



OPERATOR GUIDE

Assist Training Manual

By the end of this course, you should be able to:

- Access ASSIST Portal
- Log a Support Service Request
- Log a Support Service Request on Behalf of someone
- Find and View Active Requests
- Add Updates to Active Requests
- Find and View Resolved Requests
- Reopen a Resolved Request
- Request Again functionality
- Cancel a Request
- Amend Profile Details and Notification Types

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What is ASSIST

ASSIST is the service request management interface for logging Service Requests. It is available to both internal and external users enabling the web-based logging and approval of requests from inside and outside of our office network without using Citrix.

SRM (see SRM training documentation) is the entry point provided in our organization for the management of requests via the various modules. This entry point is also web based, making it accessible outside of the office to engineers and anyone needing to view the support side of the request.

Lesson Purpose

The purpose of this guide is to familiarize you with the request logging interface, to show you how to use Remedy ASSIST, and to help you understand the features it contains.

We will start by showing you how to access the system. We will also show you how to log a Support Service Request for yourself or on behalf of another person. Discover where to find your logged requests and view or make updates to them, as well as reopening resolved requests, using the 'Request Again' feature for frequent requests or cancelling requests no longer required.

Finally, we will take you through amending your details and notification preferences through your Profile.

By the end of this course you should be able to:

- Access ASSIST
- Log a Support Service Request
- Log a Support Service Request on Behalf of an Operator
- Find and View Active Requests
- Add Updates to Active Requests
- Find and View Resolved Requests
- Reopen a Resolved Request
- Use the 'Request Again' feature
- Cancel a Request
- Add / edit Profile Details

LOGGING IN TO ASSIST FOR THE FIRST TIME



This section will enable you to:

- ✓ Access ASSIST Portal
- ✓ Understand Strong Password requirements
- ✓ Learn how to login and change / update your old / forgotten password

1. How to get there

1. To access ASSIST portal, you will need to use the following link from your desktop browser:
<https://assist-customersupport.derivco.com/dwp/app>
2. Please note, this URL will not be accessible externally unless the IP has been whitelisted. Please contact the Internal Applications team, if you are facing issues accessing this from Operator environment.
3. Once your Remedy account has been created, Remedy account credentials will be generated and emailed to you. These are your login credentials to access Remedy ASSIST.
 - a. The username must be entered in lowercase when logging in.
 - b. Use the password shared with the Remedy credentials emailed to you

The screenshot shows a login form with the following elements:

- A text input field labeled "User Name" with a person icon on the left.
- A text input field labeled "Password" with a lock icon on the left and an eye icon on the right to toggle visibility.
- A link labeled "Sign In Help" in blue text.
- An orange button labeled "Sign in" at the bottom.

2. Setting a Strong Password

1. You can set a new password by using the option to 'Set your Password' on DWP.

How-to Resources (9)

How to: ASSIST CHAT BETA Training Manual https://assist-support.derivco.com/Train	How to: ASSIST Mobile Training Manual https://assist-support.derivco.com/Train	How to: ASSIST Training Manual - Customer https://assist-support.derivco.com/Train	How to: ASSIST Training Manual - Internal https://assist-support.derivco.com/Train
How to: Canvas and SRM Training Manual https://assist-support.derivco.com/Train	How to: Department View https://assist-support.derivco.com/arsys	How to: Distribution List Manager http://assist.mgsops.net/arsys/forms/re	How to: Reset Forgotten Password https://mobi.derivco.com/assistpassword
How to: Set Your Password https://assist-support.derivco.com/arsys			

2. Please follow the following directions to create a Strong Password:
 - a. Must be at least 8 characters long
 - b. Must use a mix of letters, numbers, and special characters
 - c. Must use both upper and lowercase letters
 - d. Must not have been used previously

bmcsoftware [Logout](#)

Change Password

User Name:

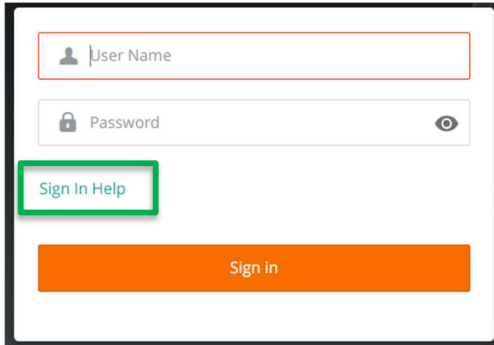
New Password:

