

QualityMiners.CAQ



Odoo

**The Support Portal
of Quality Miners**





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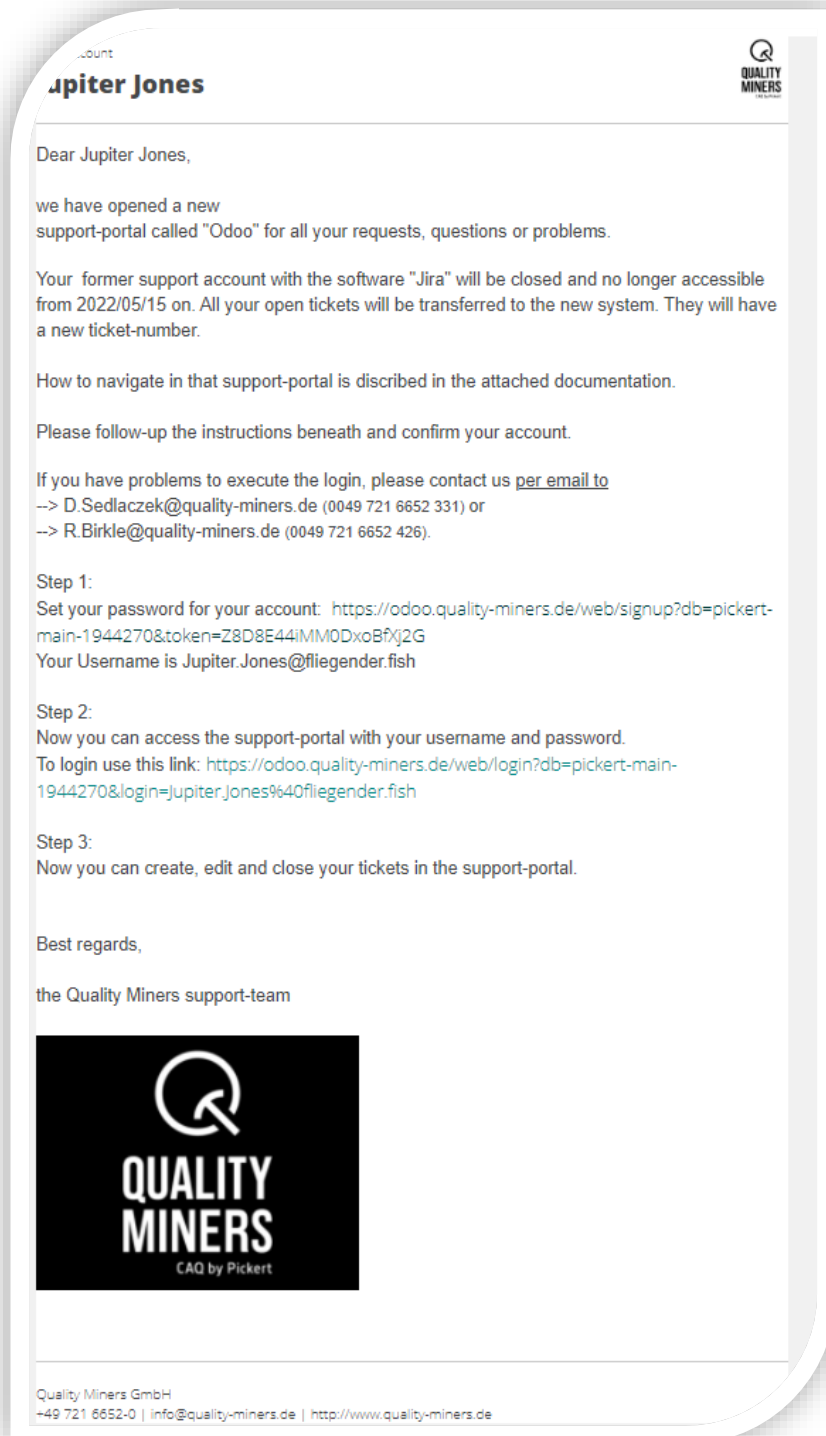


ODOO - The Support Portal Of Quality Miners

For the support portal, you as a user, are explicitly activated by the Quality Miners (QM) in the software "Odoo". This is the only way you can create tickets.

1.) Initial access to portal:

If an access has been activated for you, you will receive the following email from a QM employee:





In this email you will receive general information, as well as an access-link to the ticket portal. Keep this message safe so that you can look up the link to the portal if necessary.

