



# **Integrated Transport Information System**

## **ITIS Support Service Desk User Manual**

**August 2021**

## Publication Details

### Documentation Details

This document was developed for the South African National Road Agency (SANRAL). For content revisions, questions, or comments, contact the writer at [itisissues@nra.co.za](mailto:itisissues@nra.co.za).

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### Revision History

Revision	Description of Change	Author	Effective Date
0	Initial Release	K Niebuhr	August 2021

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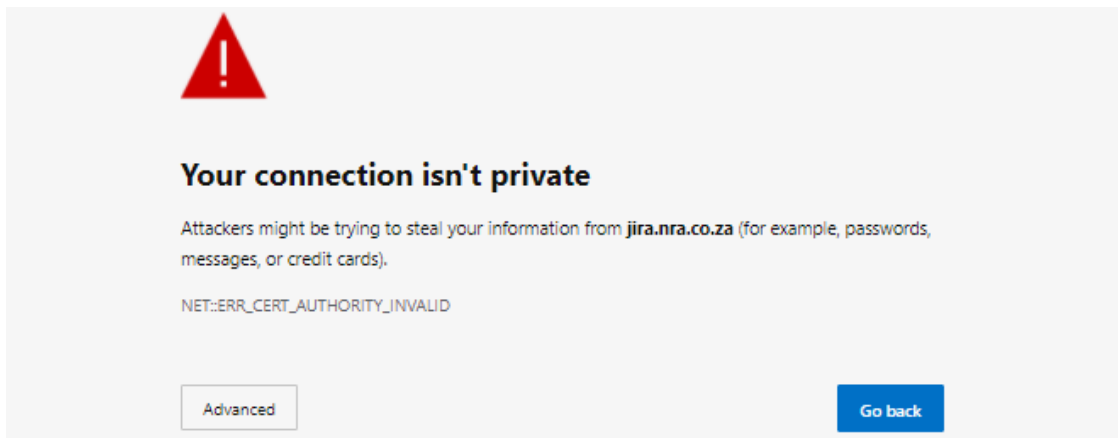
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## 1. Welcome

Welcome to the ITIS Support Service Desk User Manual. This Manual contains information about the basic use of the ITIS Support Service Desk.

The Service Desk can be accessed at <https://jira.nra.co.za:8443/servicedesk/>

When accessing the Service Desk for the first time you might receive an error that the site is not private, this is because Service Desk is making use of a self-signed certificate, which cannot be verified by browsers.



- i. Click on Advanced
- ii. Click on Continue to jira.nra.co.za (unsafe)

## 2. Create Jira Service Desk User

You cannot use your ITIS user to log into Jira and need to register as a Service Desk User. If you previously sent an email from your existing email address to itissues@nra.co.za, then the system already created a user for you. If this is the case and don't have a password, then please refer to section 3. Forgot your password.

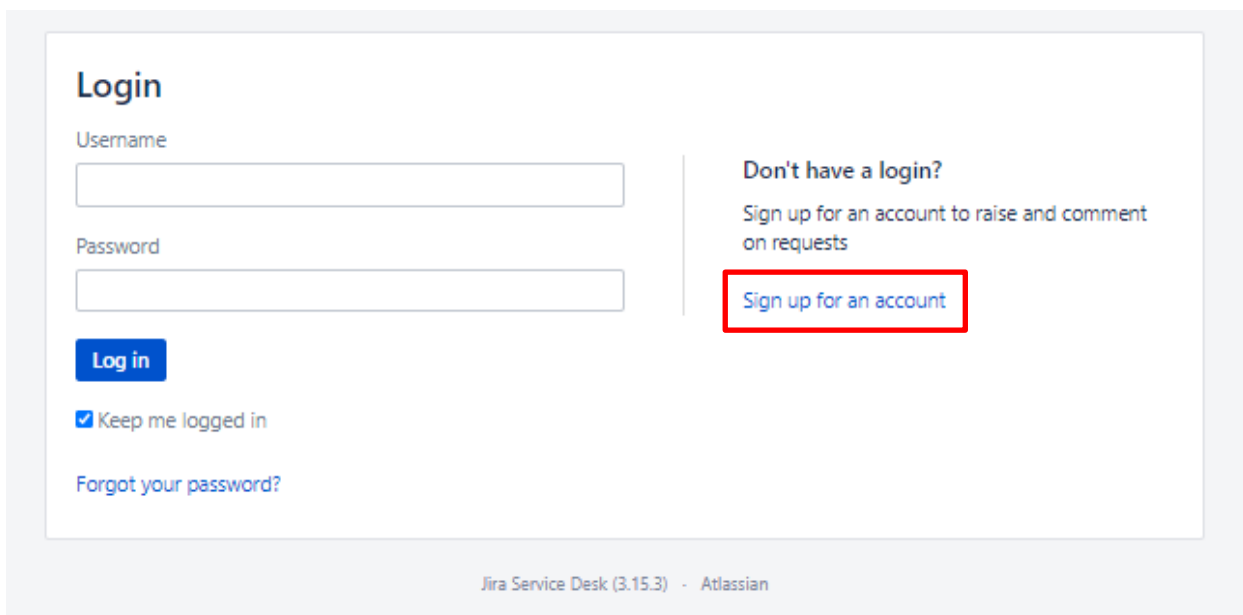


Figure 1: Login screen

- i. Go to the Service Desk Website: <https://jira.nra.co.za:8443/servicedesk/>
- ii. Click on Sign up for an account

