DRAMS®
Distillery Records And Management System

DRAMS Customer Portal

User Manual

www.drams-software.com

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1 Key Information

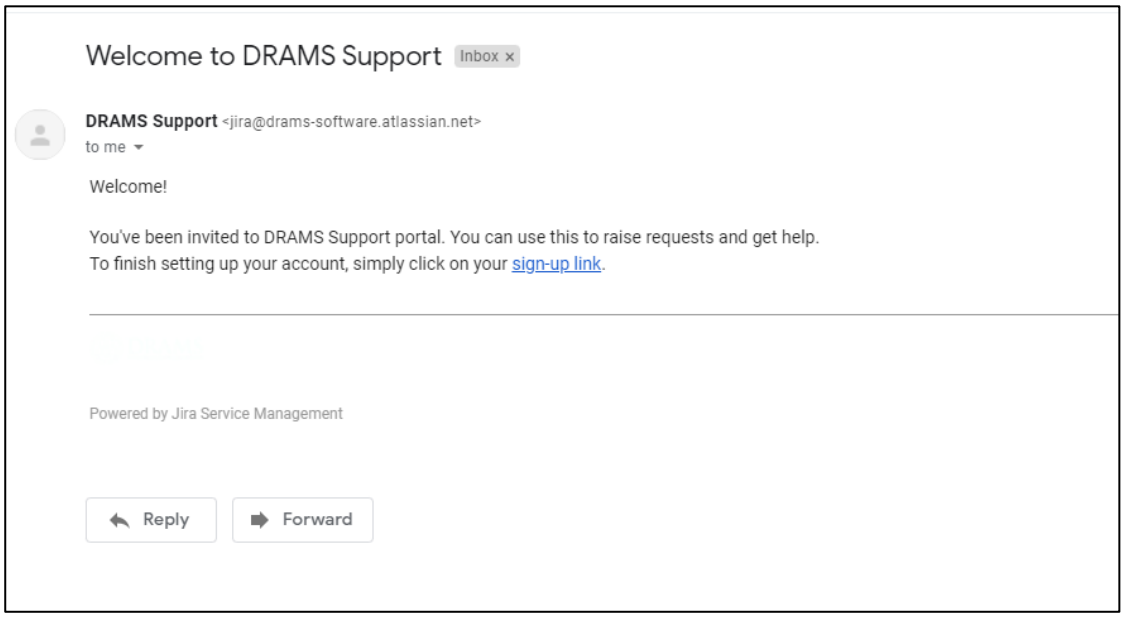
This is the link to the DRAMS customer Portal.
https://drams-software.atlassian.net/servicedesk/customer/portals

1.1 Keywords

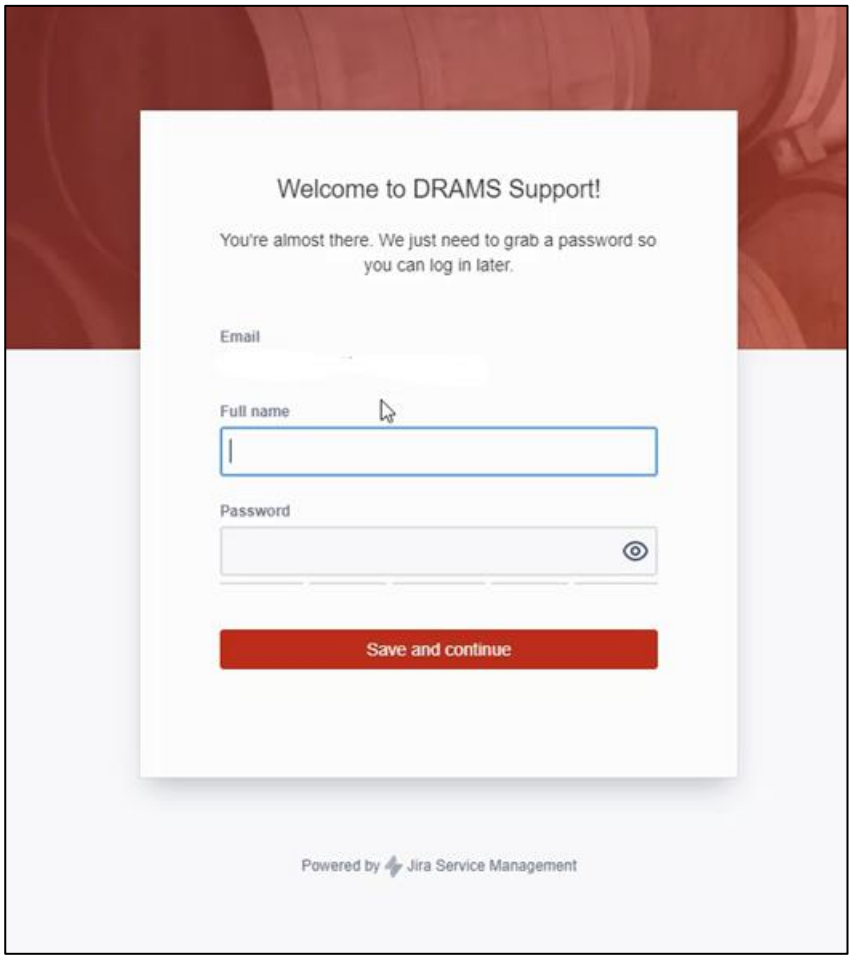
Organizations	This is the company you are a part of. You may be part of more than one organisation.
Tickets	These are the requests that can be raised, e.g. support request, service request.