Confirm New Password:

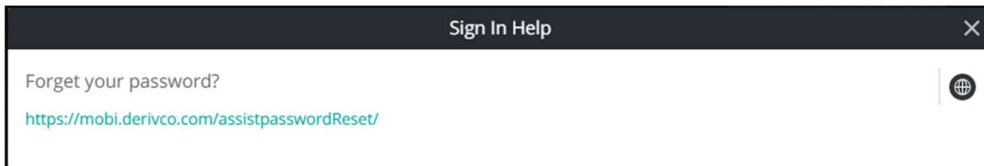
Note:
A password cannot be empty or the same as your user name. It should be between the system configured minimum and 30 bytes in length. It should be different from your current password. It must include an upper case character, a lower case character, and a special character (for example: #, !, +, %).

3. Retrieving a forgotten Password

1. A 'Sign In Help' link will be available on the login screen. Clicking this, will launch the Password reset URL in a pop-up dialog box.
Please ensure pop-ups are enabled for this site.



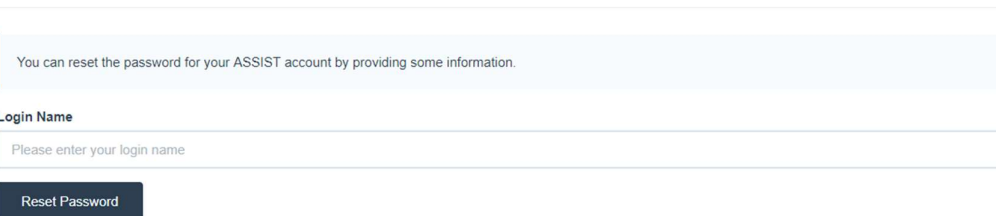
A screenshot of a login form. It features a 'User Name' input field with a person icon, a 'Password' input field with a lock icon and an eye icon for visibility, a 'Sign In Help' link highlighted with a green box, and a large orange 'Sign In' button.



A screenshot of a 'Sign In Help' pop-up dialog box. The title bar says 'Sign In Help' with a close button. The main content area asks 'Forget your password?' and provides a URL: <https://mobi.derivco.com/assistpasswordReset/>. There is a globe icon on the right side.

2. Click the URL and you will be directed to a new tab to enter your login name. Your password will be reset and a new one sent to your registered email address.

ASSIST Password Reset



A screenshot of the 'ASSIST Password Reset' page. It includes a light blue informational box stating: 'You can reset the password for your ASSIST account by providing some information.' Below this is a 'Login Name' section with an input field containing the placeholder text 'Please enter your login name'. At the bottom is a dark blue 'Reset Password' button.

ACCESSING USEFUL LINKS OR DOCUMENTATION ON REMEDY ASSIST



This section will enable you to:

- ✓ Locate documentation and other related items

1. Where would I find related/useful documentation and links

1. As soon as you enter your credentials and log in, you will find yourself on the Digital Work Place (DWP) landing page.
2. This page has links to most of the basic documentation you require to get started with ASSIST.

The screenshot shows the BMC Helix Digital Workplace interface. At the top, there is a navigation bar with the BMC Helix logo, the text "Digital Workplace", and links for "Welcome", "My Activity", and "My Services". On the right side of the navigation bar, there are icons for a notification bell and a user profile. Below the navigation bar, there is a search bar with the placeholder text "Hello, how can I help you?". To the left of the search bar, there is a "Browse categories" dropdown menu. Below the search bar, there is a section titled "Most Common IT Services" with a card for "Support Service Request" featuring a helpdesk icon. Below this, there is a section titled "How-to Resources" with a "Show all 9 items" link. This section contains four cards for training manuals: "ASSIST CHAT BETA Training Manual", "ASSIST Mobile Training Manual", "ASSIST Training Manual - Customer", and "ASSIST Training Manual - Internal".