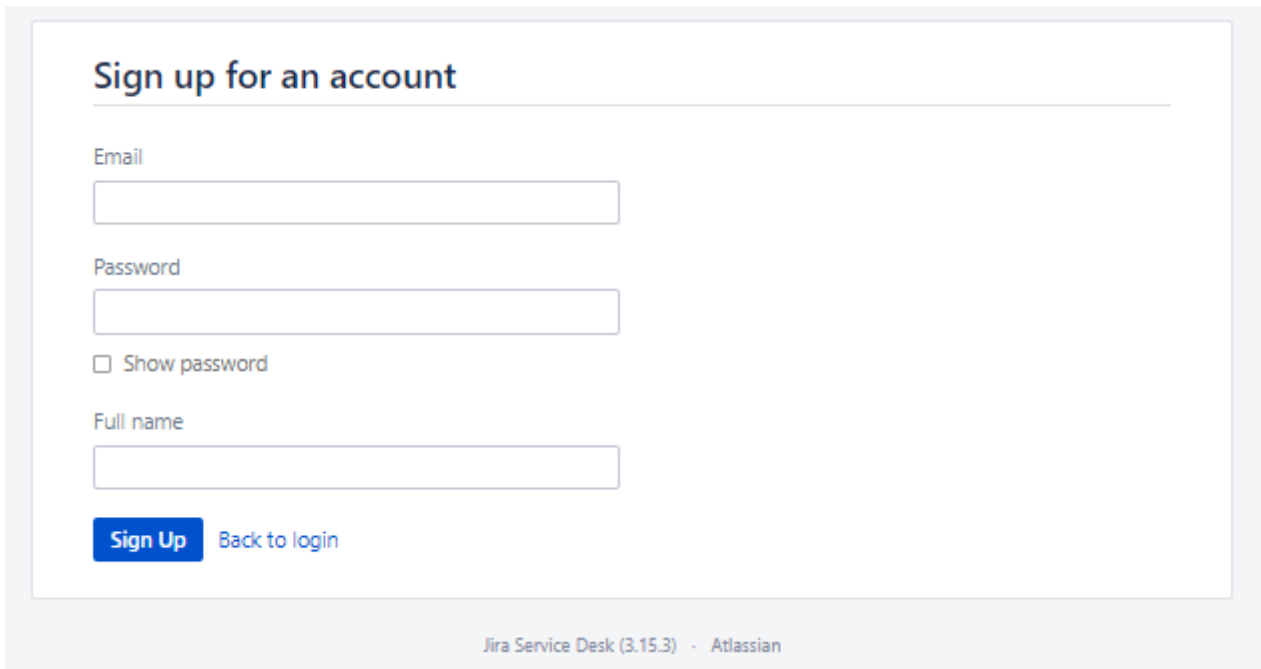


Figure 2: User sign up screen

- iii. Complete your details and click on Sign Up

### 3. Forgot your Password

If your user already exists and don't know your password, or if you forgot your password then follow the steps below

