



OXYGEN HELPDESK USER INSTRUCTIONS

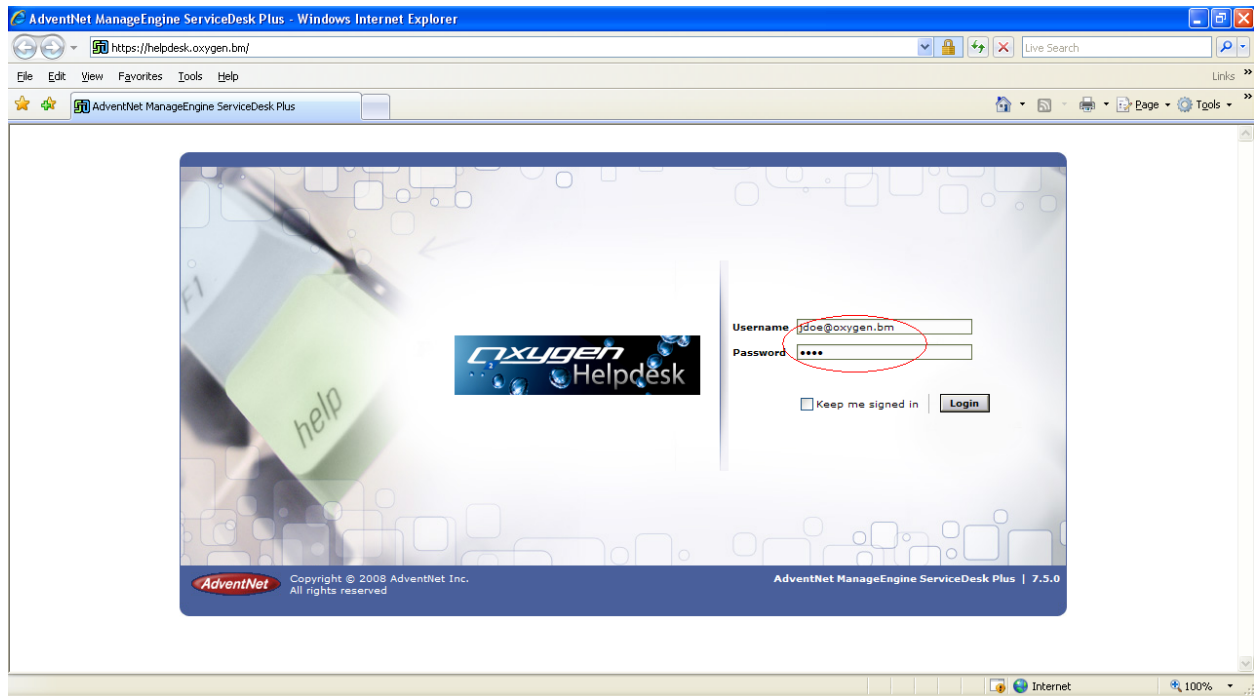
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Please note, the resetting your password section only applies to changing your password for access to the Oxygen Helpdesk Website (<https://helpdesk.oxygen.bm/>). For any other applications or systems, please refer to section 4, how to raise a new call, to request that your password is reset.



