



**JABATAN PERDANA MENTERI
UNIT PEMODENAN TADBIRAN DAN PERANCANGAN PENGURUSAN MALAYSIA
(MAMPU)**

USER MANUAL



GoChat SUPPORT SYSTEM

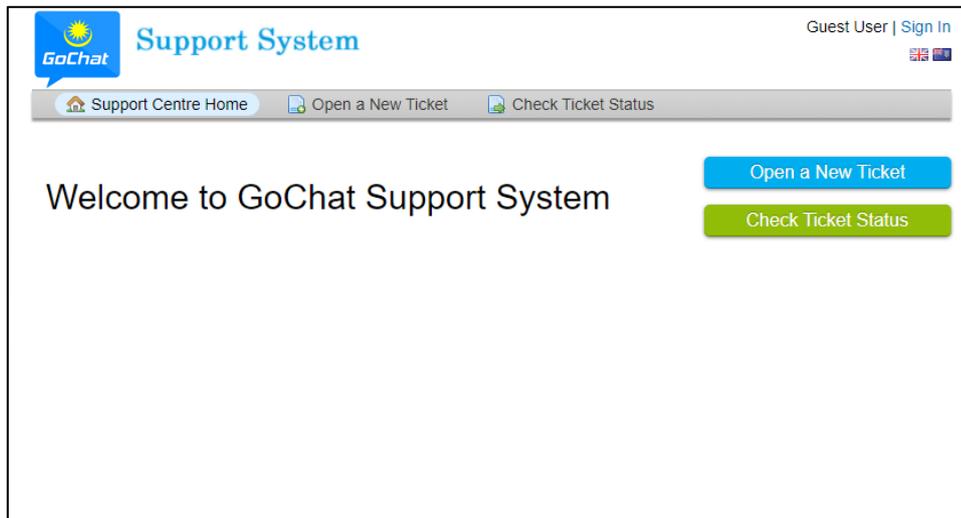
TABLE OF CONTENT

1.0 INTRODUCTION	2
2.0 REGISTER NEW ACCOUNT	3-4
3.0 SIGNING IN AND SIGNING OUT	5
3.1 SIGNING IN	5
3.2 SIGNING OUT.....	5
4.0 CHANGING PASSWORD.	6
5.0 OPEN, RESET AND CANCEL NEW TICKET COMPLAINT	7-8
6.0 GET RECEIPT NUMBER FROM EMAIL	8
7.0 CHECKING, EDITING AND PRINTING TICKET STATUS	8-9
8.0 CHANGING LANGUAGE	10

1.0 INTRODUCTION

This User Manual Guide is to guide the users of the GoChat support system platform in understanding the ways in using this web application. In short, the GoChat Support System is a web-based application which is used by the users of the GoChat chatting platform to make any complain or further suggestions in modifying the GoChat application.

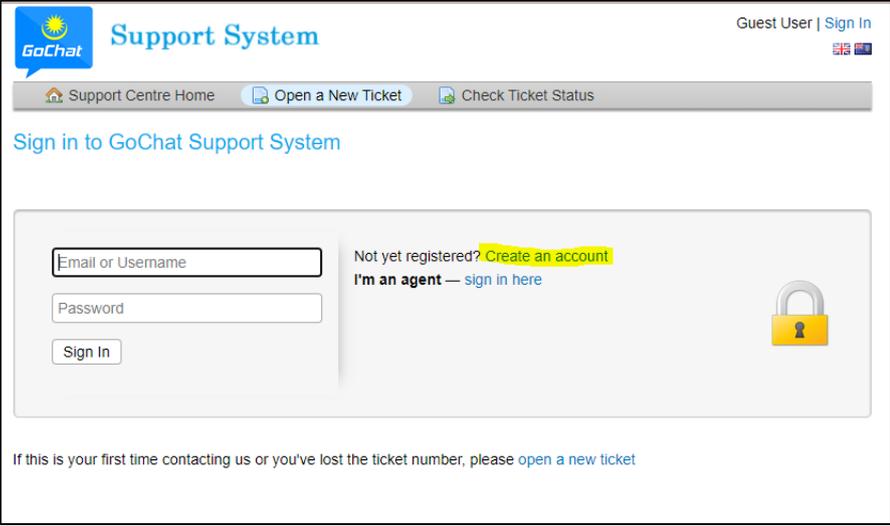
- a. The GoChat Support System can be accessed through “link”



