



This guide will provide you with the necessary information to be able to use the DiningSix Tickets app and the features that it has.

What Ticket System should I choose?

- Fixer Tickets
- Tech Tickets
- Tilly Tickets
- On/Offboarding Tickets
- Contract Tickets

For general users (with diningsix emails)

- General installation and setup on the phone
- Navigation in the app - Ticket Central and Ticket Systems
- Example of Ticket creation
- Example of Commenting, Tagging, and Unread comments
- Notification flow - you receive an email when the following happens:

For admin users:

- How to add a user to the app (user or admin)

What Ticket System should I choose?

Fixer Tickets

Fixer tickets is the application for you to communicate issues regarding the inventory and maintenance in your department, e.g.

- Renovations
- Restorations
- Reparations

Tech Tickets

Data tickets is the application for you to communicate issues regarding the data & tech in your department, e.g.

- Data & IT
- Tech
- System Development

Tilly Tickets

Tilly tickets is the application for you to communicate issues regarding the Tilly setup in your department, e.g.

- Tilly operations
- New buttons
- Trouble Shooting

On/Offboarding Tickets

HR tickets is the application to request or remove access to one or more DiningSix systems & platforms, e.g.

- Employee access/removal from systems
- Systems updates
- Equipment

Contract Tickets

Contract tickets is the app to request new contracts for your employees

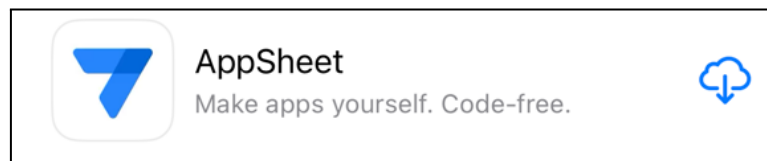
For general users (with diningsix emails)

General installation and setup *on the phone*

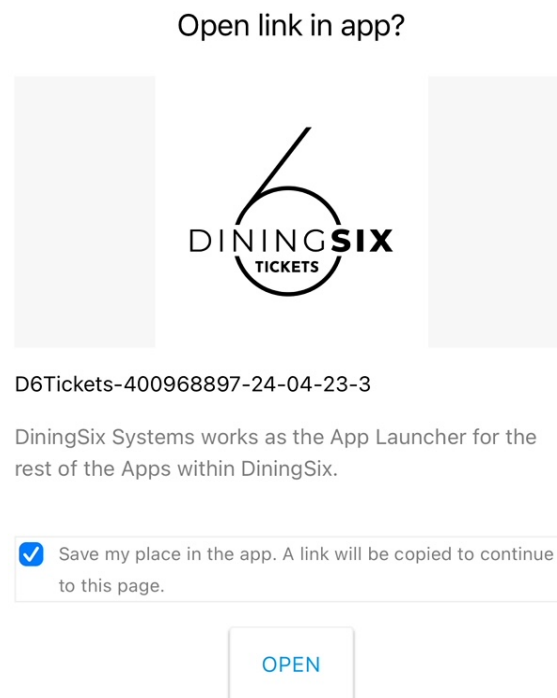
1. Start by downloading AppSheet through this link on your phone
(copy the link and send it to your phone if your are reading this guide on a PC):

<https://www.appsheet.com/newshortcut/a551afee-6433-4457-9420-1997daa182b9>

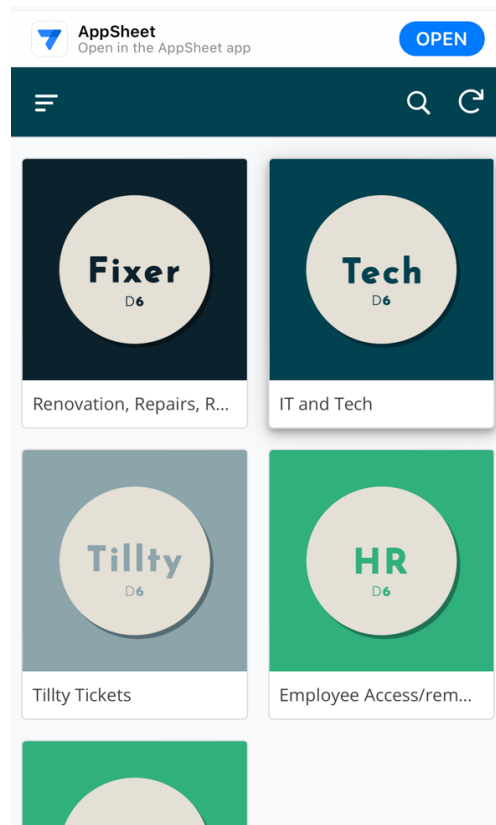
This will serve as a drive for the DiningSix Tickets App.



