

Scotty Pro

Customer User Guide



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INTRODUCTION

The ScottyPro application is an Errigal created tool that is used to manage support tickets. It is based on the IDMS Ticker application, so you will see some similarities.

ACCESSING SCOTTY PRO

ScottyPro can be accessed via the following URL:

<http://scottypro.com/>

From here you can log into the application with the login credentials provided by the operations team (See Figure 1 - Errigal Login Screen).

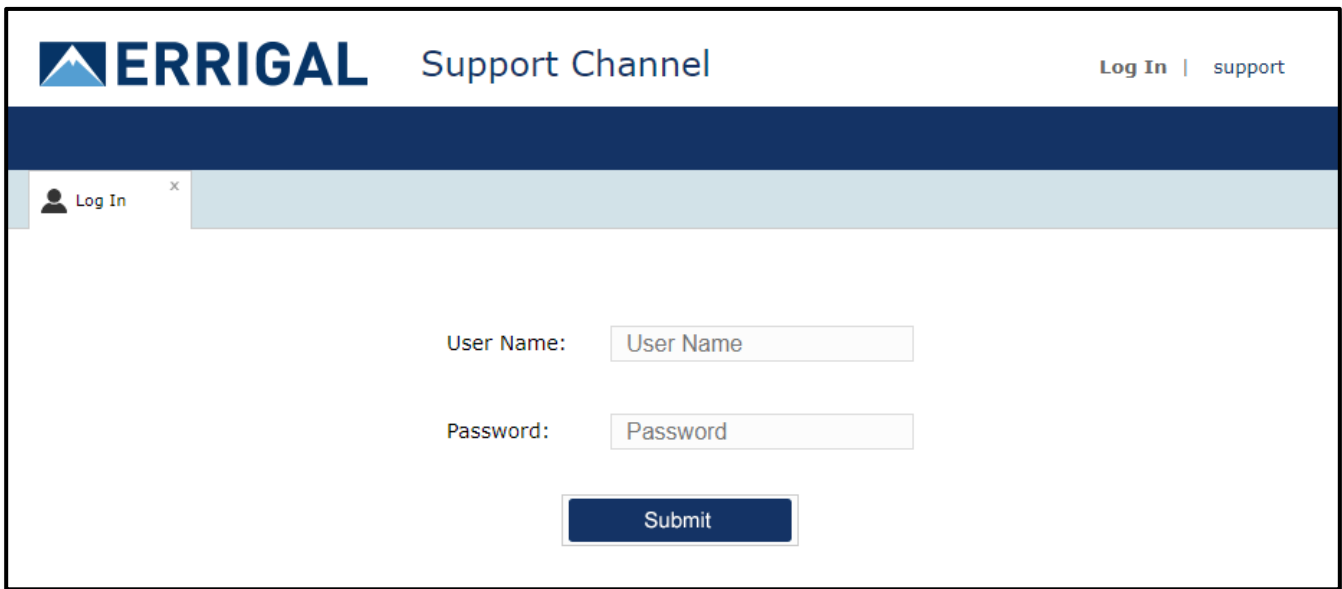


Figure 1 - Errigal Login Screen

MY PROFILE

You can view and update your profile information, including email address and password reset, in the **My Profile** section of ScottyPro.

VIEW MY PROFILE

To view your profile in the ScottyPro application, select the **My Profile** menu item (See Figure 2 - My Profile Menu Item).

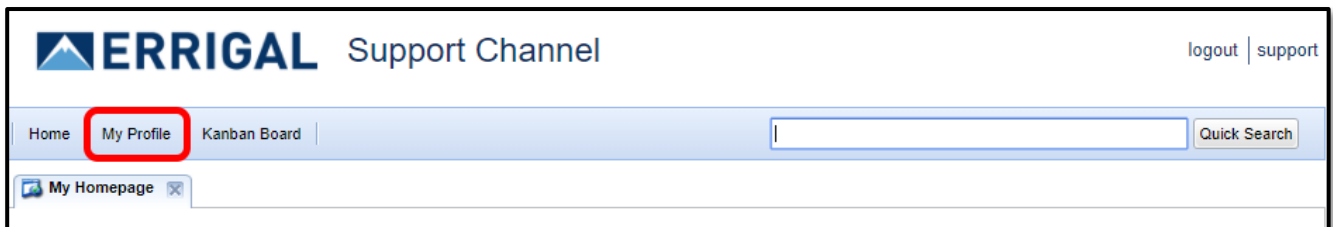


Figure 2 - My Profile Menu Item

Selecting the **My Profile** menu item will display your profile settings (See Figure 3 - My Profile Settings):

 A screenshot of the 'My Profile' settings page. The page title is 'My Profile' and it shows a 'User Attributes' section with the following fields:

- First Name: Test
- Last Name: User
- Home Market: Errigal (dropdown menu)
- Login: Test User
- Password: [masked]
- Confirm Password: [masked]
- Email Address: support@errigal.com
- Desk Phone: [empty field]
- Mobile Phone: [empty field]
- Active:
- Disable Email Notifications:
- Time Zone Offset: 0 (dropdown menu)

