



Welcome to the Breakwater Hub

A Platform to Support
Your Business

User Guide



What is the Breakwater Hub?

The Breakwater Hub is brought to you by Desk Director. It is a simple and effective method for submitting support tickets. Accessed via an application on your computer or a browser, you can report IT issues using our pre-set questionnaires. This helps our technicians quickly identify and resolve the issue.

When using the Hub you can also monitor the status of your ticket, who it is assigned to and reply to updates and questions in a user-friendly chat function.

Accessing the Hub:

There are two ways you can access the Breakwater Hub:

- 1 Using the desktop application. The application should have been installed by an engineer already. If you cannot find this, please get in touch with the service desk.



Look out for the Hub icon on your desktop or taskbar!

- 2 Using a web browser, visit: <https://breakwaterit.deskdirector.com/>

Once you have opened the Hub you will be greeted by the login screen:

Enter your email address and hit the 'Send me a token' button.

You will then be emailed a token to enter and gain access to the Hub.

hub

Login with token

Email

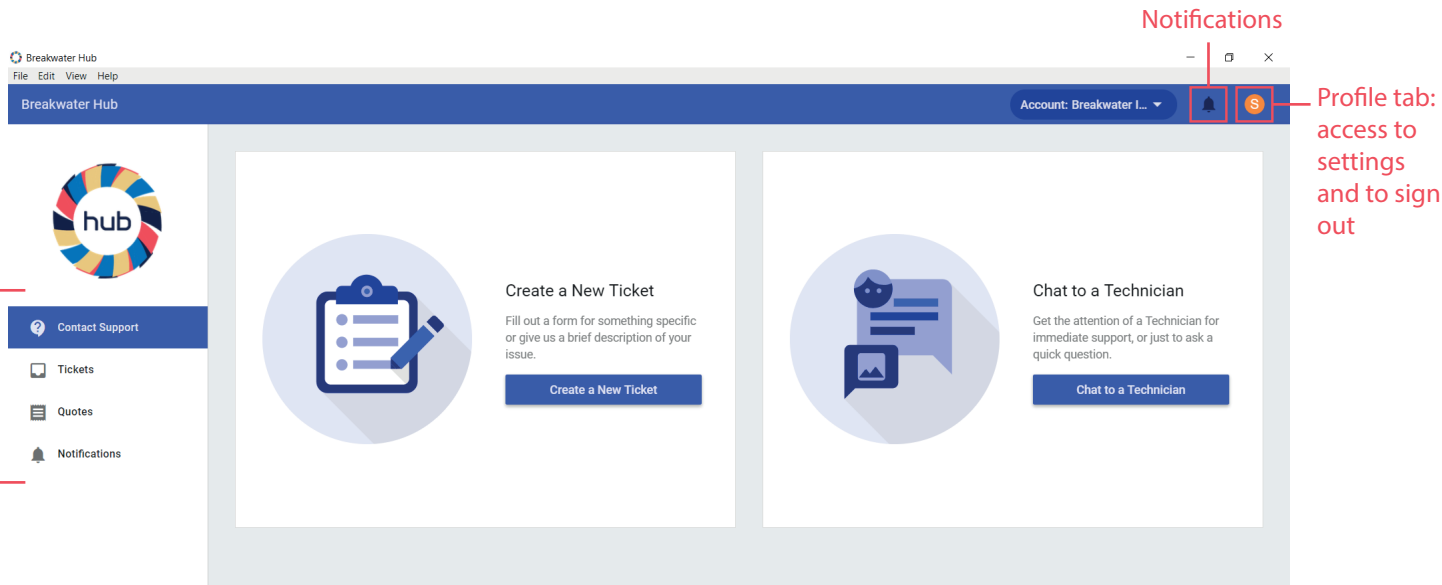
Send me a token

Login with password



How to use the Hub

Once you have logged in, you will be taken to the homepage:



You will see two main options to 'Create a New Ticket' or 'Chat to a Technician'*.