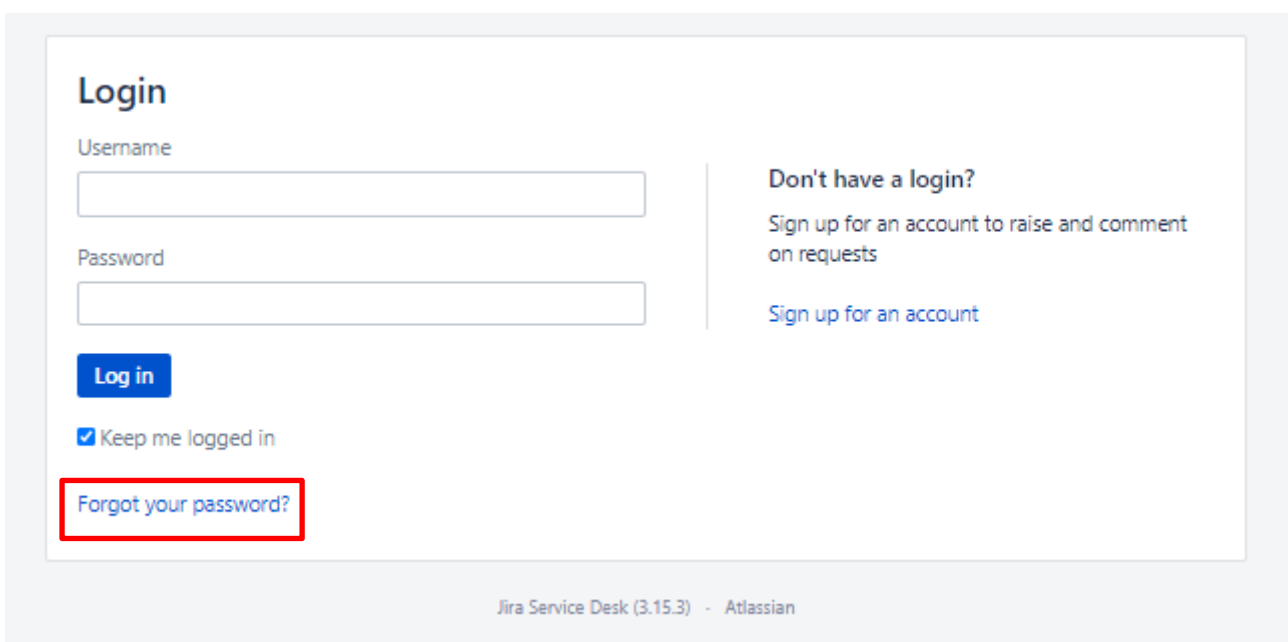


Figure 3: Login screen

- i. Go to the Service Desk Website: <https://jira.nra.co.za:8443/servicedesk/>
- ii. Click on Forgot your password