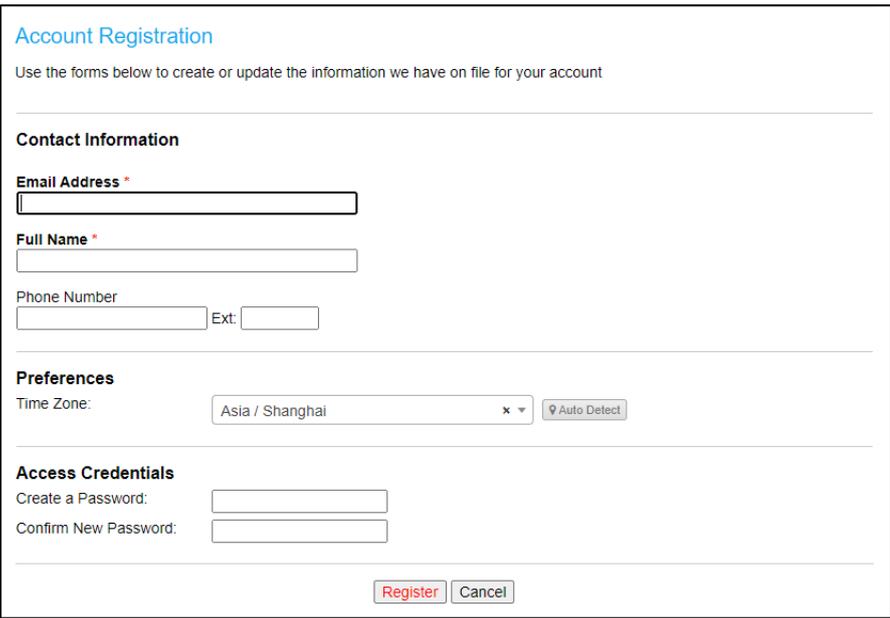
The homepage for the GoChat support system web application

2.0 REGISTER NEW ACCOUNT

- a. Enter “link” in the search box.
- b. Choose the sign in option, then choose the “Create Account” option.



The screenshot shows the GoChat Support System sign-in page. At the top left is the GoChat logo. The main header reads "Support System" and includes a "Sign In" link for a "Guest User". Below the header is a navigation bar with links for "Support Centre Home", "Open a New Ticket", and "Check Ticket Status". The main content area is titled "Sign in to GoChat Support System" and contains a sign-in form with fields for "Email or Username" and "Password", and a "Sign In" button. To the right of the form, there is a link for "Create an account" (highlighted in yellow) and a link for "I'm an agent — sign in here". A padlock icon is also present. At the bottom of the form area, there is a note: "If this is your first time contacting us or you've lost the ticket number, please [open a new ticket](#)".



The screenshot shows the "Account Registration" page. The title is "Account Registration" and the subtitle is "Use the forms below to create or update the information we have on file for your account". The form is divided into three sections: "Contact Information", "Preferences", and "Access Credentials".

- Contact Information:** Includes fields for "Email Address *", "Full Name *", "Phone Number", and "Ext:". The "Email Address" and "Full Name" fields are required.
- Preferences:** Includes a "Time Zone:" dropdown menu set to "Asia / Shanghai" and an "Auto Detect" button.
- Access Credentials:** Includes fields for "Create a Password:" and "Confirm New Password:".

At the bottom of the form, there are "Register" and "Cancel" buttons.

- c. Enter your Email address, full name, phone number and also create a new password and verify your password by reentering the created password.
- d. Enter the register icon to register your account.

The screenshot shows the GoChat Support System interface. At the top left is the GoChat logo. To its right is the text "Support System". In the top right corner, it says "Pengguna tetamu | Log masuk" with flags for English and Indonesian. Below this is a navigation bar with three items: "Support Centre Home", "Open a New Ticket", and "Check Ticket Status". The main content area has the heading "Account registration" and the text "Thanks for registering for an account." followed by "We've just sent you an email to the address you entered. Please follow the link in the email to confirm your account and gain access to your tickets."

