



inseta

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.

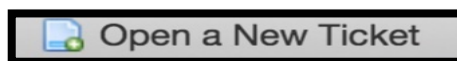
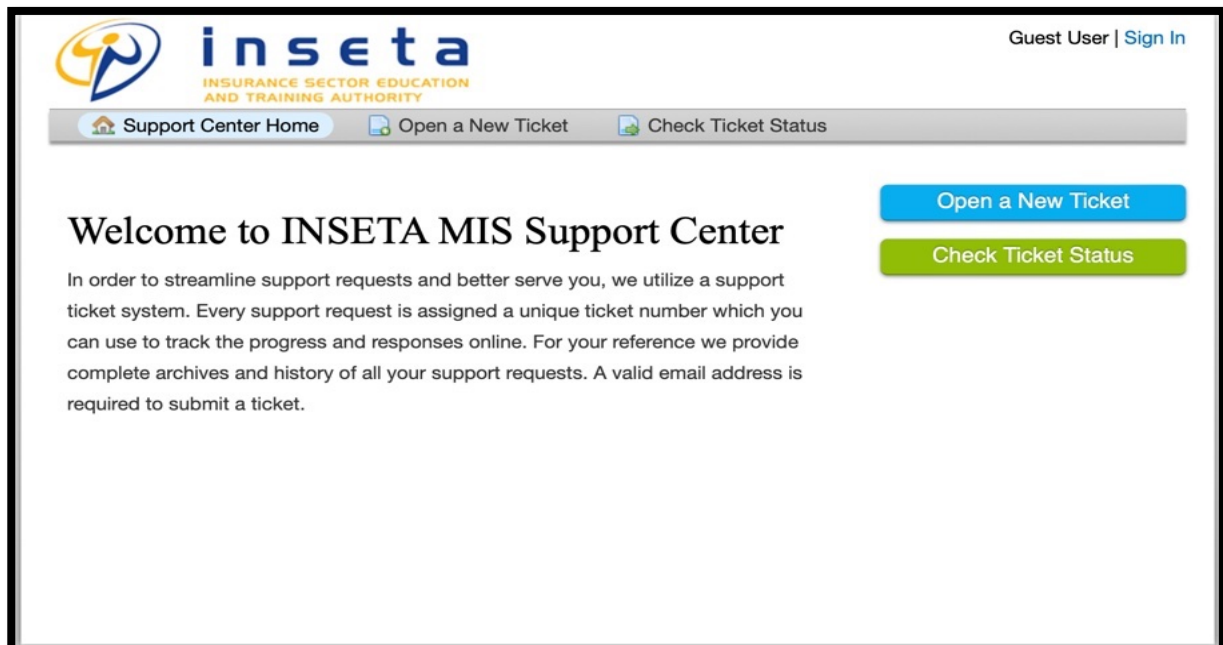
1.1.2. **Email:** All Incoming emails sent to support@inseta.org.za or missuport@inseta.org.za are converted to support tickets allowing for easy of management, organizing and archiving all emailed support requests in one place.

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.

Create Ticket

- Select a Help Topic —
- ETQA Module
- ETQA Module / Assessor Registration
- ETQA Module / Certifications
- ETQA Module / General Queries
- ETQA Module / Moderator Registration
- ETQA Module / Provider Accreditation
- ETQA Module / Statement of Results
- Feedback**
- Feedback / Test Topic
- General Inquiry
- General Inquiry / DG Applications
- General Inquiry / WSP/ATR Applications
- LP Module
- LP Module / Bursaries for Workers
- LP Module / Bursaries for Youth
- LP Module / DG Representative Registrat
- LP Module / Learnerships
- LP Module / Work Integrated Learning
- Report a Problem
- Report a Problem / Access Issue
- Skills Module
- Skills Module / General Queries
- Skills Module / SDF Registrations