2 First Login

You will receive an email from DRAMS Support with the link to sign up to the new customer portal.



Click the link in the email and it will open a web page.

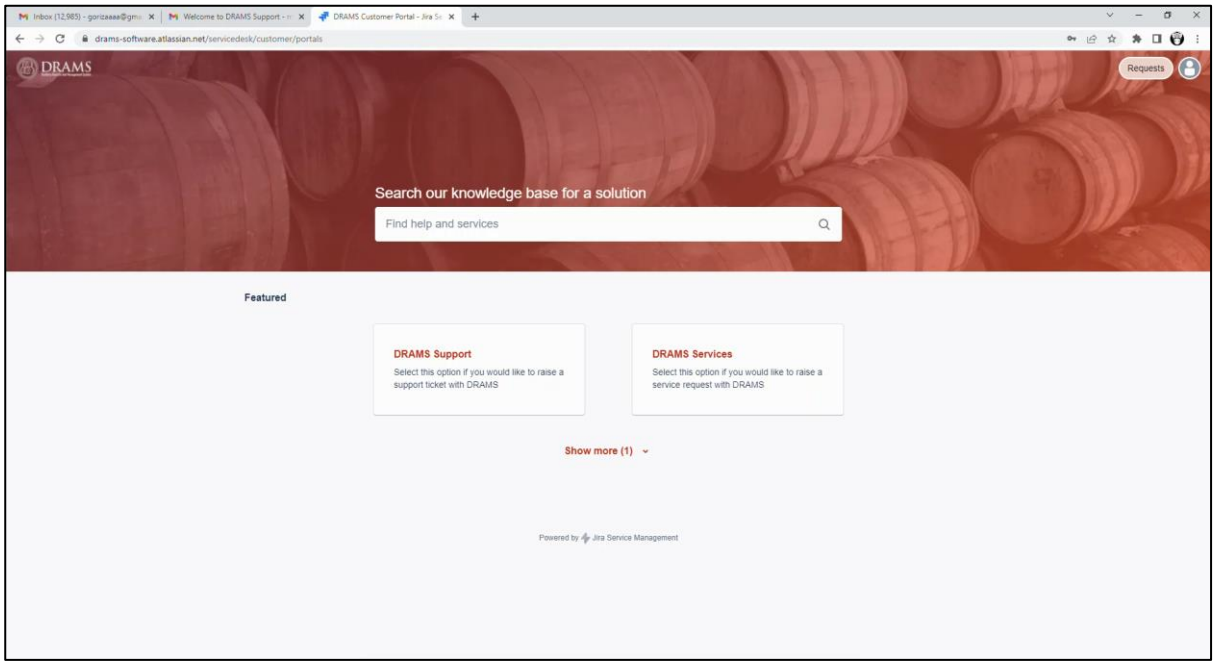


Fill in your full name and enter a password. After filling in the fields click Save and Continue

This will automatically take you to the DRAMS Support ticket logging screen. If you click on the DRAMS logo in the top left hand corner of the screen, this will take you to the main DRAMS Customer Portal screen.

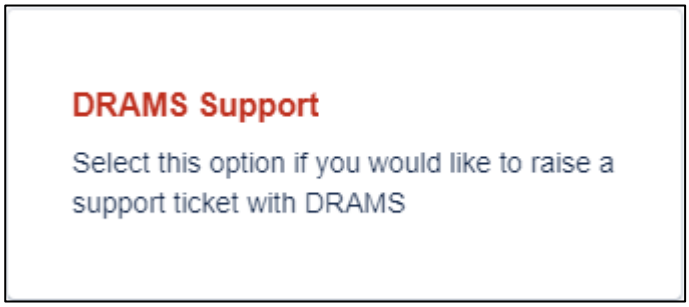
3 DRAMS Customer Portal Overview

The main DRAMS Customer Portal screen has a search bar and 2 buttons to be used to raise the DRAMS tickets.

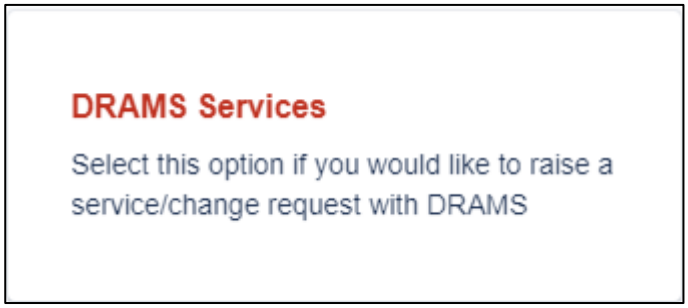


There are 2 different ticket types in the customer portal. A DRAMS Support ticket or a DRAMS Services ticket.

The DRAMS Support ticket is for your questions/issues/faults.

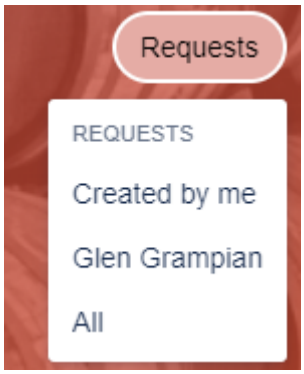


The DRAMS Services ticket is for any requests for training/software changes.

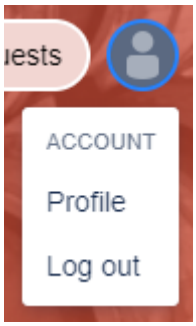


The search bar can be used to search the knowledge base for articles relating to your issue - see the Knowledge base section for more details.

