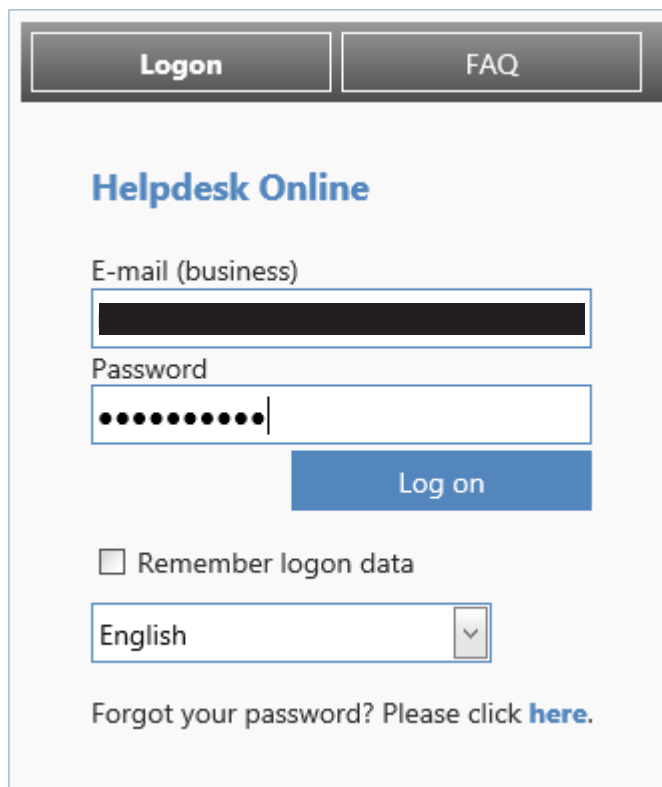


Ophelia Support Helpdesk

1. Login

Go to <https://helpdesk.ophelia.de> and login with your email and password.

A screenshot of the Ophelia Helpdesk Online login page. At the top, there are two tabs: "Logon" and "FAQ". Below the tabs, the heading "Helpdesk Online" is displayed. The form contains the following elements: an "E-mail (business)" input field with a blacked-out email address; a "Password" input field with masked characters (dots); a blue "Log on" button; a checkbox labeled "Remember logon data" which is currently unchecked; a language selection dropdown menu currently set to "English"; and a link for "Forgot your password? Please click [here](#)."

2. Create a ticket

Go to “New request” and fill in all mandatory information. You have the possibility to upload files as well.

Requests New request ▼ FAQ

Request for support


Please describe the problem.

This request is for

Subject mandatory

Request mandatory

Contact person mandatory

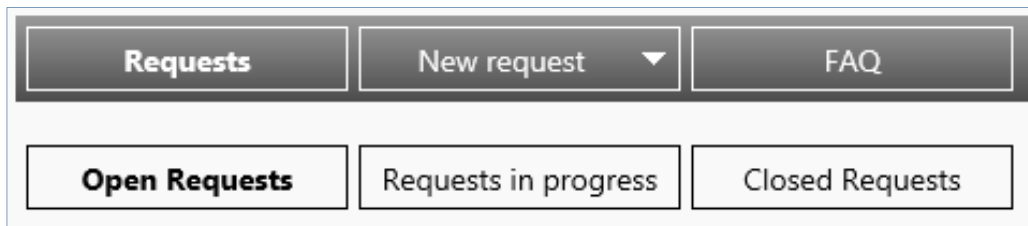
Upload
 Browse... 

If you are responsible for more than one hotel you have to choose this site, you are requesting for.

This request is for

3. Processing requests

Go to “Requests” to get a complete overview of all tickets you’ve created (open tickets, tickets in progress, closed tickets).



You find all necessary information to your requests.

Number	Status	Request
Filter	Filter	Filter
887	Accepted	configuration of a VPN connection on her workstation
886	Accepted	bartech doesn't working again
883	Accepted	user [REDACTED] can't write and save [REDACTED] (see below)
878	Accepted	[REDACTED] stop working (see below)

You can add information and comments or you can complete requests by yourself.

Back
Enter a comment
Upload file
Complete request

configuration of a VPN connection on her workstation

Request configuration of a VPN connection on her workstation

Number 887

Ticket type Improvement

Submitter [REDACTED]

Customer [REDACTED]

Status Accepted

Created on 3/16/2017 11:04 AM

Changed on 3/16/2017 11:07 AM

Priority Medium

4. Reset password

Go to "your name" on the upper right side to change your password.