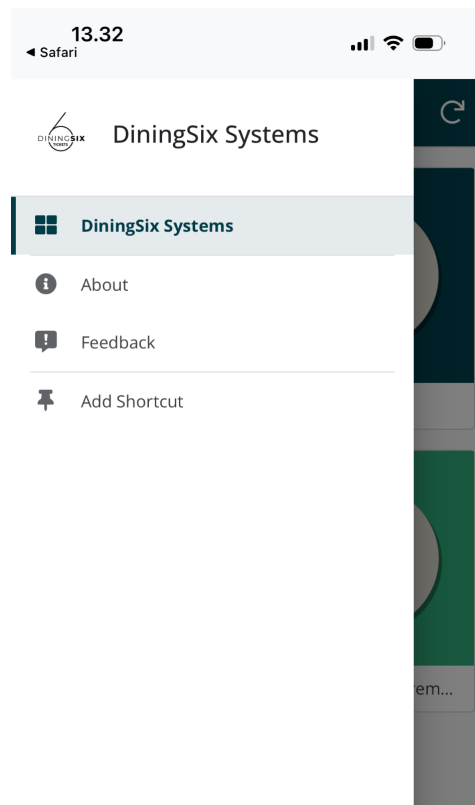
2. Log in with your G-mail account provided by DiningSix.
3. A new tab will open with the following:



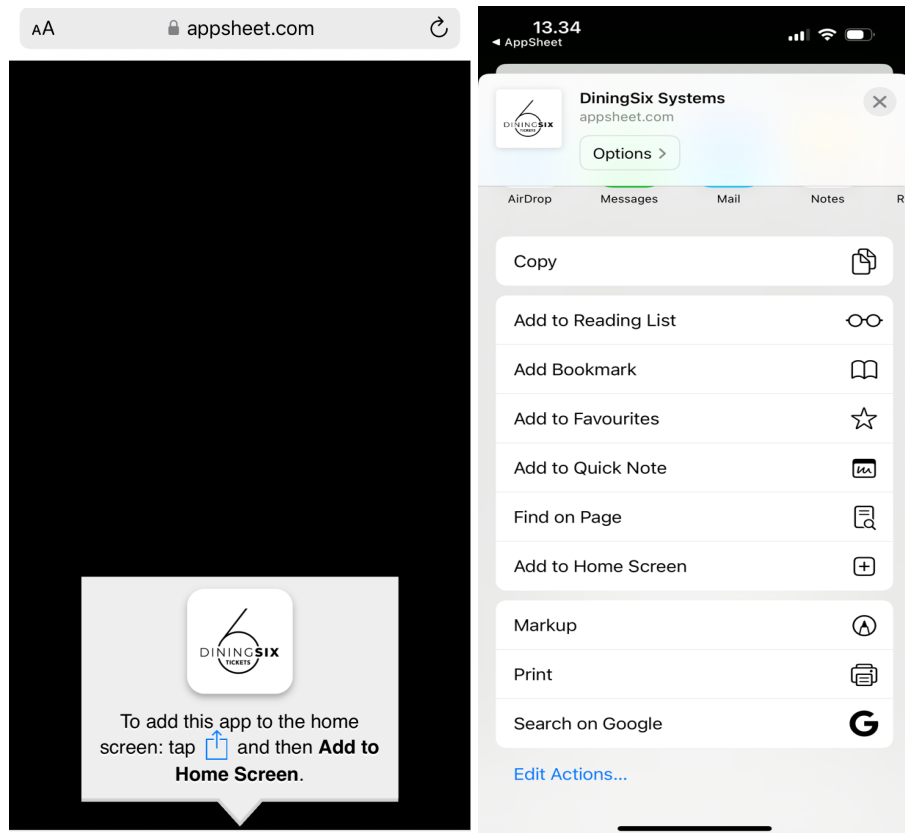
4. Click the "Open" button. When you are loaded to the following page you must click the little blue oval that redirects you to the AppSheet app.



5. This is the DiningSix System Landing page that displays the different ticket systems.
6. Click the three lines (menu) on the right side to open the menu. Here you will find an option called "Add Shortcut".