1) LOGGING IN

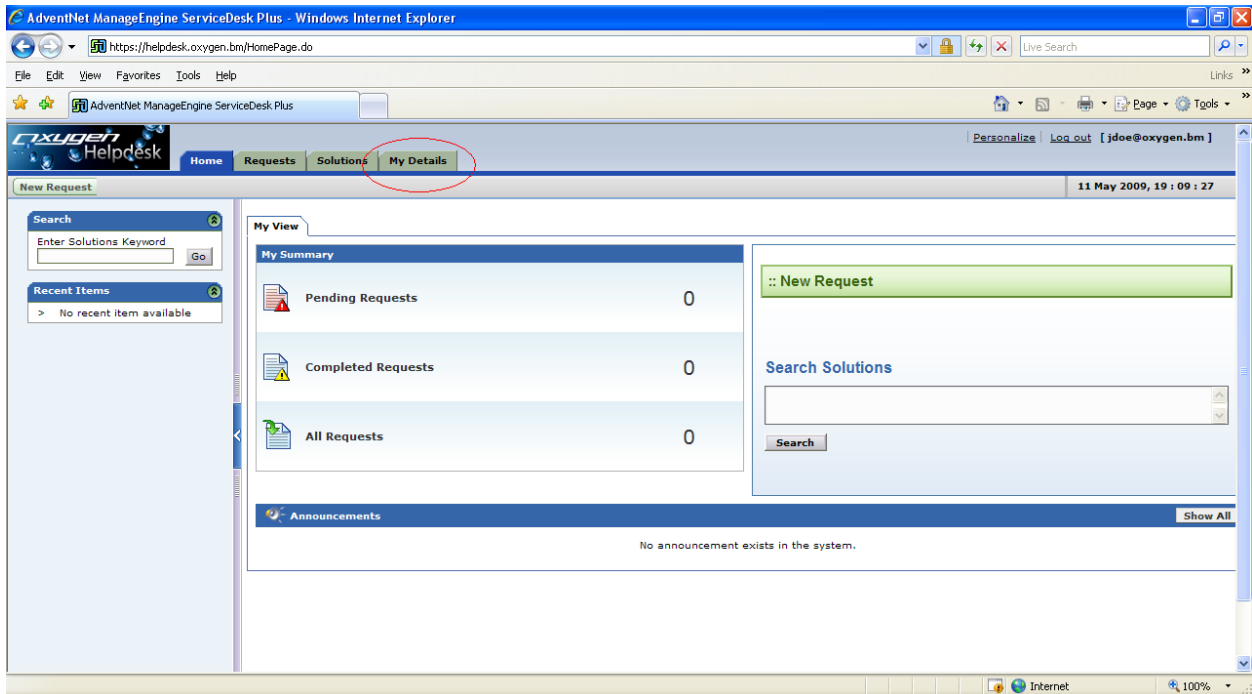
Go to <https://helpdesk.oxygen.bm> or go to www.oxygen.bm and click on 'Helpdesk Login'
Enter username & password (sent to you by email from the Oxygen Support Centre)
Press 'Login'



