

# The United Republic Of Tanzania



## Government e-Payment Gateway (GePG)

### Helpdesk System

#### User Manual

#### (Version 1.0)

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## **System Overview:**

This document provides the step-by-step demonstration during the course of using the Helpdesk System

## **Purpose**

This document provides the step-by-step necessary instructions for making use of the system to improve the service delivery to the stakeholders such as Service Providers (SP) and Payment Service Providers (PSPs) by ensuring the availability of the focal/central point whereby all the requests/incident reports are handled to ensure the smooth delivery of the GePG Services.

## **Use of the Helpdesk System:**

The customer interacts with the system by logging and sending the request/report the incident and tracking the status by making use of the reference ticket number.

Average of two administrators from each PSPs and SPs are registered to use the system during the course of service request /incident reporting. The two Administrators will be provided with the login credentials to the system.

## 1. Introduction

Government e-Payment Gateway (GePG) has established the Helpdesk system which will be the focal point where by all the customers (i.e. SPs and PSPs) enquires/request will be properly handled via the system.

The SPs and PSPs Support Staff will be able to log in to the system and send the request via a web portal. Also customer can use other communication channels such as phone or email to send report incident to GePG call center. GePG call center after received the request /incident will register it into system. The portal will provide the room for the client to choose the type of the service and describe the nature of the request or incident in order to reduce the workload and ensure that the GePG Help Desk Support Team will troubleshoot accordingly and provide the feedback for the reported incident or service requested.

This will enables the GePG team to provide 24/7 support service to its customers. After submitting the request/report the incident, the client is provided with the ticket reference number where by he/she will be able to track the status of his/her request or incident reported through the portal from opening stage to closure of the ticket/issue.

## 2. Home Page (Client side)

By making use of the following URL: [helpdesk.gepg.go.tz](http://helpdesk.gepg.go.tz) you will be redirected to the Login page as shown in the figure below:

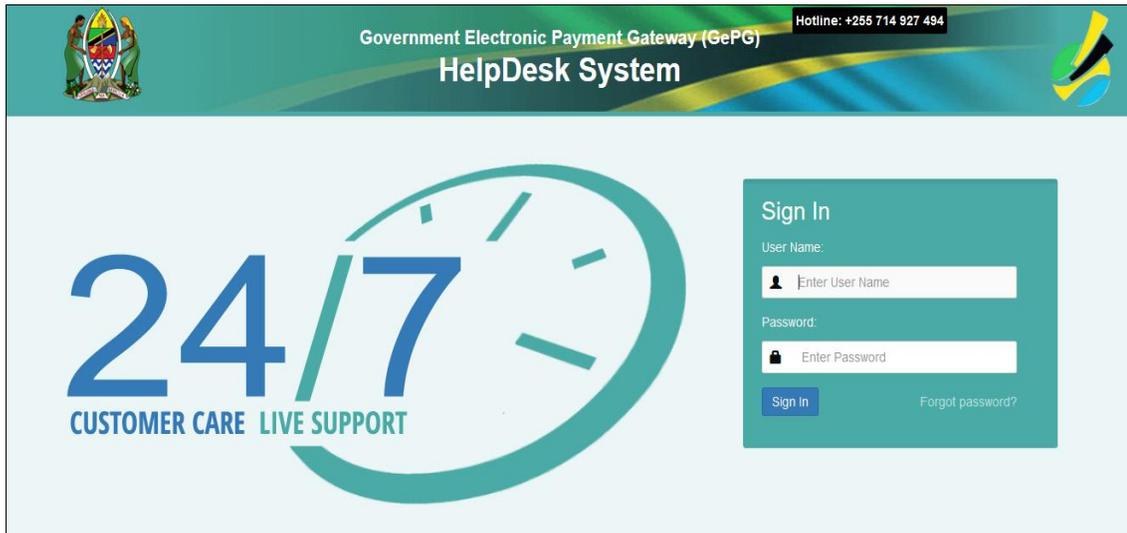


Fig. 1.0.0 Helpdesk System, Login page

After the successful display of the login page of the Helpdesk System, the client can enter the user-name and password provided by the administrator (GePG).

