




MANUAL SERVICEDESK

English version 

Version March 2024



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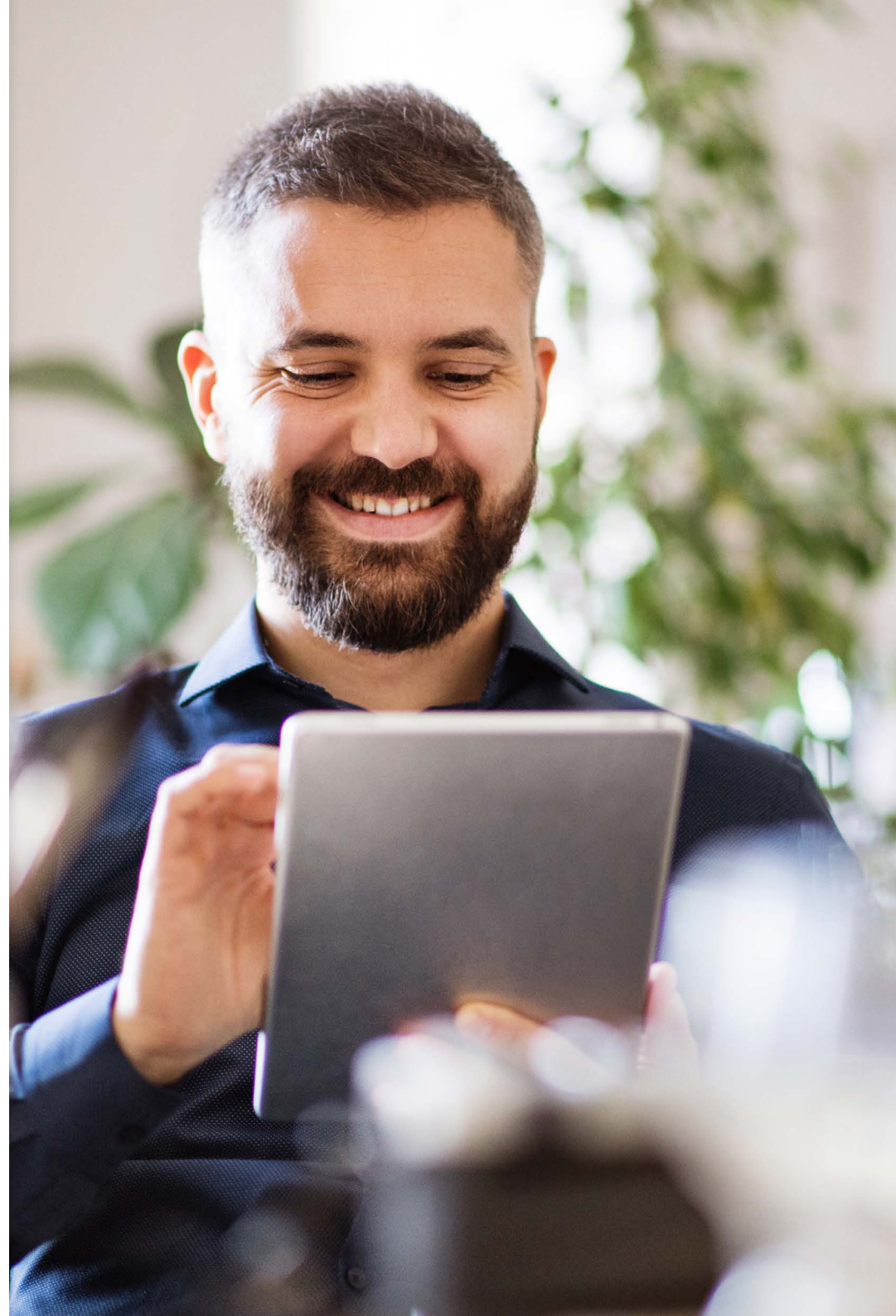
SWYCS servicedesk

With the SWYCS service desk you can now easily and quickly report a malfunction or request support. In this manual we explain step-by-step how this works.

We would like to respond quickly to malfunctions and requests, which is why we ask you to report your malfunctions or support requests via the service desk.

Are you stuck? Then we are happy to help you, you can contact one of our colleagues through info@swycs.com or by telephone on **0118 567 197**.

Thank you in advance for your cooperation!