In the top right of every page in the DRAMS Customer Portal there is a requests button. This will show a drop down which will take you to all your open tickets - see the My Requests section for more details.



The other button with the silhouette will take you to your profile where you can change your name/password/time zone or log out - see the Profile section for more details.

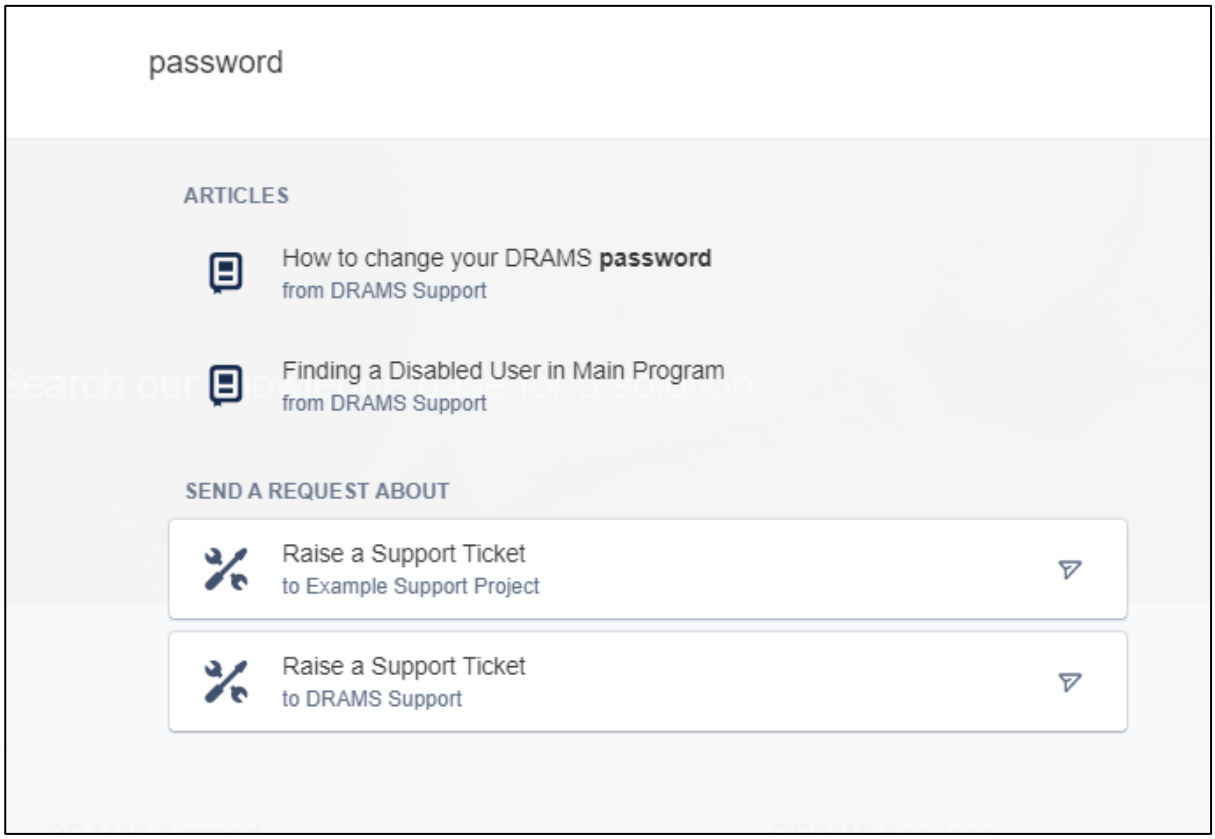


You can navigate back to the main portal screen by clicking on the DRAMS logo in the top left hand corner of the screen.

4 Knowledge Base

There are several articles in the Knowledge Base which may help you to resolve your issue without the need to raise a support ticket. The number of articles available will continue to build over the course of the year and beyond. To search for articles, you should use the search bar on the main DRAMS Customer Portal. It is always recommended that you search this before raising a ticket.

The example below shows a search for the word password which has found 2 articles that may help. Click on the articles to open them.



DRAMS Customer Portal / DRAMS Support / How to change your DRAMS password

How to change your DRAMS password

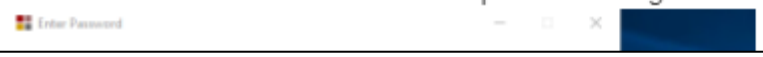
Issue:

How do I change my DRAMS password?

Solution:

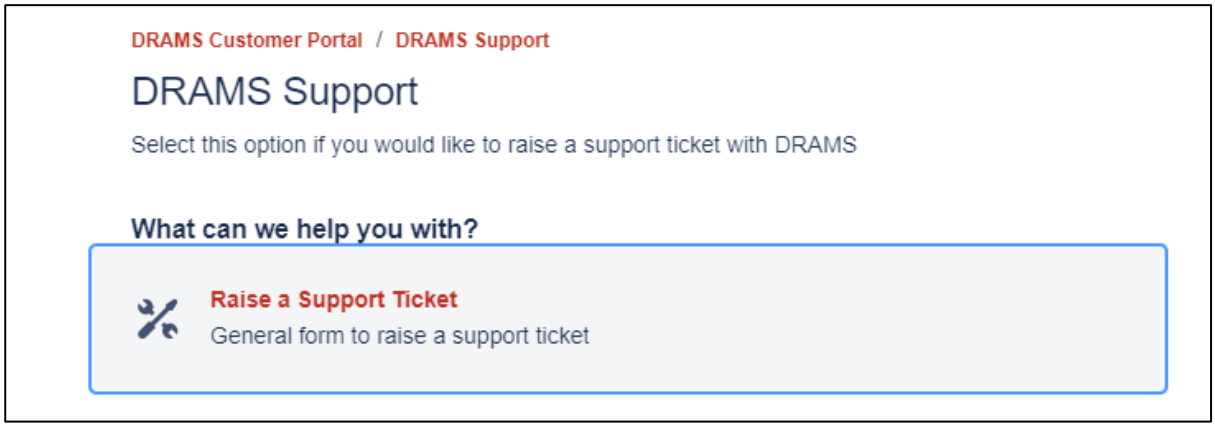
On the DRAMS log in screen there is a button labelled Password.

