



TEVETA HELPDESK SYSTEM

USER GUIDE



TECHNICAL EDUCATION VOCATIONAL AND ENTREPRENEURSHIP
TRAINING AUTHORITY

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1. GETTING STARTED

1.1. WHO IS TEVETA?

Technical Education Vocational and Entrepreneurship Training Authority (TEVETA) is an institution tasked by the government of the republic of Zambia through the TEVET Act No. 13 of 1998 read together with TEVT (Amendment) Act No. 11 of 2005 to interpret and implement the TEVETA policy.

1.2. WHY THIS MANUAL?

This manual is meant to be a quick user guide to the new TEVETA Helpdesk system. It will discuss key features of the system and explain on the services offered.

1.3. TEVETA HELPDESK SYSTEM

This an easy to access online platform that the public can use to officially send queries to TEVETA. To access this site you need to use a website browser. Type in the address www.teveta.org.zm/helpdesk either using a computer or mobile phone which is connected to the internet and enter to access site.

1.4. WHY THIS SERVICE?

The Helpdesk service is meant to be a more reliable and accountable means of communication between the public and TEVETA. In an effort to see to it that no query goes unattended to the Helpdesk system was designed for the public to submit their issues officially and in a proper manner to TEVETA. The submitted queries do not only go answered to but also can later on be used as reference to improve on service delivery of the institution.

2. USING THE HELPDESK SYSTEM

2.1. HOW TO ACCESS THE HELPDESK SYSTEM

The first thing you need in order to access the TEVETA website is have a computer or mobile phone that is connected to internet. Next you check if you have a web browser installed on your device. A web browser is a program that is used to access websites and has to be installed on your device. If you do not have a web browser you can download any of your choice (Though we recommend using any latest version of Google Chrome that can run on your device) and install it on your device. After you have accessed a web browser you type in the address www.teveta.org.zm/helpdesk and press enter. This will take you to the main Homepage of the system. The Homepage should look something like the picture below.



Figure 1 TEVETA Helpdesk homepage

2.2. FEATURES OF THE HELPDESK SYSTEM

The Helpdesk system comes with features such as the ticketing system used to send queries to TEVETA, links to all TEVETA services and the archives page. The ticketing system is the primary feature of the Helpdesk system and it allows the public to directly communicate with TEVETA staff meanwhile keeping track of their query to see that it is resolved. The chapter 2.3 explains further on how to use the Ticketing system.

2.3. TICKETING SYSTEM

2.3.1. WHAT IS A TICKET?

A ticket is the official query you submit through the TEVETA Helpdesk ticketing system and it contains not only your query but the feedback you get through that query to the time your issue is resolved. A ticket will have a status of open when you submit it and closed once it has been worked on.

2.3.2. HOW TO CREATE A TICKET

Once you are on the Homepage of the Helpdesk system www.teveta.org.zm/helpdesk you click on the tickings icon. This will bring you an option where you can follow up on a ticket, create new ticket or recover forgotten ticket IDs. You click on create new ticket button and it will lead you to a form which you have to fill in to complete your query. The form will look something like the image below. You enter in all the required fields and send your ticket. We also recommend you click on the “Email me a copy of this ticket, login credentials and link” so that you receive Email notifications anytime your query is updated.

The image shows a web form for creating a ticket. At the top, it says "Fill in all the required fields". The form contains several input fields: "Enter your full names", "Enter your Email address", "Enter your mobile number", a dropdown menu currently set to "Low priority ticket", and "Enter ticket subject". Below these is a large text area labeled "Write your query here". Underneath the text area is a file upload section titled "Attach files (you can select multiple files at once)". It features a "Choose Files" button and the text "No file chosen". Below this, it lists supported file types: "SELECT ONE OR MORE FILES AT THE SAME TIME OF THE FOLLOWING TYPES", "* JPG, JPEG, PNG.", "* PDF, ZIP, RAR.", and "* DOCX, PPTX, XLSX, CSV.". There is a checkbox labeled "Email me a copy of this ticket, login credentials and link". At the bottom of the form is a prominent green "Send ticket" button. The footer of the form reads "Technical Education, Vocational and Entrepreneurship Training Authority (TEVETA) Zambia © 2018".

Figure 2 Create ticket form

2.3.3. HOW TO FOLLOW UP ON YOUR TICKET

To follow up on your ticket you navigate to the Ticketing system page of the Helpdesk www.teveta.org.zm/helpdesk/tickets.php and here you will find fields where you can enter your query (ticket) ID and Email to access your query.