You now need to do the following:

Step 1:

Click on the link in the email below step 1. You will be taken to the very first entry of your support portal password. Your email address and name are already pre-filled.

QUALITY MINERS
G4 by Pkett

English (US) ▾
Quality Miners
My account

Your Email
Jupiter.Jones@fliegender.fish

Your Name
Jupiter Jones

Password

Confirm Password

Sign up

[Already have an account?](#)

Please select a secure password and confirm it again in the mask. By clicking on REGISTER, your account is confirmed:

Your Email
Jupiter.Jones@fliegender.fish

Your Name
Jupiter Jones

Password

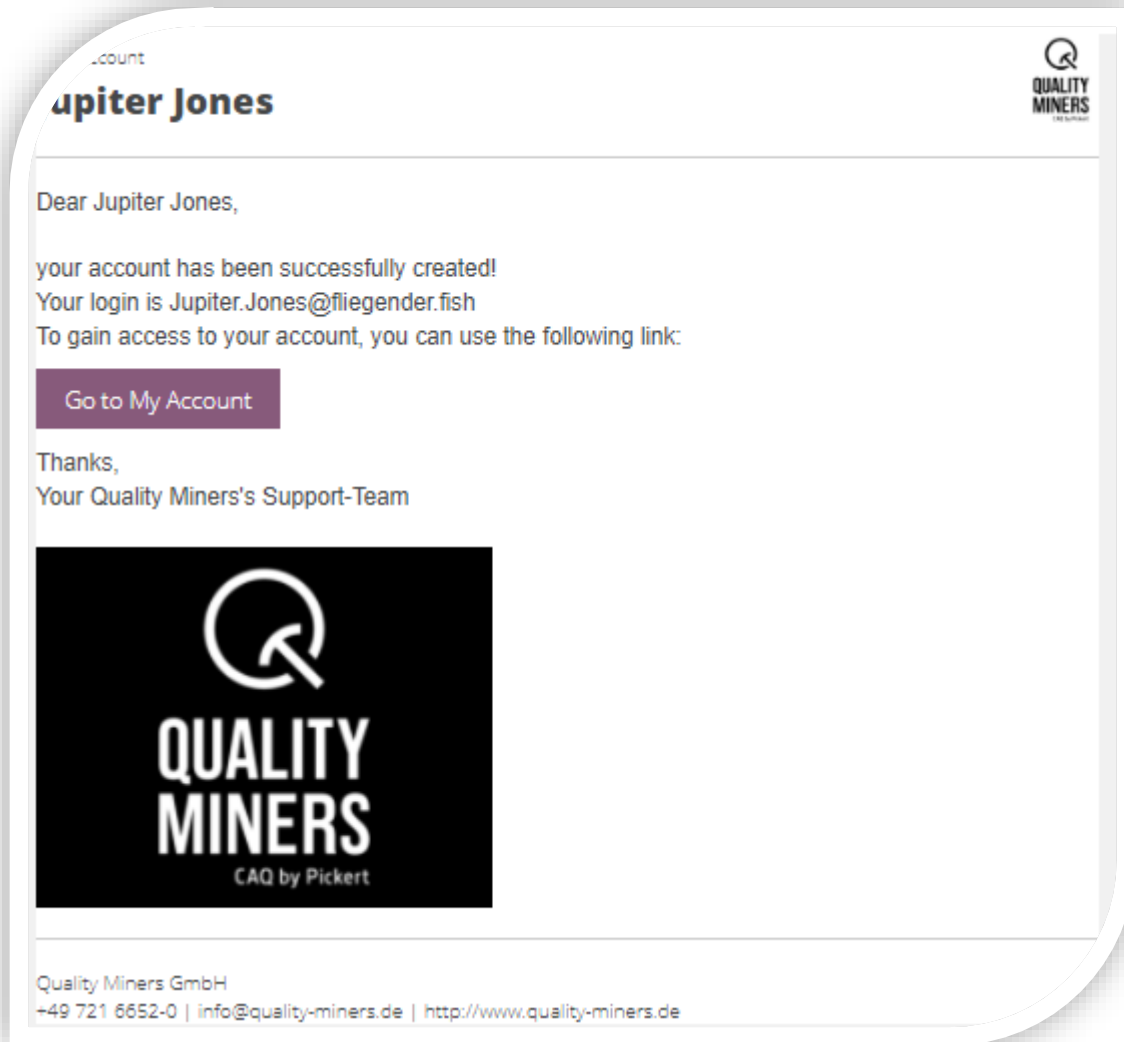
Confirm Password

Sign up

[Already have an account?](#)



