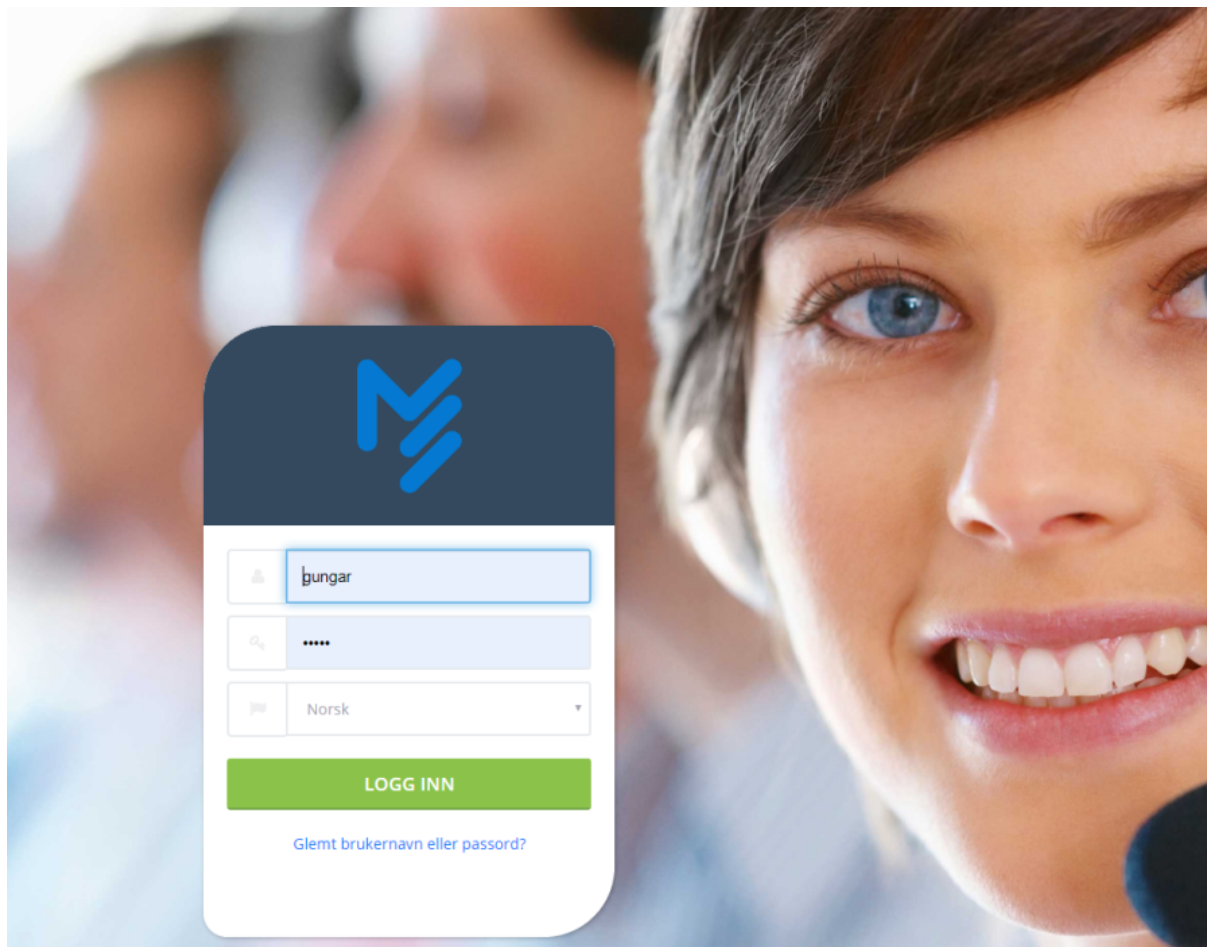
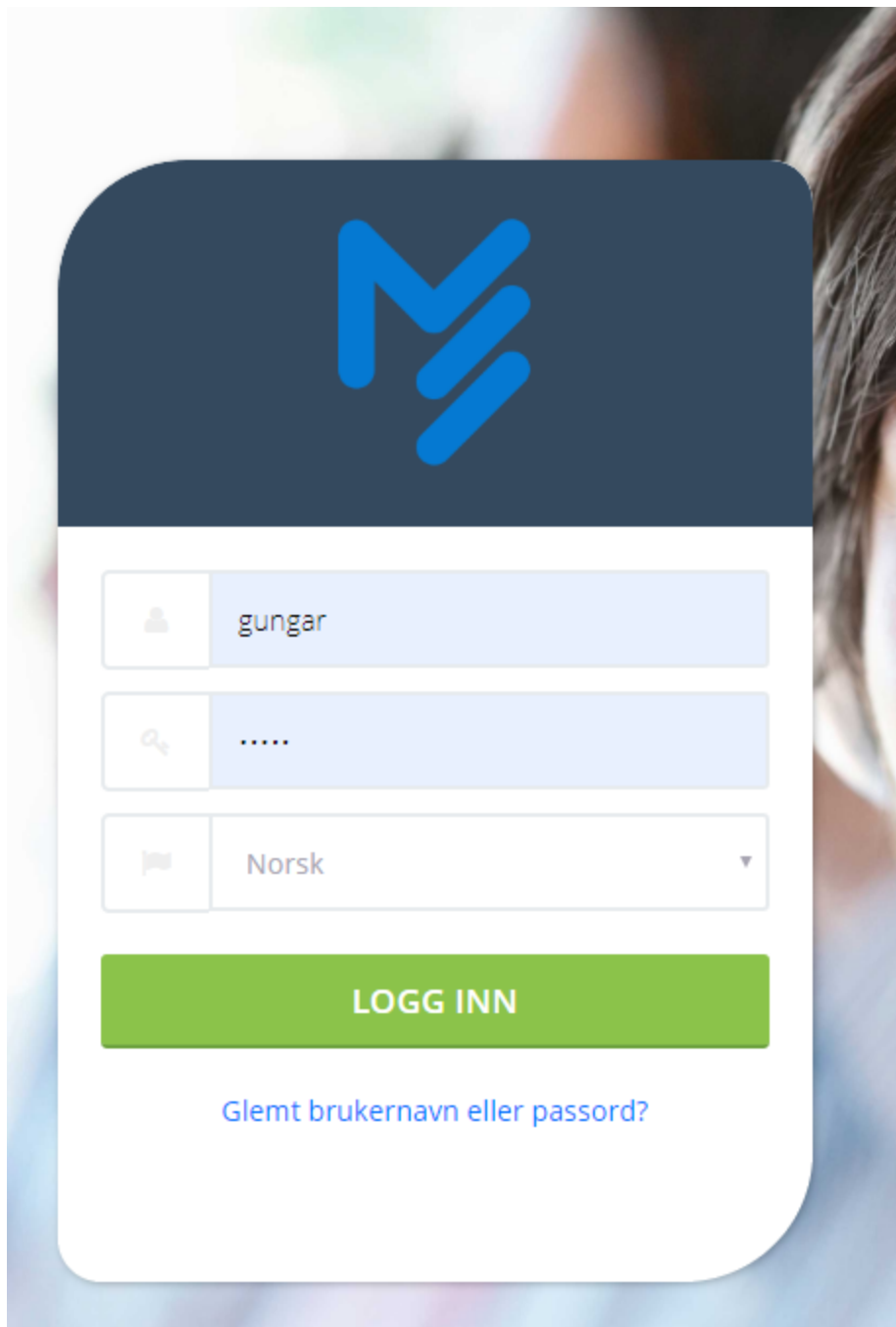


