INSURANCE SECTOR EDUCATION AND TRAINING AUTHORITY

EMPOWERED TO INFLUENCE AND INSPIRE!

MIS SUPPORT USER GUIDE

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1. Introduction

1.1. The INSETA implemented a support system focused on providing stakeholders a platform to report any incidences related to the Management Information System (MIS). There are three support channels available for our stakeholders:

1.1.1. **Self-Service Portal**: A self-service portal is a website with self-service and self-help features that empowers and enables the user to register, request services, and access information.

1.1.2. **Email:** All Incoming emails sent to support@inseta.org.za or missuport@inseta.org.za are converted to support tickets allowing for easy of management, organizing and archiving all emailed support requests in one place.

1.1.3. **Telephone**: Stakeholders can call a dedicated support line to speak directly with support agents. Phone support offers real-time interaction, allowing for immediate problem-solving. Support agents can provide personalized assistance and guide stakeholders through troubleshooting steps. This support channel will be made available at the later by the 1st of September 2023.

2. Self-Service Portal

2.1. Create A Ticket Using The Support System

2.1.1. To open a new ticket, you will need to visit the client portal page (*support.inseta.org.za)* of the help desk. Once you have arrived at that page, click on one of the two "Open a New Ticket" buttons.
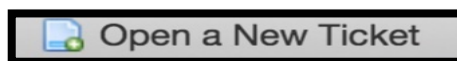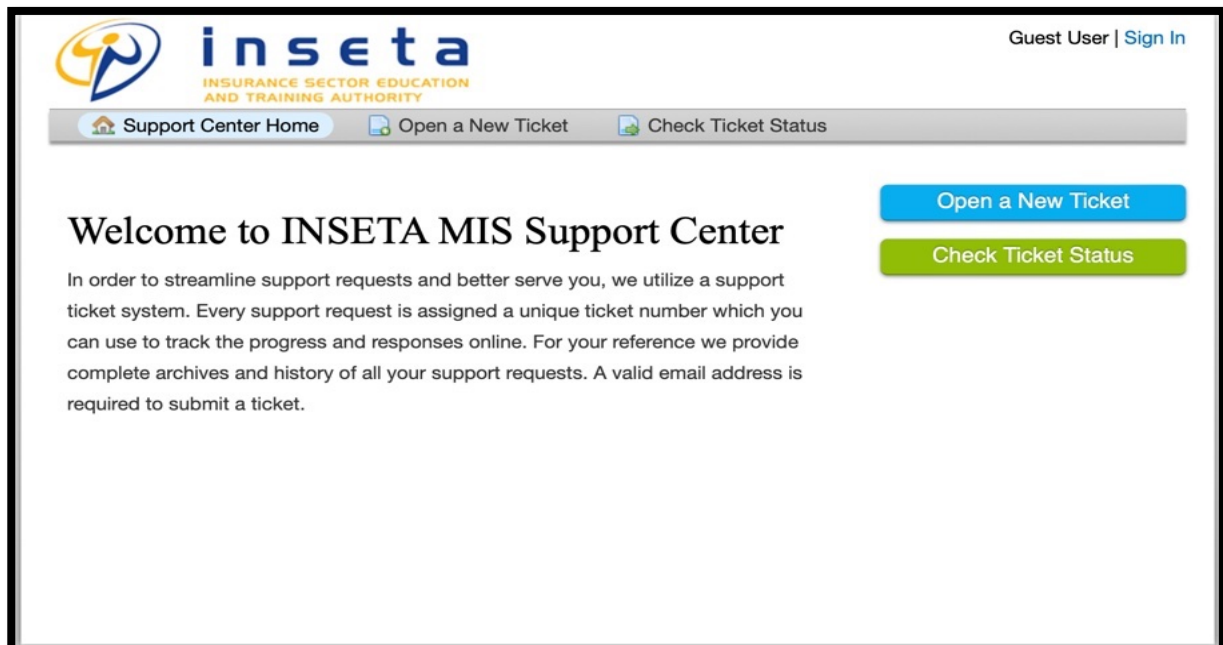
2.1.2. When you click the button, you will be redirected to a blank ticket form, where you can share the required contact detail fields for the ticket, i.e., email address, the name of the ticket owner, phone number, etc.

2.1.3. In addition, you will see a Help Topics field. By choosing a help topic, you are able to direct and streamline the information you are submitting to the help desk. Select the appropriate help topic relating to the issue that you are experiencing. Make a brief description in the issue summary - think of this like the subject line of an email. Share as much detail as you would like in the body of the message. Use the HTML Rich Text toolbar to format your message, upload and share photos and videos, and attach hyperlinks. When you have completed filling out your ticket, be sure to click the "Create Ticket" button.

