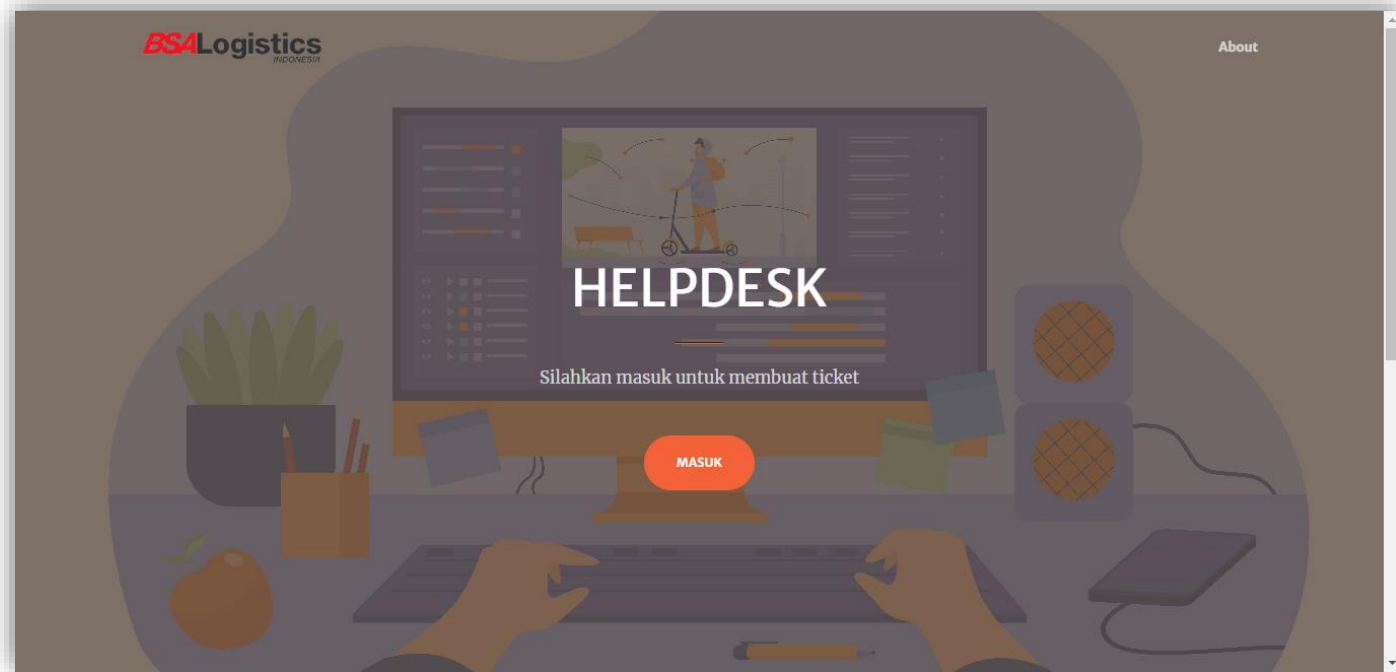




Helpdesk

Manual Book

Login Helpdesk



1

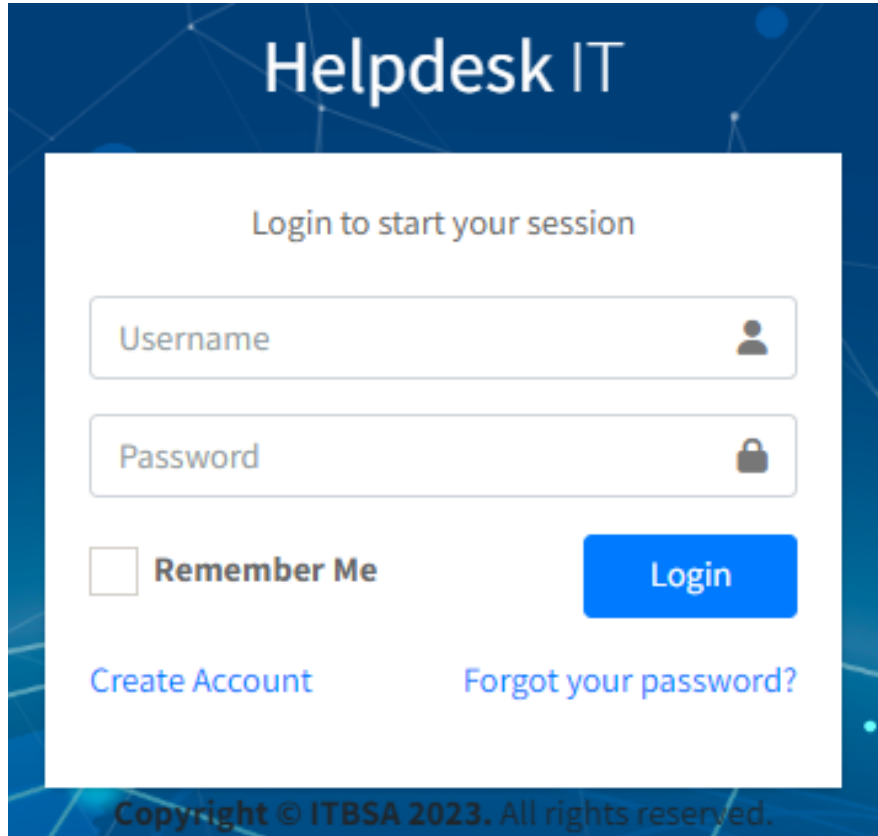
Open Link

<https://helpdesk.bsa-logistics.co.id>

2


Klik Tombol Masuk