## Registration of new case from user web

Users can register new cases directly from user web, after logging in with only username or username and password. The use of username or both username and password is configured by Technet at customer's request. Login supports secure login by single sign-on using SAML 2.0.



Users then enter their personal page, where they can monitor the status of registered cases, business Service, previously resolved cases, register new case and any forms submitted.



More Service Portal supports login from mobile and tablet regardless of type of mobile.

**technet**

Gunn Garvik (Technet system)

Navigation

- Start
- New case
- Cases
- Order
- Questions And Answers
- Change password
- Log out

Links

- Outlook App
- hurtigtaster i nettleser

**Start**

**Information**

Åpningstiden er 09:00 - 15:00

Fra 7 og 8 mars er IT på ITSMF

Hilsen IT-avd

**My cases**

Case ID	Reg. date	Subject	Agent	Status	Category	Priority
5833	13.01.20 16:46	More Service er nå oppgradert til 8.1.6 / MoreService is now upgraded to 8.1.6	Gunn Garvik	Ikke startet	System	Medium
5827	10.12.19 09:35	treg cbrx	Björn Erik Schou	Ikke startet	Treghet	Medium
5822	18.11.19 09:58	feil på share point	1. linje	Ikke startet	Fageapplikasjon	Medium
5821	18.11.19 09:56	More Service er nå oppgradert til 8.1 / MoreService is now upgraded to 8.1	1. linje	Ikke startet	System	Medium

**Questions And Answers**

[Import av e-postadresser](#)

[test av bilde i OSS](#)

**technet**

Gunn Garvik (Technet system)