If this was successful, you will receive the following email from info@pickert.de:





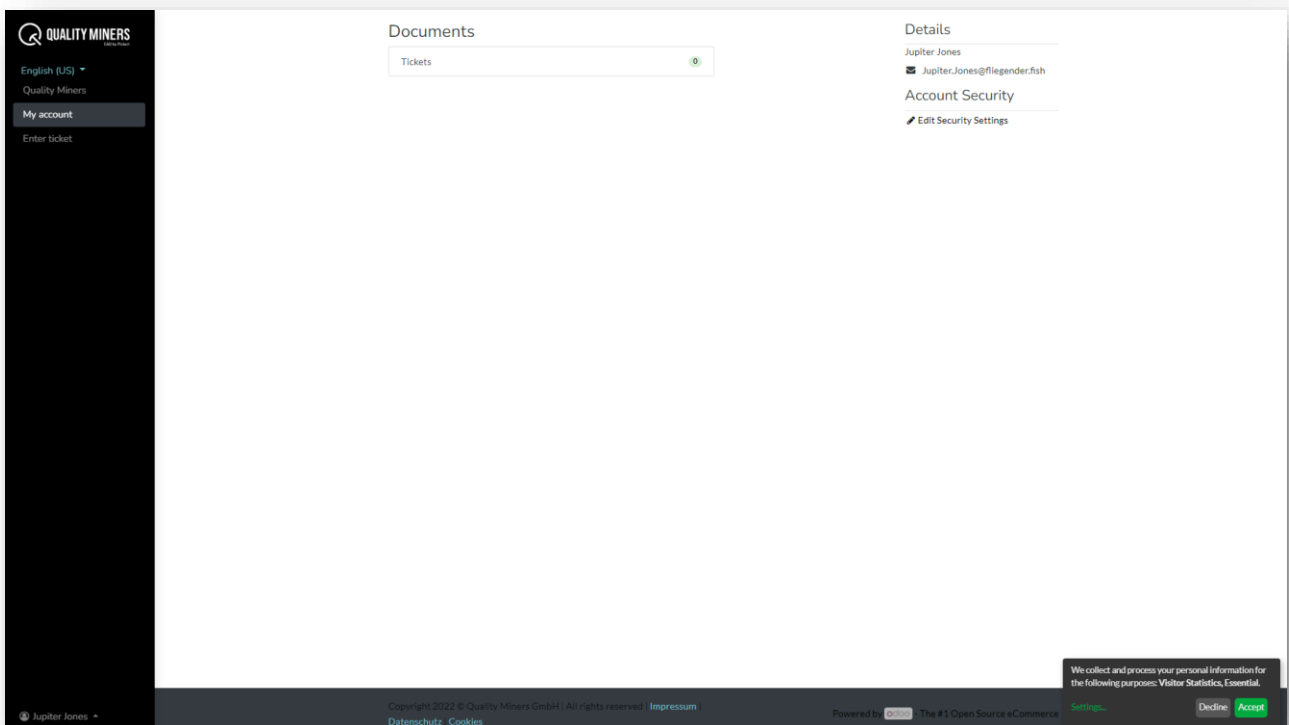
2.) Login to support portal

To log-in, please use the link provided in the mail under **step 2**. We recommend that you bookmark this link in your default browser.

The screenshot shows a login form with the following elements:

- Email:** A text input field containing the email address "Jupiter.Jones@fliegender.fish".
- Password:** A password input field with four dots representing the password and a visibility toggle icon (an eye) on the right.
- Log in:** A prominent black button with the text "Log in" in white.
- Reset Password:** A text link located below the "Log in" button.

Log in and you will get the following view:





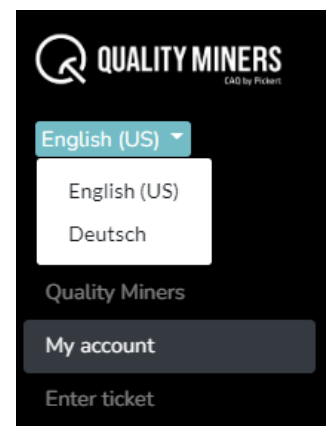
Now you are in the support-portal and can do the following things:

Navigation menu on the left side:



Set language: Choose between German and English.

The basic setting of the language depends on the language with which you are stored in our system.