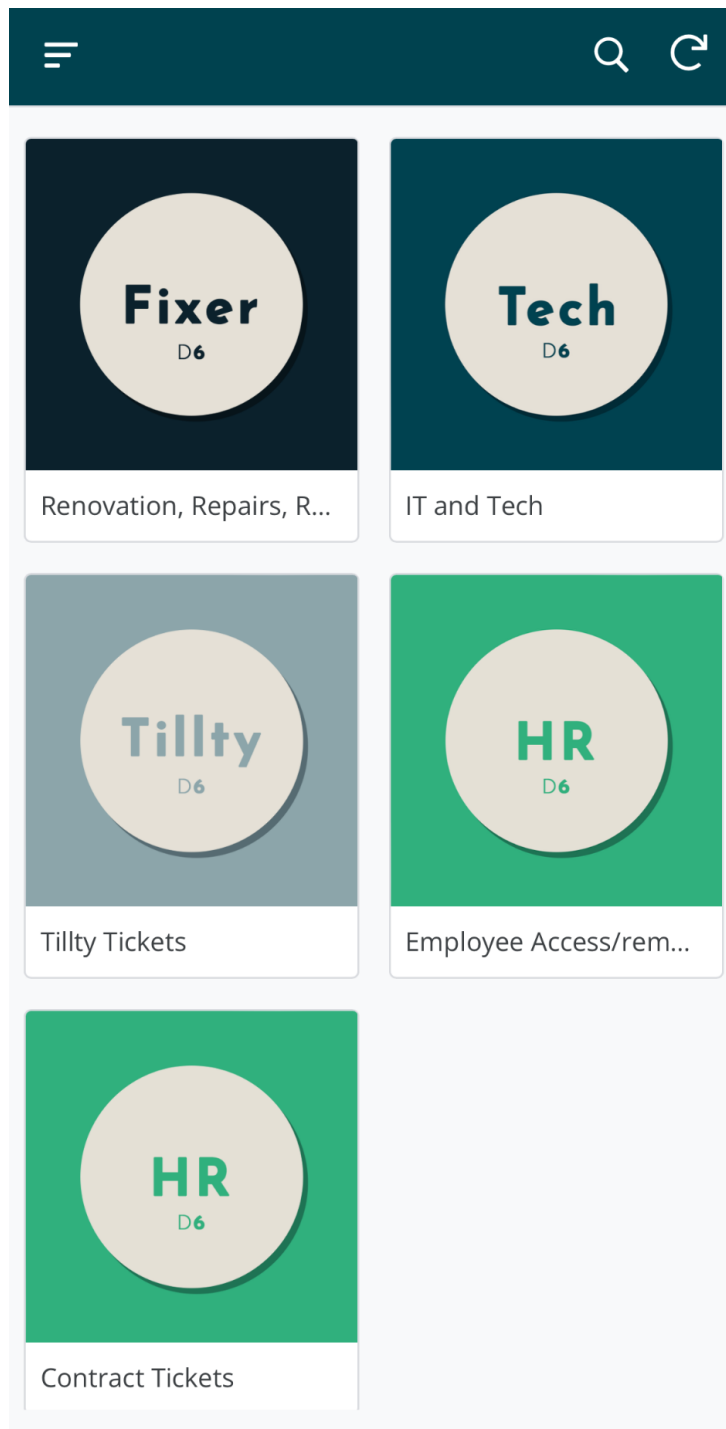


7. Press this button in order to create an app icon for your phone using the “Add to Home Screen” feature.

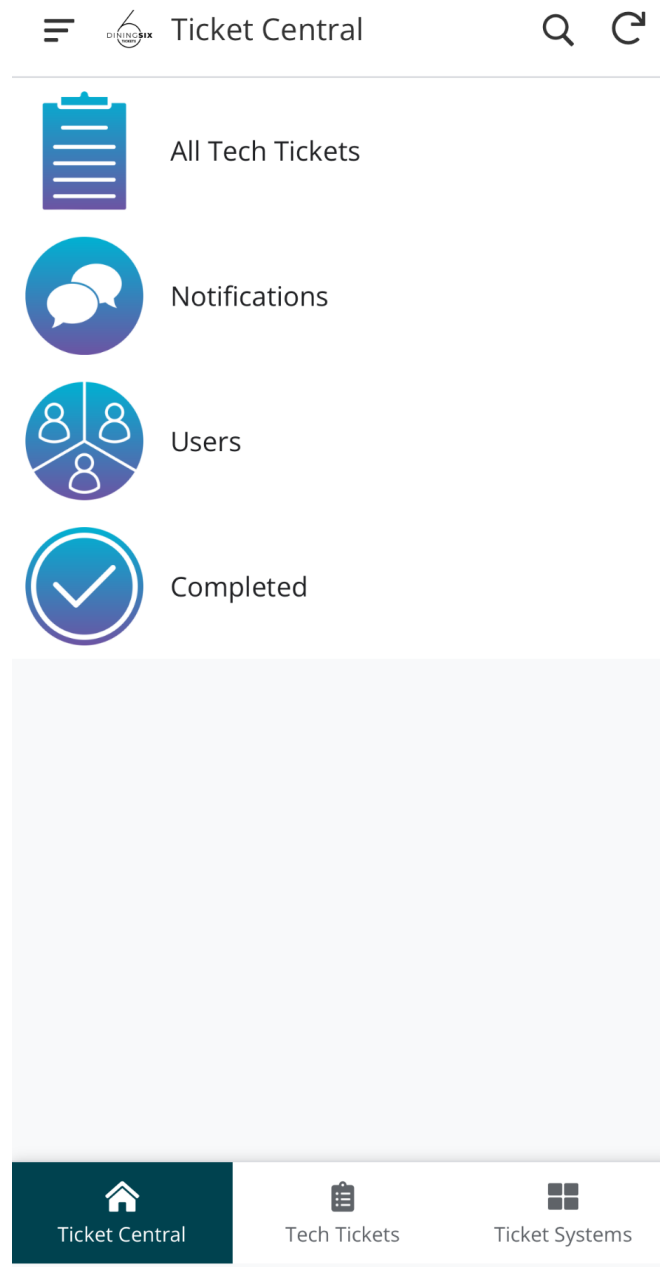