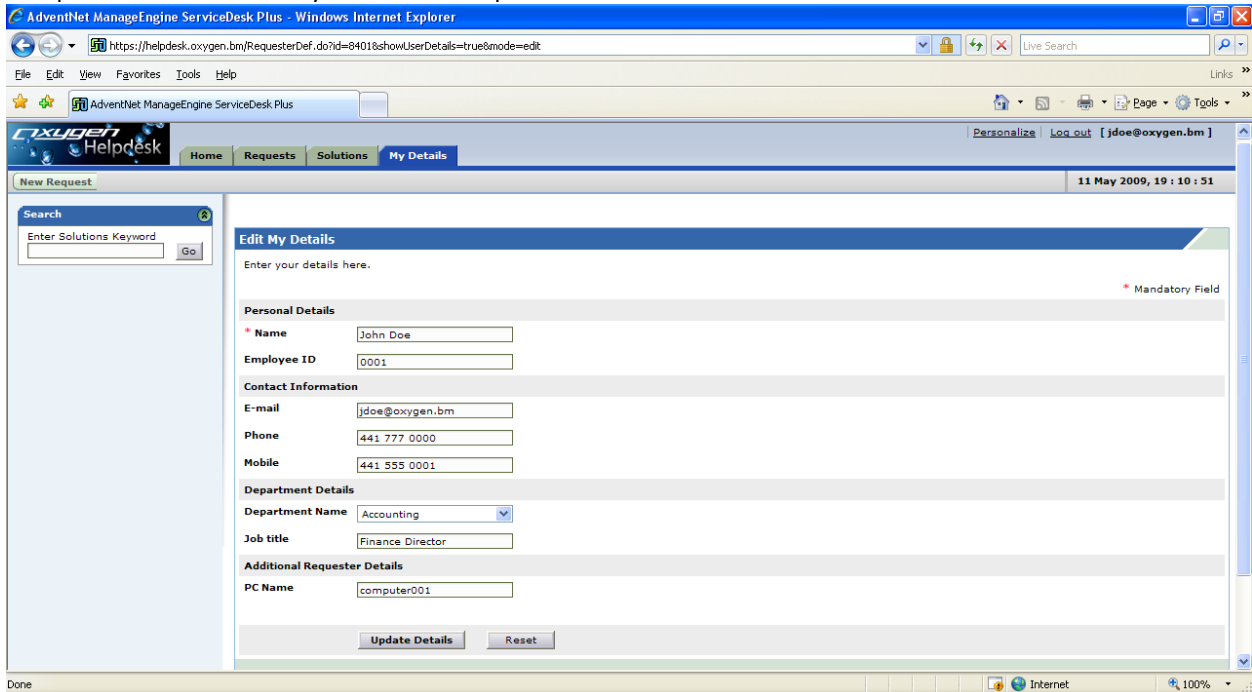


2) UPDATING MY DETAILS

Select 'My Details'



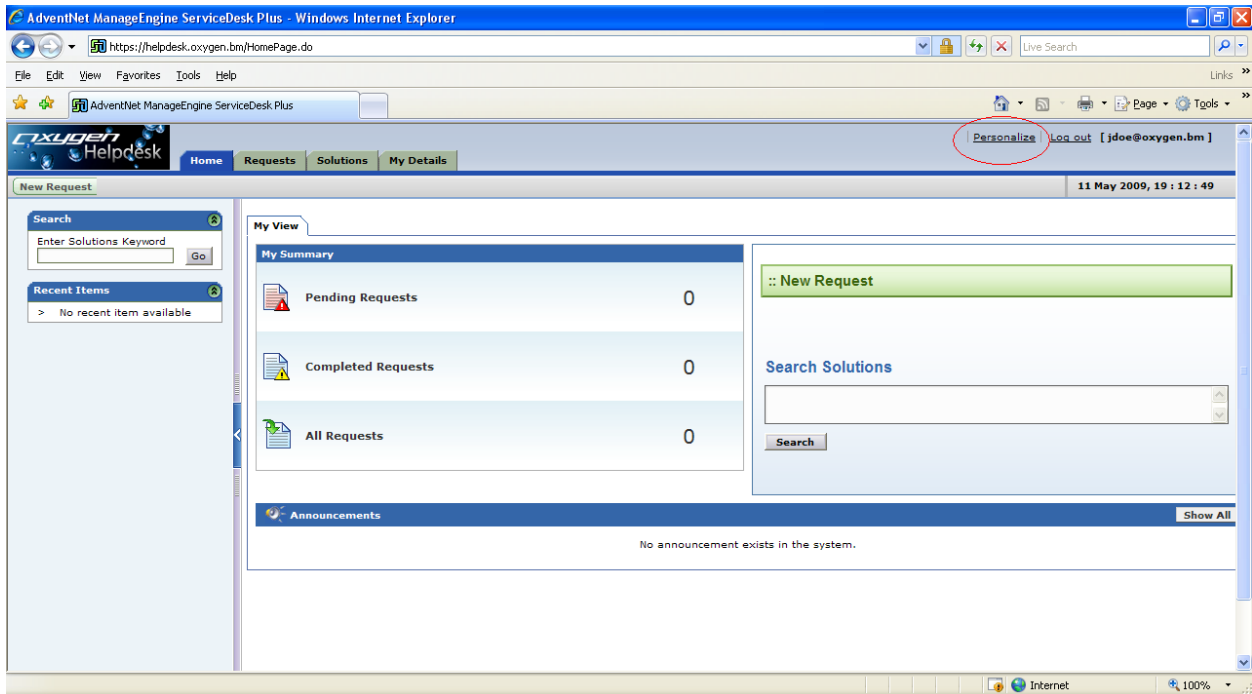
Complete as much detail as you can. Press 'Update Details'