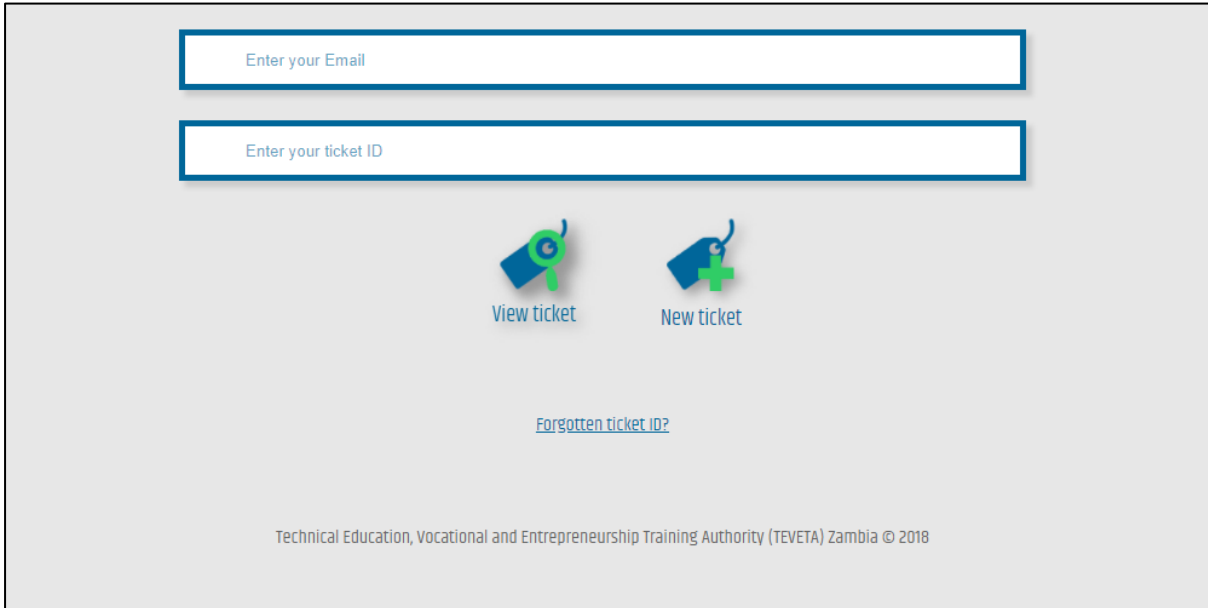


Figure 3 Follow up on ticket by filling in these fields

Once you have accessed your ticket. You can dialog with TEVETA staff through the comment section at the bottom of the ticket display page.

