NH SUPPORT PORTAL
Housekeeping Mobility User Guide

by JIRA Service Desk

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nhow HOTELS
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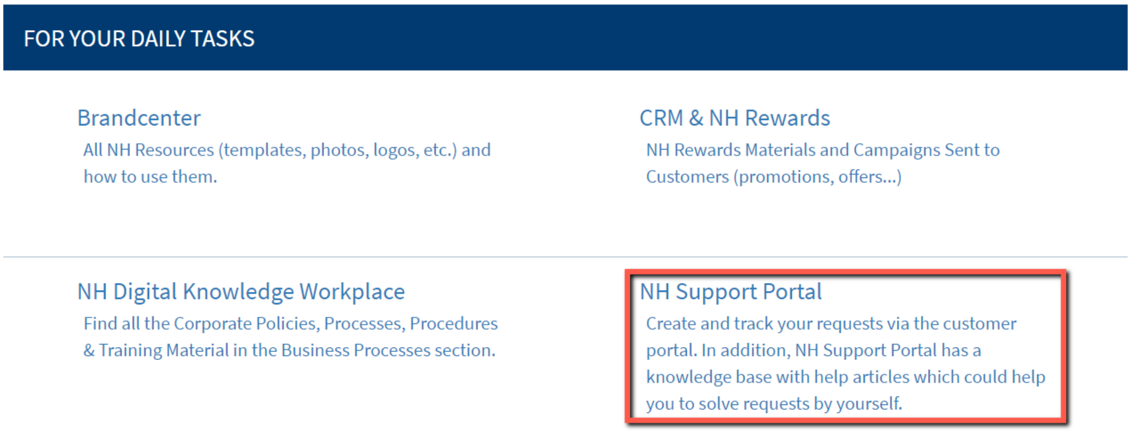
INTRODUCTION

NH Support Portal is designed to get an intuitive user experience that allows NH service teams to focus on the customer, providing a single-entry point where all employees can create support tickets, view currents or resolved tickets.

LOGIN & ACCESS

You can access the NH Support Portal through following URL: https://nhservicedesk.nh-hotels.com/servicedesk/customer/portals.

Furthermore, you can access using the banner in the **FOR YOUR DAILY TASK** section on the **Employee Portal**.



FOR YOUR DAILY TASKS

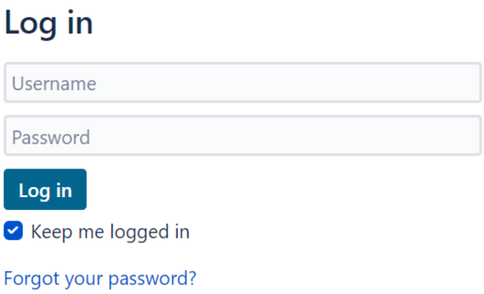
Brandcenter
All NH Resources (templates, photos, logos, etc.) and how to use them.

CRM & NH Rewards
NH Rewards Materials and Campaigns Sent to Customers (promotions, offers...)

NH Digital Knowledge Workplace
Find all the Corporate Policies, Processes, Procedures & Training Material in the Business Processes section.

NH Support Portal
Create and track your requests via the customer portal. In addition, NH Support Portal has a knowledge base with help articles which could help you to solve requests by yourself.

Integrated authentication: JIRA is integrated with Active Directory of NH Hotel Group and Minor so you can access using your Windows login (user without domain @nh-hotels.com)

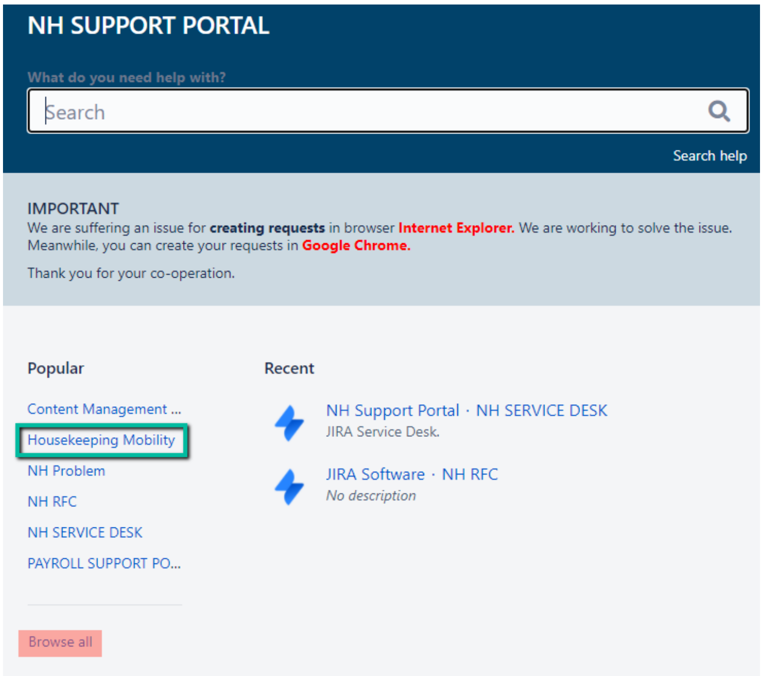


Log in

NOTE: If you have a Windows generic user and a nominative email account, we recommend using your nominative user to create your tickets.

