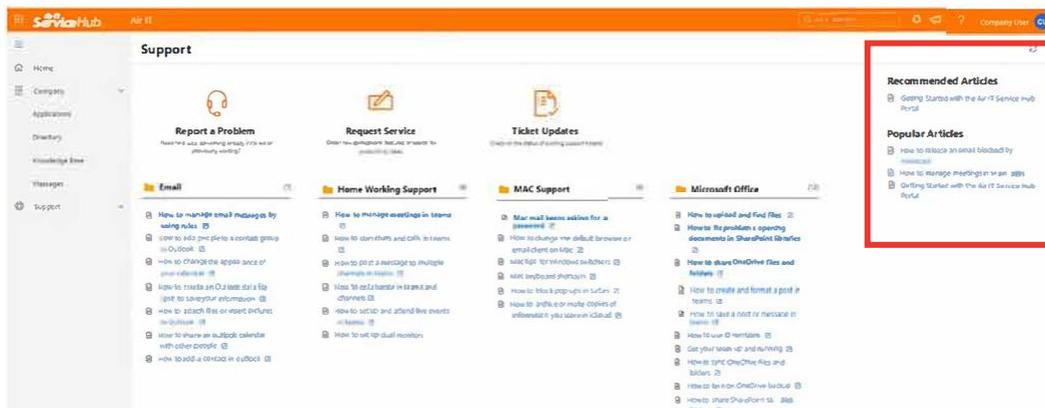
When on the home page (centre navigation pane) you will find quick access links to;

- [Report a Problem](#), [Request Service](#) or get a [Ticket Update](#).
- Access to Knowledge base articles relating to troubleshooting for [Email](#) related queries, [Home Working Support](#), [MAC Support](#), [Microsoft Office](#) learning, [Mimecast Support](#) and [Portal Information](#).



On the right side of the screen (right navigation pane) you will find useful links to;

- [Recommended Articles](#) and [Popular Articles](#) which provide key knowledge, essential advice and guidance on commonly asked questions.

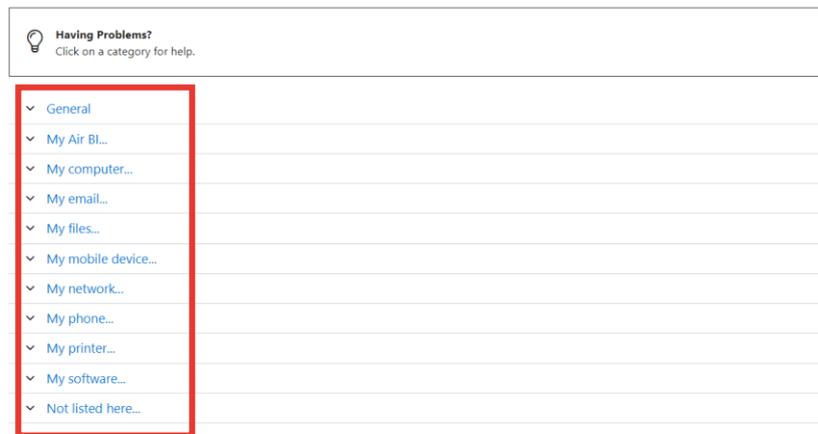


4. How to report a problem

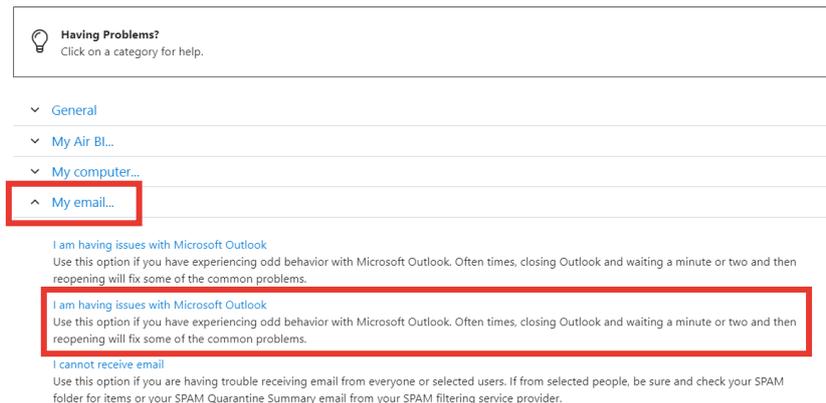
From the centre navigation pane, click 'Report a Problem'.



