



SHE Technologies

A Software, Web Development & Consultant Co.

Ticket User Guide



Ver 5.0

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SHE Technologies

Ph. 042 3740 1143



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Following are the Sections of Ticket System. View and implement accordingly. Send your requirements and issues using our ticket system to get quick response.

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1. Login – (Ticket System)

Use this link to Login ticket system

<https://membersportal.com.pk/helpdesk/>

- Enter **User Name** and **Password**
(Your user name and password will be sent on your whatsapp number, please ask your user name and password from our support team)
- Click **Login**

Welcome

User Name: SU

Password:

☐ Show Password

Log In Reload

[Forgot Password ?](#)

Developed by SHE Technologies





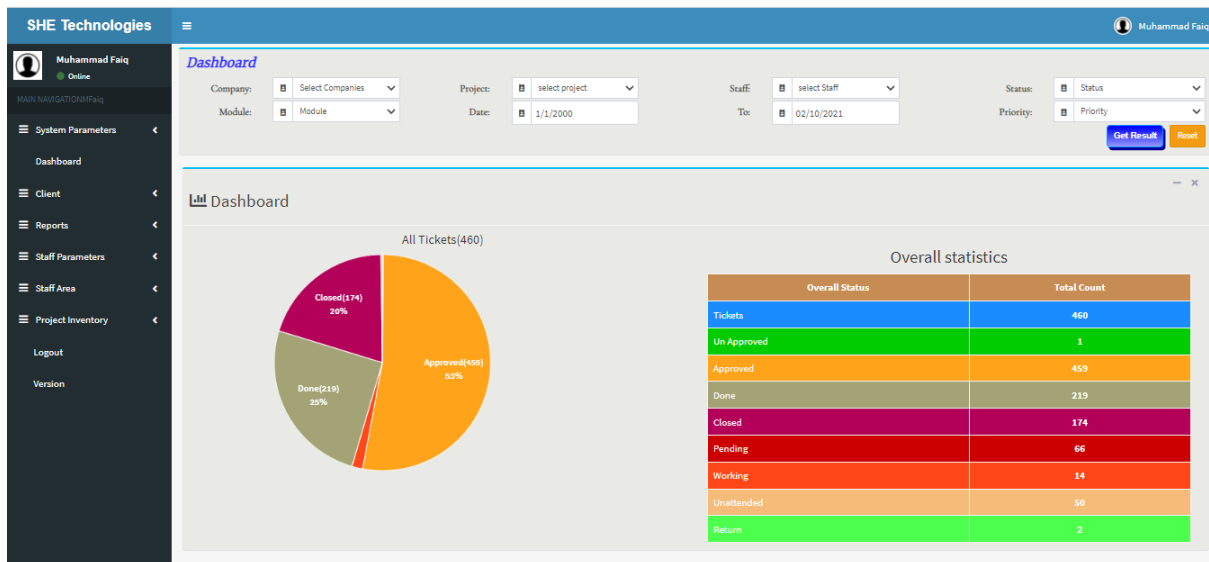
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2. Dashboard

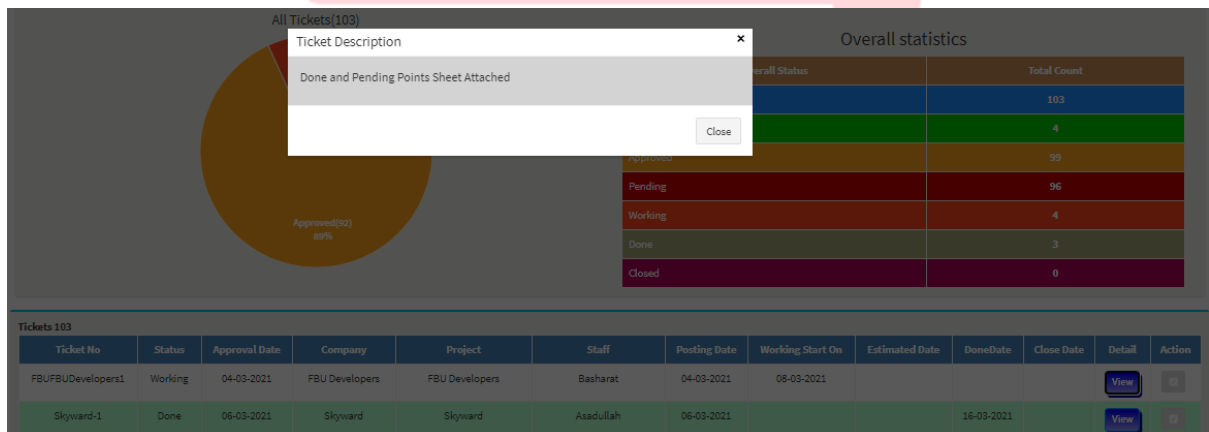
1.2.1. View Dashboard

- Status of all your tickets (requirements / issues)
- Filter **Project wise, Status wise, Date wise, Priority wise and Staff wise**



