

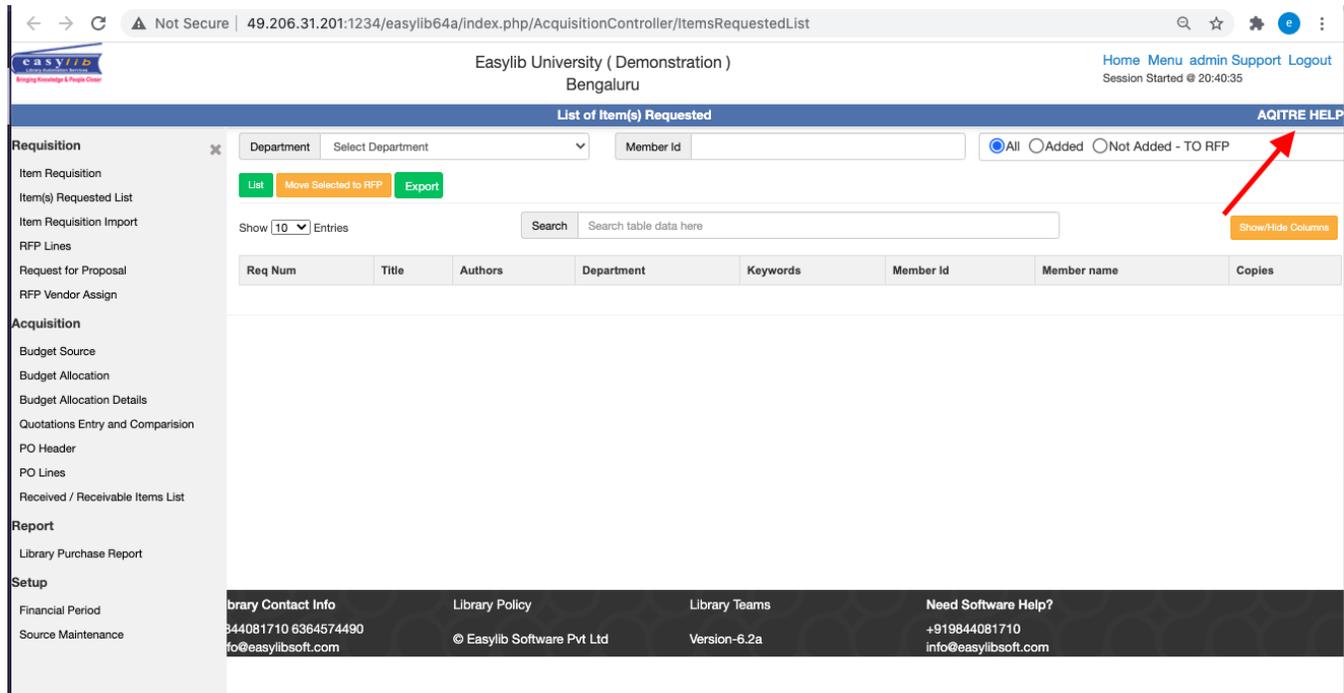
Help screen and Support

Help Screen

The help screen is provided for each screen in Easylib so it helps to understand the concepts

To go to the help screen follow the below procedure:

- Login to the Easylib software
- At the right corner, click on the Menu
- Click on the Module which is required for Example click on Acquisition module At the right side of the screen with blue bar the Help option will be present Click on the Name of the help screen
- Screen gets opened



The screenshot displays the 'List of Item(s) Requested' screen in the Easylib software. The interface features a navigation menu on the left with categories like Requisition, Acquisition, Report, and Setup. The main content area includes a search bar, a table with columns for Req Num, Title, Authors, Department, Keywords, Member Id, Member name, and Copies, and a 'Show/Hide Columns' button. A red arrow points to the 'AQITRE HELP' button in the top right corner.

The help screen provides you the brief explanation about the

- Screen Name
- Screen Code
- Purpose
- Primary Input
- Primary Output
- Additional Features
- Buttons and Commands

Support

In the support, it is used to create the tickets when there is any issues found in the client system.

To know how to create the tickets in Support, follow the below procedure:

- **Login to the Easylib Software**
- **At the right corner click on the Support**

Short-Cuts



Photo Gallery

Library Bookshelf and Images



Announcements

Happy Librarians Day

Easylib remembers great soul Dr. S R Ranganathan and wishes all librarians a very happy Librarians Day

Start Date : 2020-08-10 End Date : 2020-08-17

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Librarian

- The screen opens with required options
- To create the ticket click on New Ticket

Tickets Dashboard

Show 10 entries

Search:

	Bug Fix	Production Issue	Enhancement	Others	Production Request	New Feature	C/S Web conversion
	38	0	0	0	0	0	0
Awaiting Deployment	2	0	1	0	0	0	0
Closed	233	13	30	11	0	1	16
Dropped	1	2	1	2	0	0	0
New	0	0	9	0	0	2	5
On_Hold	5	0	3	1	0	7	18
Open	0	0	0	7	0	0	0

- Enter if there is any issue along with the details and click on submit button



Modify Details

Ticket Title <input type="text" value="Title"/>	Ticket Type <input type="text" value="Production Issue"/>	Status <input type="text" value="New"/>
Ticket Description (Please do not include ""(double quotes).) <input type="text"/>	Ticket Severity <input type="text" value="Minor"/>	Ticket Priority <input type="text" value="High"/>
Related Module <input type="text"/>	Upload File/Screenshot <input type="button" value="Choose File"/> No file chosen	Ticket Opened By <input type="text" value="Title"/>
Comment (Please do not include ""(double quotes).) <input type="text"/>	Related Product <input type="text" value="Select Product"/>	

- To know the tickets that has been created, Click on the Your tickets



- New Ticket
- Your Tickets
- Frequently Asked Questions (FAQs)
- Modify Your Details
- Installations



Version Deployed - RFID & Last Deployment Date -02-May-2019

Tickets Dashboard

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On_Hold	5	0	3	1	0	7	18
Open	0	0	0	7	0	0	0

- Any support needed can contact to given below number
 +91 98440-81710 or +91 98443-49606