Figure 3 - My Profile Settings

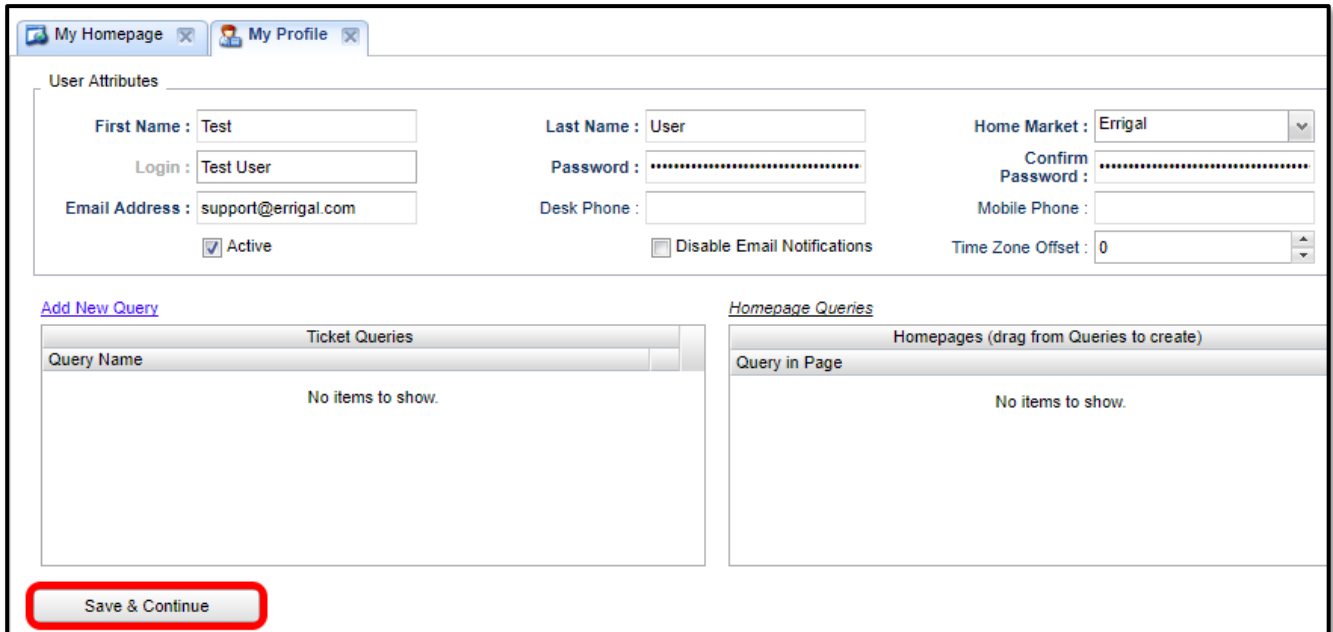
My Profile Fields:

- **First Name & Last Name** - The first and last name associated with this account.
- **Home Market** - The default market/cluster associated with this account.
- **Login** - The username associated with this account. This value is not editable.
- **Password & Confirm Password** - A password must be associated with the account and should be confirmed to ensure the password is correct.
- **Email Address** – The email address associated with this account.
- **Desk Phone, Mobile Phone** – The contact numbers associated with this account.
- **Active** – This checkbox, when checked, denotes this user is active in the application.
- **Disable Email Notifications** - This checkbox, when checked, prevents the user from receiving email notifications from the application.
- **Time Zone Offset** - This feature is not currently utilised.

UPDATE MY PROFILE

To update your profile in the ScottyPro application:

1. Select the **My Profile** menu item.
2. From here you can update the relevant profile information.
3. Once you are happy with the necessary changes, select the **Save & Continue** button to save the changes (See Figure 4 - Update Profile - Save & Continue Button).



The screenshot displays the 'My Profile' page in the ScottyPro application. The page is divided into several sections:

- User Attributes:** This section contains various input fields for user information:
 - First Name: Test
 - Last Name: User
 - Home Market: Errigal (dropdown menu)
 - Login: Test User
 - Password: [Redacted]
 - Confirm Password: [Redacted]
 - Email Address: support@errigal.com
 - Desk Phone: [Empty]
 - Mobile Phone: [Empty]
 - Time Zone Offset: 0 (dropdown menu)
 - Active
 - Disable Email Notifications
- Add New Query:** A section with a link to 'Add New Query' and a table for 'Ticket Queries'. The table is currently empty, showing 'No items to show.'
- Homepage Queries:** A section with a link to 'Homepage Queries' and a table for 'Homepages (drag from Queries to create)'. The table is currently empty, showing 'No items to show.'

At the bottom of the page, a red-bordered button labeled 'Save & Continue' is highlighted.