LOGGING A SUPPORT SERVICE REQUEST

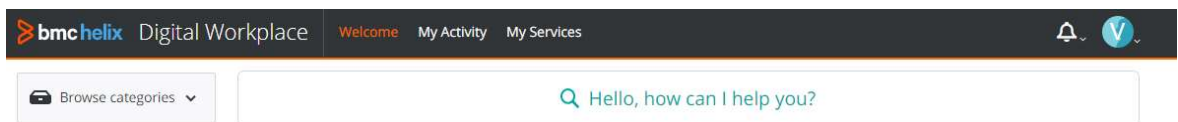


This section will enable you to:

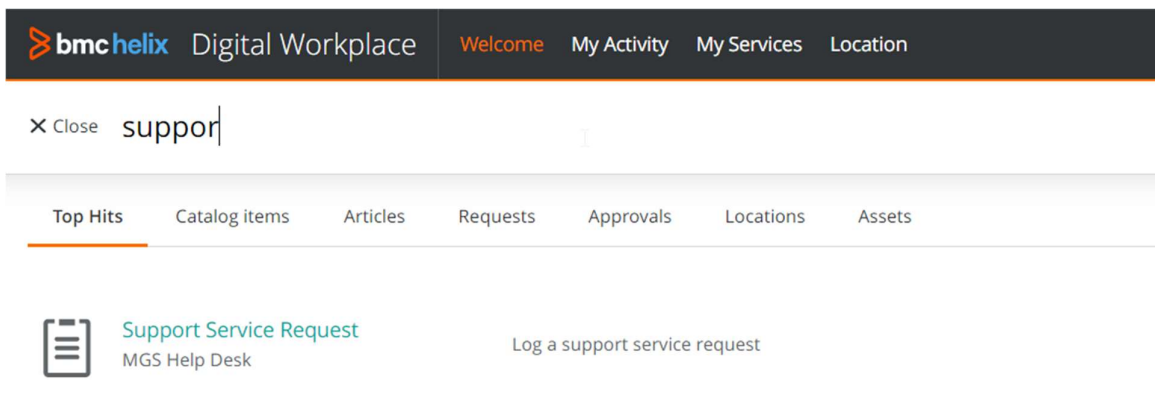
- ✓ Know where / how to log Requests as yourself or on behalf of another user
- ✓ Understand how to find, view, and update your active Requests
- ✓ Learn how to cancel a request, reopen a resolved Request, or request similar Requests again

1. Where can I log a Support Service Request?

1. Once you have logged in, you will see the DWP landing page. This page contains easy reference points to the following:
 - a. Training guides
 - b. Search feature
 - c. Contact details for IT Operations Center
 - d. Quick link to your existing requests
2. To log a new request, click on the search bar and type SRD name.



3. Search for Support Service Request in the search bar it will list the matching Service Request Forms. Please select the SRD titled 'Support Service Request'.



4. Click the link to launch the Service Request Form.

2. Logging the actual Support Service Request

1. The Support Service Request Form will be launched as a pop-up.

Search Checkout ☆ Favorite → Share

Support Service Request

MGS Help Desk

Description

Log a support service request

Requests logged in ASSIST are subject to Regulations protecting Personal Information for example the GDPR. Please note that using ASSIST to send personal data is a breach of compliance and action will need to be taken if detected. By consenting to this disclaimer the data subject agrees to abide by the terms of the Information Security Policies and enforced regulations. By clicking the Submit button you confirm that you have read and agree to the above terms and conditions.

Provide request details

Your Reference? *

Brand?

Urgency? *

Affected Market?

Submit: Request

Request for: Vaibhav Hake [Edit](#)

2. Complete the Support Service Request form and click the 'Submit' button.

Note: Please make sure you follow GDPR guidelines while filling out the Support Request form.

Support Service Request

Log a support service request

Requests logged in ASSIST are subject to Regulations protecting Personal Information for example the GDPR. Please note that using ASSIST to send personal data is a breach of compliance and action will need to be taken if detected. By consenting to this disclaimer the data subject agrees to abide by the terms of the Information Security Policies and enforced regulations. By clicking the Submit button you confirm that you have read and agree to the above terms and conditions.

3. On every Support Form, some fields are optional while some are mandatory – and they are so indicated. If a field has an Asterisk mark, it is a mandatory field.

Provide request details

Your Reference? *

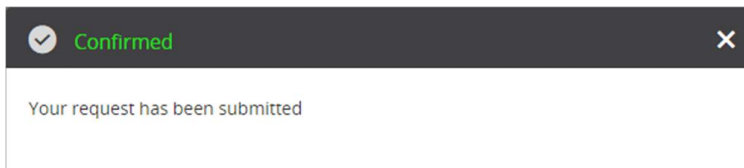
Brand?

