



**ILLY**Systems

# ILLY Online Support User Guide

Version 1.0



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## 2 What is ILLY Online Support?

ILLY Online Support is an online portal where users can:

- + Log issues with any application from ILLY
- + Monitor and update existing issues
- + Request new features

## 3 Quick Start Guide

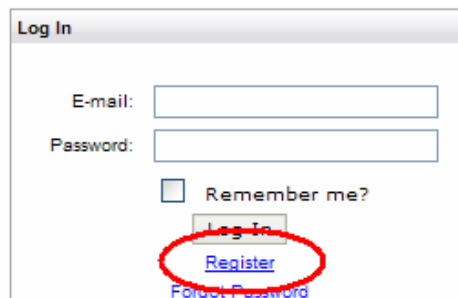
### 3.1 How to Register

1. Go to <https://support.illycorp.com/>
2. Click on the “Visit Portal” link or the logo displayed in the middle of the page

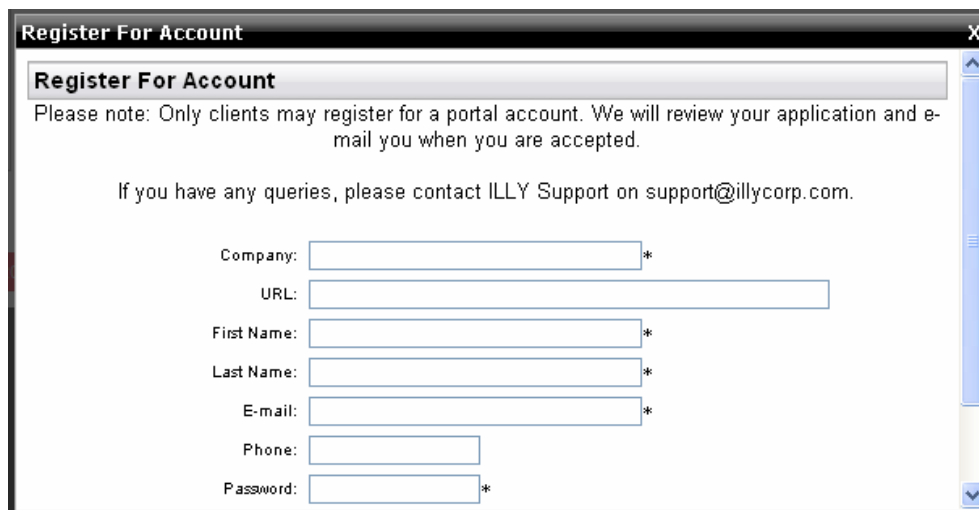


[Visit Portal](#)

3. Click Register



4. Enter all the information marked with an asterisk (\*) and click Register

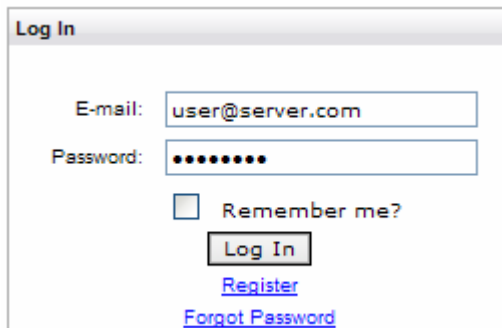


5. ILLY Support will review your details and let you know when you have access to ILLY Online.

### 3.2 How to Log On

Once you have a username and password for ILLY Online Support, to log in:

1. Go to <https://support.illycorp.com>
2. Click on either the Visit Portal link or the logo displayed in the centre of the page
3. Enter your login details



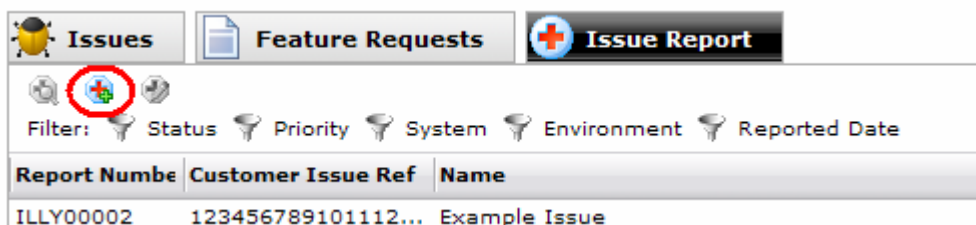
Notes:

- ✦ If you wish to be automatically logged into the ILLY Online Support System click on the “Remember me?” checkbox
- ✦ The system will not automatically log you out

### 3.3 How to Log an Issue

Please log any system errors in the **Issue Report** on ILLY Online Support. The **Issues** tab lists all known issues relating to the version of LINKS application the user is using.

1. Go to Issue Report tab,
2. Click on the add issue icon (circled in red)



Report Number	Customer Issue Ref	Name
ILLY00002	123456789101112...	Example Issue

### 3. Fill in the relevant details for the issue report

**Report New Issue Report**

Name:

System:  Version:

Environment:  Reported Date:

Priority:  Severity:

Status:  Customer Issue Ref:

Who Reported:

Description:

Replication Procedures:

Resolution:

Notify me of changes to this Issue Report

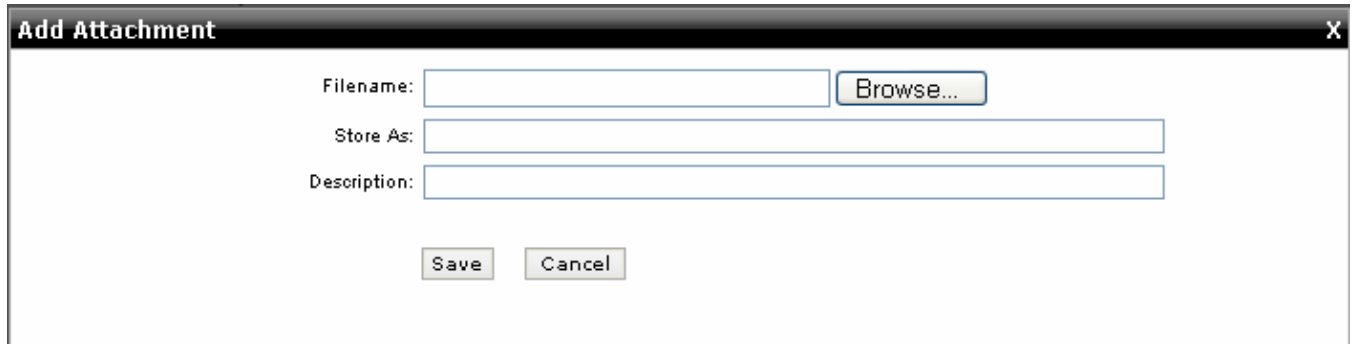
This screen displays all the current Issue Reports logged by a member of your organisation. Including the mandatory fields marked with an asterisk (\*) in the table below each issue report will have the following information:

Field Name	Description
Report Number	A unique number to identify each report issue.
Customer Issue	A unique identifier your organisation may have to identify this issue
Name*	Name for the issue report
Status	The status of the report
Priority	Importance of issue report (High, Medium, Low)
System*	Which system the issue is for (elinks manager etc)
Environment*	Live, UAT, etc
Version	System Version
Reported Date	Date when the issue was reported
Who Reported	Person who reported the issue
Severity	The impact of the issue report
Description*	A description of the issue report
Replication Procedures	Instructions on what steps to take to repeat this issue
Resolution	The fix made to resolve this issue

### 3.4 How to Add Attachments

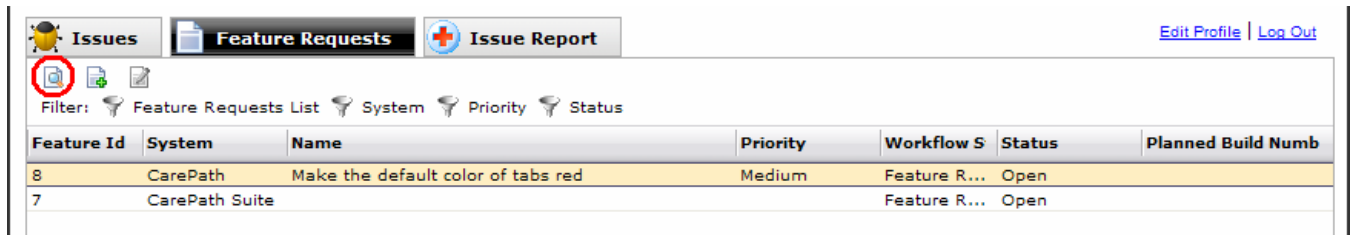
If you have a screenshot or a file which you would like to add to an Issue Report or Feature Request then you can save these as attachments.

1. Click on the button “Save and Attach File” at the bottom of the New Issue Report or Feature Request screen. The window below will appear so you can find the file to attach.



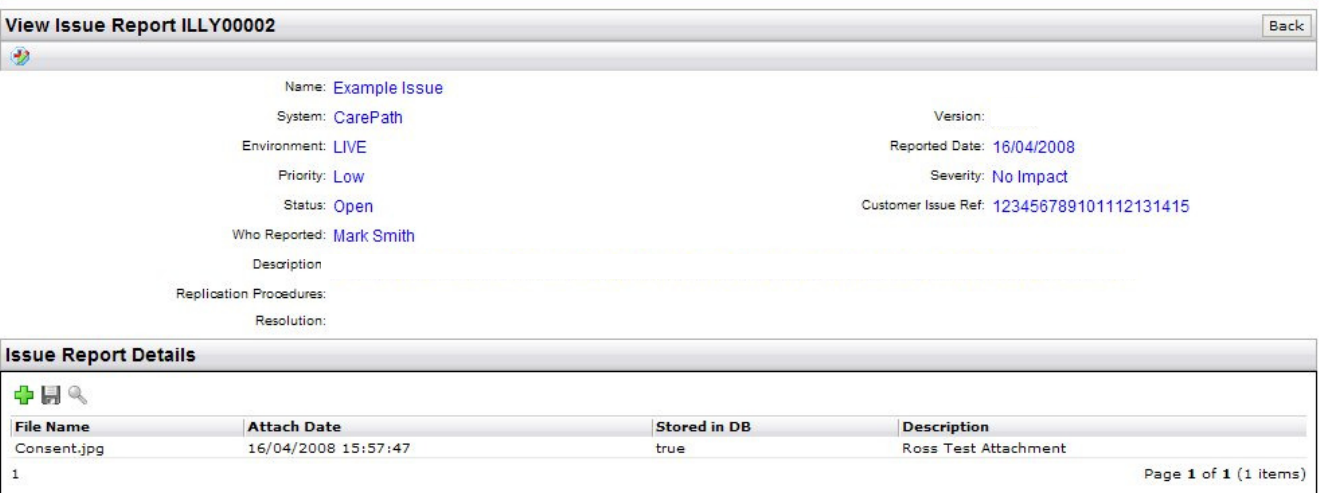
#### 3.4.1 Adding Attachment/s to Existing Issue Reports or Feature Request

1. To select the Issue Report or Feature Request either click on the icon circled or double click on the item in the list.