NB: *Please note that the help desk you are contacting may have a much more thorough and unlimited population of help topics than what you see here.*

2.1.4. Upon clicking "create ticket", the following page will appear:

2.2. **Check Ticket Status - Using Email Address & Ticket Number**
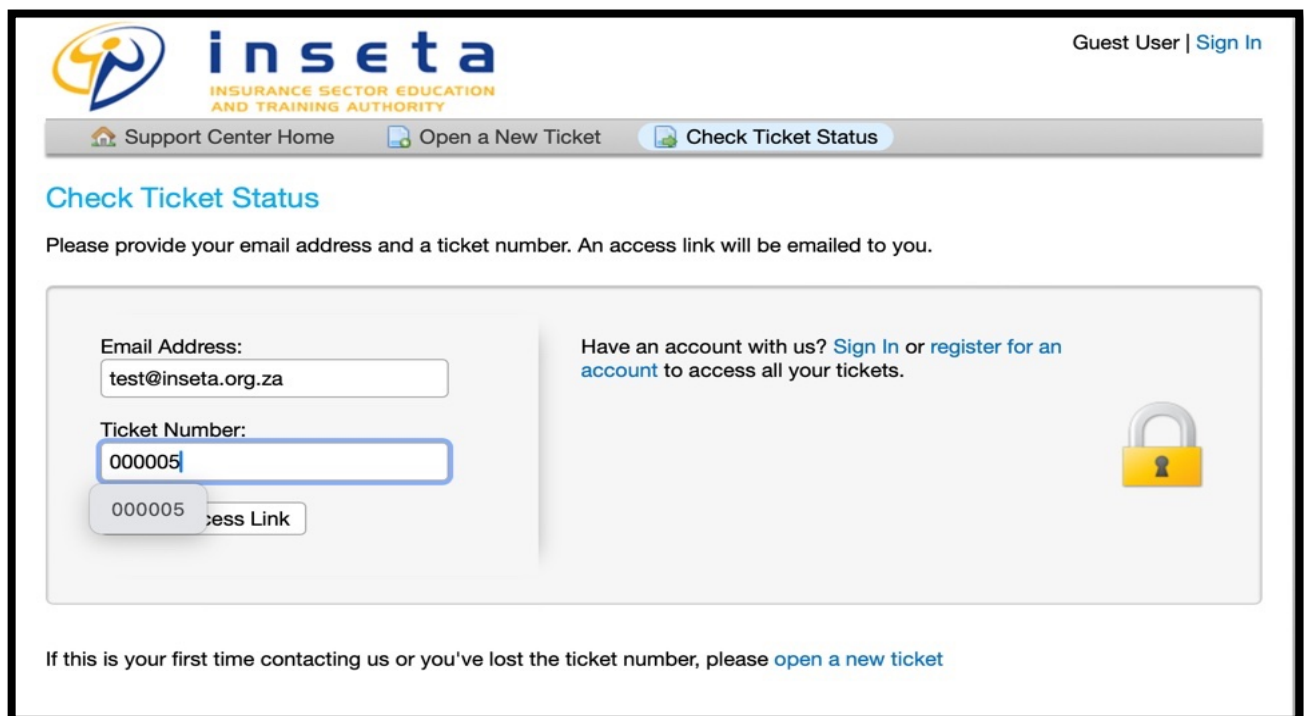
2.2.1. To check a ticket status, visit the main page of the help desk just as when you opened the ticket. You will select one of the two "Check Ticket Status" buttons.

2.2.2. You will be redirected to the check ticket status page where you can access the ticket status information where you will be required to provide the email and ticket number.

2.2.3. Once the email and ticket number are completed the system will email an access as depicted below:

2.2.4. Open you email and search for an email from support@inseta.org.za or "Support", then click the link.

Hi Test,

An access link request for ticket #000005 has been submitted on your behalf for the helpdesk at https://support.inseta.org.za.

Follow the link below to check the status of the ticket #000005.

https://support.inseta.org.za/view.php?auth=o1xieaaaae1aaaaaK%2FUXral6lns7Aw%3D%3D

If you **did not** make the request, please delete and disregard this email. Your account is still secure and no one has been given access to the ticket. Someone could have mistakenly entered your email address.

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2.2.5. Once the link is clicked the ticket thread will be opened as depicted below:

2.3. **Check Ticket Status - Using Registered Account**

2.3.1.   Another way to check the status of a ticket is to log in directly to the system to access all of your tickets. In order to do this, you will need to create a user account by clicking on register for an account.

Have an account with us? Sign In or
register for an account to access all your tickets.