CREATE ACCOUNT

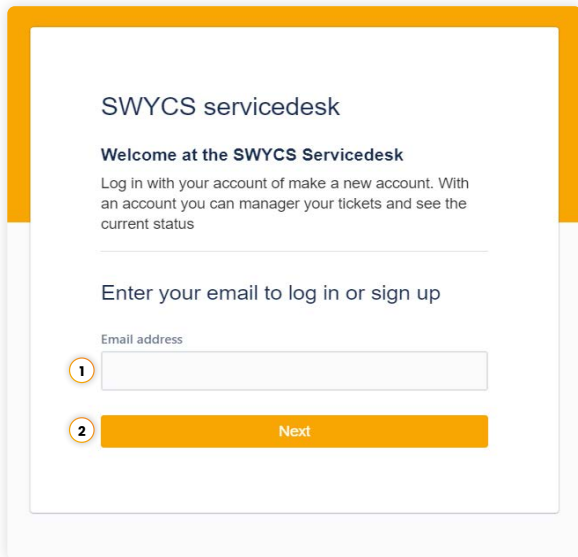
You can create an account using the link below or log in if there is already an account.

Navigate to:

<https://swycs.atlassian.net/servicedesk/>

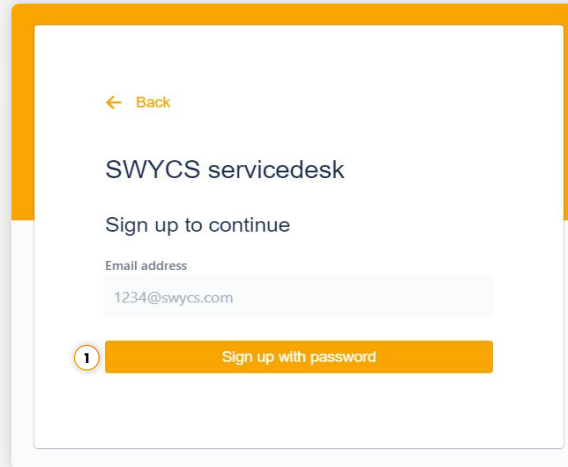
You will see the following screen.

1. Enter your email address.
2. Click on 'next'.



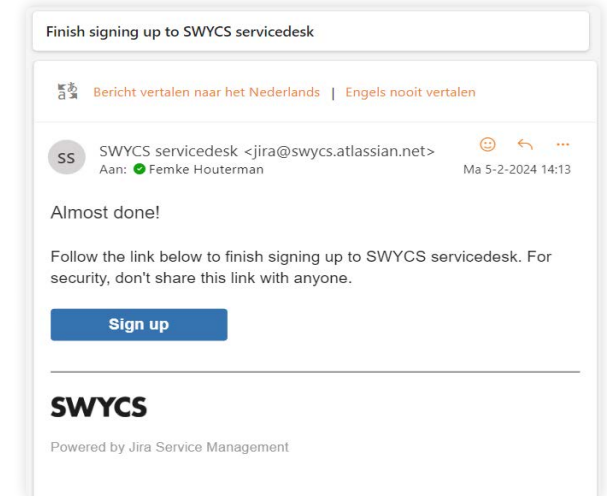
Then you will see the next screen:

1. Klik op aanmelden met wachtwoord.



A confirmation email will now be sent to your mailbox.

Go to your mailbox to open the confirmation email and click on 'sign up'.



Pay attention! It is possible that the email ended up in your spam folder.

LOGGING IN

Now you can create a password.

1. Enter your full name
2. Create a password of at least 8 characters.
3. Click on **'sign up'**.

SWYCS servicedesk

Sign up to continue

Email address
femke@swycs.com

Full name

1

Choose a password

2

By clicking *Sign up*, you agree to the [Privacy Policy](#) and this [Notice and Disclaimer](#).

3

Your account has now been created and you will be logged in immediately.

Do you already have an account? Then follow the steps below to log in:

Navigate to:

<https://swycs.atlassian.net/servicedesk/>

1. Enter your email address.
2. Click on **'next'**.

SWYCS servicedesk

Welcome at the SWYCS Servicedesk

Log in with your account of make a new account. With an account you can manager your tickets and see the current status

Enter your email to log in or sign up

Email address

1

2

1. Enter your password.
2. Click on **'continue'**.

You are now logged in.