Feature Id	System	Name	Priority	Workflow S	Status	Planned Build Num
8	CarePath	Make the default color of tabs red	Medium	Feature R...	Open	
7	CarePath Suite			Feature R...	Open	

2. To add an attachment click on the  icon.



**View Issue Report ILLY00002** Back

Name: [Example Issue](#)  
 System: [CarePath](#)      Version:  
 Environment: [LIVE](#)      Reported Date: [16/04/2008](#)  
 Priority: [Low](#)      Severity: [No Impact](#)  
 Status: [Open](#)      Customer Issue Ref: [123456789101112131415](#)  
 Who Reported: [Mark Smith](#)  
 Description:  
 Replication Procedures:  
 Resolution:

**Issue Report Details**

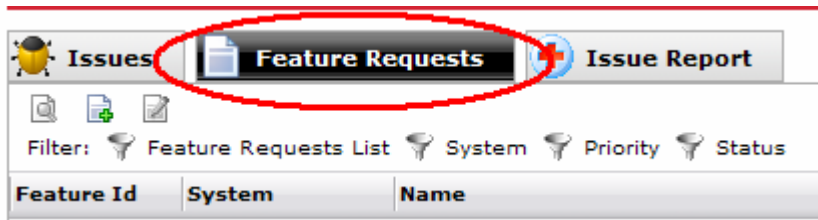
File Name	Attach Date	Stored in DB	Description
Consent.jpg	16/04/2008 15:57:47	true	Ross Test Attachment


1 Page 1 of 1 (1 items)

3. To add more than one attachment, repeat step 2.

### 3.5 How to Add a Feature Request

1. Click the Feature Requests Tab



2. Click on the add feature Button . The screen below will appear where you can enter the Feature Request details

Request New Feature Request

Name:

Workflow Step:  System:

Priority:  Status:

Description:

Stamp >>

Notify me of changes to this Feature Request

3. Fill in the details and click save, your suggestion will now be logged and appear on the main grid.
4. All Feature Requests will be reviewed by ILLY.

## 4 More About ILLY Online Support

### 4.1 What Is ILLY Online Support?

ILLY Online Support is an online portal to submit, manage and view issues, reports and feature requests. Existing issues can be updated and their progress can be monitored.

The three main sections ILLY Online Support Covers are:

- **Issue Reports:** Issue reports can be logged when there is an error in the system. If you find a problem in any LINKS applications that you think is an error, please log a issue report on ILLY Online Support
- **Feature Requests:** If you think of a feature you would like to recommend this to ILLY, please log this in the Feature Requests section of ILLY Online Support.
- **Issues:** This is a list of issues confirmed by ILLY. Only staff can edit this list directly.

### 4.2 Issues


Issues is a list of issues confirmed by ILLY. Only staff can edit this list directly.

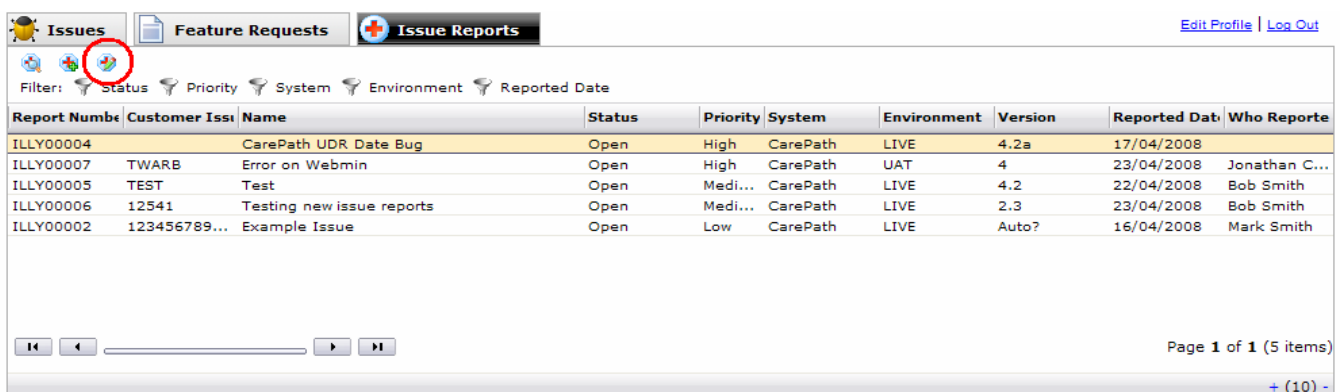
Before logging an Issue Report you may wish to take a look at this section to see whether ILLY are currently aware of the issue.

Within this section you can view the status of current issues as well as:






- ✚ Priority
- ✚ Workflow Step
- ✚ Date Found
- ✚ Found in Version
- ✚ Fixed in Version
- ✚ Fix Type (for fixed issues).

#### 4.2.1 Editing a Issue Report

1. All Feature Requests will be reviewed by ILLY. To edit an issue report, select the issue report and click on the icon 



Issues | Feature Requests | **Issue Reports** [Edit Profile](#) | [Log Out](#)

Filter:  Status  Priority  System  Environment  Reported Date

Report Number	Customer Issue Name	Status	Priority	System	Environment	Version	Reported Date	Who Reported
ILLY00004	CarePath UDR Date Bug	Open	High	CarePath	LIVE	4.2a	17/04/2008	
ILLY00007	TWARB Error on Webmin	Open	High	CarePath	UAT	4	23/04/2008	Jonathan C...
ILLY00005	TEST Test	Open	Medi...	CarePath	LIVE	4.2	22/04/2008	Bob Smith
ILLY00006	12541 Testing new issue reports	Open	Medi...	CarePath	LIVE	2.3	23/04/2008	Bob Smith
ILLY00002	123456789... Example Issue	Open	Low	CarePath	LIVE	Auto?	16/04/2008	Mark Smith

Page 1 of 1 (5 items) + (10) -



### 4.3 How to Open Attachments

Attachments saved in Feature Requests or Issue Report, can be viewed by selecting the attachment and click on the icon 

