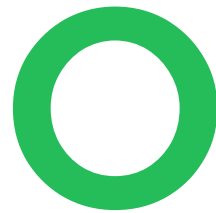


PicoCore



Guide til PicoCore Service Portal

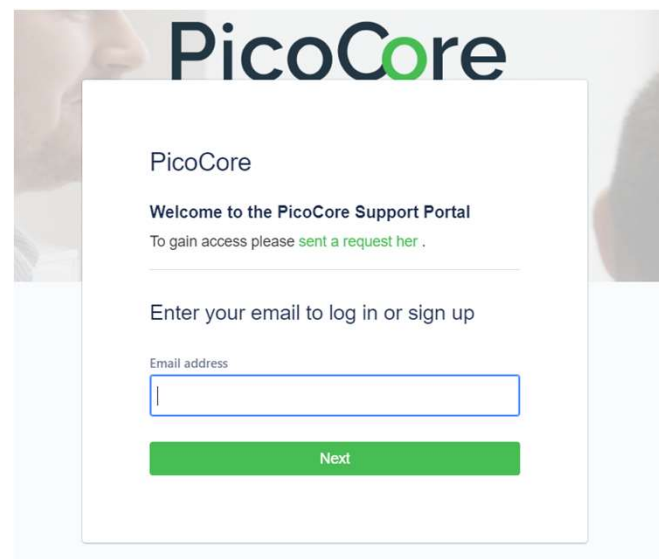
Indholdsfortegnelse

- Adgang og login
- PicoCore Service Portal
 - Søgefilter
 - Oprettelse af en ny request/opgave
 - Udfyldelse af opgaveformular
 - Mailnotifikationer



Adgang og login

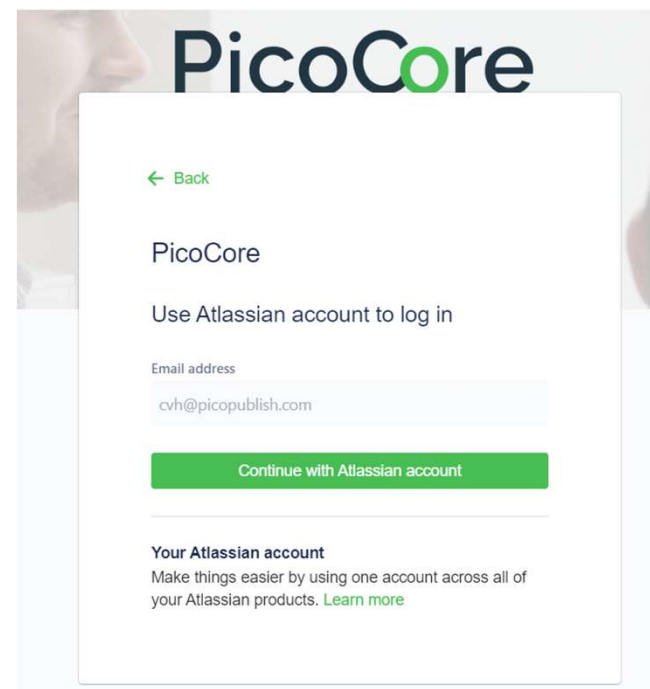
- Du tilgår Service Portalen ved at klikke på følgende link: <https://support.picopublish.com/>.
- Et browservindue vil efterfølgende åbne, hvor du vil blive præsenteret for vores loginformular, som vist her. I formularen indtastes din mailadresse.



The image shows a screenshot of the PicoCore Support Portal login page. The page features the PicoCore logo at the top. Below the logo, there is a heading "PicoCore" and a sub-heading "Welcome to the PicoCore Support Portal". A message states "To gain access please [sent a request her](#)". Below this, there is a prompt "Enter your email to log in or sign up". A text input field labeled "Email address" is provided, followed by a green "Next" button.

Adgang og login

- Hvis du allerede er oprettet som bruger i portalen, klikker du på knappen *'Continue with Atlassian account'*.
- Er du ikke oprettet som bruger i portalen, bedes du fremsende dit navn, emailadresse og virksomhedsnavn til vores supportmail: support@picopublish.com, hvorefter vi opretter adgang til dig.