You will be then provided with a list of category options for your problem. Select the category that applies to your problem or select 'Not listed here' if none apply.



Once selected, you will be given additional subcategories relating to your problem. Please choose the relevant option.



When you have chosen a subcategory, you will be taken to a form to report a problem. Please note each form is different and specific to the individual problem raised. Please complete the details requested, and where applicable, include a screenshot and upload as an attachment. Once all the details are added, click the submit button to report the problem to us. Upon submitting, your ticket will be added to your ticket updates. See section 6.

Report a Problem
✕ Cancel

I am having issues with Microsoft Outlook

Use this option if you have experiencing odd behavior with Microsoft Outlook. Often times, closing Outlook and waiting a minute or two and then reopening will fix some of the common problems.

Complete the following details to submit your request.

What are the problems? *

Microsoft Outlook won't open

I'm reporting this problem for another user

Have any troubleshooting steps been tried?

Yes

Has this issue happened before?

No

Can you provide any other information that might help us resolve this issue?

This started as soon as I logged on this morning

Add screenshot or diagnostics to this request?

Submit

Cancel

After submitting, you will get an on-screen notification that your request has submitted, explaining the resolution time information.

Confirmation
✕ Close

Request Submitted

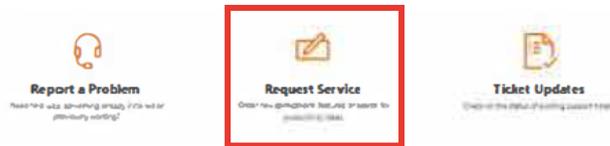
Thank you for logging this with us, we aim to respond and resolve within the below time frames:

	Initial Response	Resolution
P1	1 working hour	4 working hours
P2	1 working hour	8 working hours
P3	2 working hours	16 working hours
P4	2 working hours	24 working hours

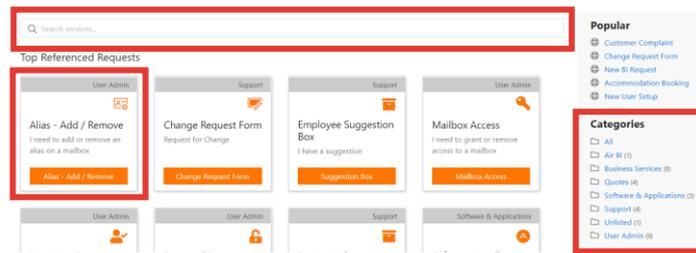
Close

5. How to request service

From the centre navigation pane, click 'Request Service'.



You will be provided with a list of the top referenced requests and the option to search for a request, if the request is not listed. Alternatively click 'all' on the right-hand side under 'categories', or select a specific category. Select the request type to then proceed.



After selecting the request, you will be taken to a request service form. Please note each form is different and specific to the request you are raising. Please complete the details and submit.

A screenshot of the 'Request Service' form for the 'Alias - Add / Remove' category. The form is titled 'Request Service' and has a 'Cancel' button in the top right corner. The main heading is 'Alias - Add / Remove' followed by the description 'I need to add or remove an alias on a mailbox'. Below this is the instruction 'Complete the following details to submit your request.' The form contains several fields: 'Which mailbox needs to be modified?' (a text input field), 'Enter a subject for reference.' (a text input field), 'Do you need an alias adding or removing?' (radio buttons for 'Add' and 'Remove'), 'Add your comments.' (a text input field), and 'Is there any additional information that you can provide us?' (a text input field). At the bottom of the form are 'Submit' and 'Cancel' buttons. The 'Submit' button is highlighted with a red box.