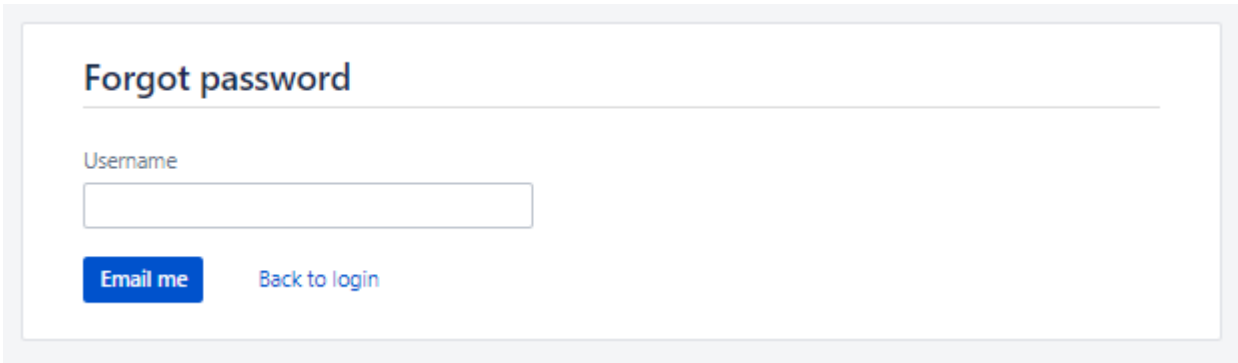


Figure 4: Forgot password screen

- iii. Capture your username

**NOTE:** Your email address is your username

- iv. Click on Email me

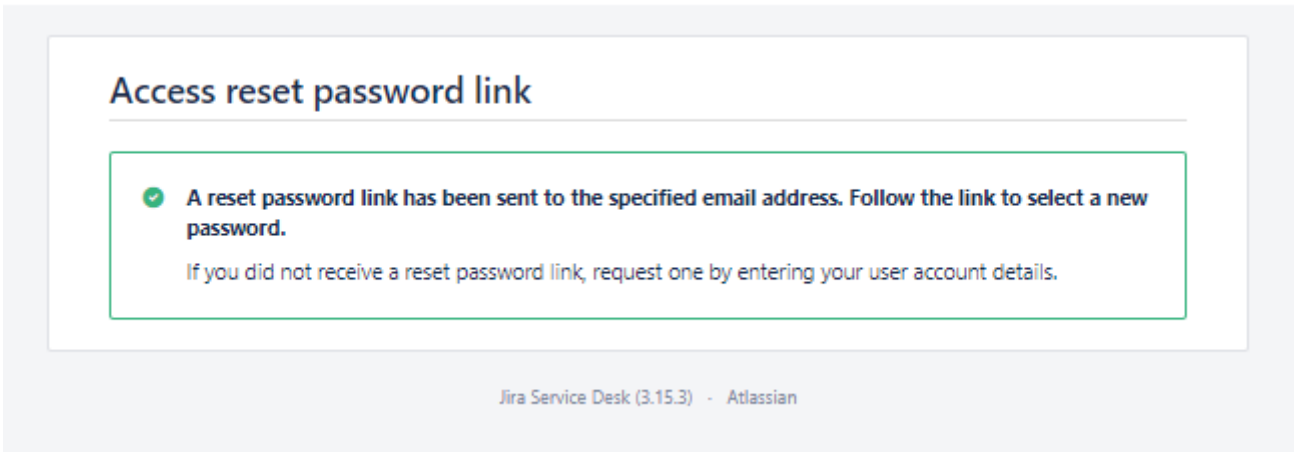


Figure 5: Reset link

- v. Click on the Reset my password link in the email

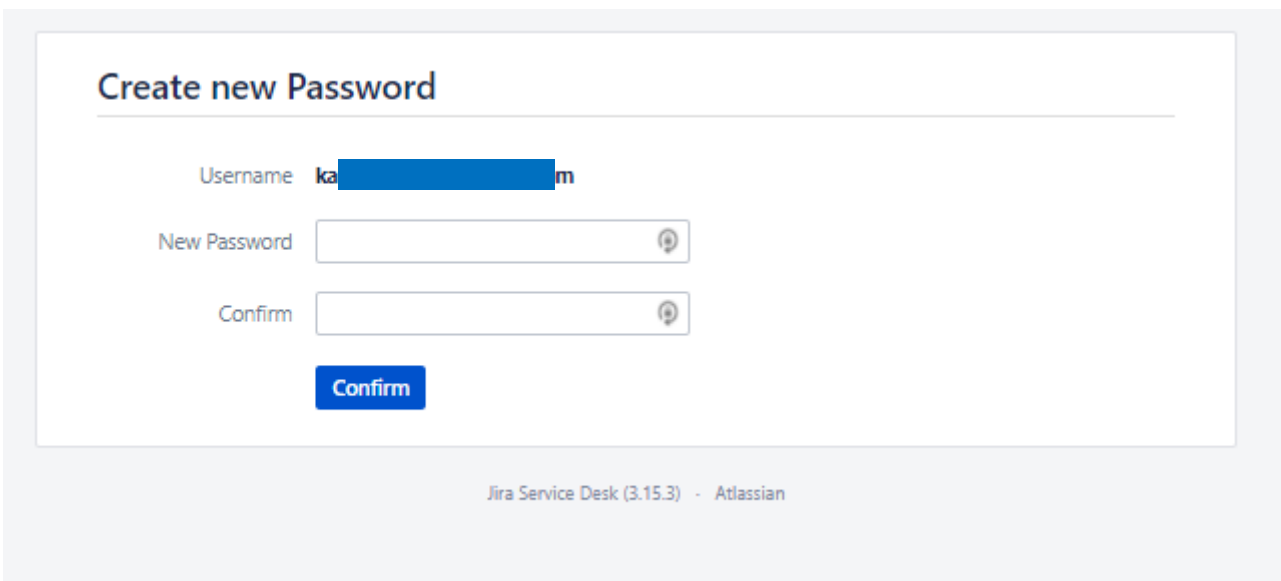


Figure 6: Update password screen

- vi. Capture your new password and click on Confirm

## 4. Create new support issue

After you created your Jira Service Desk user or created your password you can log into the service desk portal and create your support issue.

