



RENTAL SOFTWARE SPECIALISTS | SAGE PASTEL BUSINESS PARTNER |



Online & Part-time
Authorised Training Centre
Sage Pastel

Logging a Support Ticket with Novtel

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1 Introduction

In order to better manage Support issues, Novtel is proud to announce that the '**Novtel Support Help Desk**' has been implemented to enable your company to log support issues for the following:

- Property Management
- Hospitality Management;
- Equipment Hire;
- Vehicle Hire;
- Self Storage;
- Relations Management;
- And Contract Management.

By entering your unique User name and Password as assigned by Novtel, the '**Ticketing**' system will be unlocked. All communication linked to the ticket logged on your User profile will be e-mailed to you as soon as a reply has been posted.

In order to log a ticket, you may simply send an email from any device to the following e-mail address: support@novtel.org.za, and a ticket will be created automatically. You will also be able to reply per email when communication is received from the Novtel Support Team. However, please note that:

- 1. The subject line must not be altered since it contains the ticket number;**
- 2. In order to view or print the complete archive of your support requests (per ticket), you will need to log into the system.**

By using the e-mailing option, all relevant information will not be entered as in the case of logging into the '**Support Center**'. Therefore we recommend that the Ticketing system is rather used for more accurate reporting purposes.

Important:

- You will also be required to confirm whether the issue has been resolved before the ticket is closed by the Novtel Support Team.
- Only 1 issue per ticket is allowed in order to streamline the support process.

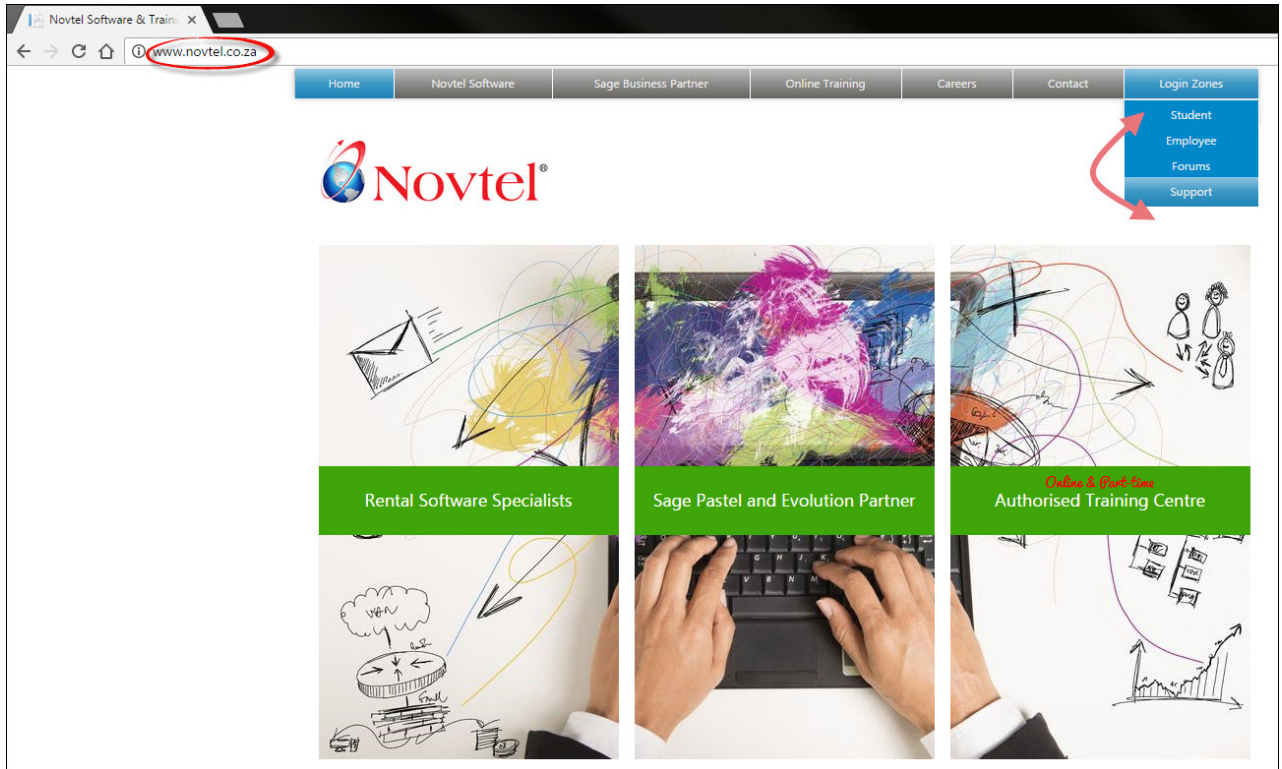
The system has been set up in order for Users to stay logged in for 30 minutes at a time, after which they will be logged out automatically if they have not done so manually.