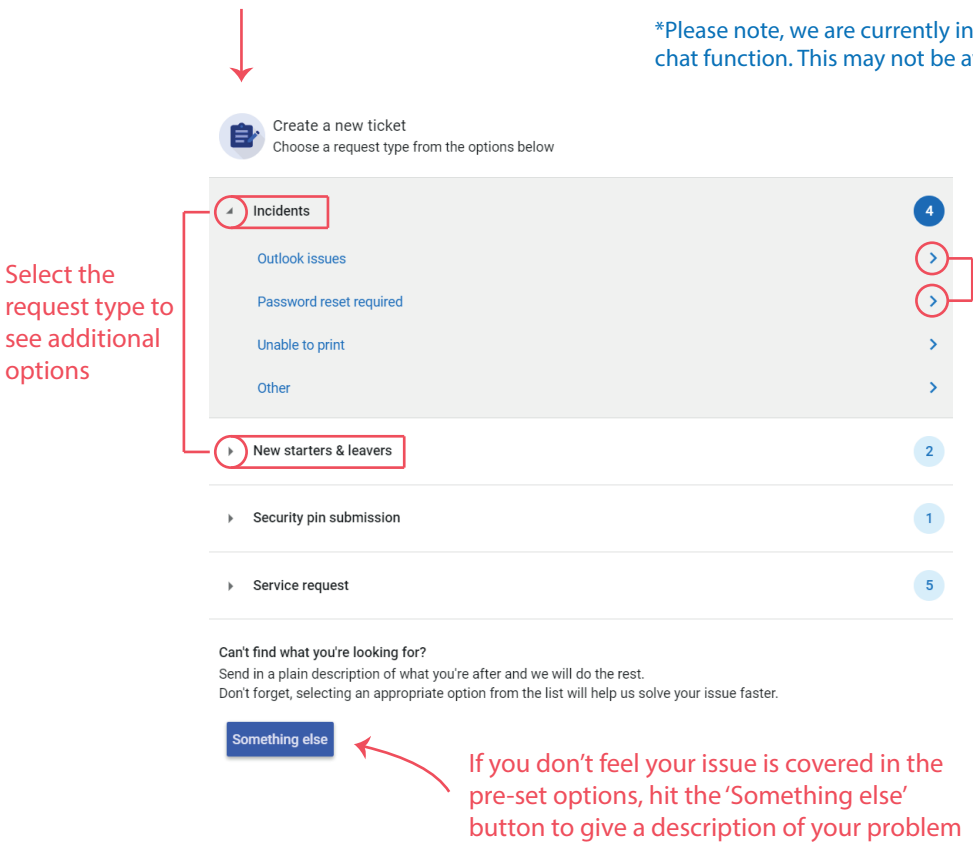
Create a New Ticket

This will take you to a series of request types with questions designed to help our technicians understand your issue.

Chat to a Technician*

This is a quick and easy way to chat to one of our technicians if you need immediate support, or if you just want to ask a quick question.

*Please note, we are currently in the process of rolling out the chat function. This may not be available to you immediately.





How to use the Hub

If you select to raise a ticket using our pre-set requests, you will be taken to a questionnaire to complete to help our technicians best identify the issue.

Look out for these useful features when submitting a ticket:

Click to paste images from clipboard

If you have any images on your clipboard, these can be added here

Submit your request!

Attach Files

Take a Screenshot

Submit

Allows you to attach files such as screenshots. (Max. size 5MB)

Take a screenshot - the Hub will minimize and take a screenshot of the application behind the Hub

Once you have submitted your ticket, you will receive an email with your ticket number and information. On the Hub, you will then see the option to 'Go to my Open Tickets'.

Go to my Open Tickets

Selecting this will take you to your ticket log. You can also access this in the left toolbar under 'Tickets'.

Breakwater Hub

Account: Breakwater L...

Tickets

Search tickets

Sort by: Newest first

My tickets

Open tickets 1

sam.brown - created Today at 2:44 PM

Outlook issues - Test Ticket #430575

*New

SA sam.brown: ### Are you able to open the application? * Yes ### Are you having issues receiving or sendin...

You will see a history of your tickets including the date and time created. If you click on the ticket name, this will take you into a more detailed overview of your ticket.



How to use the Hub

In the detailed ticket view, you will be able to see the full details of your ticket including:

Replies from your technician (these will also be emailed to you)

Tickets / Outlook issues - Test Ticket #430575

The technician in our team that your ticket is assigned to

The ticket priority

Progress of the ticket

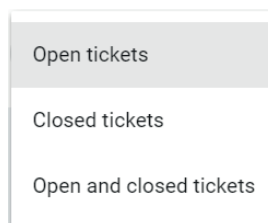
Ticket number (this is useful if you need to call us about the ticket)

If your technician responds to your ticket to ask further questions, you can reply directly to them using the reply function. You can also attach files, take a screenshot or if your issue is resolved, close the ticket.

Once your ticket is resolved and closed, you can view it in the 'Tickets' tab in the left toolbar.



Select the 'Open tickets' drop menu



Then either choose to view your 'Closed tickets' or 'Open and closed tickets'

If you open the detailed view of a closed ticket, there is an option to reopen the ticket within 30 days.



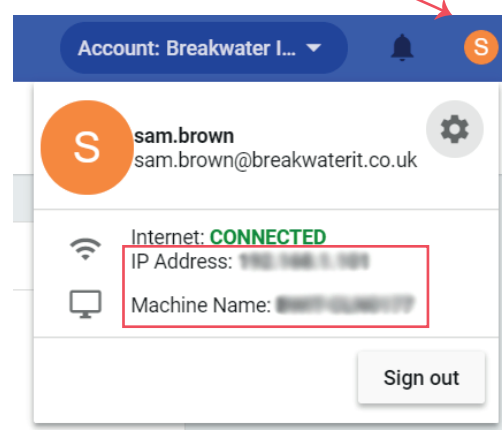
Additional Features

There are additional features within the Hub that you may or may not have depending on your access levels, and if you are using the desktop or browser application.

IP Address & Machine Name

When using the desktop application, the profile tab will look different to when you access the Hub using a web browser.

On the desktop version you will be able to see your IP Address and your Machine Name.



Quotes

In the left toolbar you may have access to Quotes. This allows you to view quotes for products and services, including closed quotes. You will see a summary of the quote, our contact, status and when the quote was last updated.

Invoices

In the left toolbar you may have access to Invoices. This allows you to view your paid and outstanding invoices with us. You will be able to see the invoice number, type, date raised, due date, amount and payment status.

For any additional help with the Breakwater Hub, or anything else you need, get in touch:

Service Desk:

01603 709301 | servicedesk@breakwaterit.co.uk

Enquiries:

01603 709300 | enquiries@breakwaterit.co.uk