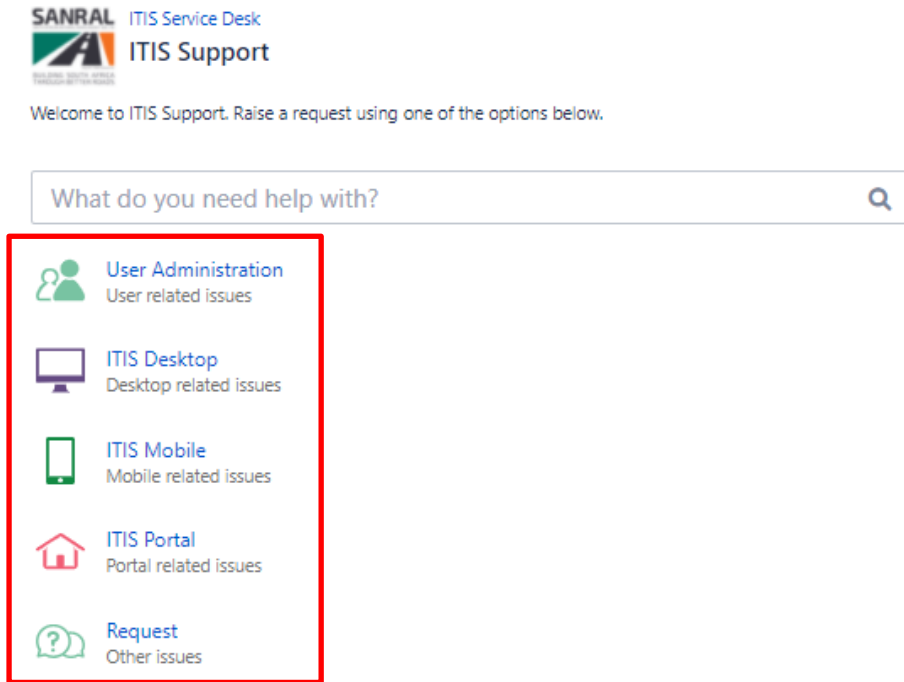
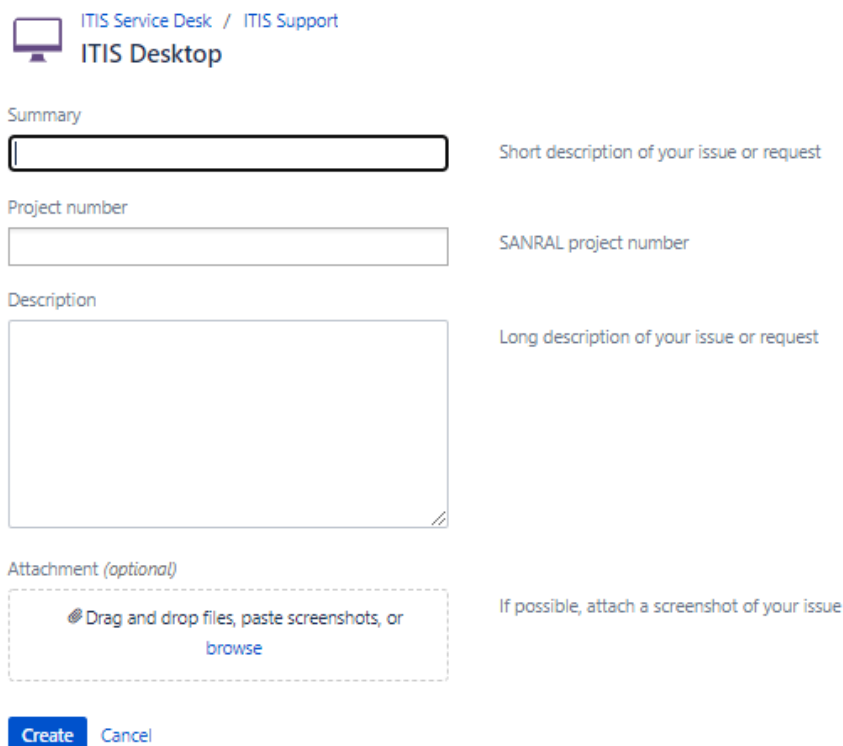


Figure 7: Support options

- i. To start creating your support issue click on the applicable option. If you are not sure what option to choose then click on Request



The screenshot shows the 'Create new support issue' form in the ITIS Desktop portal. The form is titled "ITIS Desktop" and has the following fields:

- Summary**: A text input field with a placeholder "Short description of your issue or request".
- Project number**: A text input field with a placeholder "SANRAL project number".
- Description**: A large text area with a placeholder "Long description of your issue or request".
- Attachment (optional)**: A dashed box containing a "Drag and drop files, paste screenshots, or browse" button and a placeholder "If possible, attach a screenshot of your issue".

At the bottom of the form, there are two buttons: "Create" (in a blue box) and "Cancel".

Figure 8: Create new support issue

- ii. Capture the issue summary, project number and issue description. You can also upload a screenshot of your issue or attach any other documentation.
- iii. Click on Create

## 5. View your issues

You can view all the issues that you have created, as well as any issue that someone else created and shared with you.

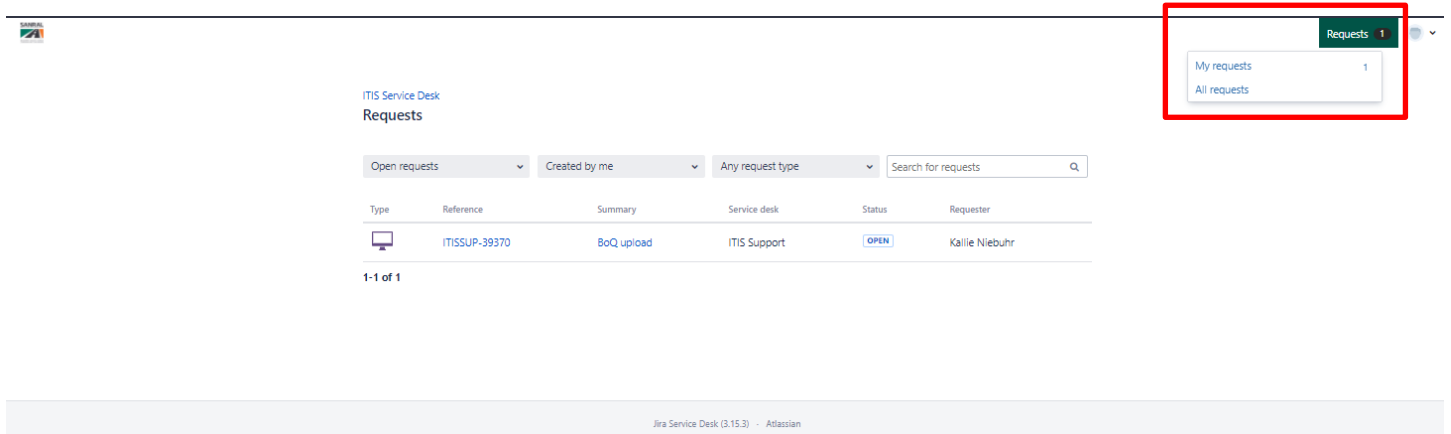


Figure 9: List of support issues

- i. Click on Requests in the top right-hand corner
- ii. Click on My requests to view the issues you have created
- iii. Click on All requests to view the issues you have created as well as all issues shared with you
- iv. Click on any issue on the list to view the details of the issue