### 4.4 How to Save Attachments to Your Own Computer Attachments

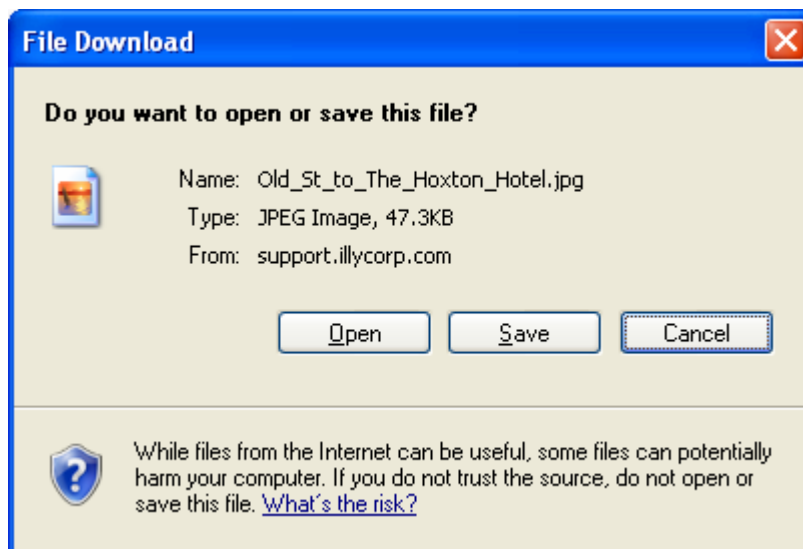
1. Select the attachment and click on the icon  and select open.

File Name	Attach Date	Stored in DB	Description
logo.gif	25/04/2008 14:32:53	true	

1 Page 1 of 1 (1 items)

Attachments

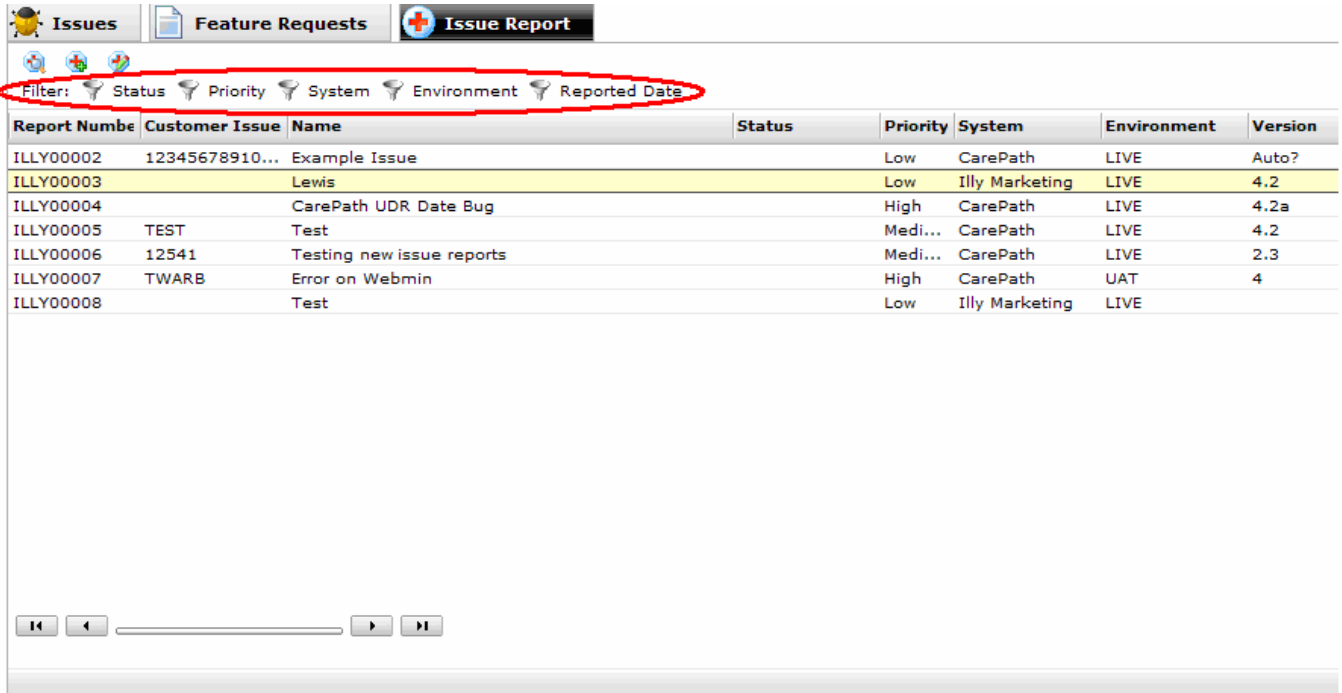
2. To save an attachment on your local machine click save.




### 4.5 Filter

Issue Reports, Feature Requests and Issues displayed can be filtered. To filter any of the items you will see the following filter toolbar (circled in red).

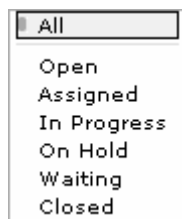
Note this screenshot below is of the Issue Report and the toolbar may not have the same items for Feature Requests and Issues:



If you move your mouse over any of the items in the filter tool bar, a message will appear with the values for that item.