Urgency? *

Affected Market?

Is this a potential regulated market breach?

- Once your request has been submitted, you will receive a "Confirmed" pop-up notifying you that your request has been logged.

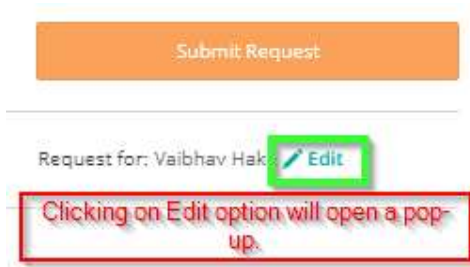


Note: Using the correct channel during logging will assist us to route your call to the correct team in a timely fashion. For a better understanding of which channel to use, please see below:

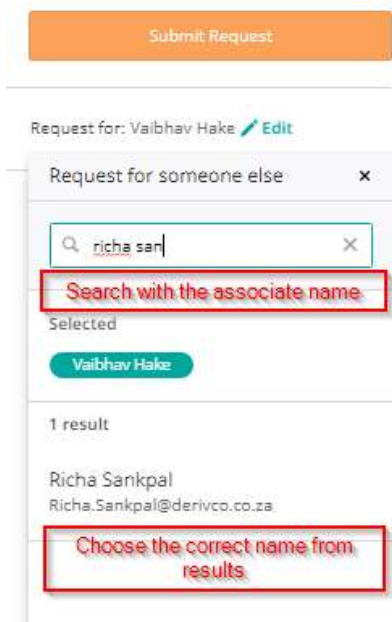
Channel	Description
Banking	Registration / Deposits / Withdrawal / Cashcheck
Bingo	Bingo Client / Chat / Bingo Backoffice
Blue Mesa	Test Environments
Business Applications	Backoffice / Casper / Caiman / Javelin / Bolt
Business Intelligence	Recurring Report Requests
Citrix	Citrix Accounts / Access
Casino	Flash / Viper / Playcheck / Loyalty / Quickfire Playcheck
Information Security	Firewall / VPN / Access
Live Dealer	Live Games / Quickfire Live Dealer
Mobile	Android / HTML 5 / Quickfire Mobile
MPV	Multi-player games / Casino Tournaments
Poker	Poker Client / Tournaments
Quickfire	Quickfire Casino Games / Vanguard Admin
Remedy Application Suite	Remedy ASSIST
Sportsbook	Sportsbook

3. How do I log requests on behalf of another user?

1. The *log on behalf of* feature is located at the top of the request form. Click the “Edit” button to enter a different name.



2. Begin typing the name of the associate you would like to request on behalf of and select their name from the list provided. The associate for whom you’re requesting, needs to be registered on Remedy for this feature to work.



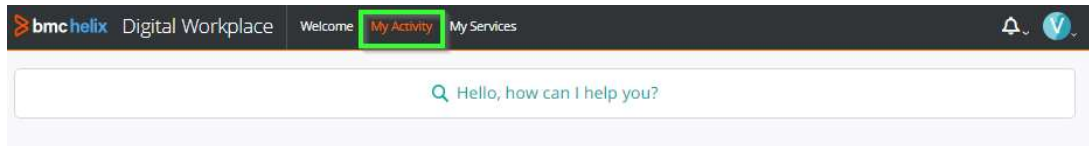
3. You are now logging the request on behalf of the selected user. To amend this to log the request on behalf of a different person, or on behalf of yourself again – you can click the ‘Edit’ button again and select the requestor you want.

Please Note: The default for logging requests is set as your own name. To log requests on behalf of someone else, you will need to amend this selection for each request you log as and when required.

