

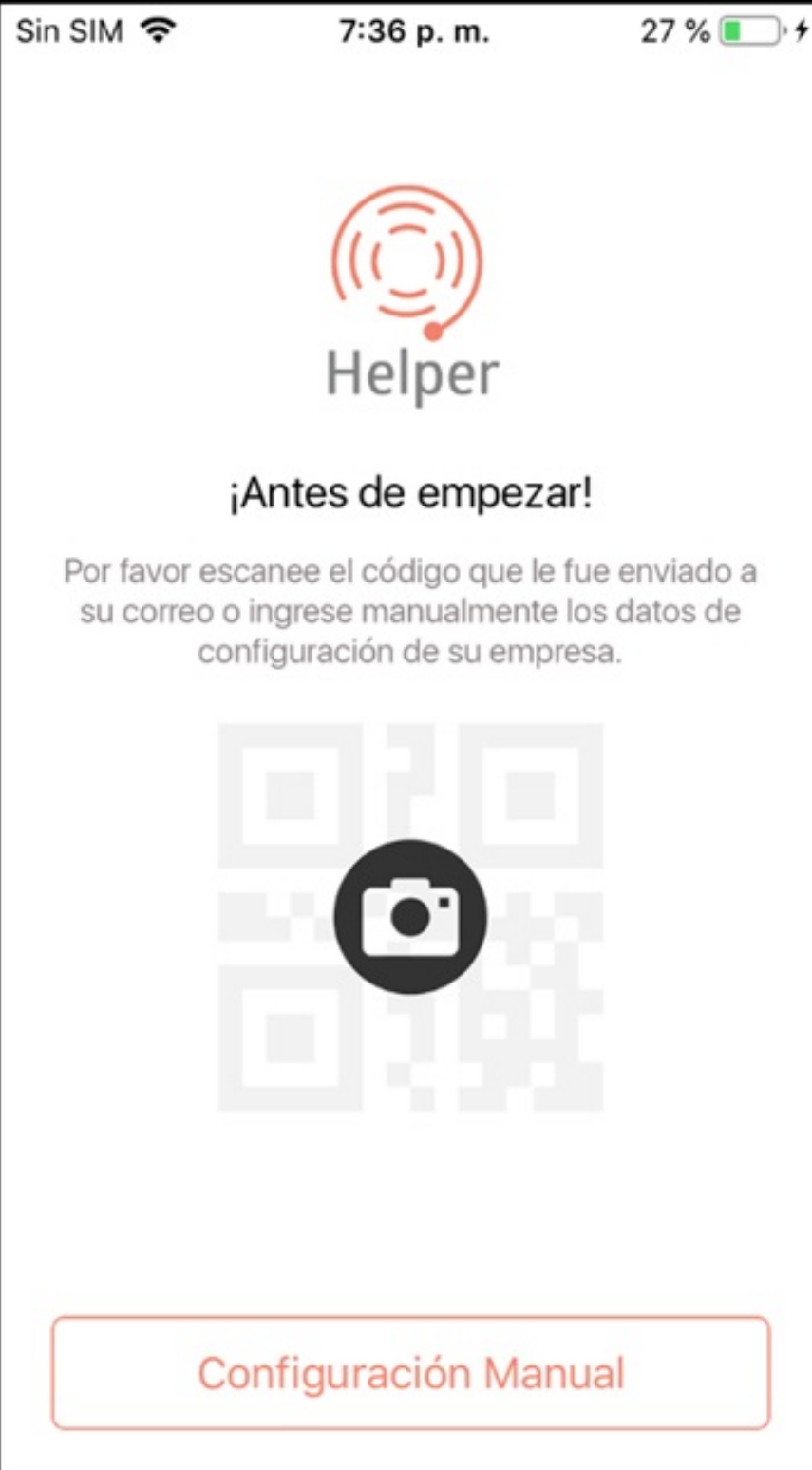


The Aranda Helper 9.5.4 application is an application for Android mobile devices, which allows the registration and monitoring of cases such as Requests, Service Requirements, Incidents and Changes, in which the user can navigate between the projects and the articles to which they are related.

Initial Setup

Manual configuration

1. When you open the Aranda Helper application, you will be able to view the following information:



2. To perform manual configuration of the console connection, in the Aranda Helper mobile app, select the Manual Configuration On the screen that is enabled you can configure the Aranda Service Desk API (ASDKAPI), which is installed with Aranda.ASDK.WebV8.Installer.exe





# Helper

## Configuración Manual

Ingrese la URL correspondiente a su compañía.

Url de la compañía

Confirmar

by Aranda

3. In the field Company URL enter the ASDKAPI site path `http://(Server)/ASDKAPI/`, and click the Confirm.





# Helper

## Login

ARANDA

Usuario

Contraseña

Acceder

Ingresar como invitado

Recuperar contraseña

Registrarse

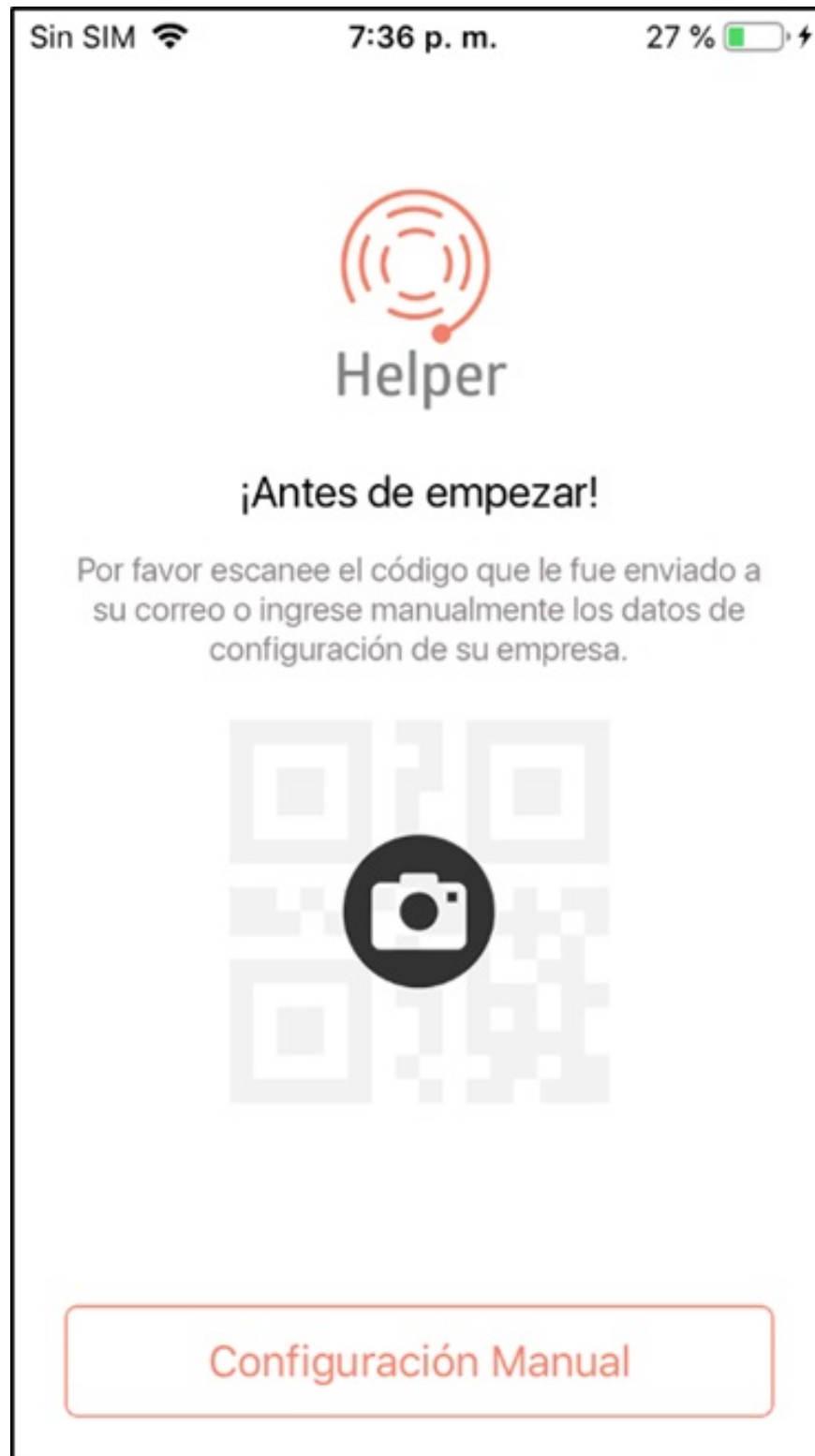
by Aranda

📌 Note:

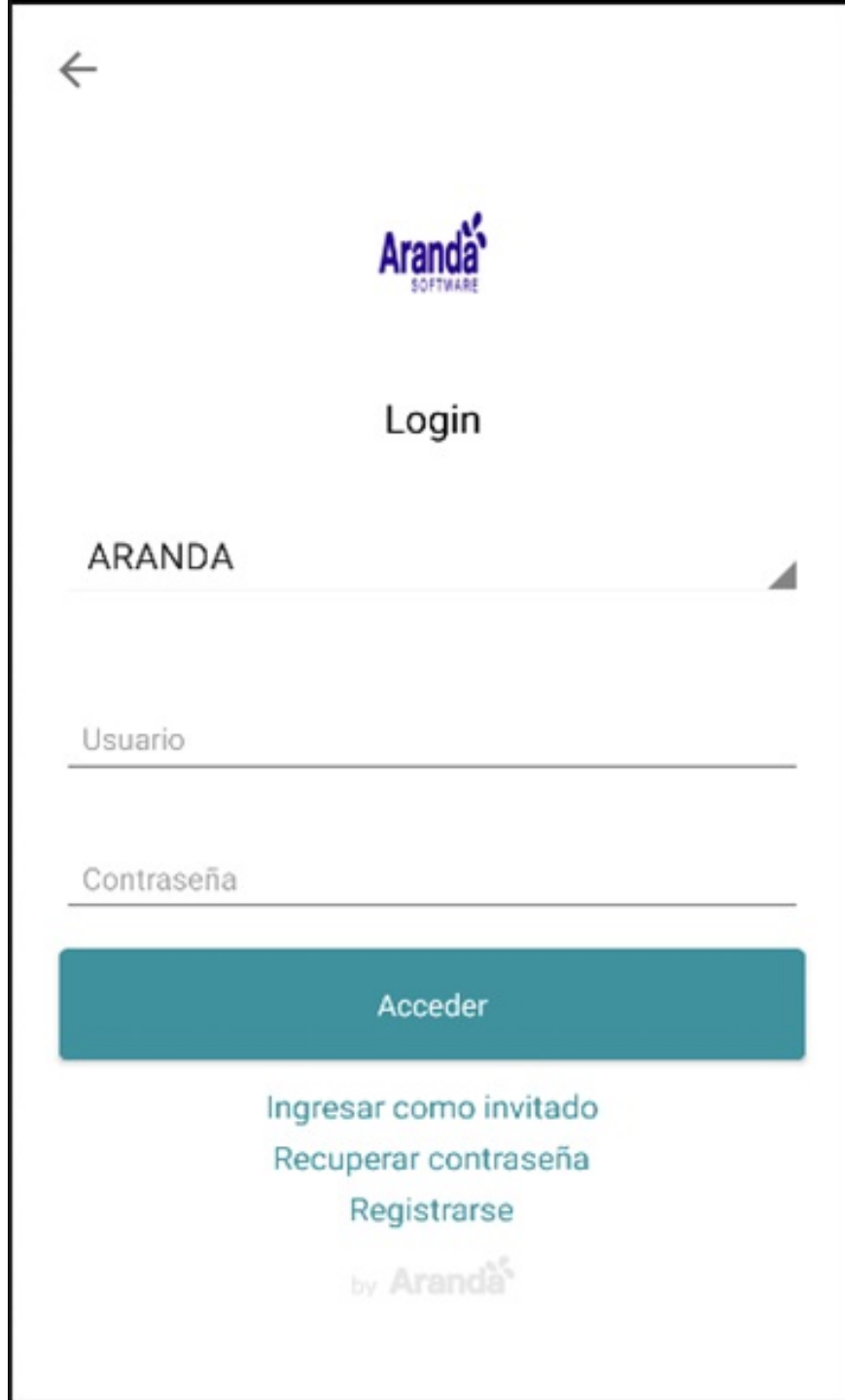
- The system validates that the connection to the site is correct; the site must be installed, properly configured, and exposed by a Public IP.
- On the mobile console, you will be able to see a message confirming that the connection was successful and you will be able to access the [Authentication process](#).

## Configuration via QR

1. To perform the configuration by QR, on the initial screen of the Aranda Helper application select the camera icon that is displayed on the screen; is enabled the QR scanner and proceed to scan the code supplied by the platform administrator.