← Back

SWYCS servicedesk

Log in to continue

Email address
femke@swycs.com

Password

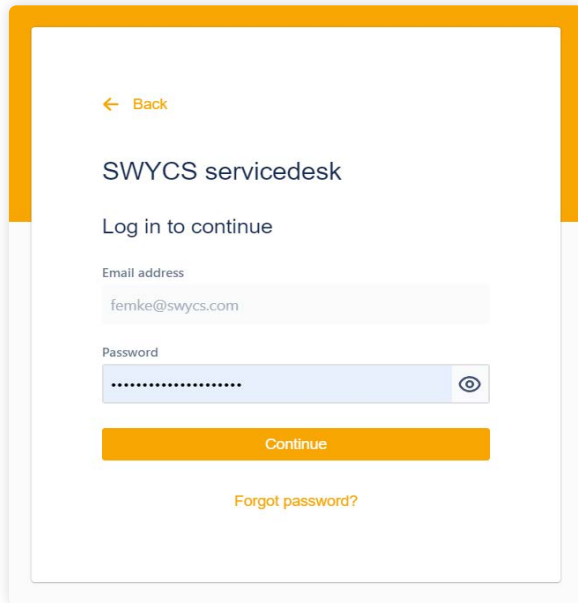
1

2

[Forgot password?](#)

FORGOT PASSWORD

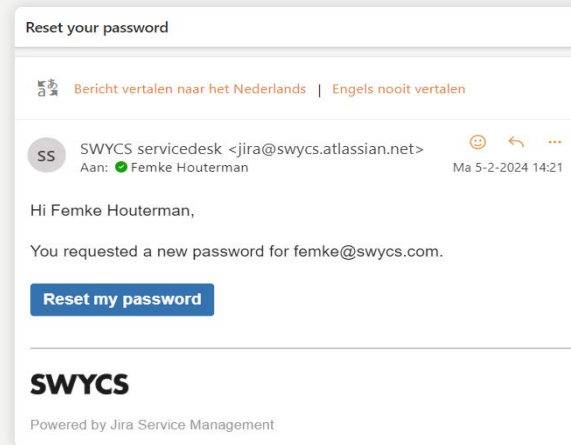
If you have forgotten your password, click on **'forgot password'** after you have entered your email address.



The screenshot shows the SWYCS servicedesk login page. At the top left, there is a 'Back' link. The page title is 'SWYCS servicedesk'. Below the title, it says 'Log in to continue'. There are two input fields: 'Email address' with the value 'femke@swycs.com' and 'Password' with a masked password. A blue 'Continue' button is at the bottom. A link for 'Forgot password?' is located at the bottom right of the page.

Check your mailbox for an email from the SWYCS servicedesk.

Click on **'reset my password'**.



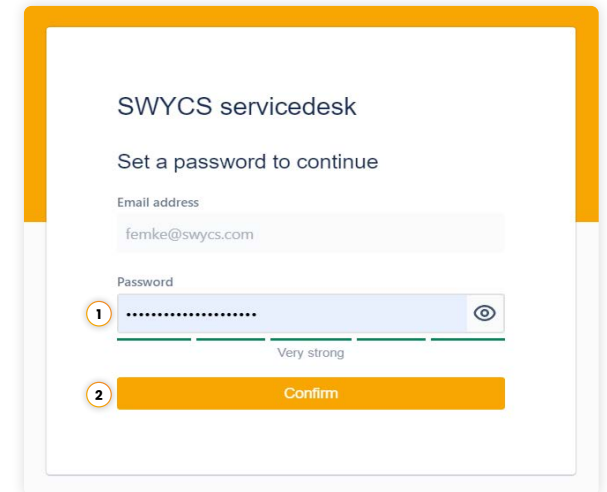
The screenshot shows an email from SWYCS servicedesk. The subject is 'Reset your password'. The email content includes a greeting 'Hi Femke Houterman,' and a message 'You requested a new password for femke@swycs.com.' A blue button labeled 'Reset my password' is prominently displayed. The SWYCS logo and 'Powered by Jira Service Management' are at the bottom.

Pay attention! It is possible that the email ended up in your spam folder.

You can now create a new password:

1. Enter a new password.
2. Click on **'confirm'**.

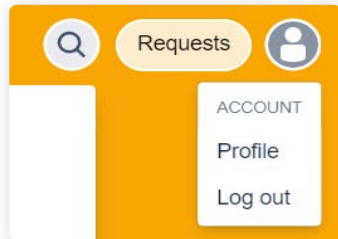
The password has now been changed and you will be logged in immediately.