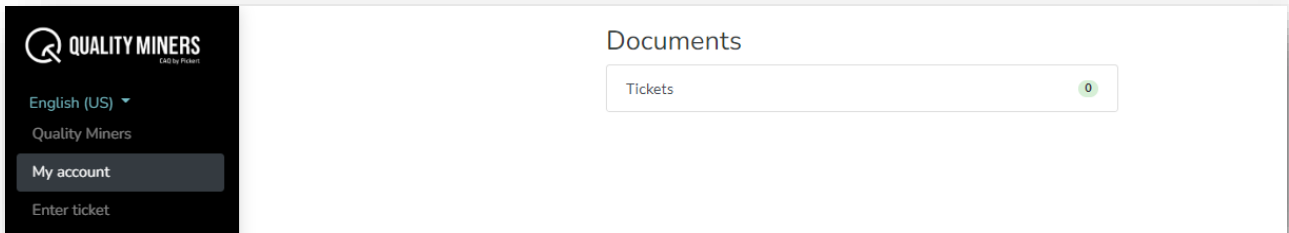


At **Quality Miners**: visit our homepage

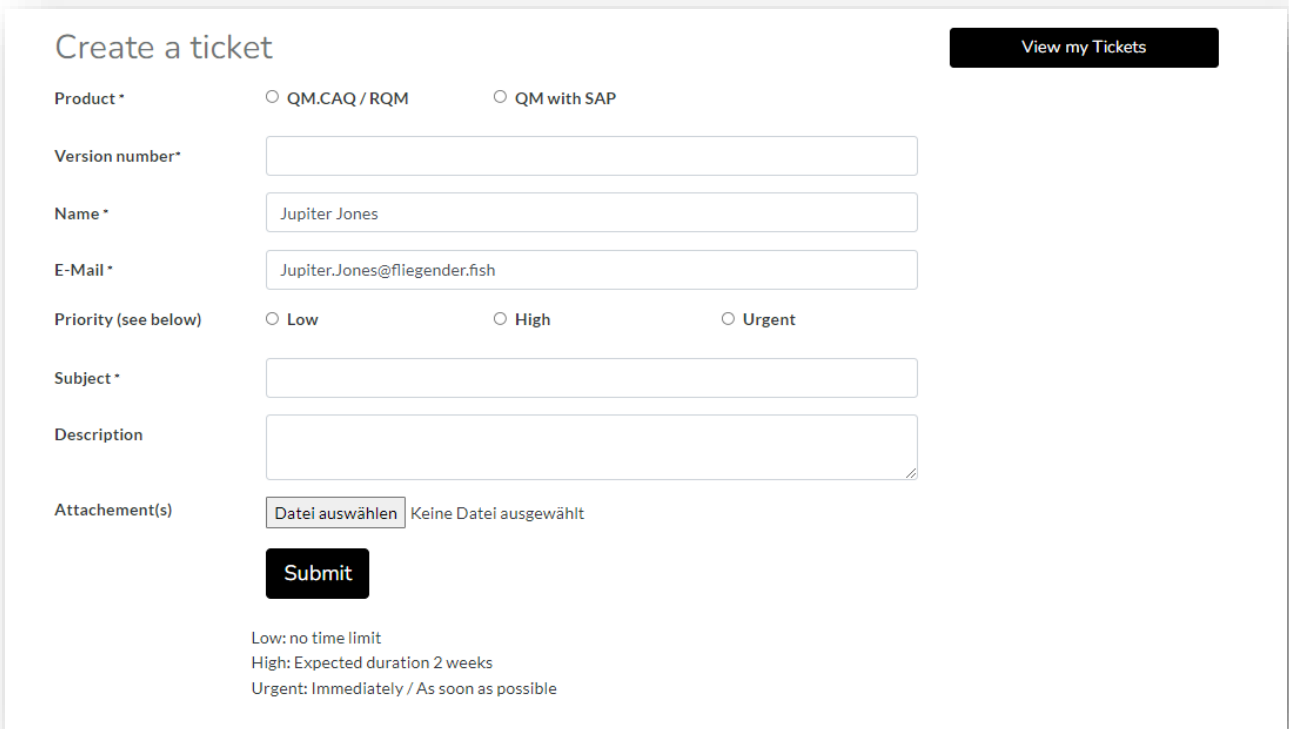




My account: from here you can access your existing tickets (open and closed). On the right side you can see how many tickets have already been entered. By clicking on "Tickets" you will get a further overview (see Monitoring of tickets)