Click the Password button which will open the Change Password pop-up window.

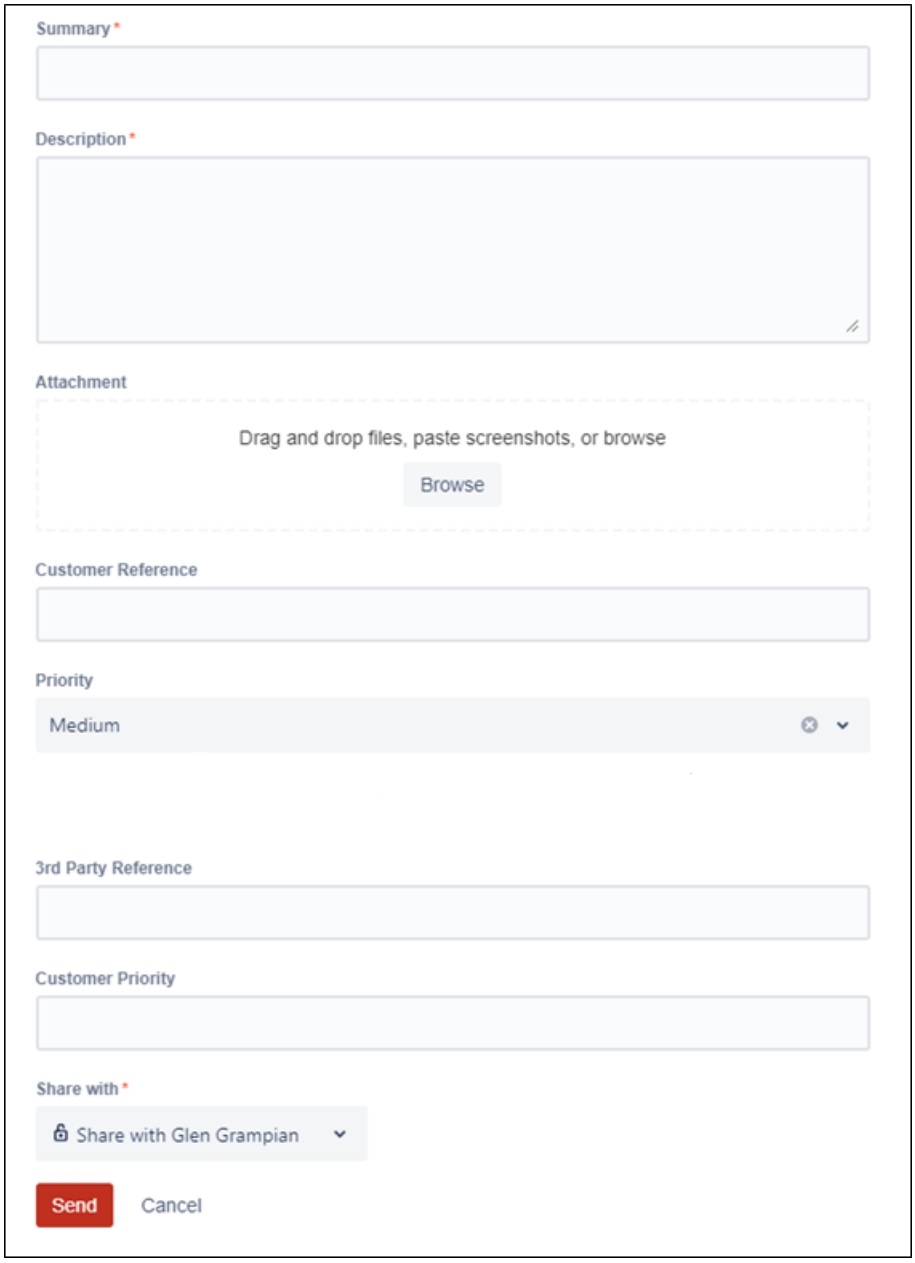


5 Raising A Support Ticket

To raise a support ticket, click on the DRAMS Support button on the DRAMS Customer Portal. This will open the DRAMS Support page. Click on the Raise a Support Ticket button to open the form.



This opens the form for entering details of your ticket.


Summary *
Description *
Attachment
Drag and drop files, paste screenshots, or browse
Browse
Customer Reference
Priority
Medium
3rd Party Reference
Customer Priority
Share with *
Share with Glen Grampian
Send
Cancel

The form should be completed with as much detail as possible.

As you type in details of your support request, Knowledge Base articles may be listed on the screen which you can view to see if they resolve your issue, before sending your ticket to DRAMS.