Message shown after registering a new account

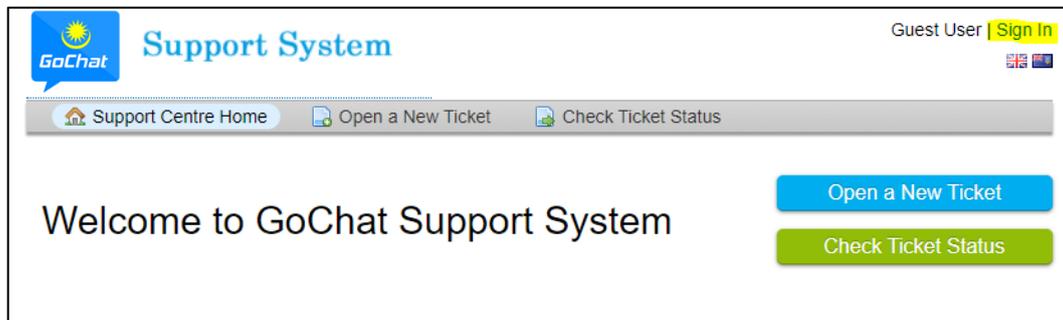
The screenshot shows an email message. It starts with "Hi kirthana," followed by "We've created an account for you at our help desk at <http://localhost/OsTicket2>." Below this is "Please follow the link below to confirm your account and gain access to your tickets." and a purple link: http://localhost/OsTicket2/pwreset.php?token=blU7uTLEG84LhrUG0zTDByS_LdlelToHVi7=6Xtf3nqsxfyn. The signature reads "Your friendly Customer Support System" and "GoChat Support System". There are three buttons: "Thank you for the link.", "The link is not working.", and "The link does not work.". Below the buttons is a feedback question: "Are the suggestions above helpful? Yes No". At the bottom are "Reply" and "Forward" links.

Email sent by the support system to users to get the login access

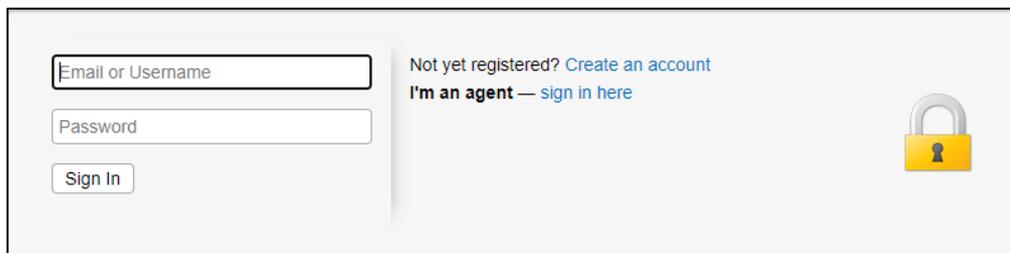
- e. Click on the link which was sent by the support system to log into your account.

3.0 SIGNING IN AND SIGNING OUT FROM ACCOUNT

3.1 SIGN IN

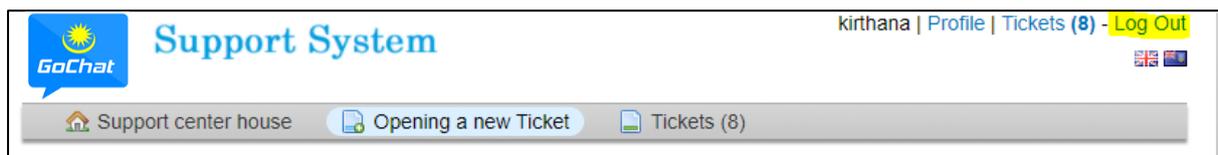


- a. Click the sign in option on the top right of the web page.



- b. Enter your email address and password which was created.
- c. Click on the sign in icon to sign into your account.

3.1 SIGN OUT



- a. Click on the Log Out option on the top right of the account.