Adgang og login

- Du vil efterfølgende blive præsenteret for Jira's loginformular. Her skal du indtaste dit password og efterfølgende klikke på '*Log in*'.



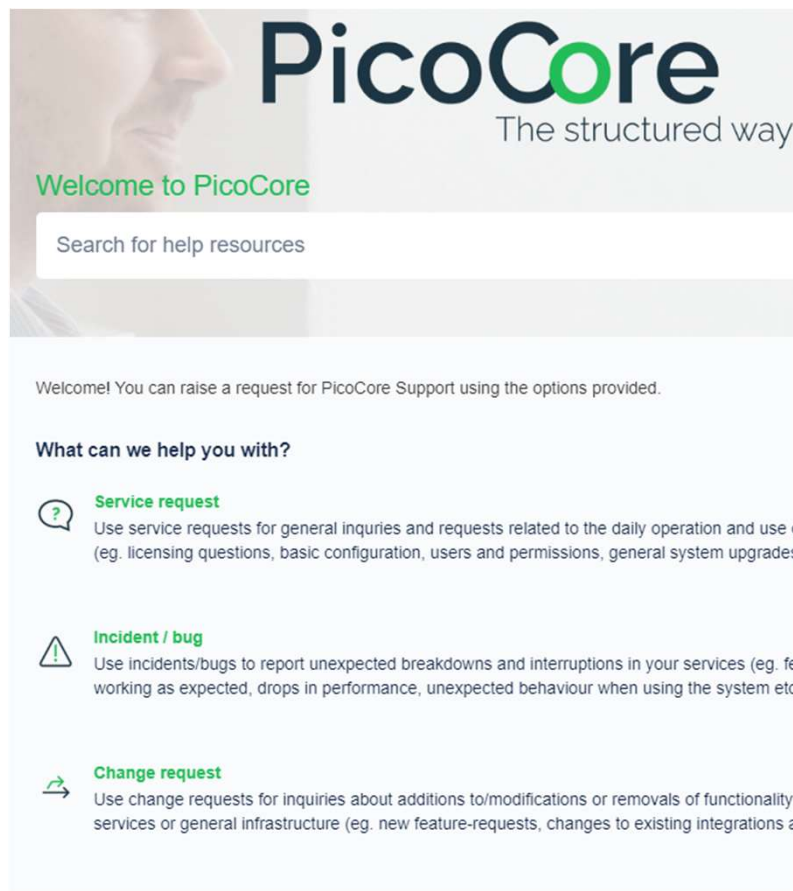
The image shows a screenshot of the Jira login interface. At the top, the Jira logo is displayed. Below it, the text "Log in to continue" is centered. Underneath, the email address "cvh@picopublish.com" is shown next to a small edit icon. Below the email field is a password field containing several dots, with a toggle icon to its right. At the bottom of the form is a blue button labeled "Log in".

PicoCore Service Portal

Du bliver nu præsenteret for forsiden på PicoCore Service Portal.

Herfra kan du:

1. Fremsøge fagligt materiale via et søgefilter.
2. Oprette en Service request, Incident/bug eller Change request.



The screenshot shows the PicoCore Service Portal homepage. At the top, there is a header with the PicoCore logo and the tagline "The structured way". Below the header, there is a search bar with the placeholder text "Search for help resources". The main content area features a welcome message: "Welcome! You can raise a request for PicoCore Support using the options provided." Below this, there is a section titled "What can we help you with?" which lists three options: "Service request", "Incident / bug", and "Change request". Each option is accompanied by a small icon and a brief description of its use.