Field	**Description**
Summary	This is a short description of the issue or error message.
Description	Enter as much information here as possible to describe the issue you are having. You can also paste screenshots in here if necessary. Include examples where possible, to help us resolve your issue quickly.
Attachment	You can add screenshots/documents/videos to the call by either dragging and dropping or browsing through the file explorer.
Customer Reference	Enter your internal reference if you have one.
Priority	This is the severity/priority of the ticket – see note below for further details.
3rd Party Reference	If you have any 3rd party references, you can enter these here. DRAMS will use this to hold references to any related calls logged with 3rd party suppliers.
Customer Priority	This is for you to prioritize your tickets.
Share With	This will show the organizations you are a part of and will share the ticket with the organization accordingly.

The following priorities are available.

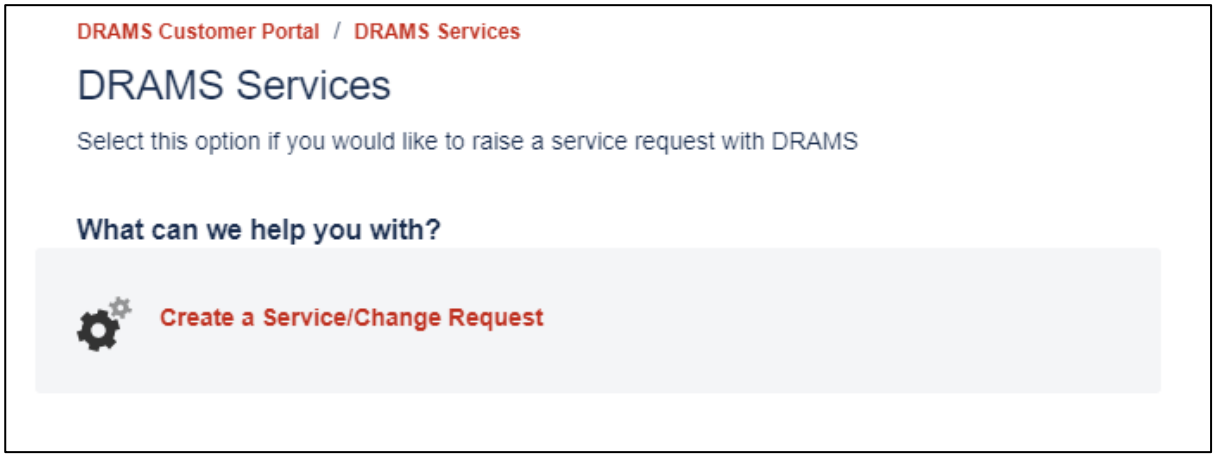
Priority	**Meaning**
Critical	A reported problem in the Software, or one of its necessary components, has caused the Software to cease function or has caused a complete system shutdown. The incident may result in a downtime and prohibit the Customer from carrying on procedures crucial to its operations.
High	A reported problem in the Software or one of its necessary components has caused a serious disruption of a major business function and cannot be temporarily solved by an alternative method or 'word around'.
Medium	A reported problem in the Software, or one of its necessary components, for which a temporary 'work around' is readily known and available.
Low	A reported problem, question, desire, request etc. which is not included in the definitions of Priority 1 – 3 and demands less immediate attention than said priorities.
Cosmetic	A problem of a cosmetic nature may be corrected in the next release of an Upgrade.

Most calls are typically logged as Medium with Critical being used for system down and High being used for serious issues. If an issue needs to be resolved quickly for any reason, this does not mean that it should be logged as Critical, you should include information on your need for a quick resolution and we will give this ticket more urgent attention.

After filling in the relevant fields click the Send button to save and send the ticket to the DRAMS team. You will receive an email confirming this has been completed.

6 Raising a Service Ticket

To raise a service ticket, click on the DRAMS Services button on the DRAMS Customer Portal which will open the DRAMS Services page. Click on the Raise a Service/Change Request button to open the form.



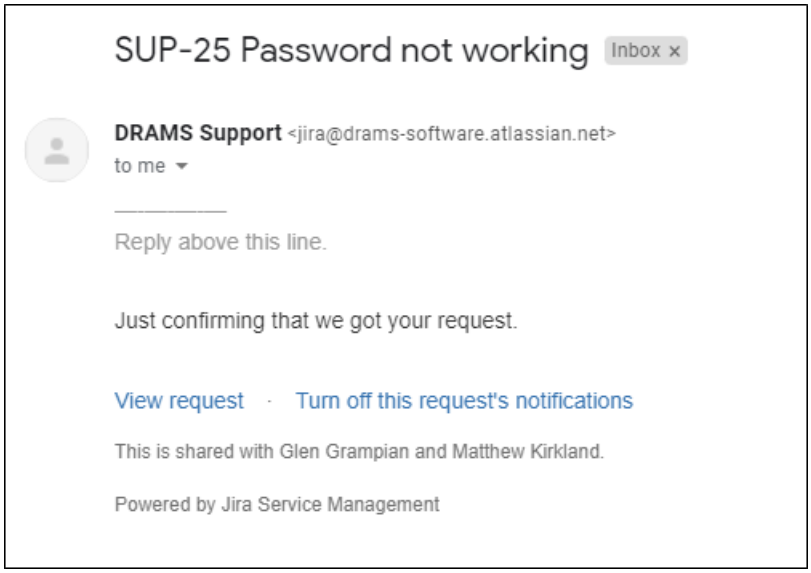
This opens the form to record your service/change request. There are only 2 fields - Summary and Description.

Field	Description
Summary	This is a short description of the request.
Description	Enter as much information here as possible to describe your request, e.g. the type of training required, or the details of the change required.