Login Helpdesk



Helpdesk IT

Login to start your session

Username 

Password 

Remember Me [Login](#)

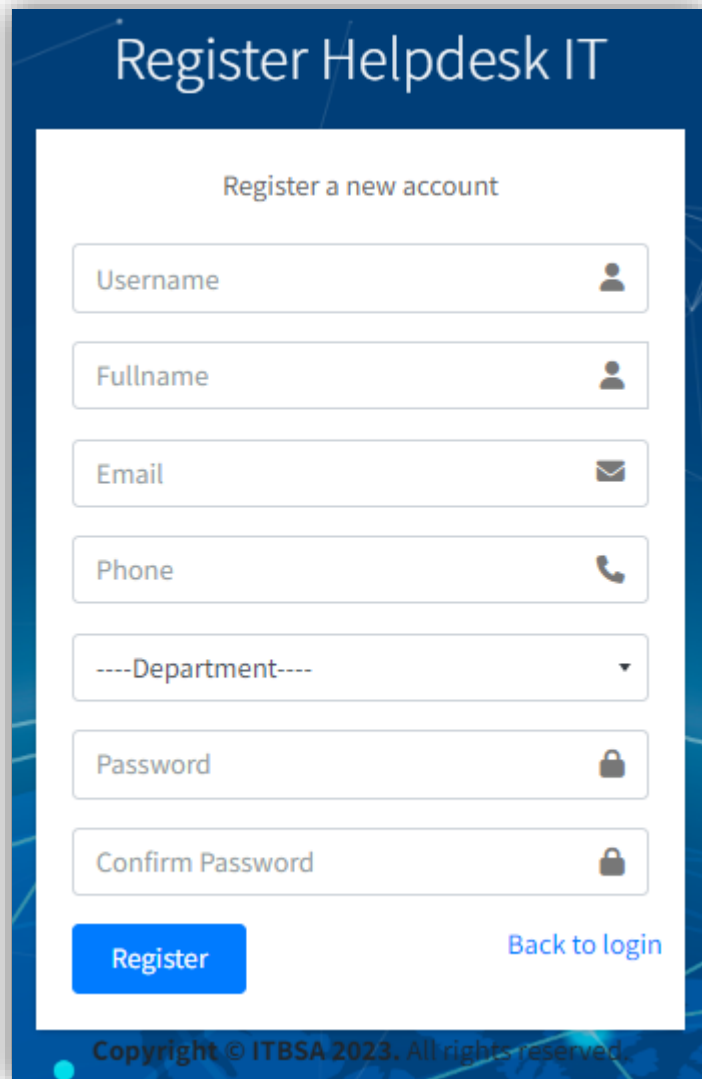
[Create Account](#) [Forgot your password?](#)