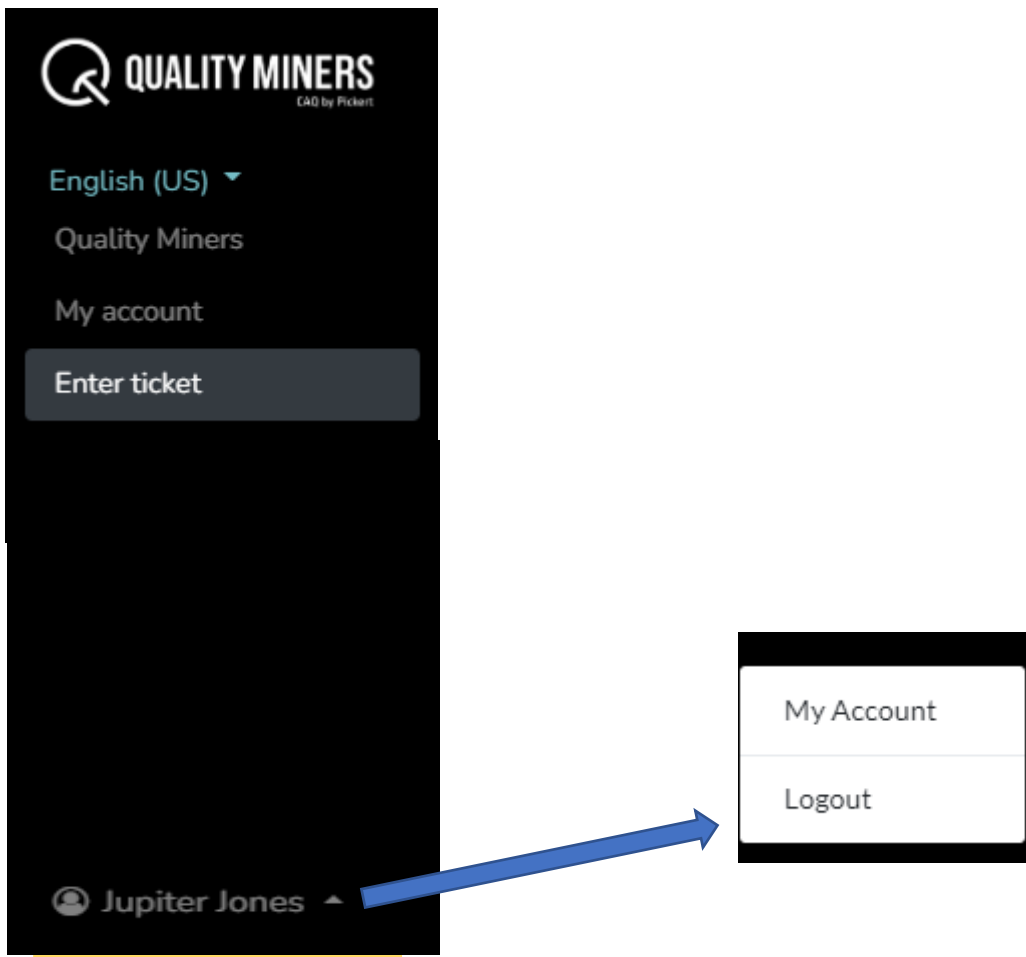
Enter ticket: opens a mask for entering a new ticket (see Creating of tickets)





Log out of the portal:

On the left, at the bottom you will see your name. If you click the small arrow up there, you will have the opportunity to log out of the portal.



You should always log out after using the portal.

With  or clicking on “My Account” you can sign in again.



3.) Creation of tickets

If you are logged in to the portal, click on "Enter ticket" and a new mask will open. Here you can enter tickets for your company.

All fields with asterisks are mandatory. In the system, we do not distinguish between certain ticket types.

Create a ticket

Product * QM.CAQ / RQM QM with SAP

Version number*

Name *

E-Mail *

Priority (see below) Low High Urgent

Subject *

Description

Attachement(s) Keine Datei ausgewählt

Low: no time limit
 High: Expected duration 2 weeks
 Urgent: Immediately / As soon as possible

Please first select the product for which you want to enter a ticket:

Product * QM.CAQ / RQM QM with SAP



And in which version it is installed at your site (plain text):

Version number*	6.
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Your name and email address are pre-filled:

Name *	Jupiter Jones
E-Mail *	Jupiter.Jones@fliegender.fish

What criticality / priority does your ticket have? Please tick the box.