After filling in the form, press the Send button which will create the ticket and send it to the DRAMS team. You will also receive and email confirming it has been created.

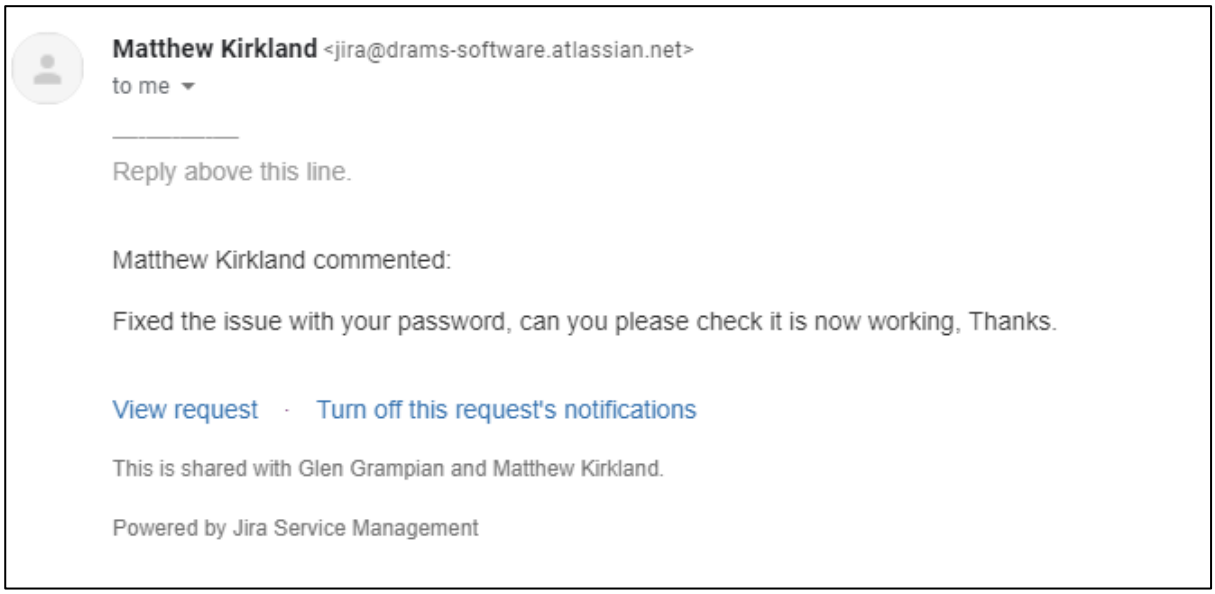
7 Emails

There will now be notification emails sent out from the helpdesk automatically. The first one will be a confirmation email when the ticket is first logged. They will come from the email address jira@drams-software.atlassian.net and will look like the example below.



If you want to update the ticket in Jira you can reply to the email, entering your text above the line at the top of the email. This text will automatically be added to the ticket. There are also links in the email which allow you to look at the ticket and to turn off notifications (see the section on My Requests for further information on notifications).

The next notification will be when a member of the DRAMS team adds a comment to the ticket. Keep a look out for these notifications as they may require an answer or hold the information to help fix the issue. Again, you can reply to this email, and it will automatically update the ticket.



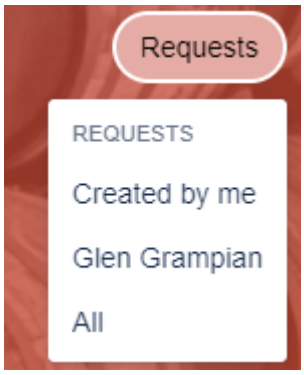
8 My Requests

It is possible to view all the tickets you have raised and any raised in your organisation. From the main DRAMS Customer Portal page click the Requests button in the top right. This will open a drop down with the options Created by me/"Your Organisation"/All.

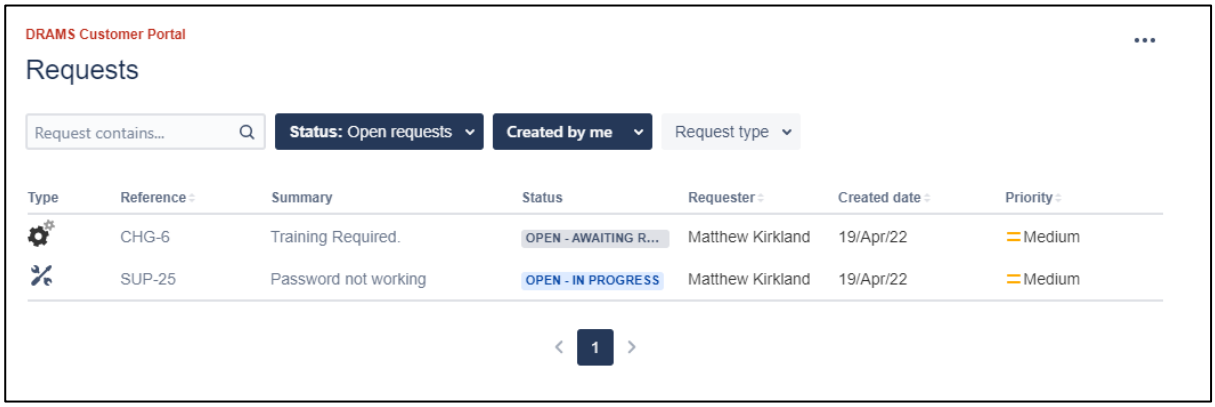
The Created by Me option will display a list of tickets raised by you.