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- 1 Masukkan Username & password kemudian klik login.
- 2 Jika tidak punya akun maka silahkan klik "Create Account"
- 3 Jika sudah punya akun dan lupa password silahkan klik "Forgot Your Password"


Note : centang "remember me" agar tidak logout otomatis per 30 hari


Create Account





Register Helpdesk IT

Register a new account


Username 


Fullname 

Email 

Phone 

----Department----

Password 

Confirm Password 

[Register](#) [Back to login](#)

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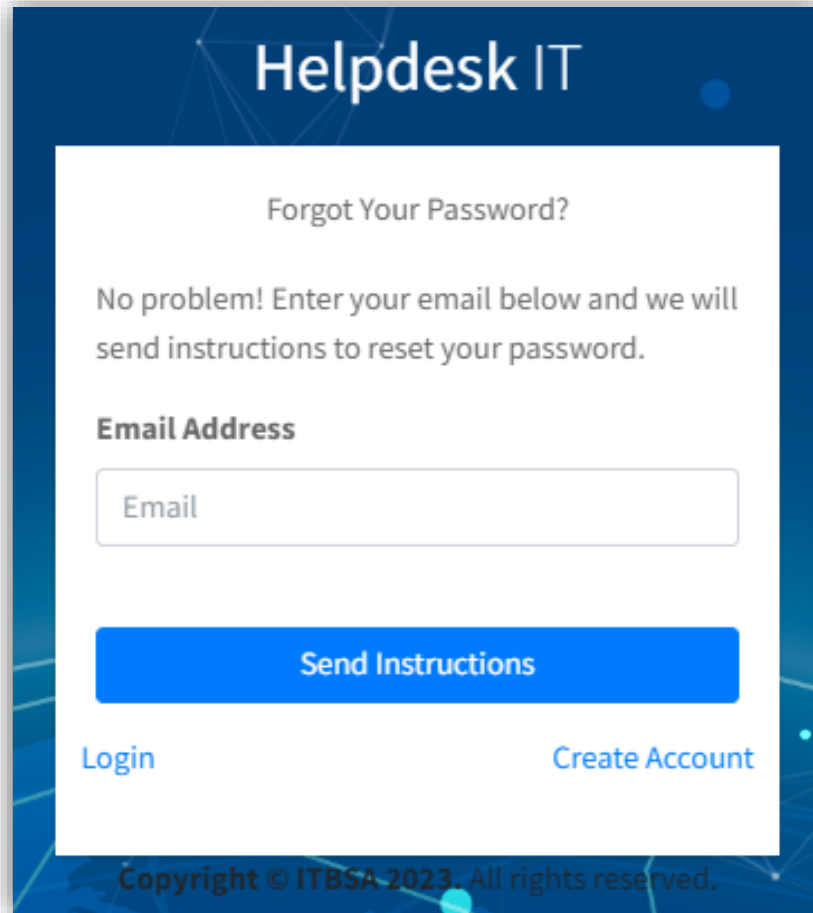
1 Masukkan data Username, Fullname, Email, Phone, Dept, Password & Confirm Password

2 Jika sudah silahkan klik Register

3 Silahkan menunggu Tim IT untuk validasi data dan mengaktifkan akun helpdesk

Note : Hanya karyawan PT. BSA Logistics Indonesia dengan email domain @bsa-logistics.com yang bisa mendaftar. Jika ingin mendaftar dengan email domain selain @bsa-logistics.com silahkan hubungi Department IT

Forgot Password



Helpdesk IT

Forgot Your Password?

No problem! Enter your email below and we will send instructions to reset your password.