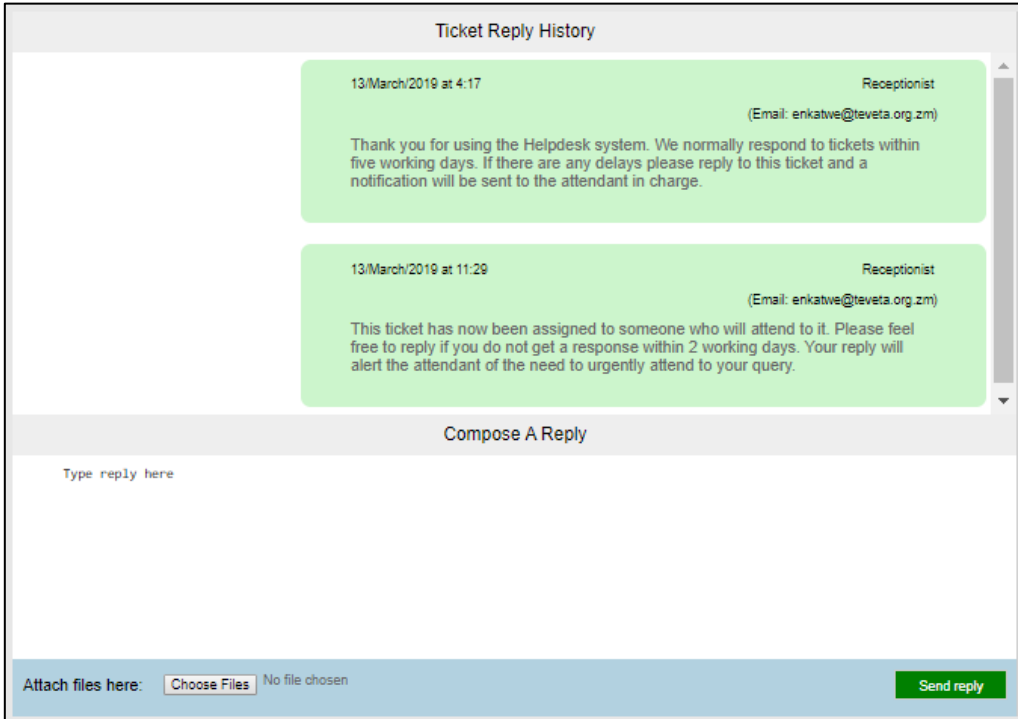


Figure 4 Dialog with TEVETA staff in the comments section

2.3.4. WHAT IF YOU FORGET YOUR TICKET ID

If it happens that you forget your ticket (query) ID and you are unable to access your ticket use the “forgotten ticket id?” option shown in the image above. This will ask you to enter the Email you used to create the ticket. Once you do, all your query details will be sent to you. If you forget both your Email and your ticket ID then you will not be able to access your query and have to send us another query using another Email specifying your name and your mobile number.

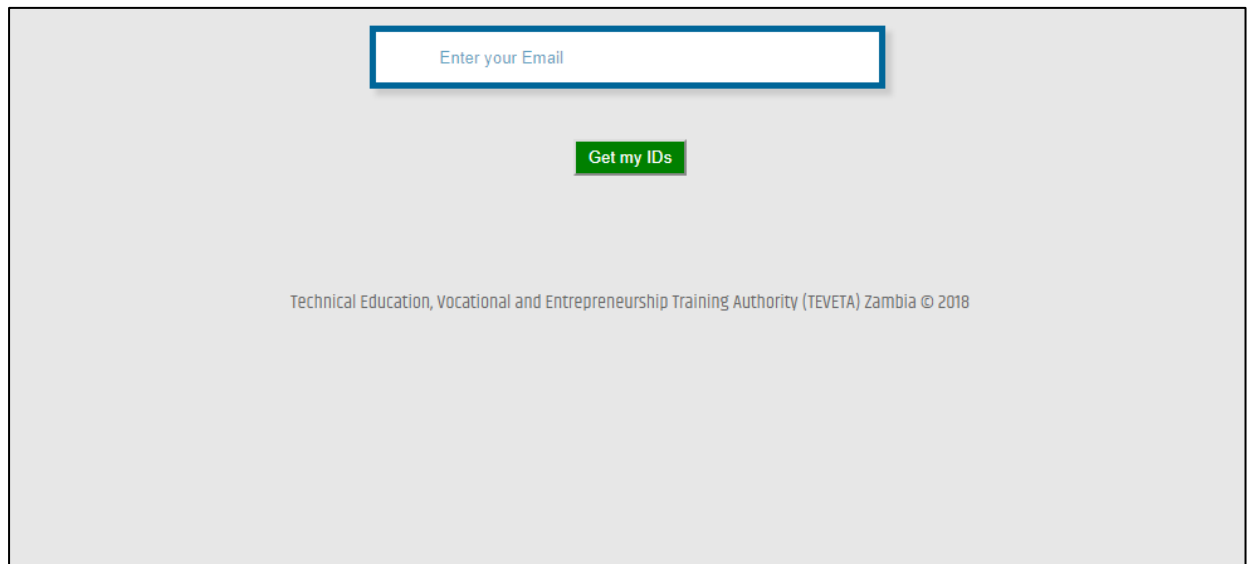
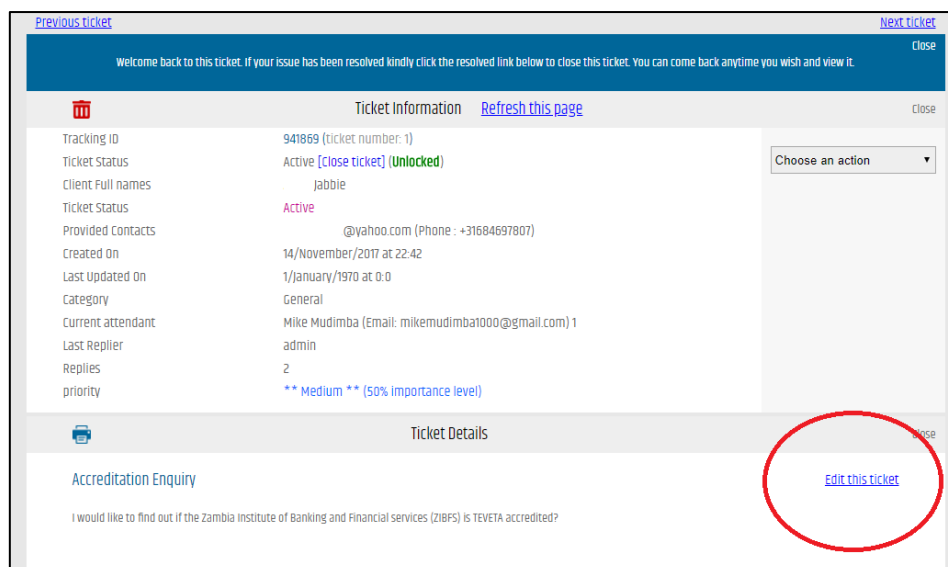