Please note that you will only be able to log into the system after an elapsed period of 1 minute.

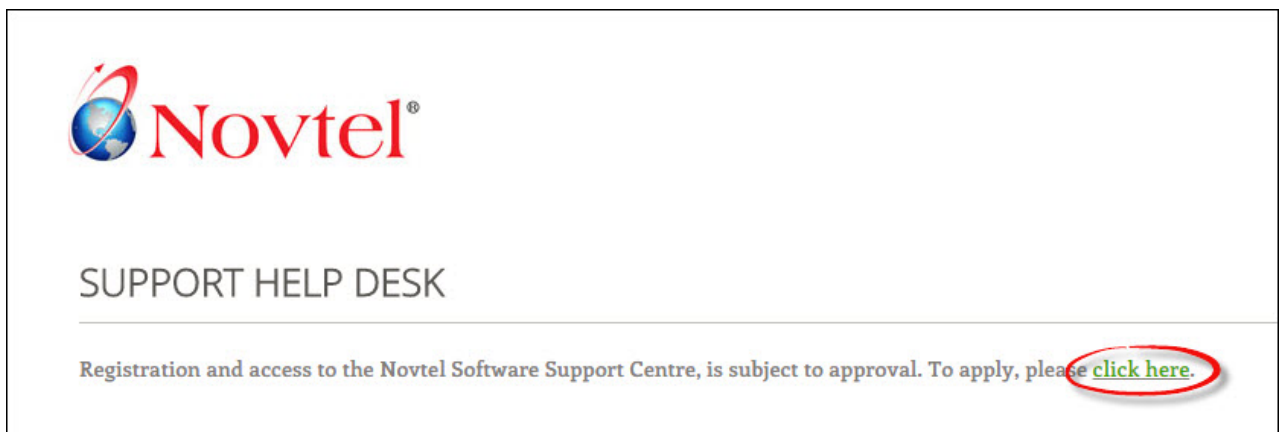
2 Sending a request to be registered

You will not be able to register yourself as a user, and a request must be send to Novtel by following these steps:

- Access Novtel's website: www.novtel.co.za
- Click on '**Login Zones**' and select '**Support**';