WORKING WITH NH SUPPORT PORTAL

NH Support Portal main page shows the links to all customer portals projects whom you have access rights, the most recent categories that you used and the search help bar (see below).



NH SUPPORT PORTAL

What do you need help with?

Search

Search help

IMPORTANT
We are suffering an issue for **creating requests** in browser **Internet Explorer.** We are working to solve the issue. Meanwhile, you can create your requests in **Google Chrome.**

Thank you for your co-operation.

Popular

- Content Management ...
- Housekeeping Mobility
- NH Problem
- NH RFC
- NH SERVICE DESK
- PAYROLL SUPPORT PO...

Browse all

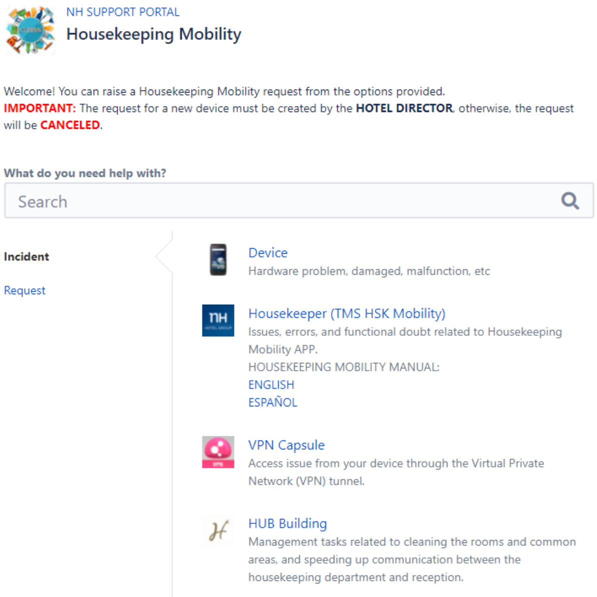
Recent

- NH Support Portal · NH SERVICE DESK
  JIRA Service Desk.
- JIRA Software · NH RFC
  No description

CREATING REQUESTS

Using the bar search you can find all the help articles related to that topic and/or the categories recommended in order to create your request.

Anyway, you can too see all categories available clicking over link Housekeeping Mobility project and the whole Category Tree will be shown.



NH SUPPORT PORTAL
Housekeeping Mobility

Welcome! You can raise a Housekeeping Mobility request from the options provided.
IMPORTANT: The request for a new device must be created by the **HOTEL DIRECTOR**, otherwise, the request will be **CANCELED**.

What do you need help with?

Search

Incident

Request

Device
Hardware problem, damaged, malfunction, etc

Housekeeper (TMS HSK Mobility)
Issues, errors, and functional doubt related to Housekeeping Mobility APP.
HOUSEKEEPING MOBILITY MANUAL:
ENGLISH
ESPAÑOL

VPN Capsule
Access issue from your device through the Virtual Private Network (VPN) tunnel.

HUB Building
Management tasks related to cleaning the rooms and common areas, and speeding up communication between the housekeeping department and reception.

Not only IT Department provides support though NH Support Portal. Most of the company departments and some providers have agents, directly or indirectly, involved in providing you solutions to all questions, doubts, requests and incidences related to corporate applications, systems and infrastructures.

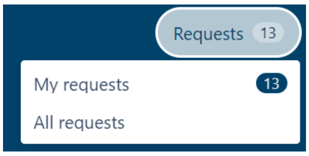
For that reason, please, take your time to see all categories available, or use the search bar in order to find the correct category in accordance with your topic before to create the ticket, because, Jira Service Desk automatically assigns the tickets to one area or other of the company depending on the category selected. If you select an incorrect category, the managing of your request could experience a delay.

