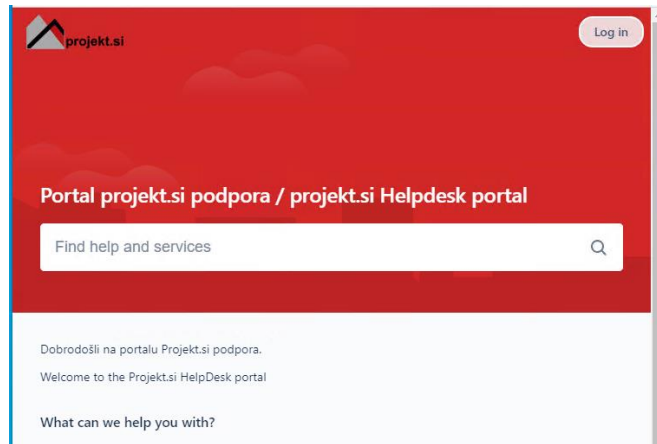


Guide for using the projekt.si portal


Where is the portal located ?


The portal can be found at the following link: <https://helpdesk.pis6.com/>



Login to portal

If you have received the following message:

Pozdravljeni na portal Projekt.si Podpora / Welcome to Projekt.si Podpora 

 From [Projekt.si Podpora](#) on 2020-09-13 18:18
[Details](#) [Plain text](#)

Pozdravljeni!

V projekt.si uvajamo nov portal za pomoč uporabnikom. Zato ste vabljeni na portal Projekt.si Podpora, kjer boste lahko pošiljali vprašanja, zahteve in prijavljali napake v programu. Kliknite na spodnjo povezavo, da uredite svoj račun v portalu. [sign-up link](#).

Ekipa projekt.si

Welcome!

You've been invited to Projekt.si Podpora portal. You can use this to raise requests and get help. To finish setting up your account, simply click on your [sign-up link](#).

Projekt.si Team


There is no need to worry: the projekt.si team has sent you an invitation to use the new portal. When you click on the »sign-up link«, a webpage will open and require you to enter your first and last name and a password to log on to the portal.

Welcome to Projekt.si Podpora!

You're almost there. We just need to grab a password so you can log in later.

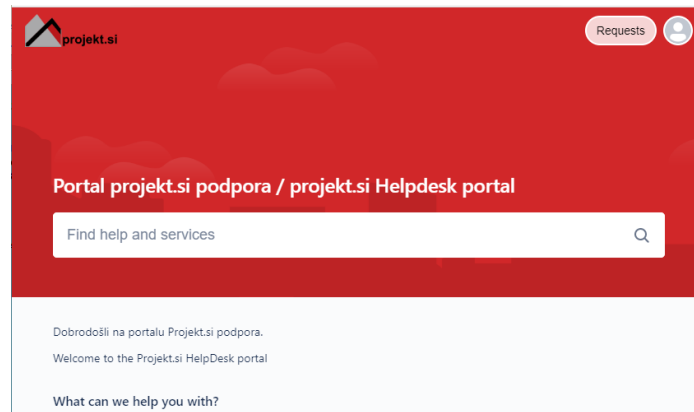
Email
miha.novak@pis55.com

Full name

Password
 

[Save and continue](#)

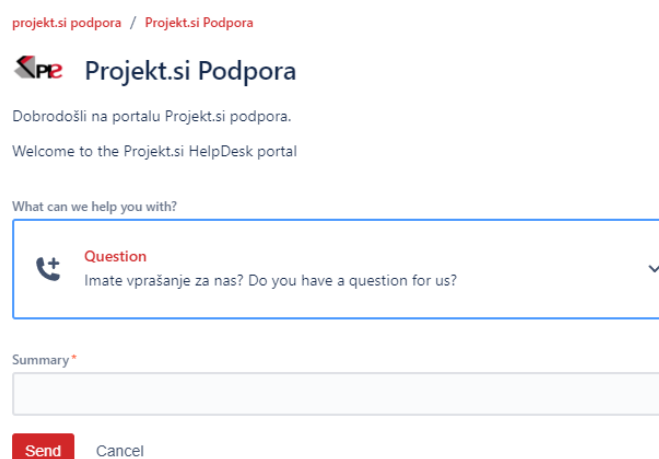
Working in the portal



a) Enter a new request



First, you choose a type of request – it can be **bug**, **feature request**, **ask a question** or **general help**.



In the Summary field, you type the name of the request and then click on the Send button. If you would like to elaborate your question in more detail, there is a text editor available where you can also add pictures and files.

Kako se uporablja portal?

Janez Novak raised this on Today 03:28

Activity

Aa **B** **I** ... **A** **≡** **🔗** **📄** **+**

[Save](#)

Status
WAITING FOR SUPPORT

- Notifications on
- Escalate
- Resolve this issue
- Cancel request

Request type
Question

Shared with
 Janez Novak
Creator

b) On the **Requests** button you can see your requests, on each request you can see its status and the whole conversation.

Requests

Request contains...

Open requests Created by me

Any request type

Type	Reference	Summary	Status	Service desk	Requester
	DESK-237	Kako se uporablja portal?	IN PROGRESS	Projekt.si Podpora	Janez Novak

Each request shows its status; you can also open the content of the request by clicking on **Reference**.

projekt.si podpora / Projekt.si Podpora / DESK-237

Kako se uporablja portal?