The screenshot shows the SWYCS servicedesk password confirmation page. The title is 'SWYCS servicedesk'. Below the title, it says 'Set a password to continue'. There are two input fields: 'Email address' with the value 'femke@swycs.com' and 'Password' with a masked password. A blue 'Confirm' button is at the bottom. A strength indicator below the password field shows 'Very strong'.

PROFILE SETTINGS

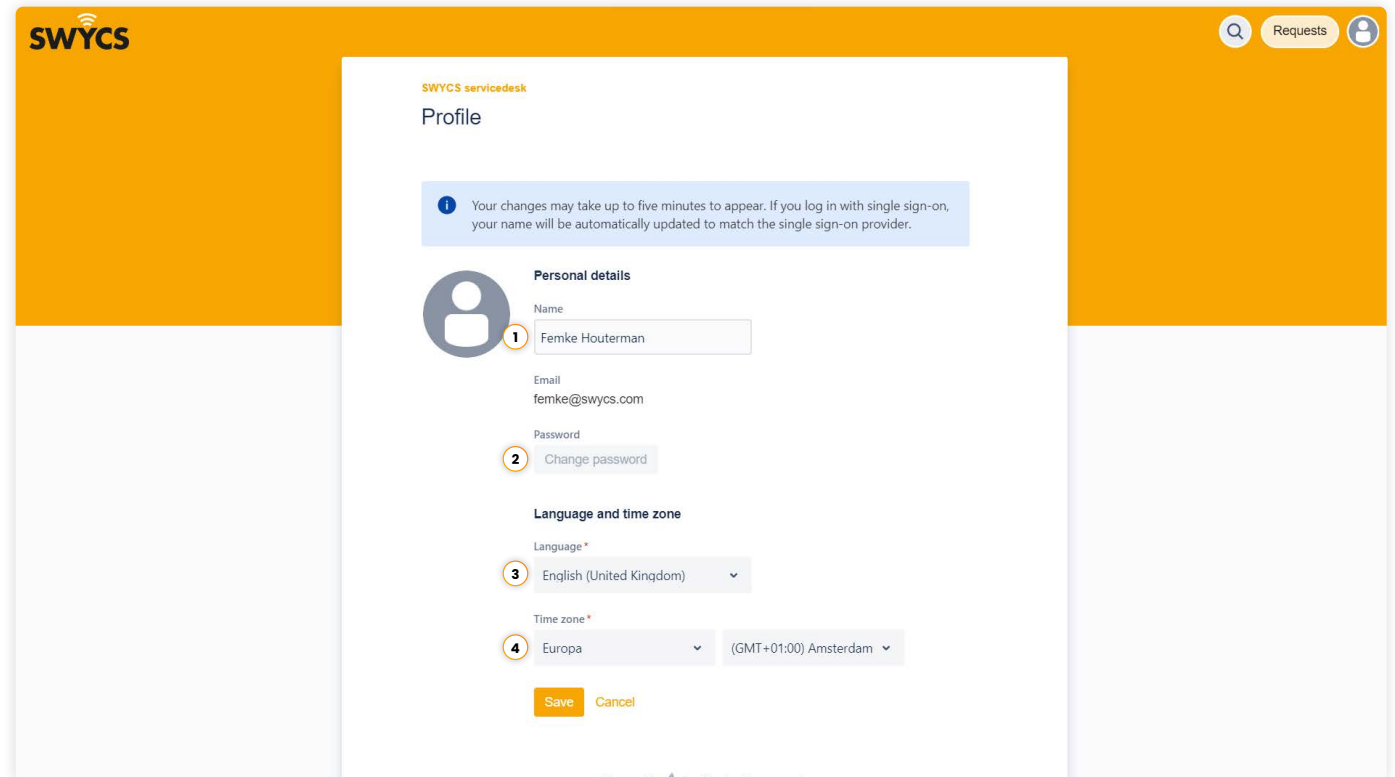
To change your profile settings, navigate to the icon at the top right. Here you click on **'profile'**.