2.3.2.   Once you have completed the registration process, you will need to follow the email link that you receive to confirm the account.
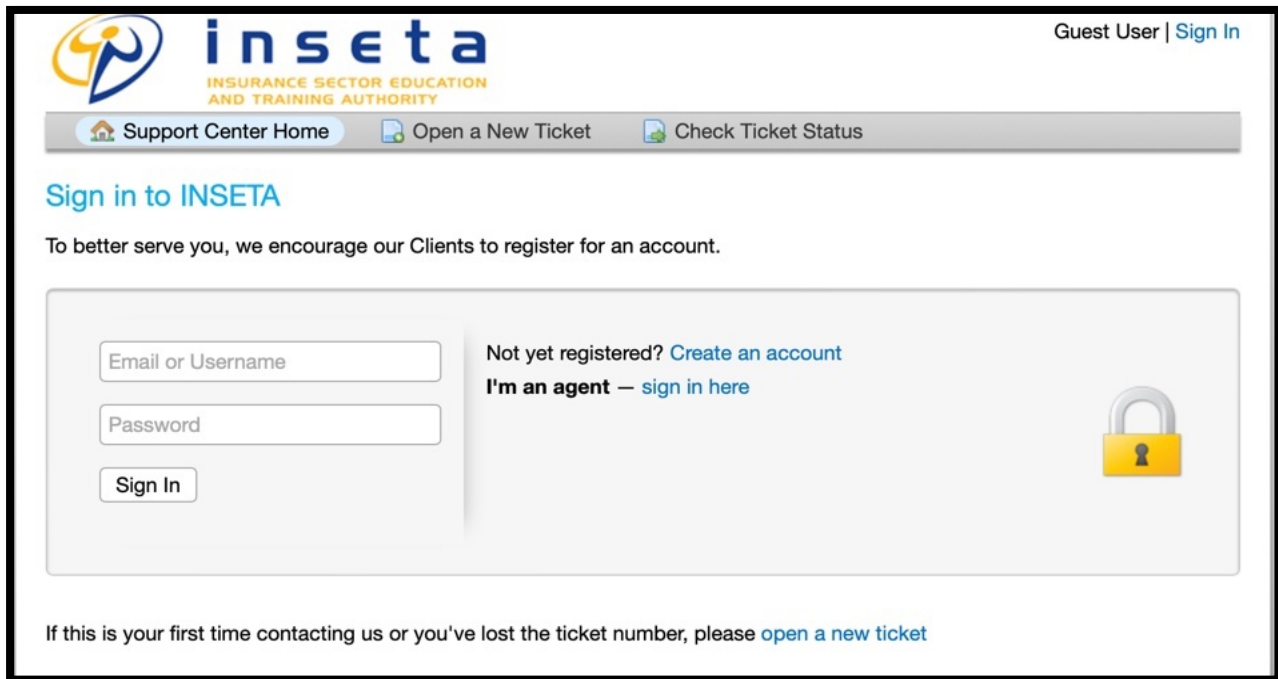
2.3.3.   To login, simply visit the main portal for the help desk and enter the credentials that you registered with.

2.3.4.   The benefit of creating a user account is that all tickets associated with your account will be listed in the ticket queue.
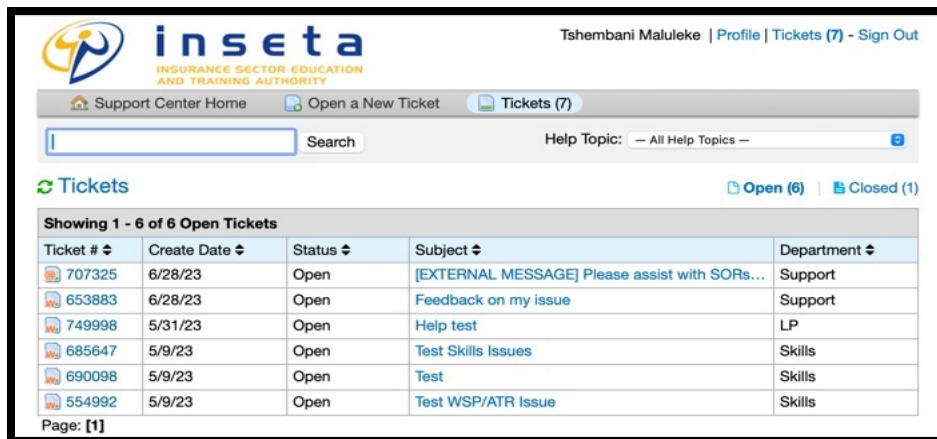
3. Email Support

3.1. Stakeholders can report incidents with MIS support by sending an email to missupport@inseta.org.za or support@inseta.org.za.   A ticket will be created from the email sent by the stakeholder and replied to with the ticket number.

4. Telephone Support

4.1. Stakeholders can contact a specific support line to speak with support personnel on the phone. Real-time communication provided by phone help enables quick problem-solving. Support staff members can offer individualised help and direct stakeholders through troubleshooting stages.