Janez Novak raised this on 13.09.20 03:28

Activity

[Show 1 more](#)

BH **Bogdan Horvat** 13.09.20 03:43
Janez, najlepša hvala za vaše vprašanje.

Portal je trenutno v "uvajalni fazi", v kateri pripravljamo tudi navodila za uporabnike, da bo delo v tem portalu za vse nas lažje in da bomo vsi skupaj še bolj zadovoljni z uporabo programa in z reševanjem težavic in želja.

Na svoj elektronski naslov boste prejeli tole obvestilo, komunikacijo lahko nadaljujete v portalu ali pa enostavno odgovorite na prejeto sporočilo.

Bogdan Horvat

Status
WAITING FOR SUPPORT

- Notifications on
- Escalate
- Resolve this issue
- Cancel request

Request type
Question

Shared with
 Janez Novak
Creator

In your inbox you will also receive a message such as the following:

DESK-237 Kako se uporablja portal? 

 From **Bogdan Horvat** on 2020-09-13 15:43
[Details](#) [Plain text](#)

Reply above this line.

Bogdan Horvat commented:

Janez, najlepša hvala za vaše vprašanje.

Portal je trenutno v "uvajalni fazi", v kateri pripravljamo tudi navodila za uporabnike, da bo delo v tem portalu za vse nas lažje in da bomo vsi skupaj še bolj zadovoljni z uporabo programa in z reševanjem težavic in želja.

Na svoj elektronski naslov boste prejeli tole obvestilo, komunikacijo lahko nadaljujete v portalu ali pa enostavno odgovorite na prejeto sporočilo.

Bogdan Horvat


Bogdan Horvat changed the status to In Progress.


[View request](#) · [Turn off this request's notifications](#)

This is shared with Janez Novak.

Powered by Jira Service Desk

You can reply directly within the portal:

 **Automatic response** Today 03:43
Your request status has changed to In Progress.

 **Aa** **B** *I* ... **A** **☰** [Link](#) [Image](#) **+**

Odgovorim lahko v pregledu zahtevka v portalu (tudi sliko lahko dodajam tukaj)



in na koncu pritisnem gumb "Save"

Save


Status
IN PROGRESS

Or by replying to the message in your inbox

From: janez.novak@pis55.com

To: helpdesk@pis55.com  


Subject: Re: DESK-237 Kako se uporablja portal?

 Pri odgovarjanju s poštnim odjemalcem je zelo pomembno, da upoštevam navodilo, da svoj odgovor pišem nad črto iz prejetega sporočila.

Janez

On 2020-09-13 15:43, Bogdan Horvat wrote:
>
> Reply above this line.
>
> Bogdan Horvat commented:
>
>


If you look in the portal now:


 **Bogdan Horvat** Today 03:43
Janez, najlepša hvala za vaše vprašanje.

Portal je trenutno v "uvajalni fazi", v kateri pripravljamo tudi navodila za uporabnike, da bo delo v tem portalu za vse nas lažje in da bomo vsi skupaj še bolj zadovoljni z uporabo programa in z reševanjem težavic in želja.


Na svoj elektronski naslov boste prejeli tole obvestilo, komunikacijo lahko nadaljujete v portalu ali pa enostavno odgovorite na prejeto sporočilo.

Bogdan Horvat






 **Automatic response** Today 03:43
Your request status has changed to In Progress.

 **Janez Novak** Today 04:23
Odgovorim lahko v pregledu zahtevka v portalu (tudi sliko lahko dodajam tukaj)

in na koncu pritisnem gumb "Save"

 **Janez Novak** Today 04:26
Pri odgovarjanju s poštnim odjemalcem je zelo pomembno, da upoštevam navodilo, da svoj odgovor pišem nad črto iz prejetega sporočil.

Janez

 **Aa** **B** *I* ...     **+**

Save

Both messages are stored inside, one was entered through the portal and the other through the e-mail client. Each request shows its status and your potential modifications of the request.

Status

WAITING FOR SUPPORT

 Notifications on

 Escalate

 Resolve this issue

 Cancel request

The existing types of statuses:

Waiting for support – the request you have sent to the team projekt.si is under consideration

Selected for development – your request has been accepted and added to the waiting list of software updates

In development – your request is under development

In progress – a reply to your request is being prepared

Waiting for customer – a projekt.si employee has replied to you and needs additional information

Standby – your request has been accepted, but it has been removed from the waiting list of tasks

Answered – we have replied to your request with a solution

Canceled – your request has been canceled

Resolved – your request has been resolved

The last three statuses mean that your request is complete. In case of such requests you have the option to close the request and thus finish it, or open it, which will change the status to Waiting for support.

Use of e-mail

For those of you who would still like to continue to send your requests by e-mail, you can continue to do so. However, you ought to send your e-mails to the following addresses:

support@projekt-si.com

or

helpdesk@pis6.com

A message sent to one of the addresses will automatically be saved as a new request in the portal. You will also receive our replies back by e-mail and you will be able to reply to them (as described above). However, in the portal you will still be able to see all your requests and their status — if you so desire.