



Softwareentwicklung | Consulting | Strategy | Service

Working with qt Helpdesk

Created on: 20.04.2021, Version 1

Created by: Aline Jede

Table of Contents

1.1	Login	2
1.2	Create tickets	3
1.3	Review tickets	5
1.4	Close tickets	6

The qt Helpdesk is the new support portal for all customers of the qualitytype. This portal is available via this URL: helpdesk.qualitytype.de. All customers receive a login to get access to all tickets of your company and the knowledge base.

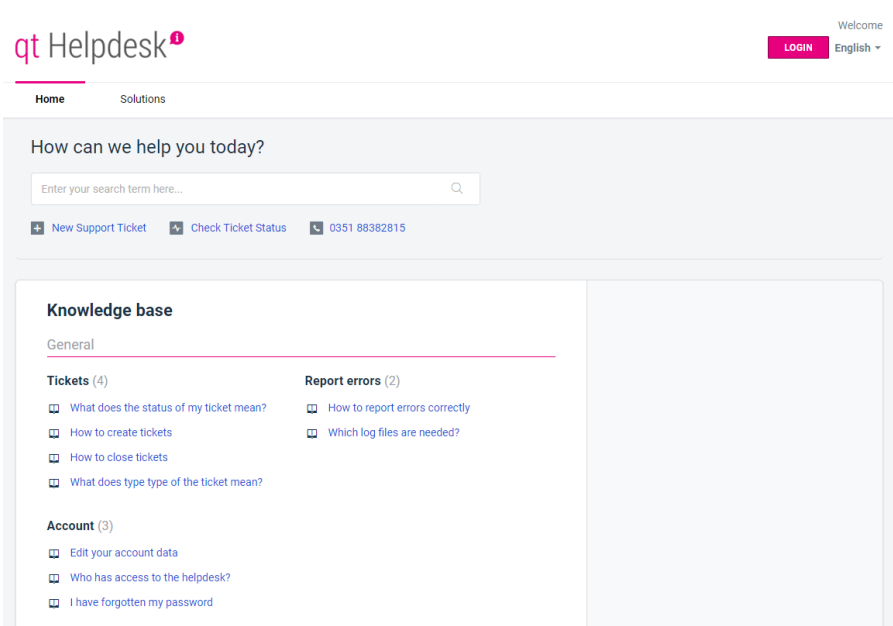
Some help articles are also available without login.

In this document we will give you a brief overview of the most important functions. You can also access the knowledge base on the helpdesk or watch the video on our [website](#).

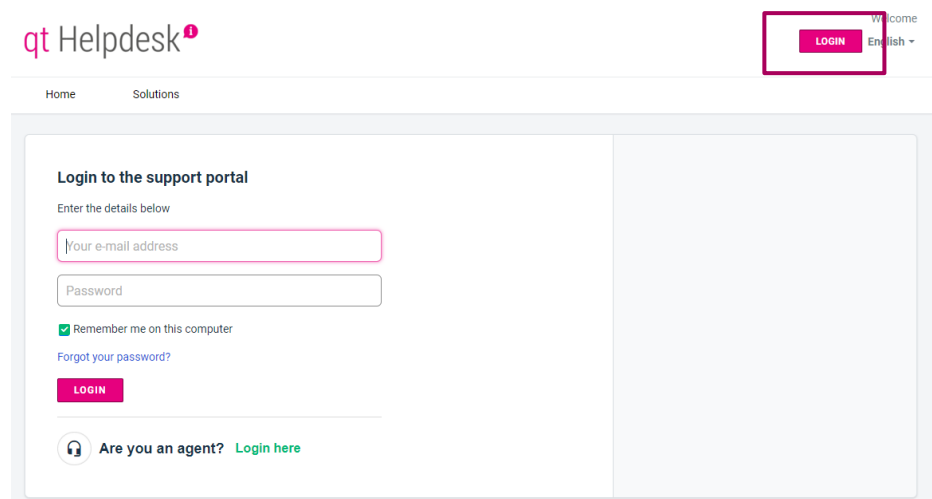
1.1 Login

All customers will receive an E-Mail from us with the login for the qt Helpdesk. If you did not receive an E-Mail, please contact ticketssystem@qualitytype.de.