Figure 4 - Update Profile - Save & Continue Button

RESET MY PASSWORD

To reset your password in the ScottyPro application:

1. Select the **My Profile** menu item.
2. From here you can reset your password by entering a new password value into the **Password** and **Confirm Password** fields.
3. Once you are happy with the necessary changes, select the **Save & Continue** button to reset your password (See Figure 5 - Reset Password - Save & Continue Button).

The screenshot shows a web browser window with two tabs: 'My Homepage' and 'My Profile'. The 'My Profile' page is titled 'User Attributes' and contains the following fields:

- First Name: Test
- Last Name: User
- Home Market: Errigal (dropdown menu)
- Login: Test User
- Password: [Redacted]
- Confirm Password: [Redacted]
- Email Address: support@errigal.com
- Desk Phone: [Empty]
- Mobile Phone: [Empty]
- Time Zone Offset: 0 (dropdown menu)
- Active
- Disable Email Notifications

Below the user attributes, there are two sections:

- Add New Query**: A table with the header 'Ticket Queries' and 'Query Name'. The table is empty, displaying 'No items to show.'
- Homepage Queries**: A table with the header 'Homepages (drag from Queries to create)' and 'Query in Page'. The table is empty, displaying 'No items to show.'

A red box highlights the 'Save & Continue' button at the bottom left of the page.

Figure 5 - Reset Password - Save & Continue Button

Note: The ScottyPro application is not connected to the IDMS Global Admin Tool.

KANBAN BOARD VIEW

- The Kanban board view in ScottyPro is used to provide a visual overview of the open tickets and their current state.
- Each column on the Kanban board represents a state in the support workflow e.g. Open, In Progress, Awaiting Response.

OPEN THE KANBAN BOARD VIEW

To access the Kanban Board View, select the **Kanban Board** menu item (See Figure 6 - Kanban Board Menu Item).

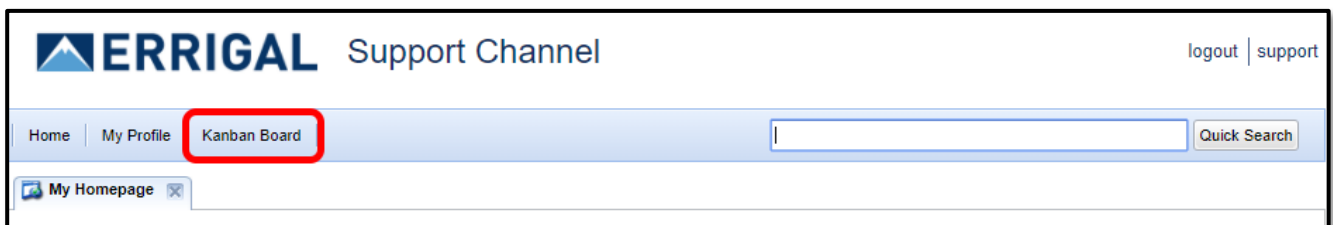


Figure 6 - Kanban Board Menu Item

VIEW TICKET DETAILS

Single clicking on a ticket entry on the Kanban board will display the ticket summary of the selected ticket in the panel on the left-side of the screen.

RANK OPEN TICKETS

It is possible to order the tickets in the **Open** column.

To rank a ticket, click and drag a ticket entry to the desired position and this ranking will immediately take effect.

Note: It is not possible for a customer user to change the state of a ticket, only to determine the priority ranking of tickets.

TICKET VIEW

To view a ticket in more detail, double click on the ticket in the Kanban board view to open the **Ticket Details** window.

From this window you can view the ticket summary detail in addition to any relevant forms that have been added to the support ticket.

SEARCH FOR TICKET

It is possible to search for a ticket based on its ticket ID using the quick search bar, located on the top right of the screen (See Figure 7 - Quick Search Bar).

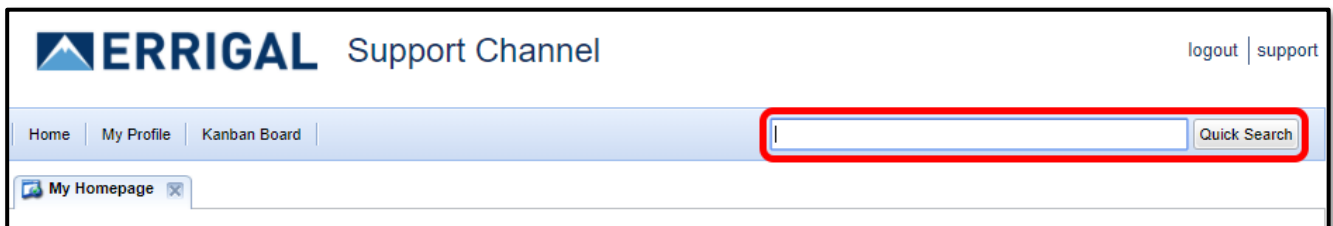


Figure 7 - Quick Search Bar

To perform a search, enter the ticket ID into the quick search field and select the **Quick Search** button. If the ticket is found it will display on screen.