2. In the Aranda Helper mobile application you can view the linked services.

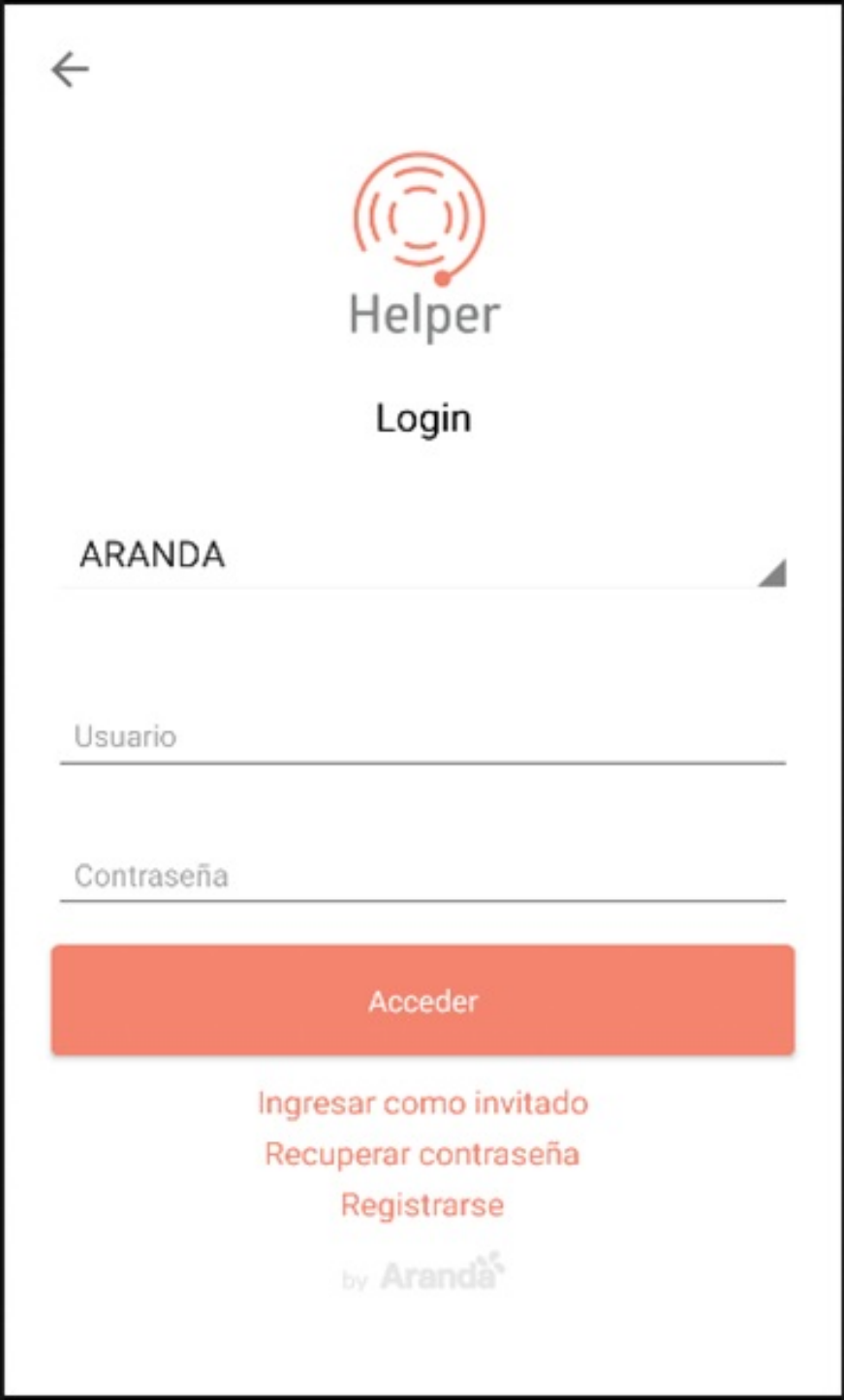


📌 Note: In the QR configuration you will be able to view the Branding configured by default from the BASDK console. In the mobile app, the text color and the application logo will be reflected.

Login

Login

1. On the Aranda Helper login screen, the user will be able to authenticate and validate the system by entering the following data:



|          |                                |
|----------|--------------------------------|
| Field    | Details of the field           |
| Domain   | Type of user access.           |
| User     | Username.                      |
| Password | Password assigned to the user. |

2. Click the Access for the user to make the access request.

If the data is correct, the application redirects to the application portal, otherwise it notifies the possible causes that do not allow access correctly.

Log in as a guest (Anonymous access)

1. If you have the BASDK option configured in the BASDK console Enable anonymous access, on the Aranda Helper login screen, the option Log in as a guest allowing access to the app without having to authenticate with a username and password,

Helper

Login

ARANDA

Usuario

Contraseña

Acceder

Ingresar como invitado

Recuperar contraseña

Registrarse

by Aranda

📌 Note:

- In this modality, the user will be able to register cases anonymously, view or consult created cases and view news.
- The anonymous user requires prior configuration according to the permissions defined in the configuration console.

2. When registering a case associated with a confidential service, the application will generate an additional message to the Anonymous user with the link and the option to Copy. To follow up on the case, the user must retain this link to access the details of the case; The link can be used in the browser of the mobile device.



## Password Recovery

1. If you have the BASDK option configured in the BASDK console Enable password reminder, on the Aranda Helper login screen, the option Recover password.
2. On the Aranda Helper login screen select the option Recover password.

Helper

Login

ARANDA

Usuario

Contraseña

Acceder

Ingresar como invitado

Recuperar contraseña

Registrarse

by Aranda

3. In the window Recover Password Enter the username associated with the account. 4. Select the option Remember password. The system will automatically send an email to the address associated with the user, with the steps required to reset the password.

Helper

Recuperar contraseña

Se le enviará un correo electrónico recordando su contraseña.

Usuario

E1

Recordar contraseña

by Aranda

ⓘ Note: If the value entered does not match any user, the application generates the alert Invalid User.

5. If your domain settings are different from Aranda, selecting the Recover password in the Aranda Helper application, the Aranda PassRecovery (APR) window is enabled, which will make it easier for the user to manage the password.

 Aranda PassRecovery

 ES ▼

### Para Comenzar ...

Con este utilitario podrá recuperar, desbloquear y cambiar su clave de acceso de Windows. Complete la información para realizar las acciones que desea.

Seleccione el dominio y usuario de windows

**Dominio de windows**

INTERSEQ ▼

**Usuario**

Usuario

Continuar

User Registration

1. If you have the BASDK option configured in the BASDK console Enable User Registration, on the Aranda Helper login screen, the option Register, which allows you to register new users according to the configuration made in BASDK.



  
Helper

Login

ARANDA

Usuario

Contraseña

Acceder

[Ingresar como invitado](#)  
[Recuperar contraseña](#)  
[Registrarse](#)

by Aranda

2. Selecting the “Register” option in the app enables the Registration where you can enter the user’s basic information and account access data, like this:



  
Helper

Registro

Informacion básica

Juan Pérez

573003001234

juan.perez@arandasoft.com

Datos de acceso para la cuenta

1234567890

Contraseña

Confirmar contraseña

Registrarse

|                     |                                                            |
|---------------------|------------------------------------------------------------|
| Field               | Details of the field                                       |
| Full name           | Names and Surnames of the new user                         |
| Mobile Phone Number | Mobile number, add the country code without the +          |
| Email               | Email address.                                             |
| User ID             | User identification number.                                |
| Password            | Password to access the application (minimum 6 characters). |
| Confirm password    | Repeat the old password.                                   |

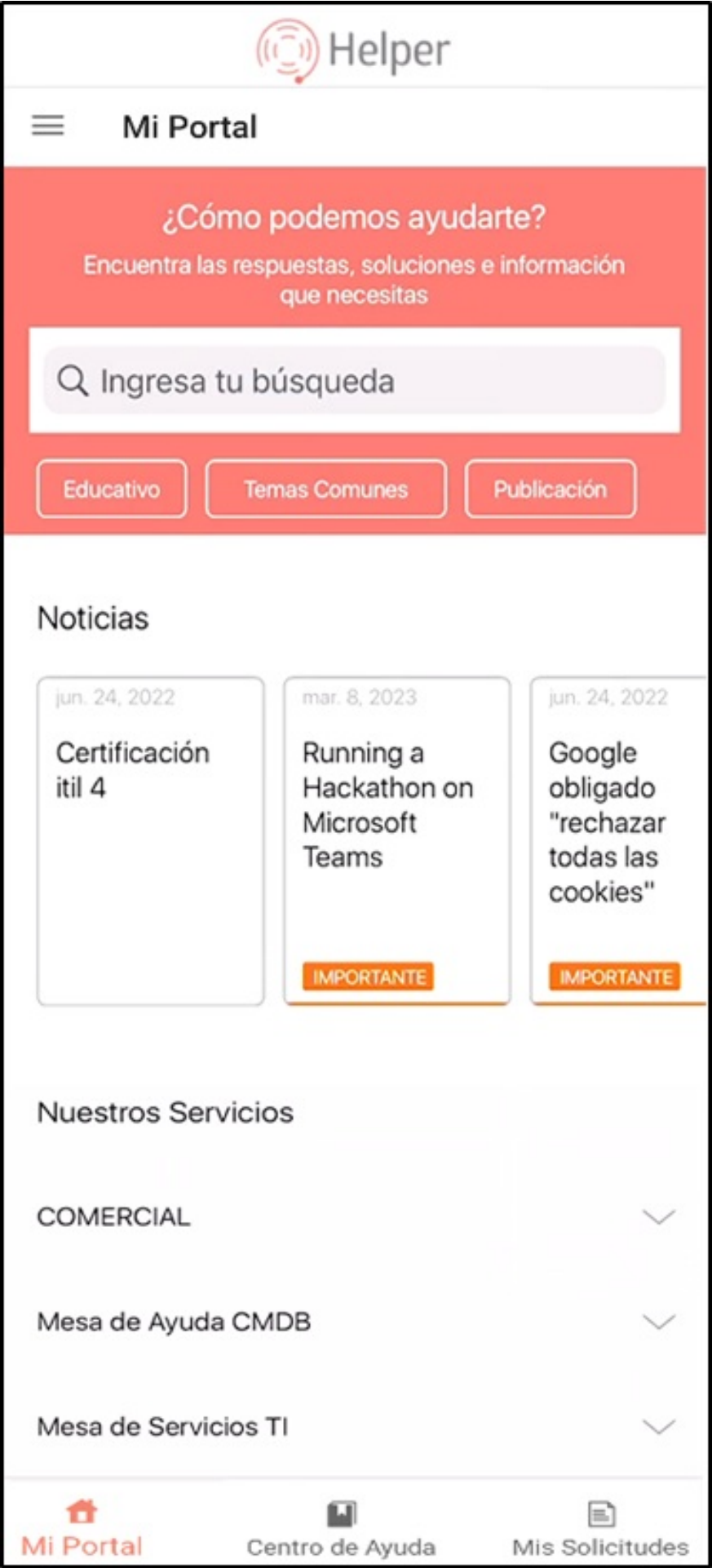
3. When you select the Register, the user is registered and will be able to log in (The projects, services and types of cases related to the new user depend on a previous configuration made in the BASDK console).

### My Portal

### My Portal

1. Once authenticated on the Aranda Helper login screen, you will be able to view the information of all the projects related to the user.

