



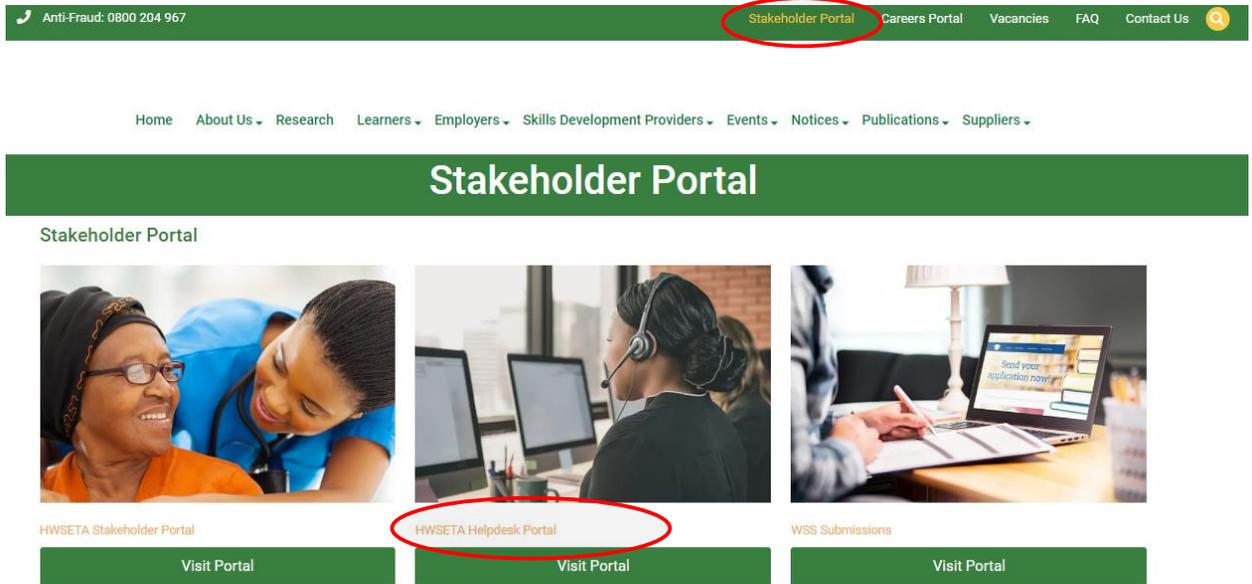
**ERP ODOO Helpdesk  
User Manual**

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# 1. How to access the HWSETA Helpdesk

- a. Navigate to the HWSETA website “https://www.hwseta.org.za” and click Stakeholder Portal then select “HWSETA Helpdesk Portal”



- b. Log in with your email address and password then click “Log in”

The screenshot shows the login page of the HWSETA website. At the top, there is the HWSETA logo and the text 'Health and Welfare Sector Education and Training Authority'. Below the logo, there is a horizontal line. The page contains two input fields: 'Email' and 'Password'. Below these fields is a purple 'Log in' button. At the bottom, there are links for 'Don't have an account?', 'Reset Password', and 'Log in as superuser'.

- c. Click on “Don’t have an Account” and follow the prompts if you are a new user and have not already registered.
- d. If you have forgotten your password, click “Reset Password” enter your email address then click “Reset Password”. An email will be sent to your inbox with instructions to reset your password.



Your Email

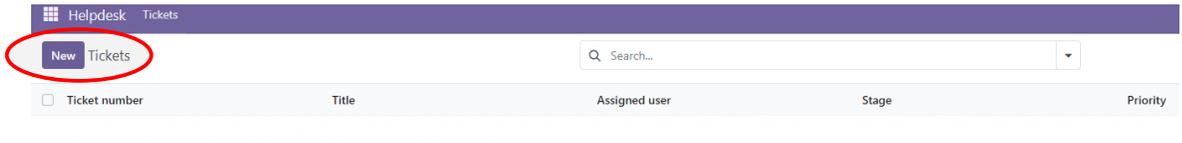
Reset Password

[Back to Login](#)