1.2.2. View Ticket Description

- Click button “**View**” to see line description





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3. Generate Ticket

Menu list → Client → Generate Ticket

- Select Project + Posting Date + Select Module
- Select File(s) i.e. screenshots, excel file etc.
- Select your Requirement Priority
- Enter reference if you have any
- Write your requirement / issue in description clearly.
- Save

Generate single ticket for each point get response.

The screenshot shows the 'Generate Ticket' form in the SHE Technologies system. The sidebar on the left has the 'Generate Ticket' menu item highlighted. The form fields are as follows:

- Ticket No: 65
- Staff: Muhammad Faiq
- Posting Date: 2021-10-02
- File 1: Choose File (No file chosen)
- File 2: Choose File (No file chosen)
- File 3: Choose File (No file chosen)
- File 4: Choose File (No file chosen)
- Status: Approved
- Reference: Enter ...
- Description: (Empty text area)
- Remarks: (Empty text area)

4. Edit Ticket (Can't Edit After Approve)

Menu list → Client → Tickets

- Click "Edit" (You can also use dashboard to edit ticket)

The screenshot shows the 'Tickets' table in the SHE Technologies system. The sidebar on the left has the 'Tickets' menu item highlighted. The table has the following columns: Ticket No, Staff, Status, Posting Date, Approval Date, Working Start On, Estimated Date, Done Date, Close Date, Company, Project, and Action. The second ticket is highlighted, and the 'Edit Ticket' button is visible in the Action column.

Ticket No	Staff	Status	Posting Date	Approval Date	Working Start On	Estimated Date	Done Date	Close Date	Company	Project	Action
2	Basharat	Approved	18-03-2021	18-03-2021					FBU Developers	FBU Developers	[Edit]
FBUFBUDevelopers1	Basharat	Working	04-03-2021	04-03-2021	08-03-2021				FBU Developers	FBU Developers	[Edit]

- Do change + Save



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Edit Ticket

Ticket No: * Company: *

Porject: Staff: *

File 1: No file chosen

File 2: No file chosen

File 3: No file chosen

File 4: No file chosen

Status:

Description: Done and Pending Points Sheet Attached

5. Approve Ticket (Already approved if Admin created the ticket)

Menu list → Client → Tickets

- Click Button “Change Status”

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Basharat Online

MAIN NAVIGATION: FDSCBASHARAT

- System Parameters
- Dashboard
- Client
- Generate Ticket
- Company Admins
- Tickets**
- Inquiry
- Staff Parameters
- Staff Area
- Logout

Tickets

Show 10 entries

Search:

Ticket No	Staff	Status	Posting Date	Approval Date	Working Start On	Estimated Date	Done Date	Close Date	Company	Project	Action
2	Basharat	Approved	18-03-2021	18-03-2021					FBU Developers	FBU Developers	
3	Basharat	Approved	18-03-2021	18-03-2021					FBU Developers	FBU Developers	
4	Basharat	Approved	18-03-2021	18-03-2021					FBU Developers	FBU Developers	
5	Basharat	Approved	29-03-2021	29-03-2021					FBU Developers	FBU Developers	

- Mark Status “Approve”
- Save

Change Ticket Status

Ticket No: * Company: *

Porject: Staff: *

Status:

Status Date:

Description: Booking Form Letter as per attached file.



6. Change Ticket Priority

Menu list → Client → Tickets

- Click Button “Change Status” (You can also use dashboard to edit ticket)

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Basharat Online

MAIN NAVIGATION / DASHBOARD / BASHARAT

- System Parameters
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- Tickets**
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- Staff Parameters
- Staff Area
- Logout

Tickets

Show 10 entries

Search:

Ticket No	Staff	Status	Posting Date	Approval Date	Working Start On	Estimated Date	Done Date	Close Date	Company	Project	Action
2	Basharat	Approved	18-03-2021	18-03-2021					FBU Developers	FBU Developers	
3	Basharat	Approved	18-03-2021	18-03-2021					FBU Developers	FBU Developers	
4	Basharat	Approved	18-03-2021	18-03-2021					FBU Developers	FBU Developers	
5	Basharat	Approved	29-03-2021	29-03-2021					FBU Developers	FBU Developers	

- Click on Priority Dropdown
- Select Priority
- Save

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SHE SU Online

MAIN NAVIGATION / DASHBOARD / SHE SU

- System Parameters
- Dashboard
- Client
- Staff Parameters
- Staff Area
- Logout
- Version

Change Ticket Status

Ticket No: 63

Project: SHE Technologies

Status: Approved

Status Date: 2021/10/02

Task Type: --Select--

Reference: Enter ...