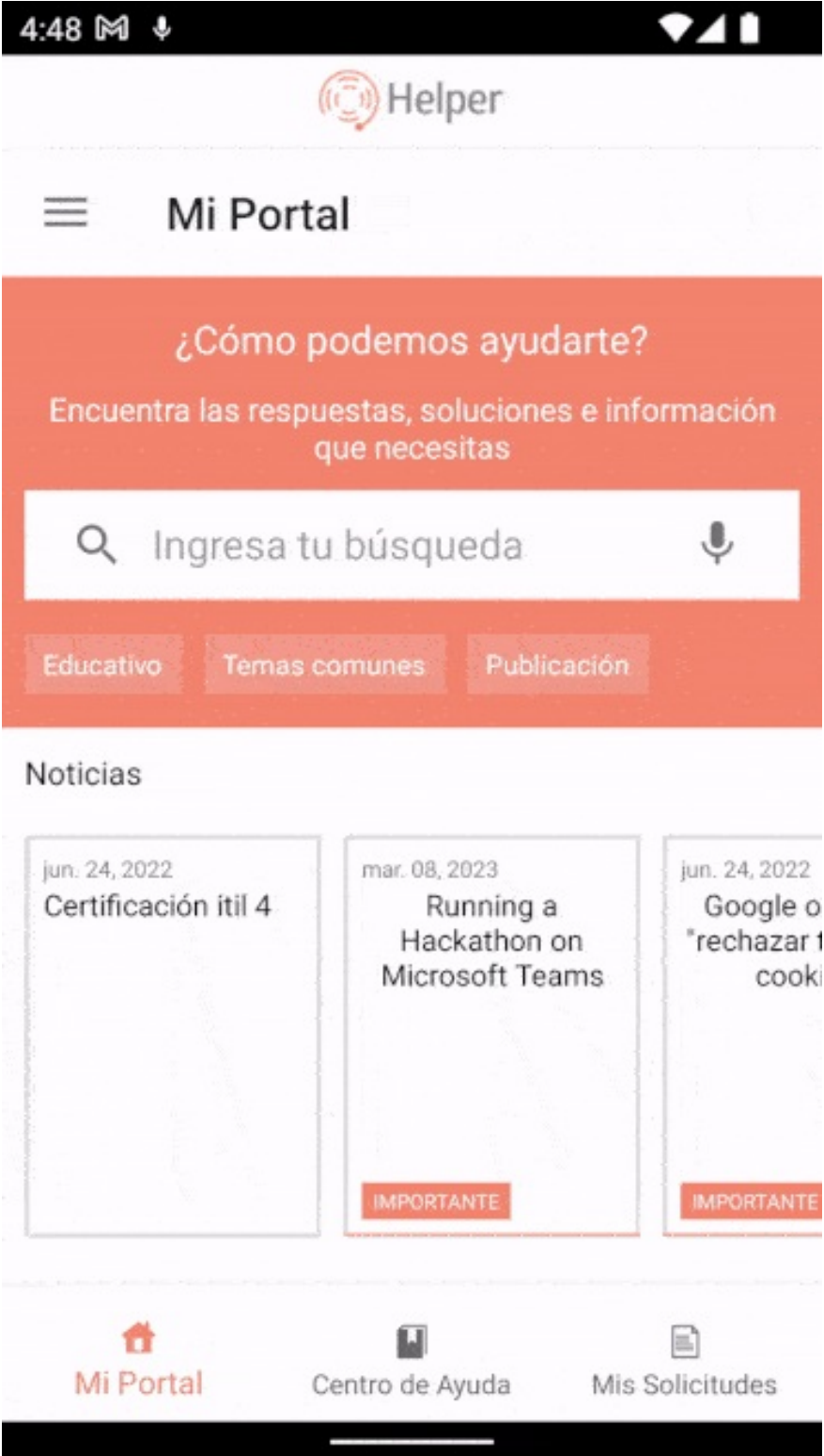
The initial screen is divided into different sections so that the user can navigate and manage their cases like this:



| Options  | Description                                                                                                                                                                                                                                                       |
|----------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Seeker   | This option allows you to enter a query or search for cases and articles associated with the user in session. At the bottom of the search, the types of previously configured items are displayed, selecting one of these will show the Items associated with it. |
| News     | This option will allow you to view the news or news, previously configured in the BASDK console.                                                                                                                                                                  |
| Projects | This option will allow you to view the projects associated with the User.                                                                                                                                                                                         |
| Taskbar  | This option allows navigation to other main sections such as My Portal, Help Center and My Requests in which the user can navigate.                                                                                                                               |

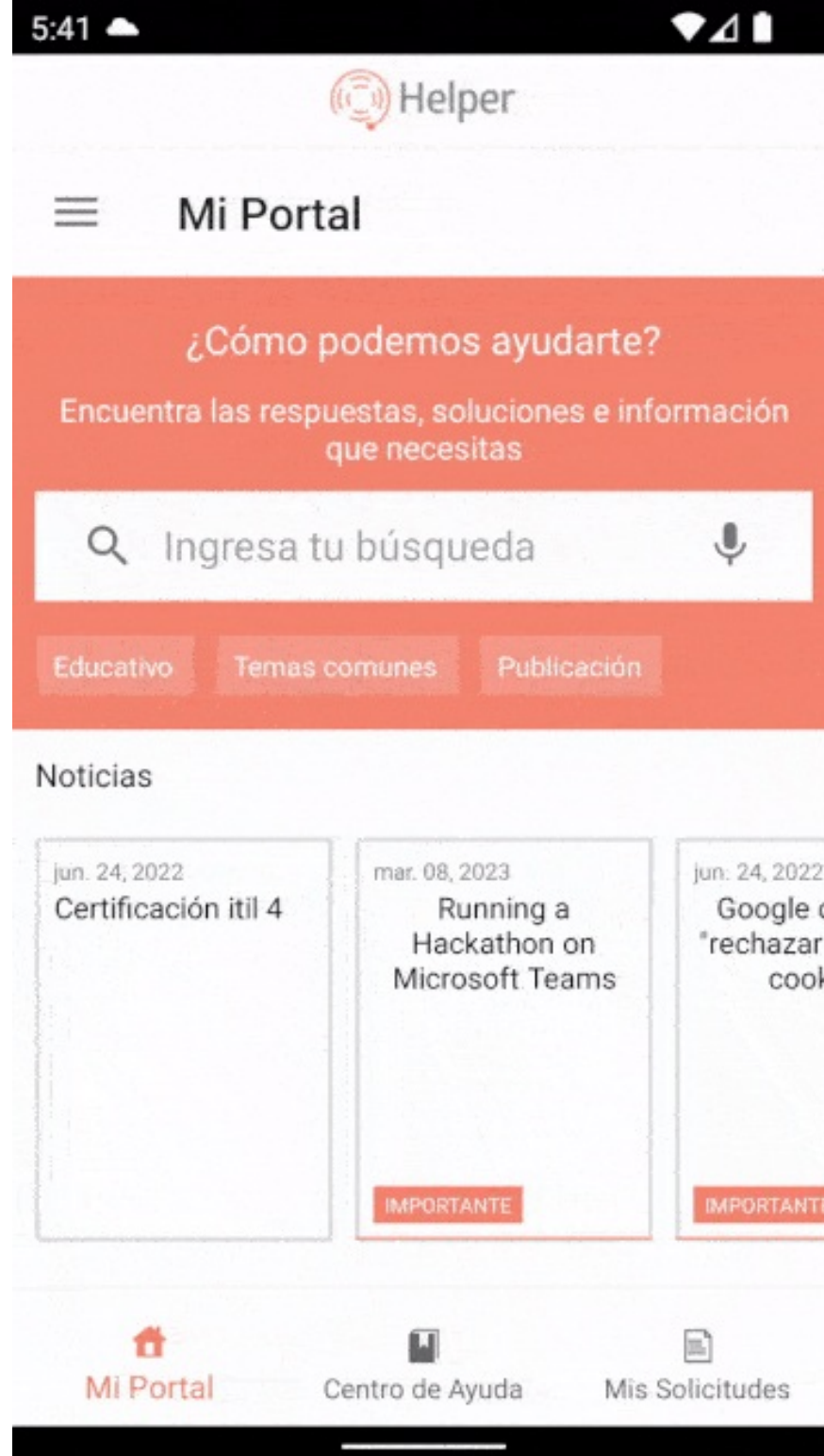
Display articles by type

2. On the taskbar of the Aranda Helper mobile console, select the My Portal and a category of Types of Articles Enabled. You will be able to view and access the item of your choice.



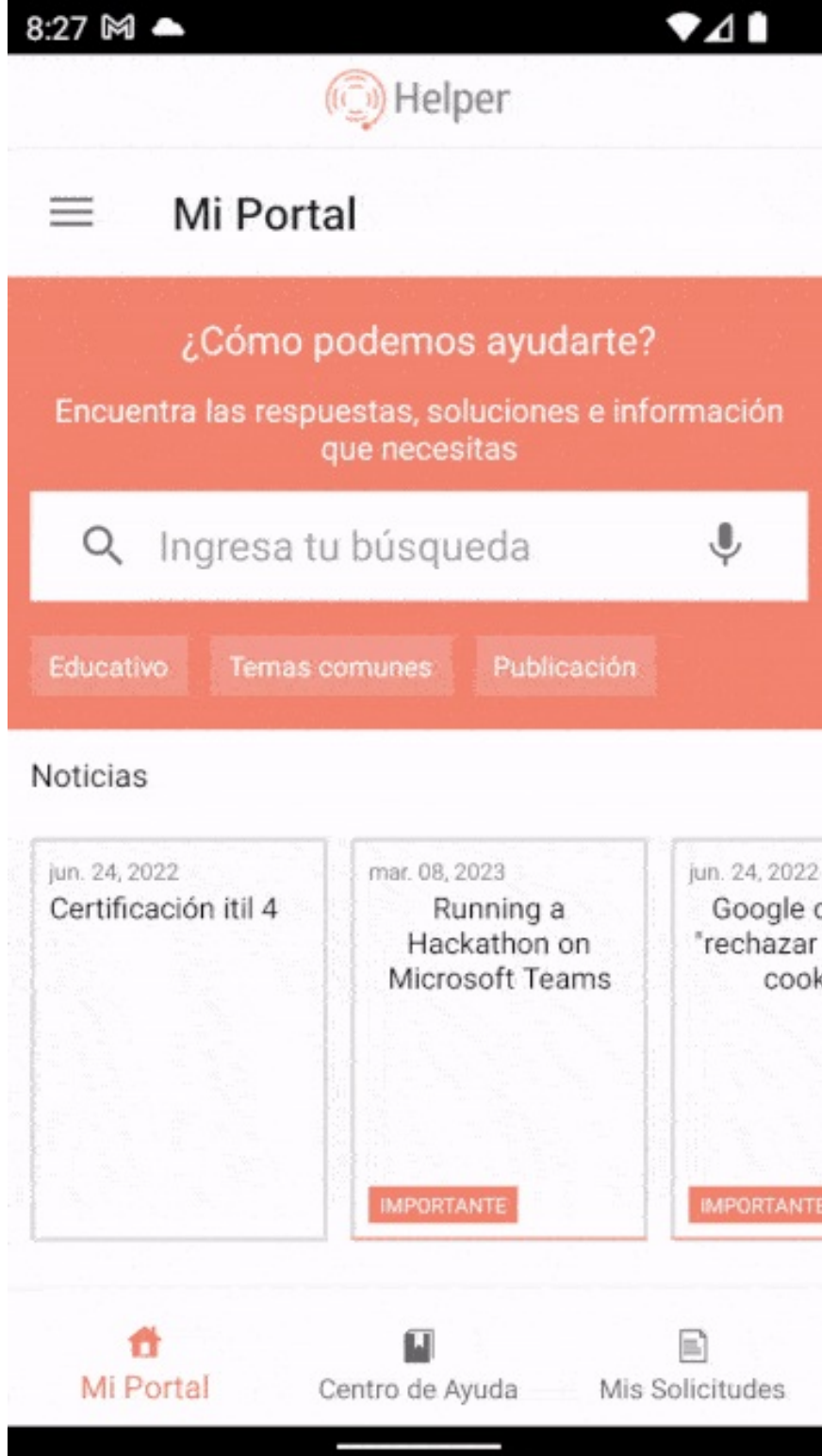
News

3. On the taskbar of the Aranda Helper mobile console, select the My Portal and the segment of News. You will be able to view and access all the news of the projects to which the user in session is associated.



#### Search for cases and/or articles

4. On the taskbar of the Aranda Helper mobile console, select the My Portal and in the Enter your search field you can consult the cases and/or articles by entering the keywords. You can also search using the filters Cases and Articles when applicable in the results.



📌 Note: The system presents all the related results and highlights in color the words that match those entered in the search, facilitating the identification of the article

Other features

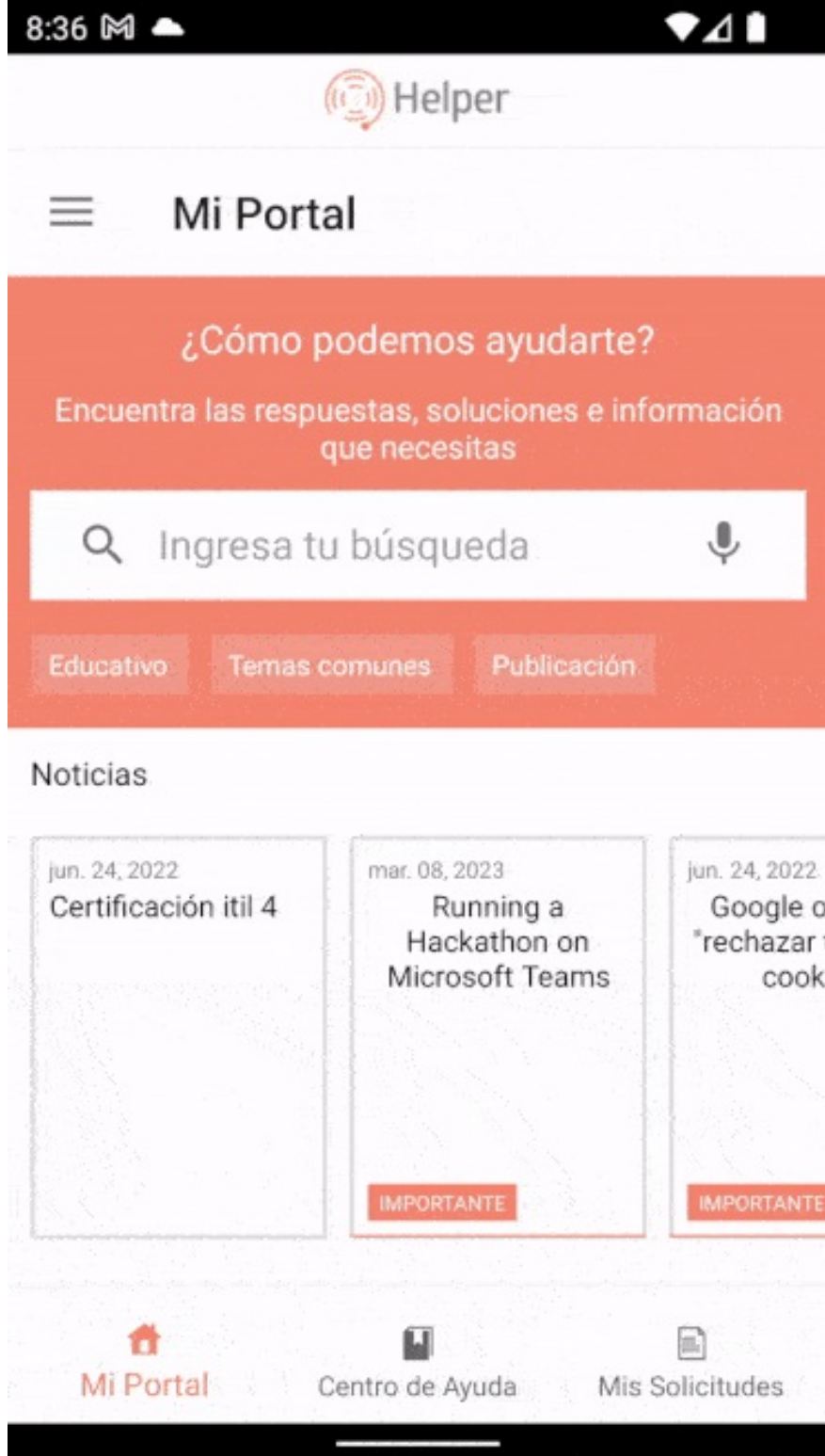
5. On the taskbar of the Aranda Helper mobile console, select the My Portal And at the top of the console, the user in session will be able to access the following configuration actions:

Profile: By selecting this option, the user will be able to validate the information in their profile, such as their username, full name, phone number, and email address, ensuring that the data is updated. If the user has the necessary permissions, they can update the profile information by selecting the button with Pencil shape.

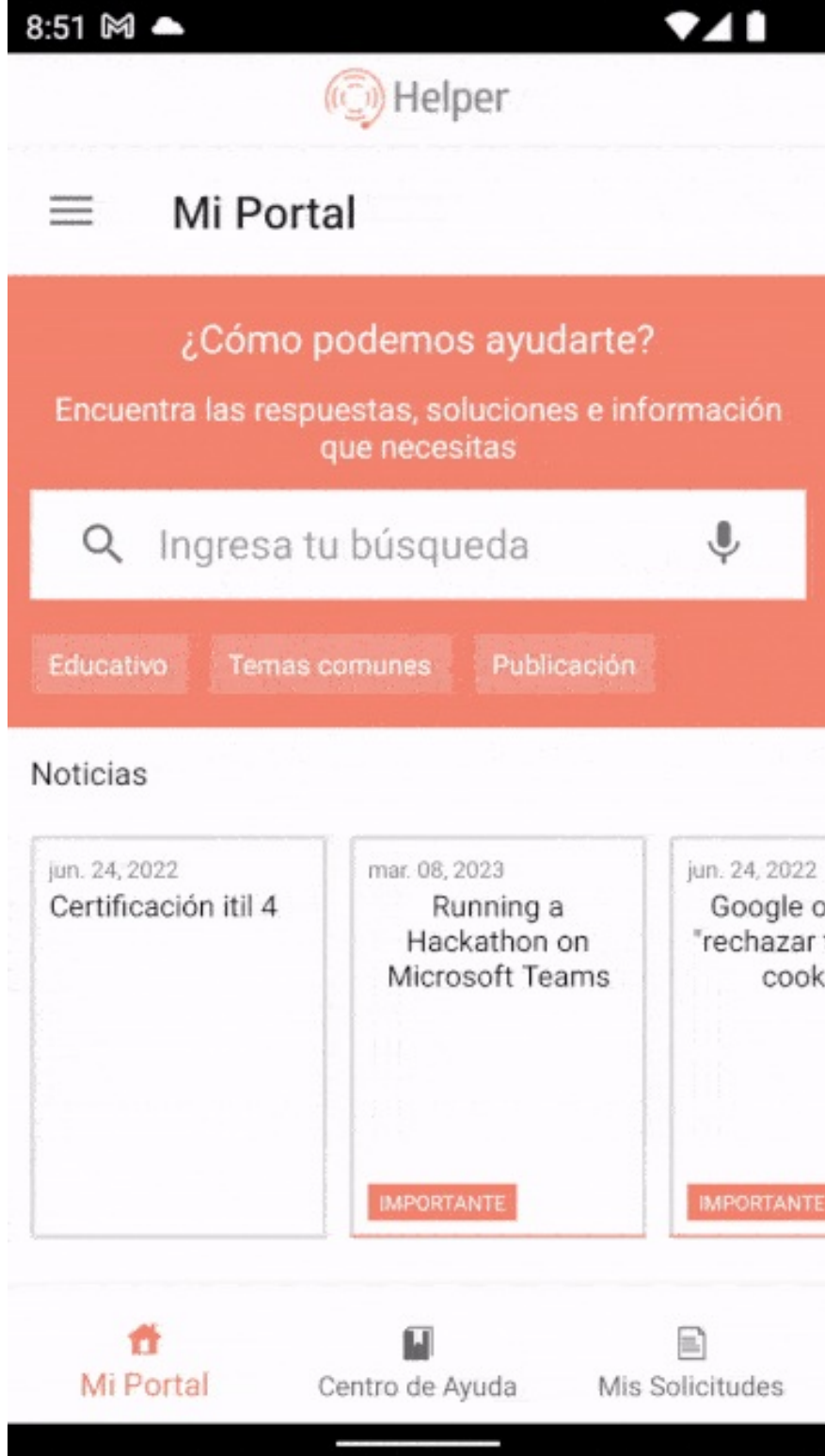


📌 Note: When you do not have the permissions to edit the profile, by selecting the Save (view icon), the message will be generated You don't have permission to edit the profile.

About: By selecting this option, the user will be able to check the version of the Aranda Helper application they are using.

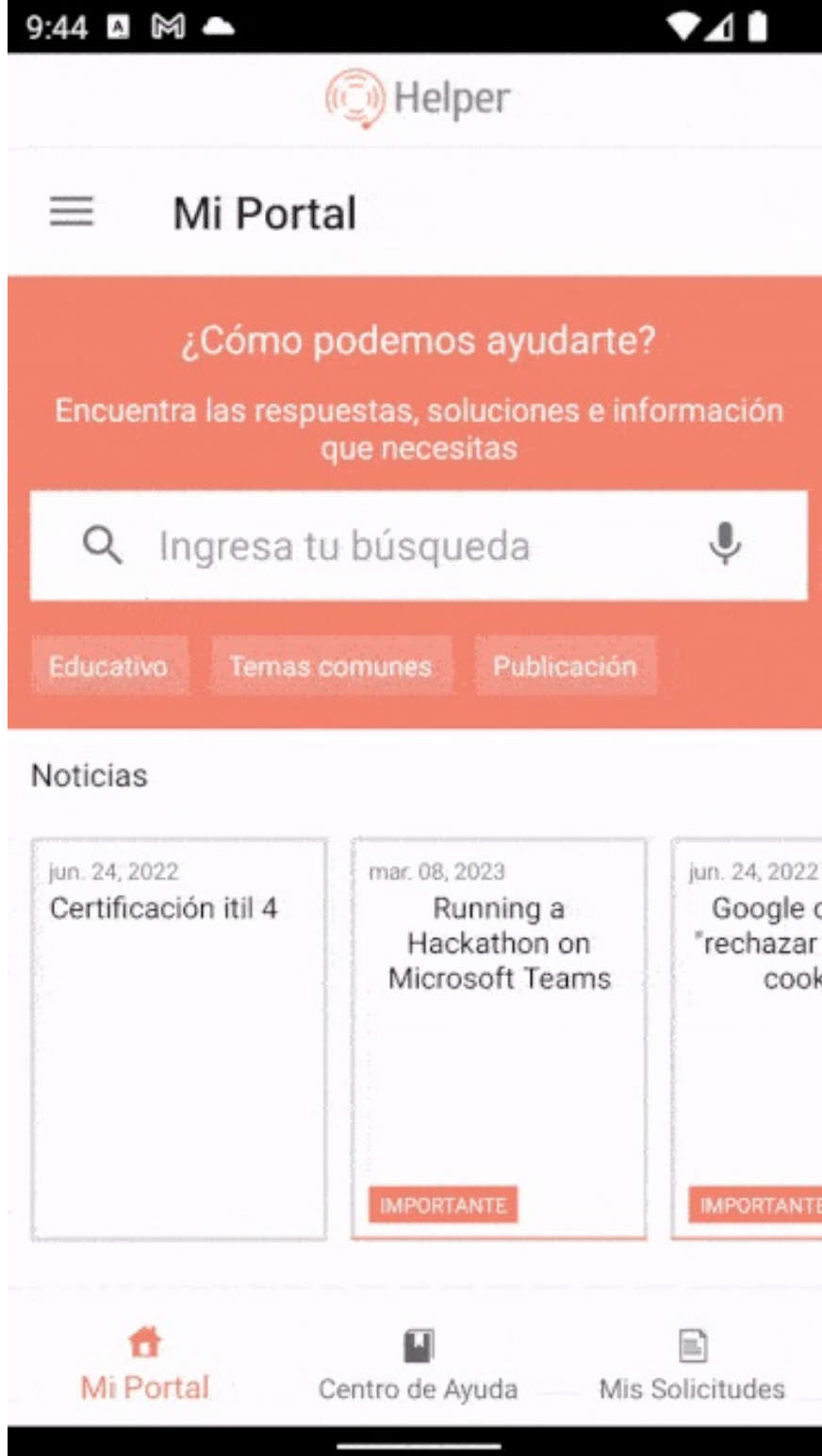


Safety: By selecting this option, the user will be able to change the password, entering a new secure and reliable password. This option will be available if the user has the necessary permissions.



📌 Note: If you do not have the necessary permissions to change the password, by selecting the Save (view icon), the message will be generated You are not allowed to change your password.

Log off: Selecting this option will close the current session in the application, as well as all sessions that are open to the user, and require re-authentication to gain access.