Priority (see below)	<input type="radio"/> Low	<input type="radio"/> High	<input checked="" type="radio"/> Urgent
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The definition of the priority can be found in the text at the bottom of the mask:

Low: no time limit
High: Expected duration 2 weeks
Urgent: Immediately / As soon as possible

Please enter a short heading, a subject for your ticket:

Subject *	QM3 does not start
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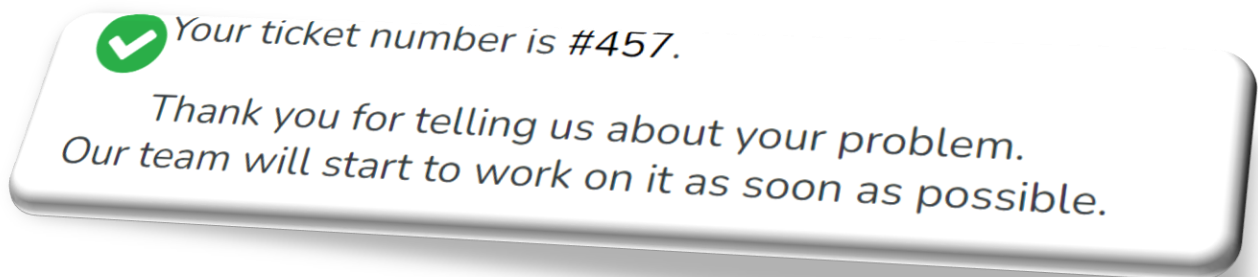
And then add a detailed description of your request. If you describe an error, please try to describe it in as much detail as possible and which user behavior has had which effect.

Description	QM3 <u>does not start</u> . It is <u>executed by</u> a RD web Access, all <u>rights are given</u> . But <u>profiler does not open</u> .
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Please attach a log-file, a screenshot or other useful files.

Attachement(s)	<input type="button" value="Datei auswählen"/> Keine Datei ausgewählt
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By clicking the **Submit** button, you will finish the ticket entry and the ticket will be sent to us in the support center for further processing. If technically everything worked properly, you will get a corresponding display:





Additionally you will receive an email from us, that confirms that your ticket has reached us:

Helpdesk Ticket

QM3 does not start (#458)

Dear Jupiter Jones,


Your request **QM3 does not start** has been received and is being reviewed by our IDOS & QM.CAQ Support team. The reference of your ticket is 458.

[View Ticket](#)

To add additional comments, please enter comments exclusively in the ticket. Do not answer to this ticket in your email-application.

Thank you,

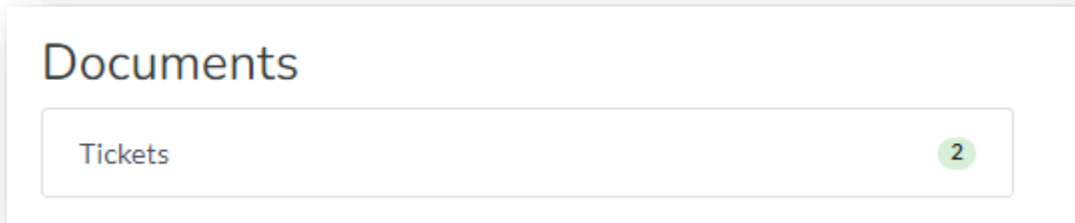
your IDOS & QM.CAQ Support Team.





4.) Monitoring of tickets

To see your created tickets, click on "My Account" in the navigation menu on the left. It shows the total amount of tickets that exist for your company:



Clicking on this view opens an overview with all tickets.

The screenshot shows a table with the following data:

Ref	Description	Ticket Created on	Ticket Updated on	Stage
#458	Chacteristic in inspection plans are missing	26.04.2022	26.04.2022	[QM] New
#457	QM3 does not start	26.04.2022	26.04.2022	[QM] New

You can sort this view by clicking the drop-down menu and choosing an appropriate sort order. You can also filter and group by some criterias.

Helpful when searching for a specific ticket is the full-text search on the far right. You can search for one or more words here.