Navigation in the app - Ticket Central and Ticket Systems

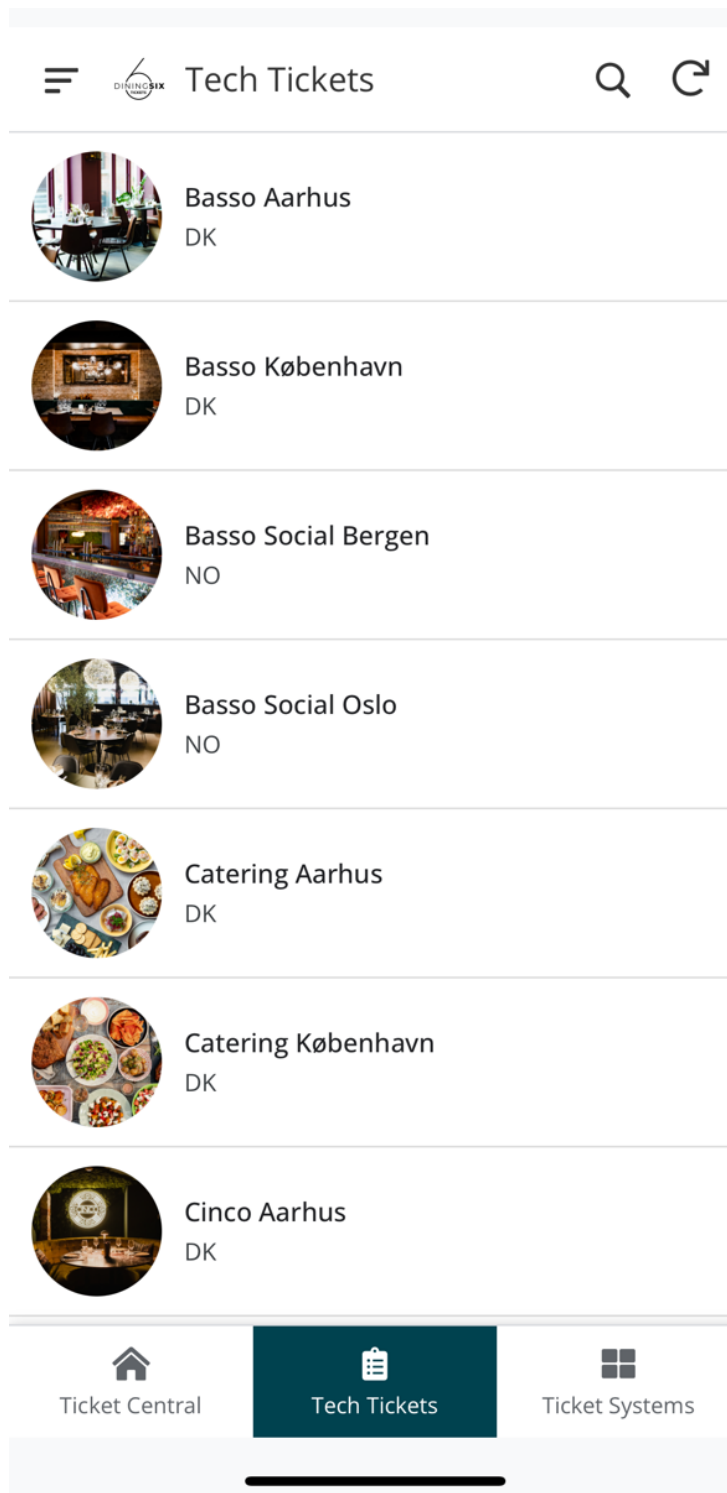
1. Click on one of the ticket systems. For example, select Tech Tickets to navigate to that Ticket Central.