Here you can edit the following things:

1. Name
2. Password
3. Language
4. Time zone

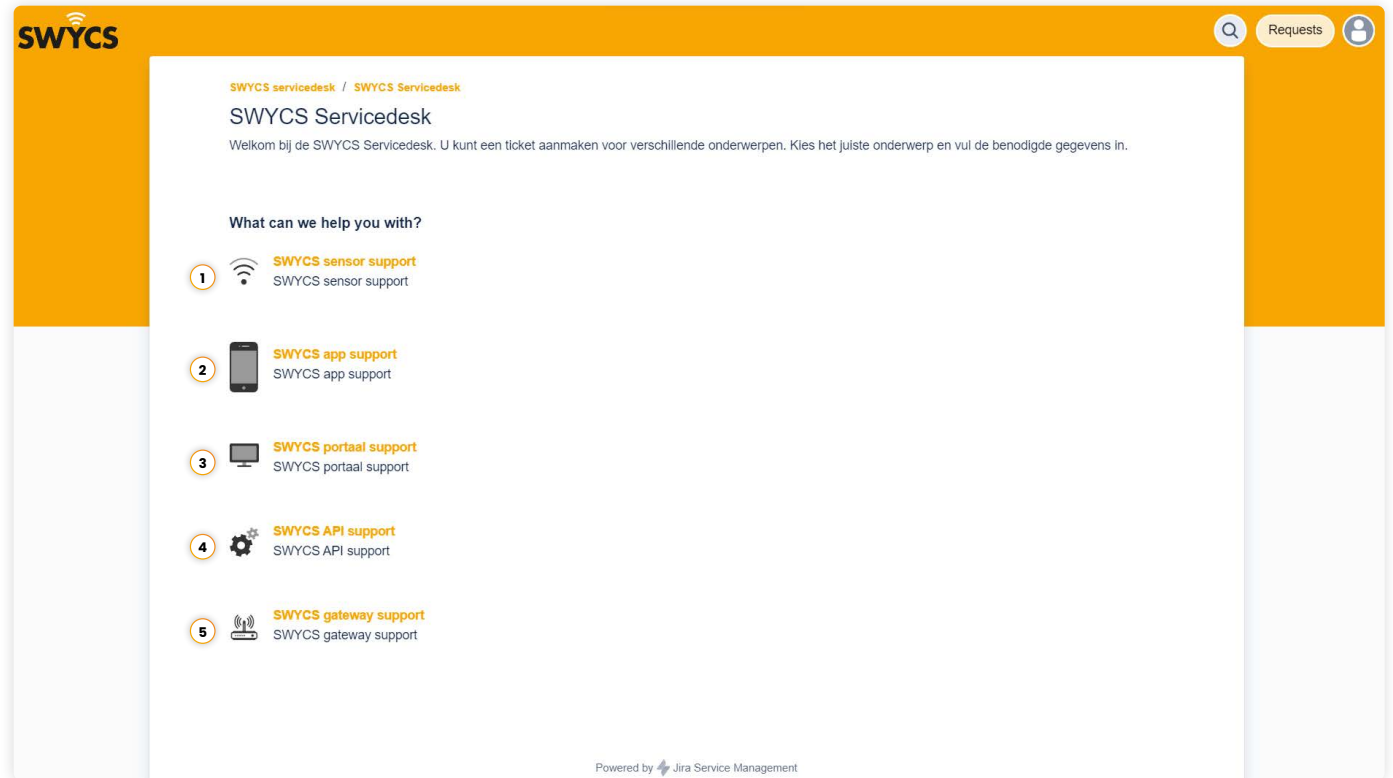
When things have been edited click on **'save'**.



CREATE TICKET

You can create a ticket on the homepage. You can request support for one of the following options:

- 1. SWYCS sensor support:**
for malfunctions or questions about sensors.
- 2. SWYCS app support:**
for malfunctions or questions about the SWYCS app.
- 3. SWYCS portaal support:**
for malfunctions or questions about the SWYCS portal.
- 4. SWYCS API support:**
for malfunctions or questions about the SWYCS API.
- 5. SWYCS gateway support:**
for malfunctions or questions about the SWYCS gateway.



CREATE TICKET

When a choice has been made, the next screen opens with an entry form.

For this manual we take the first option **'SWYCS sensor support'** as an example.

1. Change the selected category.
2. Location of where the problem occurs.
3. Space for a brief summary of the problem.
4. Select the priority of the problem.
5. Space for a detailed description of the problem.
6. Add an attachment, for example: photos, screenshots or files.