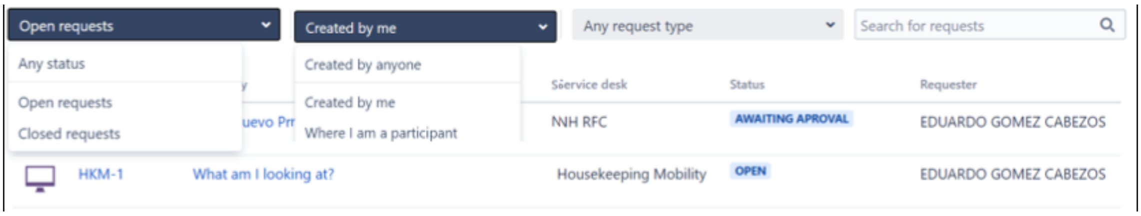
Depending on the main category selected the template will show some fields or others. Some fields such as Category and Summary are mandatory and others only optional.

IMPORTANT: All requests of new devices **must be created by the Hotel Manager**, otherwise, the request will be **DECLINED**.

MANAGING REQUESTS

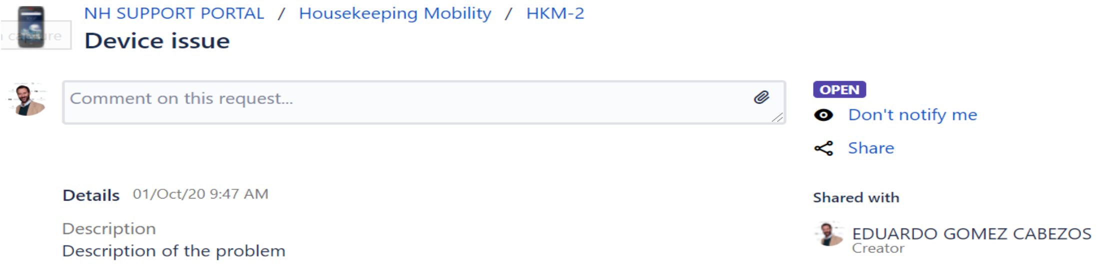
Click **Requests** button, at top right of the web page, to access to the issues created by yourself (My Request) or by another person in behalf you in order to see their status (All request).


Requests 13
My requests 13
All requests


Open requests
Any status
Open requests
Closed requests
Created by me
Created by anyone
Created by me
Where I am a participant
Any request type
Search for requests

		Service desk	Status	Requester
		NNH RFC	AWAITING APROVAL	EDUARDO GOMEZ CABEZOS
HKM-1	What am I looking at?	Housekeeping Mobility	OPEN	EDUARDO GOMEZ CABEZOS

Open any ticket and you will be able to take different actions, as editing information, adding comments, adding attachments, cancel the ticket and reject or confirm the solution provided by the NH analyst.


Comment on this request...
OPEN
Don't notify me
Share

NH SUPPORT PORTAL / Housekeeping Mobility / HKM-2

Device issue

Details 01/Oct/20 9:47 AM

Description
Description of the problem

Shared with
EDUARDO GOMEZ CABEZOS
Creator

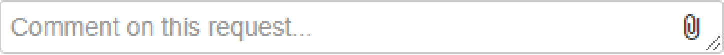
SHARE

If you want that other people are informed about the activity of your request, you can add them. People involved will be able to see the request, add comments and attachments.

Click Share and search and select the person and **Share**

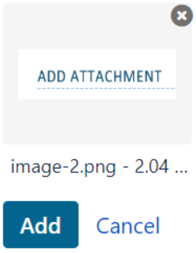
ADD COMMENT

"Add comment" is used to complete the request information. This action is available for customers and NH analysts, so all comments added can be seen by all people involved in the ticket. Furthermore, the system will automatically send an email with the comment to all people involved.

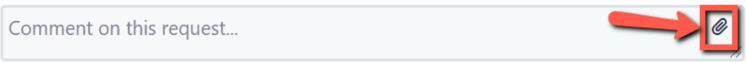

Comment on this request...

ADD ATTACHMENT

You can add files and images to any ticket once this one was created, simply **drag and drop a file onto the issue**, and select **Add**.
You will then have the option to add a comment with more information about the attachment.


ADD ATTACHMENT
image-2.png - 2.04 ...
Add
Cancel

You can also add attachments using the clip icon and browsing to file or image for attaching.


Comment on this request...