4.0 CHANGING PASSWORD

The screenshot shows the 'Support System' interface. At the top left is the 'GoChat' logo. The top right shows the user 'kirthana' with a 'Profile' link highlighted in yellow, and 'Tickets (8) - Log Out' with flags for the UK and Indonesia. Below the header is a navigation bar with 'Support center house', 'Opening a new Ticket' (active), and 'Tickets (8)'. The main content area is titled 'Opening a new Ticket' and contains the instruction 'Please fill out the form below to open a new ticket.' The form includes fields for 'Email' (kirthanamahen05@gmail.com) and 'Customers' (kirthana). Below these is a 'Help topics' section with a dropdown menu set to '- Select Help Topics -'. At the bottom are three buttons: 'Create Tickets', 'Menetapkan semula', and 'Canceling'.

- a. Click on the profile icon on top of the web page.

The screenshot shows the 'Contact Information' form. It includes fields for 'Email Address *' (kirthanamahen05@gmail.com), 'Full Name *' (kirthana), and 'Telephone No' (0163611905) with an 'Ext:' field. Below these is a 'Priority' section with 'Time zone' set to 'Asia / Kuala_Lumpur' and 'Preferred Language' set to 'Malay'. The 'Proof of access eligibility' section is highlighted in yellow and contains three password fields: 'Current password:', 'New password:', and 'Confirm New Password:'. At the bottom are three buttons: 'Update', 'Reset', and 'Cancel'.

- b. Enter your current password
- c. Enter your new password and then re-enter back the password for confirmation.

5.0 OPEN, RESET AND CANCEL NEW TICKET COMPLAINT

kirthana | Profile | Tickets (8) - Log Out

Support center house Opening a new Ticket Tickets (8)

Opening a new Ticket

Please fill out the form below to open a new ticket.

Email: kirthanamahen05@gmail.com
Customers: kirthana

Help topics
- Select Help Topics - *

Create Tickets Menetapkan semula Canceling

- After logging in your account, click on the Opening New Ticket icon.
- Choose your help topic.

Help topics
Report a Problem *

Ticket Information
Please Explain Your Problem.

Issue *

<> B Aa B / U - [Image] [Video] [List] [Link] -

Details on the reason (s) for opening the ticket.

Drop files here or select them

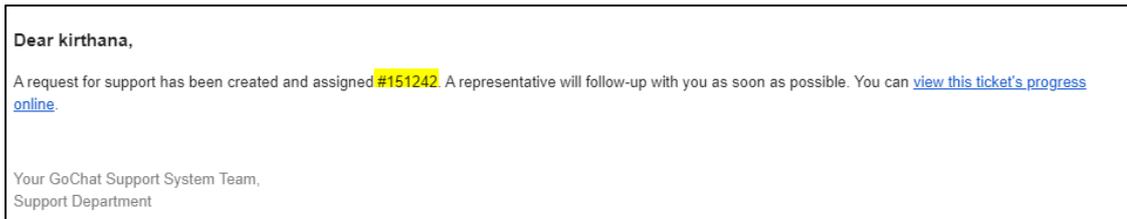
Create Tickets Menetapkan semula Canceling

- After choosing your help topic, you can explain your issues at the answer space which will appear.
- After explaining the issues, click on the create ticket icon at the bottom of the web page.
- If you're wanting to cancel the complaint, click on the cancelling icon at the bottom of the web page.

- f. If you are wanting to reset at re-enter your complaint, click on the reset option at the bottom of the web page.