Once the form has been completed correctly, click on **'send'**.

The screenshot shows the 'SWYCS Servicedesk' interface. At the top, it says 'SWYCS servicedesk / SWYCS Servicedesk' and 'SWYCS Servicedesk'. Below that, a welcome message: 'Welkom bij de SWYCS Servicedesk. U kunt een ticket aanmaken voor verschillende onderwerpen. Kies het juiste onderwerp en vul de benodigde gegevens in.'

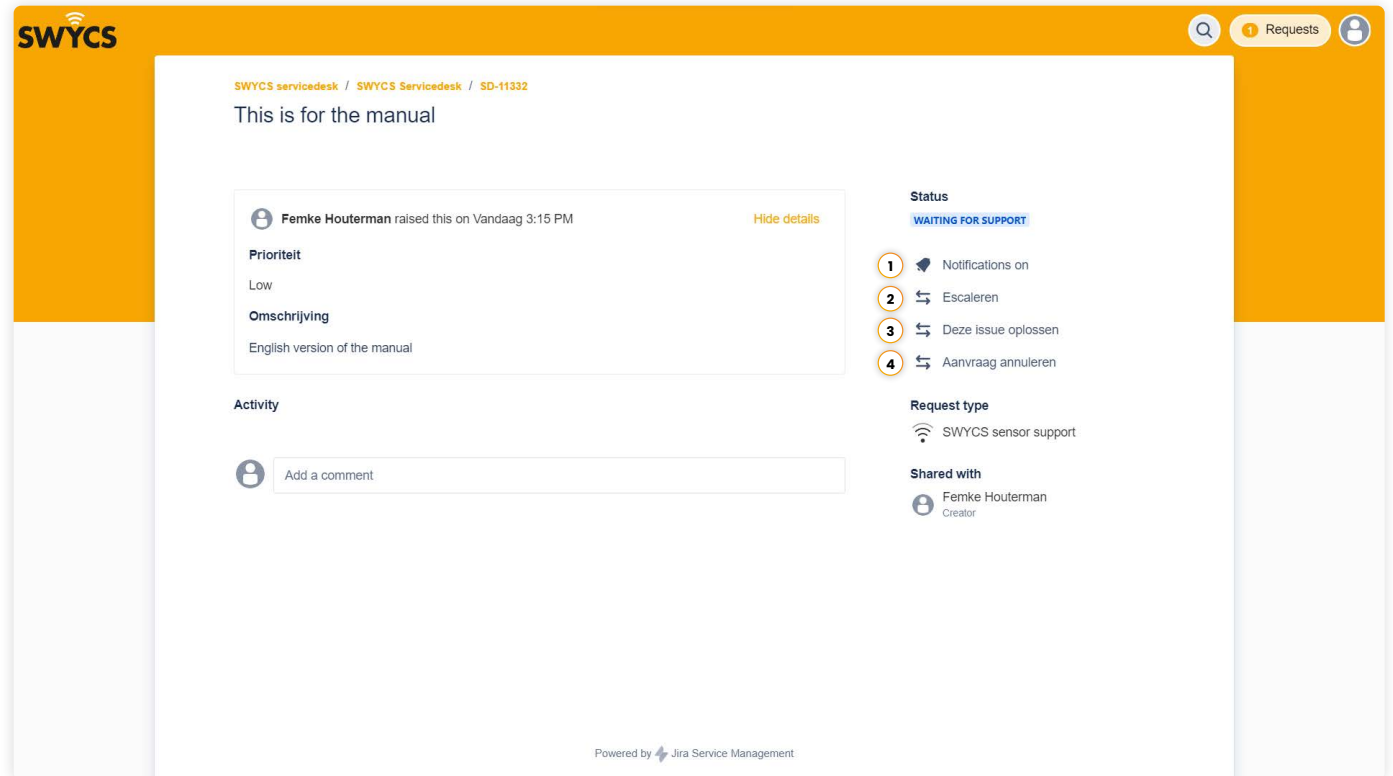
The main form is titled 'What can we help you with?'. It has a dropdown menu with 'SWYCS sensor support' selected, marked with a circled '1'. Below this is a text box for the location, marked with a circled '2', with the instruction 'Indien van toepassing graag locatie invullen'. The next field is 'Samenvatting' (summary), marked with a circled '3'. Below that is a 'Prioriteit' (priority) dropdown menu with 'Low' selected, marked with a circled '4'. The 'Omschrijving' (description) field is marked with a circled '5' and contains a rich text editor with 'Normale tekst' and various formatting options. At the bottom, there is an attachment area marked with a circled '6', with the text 'Drag and drop files, paste screenshots, or browse' and a 'Browse' button. At the very bottom of the form are 'Send' and 'Cancel' buttons.