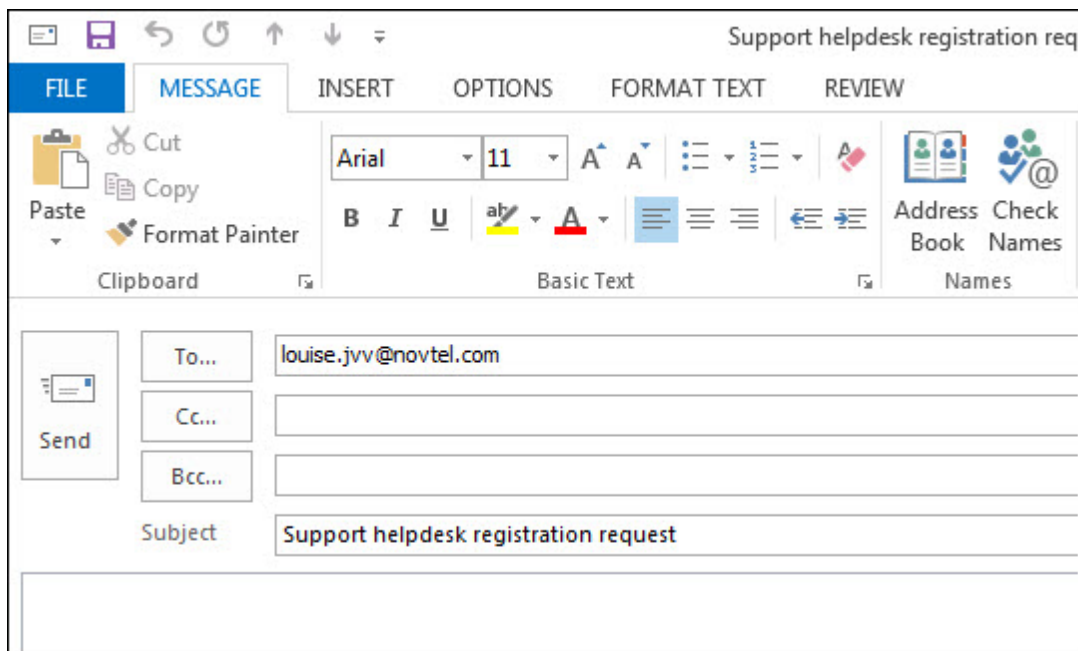


- Request registration and access to the Novtel Software Support Center by clicking here:

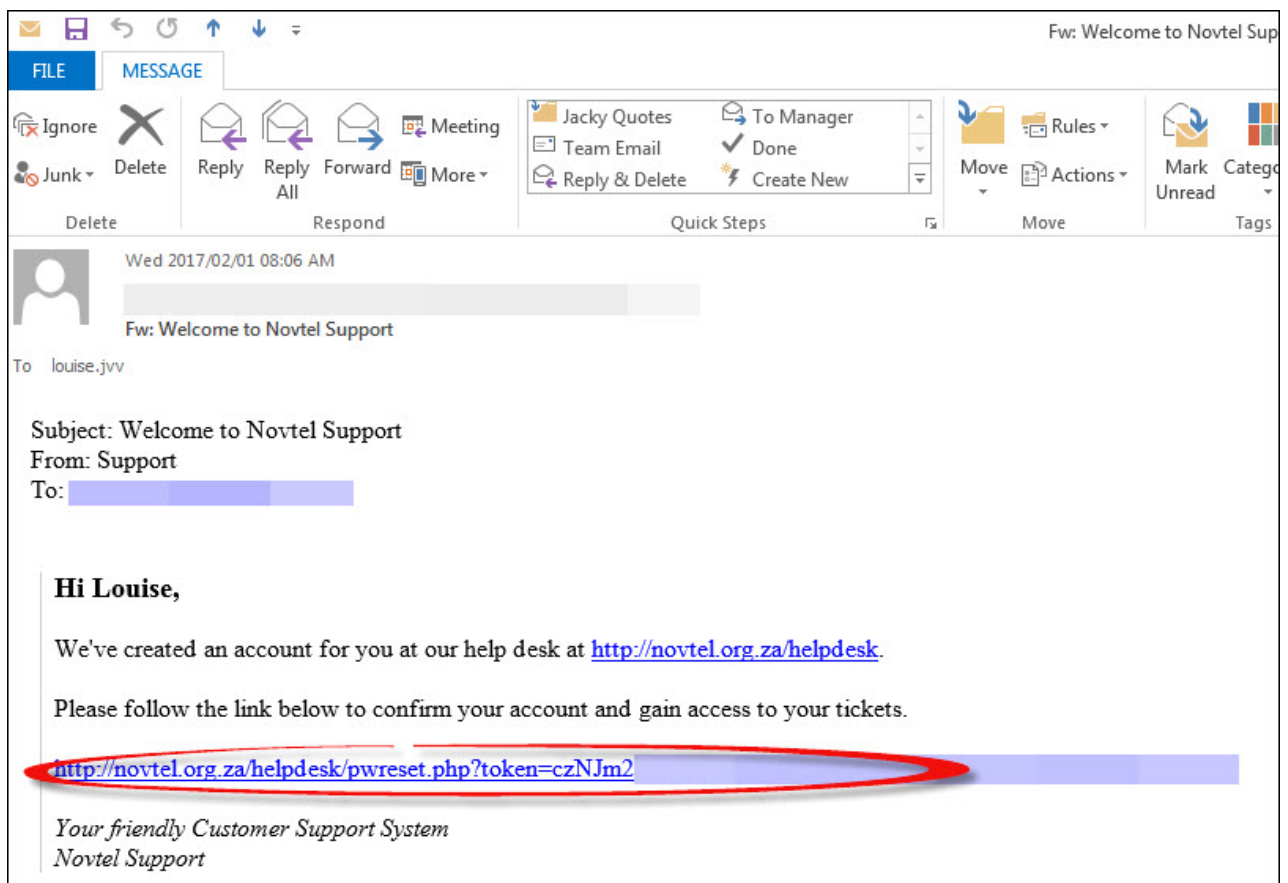


The applicable e-mail address for application for registration, as well as the subject will be populated automatically. Please simply supply the following in the e-mail body:

- Your Full name;
- Email address;
- And Company Name.