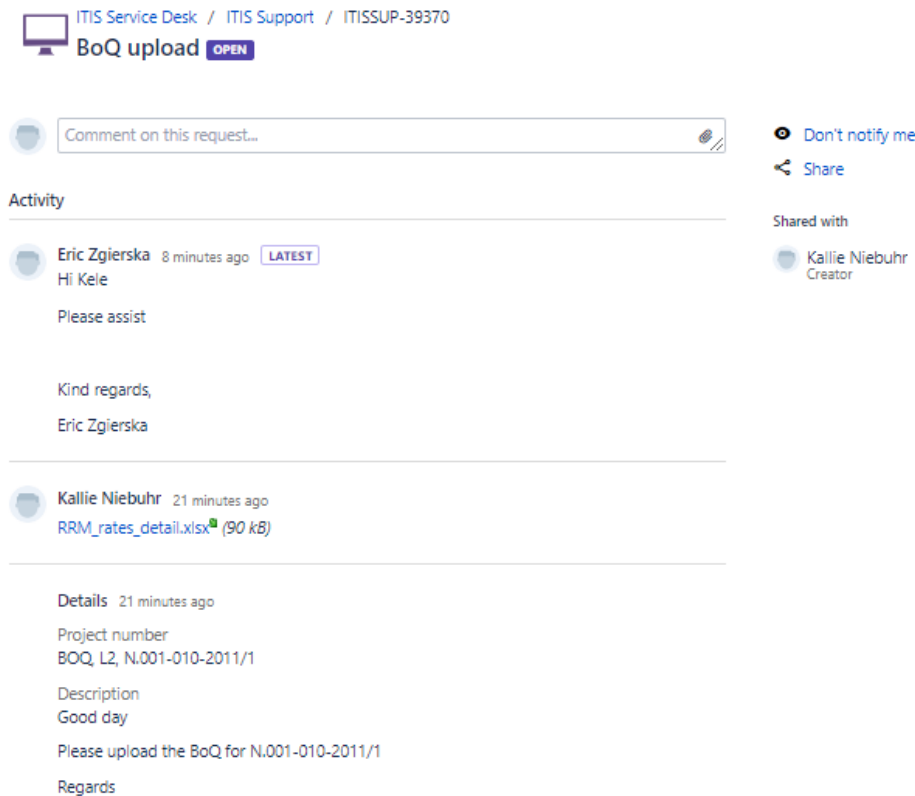
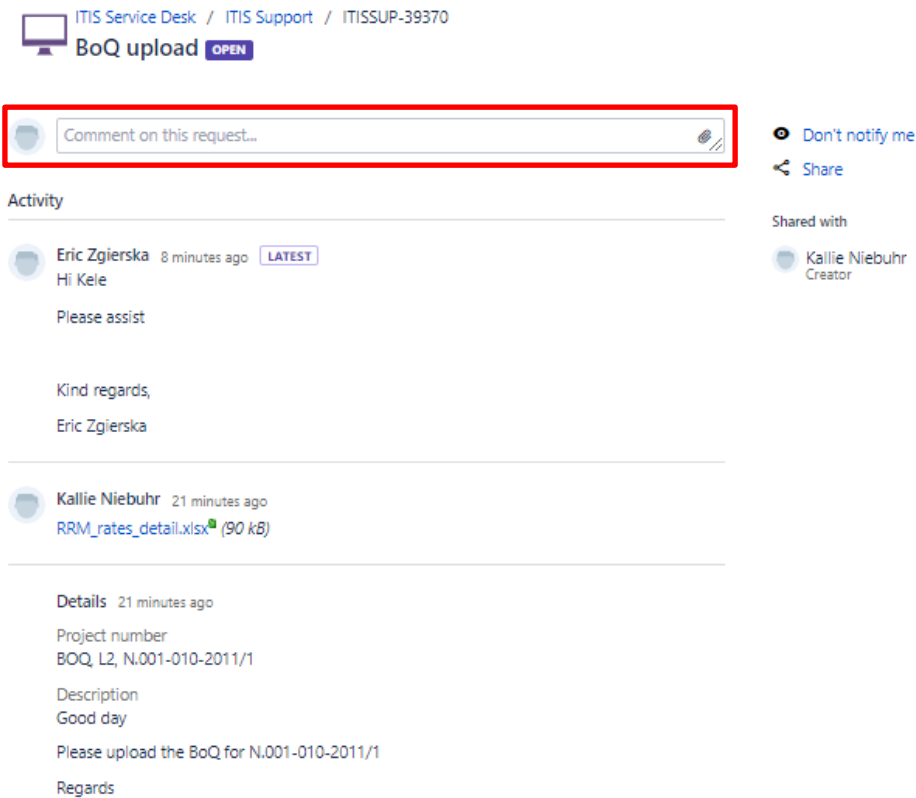