CREATE TICKET

When a ticket has been sent, the following screen will appear, where you can do several things:

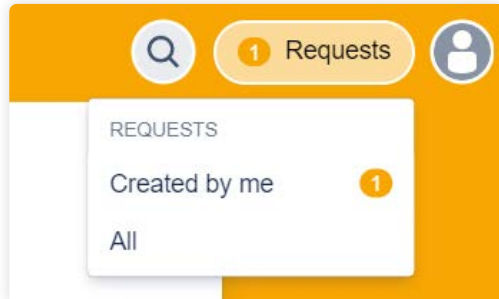
1. Enable notifications for the ticket. When the status of the ticket changes or there is an update for the ticket, you will receive an email.
2. Click here to show that the problem has become worse.
3. Click here if the problem has now been resolved or no longer applies.
4. Click here if you want to cancel the request.

The ticket will now be picked up by the SWYCS team. When you will receive an answer and the problem will be resolved depends on the priority of the problem.



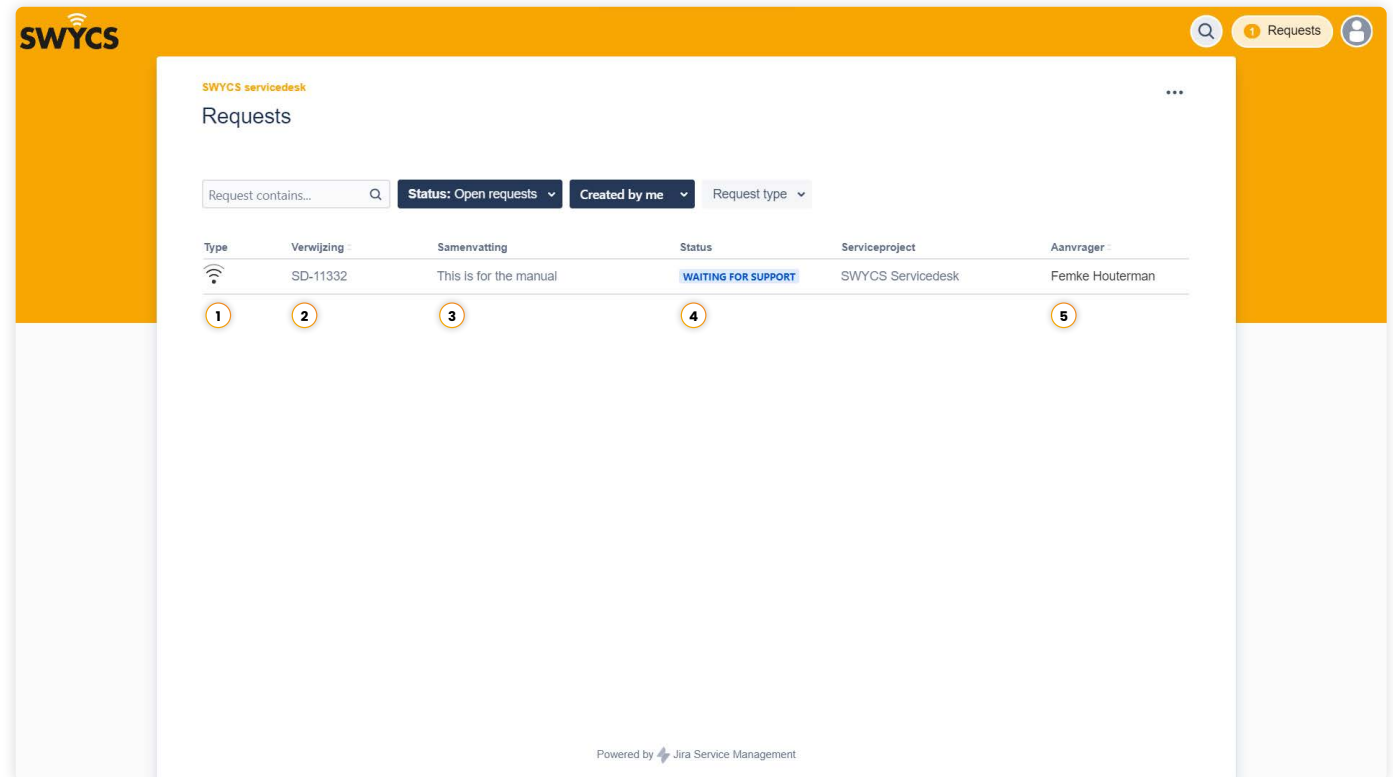
VIEW TICKETS

Once you have submitted an application, you can always view it by clicking on **'requests'** at the top right of the home page.



Here you can see the following things:

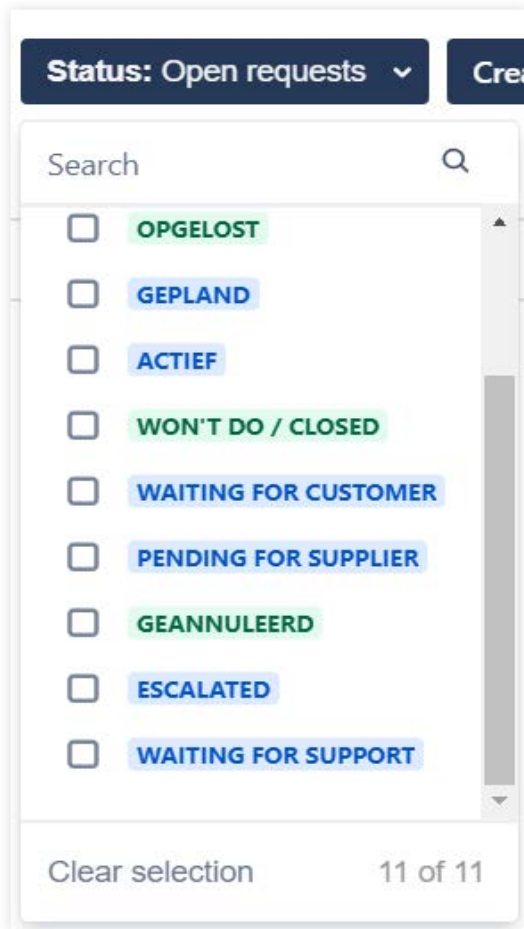
1. The type of request.
2. The unique reference code for each request.
3. Summary of the application.
4. Status of the application.
5. Name of the applicant.



VIEW TICKETS

In addition, it is possible to sort requests based on:

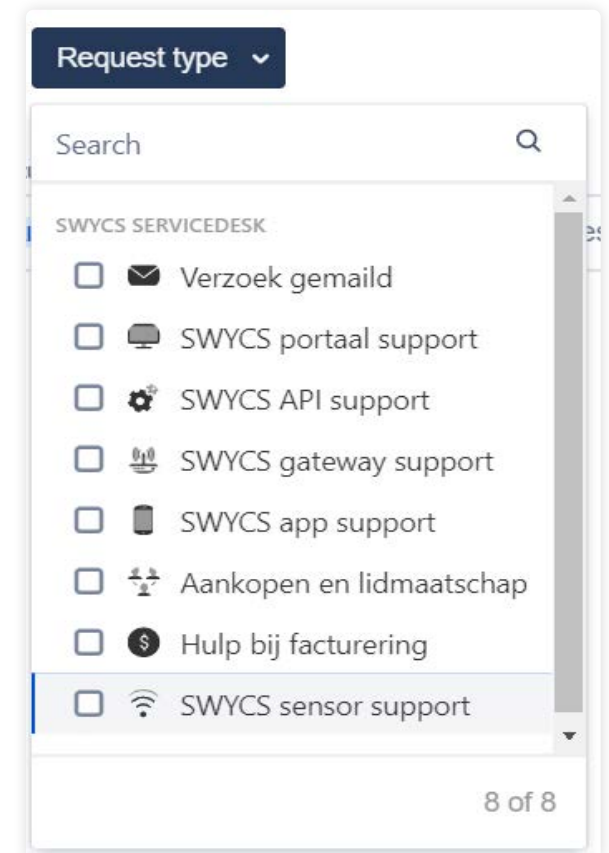
Status



Created by



Request type





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