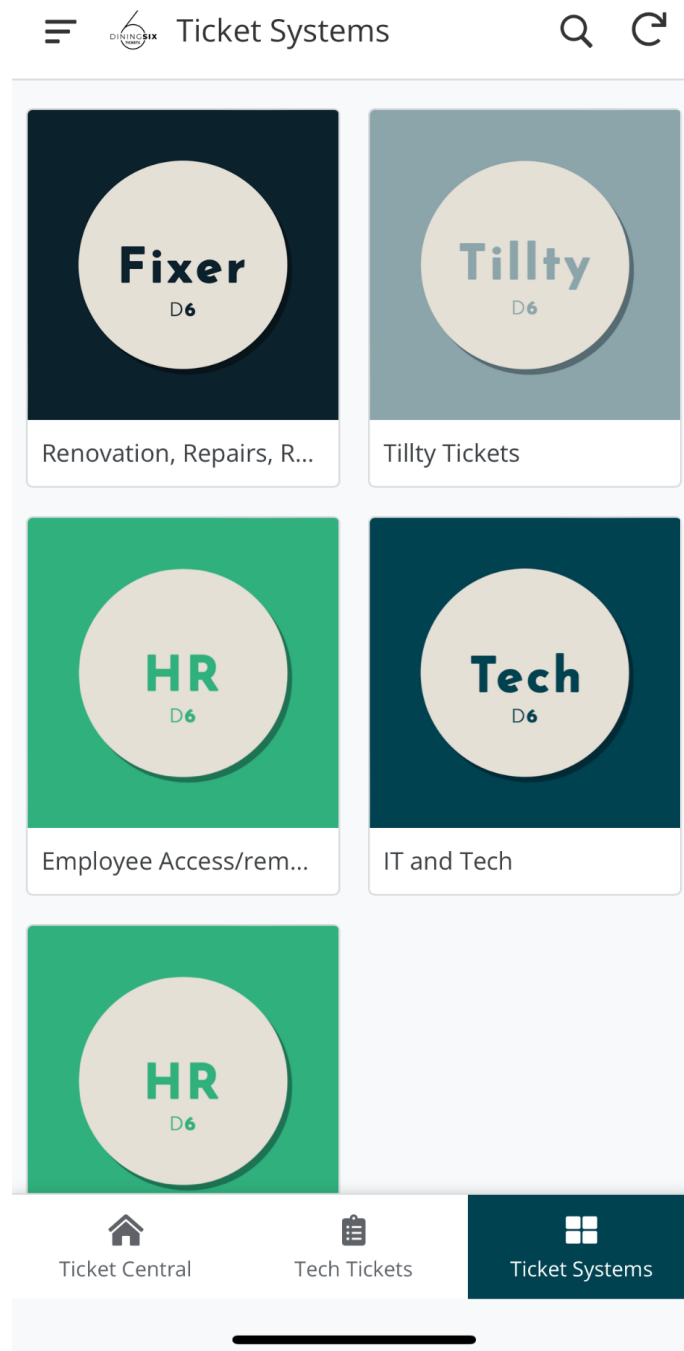
2. Now you are in the tech Ticket Central where you can see different options including:
- a. **All tech tickets** - Included here are all the tickets that have been created in your accessible departments.
 - b. **Notifications** - Here you can see all comments where you were tagged by others.
 - c. **Users** (*only available for Admins*) - List of all users
 - d. **Completed** - Included here are all tickets that have been completed in your accessible departments.



3. The Tech Tickets shows you the various departments you are assigned access to where you can click on a department and see the related tickets to that department.



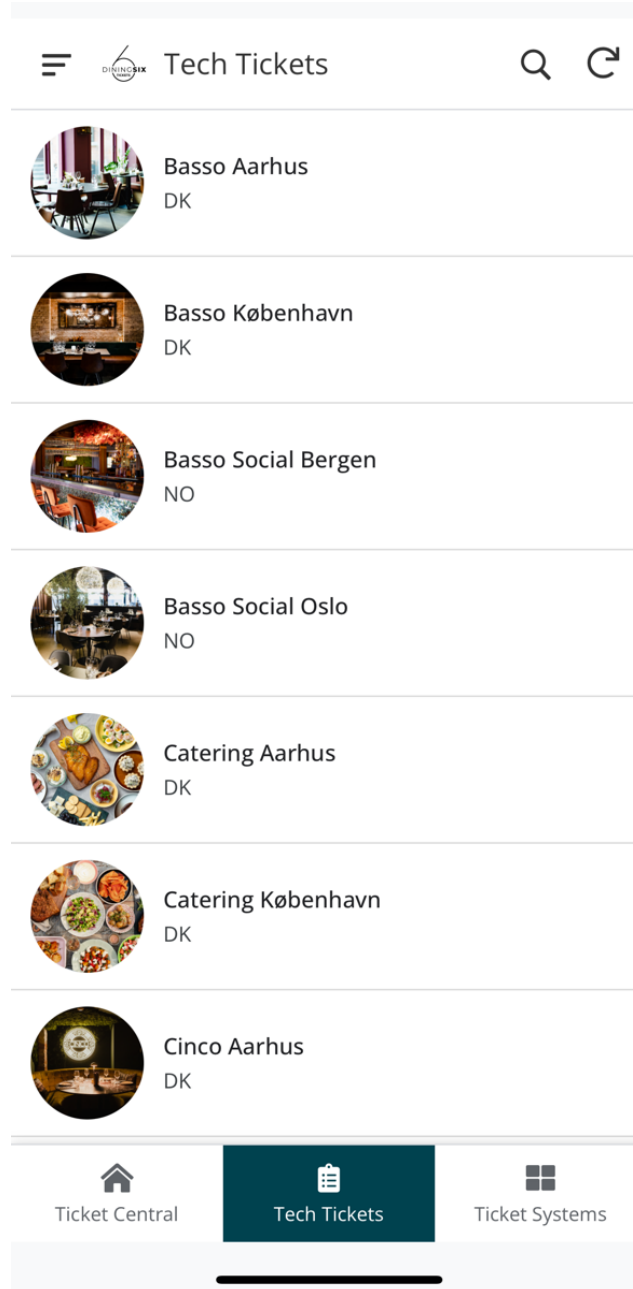
4. To go to another Ticket Central such as Tilly Tickets simply click on the Ticket Systems icon in the bottom right corner and select the Ticket Central you wish to go to.



