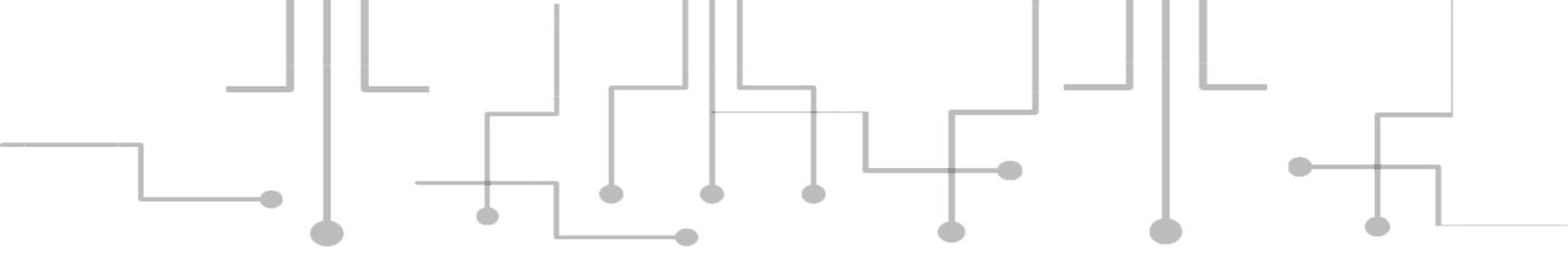


E-Governance Helpdesk User Guide



E-GOVERNANCE
& DIGITALIZATION UNIT





Contents

Introduction	3
Purpose	3
User Guide.....	4
Homepage	4
Sign In	4
Open a New Ticket	7
Application Incident Reporting	9
Website Support Request	10
Data Request Form.....	11
General Request.....	12
Check Ticket Status	13





Introduction

The E-governance and Digitalization Unit has created a system for our clients to be able to get assistance when issues arise with their websites/applications. This system will allow for a quicker response time from our team as well as make the status of their tickets available to the clients at any time during the process.

Purpose

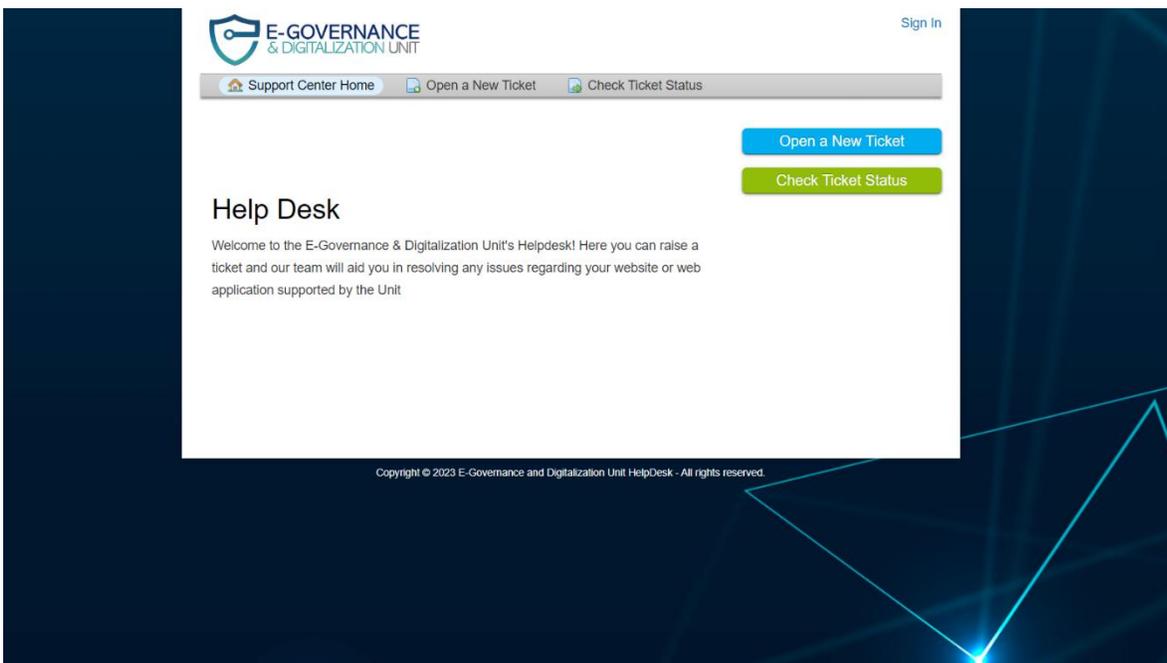
To provide guidance on how to use our Helpdesk system. With this helpdesk system you will be able to submit tickets to receive assistance with your websites or applications, you will also be able to check the status of your submitted tickets.