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

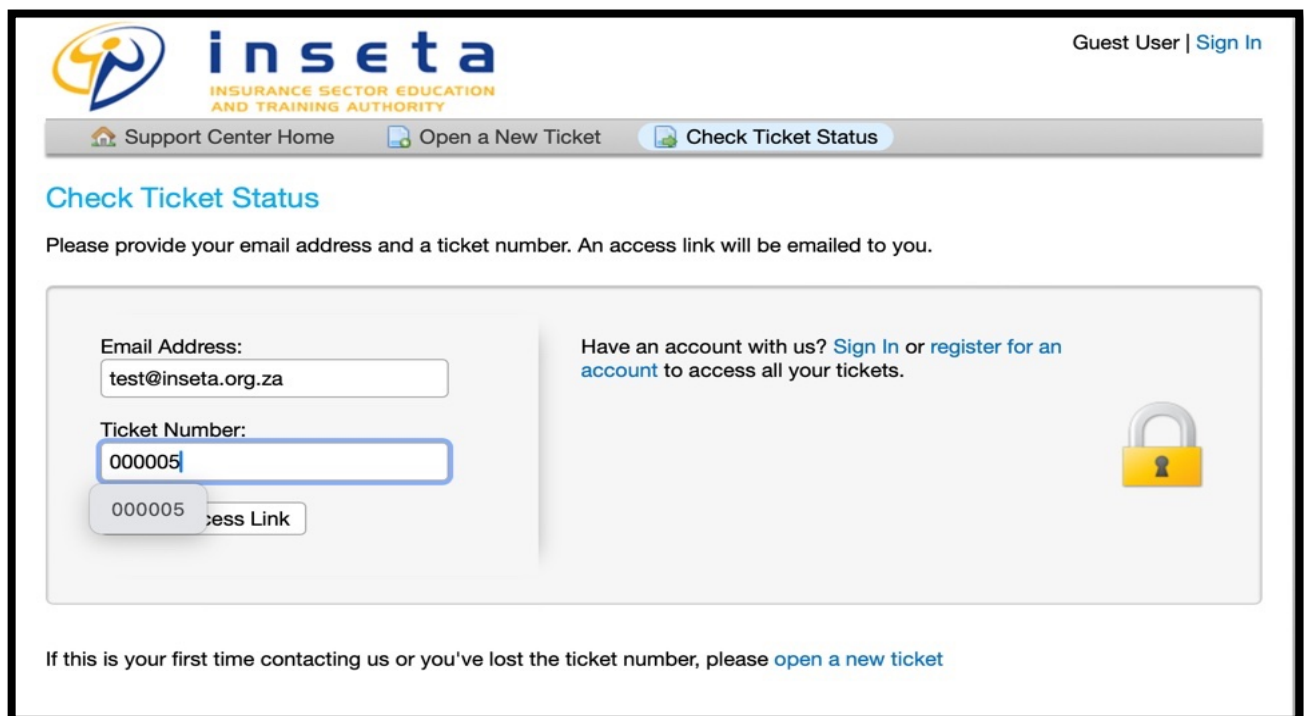
2.2.1. To check a ticket status, visit the main page of the help desk just as when you opened the ticket. You will select one of the two "Check Ticket Status" buttons.



The screenshot shows the INSETA MIS Support Center home page. At the top left is the INSETA logo (Insurance Sector Education and Training Authority). To the right of the logo is the text "Guest User | Sign In". Below the logo is a navigation bar with three buttons: "Support Center Home", "Open a New Ticket", and "Check Ticket Status". The main content area features a large heading "Welcome to INSETA MIS Support Center" and a paragraph explaining the support ticket system. To the right of the text are two buttons: "Open a New Ticket" (blue) and "Check Ticket Status" (green).



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.



The screenshot shows the "Check Ticket Status" page. At the top left is the INSETA logo. To the right is the text "Guest User | Sign In". Below the logo is a navigation bar with three buttons: "Support Center Home", "Open a New Ticket", and "Check Ticket Status". The main content area features a heading "Check Ticket Status" and a paragraph: "Please provide your email address and a ticket number. An access link will be emailed to you." Below this is a form with two input fields: "Email Address:" with the value "test@inseta.org.za" and "Ticket Number:" with the value "000005". To the right of the form is a yellow padlock icon. Below the form is a button labeled "000005 Access Link". At the bottom of the page is a link: "If this is your first time contacting us or you've lost the ticket number, please [open a new ticket](#)".

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

Guest User | Sign In

Support Center Home Open a New Ticket Check Ticket Status

Test - access link sent to your email!

Check Ticket Status

Please provide your email address and a ticket number. An access link will be emailed to you.

Email Address:
e.g. john.doe@osticket.com

Ticket Number:
e.g. 051243

Email Access Link

Have an account with us? [Sign In](#) or [register for an account](#) to access all your tickets.

If this is your first time contacting us or you've lost the ticket number, please [open a new ticket](#)

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%2FUxral6lms7Aw%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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INSETA

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

Guest User | Sign Out

Support Center Home Open a New Ticket View Ticket Thread

Looking for your other tickets?
[Sign In](#) or [register for an account](#) for the best experience on our help desk.

Feedback on Logged issue #000005

Print Edit

Basic Ticket Information	User Information
Ticket Status: Open	Name: Test
Department: Support	Email: test@inseta.org.za
Create Date: 7/3/23 10:53 AM	Phone: 381-8972

Created by Test 7/3/23 10:53 AM

Test posted 7/3/23 10:53 AM
Feedback on Logged issue

Post a Reply

To best assist you, we request that you be specific and detailed *

<> B Aa B / U S [Icons] [Icons] [Icons]

Drop files here or choose them

Post Reply Reset Cancel

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.

The screenshot shows the Inseta website's account registration page. At the top left is the Inseta logo (INSURANCE SECTOR EDUCATION AND TRAINING AUTHORITY). At the top right, it says "Guest User | Sign In". Below the logo is a navigation bar with three items: "Support Center Home", "Open a New Ticket", and "Check Ticket Status". The main heading is "Account Registration" in blue. Below it, a sub-heading says "Use the forms below to create or update the information we have on file for your account". The form is divided into three sections: "Contact Information", "Preferences", and "Access Credentials".