Example of Ticket creation

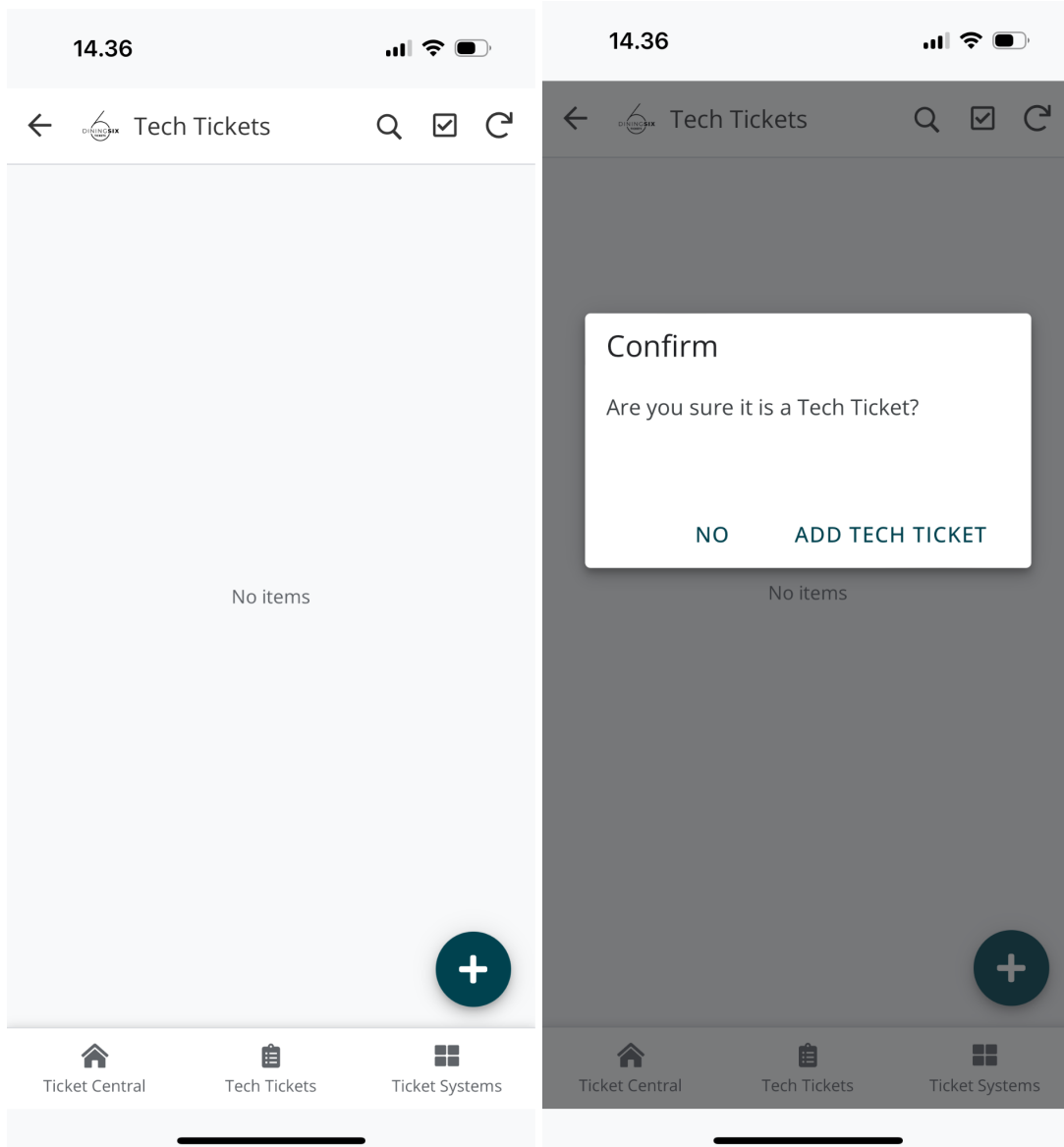
1. To create a ticket go to the relevant Ticket Central as shown above.
2. Navigate to the tech tickets menu at the bottom of the page and select the department you wish to create a ticket for.