Figure 10: Issue details



## 6. Add a comment

You can add a comment to your issue or answer a question asked by the support team:



ITIS Service Desk / ITIS Support / ITISSUP-39370

BoQ upload **OPEN**

Comment on this request...

Don't notify me

Share

Activity

Eric Zgierska 8 minutes ago **LATEST**

Hi Kele

Please assist

Kind regards,  
Eric Zgierska

Kallie Niebuhr 21 minutes ago

RRM\_rates\_detail.xlsx (90 kB)

Shared with Kallie Niebuhr Creator

Details 21 minutes ago

Project number  
BOQ L2, N.001-010-2011/1

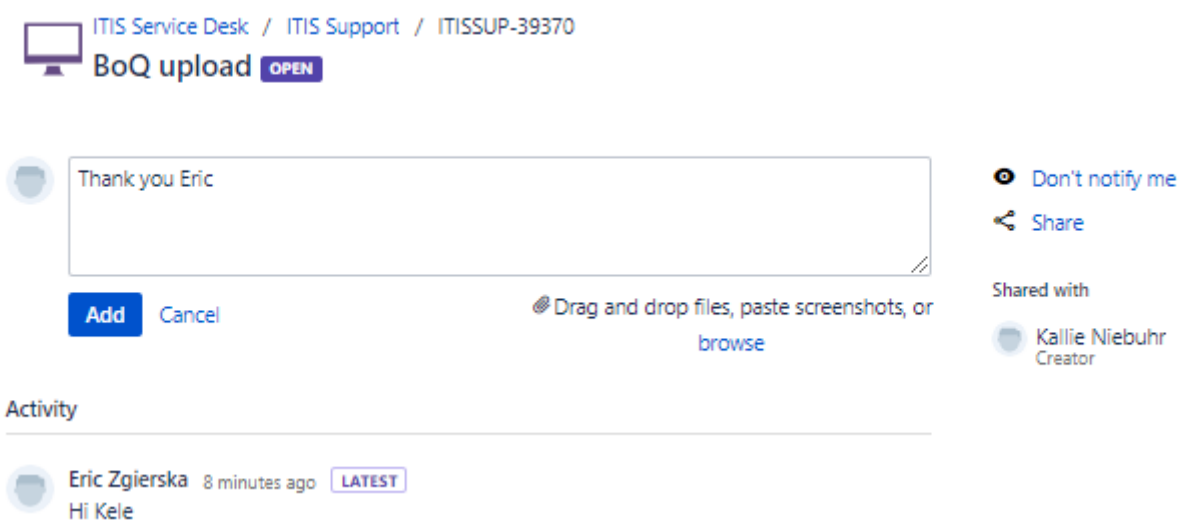
Description  
Good day

Please upload the BoQ for N.001-010-2011/1

Regards

Figure 11: Comment on Issue

- i. Type your comment into the Comment on this request field. You can also upload a screenshot or document with your comment.