Figure 5 Forgotten ticket ID form

2.3.5. HOW TO EDIT A TICKET

Once you have submitted and accessed your ticket, you still have the option to edit it in case you feel there is information you left out or there are errors in your query. This can be done by clicking on the “Edit ticket” option (See photo below) which takes you to a form where you can edit and save changes made. This edit feature will only be available for as long as your query has not been attended to yet.



Ticket Information	
Tracking ID	941869 (ticket number: 1)
Ticket Status	Active [close ticket] (Unlocked)
Client Full names	Jabbie
Ticket Status	Active
Provided Contacts	@yahoo.com (Phone : +31684697807)
Created On	14/November/2017 at 22:42
Last Updated On	1/January/1970 at 0:0
Category	General
Current attendant	Mike Mudimba (Email: mikemudimba1000@gmail.com) 1
Last Replier	admin
Replies	2
priority	** Medium ** (50% importance level)

Ticket Details	
Accreditation Enquiry	Edit this ticket
I would like to find out if the Zambia Institute of Banking and Financial services (ZIBFS) is TEVETA accredited?	

Figure 6 finding edit ticket on the ticket page

Edit ticket here

[Back to ticket](#)

Accreditation Enquiry

I would like to find out if the Zambia Institute of Banking and Financial services (ZIBFS) is TEVETA accredited?

Choose Files No file chosen

Submit

Figure 7 Edit form

2.3.6. HOW TO CLOSE A TICKET

When an issue is resolved a ticket has to be closed. This is done by clicking on the “Close” ticket option on the ticket details display. You can also open a closed ticket by clicking on the “Open” ticket which shows up if your ticket is closed. This feature comes in handy if your ticket was marked as resolved meanwhile you are not satisfied with the help given. In this case opening the ticket will make it visible to the attendants so that they can further continue working on it.

2.3.7. HOW LONG DOES IT TAKE TO GET A REPLY

Normally it is supposed to take five working days to reply to a ticket. But in situations where you do not get response it is recommended to simply reply within your ticket and request for response. This will send an Email directly to the person currently in charge of your ticket reminding them that they forgot to respond to you.

2.3.8. DO I GET A NOTIFICATION WHEN MY TICKET HAS BEEN REPLIED TO

Yes you do. You get the following notifications in the email address that you provided when you created your ticket. You get a notification:

- When you create your ticket
- When your ticket has been assigned to an attendant
- Once your ticket has been replied to

2.4. OTHER FEATURES OF THE HELPDESK

The other features you can find on the Helpdesk are shortcuts to all the TEVETA services and platforms. This comes in handy when you do not know how to navigate to these systems and want to find out more information about them.

2.5. TEVETA DIGITAL LIBRARY

This is a unique page that was designed to index all the accumulated content that TEVETA gathers through the years. This is in an effort to make it easy to access past content. TEVETA Archives is a mechanism by which all website data is sorted out and stored with indexes according to the year uploaded. You have to first pick a resource you wish to view. ARCHIVES PAGE

