

ISSUE TRACKING SYSTEM

*CUSTOMS USER
MANUAL*

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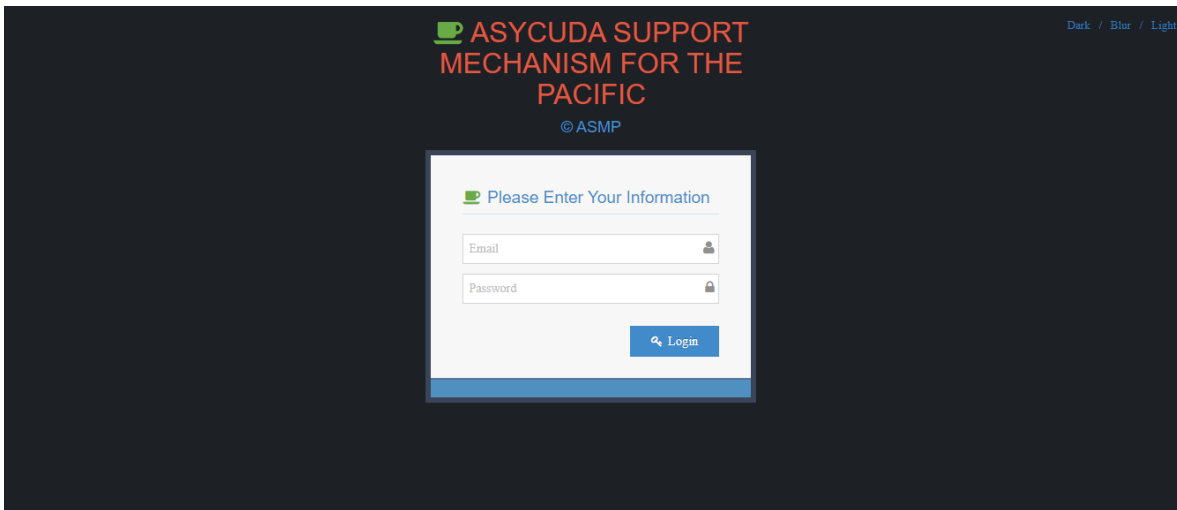
INTRODUCTION

The main purpose of Issue Tracking System ITS is to connect the customs organizations to ASYCUDA Support Mechanism for the Pacific ASMP. Customs users can use ITS to send posts such as Problems (Issues), Requests, Changes, and Solutions related to ASYCUDA World.

Issues	Issues that would be sent by the department users to seek solutions such as bugs, errors, ... etc
Requests	Requests from users to ask to do specific activities such as request for training, clarifications, installing new modules, ...etc
Changes	Changes that would be made by the users in their servers. They have to inform ASMP about the changes they would do such as change in configuration files, source codes, database tables and fields.
Solutions	Solutions that would be provided by the users to fix some functional or technical issues. For example, some users add some lines to module properties files in the server folder to solve an issue. This solution should be revised to make sure that there is no side effects of this provided solution.

LOGIN

Open the URL <https://pacific.asycuda.org/support/public/> by using the internet browser.



In the login screen, enter user email and password

The main page (Dashboard) will appear:

Dashboard » Dashboard



How We Can Help You?

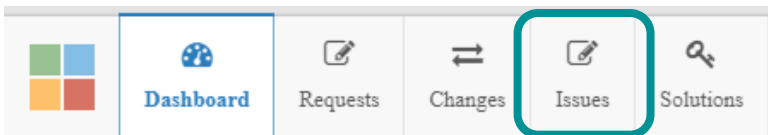
+ Add Request + Add Change + Add Issue + Add Solution

ISSUES

In the Dashboard Click “Add Issue”:



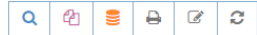
Another way to add issue by using “Issues” tab:



The “Issues” page will appear:



New

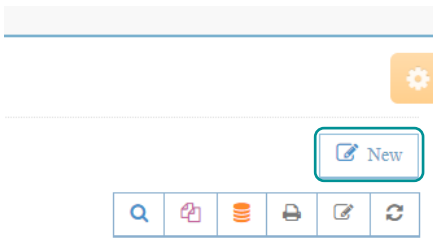


Date	User	Subject	Description
2020-04-29	Basem Mohammed	account module not working	Trying to open the receipt e-document but I got an exception...

