

How to use the UNFCCC CRF Reporter Help Desk.

Accessing the Web Interface

To access the Web Interface, follow these steps:

1. Start your Internet browser (Microsoft Internet Explorer 5.5 or higher recommended).
2. Go to the web page indicated.



[Forgot your password?](#)

User Name:

Password:

Login

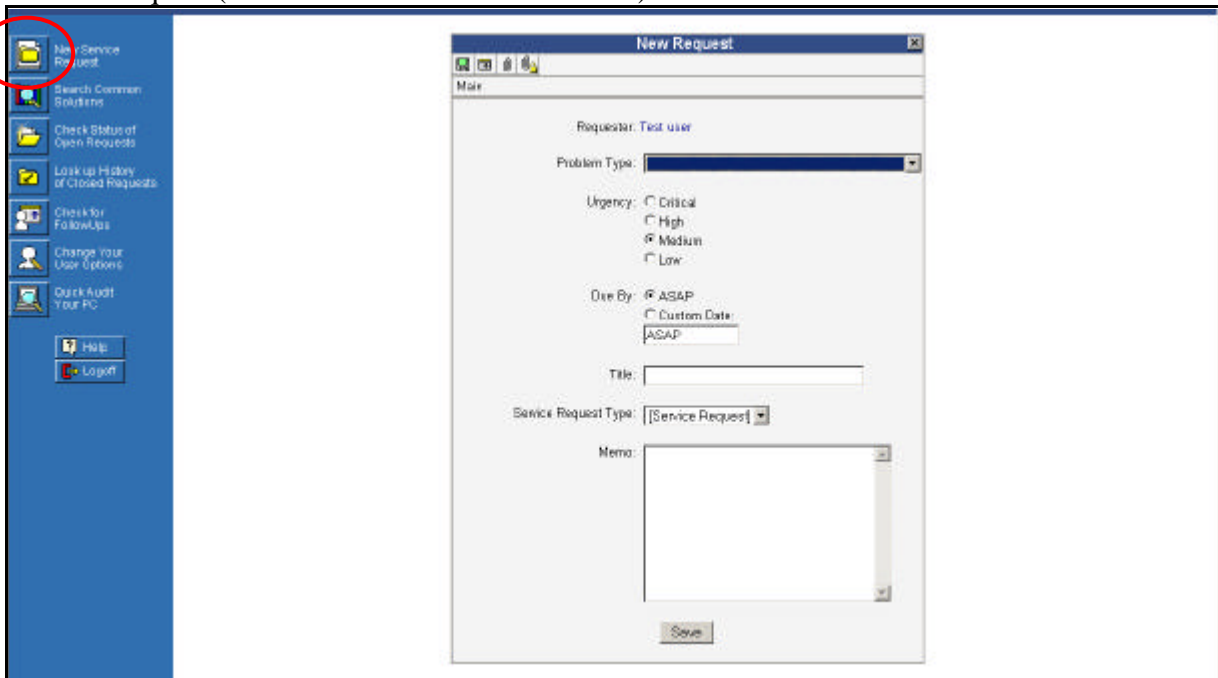
Logging On

- Type in your User Name – as assigned by UNFCCC
- Press TAB or use the mouse to move to the Password field
- Type in your password and click on "Login"

Opening New Service Requests

Users may open new Service Requests via the Web Interface. All the fields should be filled in with the required information. The request is submitted by clicking the save button.

Users logged into the Web Interface can open new requests by clicking the **Open Service Request** button on the left side vertical toolbar. A New Request form will open for the user to enter the request (as shown in the screenshot below).



New Service Request

Requester: Test user

Problem Type: [Dropdown]

Urgency: Critical
 High
 Medium
 Low

Due By: ASAP
 Custom Date
ASAP

Title: [Text Field]

Service Request Type: [Service Request]

Memo: [Text Area]

Save

Users can attach files to a service request by clicking on the attachment button at the top-left of the New Request form.



If a file is attached, the underlined filename will appear at the top of the form.

Web Interface – Confirmation Screen

You will be notified via a confirmation screen anytime you successfully:

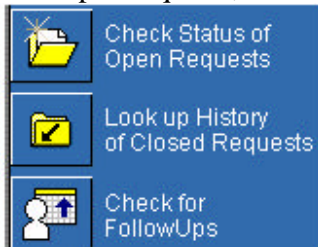
- Submit a new Service Request via the Web Interface
- Update a request via the Web Interface
- Add new objects i.e. Department, Problem Type etc.

It is always a good idea for Requesters to make a note of the Request ID for future reference.



Looking Up Service Requests over the Web Interface

End users logged into the Web Interface can use the buttons shown below to check the status of their open requests, look up the history of their closed requests and check for FollowUps.



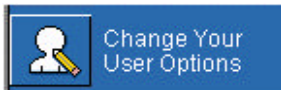
Searching Best Solutions



Users utilizing the Web Interface can click the Search Common Solutions button to search all 'Public' Best Solutions. The following form will be displayed.

A screenshot of a search form titled "Best Solutions". It features a text input field labeled "Search Phrase:". Below the field, there are example search terms: "Example: web", "\"web interface\"", "web and interface", and "web*". At the bottom of the form is a "Search" button.

Web Interface – Change Password



Users logged into the Web Interface can change their password over the Web Interface. The following form appears by clicking the “Change your user options” button.

A dialog box titled "User Options" with a close button (X) in the top right corner. The dialog has a light gray background and a dark purple header. Below the header, the text "New Password" is centered. There are three text input fields: "Current Password:", "New Password:", and "Verify new password:". Below the input fields is a "Submit" button.

Logging Off the Web Interface

Press the Logoff button in order to terminate your Web Interface session properly.

If you are logged on and leave the screen idle, the Web Interface will automatically log you off after 30 minutes.

When you log off, The HelpDesk will return to the logon form, as shown below.

A logon form with a thin black border. At the top, there is a red link that says "Forgot your password?". Below this are two text input fields: "User Name:" and "Password:". At the bottom of the form is a "Login" button.