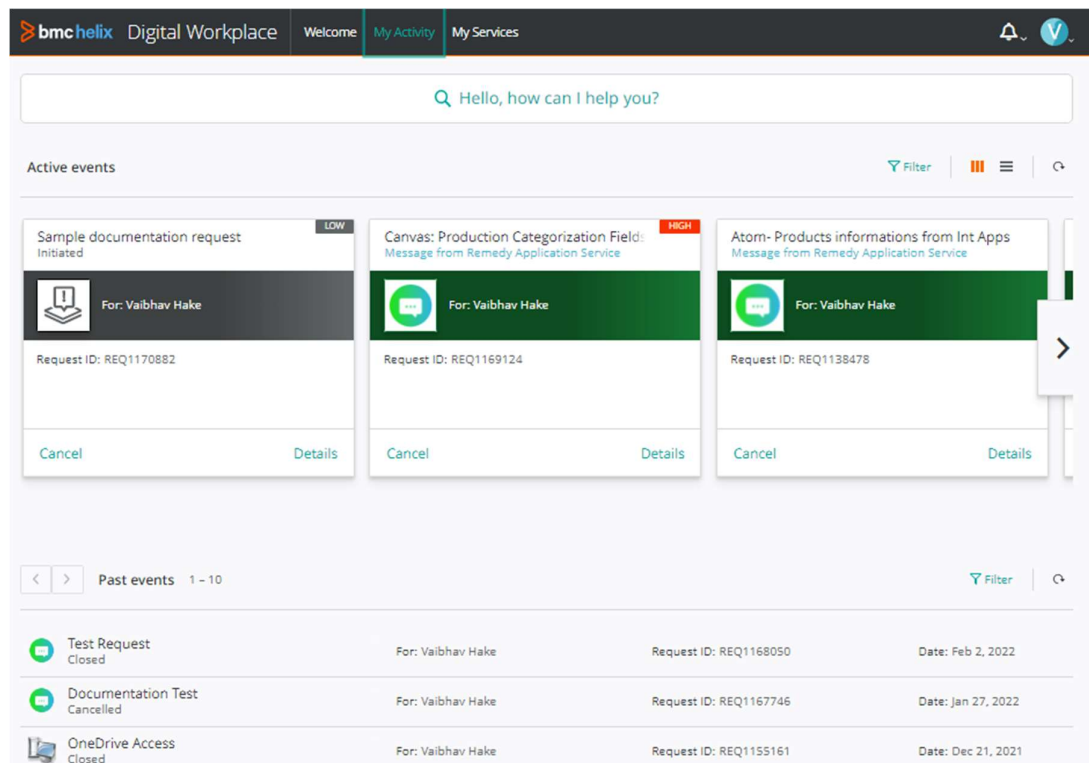
4. Complete all the required details and click the ‘Submit’ button.
Note: Please make sure you follow GDPR guidelines while filling out any Support Request form.
5. Once you have filled out the complete form, click the ‘Submit’ button.
6. You will receive a pop-up notification that your request has been submitted.
7. The associate on whose behalf you’ve logged the request, will receive an email notification.
8. All subsequent notifications for Work Info / Updates will be sent to the same Operator and not to you.

FIND SUBMITTED REQUESTS

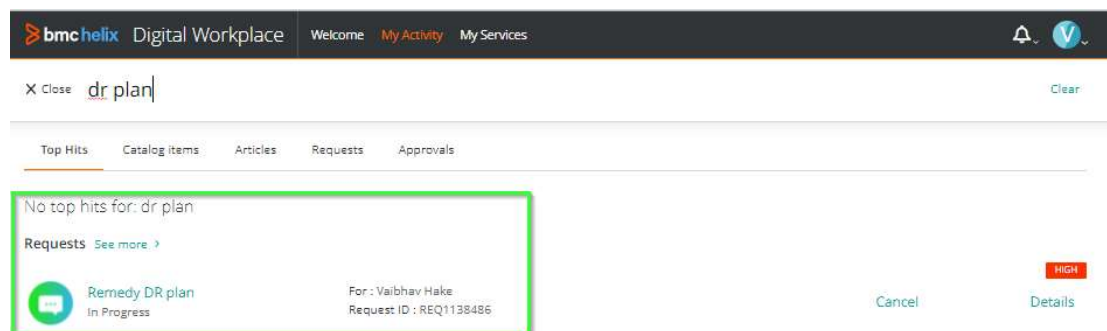
1. In the top Menu, you will see the tab for 'My Activity. Click on this.



2. Your requests and the current status will be shown on the timeline.



3. You can also search for specific Requests you logged, by typing in the Subject of the Call or part of the Request ID.



You can also search for previous, raised issues. You can select from results.

VIEW / UPDATE REQUEST

1. To view the Updates to your Request, you can click on the Request title itself.

< Search Details

Remy DR plan
Message from Remy Application Service

Status: In Progress Request ID: REQ1138486 Request for: Vaibhav Hake (Vaibhav.Hake@derivco.co.za)

Details

Request priority: High	Submitted: Oct 29, 2021 at 11:21 AM	Last updated: Nov 3, 2021 at 12:57 PM
Requested for email: Vaibhav.Hake@derivco.co.za	Requested for company: Derivco	Subject: Remy DR plan
Urgency: 2-High	Request Type: Work to be done / New Feature Request	Application: Remy
New Feature or Something else?: Something else	What do you need done?: Please plan for Remy DR.	