1. Open the Helpdesk:
helpdesk.qualitytype.de



2. Select **Login**. The Login page opens.



qt Helpdesk ¹

Welcome English ▾

Home Solutions


Login to the support portal

Enter the details below

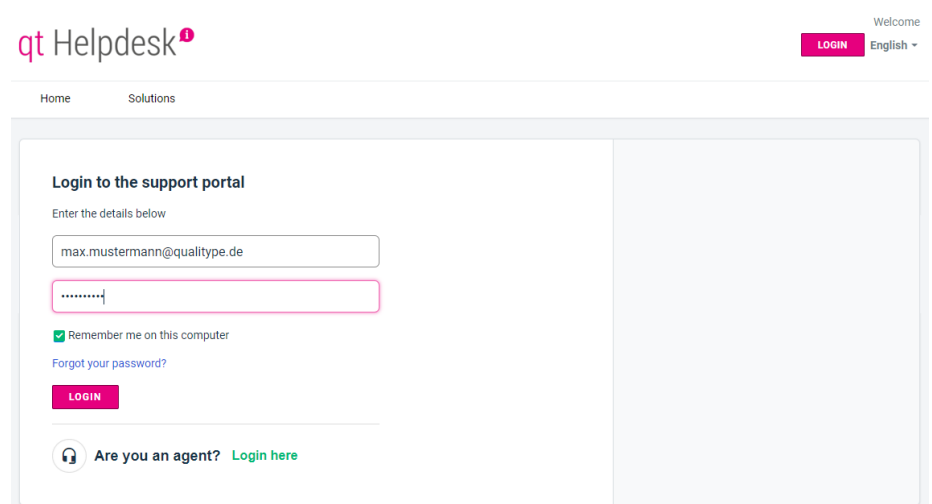
☒ Remember me on this computer

[Forgot your password?](#)

LOGIN

 Are you an agent? [Login here](#)

3. Enter you login data.



qt Helpdesk ¹

Welcome English ▾

Home Solutions


Login to the support portal

Enter the details below

☒ Remember me on this computer

[Forgot your password?](#)

LOGIN

 Are you an agent? [Login here](#)

1.2 Create tickets

You have contact us via one of these options:

- E-Mail
- Telephone
- Helpdesk ticket

1.2.1 E-Mail

Send us an E-Mail to ticketsystem@qualitytype.de.

All E-Mails sent to this address are automatically transformed to tickets in the helpdesk. If the Helpdesk received the E-Mail, you will get an automatic reply.

1.2.2 Telefon

Our support number has not changed. You can contact us via +49 351 88382815.

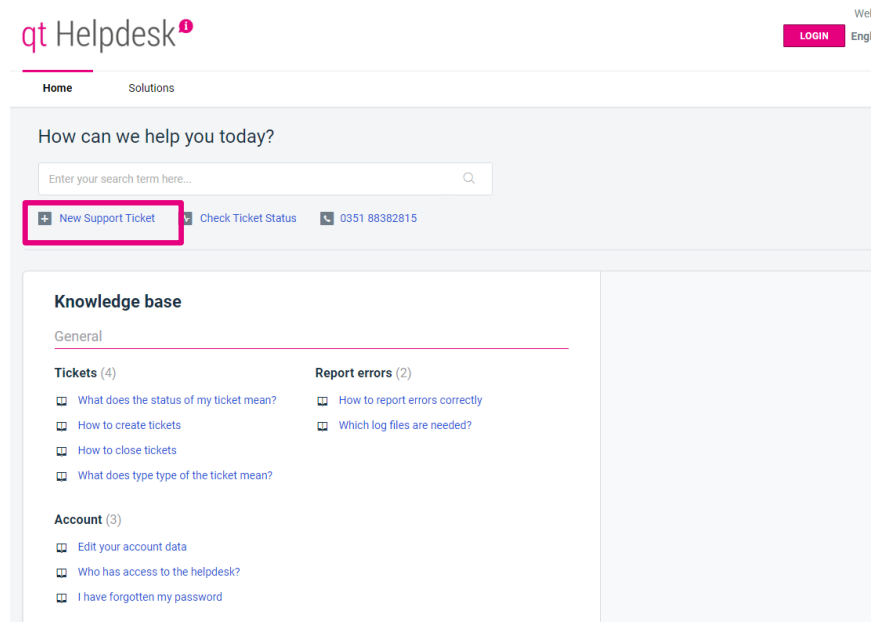
1.2.3 Helpdesk-Ticket

Go to the qt Helpdesk and create a ticket.