Email Address

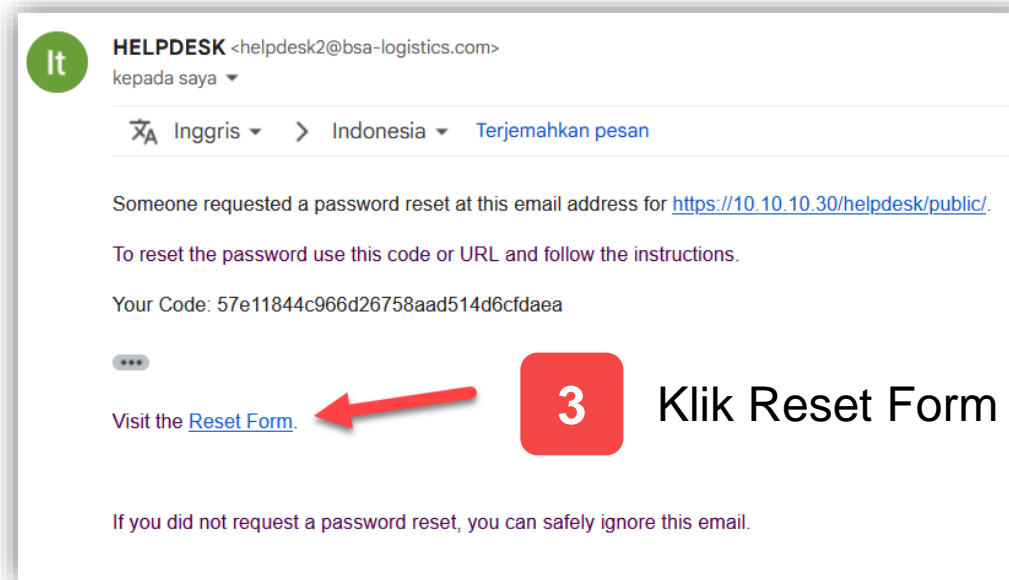
Email

Send Instructions

[Login](#) [Create Account](#)

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- 1 Masukkan email domain @bsa-logistics.com yang terdaftar
- 2 Silahkan periksa email untuk mendapatkan token reset password seperti gambar dibawah



3 Klik Reset Form

Reset Your Password

Enter the code you received via email, your email address, and your new password.

Token

Email

New Password

Repeat New Password

[Reset Password](#)

[Buat akun helpdesk](#)

[Login](#)

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4

Akan terbuka halaman reset password dan token akan terisi otomatis. Jika tidak terisi otomatis maka silahkan copy token dari email yang dikirimkan.