Showing 1 to 1 of 1 entries

Previous 1 Next

Click “New” button:



The “Add Issue” form will appear:

Issues » Add Issue

User Basem Mohammed Date 03-05-2020

Category

Subject

Description *

attachment No File ...

Fill the fields. All labels of the required fields are followed by red (*). You have to describe the issue in details in the description field.

If you have a file such as a screen shot, you can use the attachment field to attach it. Click “choose” button to upload the file:

attachment

After you fill the fields, click “Submit” button:

If the issue is successfully sent, it will appear in the Issues table:

Issues » View Issue

Record has been added successfully.

New

Issues

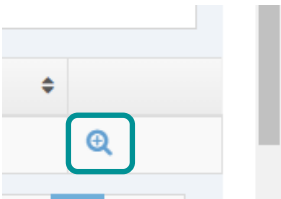
Display 10 records Search:

Date	User	Subject	Description
2020-04-29	Basem Mohammed	account module not working	Trying to open the receipt e-document but I got an exception...

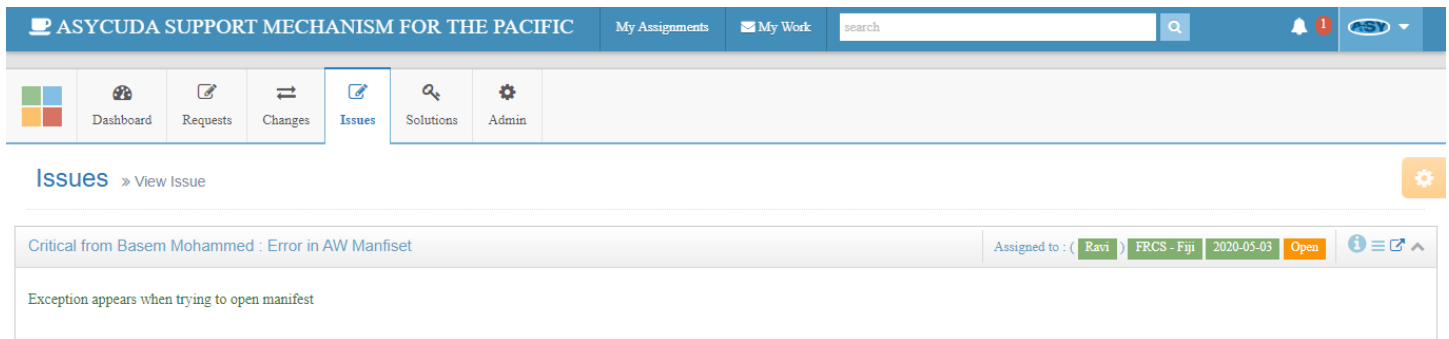
Showing 1 to 1 of 1 entries

Previous 1 Next

Click the “View” icon to open the issue details:



The “View Issue” page will appear:



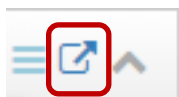
Provided by © ASMP 2020   

The page shows details about the Issue such as Title, Description, Assign To, Data of Issue, and Status.

Click on “Info” icon to view the technical information about the user’s customs organization:



Click the “View Attachment” icon to open the attachment file in a new tab:



Once a consultant replies to your issue, you receive email to inform you that a consultant has replied to your issue. You click the link in the email to view the issue details or you can log in the Issue Tracking System and view the issue:



Critical from Basem Mohammed : Error in AW Manifest Assigned to Ravi ERCS - Fiji 2020-05-03 Open

Exception appears when trying to open manifest

from Ravi 2020-05-03 19:53:12

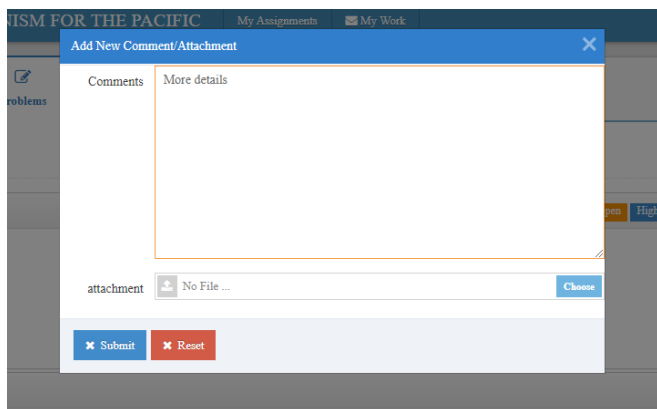
Could you give me more information please?

