



G.A.M. GROUP Srl - Unipersonale

www.gamgroup.it

Soluzioni informatiche e risorse organizzative per l'azienda

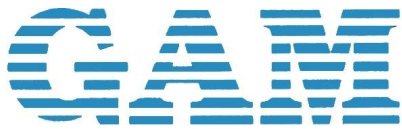
Tel. +39 0422 583693 Fax. +39 0422 362254

Login	2
Create issue	2
Assign issue	4

Sede legale: Via Callalta 31/E, 31100 Treviso

Sede operativa: Via Callalta 31/E 31100 Treviso

P.I. 03641560267 Rea (TV) 286650 Capitale Sociale € 110.000 i.v.



How to use Help desk

The helpdesk of GAM Group is powered by Mantis.

Login



Login	
Username	matteo.granzotto **3
Password	 **3
Remember my login in this browser	☐
Secure Session	☒ Only allow your session to be used from this IP address.
Login	

[[Lost your password?](#)]

Create issue

Compile all the fields on the **Report Issue** section after selecting the correct project.



Logged in as: [matteo.granzotto](#) (Matteo Granzotto - administrator)

2018-11-12 15:43 CET

Project: Project Switch

[My View](#) | [View Issues](#) | [Report Issue](#) | [Summary](#) | [Manage](#) | [My Account](#) | [Logout](#)

Issue # 1 Jump

Recently Visited: [0000322](#), [0000321](#), [0000320](#)

Enter Report Details	
*Category	(select)
*Summary	
*Description	
Upload File (Maximum size: 5,000k)	Scegli file Nessun file selezionato
Report Stay	☐ check to report more issues
* required Submit Report	

Copyright © 2000 - 2018 GAM Group
[EN - How to use HelpDesk](#) - [IT - Come usare l'HelpDesk](#)
support@gamgroup.it



Then click on Submit Report.



Logged in as: [matteo.granzotto](#) (Matteo Granzotto - administrator)

2018-11-12 15:44 CET

Project: > MA POLSKA - GAM TRUCK [Switch](#)

[My View](#) | [View Issues](#) | [Report Issue](#) | [Summary](#) | [Manage](#) | [My Account](#) | [Logout](#)

Issue # [Jump](#)

Recently Visited: [0000322](#), [0000321](#), [0000320](#)

Enter Report Details	
*Category	Non-Blocking Defect ▾
*Summary	Example
*Description	Example
Upload File (Maximum size: 5,000k)	Scegli file Nessun file selezionato
Report Stay	☐ check to report more issues
* required	
Submit Report	

Copyright © 2000 - 2018 GAM Group
[EN - How to use HelpDesk](#) - [IT - Come usare l'HelpDesk](#)
support@gamgroup.it



Assign issue

Remember to enter on the issue after have created it to assign to an administrator.



G.A.M. GROUP Srl - Unipersonale

www.gamgroup.it

Soluzioni informatiche e risorse organizzative per l'azienda

Tel. +39 0422 583693 Fax. +39 0422 362254



Logged in as: [matteo.granzotto](#) (Matteo Granzotto - administrator)

2018-11-12 15:45 CET

Project: [MA POLSKA - GAM TRUCK](#) [Switch](#) [RSS](#)

[My View](#) | [View Issues](#) | [Report Issue](#) | [Summary](#) | [Manage](#) | [My Account](#) | [Logout](#)

Issue # [1](#) | [Jump](#)

Recently Visited: [0000324](#), [0000322](#), [0000321](#), [0000320](#)

[Search](#) [Apply Filter](#) [\[Advanced Filters \]](#) [\[Create Permalink \]](#) [Reset Filter](#) [Save Current Filter](#)

Viewing Issues (1 - 4 / 4) [\[Print Reports \]](#) [\[CSV Export \]](#) [\[Excel Export \]](#)

	ID	Date Submitted	Category	Status	Summary
☐	0000324	2018-11-12	Non-Blocking Defect	new	Example
☐	0000323	2018-11-12	General Maintenance	new	Prova
☐	0000322	2018-11-12	Non-Blocking Defect	new	test 2
☐	0000321	2018-11-12	Non-Blocking Defect	assigned (nicola.capovilla)	test

☐ Select All [Move](#) [OK](#)

[new](#) [feedback](#) [acknowledged](#) [confirmed](#) [assigned](#) [resolved](#) [closed](#)

Copyright © 2000 - 2018 GAM Group
[EN - How to use HelpDesk](#) - [IT - Come usare l'HelpDesk](#)
support@gamgroup.it



Sede legale: Via Callalta 31/E, 31100 Treviso

Sede operativa: Via Callalta 31/E 31100 Treviso

P.I. 03641560267 Rea (TV) 286650 Capitale Sociale € 110.000 i.v.



Logged in as: [matteo.granzotto](#) (Matteo Granzotto - administrator)

2018-11-12 15:47 CET

Project: [MA POLSKA - GAM TRUCK](#) [Switch](#) [RSS](#)

[My View](#) | [View Issues](#) | [Report Issue](#) | [Summary](#) | [Manage](#) | [My Account](#) | [Logout](#)

Issue # [1](#) [Jump](#)

Recently Visited: [0000324](#), [0000322](#), [0000321](#), [0000320](#)

View Issue Details [[Jump to Notes](#)] [[Send a reminder](#)] [[>>](#)] [[Issue History](#)] [[Print](#)]

ID	Project	Category	View Status	Date Submitted
0000324	MA POLSKA - GAM TRUCK	Non-Blocking Defect	public	2018-11-12 15:45

Reporter [matteo.granzotto](#)

Assigned To

Status [assigned](#) **Resolution** [open](#)

Platform

Summary 0000324: Example

Description Example

Attached Files

[Edit](#) [Assign To:](#) [\[Myself\]](#) [Change Status To:](#) [new](#) [Monitor](#) [Stick](#) [Clone](#) [Close](#) [Move](#) [Delete](#)

Relationships

New relationship Current issue [related to](#) [Add](#)

Upload File

Select File (Maximum size: 5,000k) [Scegli file](#) Nessun file selezionato [Upload File](#)

Users monitoring this issue

User List There are no users monitoring this issue.

Username [Add](#)

Notes

There are no notes attached to this issue.

Add Note

Note

View Status ☒ private [Add Note](#)

Date Modified	Username	Field	Change
2018-11-12 15:45	matteo.granzotto	New Issue	
2018-11-12 15:47	matteo.granzotto	Assigned To	=> matteo.granzotto
2018-11-12 15:47	matteo.granzotto	Status	new => assigned
2018-11-12 15:47	matteo.granzotto	Assigned To	matteo.granzotto =>
2018-11-12 15:47	matteo.granzotto	Assigned To	=> matteo.granzotto
2018-11-12 15:47	matteo.granzotto	Assigned To	matteo.granzotto =>