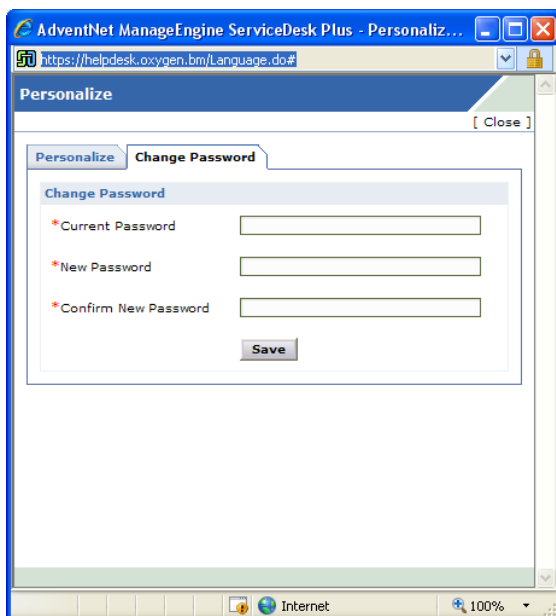


3) RESETTING YOUR PASSWORD

Select 'Personalize'



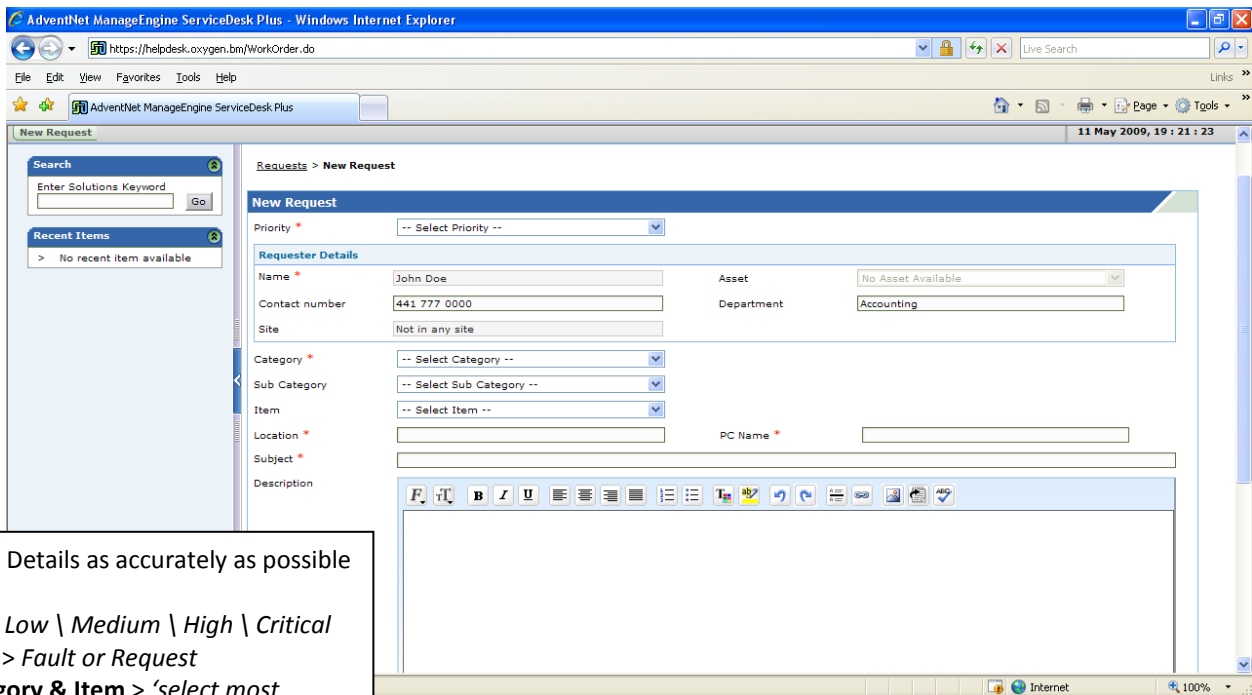
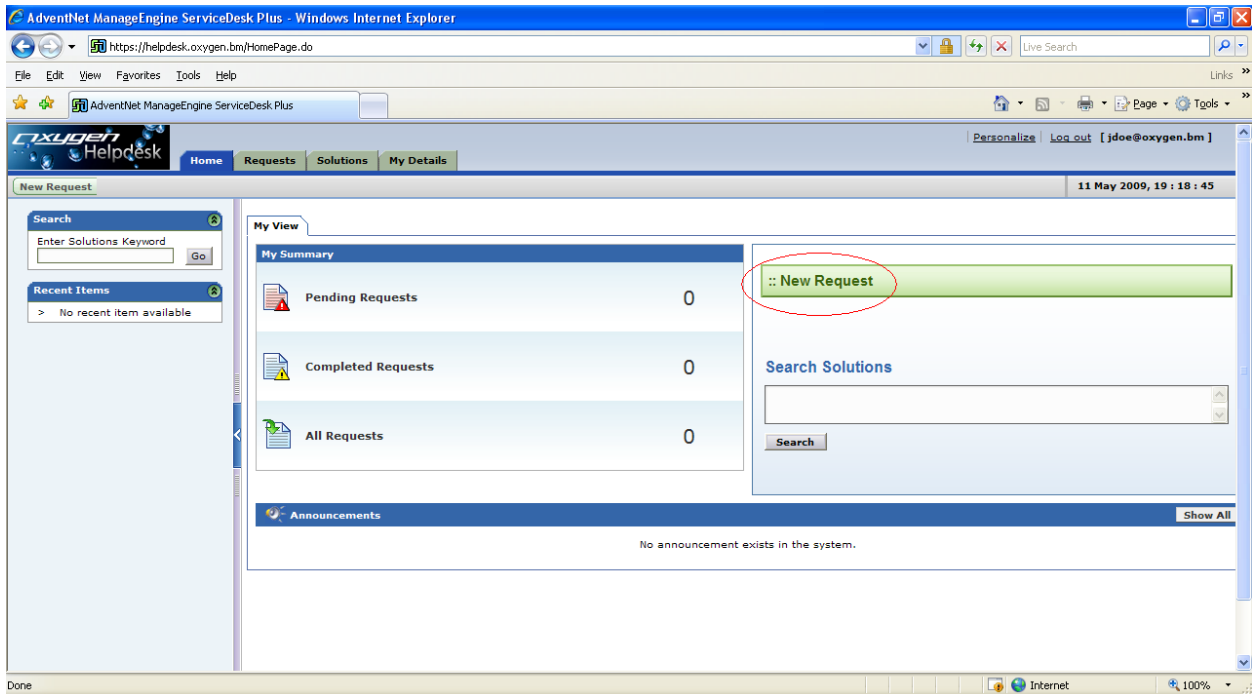
Enter new password details. Select 'Save'