Acceptable file formats, characters, and sizes:

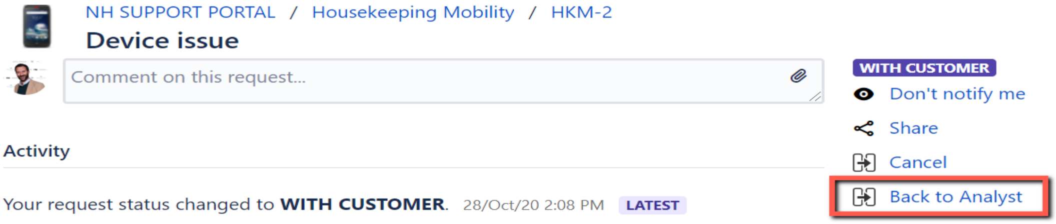
- File formats: GIFs, JPGs, PNGs
- A valid file name cannot contain any of these characters: '\', '/','\"', '%', ':', '$', '?', '*'.
- The maximum size of any one file is 10MB

BACK TO ANALYST

"Back to Analyst" is only available when the request is in status WITH CUSTOMER.

If the NH analyst needs more information to manage the request, this one will change the request to status WITH CUSTOMER.

You should add the information or do the action required by the IT Analyst. Once you execute the action **Back to Analyst**, the request will change to status IN PROGRESS and the NH analyst will continue to manage the request.


NH SUPPORT PORTAL / Housekeeping Mobility / HKM-2
Device issue
Comment on this request...
WITH CUSTOMER
Don't notify me
Share
Cancel
Back to Analyst
Activity

Your request status changed to **WITH CUSTOMER**. 28/Oct/20 2:08 PM LATEST

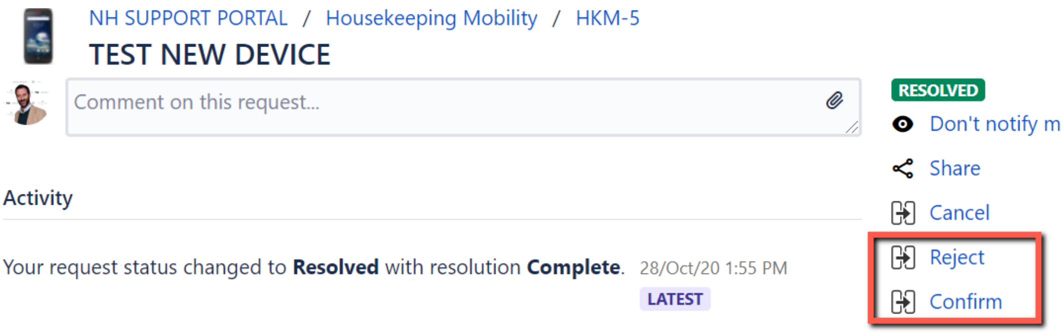
DELIVERED

When the provider ships the new device to the hotel, the request changes to DISPATCHED status, and the action Delivered will be available for you. Once the devices are received you must click on Delivered and the status will change to DELIVERED.

One of the IT department analysts will check if the new device works fine and resolve the request.

REJECT OR CONFIRM A SOLUTION

This action is only available when the ticket is in status RESOLVED



NH SUPPORT PORTAL / Housekeeping Mobility / HKM-5

TEST NEW DEVICE

Your request status changed to **Resolved** with resolution **Complete**. 28/Oct/20 1:55 PM

If **you are not satisfied** with the solution provided by the NH analyst, click **Reject**.
Type the reason why you are not satisfied with the solution provided and click **Reject** button.

The ticket will change to status IN PROGRESS and it will be assigned to the IT analyst again.

IMPORTANT: The requests in status RESOLVED will be **automatically closed after 7 days** if you do not confirm or reject the solution provided.

If **you are satisfied** with the solution provided by the NH analyst, execute **Confirm** action, type a comment (not mandatory) and click **Confirm Solution** button.
The request will change to status CLOSED

IMPORTANT: The requests in status CLOSED **can't be reopened** and you must create a new request if the issue persists or it reproduces again after the request has been closed.

CANCEL ISSUE

It serves to cancel the ticket if the **issue is already fixed** or **the assistance is not necessary anymore**.
Click **Cancel Issue** and the cancel screen appears in the workspace.
Type the reason for the cancellation of the request and Click Cancel Issue button.

STATUS

OPEN: A new request or incident has been created in the system and assigned to one of the support groups.

IN PROGRESS: One analyst is working on it.

WITH CUSTOMER: Request is waiting for some customer action, information, or data. Users must do or add the information required and click the action Back to Analyst.

APPROVED: The request for the new device purchase order has been approved. Only the Hotel Director can open these kinds of requests.

REQUESTED: The new device has been requested by the provider.

DISPATCHED: The new device was dispatched, and it is in the shipping company. Once the devices are received users must click on Delivered.

DELIVERED: The device has been delivered in the hotel and it is pending to test it.

RESOLVED: The new device is ready for use.

CLOSED: Closure of the request by the customer. The request cannot be reopened again.

CANCELLED: The user may Cancel the request finally not required.

THANKS!