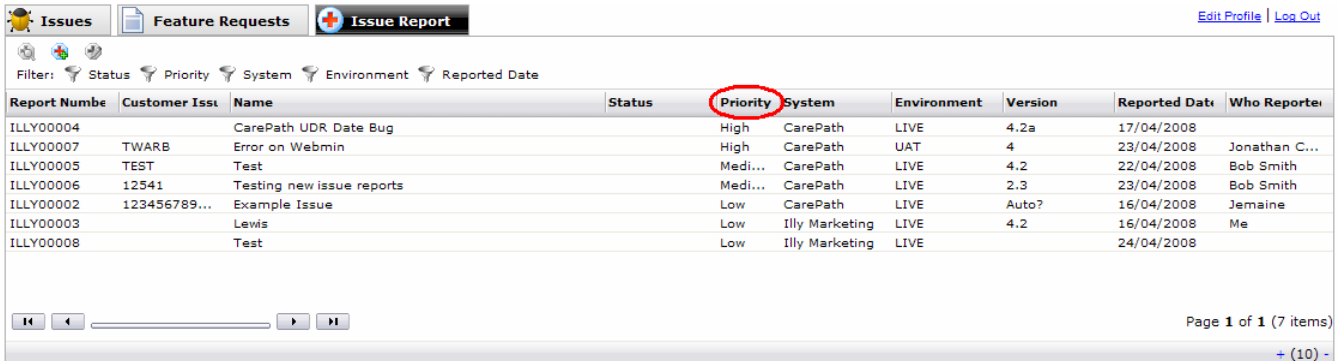
For example, if you hover over  Status

You will see:



## 4.6 Sort Items

Issue reports, Feature Requests and Issues are displayed in a table format, these can be sorted by any of the headings of each column. To sort items by a specific heading you must click on the heading name. e.g. if you click on Priority heading, this will sort all Items in the grid by priority.



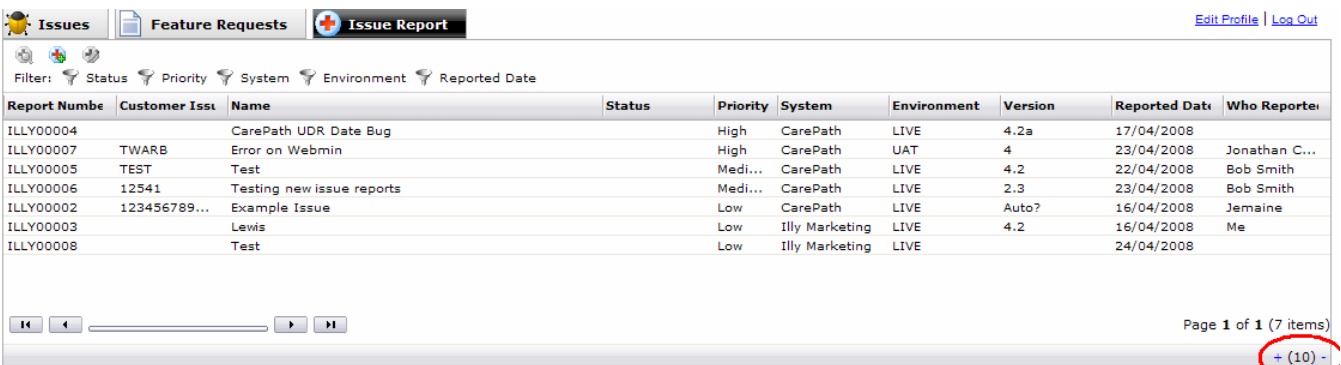
Report Numbe	Customer Iss	Name	Status	Priority	System	Environment	Version	Reported Date	Who Reporte
ILLY00004		CarePath UDR Date Bug		High	CarePath	LIVE	4.2a	17/04/2008	
ILLY00007	TWARB	Error on Webmin		High	CarePath	UAT	4	23/04/2008	Jonathan C...
ILLY00005	TEST	Test		Medi...	CarePath	LIVE	4.2	22/04/2008	Bob Smith
ILLY00006	12541	Testing new issue reports		Medi...	CarePath	LIVE	2.3	23/04/2008	Bob Smith
ILLY00002	123456789...	Example Issue		Low	CarePath	LIVE	Auto?	16/04/2008	Jemaine
ILLY00003		Lewis		Low	Illy Marketing	LIVE	4.2	16/04/2008	Me
ILLY00008		Test		Low	Illy Marketing	LIVE		24/04/2008	

Page 1 of 1 (7 items) + (10) -

## 4.7 Change Number of Items Displayed On a Page

The number of Issue Reports, Feature Requests and Issues displayed on a page can be changed. To identify the maximum number of items currently displayed on one page.

1. Go to the bottom right hand corner of the grid (circled in screenshot below).
2. To change the number of items displayed, click the + or – symbols next to the number to either increase or decrease the number of items displayed by 5.







Report Numbe	Customer Iss	Name	Status	Priority	System	Environment	Version	Reported Date	Who Reporte
ILLY00004		CarePath UDR Date Bug		High	CarePath	LIVE	4.2a	17/04/2008	
ILLY00007	TWARB	Error on Webmin		High	CarePath	UAT	4	23/04/2008	Jonathan C...
ILLY00005	TEST	Test		Medi...	CarePath	LIVE	4.2	22/04/2008	Bob Smith
ILLY00006	12541	Testing new issue reports		Medi...	CarePath	LIVE	2.3	23/04/2008	Bob Smith
ILLY00002	123456789...	Example Issue		Low	CarePath	LIVE	Auto?	16/04/2008	Jemaine
ILLY00003		Lewis		Low	Illy Marketing	LIVE	4.2	16/04/2008	Me
ILLY00008		Test		Low	Illy Marketing	LIVE		24/04/2008	