4) HOW TO RAISE A NEW CALL

Select 'New Request'



Enter Call Details as accurately as possible

Priority > *Low \ Medium \ High \ Critical*

Category > *Fault or Request*

Sub Category & Item > *'select most applicable'*

Location > *'enter location address details'*

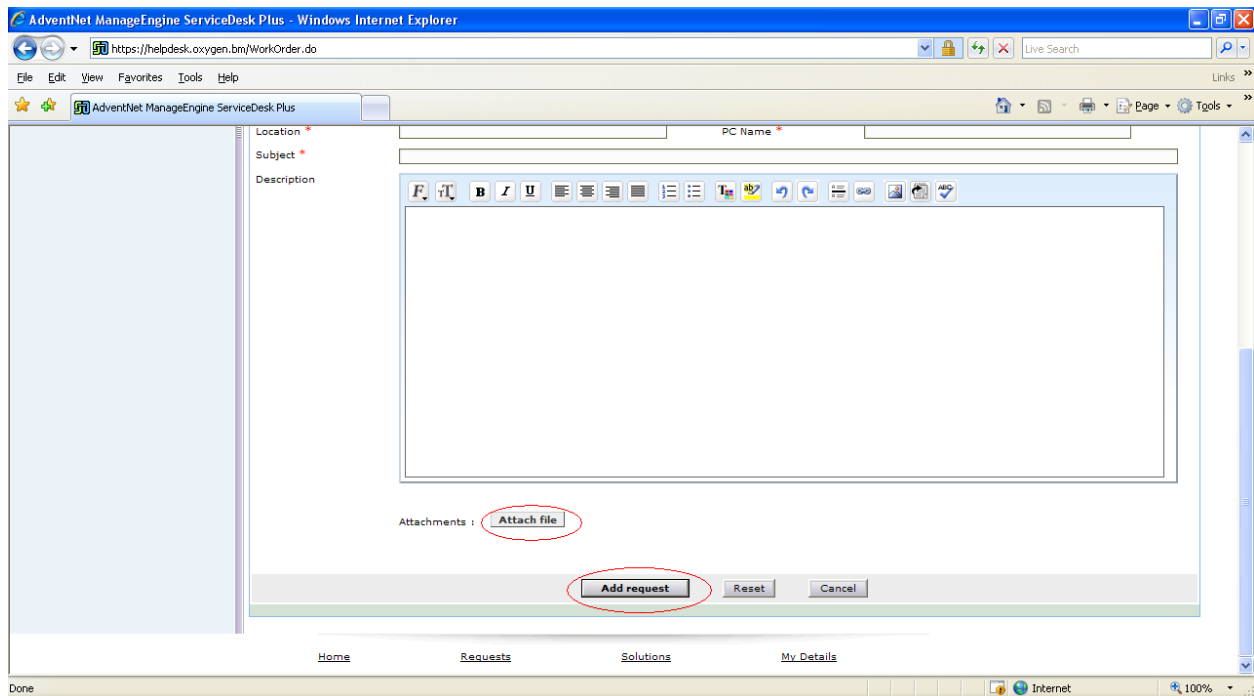
PC Name > *'enter pc name if known'*

Subject > *'fault or request high level description'*

Description > *'full details of fault or request'*



Select 'Attach file' if applicable (e.g. screenshot of error message)
Select 'Add request'



You will now receive an email detailing the call, a unique tracking number, and details of the Oxygen technician assigned. You may update the call by replying to the email.



5) VIEWING CALL STATUS

Call status may be viewed by clicking on the link contained within the summary email.
Or, Select 'Pending Requests'

The screenshot shows the Oxygen Helpdesk interface in a Windows Internet Explorer browser. The page title is "AdventNet ManageEngine ServiceDesk Plus - Windows Internet Explorer". The address bar shows "https://helpdesk.oxygen.bm/HomePage.do". The browser menu includes File, Edit, View, Favorites, Tools, and Help. The Oxygen Helpdesk header includes Home, Requests, Solutions, and My Details. The user is logged in as "jdoe@oxygen.bm". The page shows a "New Request" button and a search bar. The "My View" section displays a summary of request counts: Pending Requests (1), Completed Requests (0), and All Requests (1). The "Pending Requests" link is circled in red. Below the summary is an "Announcements" section with the message "No announcement exists in the system." The status bar at the bottom shows the URL "https://helpdesk.oxygen.bm/WOListView.do?viewName=All_Pending_Requester" and the date "11 May 2009, 19 : 47 : 11".

Click on call to view details

The screenshot shows the Oxygen Helpdesk interface in a Windows Internet Explorer browser. The page title is "AdventNet ManageEngine ServiceDesk Plus - Windows Internet Explorer". The address bar shows "https://helpdesk.oxygen.bm/WOListView.do?viewName=All_Pending_Requester". The browser menu includes File, Edit, View, Favorites, Tools, and Help. The Oxygen Helpdesk header includes Home, Requests, Solutions, and My Details. The user is logged in as "jdoe@oxygen.bm". The page shows a "New Request" button and a search bar. The "Requests > My Pending Requests" section displays a table of pending requests. The table has columns for Subject, Requester Name, Assigned To, Due By, Status, Created Date, and Id. The first row is circled in red and contains the following data:

Subject	Requester Name	Assigned To	Due By	Status	Created Date	Id
Cannot open Outlook	John Doe	Unassigned	May 12, 2009 06:00 PM	Open	May 11, 2009 07:42 PM	2536

The status bar at the bottom shows the URL "https://helpdesk.oxygen.bm/WOListView.do?viewName=All_Pending_Requester" and the date "11 May 2009, 19 : 46 : 00".