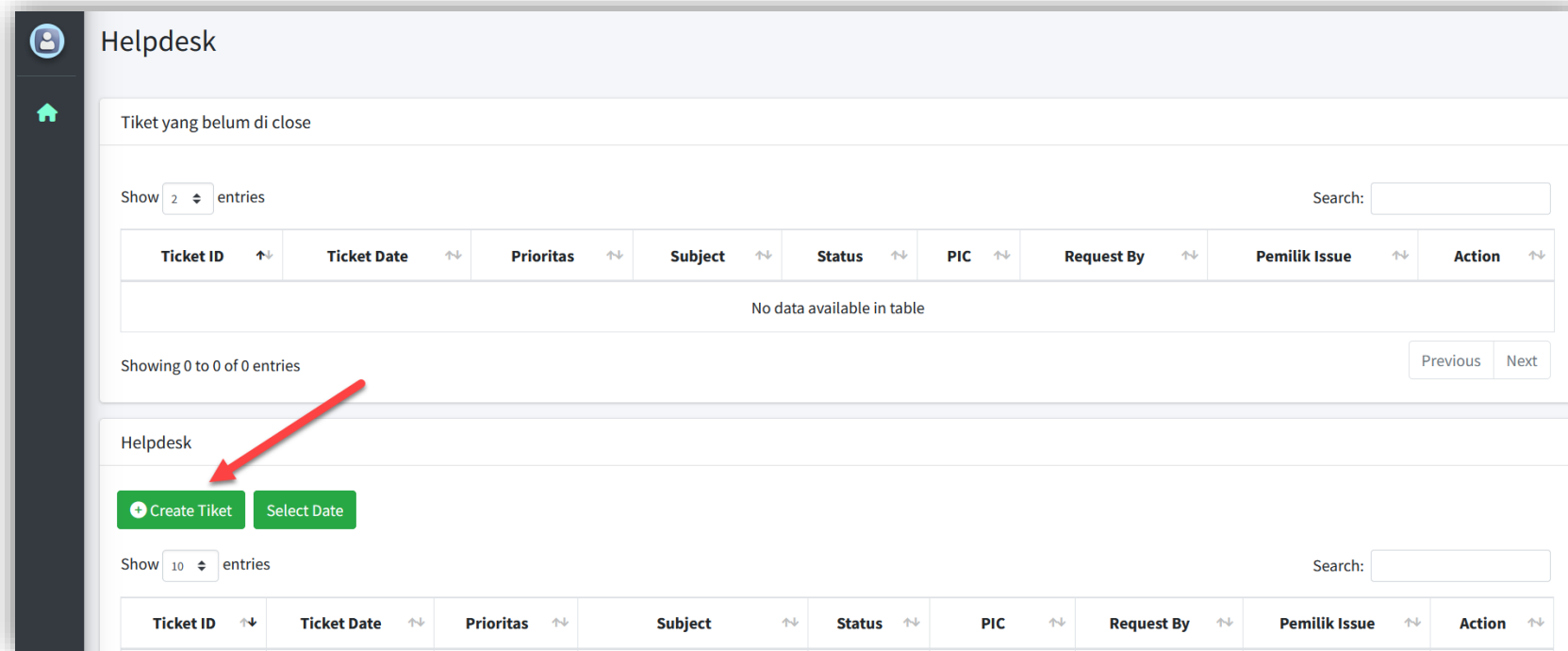
5

Masukkan Email, New Password & Confirm New Password

6

Jika sudah silahkan klik Reset Password

Create Ticket



The screenshot displays a Helpdesk interface. At the top, there is a header with a user icon and the text 'Helpdesk'. Below this, a section titled 'Tiket yang belum di close' contains a table with columns: Ticket ID, Ticket Date, Prioritas, Subject, Status, PIC, Request By, Pemilik Issue, and Action. The table is currently empty, with the message 'No data available in table' displayed. Below the table, it says 'Showing 0 to 0 of 0 entries' and has 'Previous' and 'Next' buttons. A search bar is also present. Below this section, another 'Helpdesk' section features a '+ Create Tiket' button and a 'Select Date' button. A red arrow points to the '+ Create Tiket' button. Below this, there is another table with the same columns as the first one, but it is also empty. It includes a search bar, 'Showing 0 to 0 of 0 entries', and 'Previous' and 'Next' buttons.

1

Klik Create Ticket

The image shows a 'Create Ticket' form with the following fields and options:

- Category:** Dropdown menu with '----Pilih----
- Sub Category:** Dropdown menu with '----Pilih----
- Priority:** Dropdown menu with '----Pilih----
- PIC:** Dropdown menu with '----Pilih----
- Pemilik Issue:** Dropdown menu with '----Pilih----
- Phone:** Text input field, labeled 'Optional'.
- Subject:** Text input field.
- Upload File:** File upload area with a 'Choose Files' button and 'No file chosen' text, labeled 'Optional'.
- Description:** Text area for the ticket description.
- Buttons:** 'Submit' (blue) and 'Cancel' (grey) buttons at the bottom left.

2

Silahkan masukkan semua data sesuai kebutuhan.

3

Klik submit & silahkan cek email pemberitahuan helpdesk berhasil dibuat.