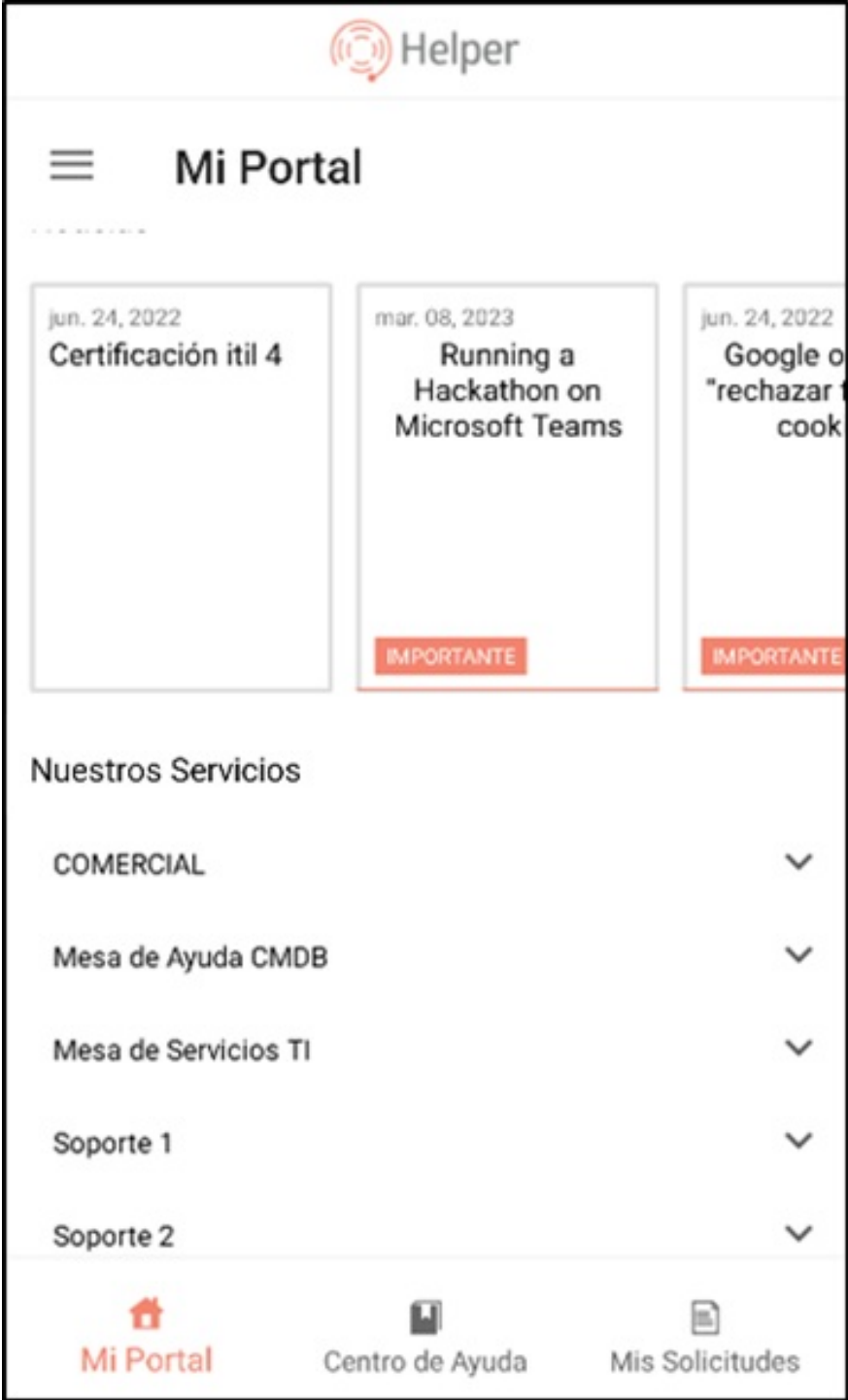


Create Case

Create Case

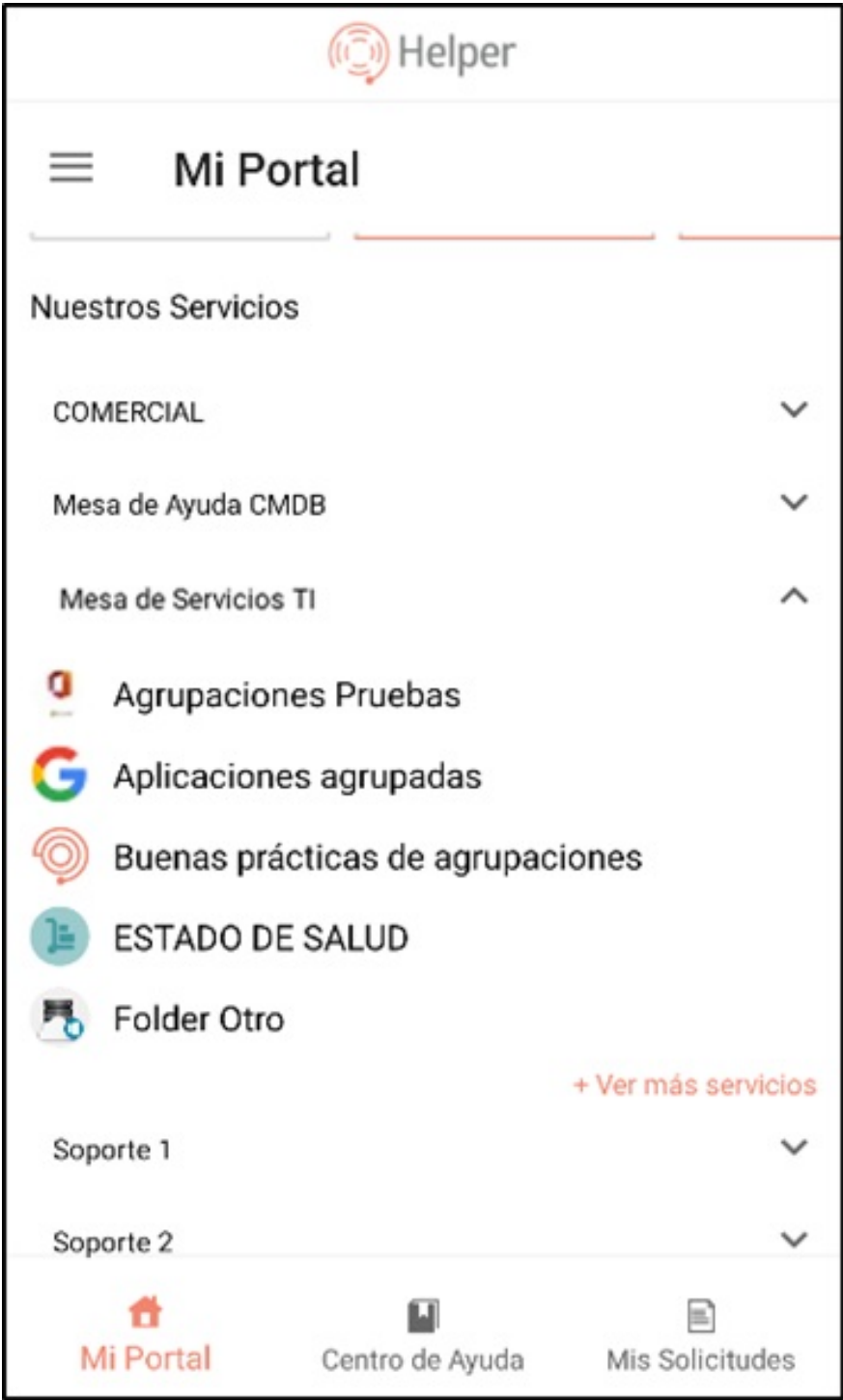
### Selecting Parameters to Create the Case

1. To create a case, on the Aranda Helper mobile console taskbar, select the My Portal and in the Our Services You will be able to view the list of projects in which the user in session is associated.

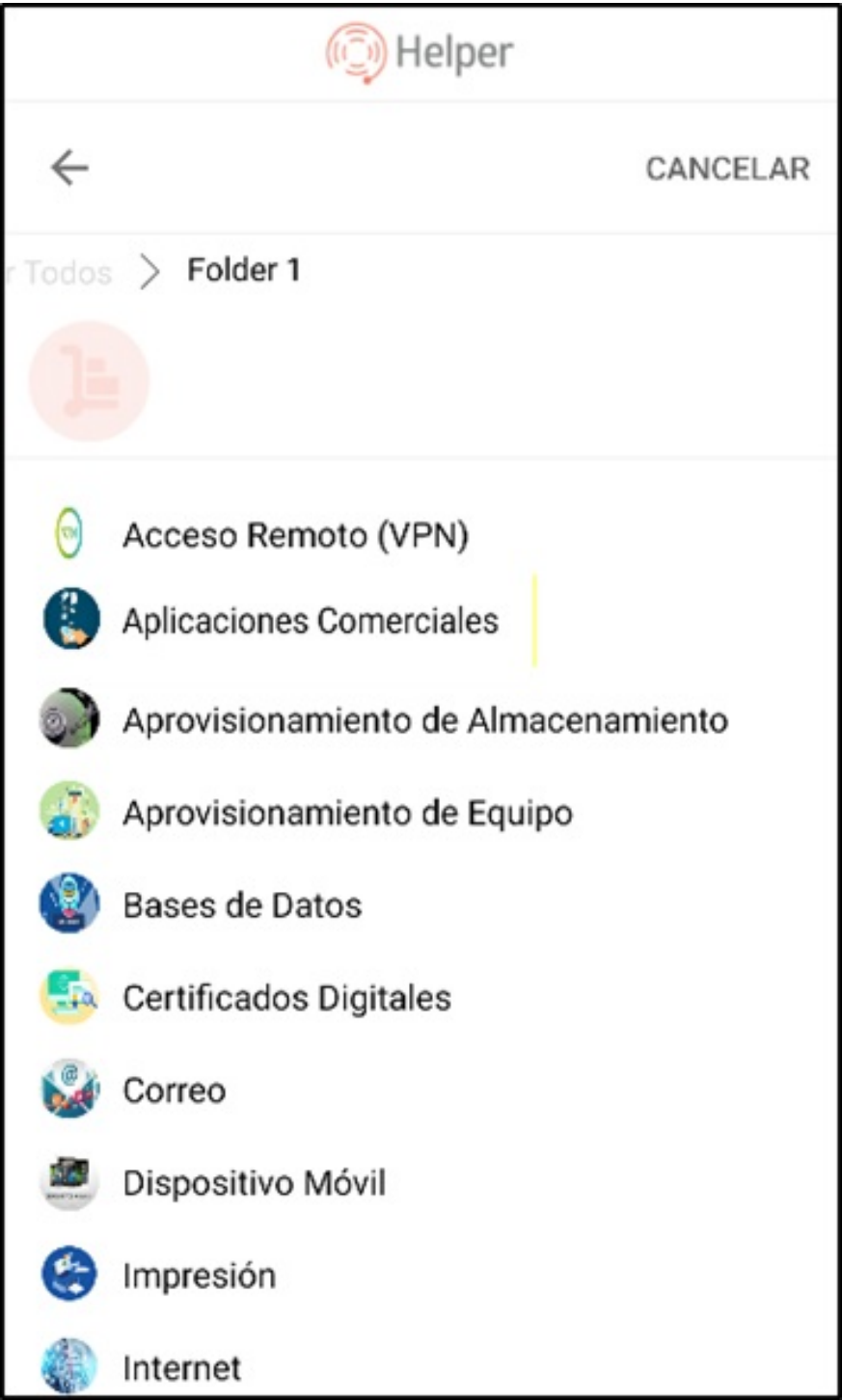


2. Select the project in which you are going to register the case; if the selected project allows you to create Requirement, Incident or Change type cases, a list will be displayed with the Service Group (when you have service groupings) or Services. If the project is enabled only for request creation, you will be able to access the request record.

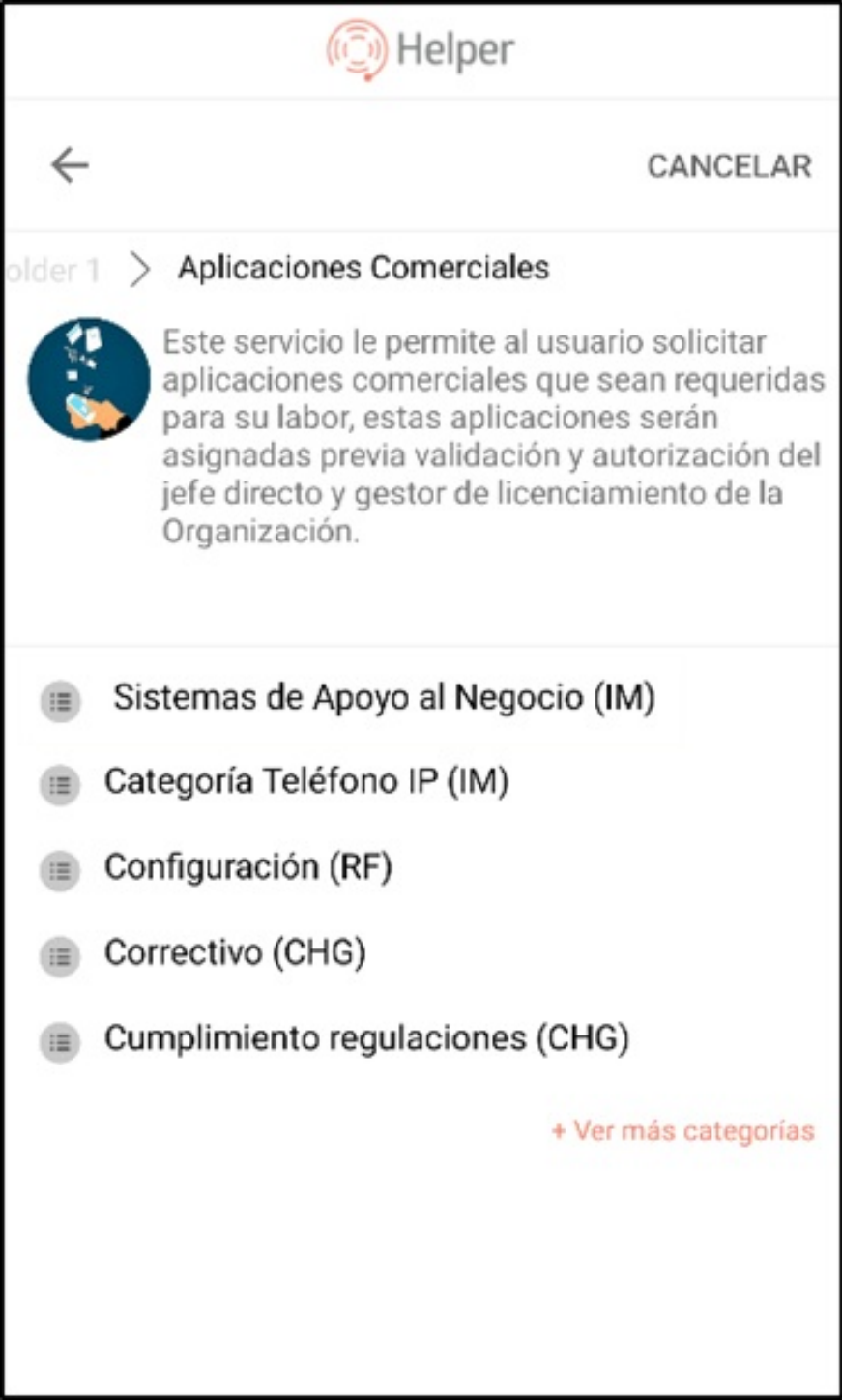
If the project has more than 5 associated services, select the option See more services.



3. Select the service in which the case is to be registered; You will be able to view the list of categories related to the selected service and associated with the user in session.



4. Select the category from the generated list. On this screen, the user will be able to view the details of the service. If the service has more than 5 associated categories, the option is enabled. See more categories.