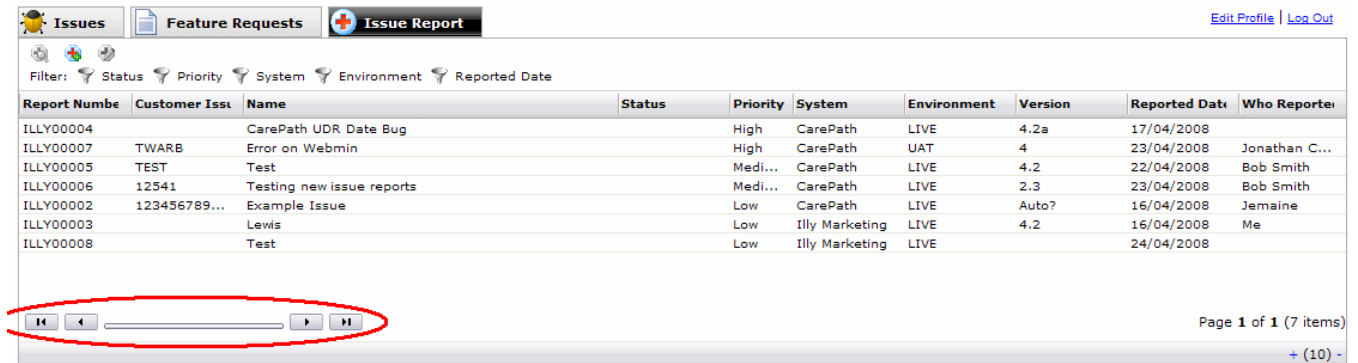
Page 1 of 1 (7 items) + (10) -

### 4.8 Navigate Between Pages

In some cases there may be more Issue Reports, Feature Requests or Issues that can fit onto one page therefore there is a navigation bar to move between the pages.

To navigate to the:

- For the first page click the icon 
- For the previous page click on the icon 
- For the next page click on the icon 
- For the last page click on the icon 



The screenshot shows the 'Issue Report' section of the ILLY Systems interface. At the top, there are tabs for 'Issues', 'Feature Requests', and 'Issue Report'. Below the tabs is a filter bar with options for Status, Priority, System, Environment, and Reported Date. The main content is a table with the following columns: Report Number, Customer Issue, Name, Status, Priority, System, Environment, Version, Reported Date, and Who Reported. The table contains several rows of data, including reports from CarePath, TWARB, TEST, and Lewis. At the bottom of the table, there is a navigation bar with icons for first, previous, next, and last page, along with a page indicator 'Page 1 of 1 (7 items)' and a '+ (10) -' link.

Report Number	Customer Issue	Name	Status	Priority	System	Environment	Version	Reported Date	Who Reported
ILLY00004		CarePath UDR Date Bug		High	CarePath	LIVE	4.2a	17/04/2008	
ILLY00007	TWARB	Error on Webmin		High	CarePath	UAT	4	23/04/2008	Jonathan C...
ILLY00005	TEST	Test		Medi...	CarePath	LIVE	4.2	22/04/2008	Bob Smith
ILLY00006	12541	Testing new issue reports		Medi...	CarePath	LIVE	2.3	23/04/2008	Bob Smith
ILLY00002	123456789...	Example Issue		Low	CarePath	LIVE	Auto?	16/04/2008	Jemaine
ILLY00003		Lewis		Low	Illy Marketing	LIVE	4.2	16/04/2008	Me
ILLY00008		Test		Low	Illy Marketing	LIVE		24/04/2008	

## 5 Feature Requests

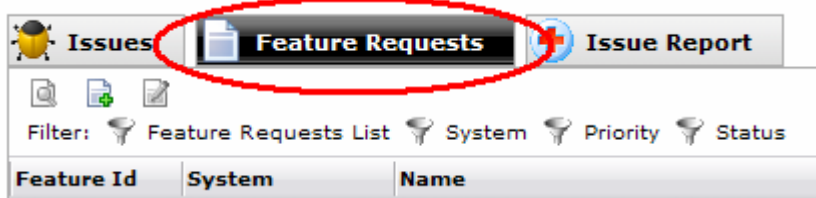
If you think of a feature you would like to recommend, please log this in the Feature Request section of ILLY Online Support.


Once a Feature Requests has been logged and reviewed by ILLY, other clients using the same version product will be able to be view and contribute to suggested features logged.

Once Feature Requests are added they will be looked into by a member of ILLY Computer Systems and may be taken into consideration for future versions of the application.

### 5.1 How to Add a Feature Request

1. Firstly select the Feature Requests tab



2. Click on the add feature  button. The screen below will appear where you can enter the Feature Request details.

**Request New Feature Request**

Name:

Workflow Step:  System:

Priority:  Status:

Description: **B I U A A** Times New Roma 12pt

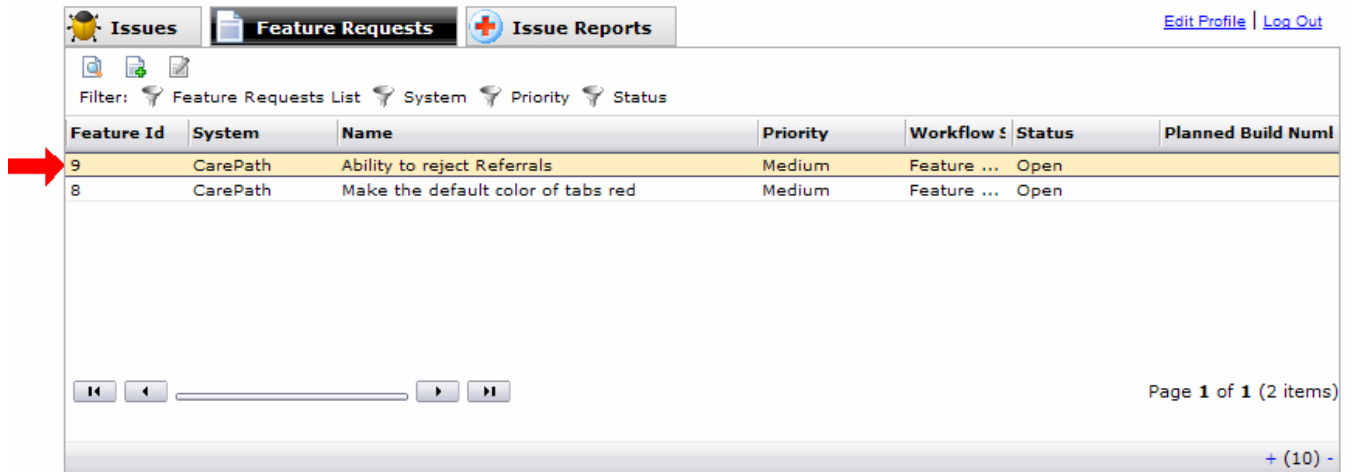
Stamp >>

I think it would be very useful if CarePath could have the ability to reject referrals.