Contact Information

Email Address *

Full Name *

Phone Number
 Ext:

Preferences

Time Zone:

Access Credentials

Create a Password:

Confirm New Password:

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.

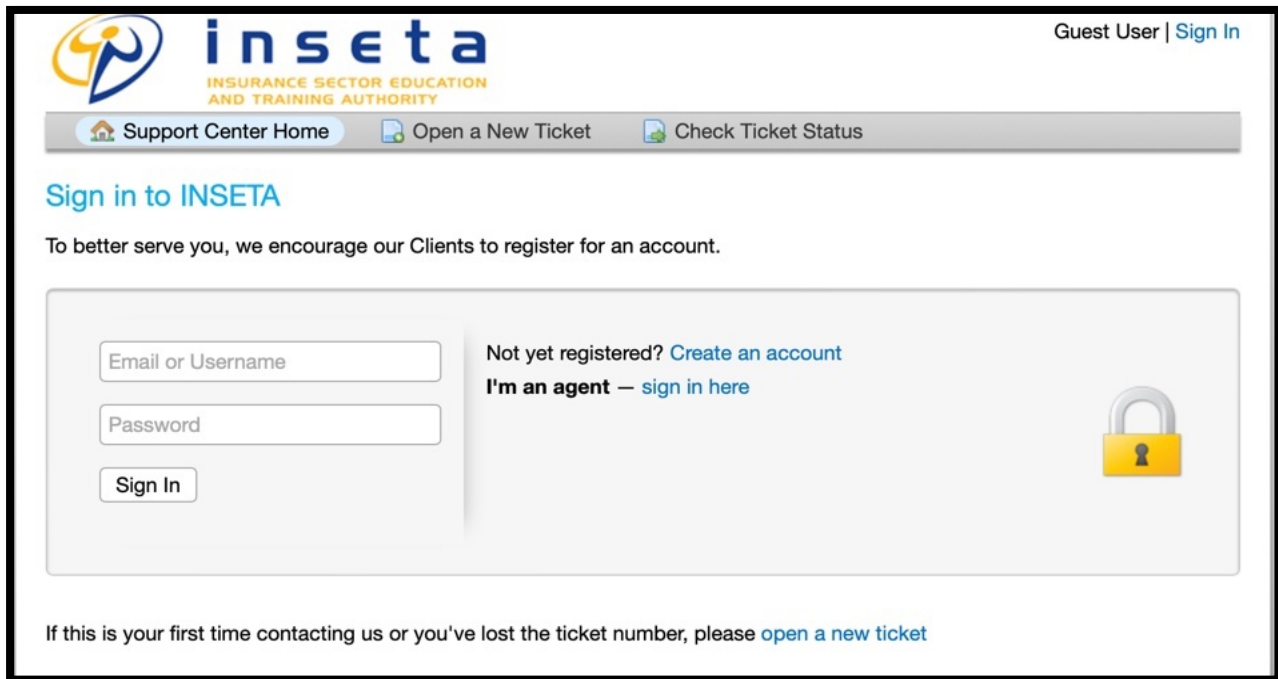
The screenshot shows the Inseta website's account confirmation page. At the top, there is a navigation bar with three items: "Support Center Home", "Open a New Ticket", and "Tickets (1)". The main heading is "Account Confirmed!" in blue. Below it, a sub-heading says "Thanks for registering for an account." and a paragraph says "You've confirmed your email address and successfully activated your account. You may proceed to open a new ticket or manage existing tickets."

Account Confirmed!

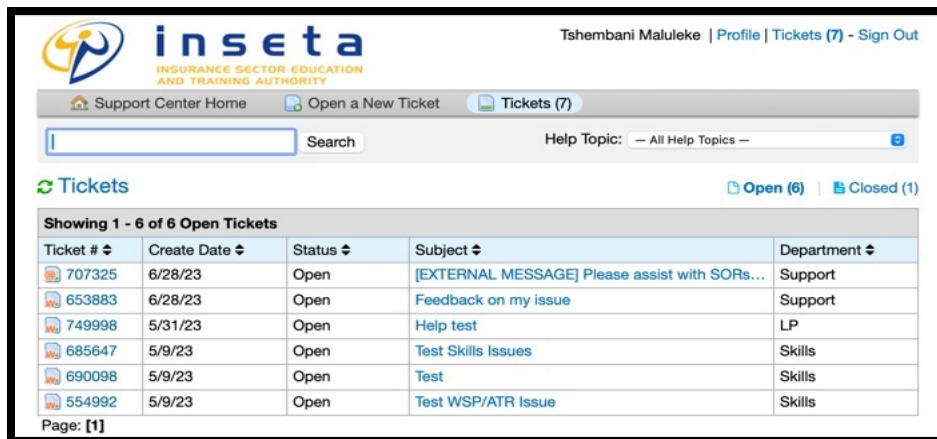
Thanks for registering for an account.

You've confirmed your email address and successfully activated your account. You may proceed to open a new ticket or manage existing tickets.

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.