5. Once you have selected the service and category, you can confirm the start of the case creation, return to select another service, or cancel the creation. To continue creating the case, click the Start Application.



6. The window is enabled to fill in the fields to create the case. Click the Send.





Solicitud

CANCELAR



Mesa de Servicios TI

Sistemas de Apoyo al Negocio (IM)

Folder Todos / Folder 1 / Aplicaciones Comerciales

Asunto

Descripción

Ingrese brevemente el asunto y la descripción.

Soporte Facturado

☐

Motivo Soporte No Facturado:

Seleccione...

FECHA PRUEBA \*

Seleccione fecha

FECHA PRUEBA

Tipo Multiple WS

Seleccione

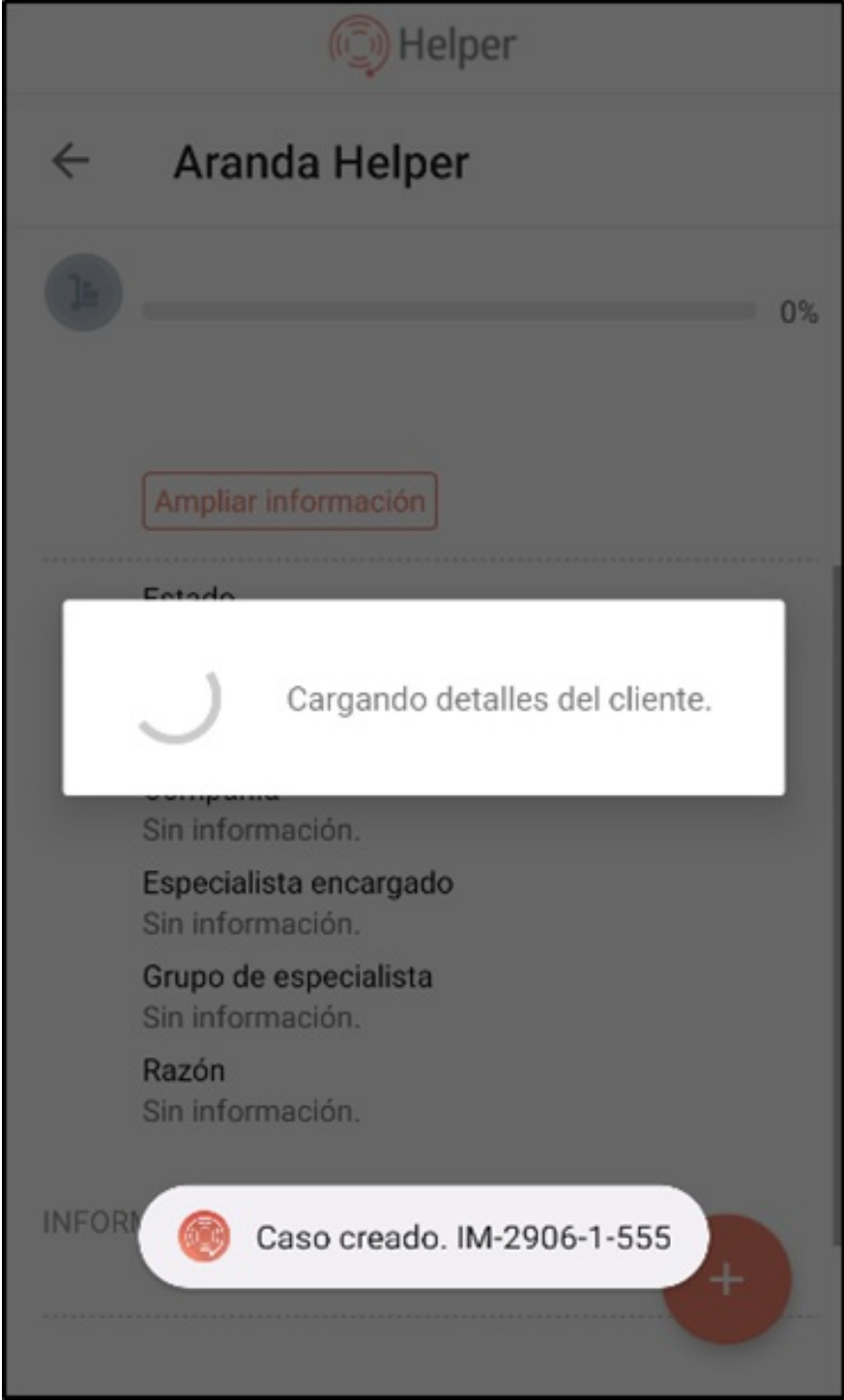
Se listan los nombres y se consume de un Web Service

Enviar



Note: Fields marked with an asterisk (\*) are mandatory.

At the end you will be able to view the filing number of the created case.



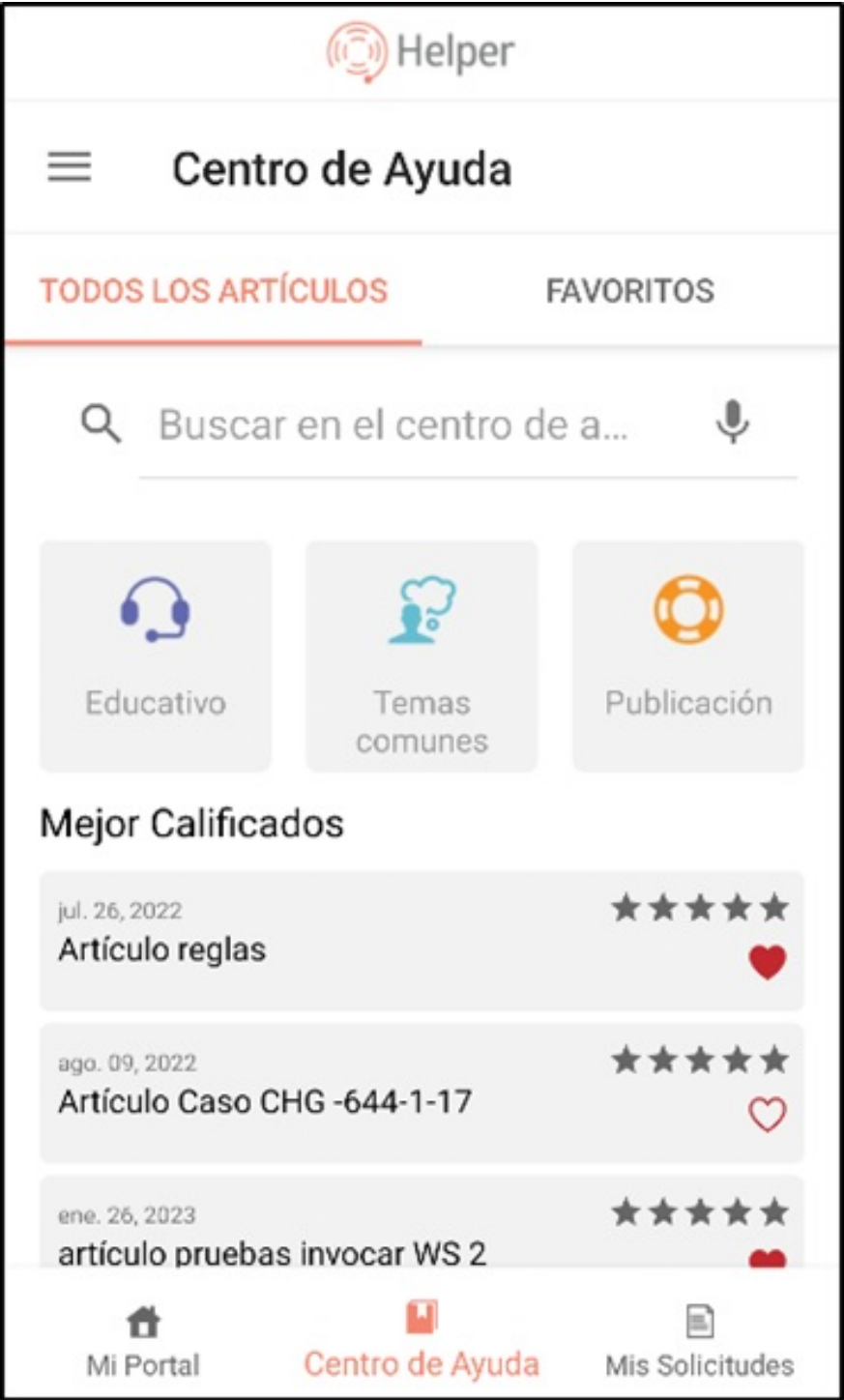
7. At the end of the registration of a case, the Aranda Helper application gives the user in session, a view with the details of the case, in which they can attach files or add notes if required. This is done through a floating menu that displays the symbol of a plus sign (+).



Help Center

The help center is a section of Aranda Helper, which through referenced articles, provides the necessary information to solve a user’s concern or to access information related to a case that you wish to register.

1. On the taskbar of the Aranda Helper mobile console, select the Help Center and in the search field you can consult articles associated with the user in session.



▮ Note: You can also access the help center information by selecting the filter by Article Type

Favorites

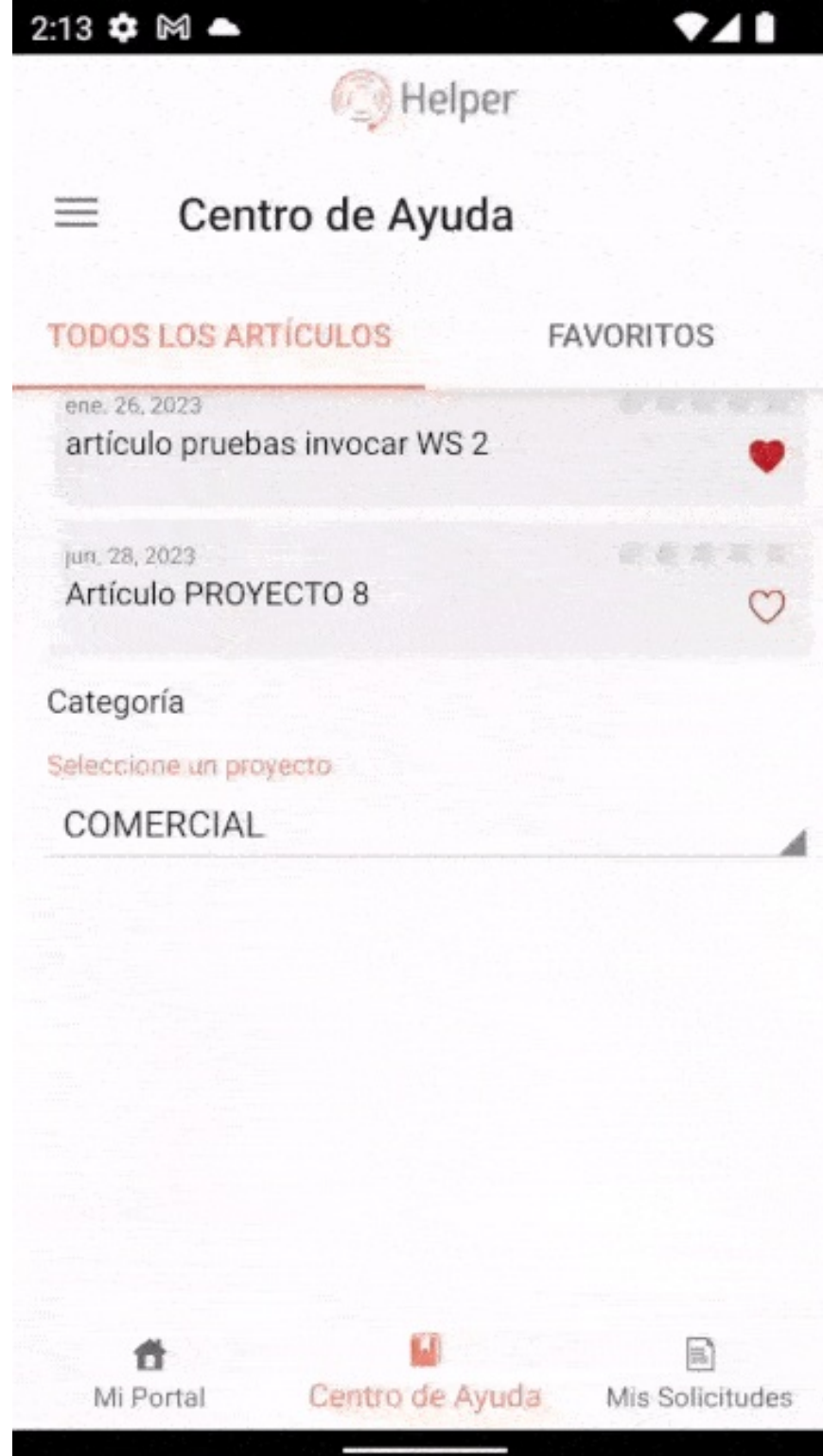
2. On the taskbar of the Aranda Helper mobile console, select the Help Center and the segment Favorites. You will be able to view the Articles previously marked by the User in session as favorites. The list of articles corresponds to the projects in which the user is associated.

