Dear Customer

**TOPdesk** has replaced HelpLine and with the following instructions and information, you will be able to open and manage your open incidents via the TOPdesk web interface.

You can reach TOPdesk with the following url:

http://helpdesk.pica.nl:81/

Choose LOGIN
Your Username is obtain from ServiceDesk
Your Password is obtain from ServiceDesk

You will find a variety of options in TOPdesk designed to assist you in opening and managing your incidents.

You can log issues like Feature Requests, Interruption notices, Complaints or Questions by selecting **NEW 1^{st} LINE INCIDENT**. Caller information is already provided, however; should you find any of this information incorrect, please inform the HelpDesk.

**TO LOG A CALL WITH TOPDESK:**

1. Select the most appropriate **CALL TYPE** in the **DESCRIPTION** field by clicking on the arrow icon on the right.
2. In the **REQUEST** field, press the F12 button to generate a personal time stamp. Then provide details of the issue in the **REQUEST** field. When logging most issues, it will be helpful to include the following information to insure quality service:

   A) **When did the problem originate.**
   B) **Have you had any recent upgrades or patches.**
   C) **What products are impacted by the problem.** IE: LBS, iPort, etc..
   D) **Describe in detail the problem, including exact steps taken to induce the problem.**
   E) **Can the issue be replicated.**

3. Click on the **SAVE** icon—the small, blue icon in the bottom right hand corner.
4. Note the number at the top of the page. This is your **Incident Call Number**.
5. By selecting the **MONITOR** shortcut you will be able to overview the progress of current open calls generated by you and your institution.