In these tickets, you can supply our support team with more information to priority, the system and the software. With this option, we can help you faster.

You do not need to be logged in to create a ticket, but when you are logged in, some information is prefilled.

1. Select **New Support Ticket**.
A form opens.



2. Fill in the fields for your request. Solutions from the knowledge base are shown on the right.

Submit a ticket

Requester * max.mustermann@qualitytype.de
Max Mustermann
[Add cc](#)

Subject * Database error

Description *
+ Attach a file

System Production

Software *
Abetter Case Management
Abetter Lims DNA
Abetter Impression Evidence
Abetter Dactyloscopy
Labjournal
GenoProof
GenoProof Mixture
ChimerisMonitor
Abetter DAD Management
Abetter Item Keyword Management
Other

Related articles...

Which log files are needed?
when logging into the software. When **errors** arise, these will also be saved in the ... we need the log files to analyze the **error**. Which log files

3. Select **Submit**.

1.3 Review tickets

When you are logged in, you can review the status of the ticket.

1. Select **Tickets**.
An overview of all the tickets opens.
Optional: Select **Check Ticket Status**.

qt Helpdesk

Welcome Max Mustermann
[Edit profile](#) | [Sign out](#) | [English](#)

Home Solutions **Tickets**

How can we help you today?

Enter your search term here...

[New Support Ticket](#) [Check Ticket Status](#) [0351 88382815](#)

Knowledge base

General

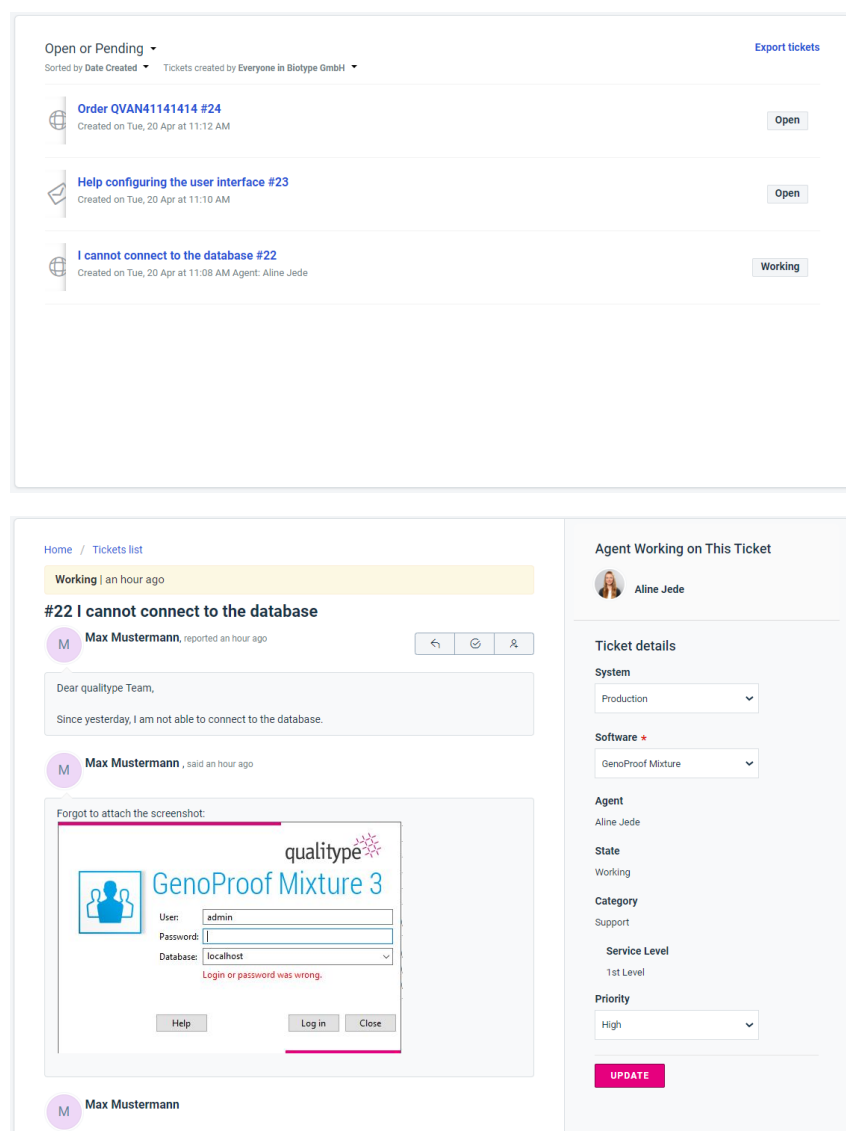
Tickets (4)