When selecting the segment All Articles, you will be able to view in the first instance, the best rated Articles and ordered according to this criterion.

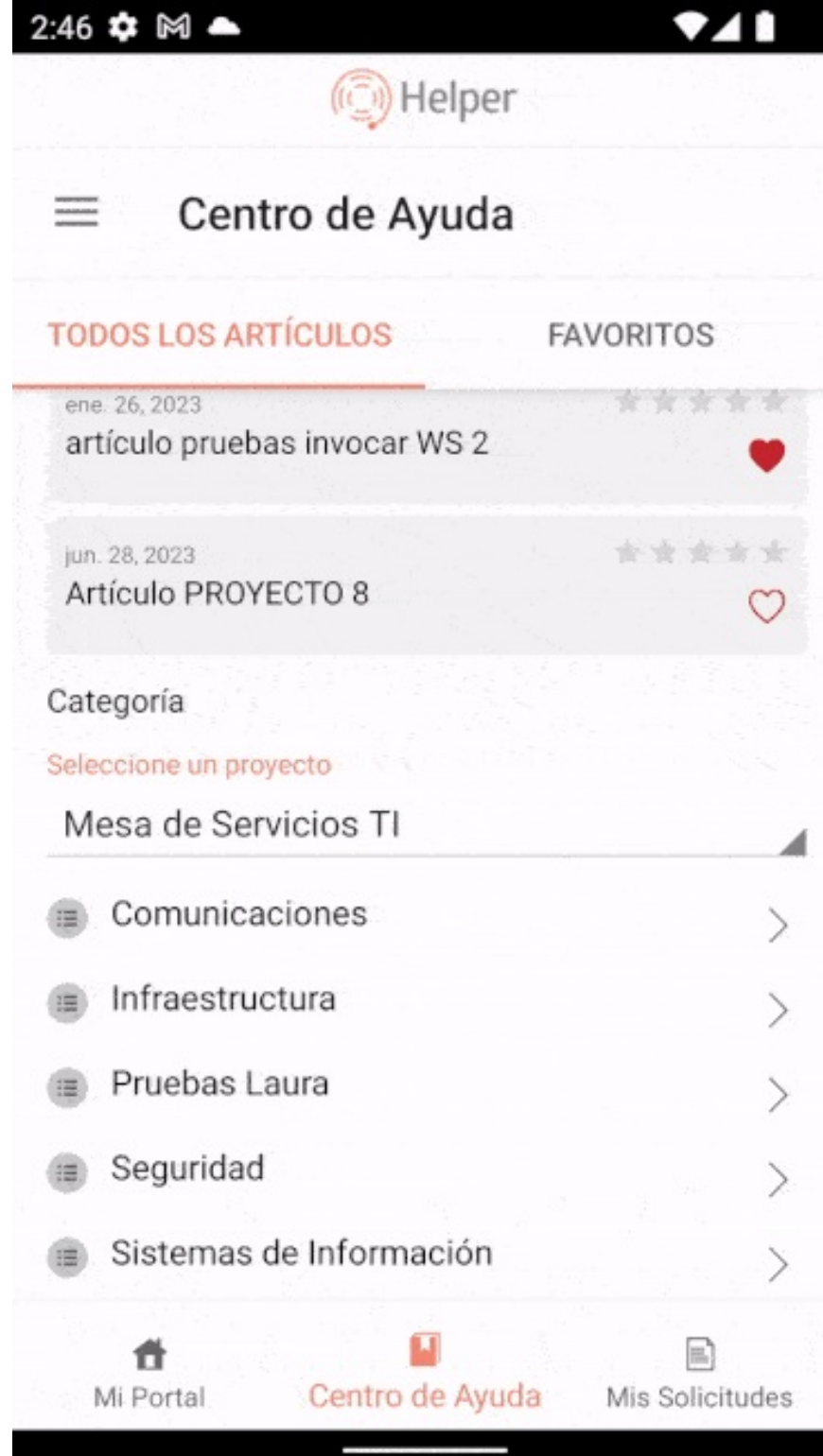


Articles by category

- 3. On the taskbar of the Aranda Helper mobile console, select the Help Center and the Categories/Select a Project. The user in session will be able to view the articles grouped by categories according to the associated project.
- 4. In the window that is enabled, select a project from the list of associated categories.



5. From the list generated, select a Category, to access the list of Items that are associated.



6. By selecting the desired article, you will be able to view information associated with the article such as: creation date, rating, title, related articles and attached documents.



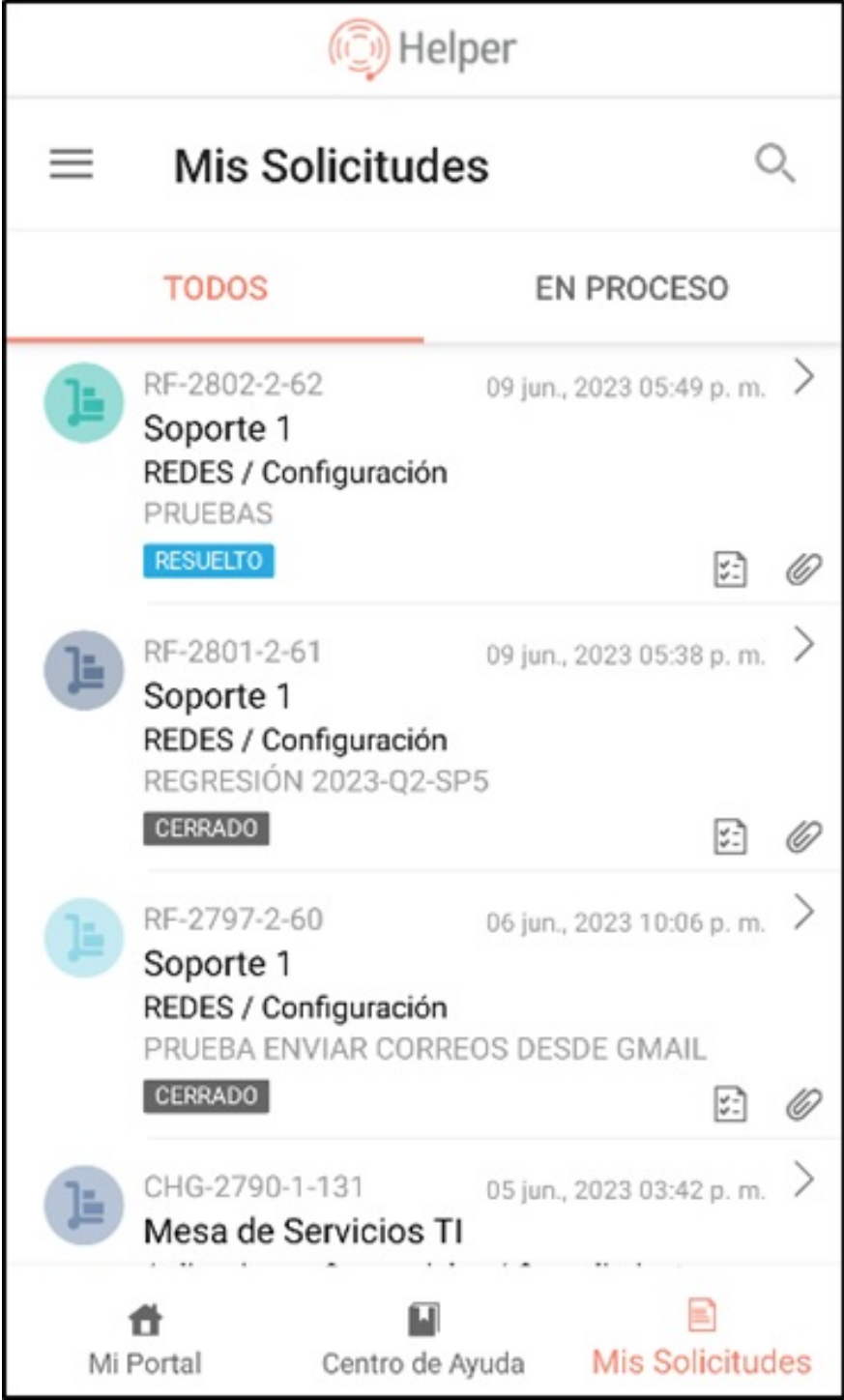
📌 Note: In this section you will be able to identify the configured keywords and in the taskbar you can select the option to rate and mark the desired article as a favorite.

My Requests

My Requests

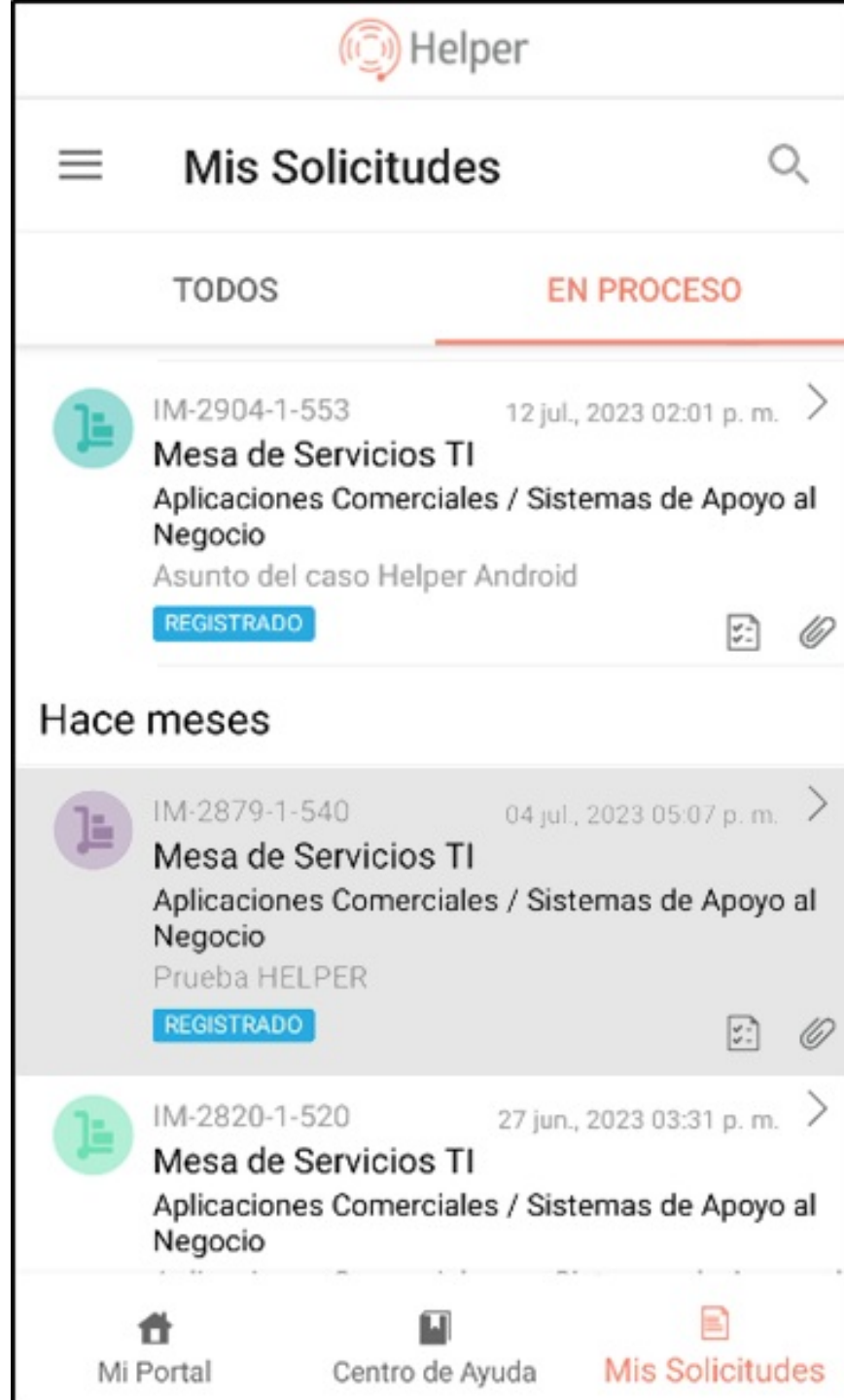
1. On the taskbar of the Aranda Helper mobile console, select the My Requests. The user in session will be able to filter the requests according to the following criteria:

- All: In this option you will be able to view the list of cases registered in all the projects associated with the user in session, regardless of their status.
- In Process: In this option you can view the cases registered in all the projects associated with the user in session in which there is active management.



📌 Note: It is possible to use the search engine to select a specific case.