Company: SHE Technologies

Staff: SHESU

Priority: 1

Module: 1

Description: need report in ticket system from which we get that how many tickets were done in specific time period

Remarks:



7. Close Ticket

Menu list → Client → Tickets

- Click Button “Change Status”

Ticket No	Staff	Status	Posting Date	Approval Date	Working Start On	Estimated Date	Done Date	Close Date	Company	Project	Action
2	Basharat	Approved	18-03-2021	18-03-2021					FBU Developers	FBU Developers	
3	Basharat	Approved	18-03-2021	18-03-2021					FBU Developers	FBU Developers	
4	Basharat	Approved	18-03-2021	18-03-2021					FBU Developers	FBU Developers	
5	Basharat	Approved	29-03-2021	29-03-2021					FBU Developers	FBU Developers	

- Mark Status “Close”
- Save

Change Ticket Status

Ticket No: 5 Company: FBU Developers

Porject: FBU Developers Staff: FDSCBASHARAT

Status: Close Status Date: 2021/04/03

Description: Booking Form Letter as per attached file.

Save **Cancel**



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8. Inquiry (Tickets)

Menu list → Client → Inquiry

- Select Company
- Project (Optional)
- Click button “Get Results”

You can Filter Ticket Inquiry List **Status** wise and **ticket no** wise.

Ticket No	Staff	Status	Approval Date	Ticket Narration	Working Start On	Done Date	Close Date	Company	Project	Action
2	Basharat	Approved	2021-03-18	Report 109151 changes				FBU Developers	FBU Developers	
3	Basharat	Approved	2021-03-18	Income Statement				FBU Developers	FBU Developers	
4	Basharat	Approved	2021-03-18	Balance Sheet				FBU Developers	FBU Developers	
5	Basharat	Approved	2021-03-29	Booking Form Letter as per attached file.				FBU Developers	FBU Developers	

9. Add Staff

Menu list → Staff Management → Add Staff

- Add staff information
- Save

User ID: * Enter ...

Name: * Enter ...

Mobile: * Enter ...

Email: * Enter ...

User Type: * Select User Type

Status: * Active

Address:

Company: * FBU Developers

Gender: * Male

Other Mobile: Enter ...

Other Email: Enter ...

Expiry Date:

File Upload: Choose File No file chosen

Save Cancel Reset



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10. Edit Staff

Menu List → Staff Management → Staff List

- Click Button “Edit User”

Staff List

Name	Email	Mobile	Gender	Start Date	Status	Region	Action
Kamran	Kamran@gmail.com	03006344504	Male	2021-03-04	Active		Edit User

- Edit information
- Click “Update”

Edit User

User ID: Kamran

Name: Kamran

Mobile: 03006344504

Email: Kamran@gmail.com

User Type: Comp_Staff

Status: Active

Image: Choose File No file chosen

Address:

Company: FBUDevelopers

Gender: Male

Other Mobile: Enter ...

Other Email: Enter ...

Expiry Date: 04/03/2022

[Update](#) [Cancel](#)



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11. Assign Project(s) to User

Menu list → Staff Parameters → Assign Projects

- See your project list
- Select project to assign
- Click “Add”
- No need to Save.





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12. Feedback

Menu list → Client → Feedback

- Select Staff Name
- Mark Feedback
 - 1 = very bad
 - 5 = very good
- Save

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MAIN NAVIGATION: ZUBAIR

- System Parameters
- Dashboard
- Client
 - Generate Ticket
 - Company Admins
 - Tickets
 - Inquiry
 - Feedback**
- Staff Parameters
- Staff Area

Feedback

Support Staff: Salman Naseer

1 being the lowest and 5 being the Highest

1. Job Knowledge & Exposure	1 ☒	2 ☐	3 ☐	4 ☐	5 ☐
2. Attitude/Behavior/Discipline	1 ☒	2 ☐	3 ☐	4 ☐	5 ☐
3. Co-operative/Teamwork	1 ☒	2 ☐	3 ☐	4 ☐	5 ☐
4. Response Time	1 ☒	2 ☐	3 ☐	4 ☐	5 ☐
5. Ability to understand Question	1 ☒	2 ☐	3 ☐	4 ☐	5 ☐
6. Ability to convey his knowledge and experience	1 ☒	2 ☐	3 ☐	4 ☐	5 ☐

Save Cancel



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