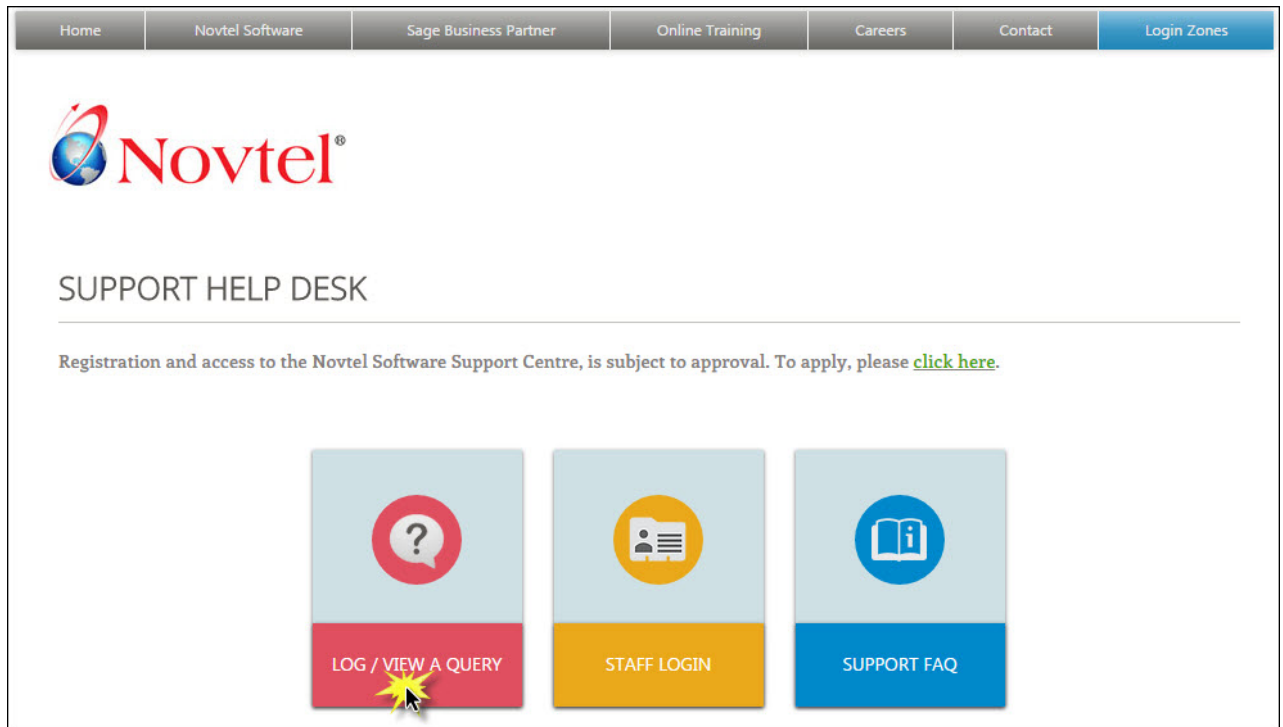
As soon as registration occurred, an automatic email is sent to the supplied email address. You will be required to click on the link listed in the email.