Comments (1)

Add comment

R Remy Application Service Oct 29, 2021 at 11:21 AM

Subject : Remy DR plan
Urgency : 2-High
Request Type : Work to be done / New Feature Request
Application : Remy

2. This will launch the Request Details pop-up and allow you to view all related Updates / Work Info. You can click the Comments and Attachments section to add more updates right here.

< Search Details

Remy DR plan
Message from Remy Application Service

Status: In Progress Request ID: REQ1138486 Request for: Vaibhav Hake (Vaibhav.Hake@derivco.co.za)

Details

Request priority: High	Submitted: Oct 29, 2021 at 11:21 AM	Last updated: Nov 3, 2021 at 12:57 PM
Requested for email: Vaibhav.Hake@derivco.co.za	Requested for company: Derivco	Subject: Remy DR plan
Urgency: 2-High	Request Type: Work to be done / New Feature Request	Application: Remy
New Feature or Something else?: Something else	What do you need done?: Please plan for Remy DR.	

Comments (1)

Add comment

R Remy Application Service Oct 29, 2021 at 11:21 AM

Subject : Remy DR plan
Urgency : 2-High
Request Type : Work to be done / New Feature Request
Application : Remy
New Feature or Something else?: Something else
What do you need done?: Please plan for Remy DR.

This is comment section where updates on the request will be seen.

3. If you want to update the ticket, you can comment or add some attachments.

Comments (0)

Add comment

Click on 'Add Comment' button.

Comments (0)

Leave your comment here...

You can type your comments here.

Attach Files

To attach the documents related to request, click on 'Attach Files' button.

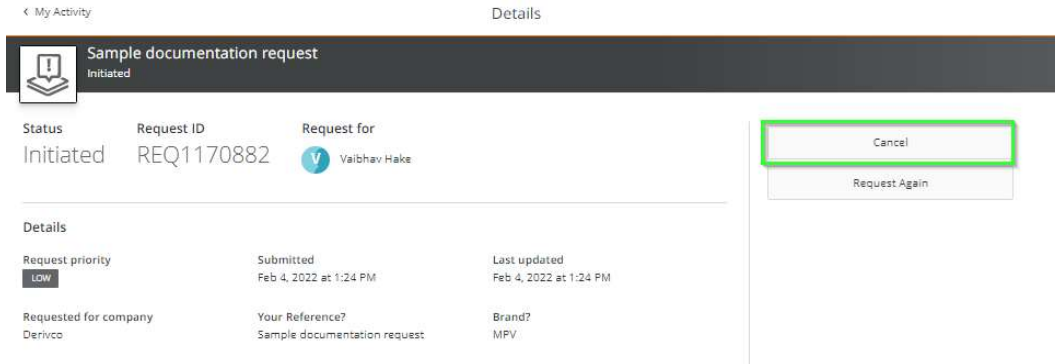
Maximum file size: 5.00 MB
Maximum file count: 1