User Guide

Homepage

Upon visiting the E-Governance Helpdesk <https://helpdesk.egov.gov.bz/> you will be welcomed by the below page.



On this page you are presented with the options to “Open a New Ticket”, “Check Ticket Status” and “Sign In”.

Sign In

Once the E-governance and Digitalization Unit has added you as a user to the system you will receive an email like the one seen below, in which you will be provided with a link to enter your email, and then enter your password.



Welcome to E-Governance and Digitalization Unit ▶ Inbox x



E-governance - Helpdesk <notify@egov.gov.bz>
to me ▾

Hi Angie,

We've created an account for you at our help desk at <https://helpdesk.egov.gov.bz>.

Please follow the link below to confirm your account and gain access to your tickets.

<https://helpdesk.egov.gov.bz/pwreset.php?token=Tt7YI93M3WncWUSSxRRc3hiOrV95jgnieQpuLMbra85QHmW>

*Your friendly Customer Support System
E-Governance and Digitalization Unit*

Once you have completed this process you will be able to use that email/username and password to login.

Sign In

🏠 Support Center Home📄 Open a New Ticket📄 Check Ticket Status

Sign in to E-Governance and Digitalization Unit HelpDesk

To submit a new ticket, kindly login to the help desk.

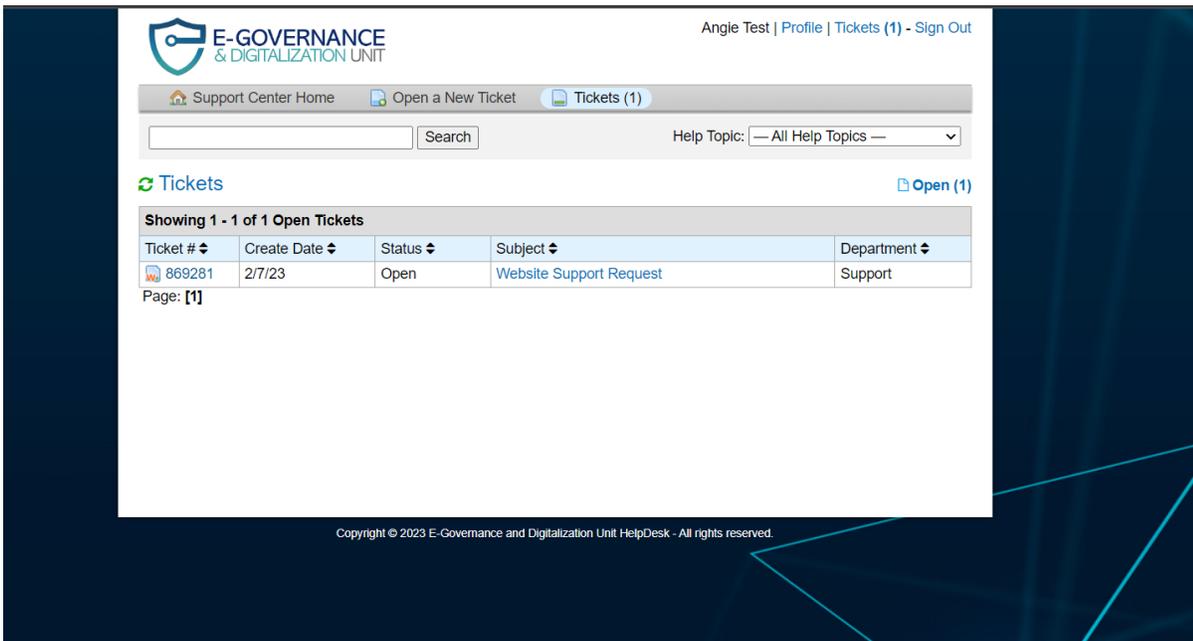


If you need help signing in, contact us at info@egov.gov.bz

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Upon successfully logged in, you will see the following page. The list shows your current open tickets pending a response/solution.