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BoQ upload **OPEN**

Thank you Eric

Don't notify me

Share

Shared with Kallie Niebuhr Creator

**Add** Cancel

Drag and drop files, paste screenshots, or browse

Activity

Eric Zgierska 8 minutes ago **LATEST**

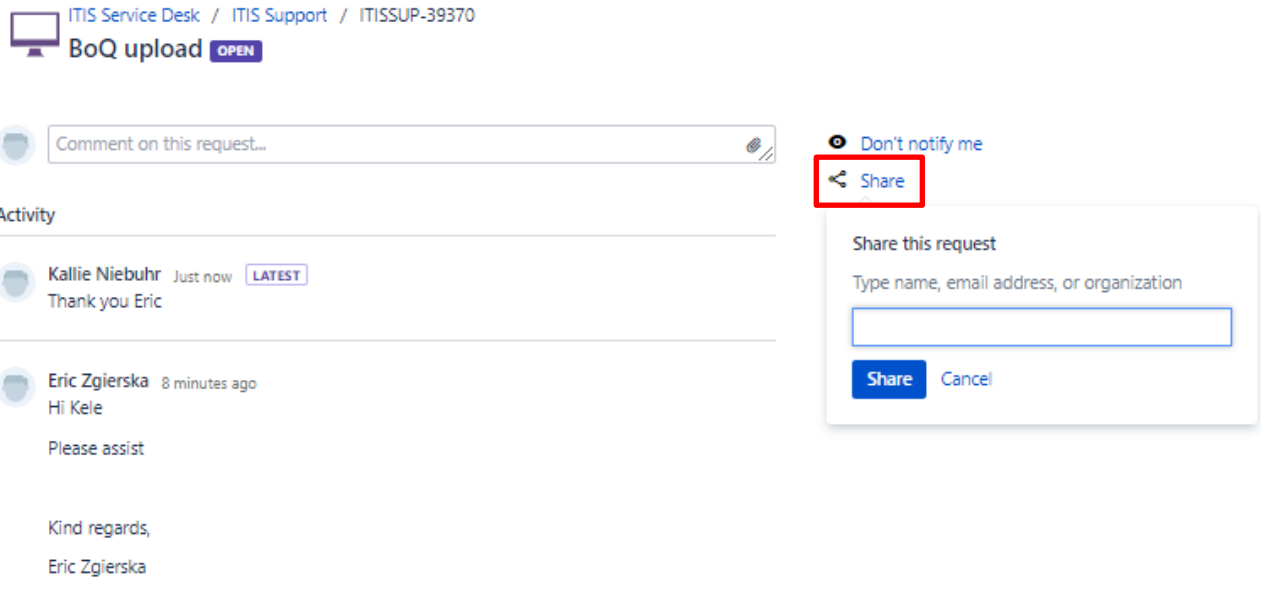
Hi Kele

Figure 12: Add comment

- ii. Click on Add

## 7. Share your issue

You can add participants to your issue, like the SANRAL project manager or work colleagues



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**BoQ upload** OPEN

Comment on this request...

Activity

- Kallie Niebuhr** Just now **LATEST**  
Thank you Eric
- Eric Zgierska** 8 minutes ago  
Hi Kele  
Please assist  
  
Kind regards,  
Eric Zgierska

Don't notify me

**Share**

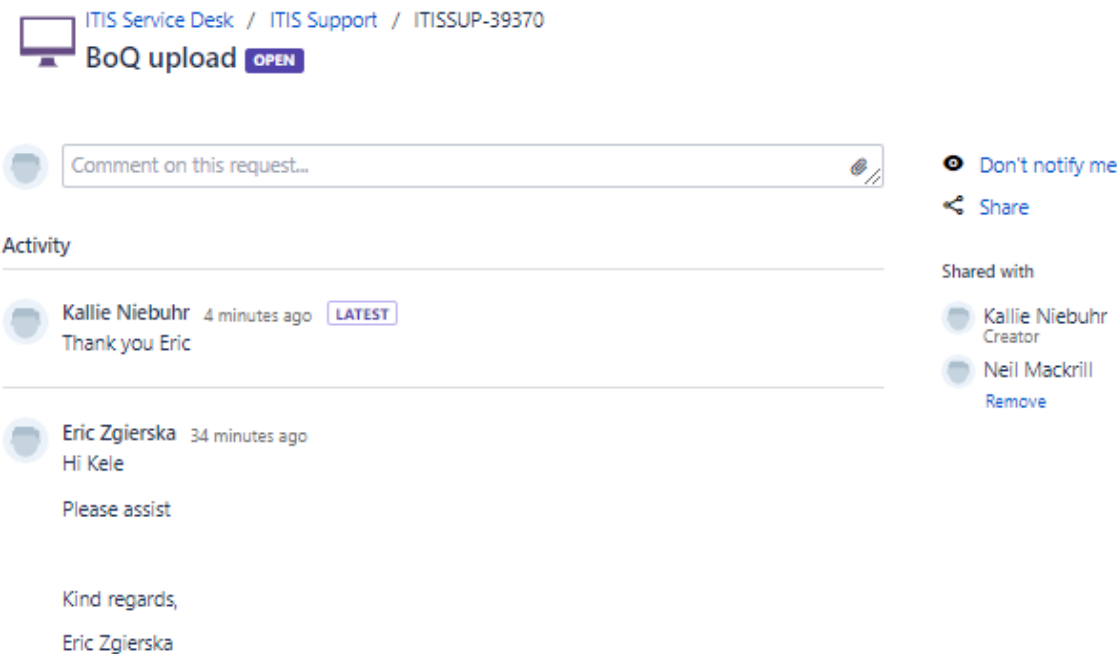
Share this request

Type name, email address, or organization

**Share** Cancel

Figure 13: Share issue

- i. Click on Share
- ii. Type the users email address
- iii. Click on Share



ITIS Service Desk / ITIS Support / ITISSUP-39370

**BoQ upload** OPEN

Comment on this request...

Activity

- Kallie Niebuhr** 4 minutes ago **LATEST**  
Thank you Eric
- Eric Zgierska** 34 minutes ago  
Hi Kele  
Please assist  
  
Kind regards,  
Eric Zgierska

Don't notify me

Share

Shared with

- Kallie Niebuhr**  
Creator
- Neil Mackrill**  
Remove

Figure 14: Issue Shared