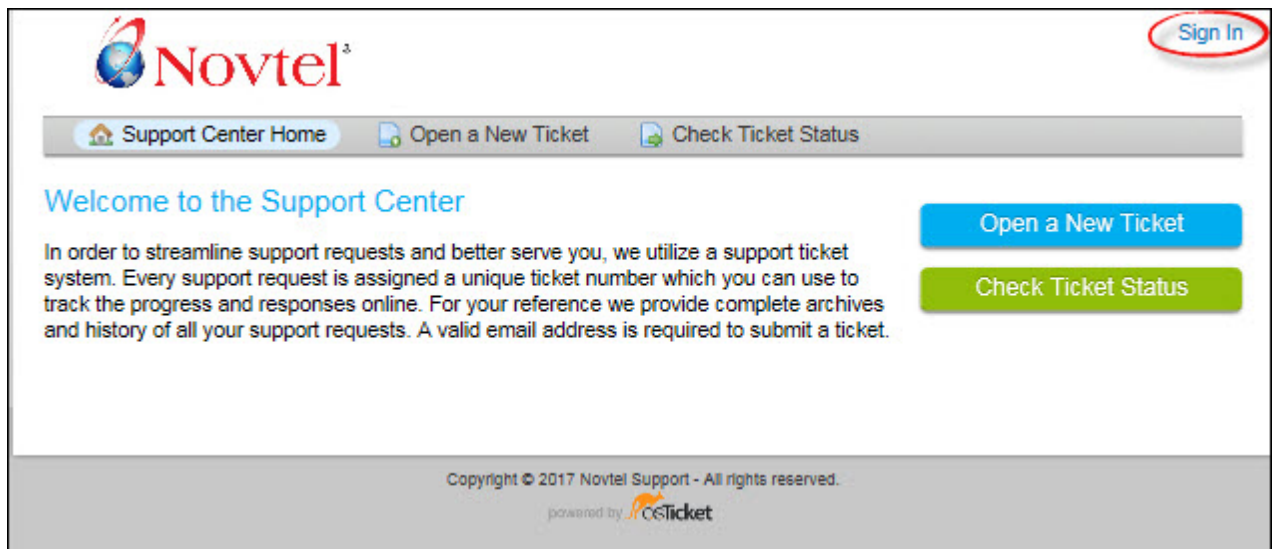
Immediately, the 'Novtel Support Center' home page is opened, and you will be able to log into your account with the details provided by Novtel in a separate email.

3 Logging in

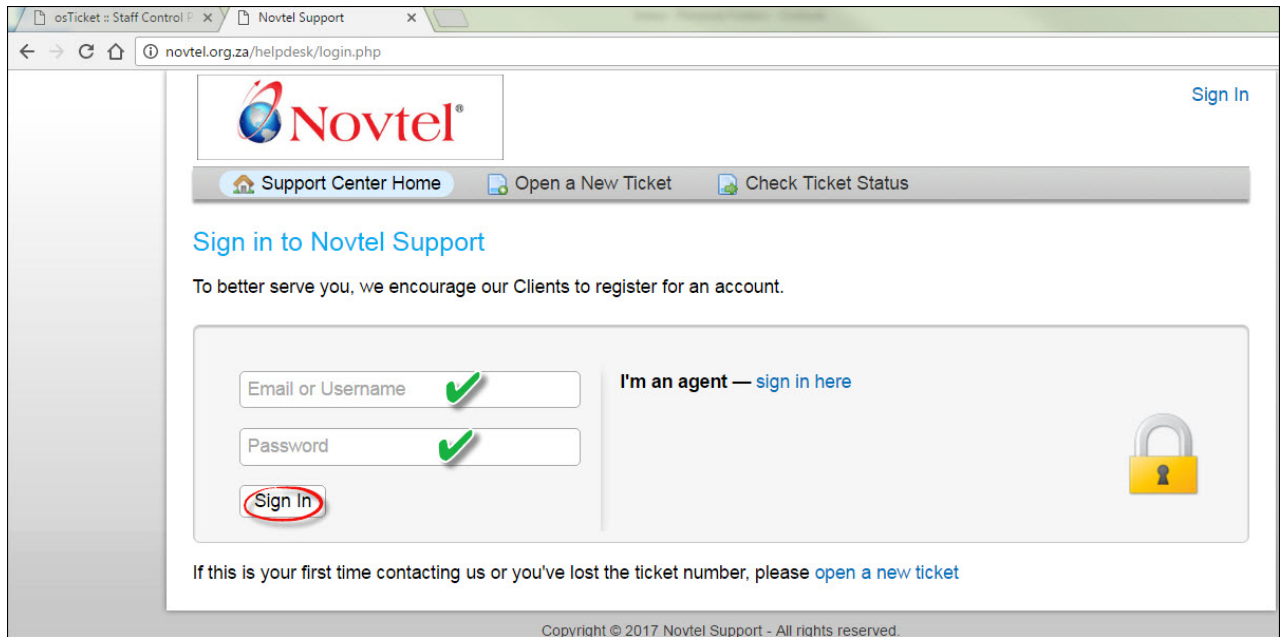
In order to log in to log a support ticket, open Novtel's website and click on **'Login Zones - Support'**;



➤ Click **'Sign In'**;



➤ And enter your Username and Password.