Most users will most likely only see their own department. This is intended.



3. Press the large plus button at the bottom of the department screen to create a new ticket. The app will ask you if you are sure that you wish to create a ticket for this Ticket Central to ensure that the correct administration department receives your ticket.

NB!: *Not all administration departments can see all ticket systems.*



4. Fill out all the information in the ticket and be as descriptive as possible. Upload images if necessary and press save to finish creating the ticket.

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 Edit Ticket

Restaurant/Department*

Kontoret Aarhus ▼

Status

▼

Assigned To

▼

Project Title*

▼

Project Description*

Priority*

▼

Project Date*

CancelSave

Example of Commenting, Tagging, and Unread comments

1. Commenting is very simple and can be done on all tickets you can view. Firstly, access the ticket that you wish to comment on.

 Ticket Details   

Kontoret Aarhus

Status

Assigned To	Lauge Lyng Pedersen
Project Title	Andet
Project Description	Guide for Tickets 2.0 Test
Priority	GUL - Hurtigst muligt
Project Date	28 Oct 2024
Name	Lauge Lyng
Your Phone No.	31672789
Email	ll@diningsix.dk



 Ticket Central  Tech Tickets  Ticket Systems

2. When you wish to comment on a ticket simply press the comment icon



3. Write your comment. It is required to tag a person.
If needed a file and image can be uploaded to your comment.

When you are finished, press save and the comment will be saved as a part of the ticket. The tagged person will receive an email and a notification pop-up.



Comments Form

Comment

Could you make the guide in English?

Tag person*

Emil Vergara

IT

Morten E

Jonas Bargholz

Rune Udby

File



Image



User

Lauge Lyng

Timestamp

Cancel

Save

4. When a ticket has comments they will be displayed under the ticket.

08.13



 Ticket Details



Assigned To

Lauge Lyng Pedersen

Project Title

Andet

Project Description

Guide for Tickets 2.0 Test

Priority

GUL - Hurtigst muligt

Project Date

28 Oct 2024

Name

Lauge Lyng

Your Phone No.

31672789



Email

ll@diningsix.dk

Comments

1



Lauge Lyng

28 Oct 2024 1

Could you make the guide in English?