Detail Ticket

Helpdesk

[+ Create Tiket](#) [Select Date](#)

Show entries Search:

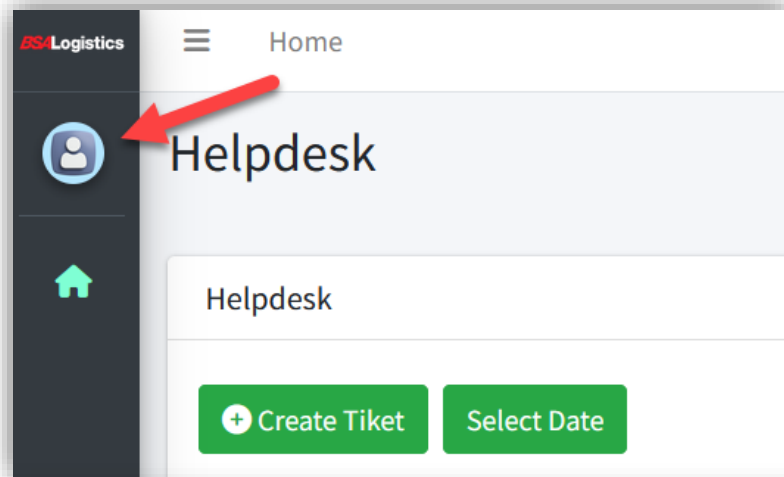
Ticket ID ↑↓	Ticket Date ↑↓	Prioritas ↑↓	Subject ↑↓	Status ↑↓	PIC ↑↓	Request By ↑↓	Pemilik Issue ↑↓	Action ↑↓
28285	26-10-2023	Normal	123	OPEN	Yogi Zakaria	BLI	Admin	Detail
28284	26-10-2023	Normal	Testing	Closed	Yogi Zakaria	BLI	Admin	Detail



1

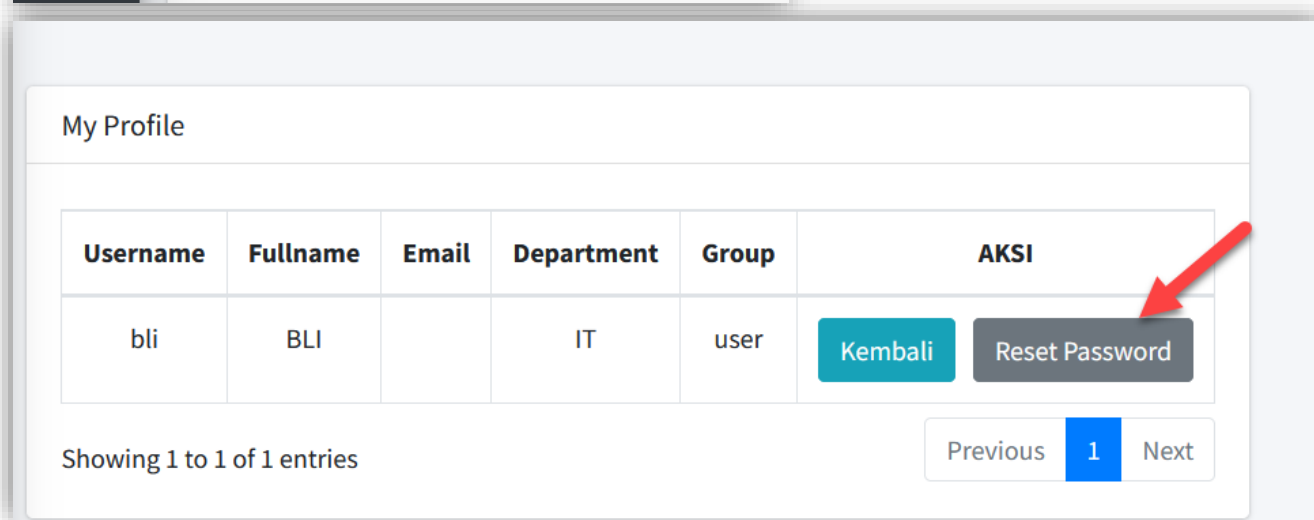
Klik Detail untuk melihat detail helpdesk

Reset Password



1

Klik Icon Profile



2

Klik reset password

Reset Password bli

Password Lama

New Password

Confirm Password

4

Masukan Password lama

5

Lalu Masukan Password baru dan Confirm password

6

Klik Submit



THANK YOU!

BSA Logistics Indonesia