

CRITERION IT LTD.

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[www.criterionit.co.uk](http://www.criterionit.co.uk)

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# CRITON SERVICE DESK

# USER REFERENCE GUIDE

DATE

1<sup>st</sup> October 2014

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VERSION

2.0

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REFERENCE

Criton – User Guide

## Contents

1. Introduction.....	3
2. Access.....	3
3. Logging In .....	4
4. Navigation .....	4
5. Logging a new call .....	5
6. Viewing open calls.....	5
7. Viewing closed calls.....	5
8. Appendix 1 – About Criterion.....	6

## 1. Introduction

Criton is the on-line service desk used by Criterion IT and is made available to our clients via internet access for the purpose of logging and tracking progress with IT support requests.

It will function when accessed via many different browser types, but for the best results Microsoft Internet Explorer is recommended.

In the unlikely event that Criton cannot be accessed, calls can be raised and progress updates can be requested between the hours of 08:30 and 17:30 weekdays, excluding UK Bank Holidays by

- Emailing [itsupport@criteronit.co.uk](mailto:itsupport@criteronit.co.uk) or
- calling 01202 843178

## 2. Access

Criton can be accessed via the internet by using the following URL

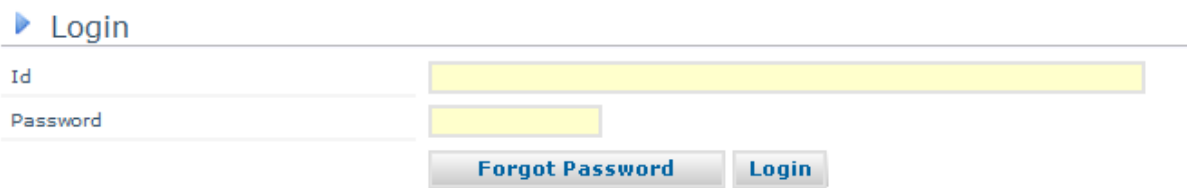
[www.criterioncloud.co.uk](http://www.criterioncloud.co.uk)

The click on the service desk ICON

### 3. Logging In

Login details will be communicated to you by the IT Support team at Criterion, and typically your Login ID will be set up to be the same as your business email address.

The Login ID and password should be entered in the fields as follows



The screenshot shows a login form with the following elements:

- A blue arrow icon followed by the text "Login".
- A horizontal line separating the header from the input fields.
- Two input fields: "Id" and "Password". The "Id" field is significantly longer than the "Password" field.
- Two buttons: "Forgot Password" and "Login".

Passwords are set to expire periodically and you may be prompted to change your password when you select Login.

### 4. Navigation

A ribbon bar across the top of the screen enables you to select the following options

- Log Call (create a new request)
- Open Calls (view your In Progress calls)
- Archived Calls (view your Closed calls)
- My Profile (set your profile details and change your password)

Each of these options will call change the screen view, and at some point the navigation will result in additional windows being opened. You may need to disable the browsers Pop Up blocker for this site to enable these windows to be displayed.

There are a number of ICONS on the screen, if you move the mouse over these their purpose will be explained.

## 5. Logging a new call

Select the [Log Call](#) tab from the top Ribbon Bar on the screen, and click on the [Create](#) button.

A Create Ticket – Edit Details screen will be displayed, where fields are available for completion.

Those fields shaded in yellow are mandatory fields.

When complete, the [Create](#) button should be clicked on.

## 6. Viewing open calls

Select the [Open Calls](#) tab from the top Ribbon Bar on the screen, and all of your open calls will be displayed.

Options exist through the Search and Extended Search fields and buttons to narrow the results.

By moving the mouse pointer over a call and clicking on it, the call details will be displayed, including any progress updates on the call.

## 7. Viewing closed calls

Select the [Archived Calls](#) tab from the top Ribbon Bar on the screen, and all of your closed calls will be displayed.

Options exist through the Search and Extended Search fields and buttons to narrow the results.

By moving the mouse pointer over a call and clicking on it, the call details will be displayed, including any progress updates on the call.

## 8. Appendix 1 – About Criterion

Criterion IT Ltd is an office technology solutions provider to businesses and not for profit organisations across the UK.

We strive to meet industry best practice standards in everything we do, using delivery frameworks based around ITIL process management and PRINCE2 project management.

Our senior staff typically have 20+ years' experience each, working in UK and global corporate businesses, we also thrive on working with SMEs where we can and do make a significant contribution.

We recognize that one size does not fit all, we listen carefully and build our solutions to match the needs of our customers, drawing not only on our own expertise but also that of our selected partners, which includes HP, IBM, Cisco, Symantec, VMWare and Microsoft.



Our services span all that is involved in the provision of IT systems to businesses. This can include the initial definition of the infrastructure and systems, the full design, build, implementation and the ongoing support.

Using accredited staff, we operate a head office based service desk and remote support teams, supplemented with on-site support where required.

Criterion understands the importance of delivering value, which we do in a number of ways, by:

- Innovating in our solutions
- Focusing on a “do it once, do it right” approach
- Maintaining competitive rates, which we check continually
- Not charging for “quick” support calls
- Sharing service benefits with our customers