You can see the name of the consultant in the “Assigned to: “ part. Also, you can see his name in the “Comment Section”.

To add your comments, click on “Menu” icon the “Add Comment/Attachment” menu item:



The form “Add New Comment/Attachment” appears. You can add Comment or attachment and click “Submit” button:



Your comment appears in the “View Issue” page. An email will be sent to the consultant to inform him about your comment.

REQUESTS, CHANGES, SOLUTIONS

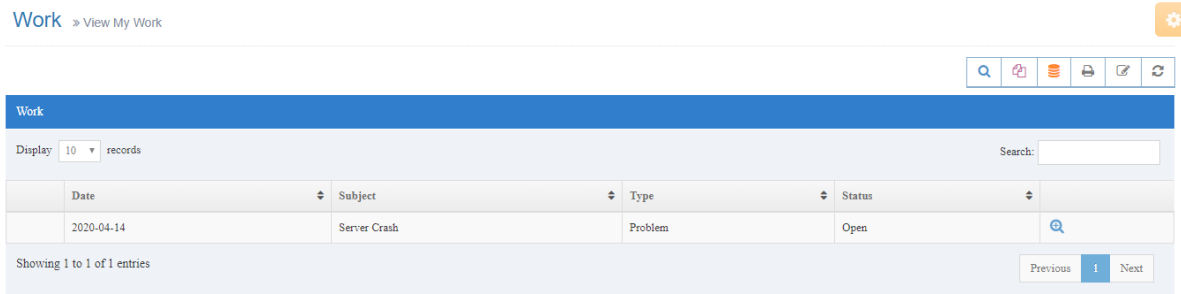
You can send Requests, Changes, or Solutions by following the same previous steps for each one.

MY WORK

To explore your work, just click “My Work” link.

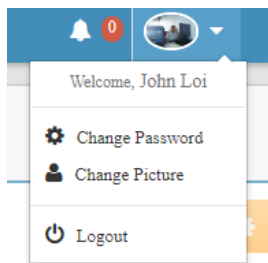


“My Work” page appears. It includes all posts you have sent. You can view the details of each one.



USER PROFILE

Click on the profile picture. A menu appears. It includes menu items to change your password and profile picture. You can log out if you click “Logout” menu item:



Click “Change Password” to change your password.

Enter the current and new passwords then click “Submit” button:

Profile » Change Password

Current Password	<input type="text" value="Current Password"/>
New Password	<input type="text" value="New Password"/>
Retype Password	<input type="text" value="Retype New Password"/>

[Submit](#) [Reset](#)

Click “Change Picture” to change your profile picture.

Choose the picture then click “Submit” button:

Profile » Change Picture

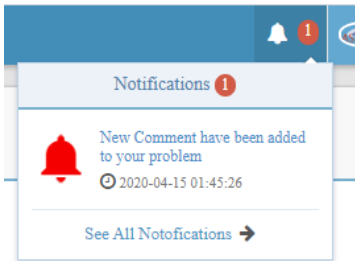


Picture [Choose](#)

[Submit](#) [Reset](#)

NOTIFICATIONS

Click the “Notification” icon to view the latest new notifications:



You click on the notification link to open the related post. To view all notifications, click “See All Notification” menu item:

Notifications » View Notifications



Notifications		
Display <input type="text" value="10"/> records	Search: <input type="text"/>	
<input type="checkbox"/>	Title	Notification
<input type="checkbox"/>	Server Crash	New Comment have been added to your problem
<input type="checkbox"/>	Server Crash	New Comment have been added to your problem

Showing 1 to 2 of 2 entries

[Previous](#) [1](#) [Next](#)

The “View Notifications” page appears. The new notifications appear in a bold green font while the old notification appear in a normal blue font.

Click on the notification link to view the related post.

SEARCH

You can use “Search” feature to search about previous posts by using a specific word(s).

A search input field with a blue border and a blue search icon on the right. The word "search" is written in a light gray font inside the field.

Enter the word(s) and then click the search icon.

The search results will appear in the search results table. You can view the posts by clicking the view icon.