The screenshot displays the user interface of the E-Governance & Digitalization Unit HelpDesk. At the top, the user is logged in as 'Angie Test' and has access to 'Profile', 'Tickets (1)', and 'Sign Out' options. The main navigation bar includes 'Support Center Home', 'Open a New Ticket', and 'Tickets (1)'. A search bar and a 'Help Topic' dropdown menu are also present. The 'Tickets' section shows a list of open tickets, with one ticket displayed: Ticket # 869281, created on 2/7/23, with a status of 'Open' and a subject of 'Website Support Request' from the 'Support' department. The page indicates 'Showing 1 - 1 of 1 Open Tickets' and 'Page: [1]'. A copyright notice at the bottom reads 'Copyright © 2023 E-Governance and Digitalization Unit HelpDesk - All rights reserved.'

Ticket #	Create Date	Status	Subject	Department
869281	2/7/23	Open	Website Support Request	Support

If you want to see the details about a specific ticket of yours you can click either the respective Ticket # or the Ticket Subject, which will then show all the details and correspondences. You will also be able to Post a reply as it pertains to the respective ticket (see below).



Website Support Request #869281

Print

Basic Ticket Information

Ticket Status: Open
Department: Support
Create Date: 2/7/23 11:12 AM

User Information

Name: Angie Test
Email: angiehm9@gmail.com
Phone:

Website Support Request

Website Name: Belize Bureau of Standards
Subject: Testing ticket subject
Description: Description of help request

Created by  Angie Test 2/7/23 11:12 AM

Post a Reply

*To best assist you, we request that you be specific and detailed **

Drop files here or choose them

Post Reply Reset Cancel

Open a New Ticket

Once you click the "Open a New Ticket" button you will be routed to the following page, showing your email and name, followed by a dropdown of options of forms (help topics) to choose from. (See below)



Open a New Ticket

Please fill in the form below to open a new ticket.

Email: angiehm9@gmail.com
Client: Angie Test

Support Request Form

— Select a Help Topic — ▾ *

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Support Request Form

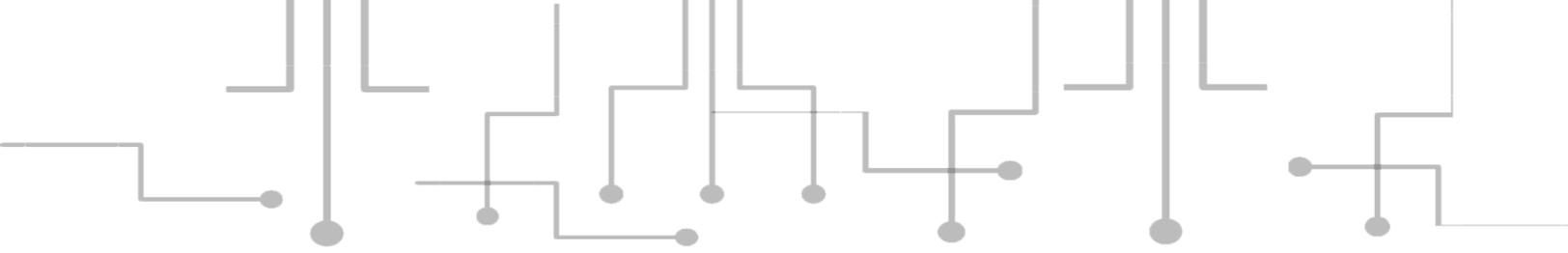
When a specific help topic is chosen from the “Support Request Form” list, the respective form will be opened pending your query information to assist us in knowing how to help with the issues you are experiencing.

Support Request Form

— Select a Help Topic — ▾ *

- Select a Help Topic —
- Application Incident Reporting
- Website Support Request
- Data Request Form
- General Request





Application Incident Reporting

This form is to be used only when it relates to an application in the list provided under “Web Application Name”, if you are not able to find your respective site in this list, kindly see the Website Support Request Form. For this form you must choose which application the report/issue relates to (Web Application Name), the issue being reported relates to (Subject), followed by your description of the issue (Description). It also provides the option to upload Screenshots/Images of the error to further assist us in understanding what needs to be resolved.

