



Advantage^{NFP} Fundraiser

User Guide for Atlassian Helpdesk

May 2023

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Contact Telephone Number: 01582 794 229

Introduction

This manual is useful for **all** Advantage^{NFP} Users within your organisation; as such, you should distribute the document to **everyone** within your organisation who has access to the software.

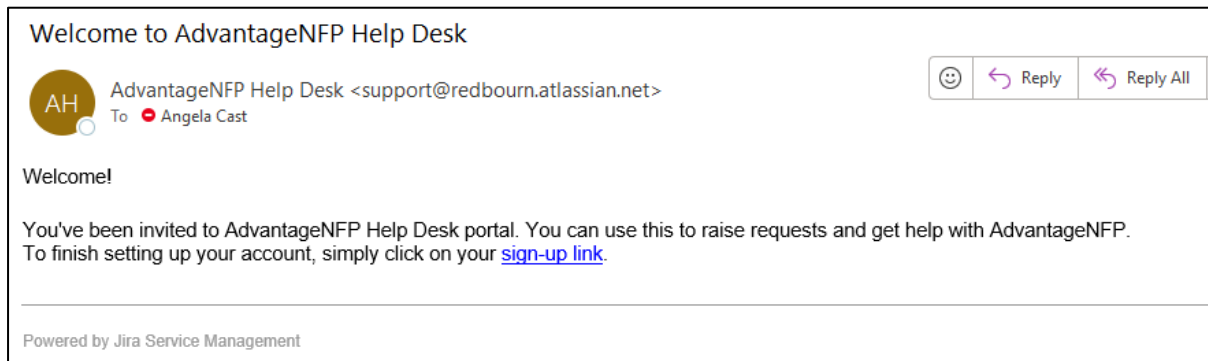
This document will outline the internet based Atlassian Helpdesk process; how to log queries with the Advantage^{NFP} Helpdesk Team, sending troubleshooting files and/or screenshots and how to provide instant feedback.

This process will enhance your relationship and communication lines with the Helpdesk Team and keep you **updated** with a status of your support query at all times. It will also enable you to view a **complete log** of your support history.

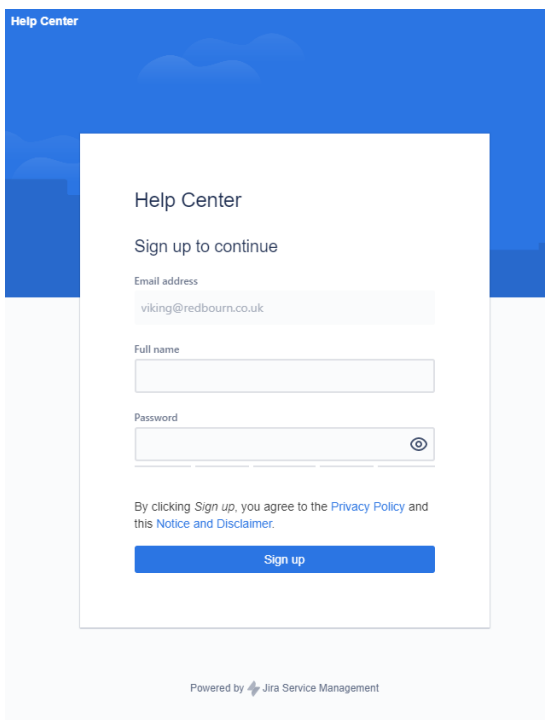
This process is an addition to the Helpdesk phone line on 01582 794229 selecting option 1 which will remain available for you to use as per your Advantage^{NFP} License Agreement.

Register a Help Centre Account

Once we have configured your account, you will receive an email with the subject: Welcome to AdvantageNFP Help Desk. A screenshot of this is shown below. If you don't already have a Help Centre account and have not yet received any such email, please email us at Helpdesk@AdvantageNFP.com to request your account be created.