The "Your Organisation" (in the screenshot below it is Glen Grampian) will all tickets shared with the organisation.

The All will open all tickets you have raised and those shared with the organisation.



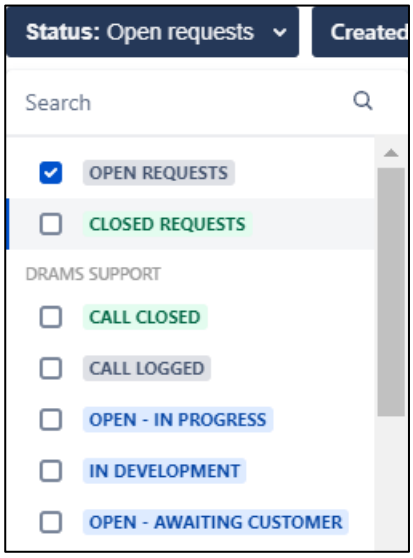
The screen displayed will be similar to the one below:



Along the top of the screen are:

Search bar – This will filter the screen for whatever you enter in the search bar.

Status filter – This shows a list of all available statuses. You can select one or multiple to filter the results displayed. The Open Requests shows all open requests, and the Closed Requests shows all closed requests.



The next filter is a quick way to show tickets created by you or your organisation.

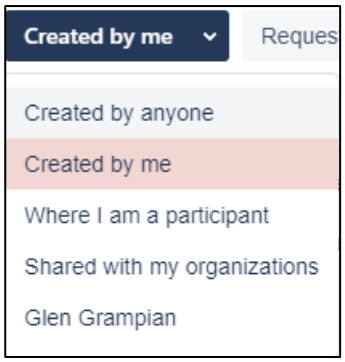
Created by me –This filter will only show tickets you have raised.

Created by anyone – this will show all tickets in your organisation.

Where I am a participant – This will show any tickets where someone has added you as a participant.

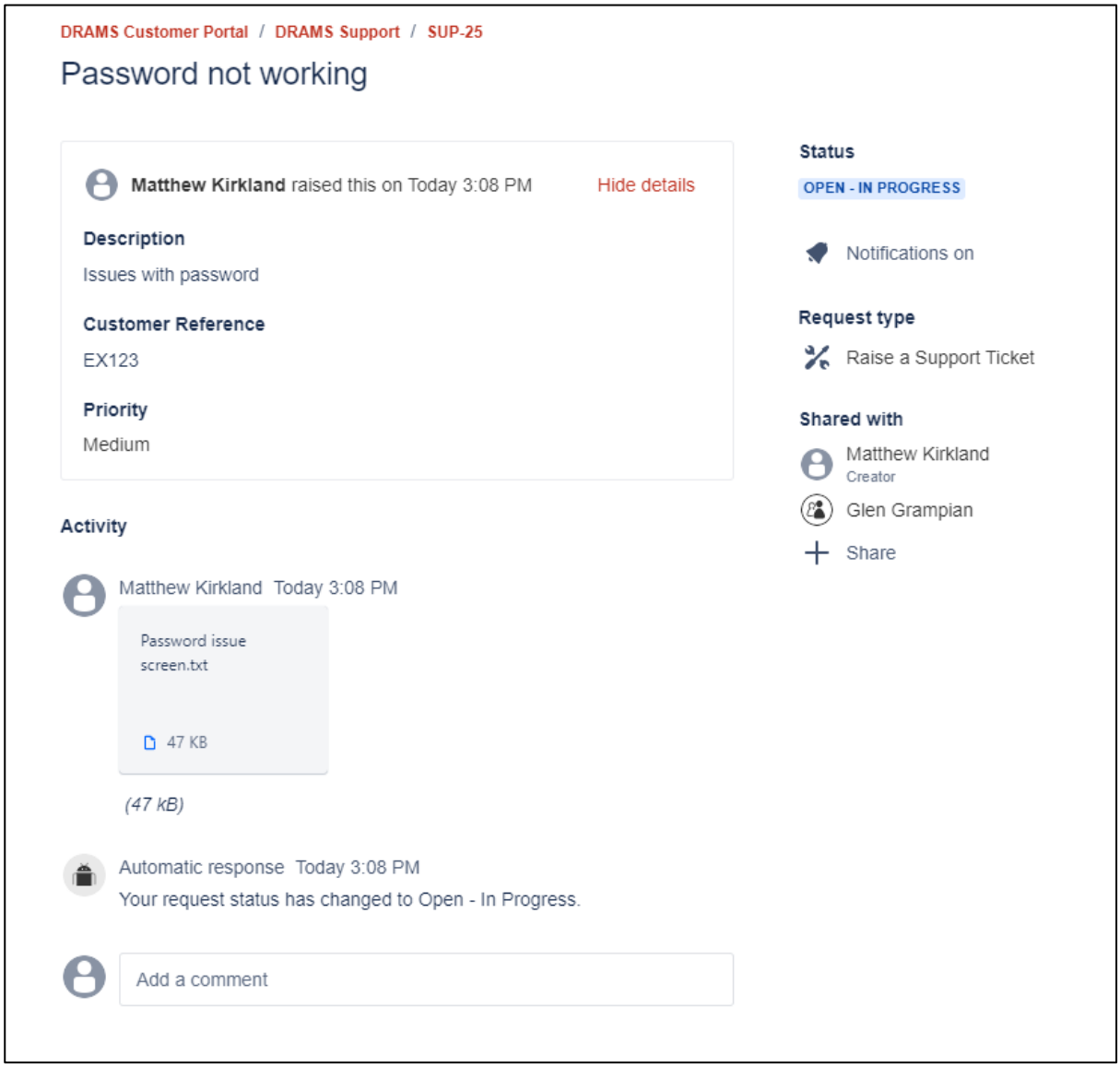
Shared with my organizations – this will show all tickets shared with your organisations.