Open a New Ticket

Please fill in the form below to open a new ticket.

Email: anglehm9@gmail.com
Client: Angie Test

Support Request Form

Application Incident Reporting *

Application Incident Reporting

Web application is a piece of software that can be accessed by the browser with login authentication credentials.

If you are unable to find your Site in the list below, kindly try the Website Support Request form.

Web Application Name *

Subject *

Description *

Attachments

Providing screenshots of errors or issues are helpful when working to resolve it.

📎 Drop files here or [choose them](#)

Once you have entered the required information above, send the ticket to our unit by clicking the “Create Ticket” button. An email will also be sent to you providing the ticket number.





Website Support Request

This form is to be used only when it relates to a website in the list provided under “Website Name”, if you are not able to find your respective site in this list either, kindly use the General Request form. For this form you must choose which website the report/issue relates to (Website Name), the issue being reported relates to (Subject), followed by your description of the issue (Description). It also provides the option to upload Screenshots/Images of the error to further assist us in understanding what needs to be resolved.

Open a New Ticket

Please fill in the form below to open a new ticket.

Email: angiehm9@gmail.com
Client: Angie Test

Support Request Form

Website Support Request *

Website Support Request

A website provides visual and text content that users can view, read and make contact with an organization.

If you are unable to find your Site in the list below, kindly try the Application Incident Reporting Form.

Website Name *

— Select —

Subject *

— Select —

Description

Attachments

Providing screenshots of errors or issues are helpful when working to resolve it.

📎 Drop files here or [choose them](#)

[Create Ticket](#) [Reset](#) [Cancel](#)

Once you have entered the required information above, send the ticket to our unit by clicking the “Create Ticket” button. An email will also be sent to you providing the ticket number.





Data Request Form

This form is to be used only when requesting data from your application's database that can not be acquired through the system itself and such request requires Official Approval from your respective CEO. For this form you have to choose which application you require the data from (Application Name), you are also required to upload the Official Approval letter for this request (CEO Approval), the details of your request, the more detailed the request is the more precise and quicker the data search will be. You also need to enter the email of the person who is to receive this data after it is compiled, and you may include any supporting documents as well.

Open a New Ticket

Please fill in the form below to open a new ticket.

Email: angiehm9@gmail.com
Client: Angie Test

Support Request Form

Data Request Form *

Data Request Form

Kindly note this form is only to be used when requesting data from your database that can not be acquired through the system and under special circumstances with the Official Approval from your respective CEO (eg. System logs)

Application Name *

— Select —

CEO Approval *

Kindly attach your CEO's Approval letter for the retrieval of this data.

📎 Drop files here or [choose them](#)

Details of Request *

Data Recipient Email Address *

Supporting Documents

📎 Drop files here or [choose them](#)

[Create Ticket](#) [Reset](#) [Cancel](#)





Once you have entered the required information above, send the ticket to our unit by clicking the “Create Ticket” button. An email will also be sent to you providing the ticket number.

General Request

This form is only to be used when the issue/request does **not** relate to any of the existing applications or websites that can be found in the “Application Incident Reporting” list or the “Website Support Request” list. For this form you need to enter a Subject and Description of the error/issue you are experiencing with a Website or Application. You may also include Screenshots/images to further assist us with fixing your error/issue.

Open a New Ticket

Please fill in the form below to open a new ticket.

Email: angiehm9@gmail.com
Client: Angie Test

Support Request Form

General Request *

General Request

This form is to be used if ticket does not relate to any existing Application nor Website, otherwise kindly use respective form.

Subject *

Description *

Attachments

Providing screenshots of errors or issues are helpful when working to resolve it.