- What does the status of my ticket mean?
- How to create tickets
- How to close tickets
- What does type type of the ticket mean?

Report errors (2)

- How to report errors correctly
- Which log files are needed?

2. Select a ticket.
The details of the ticket open.



The screenshot displays the qt Helpdesk interface. The top section shows a list of tickets under the heading "Open or Pending". The tickets are sorted by "Date Created" and are created by "Everyone in Biotype GmbH". The list includes three tickets: "Order QVAN41141414 #24" (Open), "Help configuring the user interface #23" (Open), and "I cannot connect to the database #22" (Working). The selected ticket, "#22 I cannot connect to the database", is shown in detail below. The ticket is assigned to "Aline Jede" and is in the "Working" state. The ticket details include the system "Production", software "GenoProof Mixture", agent "Aline Jede", state "Working", category "Support", service level "1st Level", and priority "High". The ticket description shows a message from "Max Mustermann" reporting a database connection issue. A screenshot of the "GenoProof Mixture 3" login interface is attached, showing a "Login or password was wrong" error message. The login interface has fields for "User" (admin), "Password", and "Database" (localhost), and buttons for "Help", "Log in", and "Close".

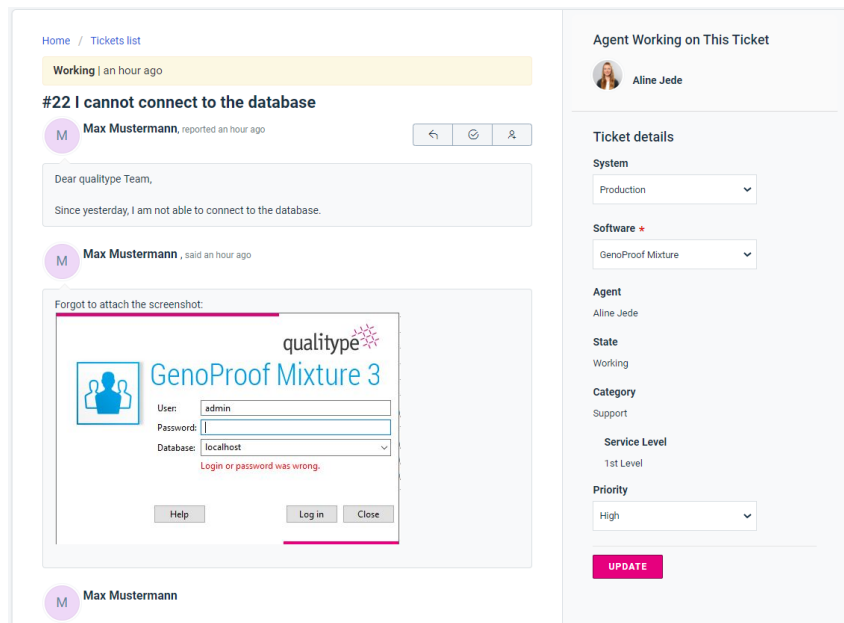
An explanation of the available fields can be found in the knowledge base in these articles:

- [What does the status of my ticket mean?](#)
- [What does the type of the ticket mean?](#)