Notify me of changes to this Feature Request

3. Fill in the details required and click save, your suggestion will now be logged as a Feature Request and be reviewed by ILLY.

4. The Feature Request logged will appear on the main grid (see below)



The screenshot shows a web interface with three tabs: 'Issues', 'Feature Requests', and 'Issue Reports'. The 'Feature Requests' tab is active. Below the tabs is a filter bar with 'Feature Requests List', 'System', 'Priority', and 'Status' filters. The main area contains a table with the following data:

Feature Id	System	Name	Priority	Workflow	Status	Planned Build Numl
9	CarePath	Ability to reject Referrals	Medium	Feature ...	Open	
8	CarePath	Make the default color of tabs red	Medium	Feature ...	Open	

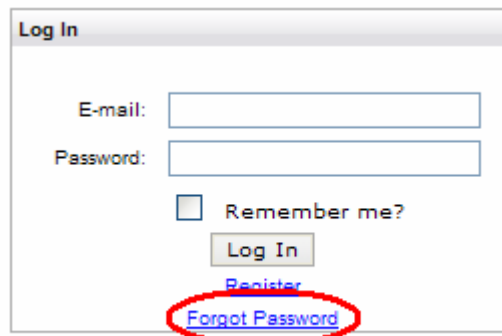
At the bottom of the grid, there are navigation controls (back, forward, search) and a page indicator: 'Page 1 of 1 (2 items)'. A red arrow points to the first row of the table.

## 6 Troubleshooting

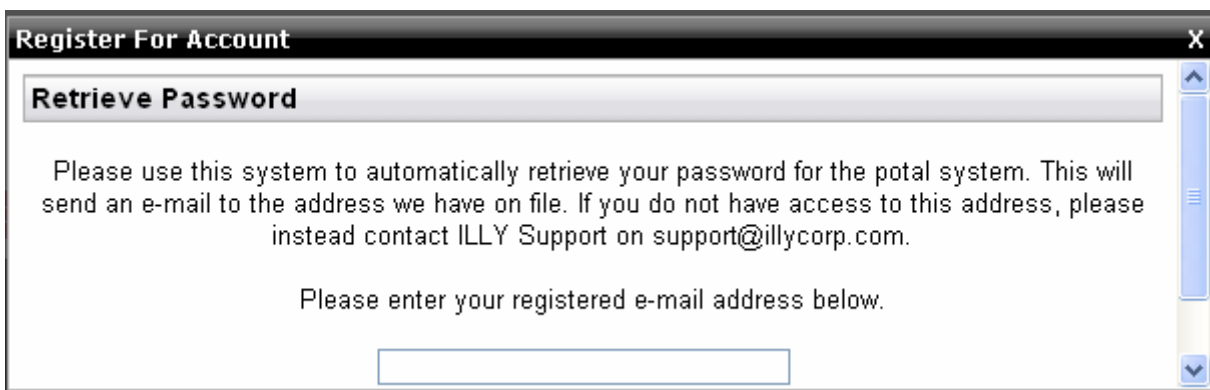
### 6.1 Forgotten Passwords

If you have forgotten your ILLY Online Support password you can request your password to be sent to your registered email address. To do this:

1. Go to ILLY Online Support <https://support.illycorp.com/>
2. Click on the “Visit Portal” link or the logo displayed in the middle of the page.
3. Click on the “Forgot Password” Link



4. The Retrieve Password pop box will appear (see below). Enter your email address and click Retrieve



5. You will then receive an email with your password for the ILLY Online Support System.

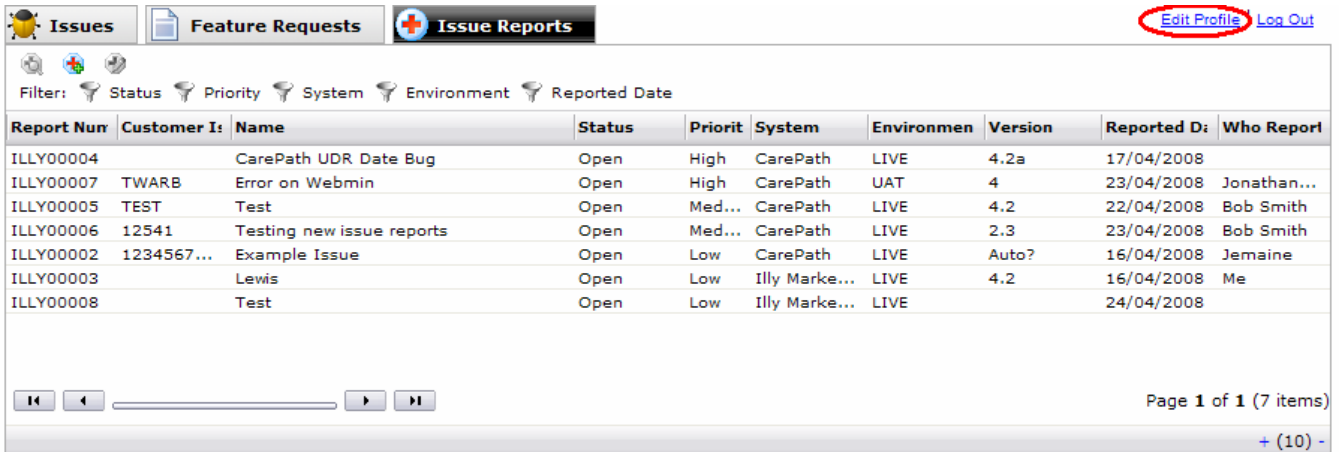
### 6.2 What Do I Do If I Forget My Username?