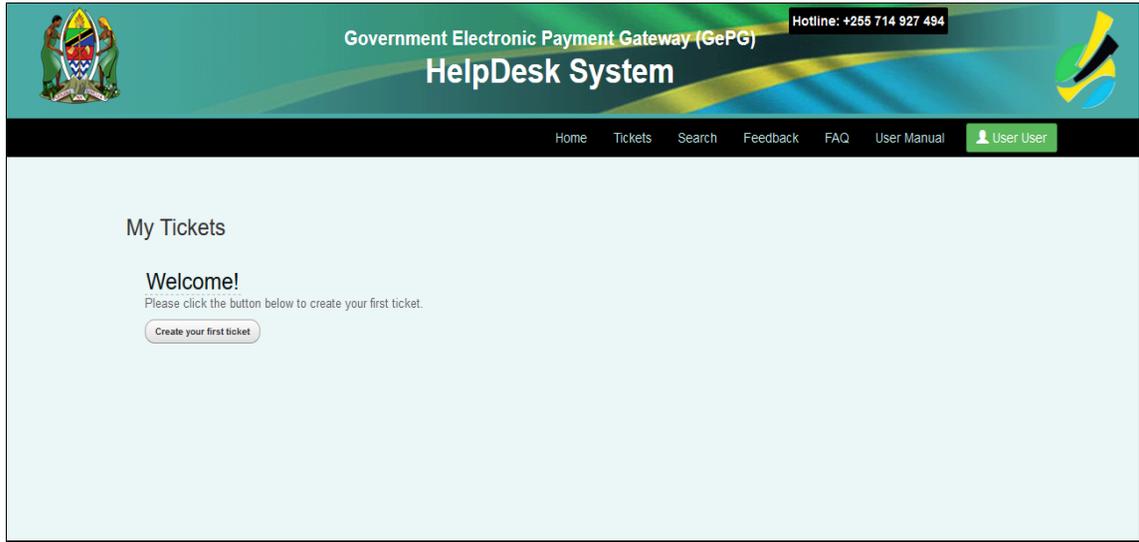


Figure 1.0.1. Successful Login.

## 2.1. Ticket Creation

When Login is successful, the client will be welcomed by the screen having the first prompt to create the trouble ticket. When clicking to the “create your first ticket” button, you will be directed to the page where you will be able to create the ticket as shown in the figure below:

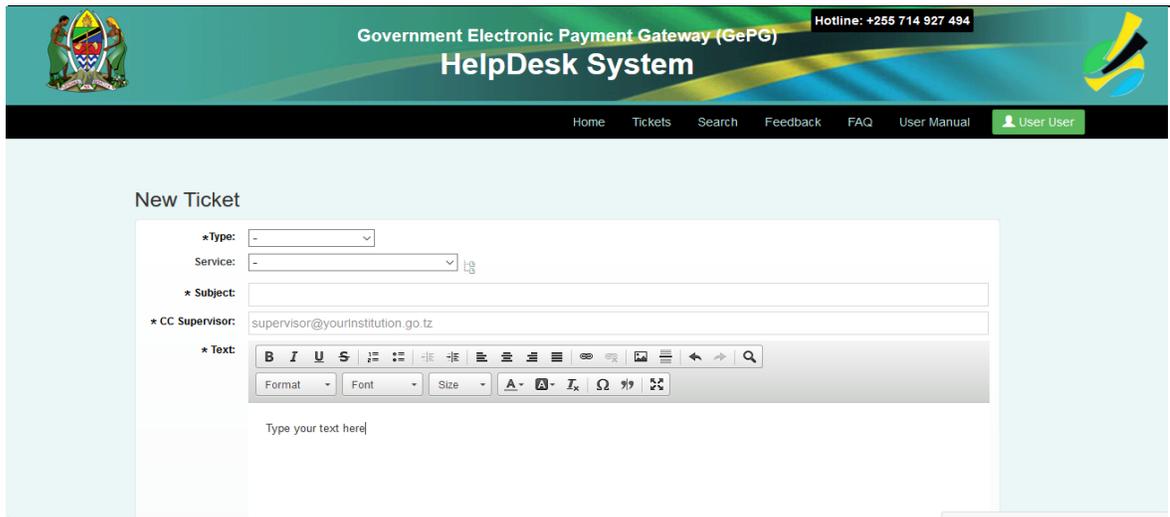


Figure 1.0.2. Ticket creation Page.

The ticket creation page can guide the client to choose the type of the service he/she requires i.e, service request/ incident reporting. Before

submitting the request or reporting an incident, it is important to copy Supervisor and write the full description of the service requested/incident being reported.

The attachment file of the incident reported is also encouraged for more clarification during the course of troubleshooting.

## 2.2. Changing the Password

It is strongly recommended to change the password frequently and soon after a first successful login to the system.

To perform the action, click to the button having your log in User Name, then select Preference option of which you will be directed to make the change of the password as shown on the below figures.