"Your Organisation" – This will be a list of all the organisations you are a part of, and you can filter on each one.



Request Type Filter is used to filter the table results for only certain types – Raise a support ticket or Raise a service/change request.

If you want to look at a ticket in more detail, you can click on the reference or summary and this will open a new page with the details of the ticket.



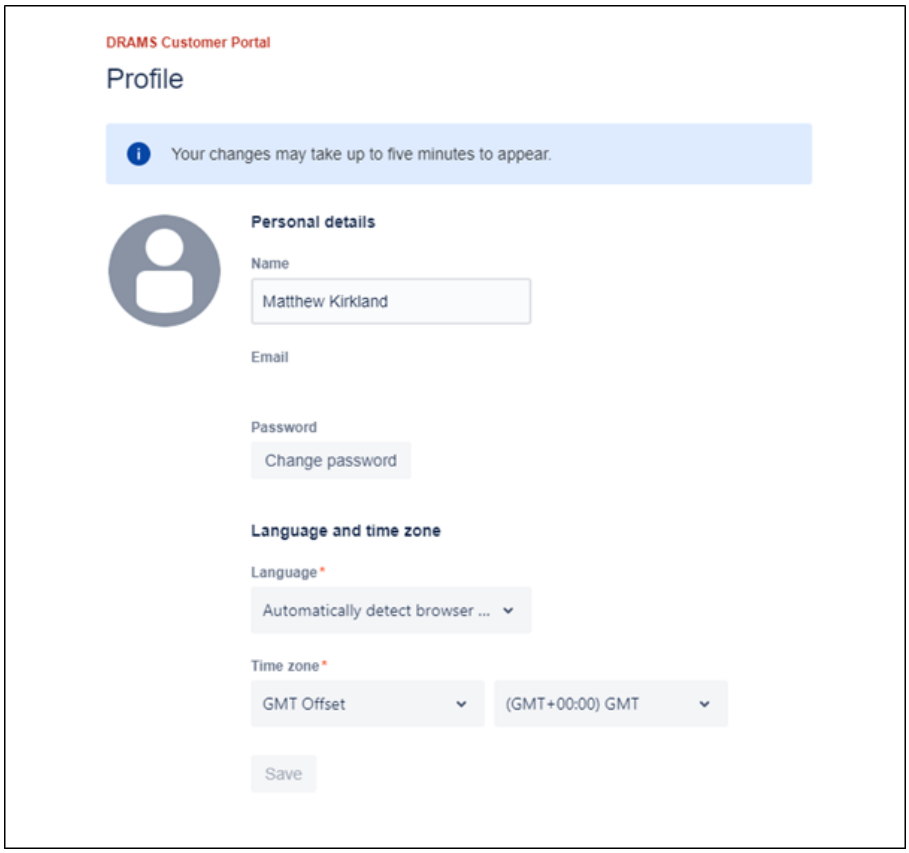
The Details Section shows what was entered when the ticket was raised.

The Activity section shows any updates made to the ticket. It will show status changes and any comment/email from either the DRAMS Team or Customer. This will be the one of the main communication methods on tickets.

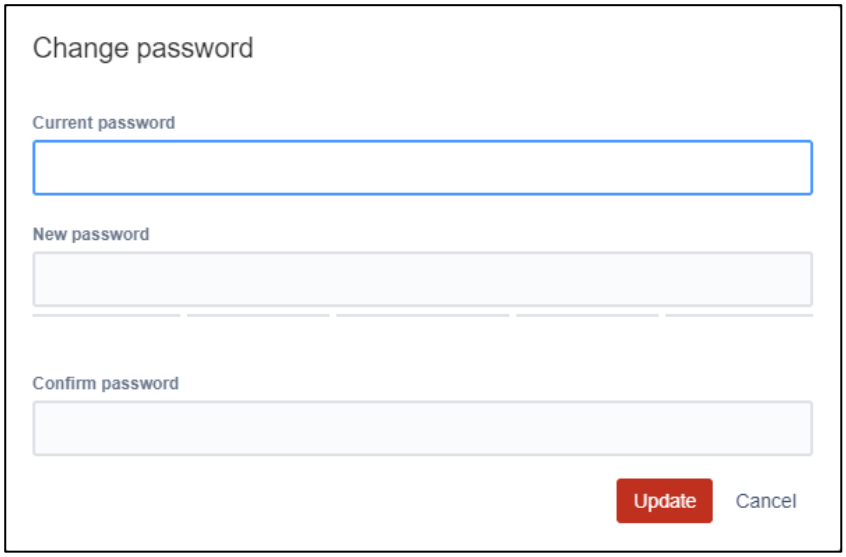
On the right-hand side there is the current status of the ticket, a toggle for turning off/on the notifications and the Request Type. It also shows who the ticket is shared with and you can add other contacts to the share by pressing the Share button and entering their name/email address.

9 Profile Screen

On the Profile screen you can change your name in the name field, your password using the Change Password button and the Language and time zone used. After changing any of the fields remember to press the Save button to save your changes.



The change your password button will open a new window where you can put in your old password and new password.



Fill in the fields and click update to save.