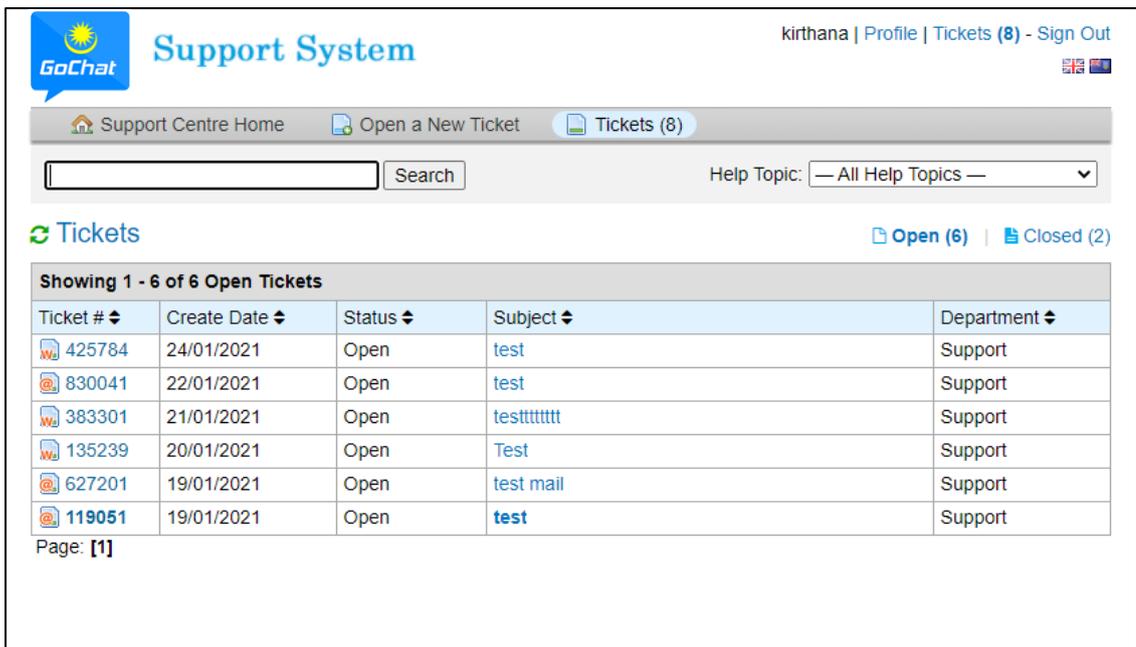
6.0 GET RECEIPT NUMBER FROM EMAIL

- a. After creating the complaint ticket, you will receive a confirmation email together with the receipt number of your complaint ticket, so that you could check your complaint status.



7.0 CHECKING, EDITING AND PRINTING TICKET STATUS

- a. Sign in into your account.
- b. Click onto the icon ticket.
- c. Find your ticket receipt number which was sent to the email.



The screenshot displays a web interface for a support system. At the top left is the 'GoChat' logo. The main header reads 'Support System' and the user 'kirthana' is logged in, with links for 'Profile', 'Tickets (8)', and 'Sign Out'. A navigation bar contains 'Support Centre Home', 'Open a New Ticket', and 'Tickets (8)'. The ticket title is 'test #425784', with 'Print' and 'Edit' buttons. Below this, two columns of information are shown: 'Basic Ticket Information' and 'User Information'. The ticket status is 'Open', department is 'Support', and it was created on 24/01/2021 at 13:08. The user's name is 'Kirthana', email is 'kirthanamahen05@gmail.com', and phone is '(016) 361-1905'. A message from 'kirthana' posted on 24/01/2021 at 13:08 says 'testingggg'. At the bottom, it notes the ticket was created by 'kirthana' on the same date and time.

Basic Ticket Information		User Information	
Ticket Status:	Open	Name:	Kirthana
Department:	Support	Email:	kirthanamahen05@gmail.com
Create Date:	24/01/2021 13:08	Phone:	(016) 361-1905

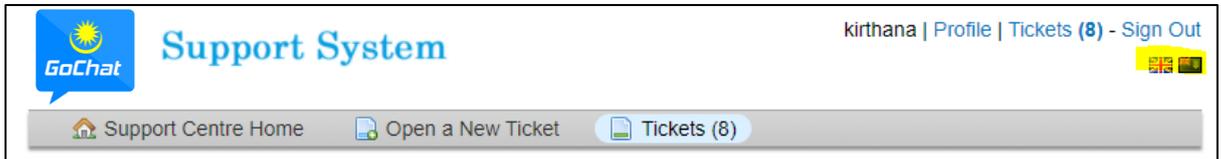
Message from kirthana posted 24/01/2021 13:08:
testingggg

Created by kirthana 24/01/2021 13:08

- d. Find the status option to check your ticket status.
- e. To edit and print your ticket, click on the edit or print icon.
- f. If you would like to edit your ticket, explain your complaint again at the answer space shown.

8.0 CHANGING LANGUAGE

- a. To change preferred language temporarily, click on the flag icon which is at the top of the web page.



- b. To change language permanently, click on the profile icon at the top of the web page.
- c. At the preferences option, click on the preferred language to change the language preferred.