The screenshot shows a web browser window with the URL `novtel.org.za/helpdesk/login.php`. The page features the Novtel logo at the top left and a "Sign In" link at the top right. Below the logo is a navigation bar with "Support Center Home", "Open a New Ticket", and "Check Ticket Status". The main heading is "Sign in to Novtel Support", followed by the text "To better serve you, we encourage our Clients to register for an account." The login form contains two input fields: "Email or Username" and "Password", both with green checkmarks indicating they are filled. A "Sign In" button is highlighted with a red circle. To the right of the form is a link "I'm an agent — sign in here" and a yellow padlock icon. At the bottom of the form, there is a message: "If this is your first time contacting us or you've lost the ticket number, please [open a new ticket](#)". The footer of the page reads "Copyright © 2017 Novtel Support - All rights reserved."

4 Logging a Ticket

Once logged into the system, your **'User Name'** will be displayed at the top of the window - As well as the total number of tickets ever logged by you as the User.

The **'Open a New Ticket'** option is selected by default.

Now click on the dropdown menu below **'Help Topic'** and select the specific product for which the ticket is created. This is a mandatory field, and you will not be allowed to continue if this field has not been populated.

Novtel® Louise van Vuuren | Profile | Tickets (2) - Sign Out

Support Center Home Open a New Ticket Tickets (2)

Open a New Ticket

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

Email: _____

Client: Louise van Vuuren

Help Topic

- Select a Help Topic — *
- Select a Help Topic —
- Property Management *
- Hospitality Management
- Relations Management
- Vehicle Hire
- Equipment Hire
- Self Storage
- Contract Management
- Training

Create Ticket Reset Cancel

Immediately, the **'Ticket Details'** field is activated.

1. Enter your Company's Name in the **'Organization'** field. (In order to log issues to your company's profile, please enter the details here)
2. Enter a short description of the problem in the **'Issue Summary'** field. (This is once again a mandatory field)
3. Click **'Create Ticket'**.

Help Topic

Property Management *

Ticket Details

Please Describe Your Issue

Organization

Your Company ①

Issue Summary *

Cannot log into Property ②

③ Create Ticket Reset Cancel

The ticket has now been created, and the window is displayed as follows:

1. The Summary - as entered previously - is displayed and the **'Ticket number'** is allocated to the Summary.
2. The ticket status is **'Open'** and will remain as such until the issue has been resolved and the client has confirmed this fact in writing;
3. The 'Support department' is linked to all Software related issues;
4. The exact date and time when the ticket was created is displayed in order for the support team to complete the ticket within the set time frame allocated to the ticket by management;
5. The User's name and email address is displayed in the **'User Information'** field.
6. The **'Ticket Details'** section displays your company's name as entered previously. This information will be displayed on the PDF document which can be printed by the User.

Novtel® Louise van Vuuren | [Profile](#) | [Tickets \(3\)](#) - [Sign Out](#)

[Support Center Home](#) [Open a New Ticket](#) [Tickets \(3\)](#)

Cannot log into Property #000009 [Print](#) [Edit](#)

Basic Ticket Information		User Information	
Ticket Status:	Open	Name:	Louise Van Vuuren
Department:	Support	Email:	[Redacted]
Create Date:	2/1/17 12:57 PM	Phone:	[Redacted]

Ticket Details

Organization: Your Company

Created by Louise van Vuuren 2/1/17 12:57 PM

1. In the second part of the window, a mandatory detailed description is required in order to continue.
2. Attachments can be uploaded by either a 'Drag and Drop' option, or by clicking here in order to browse for the applicable file and then selecting it.
3. Now click **'Post Reply'** to conclude the process of creating the ticket.