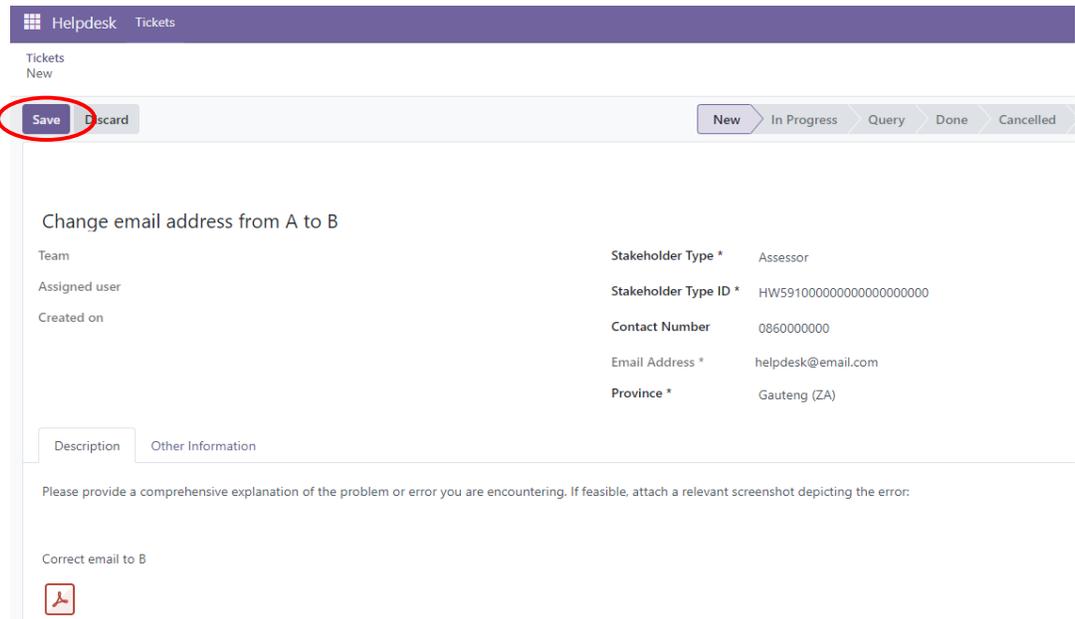
## 2. How to create a ticket

Once you have successfully logged in;

- a. Click “New” to create a ticket

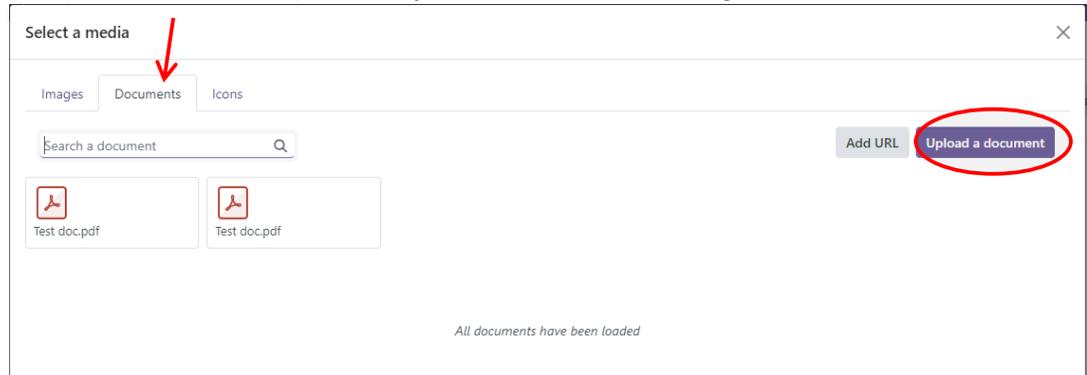


- b. Enter ticket details and provide a comprehensive description of the challenge/issue you are experiencing then click “Save”. A ticket reference number will be generated after the “Save” button is clicked.