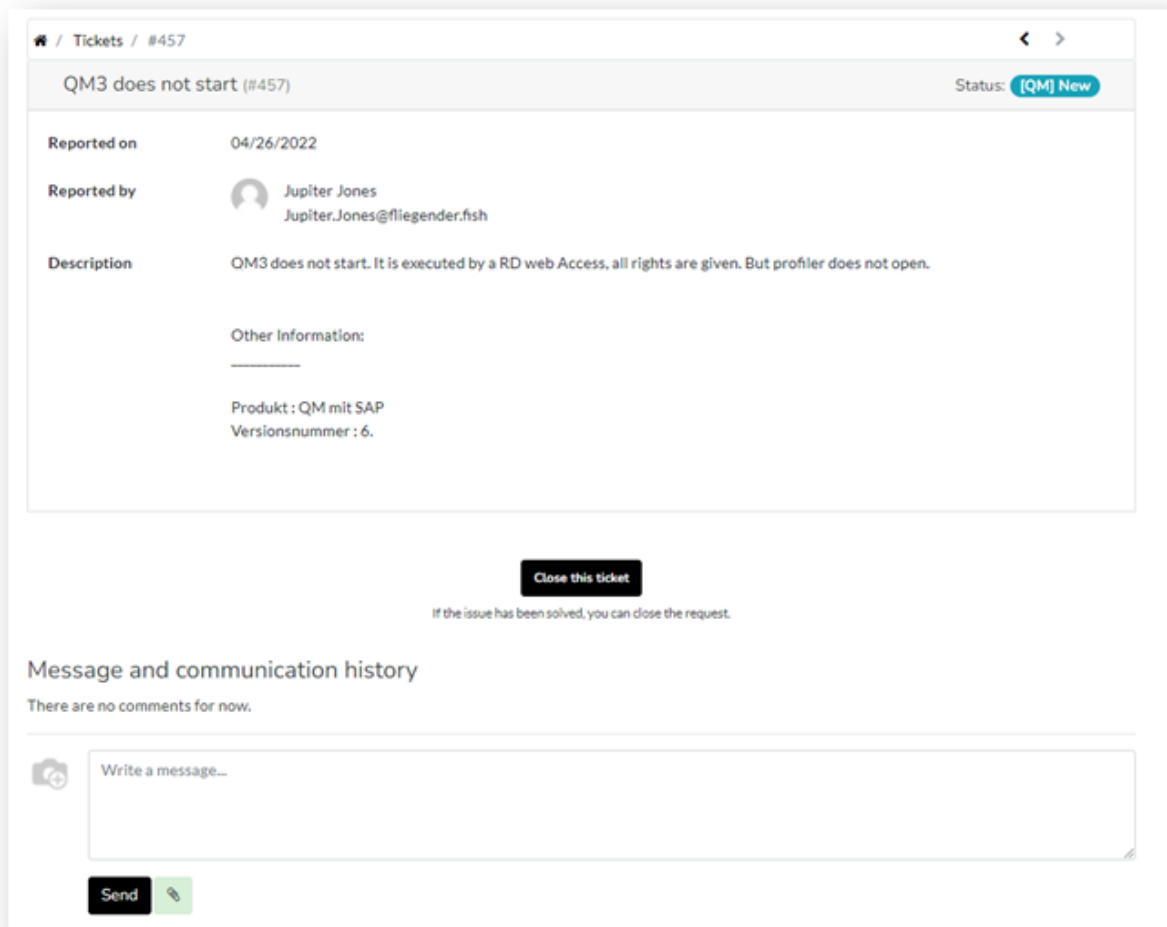
In the listing here you can see the sequential ticket numbers, the subject you have chosen, the date of creation, when you or a quality miner last updated the ticket and the level of processing it is currently in.

These levels are:

- NEW
- IN SUPPORT
- WAITING FOR CUSTOMER
- WAITING FOR DEVELOPMENT
- READY FOR COMPLETION
- DONE



If you now click on one of the tickets, the ticket opens on your screen:



In the upper part you will see a summary of your ticket and in the lower area you can see the previous communication between the Quality Miners and you regarding the ticket.



5.) Ticket communication

If you have sent us a ticket, we will send you all the information about it exclusively via the ticket. You will find all the messages we have sent to you at the bottom of a ticket view. Likewise, you will find all your own comments to us there, too. Simply enter comments here in this view under "Write a message...".

Whenever we have sent you a message in the ticket, you will also receive this information by email. Please reply only in the ticket and not to the email we have sent to you.

Home / Tickets / #457

QM3 does not start (#457) Status: [QM] New

Reported on 04/26/2022

Reported by Jupiter Jones
Jupiter.Jones@fliegender.fish

Description QM3 does not start. It is executed by a RD web Access, all rights are given. But profiler does not open.

Other Information:

Produkt : QM mit SAP
Versionsnummer : 6.

[Close this ticket](#)

If the issue has been solved, you can close the request.

Message and communication history

2 comments

Write a message...

[Send](#)

Jupiter Jones
Published on April 26th 2022, 10:53:34 am
We use S/4 Hana, but I do not know with which release-version. I will contact our IT, they will give you the desired information.