Click on the sign-up link and you will be taken to the following page in your browser:

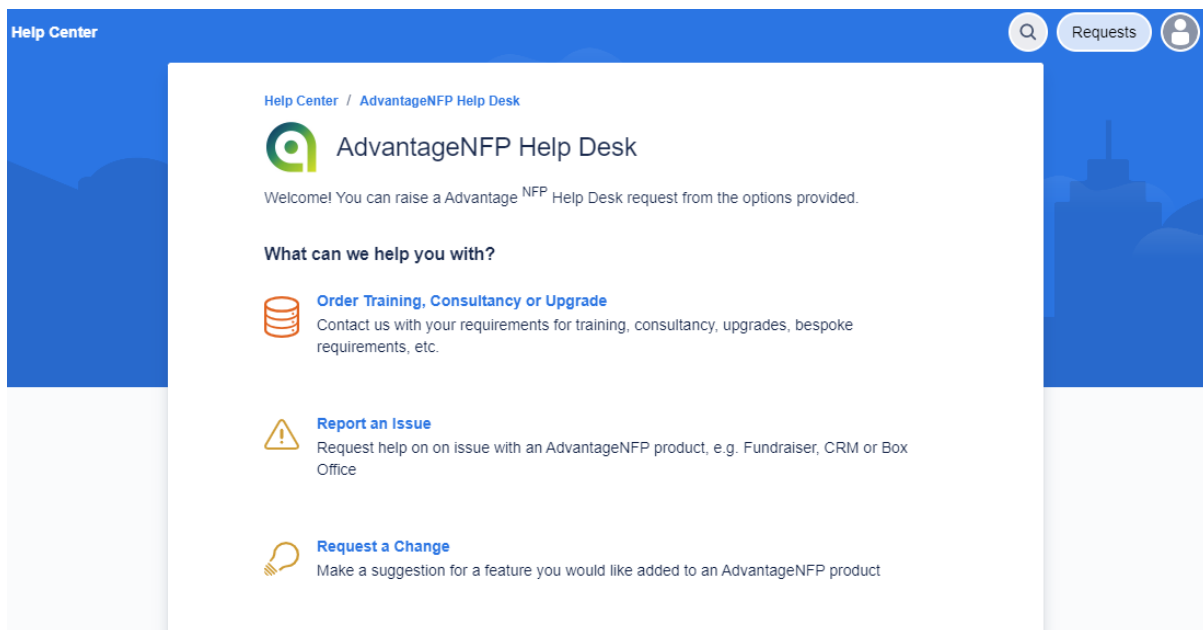


Fill in your name and choose a strong password, preferably one generated by a password vault.

Once you have signed in you will be directed to the Help Centre portal home screen.

Help Centre Portal

To access the portal, go to <https://helpdesk.advantagenfp.com/> and log in with your user credentials. Once logged in, you will be directed to the Help Centre portal home screen, which is shown here:

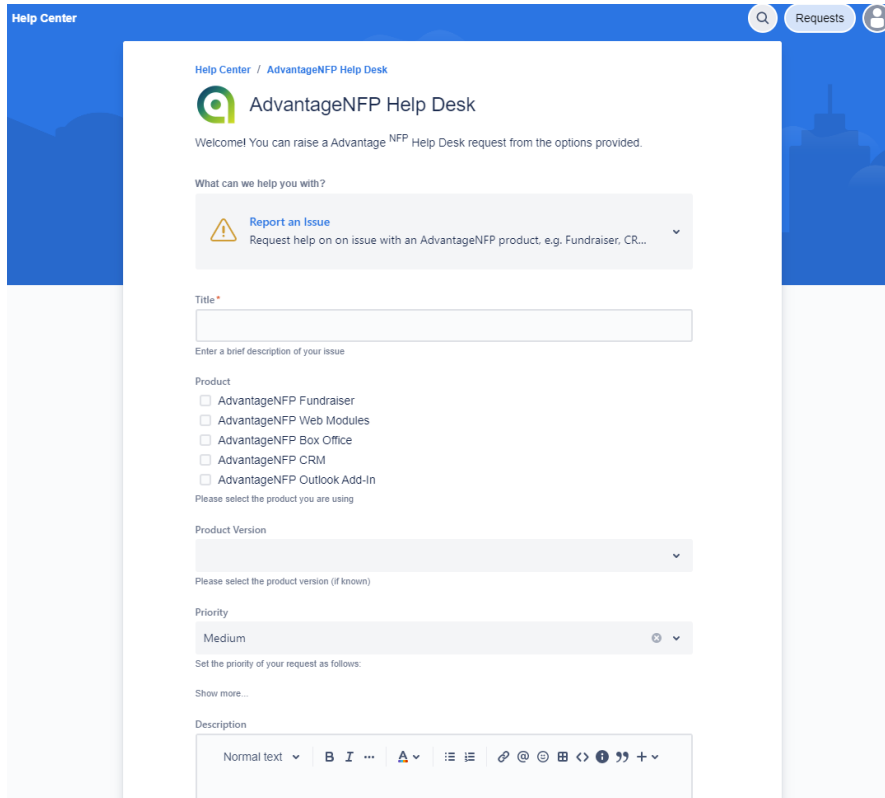


You can see three options here:

1. [Report an issue](#) - error; help with reporting or problems with any part of Advantage^{NFP} Fundraiser including upgrading to the new version.
2. [Request a Change](#) - Ask for or suggest a change to existing Advantage^{NFP} Fundraiser functionality.
3. [Order Training, Consultancy or Upgrade](#) - This relates to any purchases or changes you want to make to your relationship with us. Upgrading licences, ordering training/consultancy or one of our additional modules.

Creating Tickets via the Help Centre Portal

To report an issue, please use the “Report an issue” option. The following screen will appear:



Enter a title for the issue; choose the product, version number and set the appropriate priority (details of how to complete this field are below). In addition, enter the problem description, including as much information as possible, and attach any screen shots and files you may want to include. At this stage you can also choose whether to allow other users at your organisation to be able to view your ticket in the “Share with” box. Press the **SEND** button to save the ticket.

The priorities are defined here:

Priority **Highest** - System Down

AdvantageNFP will respond within 2 hours of notification by the customer of a complete system failure.

This should be selected when **NO** user can access AdvantageNFP in any way.

Priority **High** - Critical System Failure

AdvantageNFP will respond within 4 hours of notification by the customer of a critical system failure.

This should be selected when **1 or more** users have the same error or issue.

Priority **Medium** - General Enquiry

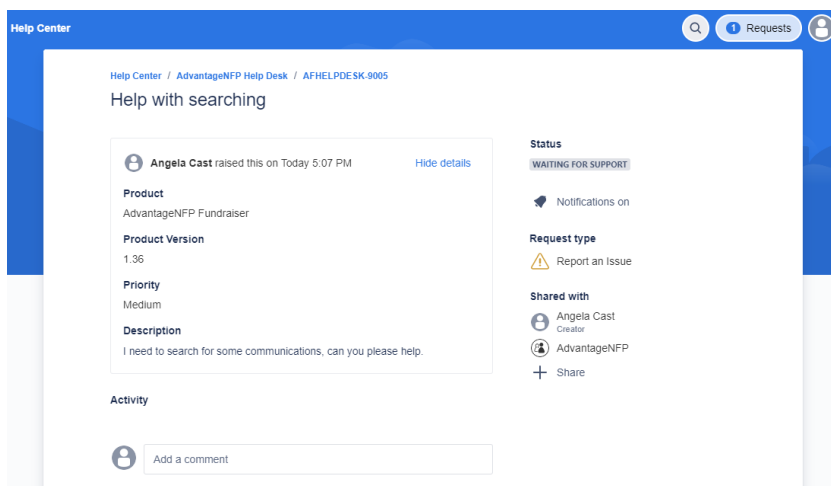
AdvantageNFP will respond within 3 working days of notification by the customer of a general system failure or enquiry.