Cancel Submit

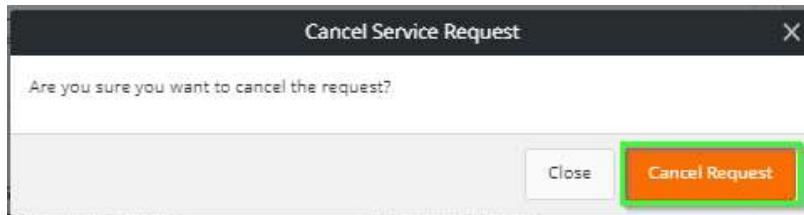
CANCEL REQUEST

1. How do I Cancel my Request?

1. To cancel your request, click the “Cancel Request” button at the bottom corner of the Request Details popup.



2. Confirm the cancellation when prompted.



2. How do I find my Cancelled / Resolved Requests?

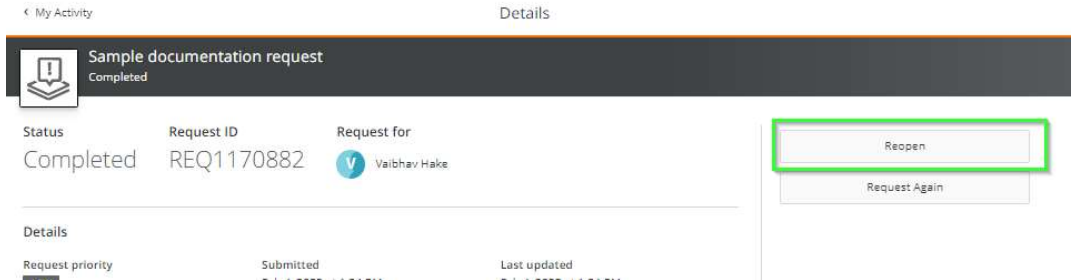
1. All cancelled and resolved requests can be found at the bottom of homepage in Past Events section.

The screenshot displays the BMC Helix Digital Workplace interface. At the top, there is a navigation bar with the BMC Helix logo, 'Digital Workplace', and user options like 'Welcome', 'My Activity', and 'My Services'. A search bar contains the text 'Hello, how can I help you?'. Below this is the 'Active events' section, which shows three request cards for 'Vaibhav Hake'. The first card is 'Sample documentation request' (Initiated, LOW priority, Request ID: REQ1170882). The second is 'Canvas: Production Categorization Field' (Message from Remedy Application Service, HIGH priority, Request ID: REQ1169124). The third is 'Atom- Products informations from Int Apps' (Message from Remedy Application Service, Request ID: REQ1138478). Each card has 'Cancel' and 'Details' buttons. Below the active events is the 'Past events' section, which is highlighted with a green border. A red box highlights a text annotation: 'This is section of application where you can see your closed, resolved requests from past.' The 'Past events' section shows a table of three past requests:

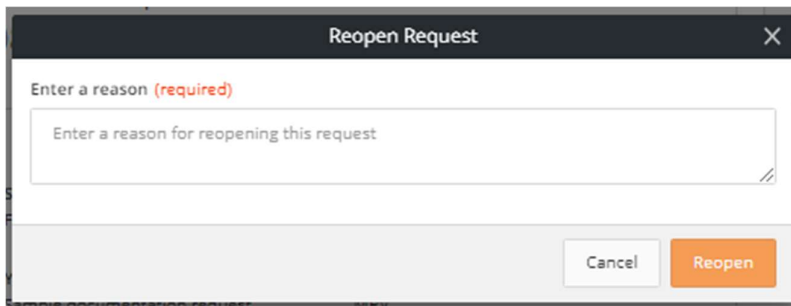
Request Title	Status	For	Request ID	Date
Test Request	Closed	Vaibhav Hake	REQ1168050	Feb 2, 2022
Documentation Test	Cancelled	Vaibhav Hake	REQ1167746	Jan 27, 2022
OneDrive Access	Closed	Vaibhav Hake	REQ1155161	Dec 21, 2021

3. How do I reopen my Cancelled / Resolved Request?

1. Once a request has been resolved, you have 4 days to reopen the request before it closes permanently. To reopen, look up the Completed Request as shown above. You will see a 'Reopen' button on the Request.



2. Clicking this button, will prompt you for a reason to reopen. Type in your reason and click Reopen. This will reopen the Call. Please note, 'Reopen' Call is different from 'Request again'.



“REQUEST AGAIN” FEATURE

1. ‘Request Again’ is different from ‘Reopen Request’ functionality.
 - a. This feature allows you to log a new Request similar to an existing one.
 - b. You can use this feature for Requests in any status.
2. To use the ‘Request again’ feature, open your request as you would to view the details. Click the ‘Request Again’ button.

< My Activity Details

Sample documentation request
Completed

Status: Completed Request ID: REQ1170882 Request for: Vaibhav Hake

Request priority: **LOW** Submitted: Feb 4, 2022 at 1:24 PM Last updated: Feb 4, 2022 at 1:54 PM

Buttons: Reopen, **Request Again**

3. You will see that all the existing details are prepopulated, so that you don't have to re-enter the same data. You can, however, edit some of the details. When you click the ‘Request Again’ button, a new Request ID is generated for this request.