Navigation

- Start
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**New case**

Enter information about the case here

**Subject**

**Category**

Select category

**System**

Select connected system

**Description**

**Attachment**

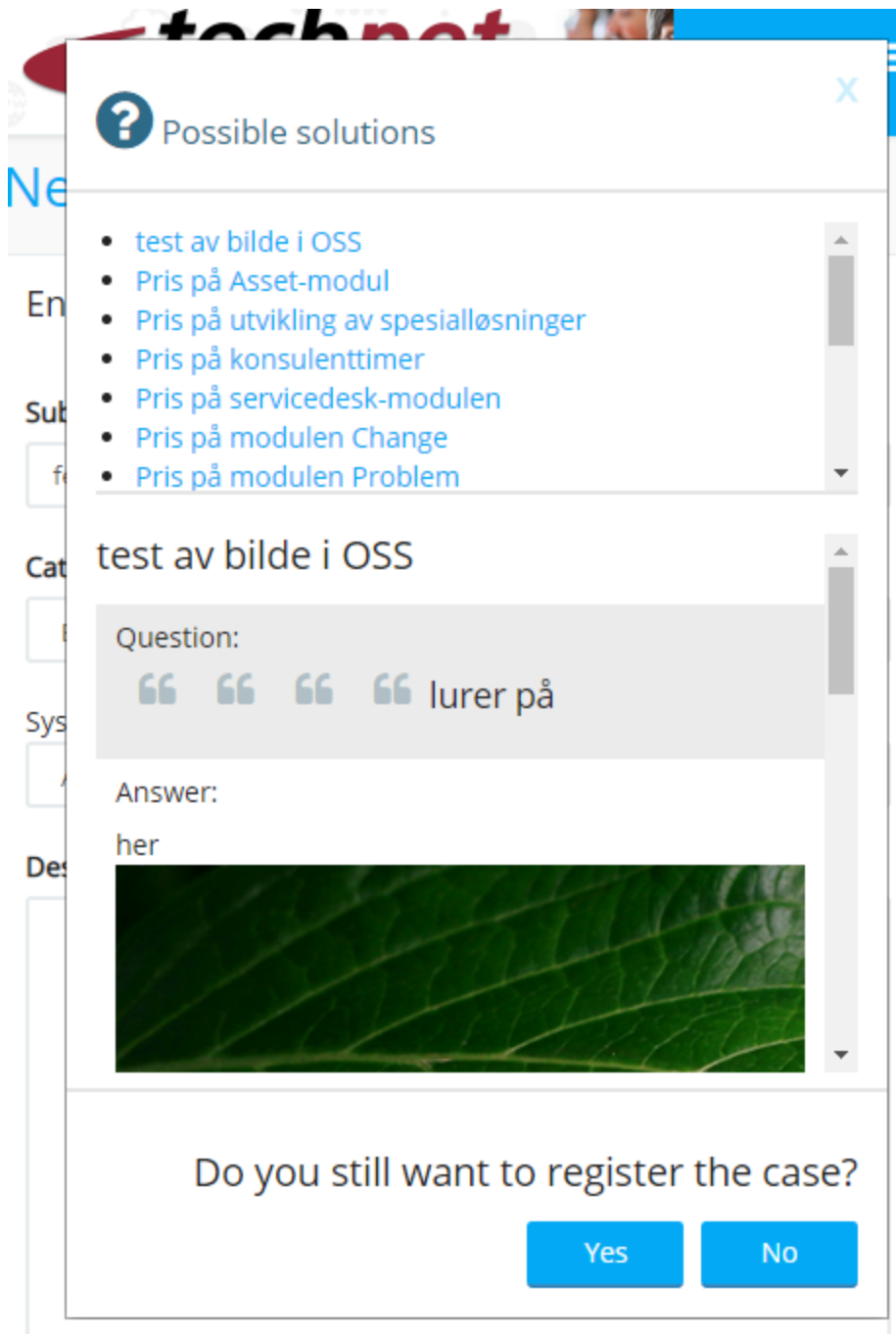
[Upload Attachment](#)

[submit case](#)

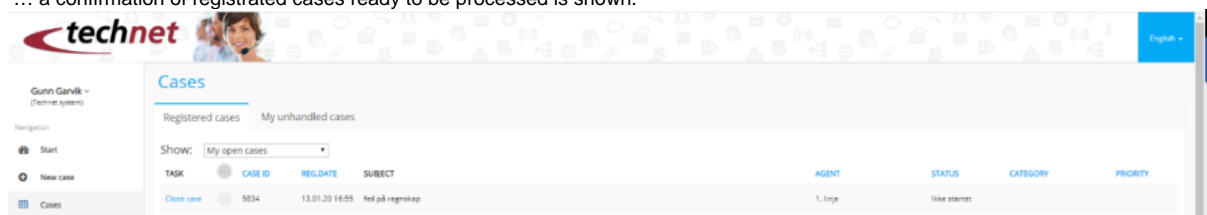
When a user selects «New case», there may be multiple fields to be filled in. Enter the subject and category. In the optional field "System" you can search for the application the case applies to. Add a description of the matter. User can also upload attachments.

When user presses the "Register case" button, possible suggestions for solutions contained in the knowledge database will be presented. This is optional and can be turned on / off in «Admin» tab.

If the user selects «Yes» to register the case



... a confirmation of registered cases ready to be processed is shown.



Once the user has finished registering the case, it will start blinking in the Inbox on the menu bar. This is visible to all agents who are logged in to More Service.

Servicedesk	Systemkart	Vedlikehold
Oversikt	Forespørsler	Problemer
 Hurtigregistrering	 Innboks (13)	 Overvåking
Logger(Siste: 02)		