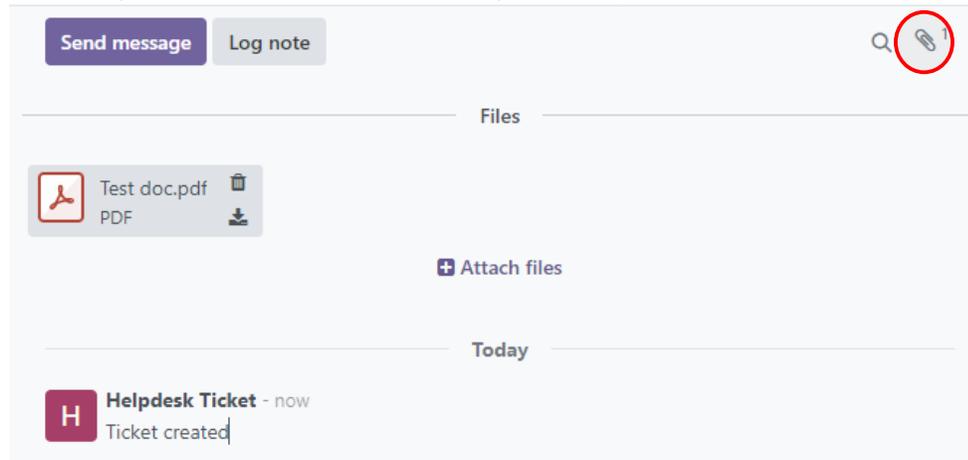


- c. To attach files to a new ticket, type forward slash “/” on the description text box and select “Image”

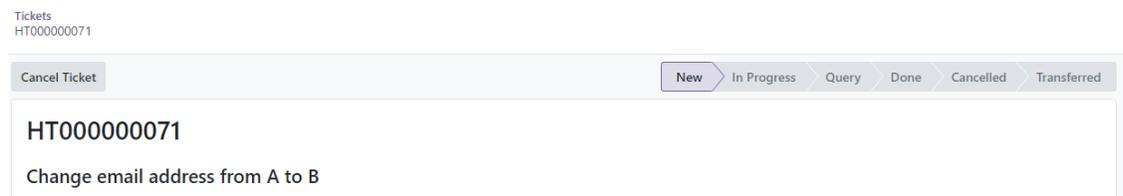
Click “Documents” then click “Upload document” and select the file from your computer. NB: this step can only be done before clicking the “Save” button.



If the ticket is already saved and you would like to attach files, click  and select the files you would like to attach from your computer.



- d. You may cancel your ticket by clicking “Cancel Ticket”, the button only reflect before your ticket is assigned to an HWSETA official for resolution.



- e. Once your ticket is assigned to an internal official, a button to close the ticket will reflect and with the assigned user or team that ticket is assigned to.

Close Ticket

New In Progress Query Done Cancelled Transferred

HT000000071

Change email address from A to B

Team **Administrator**

Assigned user Administrator

Created on 06/10/2024 10:25:14

Stakeholder Type \* Assessor

Stakeholder Type ID \* HW59100000000000000000

Contact Number 0860000000

Email Address \* helpdesk@email.com

Province \* Gauteng (ZA)

Description Other Information

Please provide a comprehensive explanation of the problem or error you are encountering. If feasible, attach a relevant screenshot depicting the error:

Correct email to B

- f. Use the status bar on top to check the current status or progress of the ticket.  
 In Progress – an internal official is working on resolving the ticket.  
 Query – the ticket has insufficient information to be resolved and additional information is required from the ticket creator to provide.  
 Done – completed, the ticket is resolved and closed.

Tickets HT000000071

Close Ticket

New In Progress Query Done Cancelled Transferred

HT000000071

Change email address from A to B

Team Stakeholder Type \* Assessor

If the ticket is on “Done” and for any reason the ticket is not resolved, click the “Reopen Ticket” button. Please create a new ticket for a different issue.

Helpdesk Tickets

Tickets HT000000071

Reopen Ticket

New In Progress Query Done Cancelled Transferred

HT000000071

Change email address from A to B

Team ? CS

Assigned user ?

Created on ? 06/10/2024 10:25:14

Stakeholder Type \* ? Assessor

Stakeholder Type ID \* ? HW59100000000000000000

Contact Number ? 0860000000

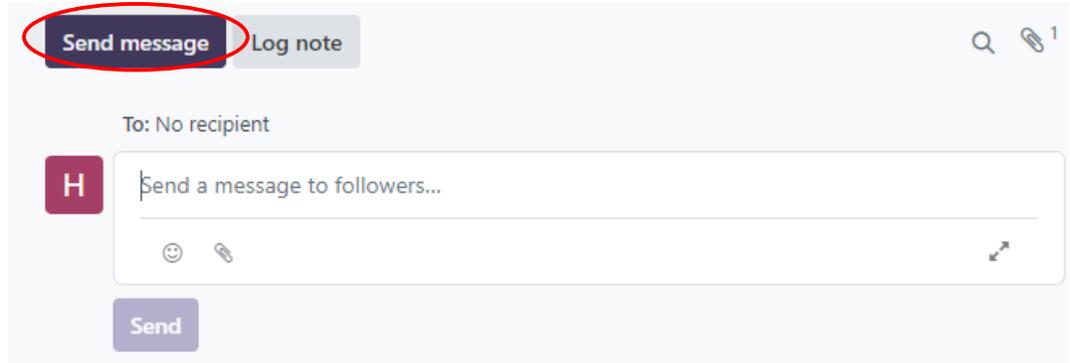
Email Address \* ? helpdesk@email.com

Province \* ? Gauteng (ZA)