If you have forgotten your ILLY Online Support username, please contact a member of the ILLY Support team at [support@illycorp.com](mailto:support@illycorp.com)

### 6.3 How do I Change My User Details?

If you would like to change your details including name, email, phone number and password then please:

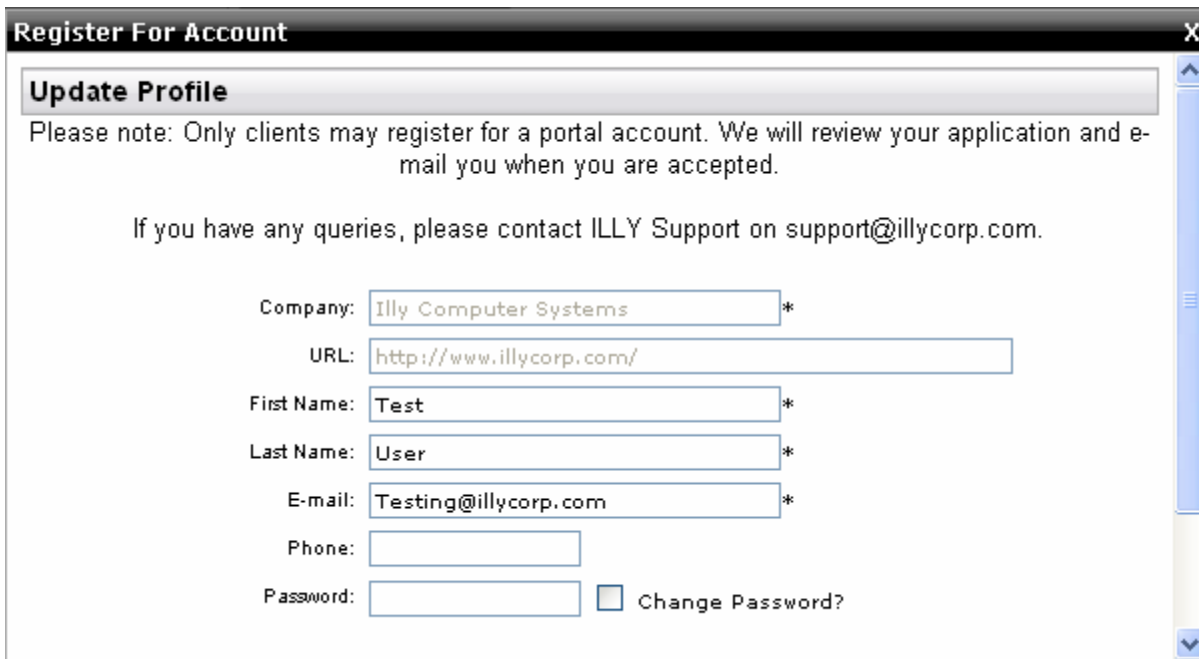
1. Log on to ILLY Online Support click on **Edit Profile** link on the top right hand corner circled.



The screenshot shows the 'Issue Reports' section of the ILLY Online Support portal. At the top right, there are links for 'Edit Profile' (circled in red) and 'Log Out'. Below the navigation tabs, there are filter options for Status, Priority, System, Environment, and Reported Date. A table lists several issue reports with columns for Report Number, Customer ID, Name, Status, Priority, System, Environment, Version, Reported Date, and Who Reported. At the bottom right, it indicates 'Page 1 of 1 (7 items)' and a '+ (10) -' link.

Report Num	Customer Id	Name	Status	Priorit	System	Environmen	Version	Reported D:	Who Report
ILLY00004		CarePath UDR Date Bug	Open	High	CarePath	LIVE	4.2a	17/04/2008	
ILLY00007	TWARB	Error on Webmin	Open	High	CarePath	UAT	4	23/04/2008	Jonathan...
ILLY00005	TEST	Test	Open	Med...	CarePath	LIVE	4.2	22/04/2008	Bob Smith
ILLY00006	12541	Testing new issue reports	Open	Med...	CarePath	LIVE	2.3	23/04/2008	Bob Smith
ILLY00002	1234567...	Example Issue	Open	Low	CarePath	LIVE	Auto?	16/04/2008	Jemaine
ILLY00003		Lewis	Open	Low	Illy Marke...	LIVE	4.2	16/04/2008	Me
ILLY00008		Test	Open	Low	Illy Marke...	LIVE		24/04/2008	

2. The screen below will appear. Change the details as necessary



The screenshot shows a 'Register For Account' dialog box with a scrollable 'Update Profile' section. It contains a note: 'Please note: Only clients may register for a portal account. We will review your application and e-mail you when you are accepted.' Below this is a message: 'If you have any queries, please contact ILLY Support on support@illycorp.com.' The form includes fields for Company (Illy Computer Systems), URL (http://www.illycorp.com/), First Name (Test), Last Name (User), E-mail (Testing@illycorp.com), Phone, and Password. There is also a checkbox for 'Change Password?'.

3. The click update



## 6.4 I Can't Edit a Feature Request

Please note once a Feature Request has been added it cannot be edited. If you wish to make a change please add a new Feature request, or contact [support@illycorp.com](mailto:support@illycorp.com)

## 6.5 I Can't Add an Issue

Issues are maintained only by the support team at ILLY Computer Systems. Please read the Issue section 4.2 page 10 of the user guide to get a better understanding on how they work. If you are trying to log an error use the add an Issue Report feature.

## 6.6 How Can I Add More Than One Attachment?

To see how to add more than one attachment please refer to section 3.4.1 above in this user guide. In summary you firstly add the Issue Report or Feature Request then view the details and add multiple attachments from the view details page.

## 6.7 Further Information

If you require further information regarding ILLY Online Support, please contact the support team at [support@illycorp.com](mailto:support@illycorp.com)

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ILLY Computer Systems Ltd 11 Hoxton Square London N1 6NU  
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