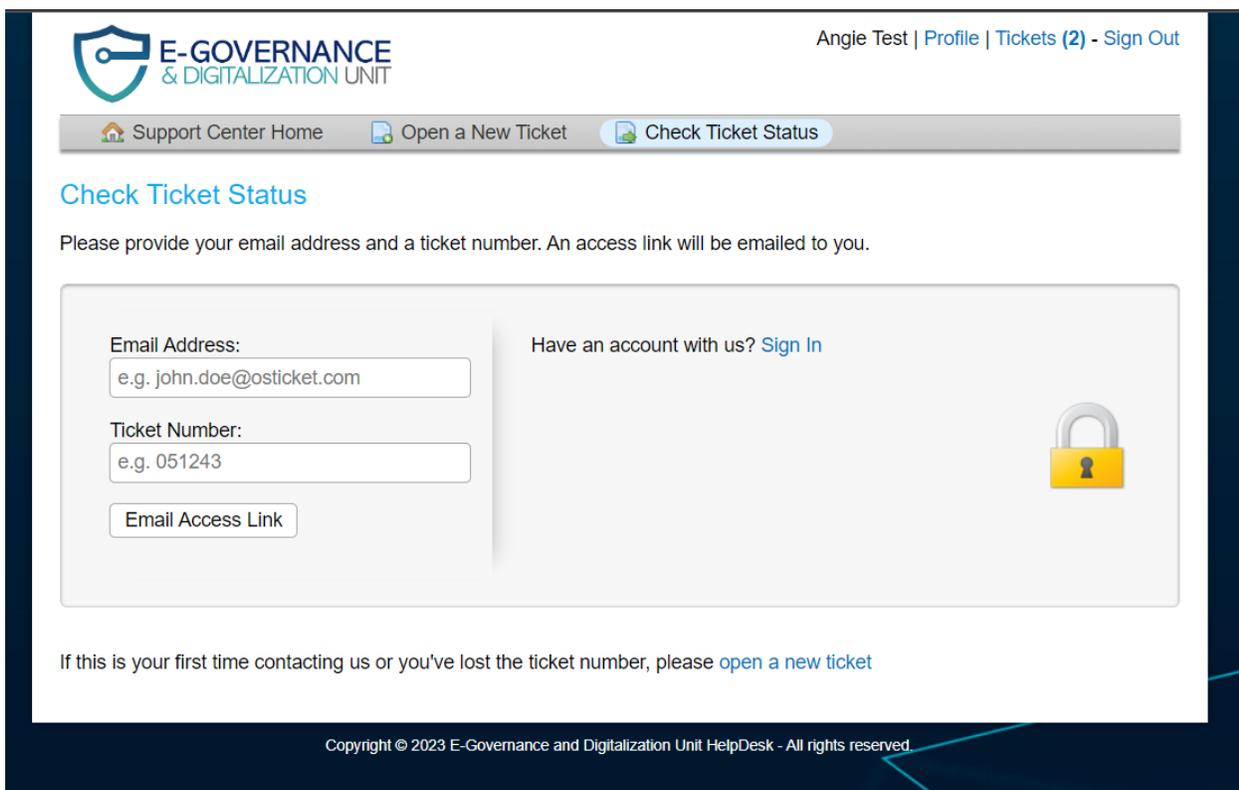
📎 Drop files here or [choose them](#)



Once you have entered the required information above, send the ticket to our unit by clicking the “Create Ticket” button. An email will also be sent to you providing the ticket number.

Check Ticket Status

To be able to see the status of your existing open ticket click the “Check Ticket Status” button, this will show you the following screen where you can enter the email address you use for login and the respective ticket number for the ticket you wish to see details for. This ticket number was sent to you via email after you created the ticket. Once you enter those required fields you click the “Email Access Link” button, which will trigger the system to send you an email containing a link to show you all the details of your ticket including all the latest replies from our unit.



E-GOVERNANCE & DIGITALIZATION UNIT Angie Test | [Profile](#) | [Tickets \(2\)](#) - [Sign Out](#)

[Support Center Home](#) [Open a New Ticket](#) [Check Ticket Status](#)

Check Ticket Status

Please provide your email address and a ticket number. An access link will be emailed to you.

Email Address:
e.g. john.doe@osticket.com

Ticket Number:
e.g. 051243

[Email Access Link](#)

Have an account with us? [Sign In](#)

If this is your first time contacting us or you've lost the ticket number, please [open a new ticket](#)

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