PicoCore
The structured way

Welcome to PicoCore

Search for help resources

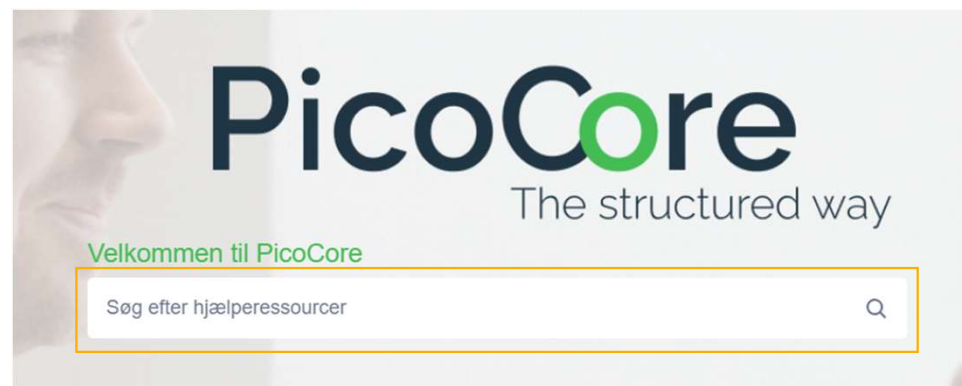
Welcome! You can raise a request for PicoCore Support using the options provided.

What can we help you with?

- Service request**
Use service requests for general inquiries and requests related to the daily operation and use of the system (eg. licensing questions, basic configuration, users and permissions, general system upgrades)
- Incident / bug**
Use incidents/bugs to report unexpected breakdowns and interruptions in your services (eg. features not working as expected, drops in performance, unexpected behaviour when using the system etc.)
- Change request**
Use change requests for inquiries about additions to/modifications or removals of functionality in your services or general infrastructure (eg. new feature-requests, changes to existing integrations and configurations)

Søgefilter

- Søgefiltreret øverst på siden har på nuværende stadie ingen funktion. På sigt skal søgefilteret bruges som PicoCore's knowledge base, og vil løbende blive udvidet til at indeholde fagligt relevant materiale indenfor områderne af PIM og WEB.



Oprettelse af en ny request/opgave

- Under søgefilteret ses request-sektionen, hvorfra du kan oprette enten en Service request, incident / bug eller Change request.

What can we help you with?



Service request

Use service requests for general inquiries and requests related to the daily operation and use of your systems (eg. licensing questions, basic configuration, users and permissions, general system upgrades etc.)



Incident / bug

Use incidents/bugs to report unexpected breakdowns and interruptions in your services (eg. features not working as expected, drops in performance, unexpected behaviour when using the system etc.).



Change request

Use change requests for inquiries about additions to/modifications or removals of functionality in your systems, services or general infrastructure (eg. new feature-requests, changes to existing integrations and services etc.)

Udfyldelse af request-formular

- Subject: Udfyld en passende overskrift til dit request.
- Affected technical domain: Udfyld hvilket domæne (WEB, PIM eller andet) som er relateret til denne request.
- Vælges WEB → To sektioner tilføjes til opgaveformularen:
 - *'Which system/platform is your request related to?' – her kan der vælges mellem forskellige WEB-løsninger, som den aktuelle request omhandler.*
 - *'Where does the incident occur?' – her har du mulighed for at indtaste en URL.*

Subject *

Please provide a fitting title

Which system/platform is your request related to?

Select...

- Dynamicweb
- Umbraco
- Other

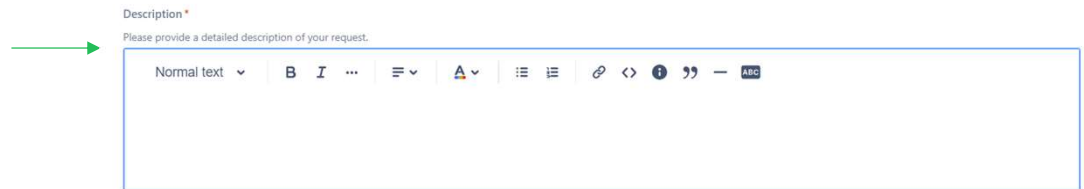
Udfyldelse af request-formular

- Affected technical domain: Udfyld hvilket domæne (WEB, PIM eller andet) som er relateret til denne request.
 - Vælges PIM → En ny sektion kaldet *'Which system/platform is your request related to?'* bliver synlig, hvori man kan vælge mellem forskellige PIM-systemer, som den aktuelle request omhandler.