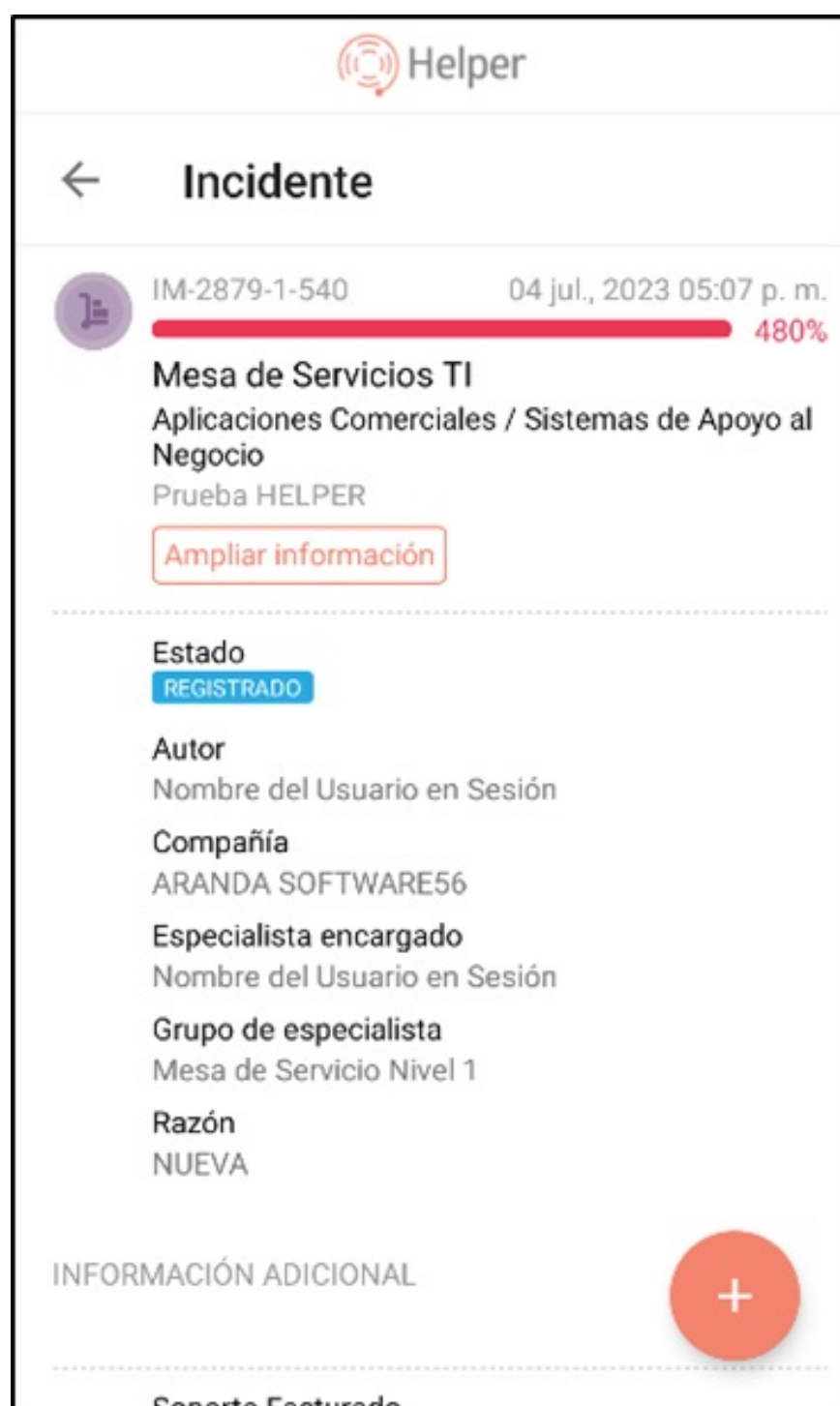
2. The request list groups the basic information of the case with data such as: Case ID, date of registration, Project Name, service/category in which the case is associated, subject and current status of the case



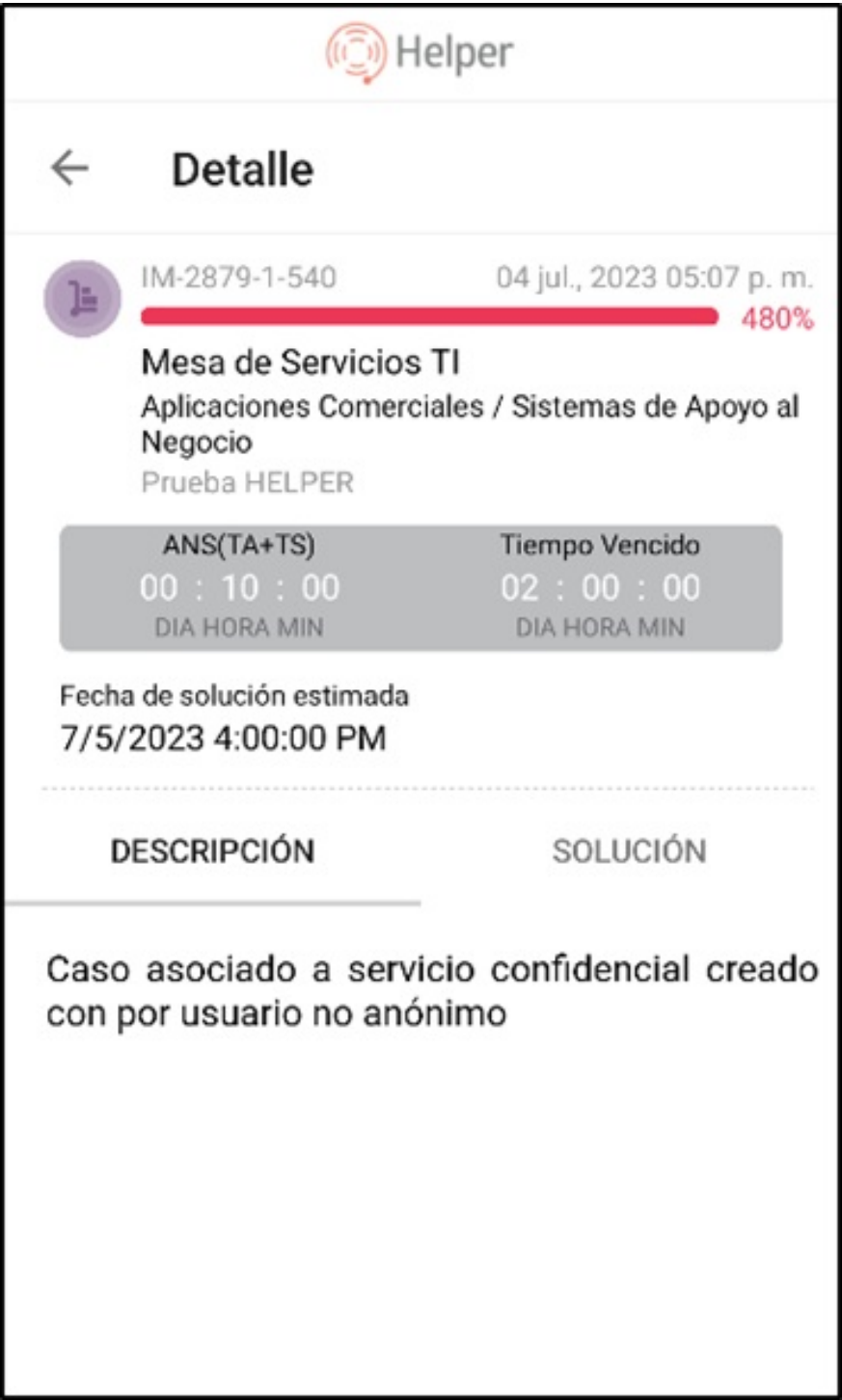
[Note] If the case is of the request type, the service/category will not be displayed in the basic information of the case.

#### View Case

3. In the list of requests, select the basic information of a case. In the window that is enabled you will be able to view the detail and complete information of the case.

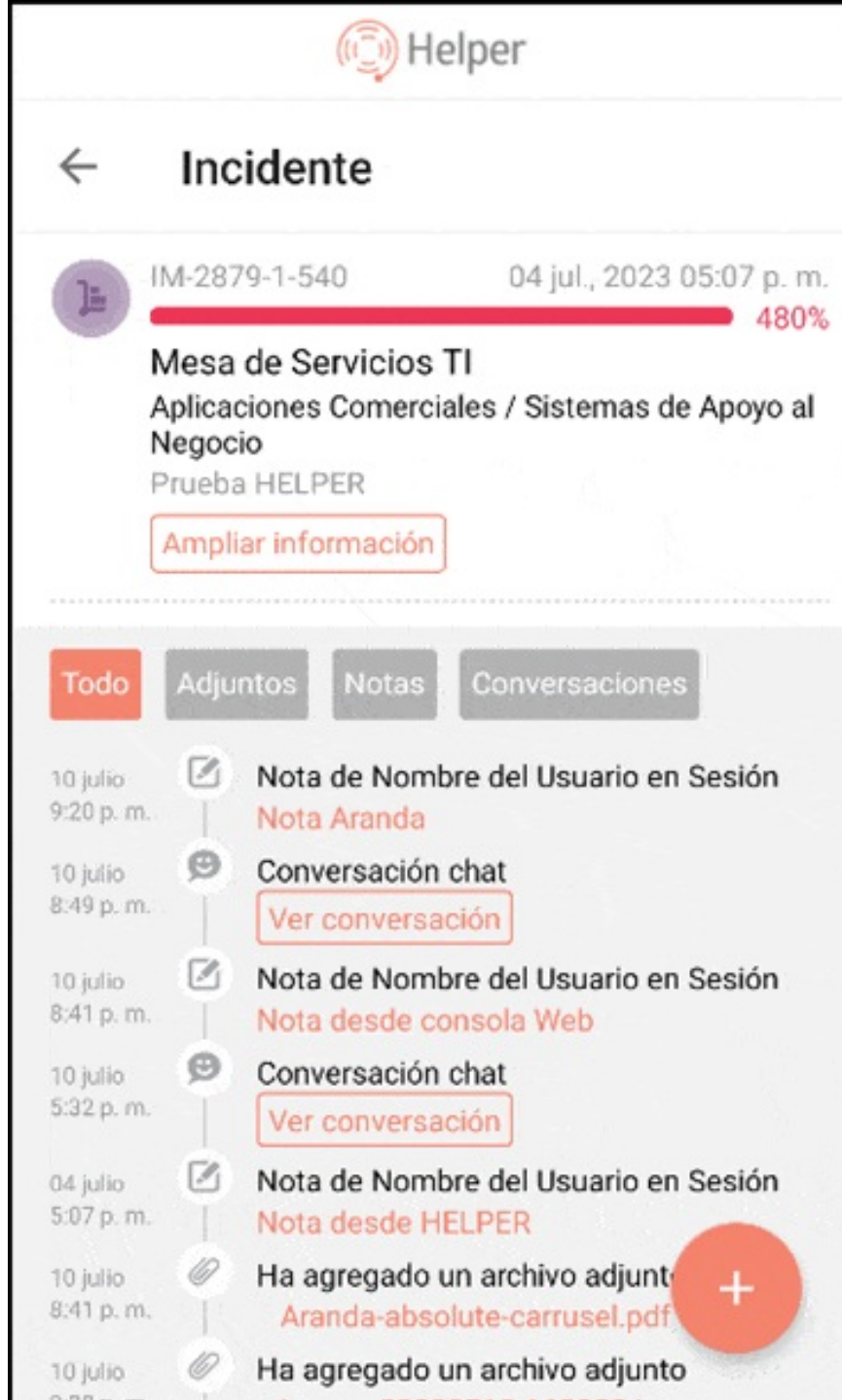


4. When selecting the More information, you will be able to view detailed information of the case related to data such as: times, dates, description and solution associated with the case.



5. In the case detail, you will be able to view the additional fields and will have the following buttons enabled for the consultation of information related to the case:

| Button         | Description                                                                                                                                                               |
|----------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| All:           | By selecting this button, you will be able to view all the available information related to the case, including additional fields, attachments, notes, and conversations. |
| Attachments:   | Selecting this button will take you to a section where all attachments associated with the case will be listed.                                                           |
| Notes:         | By selecting this button, you will be able to access a specific section where all the notes related to the case are registered.                                           |
| Conversations: | Selecting this button will open a section showing all the conversations or interactions recorded through the chat.                                                        |



📌 Note: These buttons provide a simple and organized way to access the specific information that the user may need in relation to the case at hand.

## Add Annotation and/or Attachment to a Created Case

6. When viewing the details of a case, a floating menu is presented at the bottom right of the screen showing the symbol of a plus sign (+). Selecting on this symbol takes you to the following additional options:

- Attachments: By selecting this option, the user will be able to attach a file from their phone or take a photo directly with the camera. This file is automatically added to the case as a relevant attachment.
- Add Note: Selecting this option will open a text box where the user can enter an annotation related to the case. Once this action is complete, the note will be added to the case as a public note, visible to all users involved.



## Incidente



IM-2879-1-540

04 jul., 2023 05:07 p. m.

480%

## Mesa de Servicios TI

Aplicaciones Comerciales / Sistemas de Apoyo al  
Negocio

Prueba HELPER

[Ampliar información](#)

## Estado

REGISTRADO

## Autor

Nombre del Usuario en Sesión

## Compañía

ARANDA SOFTWARE56

## Especialista encargado

Nombre del Usuario en Sesión

## Grupo de especialista

Mesa de Servicio Nivel 1

## Razón

NUEVA

INFORMACIÓN ADICIONAL



Soporte Facturado