View

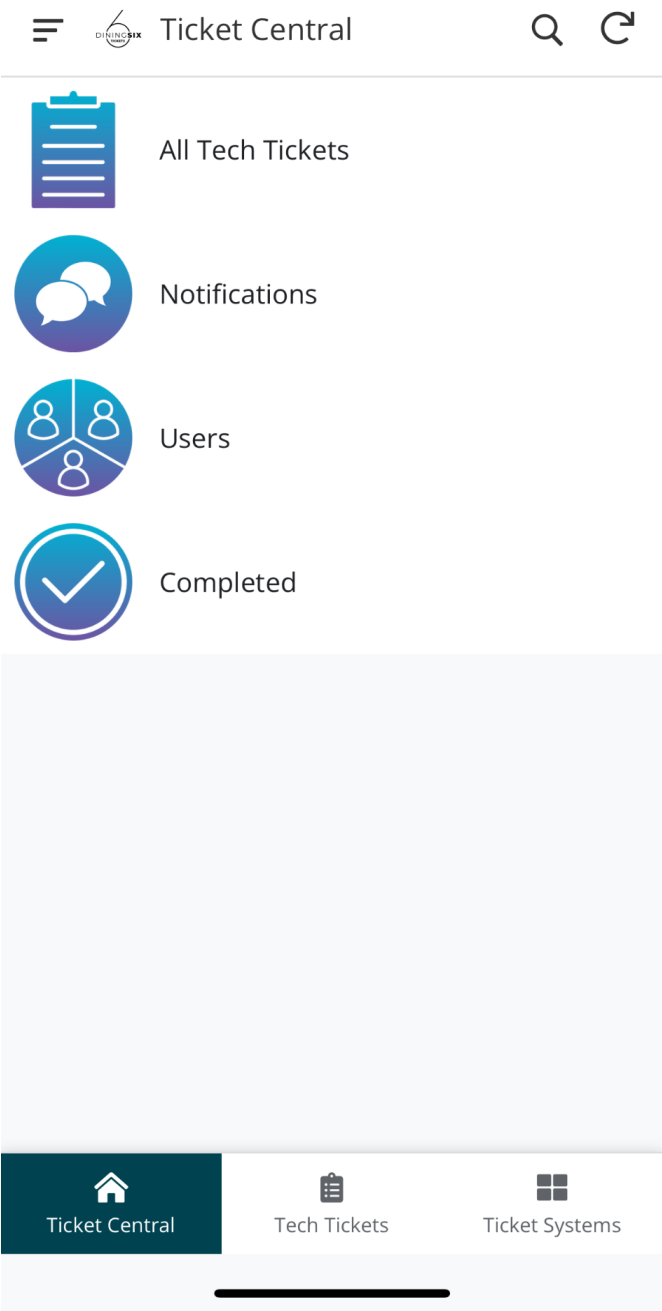


 Ticket Central

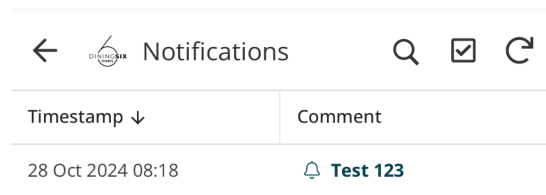
 Tech Tickets

 Ticket Systems

5. All new comments will also be displayed under the notifications tab in the Ticket Central.

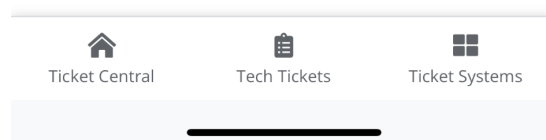


6. To view the comments press the notification icon and you will have an overview of the relevant comments.



The screenshot shows the 'Notifications' screen of the DiningSix app. At the top, there is a navigation bar with a back arrow, the DiningSix logo, the title 'Notifications', and three icons: a magnifying glass, a checkmark, and a refresh arrow. Below the navigation bar is a table with two columns: 'Timestamp ↓' and 'Comment'. The first row of the table contains the timestamp '28 Oct 2024 08:18' and the comment '🔔 Test 123'.

Timestamp ↓	Comment
28 Oct 2024 08:18	🔔 Test 123



Notification flow

You receive an email when the following happens:

- you are tagged
- when your ticket is done
- when the status of your ticket changes

NB! If you want your DiningSix Tickets notifications to pop-up on your phone, make sure you enable notifications on your phone's settings. Just like you do it for all your other apps.

For admin users:

How to add a user to the app (user or admin)

1. To add a new user to the app you must navigate to the relevant Ticket Central. From the Ticket Central, select the menu called “Users”. Here is an overview of the users who have access to this specific Ticket Central (example below is for Fixer Tickets).

NB! It is important to note that if you wish to create a user for multiple Ticket Centrals (e.g. Tech and Fixer) then you must create the user in all the relevant Ticket Centrals that the person should have access to. The user role might vary depending on the Ticket System.

2. To add a new user for the Ticket Central simply press the plus icon in the bottom right corner.



Email	Name
cvp@diningsix.dk	Claus Vigen Pindbo
ev@diningsix.dk	Emil Vergara
it@diningsix.dk	IT
jeppe.bjerre@diningsix.dk	Jeppe Bjerre
jb@diningsix.dk	Jonas Bargholz
ks@diningsix.dk	Kristian Skjød
lh@diningsix.dk	Lasse Horn
ll@diningsix.dk	Lauge Lyng
ma@diningsix.dk	Anker
me@diningsix.dk	Morten E
ru@diningsix.dk	Rune Udby
sf@diningsix.dk	Søren Friis
patryk.olczak@diningsix.dk	Patryk Olczak
victoria.eriksen@diningsix.dk	Victoria Eriksen
ab@diningsix.no	Alice Breivik
ik@diningsix.no	Ira Krantova

3. Fill out the information and assign the new user a role as either a “User” or “Admin”. Depending on their status they will have different rights in the app and must be assigned permissions according to their role.

  Medarbejdere Form

Email*

test@diningsix.dk

Name*

Test Test Test

Role*

User

Admin

Departments*

+

Cancel

Save

4. **Admin users** can be assigned roles based on their country. To assign them a permission simply check the box that assigns the correct permissions to the user in the “Country” dropdown menu and press save.

 Medarbejdere Form

Email*

test@diningsix.dk

Name*

Test Test Test

Role*

User

Admin

Country*

CancelSave

5. **Users** can be assigned roles based on their Department. To assign them a permission simply check the box that assigns the correct departments to the user in the “Department” dropdown menu and press save.

  Medarbejdere Form

Email*

test@diningsix.dk

Name*

Test Test Test

Role*

User

Admin

Departments*

+

Cancel

Save

NB! It is important to note that if you wish to create a user for multiple Ticket Centrals (e.g. Tech and Fixer) then you must create the user in all the relevant Ticket Centrals that the person should have access to. Don't forget to do so.