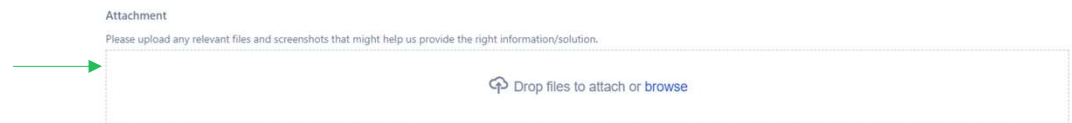
The image shows two parts of a web form. The first part is a text input field labeled 'Subject *' with the text 'Teknisk datablad på web' entered. Below the field is the instruction 'Please provide a fitting title'. A green arrow points from the text 'Udfyld hvilket domæne' to this field. The second part is a dropdown menu labeled 'Which system/platform is your request related to?'. The dropdown is open, showing a list of options: 'Perfion', 'Inriver', 'Dynamicweb PIM', and 'Other'. A green arrow points from the text 'Vælges PIM' to this dropdown menu.

Udfyldelse af request-formular

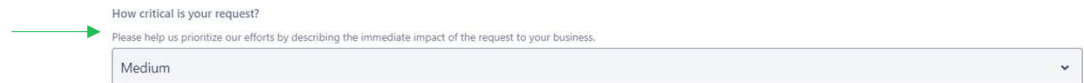
- Description: Beskriv opgaven med så mange detaljer som muligt.



- Attachment: Upload relevante filer, billeder eller andet, som kan have relevans for opgavens beskrivelse og forståelse.



- Priority: Prioriter opgaven ud fra, hvor kritisk den vurderes at være for jeres forretning (highest, high, medium, low, lowest)*.



* *Prioriteringen er bundet op mod den SLA, som er indgået mellem jer og PicoPublish. Ved indmeldelse af incidents, er det derfor i første omgang PicoPublish, der vurderer prioriteten efter modtagelse af incident.*

Udfyldelse af request-formular

- Når ovenstående informationer er udfyldt, klikkes på 'Send' nederst på siden og requesten registreres hos PicoCore.
- Når opgaven er registreret, har du følgende muligheder for at:
 1. følge opgavens status (received, investigation, awaiting estimate approval, ready for development, in progress og closed)
 2. godkende/afvise estimat
 3. slå notifikationer (herunder mails) til/fra
 4. lukke opgaven (Close request)
 5. dele din request med andre medlemmer fra din organisation, ved at klikke på pluset under sektionen 'Share with' (det betyder i praksis, at alle personer vil blive adviseret per mail ved aktivitet på opgaven)
 6. skrive kommentarer/spørgsmål/svar til PicoCore via kommentarsporet nederst på siden.

PicoCore / PicoCore Support / PCS-67

Teknisk datablad på web

The screenshot shows a web interface for a technical request. At the top, it says 'Cecilia Vandborg Hosbond raised this on Yesterday 20:37:03' with a 'Hide details' link. The main form is titled 'Service / Change request' and has a 'SUBMITTED' status. It contains three sections: 'Affected technical domain' with the value 'WEB', 'Description' with the value 'test', and 'Attachment'. To the right, a sidebar contains several numbered items: 1. Status: AWAITING ESTIMATE APPROVAL, with 'Approve' and 'Decline' buttons. 2. This request requires your approval. 3. Notifications on. 4. Close request. Below this is the 'Request type' section with 'Service request' selected. 5. Shared with: Cecilia Vandborg Hosbond (Creator) and a '+ Share' button. At the bottom, there are two messages: one from Cecilia Vandborg Hosbond saying 'Vi undersøger nærmere.' and an automatic response saying 'Your request status has changed to Investigation.' Below the messages is a text input field with a '6' icon and the placeholder text 'Add a comment'.

Mailnotifikationer

Der fremsendes løbende notifikationsmails på følgende tidspunkter:

- Ved afsendelse af en invitation til portalen
- Ved oprettelse af en request
- Ved skift af opgavestatus (fx når opgaven går fra 'Received' til 'investigation')
- Ved tilføjelse af kommentarer/spørgsmål/svar fra PicoCore-teamet
- Når et estimat er klar til godkendelse
- Når en request er 'løst'/lukket

OBS. Der vil i alle mails være tilknyttet et link til din oprettede request, så du altid kan følge din opgave.