This should be selected for **any other** query that does not fall under the above criteria

Priority **Low** /Priority **Lowest** - AOB

AdvantageNFP will respond within 3 working days of notification by the customer of a general system failure or enquiry.

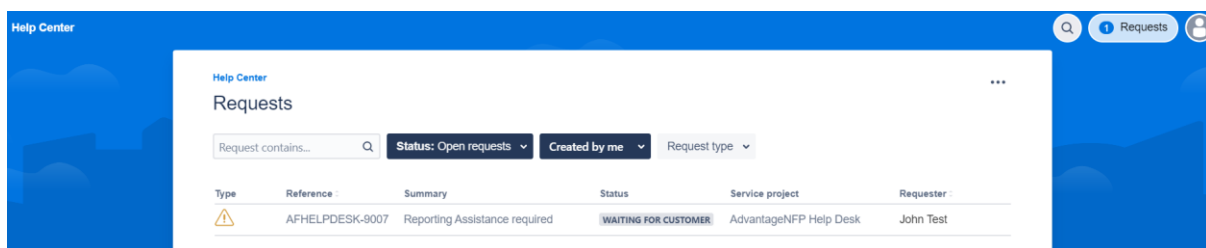
Once the ticket has been saved you are taken to the ticket details page, as shown here:



Existing Tickets in the Help Centre Portal

Use the Requests button on the Help Centre portal home screen to view a list of previously created tickets. Use the Created by me option to see tickets raised only by your account. Alternatively use the “All” option or click on the name of your organisation to view all tickets created by yourself and your colleagues.

You are then taken to the following screen where a list of tickets in the chosen scope is displayed, as shown below. You can also amend the filter on this screen to view a list of other tickets as required:



Click on the ticket reference number to be taken to the [ticket details page](#), shown in the previous section of this document. From this screen you can add comments, which may include attachments and/or further information.

You may notice the ticket status - in this screen shot it states **WAITING FOR CUSTOMER**. There are multiple statuses. Here is a quick breakdown of their meanings.

1. **Waiting for support:** Default status at call creation
2. **Open:** Call accepted by Advantage^{NFP}.
3. **In Progress:** Call is actively being worked on.
4. **Resolved:** Call is resolved 'Accepted by Advantage^{NFP}'
5. **Closed:** Call is resolved 'Accepted by User'
6. **Waiting for Customer:** Awaiting User Input (screen shots/answers to questions)
7. **Re-Opened:** Opened again after being resolved.
8. **Pending External:** Awaiting either internal (Accounts, MD) or external (IT company) input
9. **On Issues List:** Call is no longer with support and the item has been added to our list of future development items.

Email Notifications

Once a ticket has been raised, you will be notified of any updates made by the Advantage^{NFP} Fundraiser Helpdesk team via email. The ticket number is always referenced in the email subject in the format AFHELPDESK-#####.

These emails work in the same way as you would expect a standard email to work, i.e. you can directly reply to it and/or attach files and this information is automatically added to the ticket.

From any such email you can click on the [View Request](#) link which will redirect you to your customer portal. Once you have signed in you will be directed to the [ticket details page](#), as shown in a previous section of this document.

An email notification will also be sent to you once the ticket has been resolved by the Advantage^{NFP} Helpdesk team.



Creating a Ticket via Email




To raise a ticket via email you must send an email to support@redbourn.atlassian.net.


Tickets raised in this way work the same as any other, the email subject will be the title of the ticket and the body of the email will be the description.

When the Atlassian helpdesk receives your email, you receive a response email like the one below.

AFHELPDESK-9003 Reporting in AdvantageNFP Fundraiser

 AdvantageNFP Help Desk <support@redbourn.atlassian.net>
To  Angela Cast

  Reply  Reply All

 If there are problems with how this message is displayed, click here to view it in a web browser.

Reply above this line.

Just confirming that we got your request. We're on it.

[View request](#) · [Turn off this request's notifications](#)

This is shared with Redbourn Business Systems and Angela Cast.

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