Daniela Sedlaczek
Published on April 26th 2022, 10:49:33 am
Hello Mr. Jones, can you tell me the SAP Version that you use?

If a support response has helped you, you are welcome to close the ticket independently via the corresponding button.



6.) Reset password

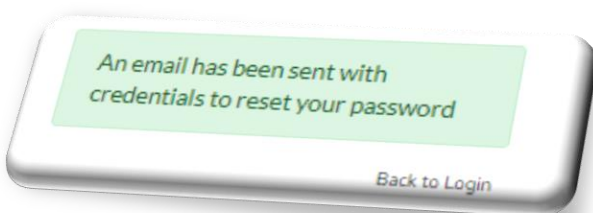
On the login screen you have the possibility to request a link for password reset. To do this, click on the text "Reset password" in the login screen.

A screenshot of the Odoo login form. It contains two input fields: 'Email' and 'Password'. Below these fields is a black 'Log in' button. At the bottom left of the form, the text 'Reset Password' is circled in red, indicating the link to click for password reset.

You will then need to confirm this process first.

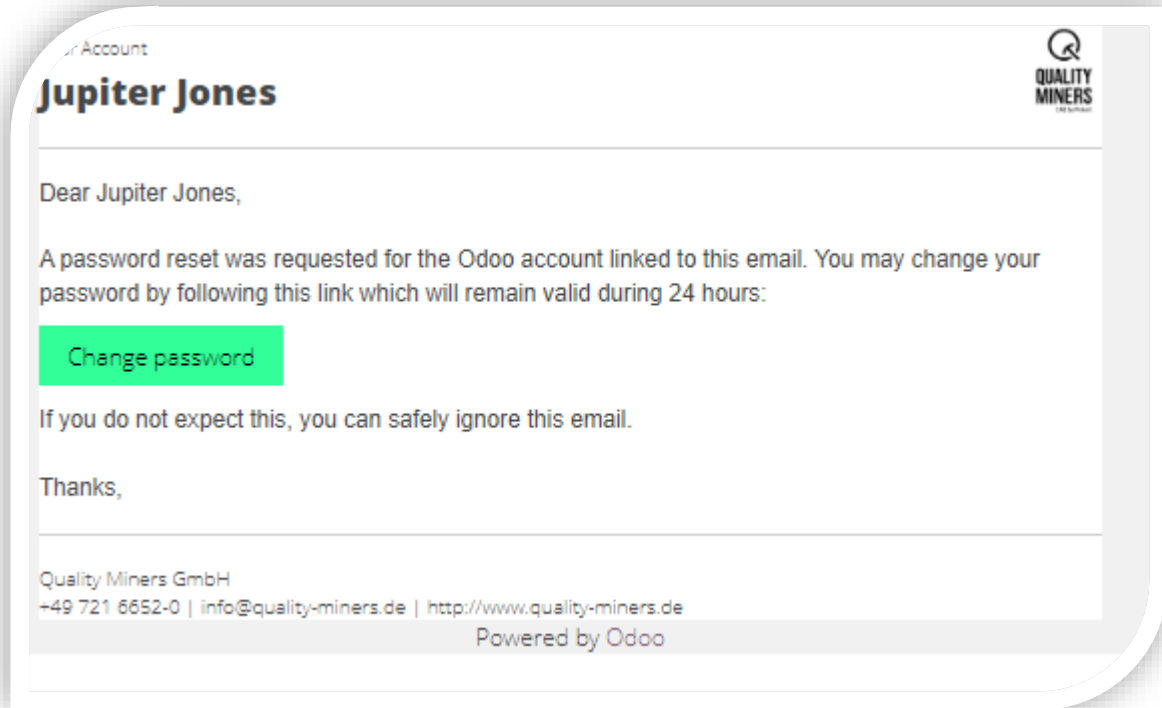
A screenshot of the confirmation form. It has a label 'Your Email' above a text input field containing the email address 'Jupiter.Jones@fliegender.fish'. Below the input field is a black 'Confirm' button. At the bottom left, there is a link labeled 'Back to Login'.

... and if everything worked out, you will see this info on the screen:





In your mailbox you will then find an email from the support portal "Odoo" with the following wording:



Click on the link and you will be taken to a login screen where you can set your new password.

The screenshot shows a form with the following fields and elements: "Your Email" with the value "Jupiter.Jones@fliegender.fish"; "Your Name" with the value "Jupiter Jones"; "Password" with four dots; "Confirm Password" with four dots and an eye icon; and a black "Confirm" button at the bottom.