Figure 1.0.3. Password change Page

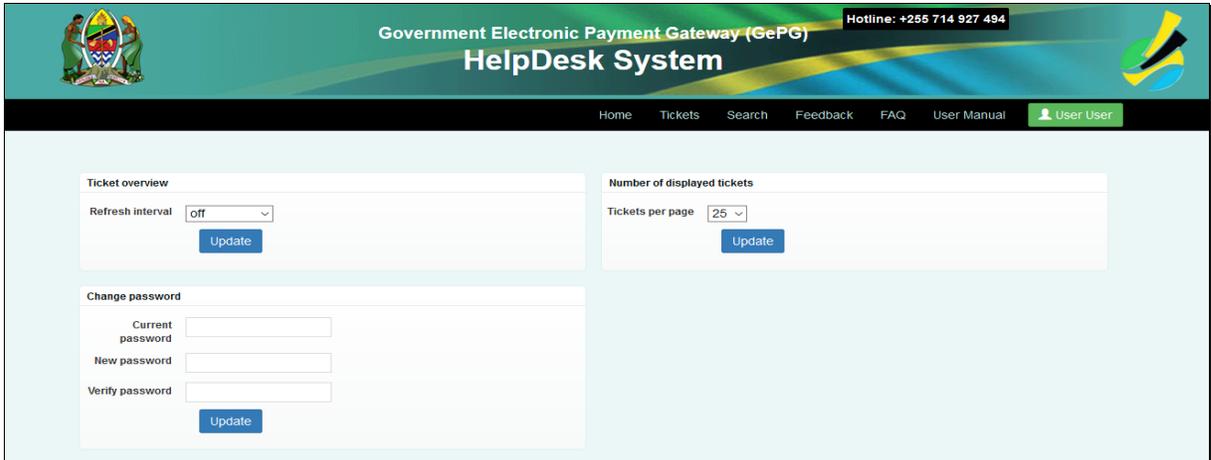


Figure 1.0.4. Password change Page.

### 2.3. Ticket Search option

The client can able to search the ticket created previously by using the ticket reference number, customer ID or entering the senders full name etc. as shown in the figure below:

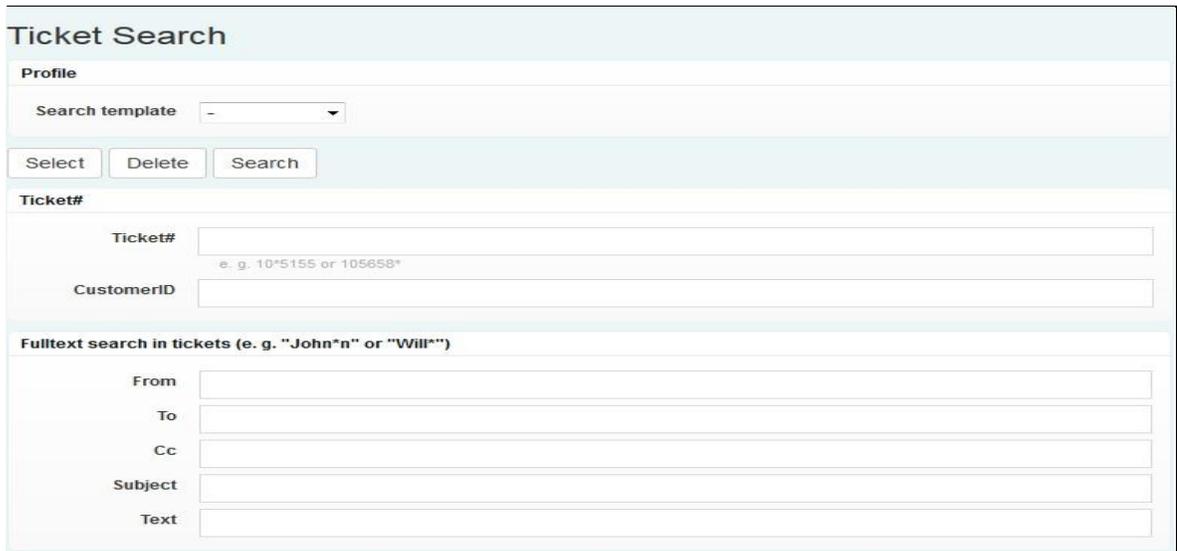


Figure 1.0.5. Ticket search Page.

The client can also search the ticket by selecting hours, days, months or even years as displayed on the figure below:

The screenshot shows a search interface titled "Time restrictions". It features a radio button for "All" (selected) and another for "Only tickets created". Below the "Only tickets created" radio button, there are two search options: "within the last ..." with a dropdown for "1" and "day(s)", and "between" with date pickers for "03 / 18 / 2015" and "04 / 17 / 2015". Below these are options to "Save search as template?" and "Save as Template?" with a checkbox. A "Template Name" input field is present. At the bottom, there is a "Search" button and an "Output to" dropdown set to "Normal".

Figure 1.0.6. Ticket search Page.

## 2.4. Feedback Module

On the client side, there is another button/module where by the client can be able to comment and provide the feedback on the service provided. The feedback button has two fields i.e; subject and the message part which enable the client to describe the message before submitting. The two fields are displayed in the figure below:

The screenshot shows the "Feedback Module Page" header with the Government Electronic Payment Gateway (GePG) logo, "HelpDesk System" title, and "Hotline: +255 714 927 494". The navigation menu includes "Home", "Tickets", "Search", "Feedback", "FAQ", "User Manual", and "User User". The main content area is titled "Please Comment On Our Services" and includes a note: "All fields marked with an asterisk (\*) are mandatory." There are two fields: "\* Subject:" with an input box and "\* Message:" with a text area containing the placeholder "Type your feedback here".

Figure 1.0.7. Feedback Module Page.

### **3. Contact info**

Address: P.o. Box 9111 Dar es Salaam, Tanzania,

Mobile number: +255 787 626 502, + 255 714 927 494

Email: [gepg.support@hazina.go.tz](mailto:gepg.support@hazina.go.tz)

Fax number: 2126377

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