Servicedesk QwareICT

Creating a service request:

1) In your web browser, go to http://qhelpdesk.q-ware.nl:8081

2) Login with the credentials that you received from Q-ware. If you don't have an account, ask for one on our site. You may need to ask your supervisor for approval first.

3) After logging in, you will see 5 tabs at the top off the screen, these are Questions (Vraag), History (Historie), FAQs, Messages (Berichten) and Profile (Profiel).

4) Go to Questions (Vraag) and then Problem Type (Probleemtype) and choose the most appropriate. If you are unsure, you can choose General Support (Algemeen).

5) At Subject (Onderwerp), give a short description of the problem.

6) Under Detail (Detail) describe your problem in depth, with as much information as possible. Screenshots can be added by clicking on Add File (Bestand Toevoegen).

7) If possible, Select Device (Selecteer Apparaat) and choose the appropriate device from the list.

Additional Information:

Your History (Historie) tab shows you an overview of all your open and completed service requests. You may edit open tickets by clicking on the ticket number and adding more information by clicking on Add Note (Notitie Toevoegen).

You will receive a confirmation email when your service request is sent.
You can look for additional helpful information in the FAQs (Frequently asked questions) which are maintained by employees of Q-ware.

Look for messages that employees of Q-ware have left for you by clicking on Messages (Berichten).
In Profile (Profiel) you can edit your Qhelpdesk settings such as changing your password or updating your email address.