Post a Reply

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

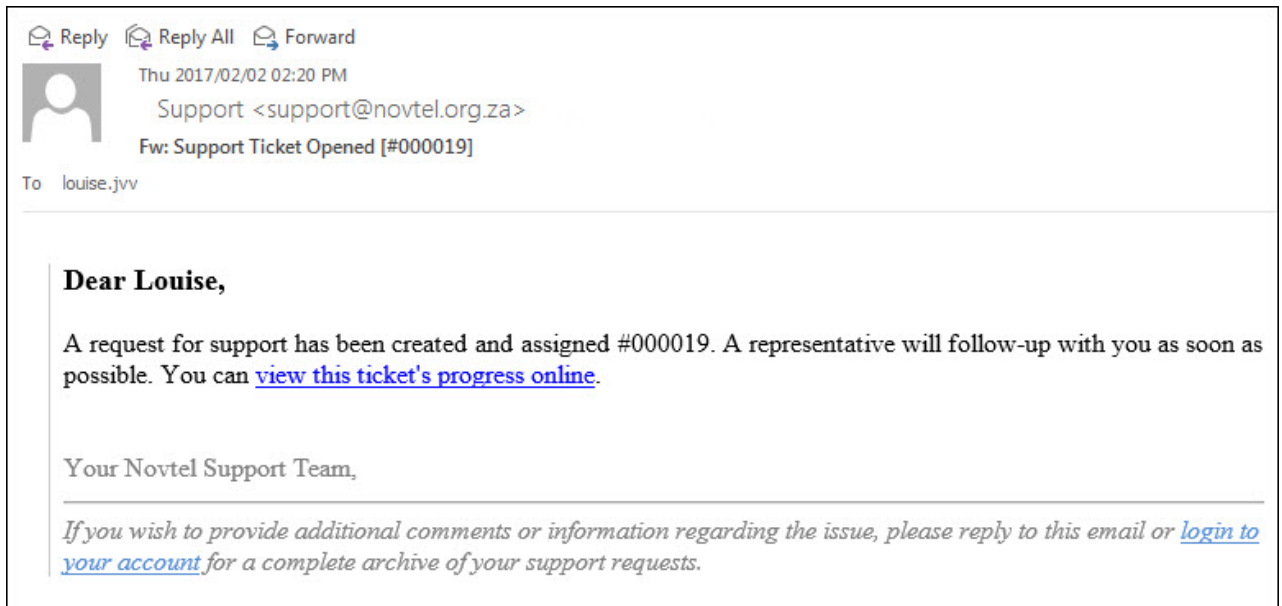
Rich text editor toolbar: <> | B | I | U | [Link icon] | [List icon] | [Align icon] | [Table icon] | [Undo icon] | [Redo icon]

Drop files here or choose them

Post Reply Reset Cancel

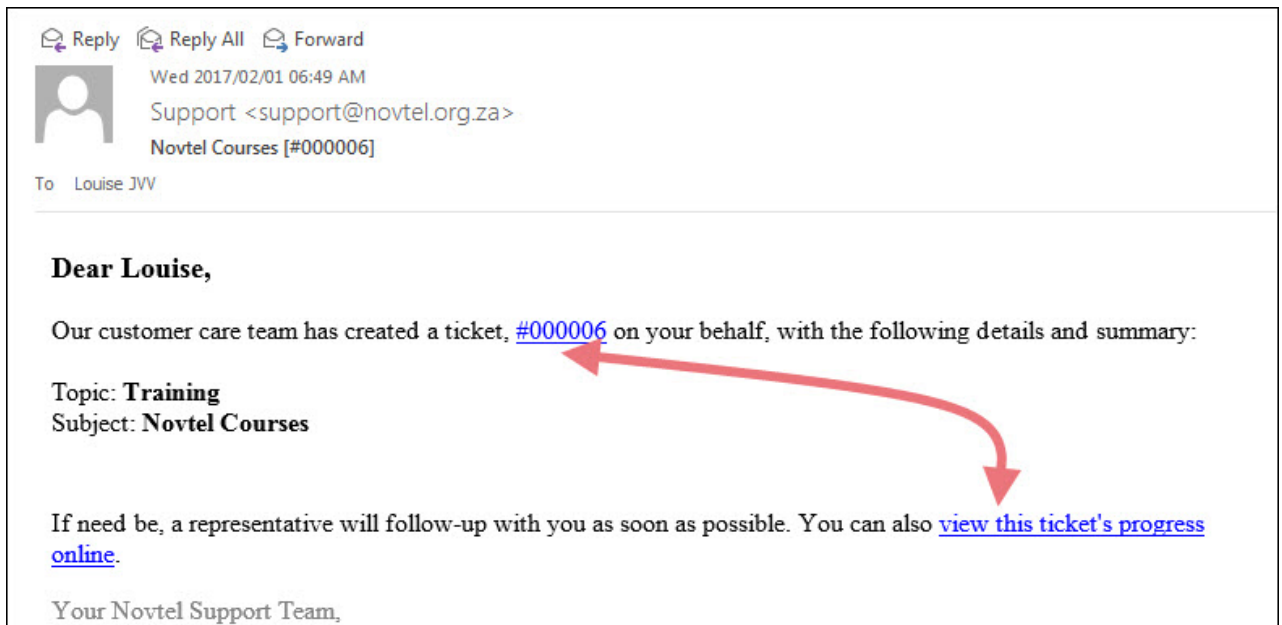
5 Receiving Feedback from Novtel

The moment a ticket has been logged, you will receive an email that your request has been submitted.