www.teveta.org.zm/archive

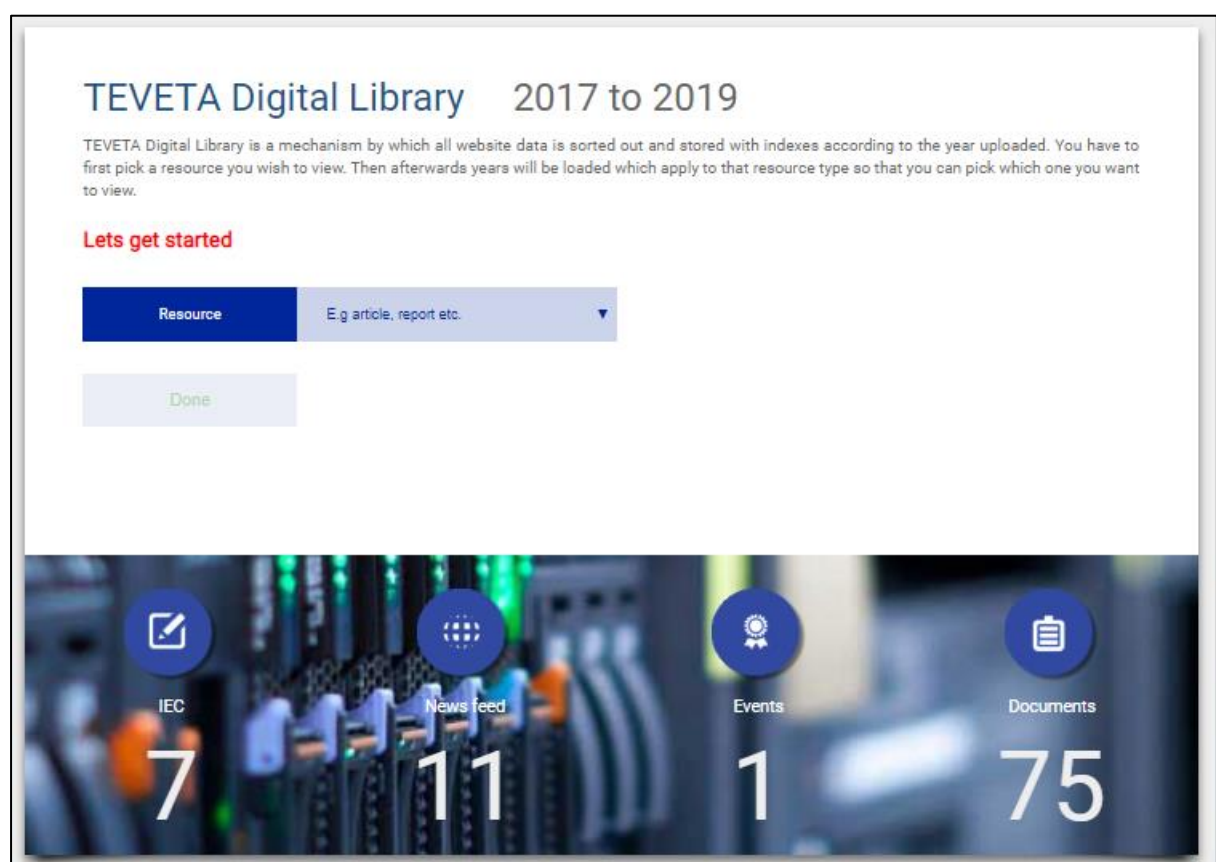


Figure 8 Archives page

Then afterwards years will be loaded which apply to that resource type so that you can pick which one you want to view. All the matching results will then be displayed for you to view. The image below shows this process.

News >

Events >

IEC >

News for 2018

7 results found : showing from 1 to 9

2018 » INVITATION FOR BIDS

TEV/01/2018: TENDER FOR THE SUPPLY AND DELIVERY OF ICT REQUIREMENTS The Technical Education, Vocational and Entrepreneurship Training Authority (TEVETA) has received funds from the Government of the Republic of Zambia and intends to apply the proceeds of these funds towards the purc... [Read more](#)

2018 » Ministry of Higher Education cautions parents, industry over fake qualifications

Where demand is high, there is a likelihood of high fraudulence as well. The education sector is one of the sectors facing an increase in the number of individuals presenting different qualifications some of which do not meet the standards set under qualifications frameworks across the... [Read more](#)

2018 » Availability of teachers, workshops and cost affect implementation of two-tier system – study

A study shows that availability of teachers, workshops and cost were the key factors that influenced the selection of the vocational subjects (under two-tier system) offered at particular schools. The study by Zambia's Education Sector Support Technical Assistance Facility (ZESSTA) was... [Read more](#)

2018 » INVITATION FOR PROPOSALS: FINANCING SKILL TRAINING FOR YOUTH EMPLOYMENT

FINANCING SKILL TRAINING FOR YOUTH EMPLOYMENT Background The Technical Education, Vocational, and Entrepreneurship Training Authority (TEVETA) was established under the Technical Education, Vocational and Entrepreneurship Training Act of No. 13 of 1998. Among the responsibili... [Read more](#)

Latest news

FINANCING SKILL TRAINING FOR EMPLOYE ...

March 5, 2019 at 12:25

CIRCULAR ON ACCREDITATION OF TRAINER ...

January 11, 2019 at 15:41

Dialogue towards jobs for youths

December 27, 2018 at 17:11

Access to justice: Cabinet approves ...

December 27, 2018 at 17:16

About K10m disbursed for SME/Out-of- ...

July 25, 2018 at 16:29

[View more news ...](#)

Figure 9 News results gotten from archives search

END OF TEVETA HELPDESK USER GUIDE

TECHNICAL EDUCATION VOCATIONAL AND ENTEPRENEURSHIP TRAINING AUTHORITY (TEVETA)
ZAMBIA