1.4 Close tickets

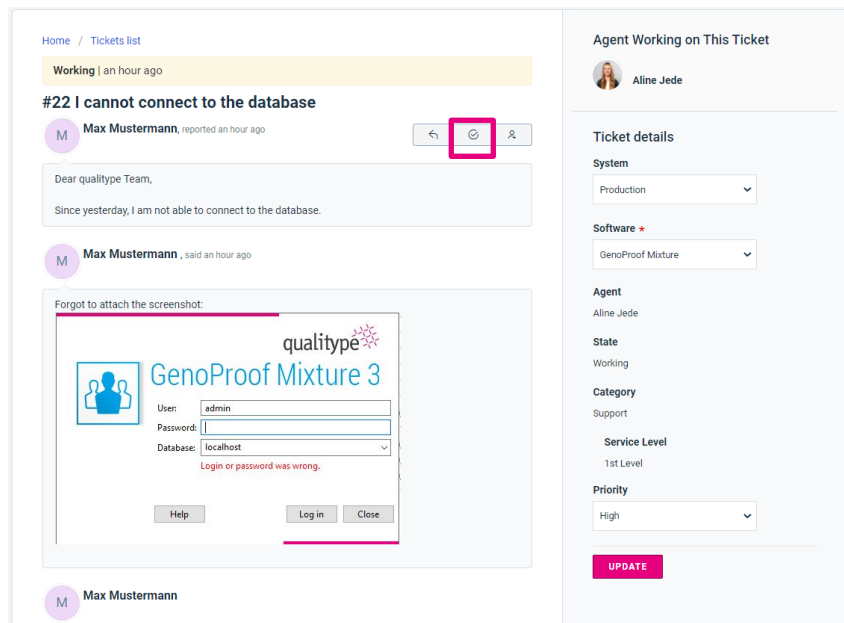
You can close tickets, when you are logged in the helpdesk.

1. Open a ticket in the ticket overview.



The screenshot shows the ticket overview for ticket #22, titled "#22 I cannot connect to the database". The ticket is currently in a "Working" state, indicated by a yellow bar at the top. The ticket was reported by Max Mustermann an hour ago. The message content reads: "Dear qualitype Team, Since yesterday, I am not able to connect to the database." Below the message, there is a screenshot of a login form for "GenoProof Mixture 3". The login form has fields for "User" (admin), "Password", and "Database" (localhost). A red error message states "Login or password was wrong." The right sidebar shows the agent working on the ticket, Aline Jede, and the ticket details: System (Production), Software (GenoProof Mixture), Agent (Aline Jede), State (Working), Category (Support), Service Level (1st Level), and Priority (High). An "UPDATE" button is visible at the bottom of the sidebar.

2. Select the **Close** symbol.
The agent will be informed of the status change.



This screenshot is identical to the one above, but with a red square highlighting the "Close" button in the ticket actions bar (located next to the user's name and the message). The rest of the page content remains the same.

3. Rate your experience, so we can improve our support.

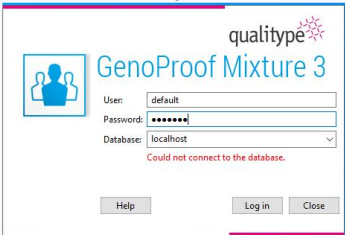
Home / Tickets list

Closed | a day ago [Reply](#)

#15 Anmeldung funktioniert nicht

M **Max Mustermann**, reported 12 days ago


Ich kann mich nicht in GenoProof Mixture einloggen.
Es kommt immer diese Fehlermeldung:



The screenshot shows the login interface for 'qualitytype GenoProof Mixture 3'. It includes fields for 'User' (default), 'Password' (masked with asterisks), and 'Database' (localhost). A red error message states 'Could not connect to the database.' Buttons for 'Help', 'Log in', and 'Close' are visible at the bottom.

Wie kann ich das Problem lösen?

Agent Working on This Ticket


 **Aline Jede**

Satisfaction Rating
How would you rate your experience today?

- ☐ Extremely satisfied
- ☐ Satisfied
- ☐ OK
- ☐ Unsatisfied
- ☐ Extremely unsatisfied

Ticket details

System
Production

Software 
GenoProof Mixture