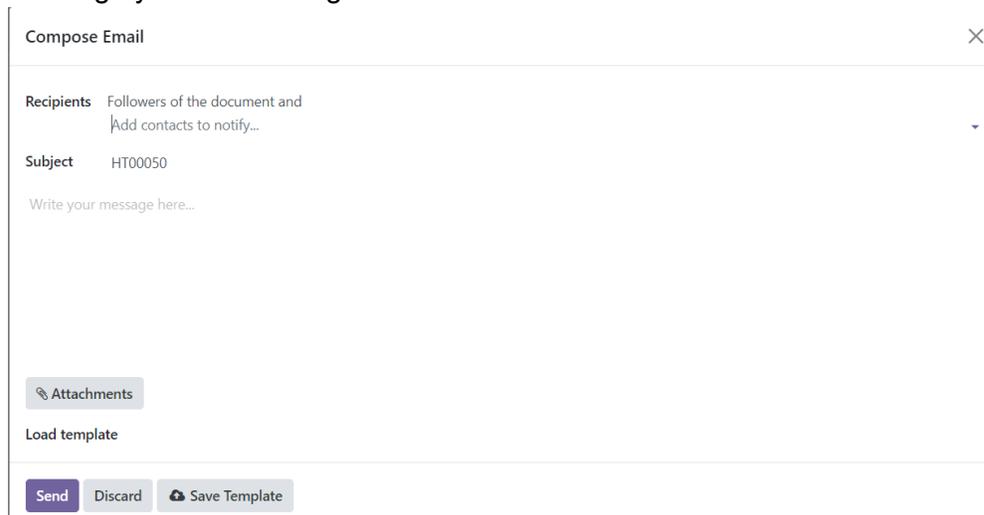
Description Other Information

### 3. How to update a ticket and make follow-ups

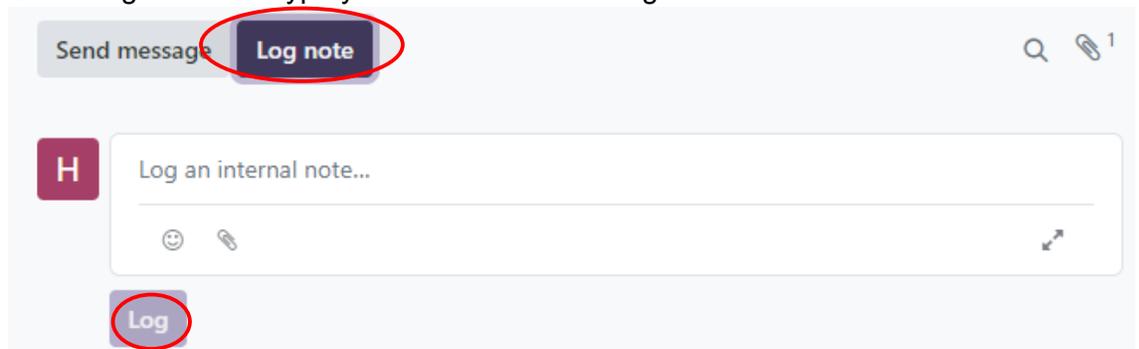
- a. Send Message – the recipient will receive an email with the message inserted. Click the “Send Message” and type in the message you would like to send then click “Send”.



To add more recipients and expand the typing area, click  and type your message then send. This will also allow you to attach documents to the message you are sending.



- b. Log Note – creates a note to the ticket without sending notifications. Click “Log note” and type your note then click “Log”.



To expand the typing area, click  and type your note then log. This will also allow you to attach documents to the message you are sending.

Log note ×

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Subject

Write your message here...

Load template

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All communications: updates, follow-ups, status, note and messages added to the ticket will be created and saved in the “Chatter” for history and auditability.

For more information follow the link: <https://www.hwseta.org.za/contact-us/>

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