Support Service Request
MGS Help Desk

Description
Log a support service request

Requests logged in ASSIST are subject to Regulations protecting Personal Information for example the GDPR. Please note that using ASSIST to send personal data is a breach of compliance and action will need to be taken if detected. By consenting to this disclaimer the data subject agrees to abide by the terms of the Information Security Policies and enforced regulations. By clicking the Submit button you confirm that you have read and agree to the above terms and conditions.

Provide request details

Your Reference? *
Sample documentation request

Brand?
MPV

Urgency? *
4-Low

Affected Market?
.com

Buttons: Submit Request, Request for: Vaibhav Hake [Edit](#)

VIEWING YOUR DEPARTMENTAL REQUESTS



This section will enable you to:

- ✓ Locate and view requests logged by your Department
- ✓ Search for requests logged by your Department

1. Where can I find the 'My Department' view I used to have?

1. Please refer 'Department View' on the DWP home page.

How-to Resources (9)

How to: ASSIST CHAT BETA Training Manual https://assist-support.derivco.com/TrainingManuals/ASSIST%20CHAT%20BETA%20Training%20Manual.pdf	How to: ASSIST Mobile Training Manual https://assist-support.derivco.com/TrainingManuals/ASSIST%20Mobile%20Training%20Manual.pdf	How to: ASSIST Training Manual - Customer Support https://assist-support.derivco.com/TrainingManuals/ASSIST%20Training%20Manual%20-%20Customer%20Support.pdf	How to: ASSIST Training Manual - Internal Support https://assist-support.derivco.com/TrainingManuals/ASSIST%20Training%20Manual%20-%20Internal%20Support.pdf
How to: Canvas and SRM Training Manual https://assist-support.derivco.com/TrainingManuals/Canvas%20and%20SRM%20Training%20Manual.pdf	How to: Department View https://assist-support.derivco.com/arsys/Help/Department%20View.pdf	How to: Distribution List Manager http://assist.mgsops.net/arsys/forms/reqmgr	How to: Reset Forgotten Password https://mobi.derivco.com/assistpassword
How to: Set Your Password https://assist-support.derivco.com/arsys/Help/Set%20Your%20Password.pdf			

PROFILE AND NOTIFICATIONS

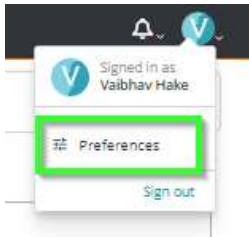


This section will enable you to:

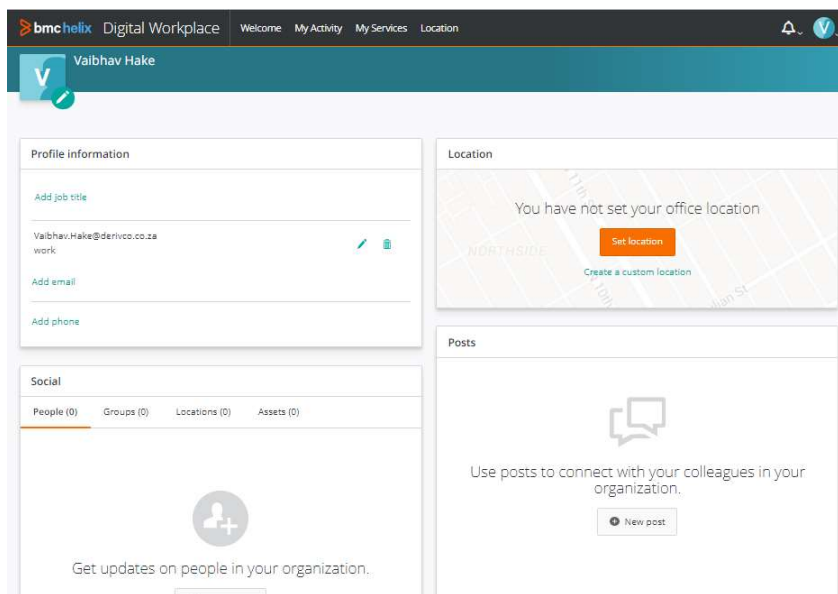
- ✓ Edit your profile details
- ✓ Select your notification types

1. Editing your profile

1. You can edit your profile details on DWP.
2. Click the Icon in the far right corner of the top menu, and select 'Preferences'.



3. You can add your photograph, Job Title, Contact Details, and Office location in your Profile.



4. You can edit this information at any time.

5. Check the notification settings panel to set the notifications as per your choice.