You will then receive a confirmation detailing initial response time and resolution time.

Thank you for logging this with us, we aim to respond and resolve within the below time frames:

Initial Response	Resolution
8 working hours	40 working hours

6. How to get an update on your ticket

From the centre navigation pane, click 'Ticket Updates'.



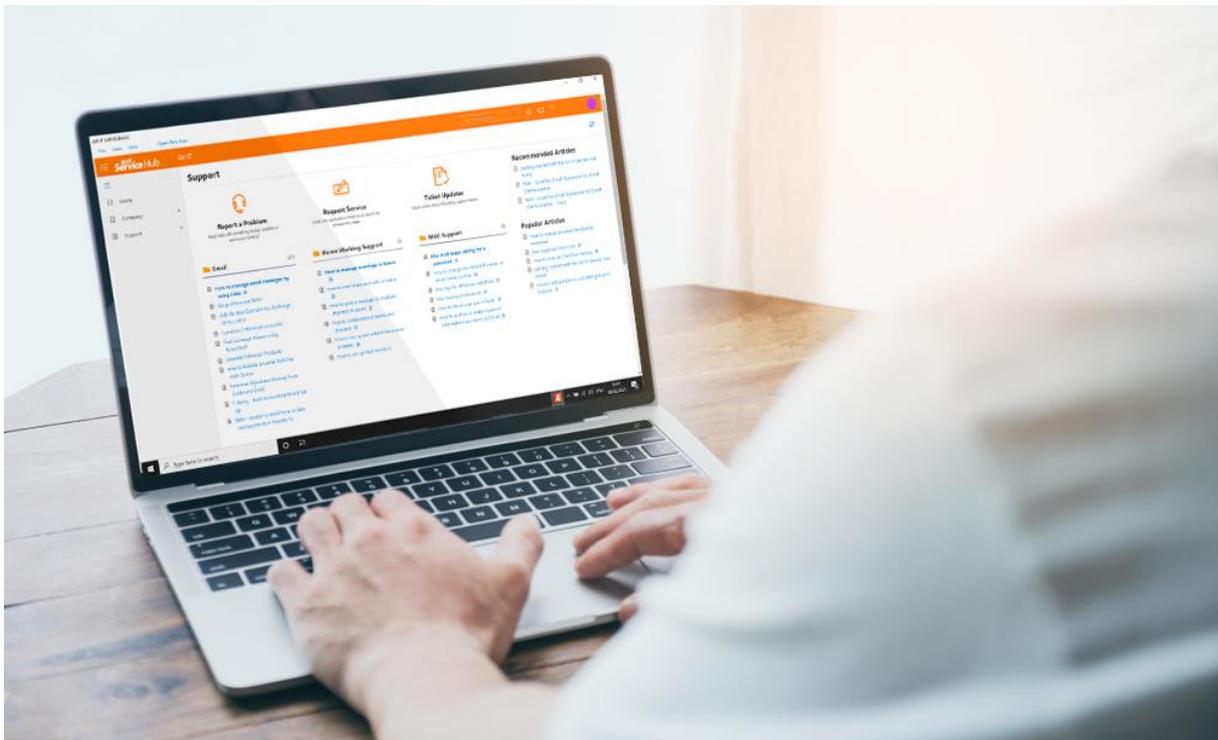
You will be taken to your Support Ticket inbox, which will display all your support tickets to date.



Each line will provide a summary, identifying the ticket ID, subject, create date, last update, status/priority level, category and contact.

By clicking onto your ticket, you will be taken to more information including the discussion, timeline of activity and additional details.

Discussion Timeline Details



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 do not hesitate to contact our Service Desk who will arrange further training for you or your staff.

Please feel free to contact us using the details below:

- **Tel numbers:** www.airit.co.uk/client-support/technical-support/
- **Email:** support@airit.co.uk
- **Service Hub:** <https://servicehub.airit.co.uk/>

Kind regards

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