Each time a Novtel Team member replies to your submission by means of the Ticket system, you will receive an e-mail as to the extend of the progress.

Novtel may have also logged a ticket on your behalf under certain circumstances, and in this case you will receive a mail similar to this:



Simply click on the link in order to log into your account and view the progress online.

6 Accessing and printing tickets

In order to track the entire process of all activity on an open ticket, simply log into your account; and click on the **'Tickets'** tab [here](#).

All open tickets are listed in the current screen by default, and by clicking on a ticket number, the specific ticket will be opened.

The screenshot shows the Novtel Support Center interface. At the top right, the user is identified as Louise van Vuuren with links for Profile, Tickets (2), and Sign Out. The navigation bar includes 'Support Center Home', 'Open a New Ticket', and 'Tickets (2)', which is circled in red with a '1' indicating it is the selected tab. Below the navigation bar is a search field and a 'Help Topic' dropdown menu. The main content area is titled 'Tickets' and shows 'Showing 1 - 1 of 1 Open Tickets'. A table lists the ticket details:

Ticket #	Create Date	Status	Subject	Department
000018	2017/02/02	Open	1212121212121	Support

Below the table, it says 'Page: [1]'. A red arrow points from the 'Tickets (2)' tab to the 'Open (1)' link, and another red arrow points from the ticket number '000018' to the 'Print' button in the second screenshot.

In order to create a PDF document - listing all communication between you and Novtel's Support team for this specific support ticket, click **'Print'**, and the document will be generated.

Please note that the status will remain **'Open'** until Novtel support staff has closed the ticket.

The screenshot shows the details for Ticket #000018. The status is 'Open' (circled in red), priority is 'Normal', and the department is 'Support'. The ticket was created on 2017/02/02 at 12:49 PM. The user's name is Louise van Vuuren. The ticket details section shows the organization as 'Your Company Name' and the subject as '12121212121'. The message history includes:

- 2017/02/02 12:49 PM: Original Message (3232323232323232)
- 2017/02/02 1:27 PM: Novtel Support: Thank you for supplying your Teamviewer details. We are about to log into your system.
- 2017/02/02 1:28 PM: Novtel Support: Issue resolved. Please confirm this fact in order for us to close the ticket.
- 2017/02/02 1:33 PM: Louise van Vuuren: Herewith I confirm that issue is resolved. Thank you.

At the bottom, it says 'Ticket #000018 printed by Louise on Thu, Feb, 2, 2017, 11:34 AM' and 'Page 1'.

When a ticket has indeed been closed, it will no longer be displayed in this screen, but has been moved to the 'Closed' tickets section - which can be accessed by clicking here:

Novtel® Louise van Vuuren | [Profile](#) | [Tickets \(3\)](#) - [Sign Out](#)

[Support Center Home](#) [Open a New Ticket](#) [Tickets \(3\)](#)

Help Topic: [— All Help Topics —](#)

[Tickets](#) [Open \(1\)](#) | [Closed \(2\)](#)

Showing 1 - 1 of 1 Open Tickets **X**

Ticket #	Create Date	Status	Subject	Department

All tickets displaying this status, is logged here and can also be accessed and printed by clicking on the ticket number.

[Support Center Home](#) [Open a New Ticket](#) [Tickets \(3\)](#)

Help Topic: [— All Help Topics —](#)

[Tickets](#) [Open \(1\)](#) | [Closed \(2\)](#)

Showing 1 - 2 of 2 Closed Tickets

Ticket #	Create Date	Status	Subject	Department
000018	2017/02/02	Closed	1212121212121	Support
000007	2017/02/01	Closed	Test Ticket	Support

Page: [1]

The PDF document will now display this status as well.

Novtel®

Thu, Feb, 2, 2017, 12:38 PM

Ticket #000018

Status	Closed
Priority	Normal
Department	Support
Create Date	2017/02/02 12:49 PM

Ticket Details